

## Management

- Business Complete - 395 Courses, 1,639 Topics
- Diversity Awareness - 2 Courses, 40 Topics
- Diversity Awareness (Second Edition)
- Diversity for Managers (Second Edition)
- EK Series Business Skills Multilingual - 380 Courses, 1,513 Topics
- EK Series Business Skills English Only - 139 Courses, 1,272 Topics
- Advanced Business Writing (Includes Simulation) New!
- Applying Leadership Basics (Second Edition) (Includes Simulation) New!
- Assessing Change for Managers (Includes Simulation) New!
- Basics of Effective Communication (Second Edition) (Includes Simulation) New!
- Basics of Effective Selling (Second Edition) (Includes Simulation) New!
- Be An Effective Facilitator (Includes Simulation) New!
- Blended Blueprints: Workshop Edition Facilitator Training New!
- Building Strong Customer Relationships (Second Edition) (Includes Simulation) New!
- Career Skills (Includes Simulation) New!
- Coaching Essentials (Includes Simulation) New!
- Collaboration Skills (Includes Simulation) New!
- Conducting Interviews for Successful Results (Includes Simulation) New!
- Conflict Intervention (Second Edition) (Includes Simulation) New!
- Critical Thinking Skills (Includes Simulation) New!
- Decision Making Skills (Includes Simulation) New!
- Delegating (Second Edition) (Includes Simulation) New!
- Developing Successful Training for Non-Training Professionals (Includes Simulation) New!
- Developing Yourself as a Leader (Includes Simulation) New!
- Effective Listening Skills (Includes Simulation) New!
- Emotional Intelligence (Includes Simulation) New!
- Excellence in Technical Customer Service (Includes Simulation) New!
- Facilitation Skills for Blended Blueprints: Corporate Initiative Edition Sessions New!
- Financial Basics for Non-Financial Managers (Second Edition) (Includes Simulation) New!
- Fundamentals of Communication New!
- Fundamentals of Customer Service New!
- Getting the Results Without the Authority: Completing the Project (Includes Simulation) New!
- Getting the Results Without the Authority: Creating a Strategy (Includes Simulation) New!
- Global Marketing: Analyzing Your Audience (Includes Simulation) New!
- Global Marketing: Positioning Your Product (Includes Simulation) New!
- Grammar Essentials (Second Edition) (Includes Simulation) New!
- Hiring Outstanding Teams: Attracting the Right Candidates (Includes Simulation) New!
- Hiring Outstanding Teams: Behavioral Interviews and Other Techniques (Includes Simulation) New!
- Hiring Outstanding Teams: Integrating New Team Members (Includes Simulation) New!
- Implementing Change for Managers (Includes Simulation) New!
- Labor Unions in the Workplace: Creating an Equitable Workplace (Includes Simulation) New!
- Labor Unions in the Workplace: Working with Labor Unions (Includes Simulation) New!
- Leadership Skills: Build a Winning Team (Includes Simulation) New!

## Management

Leadership Skills: Lead with Confidence (Includes Simulation) New!

Leadership Skills: Position Yourself to Lead (Includes Simulation) New!

Leading Virtual Teams 1: Putting Together a VTeam (Includes Simulation) New!

Leading Virtual Teams 2: Creating a VTeam Work Environment (Includes Simulation) New!

Leading Virtual Teams 3: Sustaining a VTeam (Includes Simulation) New!

Managing Information Effectively (Includes Simulation) New!

Managing Multigenerational Teams: Dealing with Intergenerational Problems in the Workplace (Includes Simulation) New!

Managing Multigenerational Teams: Leveraging the Capabilities of Intergenerational Teams (Includes Simulation) New!

Managing Organizational Goals (Includes Simulation) New!

Managing Project Teams (Second Edition) (Includes Simulation) New!

Managing Projects (Second Edition) (Includes Simulation) New!

Marketing Essentials: Analyzing Your Market (Includes Simulation) New!

Marketing Essentials: Positioning Your Product (Includes Simulation) New!

Mentoring: Closing the Mentoring Relationship (Includes Simulation) New!

Mentoring: Developing Relationships (Includes Simulation) New!

Mentoring: Identifying Your Goals (Includes Simulation) New!

Performance Management (Second Edition)(Includes Simulation) New!

Positive Work Environment: Creating a Positive Work Environment (Includes Simulation) New!

Positive Work Environment: Overcoming Negativity in the Workplace (Includes Simulation) New!

Presenting Successful Training for Non-Training Professionals (Includes Simulation) New!

Project Management Skills for Non-Project Managers (Includes Simulation) New!

Providing Effective Feedback (Second Edition) (Includes Simulation) New!

Recognizing and Avoiding Burnout (Second Edition) (Includes Simulation) New!

Recognizing Employee Performance (Second Edition) (Includes Simulation) New!

Using Data to Communicate (Includes Simulation) New!

What Good Managers Do: The First 100 Days (Includes Simulation) New!

Women in Leadership: Leading People in an Organization (Includes Simulation) New!

Writing for a Global Audience (Includes Simulation) New!

Communicating Across Cultures (Includes Simulation)

Developing and Leading an Effective Team (Includes Simulation)

Leading Your Team to Business Results (Includes Simulation)

Motivating Employees (Second Edition)

Motivating Your Employees (Includes Simulation)

Effective Business Writing (Includes Simulation)

Persuasive Business Writing (Includes Simulation)

Writing Effective Emails (Includes Simulation)

Working With Difficult People (Includes Simulation)

Creating a Strong Leadership Team (Second Edition)

Personal Financial Planning (Second Edition)

Financial Performance Essentials (Includes Simulation)

Financial Basics for Non-Financial Managers (Second Edition)

Planning and Controlling Budgets (Includes Simulation)

Making Wise Investment Decisions (Includes Simulation)

## Management

Conducting Performance Reviews (Second Edition)  
Interviewing Job Candidates (Second Edition)  
Managing Company Change (Second Edition)  
Leading Effective Meetings (Second Edition)  
Time Management (Second Edition)  
Leading Effective Teams (Second Edition)  
Disciplining and Redirecting Employees (Second Edition)  
Managing Innovation and Creativity (Includes Simulation)  
Effective Management: Developing as a Manager (Includes Simulation)  
Effective Management: Creating Successful Solutions (Includes Simulation)  
Effective Management: Empowering Your Workgroup (Includes Simulation)  
Effective Management: Communicating Successfully (Includes Simulation)  
Scoping Your Internet Project (Includes Simulation)  
Preparing to Interview Job Candidates (Includes Simulation)  
Effective Management: Cultivating Great Teams (Includes Simulation)  
Managing a Virtual Office (Second Edition)  
Setting Performance Goals and Expectations (Second Edition)  
Recognizing and Managing Anger (Second Edition)  
Balancing Work and Family (Second Edition)  
Managing Personal Stress (Second Edition)  
Creating and Maintaining Life Balance (Includes Simulation)  
Getting the Most Out of Your Day (Includes Simulation)  
Qualifying Sales Prospects (Second Edition)  
Understanding and Using Contracts (Second Edition)  
Mastering Cold Calls (Second Edition)  
Telephone Sales Skills (Second Edition)  
Negotiating for the Sales Professional (Second Edition)  
Developing and Implementing a Strategic Plan (Includes Simulation)  
First Steps Towards Strategic Planning (Includes Simulation)  
Managing Conflict (Includes Simulation)  
Customer Service Via Phone and Email (Includes Simulation)  
Get The Most Out of Your Meetings (Includes Simulation)  
Business Meeting Skills (Includes Simulation)  
Dynamic Business Presentations (Includes Simulation)  
Effective Time Management for You (Includes Simulation)  
Realistic Time Management Goals (Includes Simulation)  
Succeeding Through Teamwork in Business (Includes Simulation)  
Making Team Decisions (Includes Simulation)  
Measuring Team Performance (Includes Simulation)  
Building Dynamic Business Teams (Includes Simulation)  
Change Management for Employees (Includes Simulation)  
Branding Your Internet Identity (Includes Simulation)  
Negotiating Skills In Action (Includes Simulation)

## Management

Preparing to Negotiate (Includes Simulation)

Finding Resolution Through Negotiation (Includes Simulation)

Selecting Your Negotiation Strategy (Includes Simulation)

Accepting a Decision (Includes Simulation)

Making Group Decisions (Includes Simulation)

Defining the Issue of a Problem (Includes Simulation)

Selecting the Solution for a Problem (Includes Simulation)

Investigating the Problem (Includes Simulation)

Solving Problems As A Team (Second Edition)

Solving Problems Logically (Includes Simulation)

Communicating Clearly (Includes Simulation)

Discharging Employees (Second Edition)

Intercultural Business Etiquette (Second Edition)

Presentation Skills (Second Edition)

Presenting Your Ideas Effectively (Includes Simulation)

• Additional EK Series Business Skills Multilingual Products - 241 Courses

10 bí quy ệ t bán hàng hiệ quả (Phiên bản 2) (ti ệ ng Việ t) New!

10 bí quy ệ t xây dựng đội ngũ vững mạnh (Phiên bản hai) (ti ệ ng Việ t) New!

15 bí quy ệ t làm chủ các cuộc điện thoại chào hàng (Phiên bản thứ hai) (ti ệ ng Việ t) New!

7 bước giao ti ệ p hiệ quả (phiên bản 2) (ti ệ ng Việ t) New!

8 bứ c để có bài thuy ệ t trình ấn tợ ng (Bao gồm bài tập mô phỏng) (ti ệ ng Việ t) New!

Administración efectiva del tiempo (Incluye Simulación) (Español) New!

Administrando a Inovação e a Criatividade (Inclui Simulação) (Português do Brasil) New!

Administrar una oficina virtual (Segunda Edición) (Español) New!

Administração de Conflitos (Inclui Simulação) (Português do Brasil) New!

Appliquer les bases du leadership (Deuxième édition) (Comprend la Simulation) (Français) New!

Apresentações Eficazes (Português do Brasil) New!

Aptitudes de Gerencia de Proyecto para No-Gerentes de Proyecto (Incluye Simulación) (Español) New!

Bases d'une communication efficace (Deuxième édition) (Comprend la Simulation) (Français) New!

Bases de la Vente Efficace (Deuxième édition) (Comprend la Simulation) (Français) New!

Bí quy ệ t quản lý thời gian hiệ quả (ti ệ ng Việ t) New!

Bí quy ệ t sử dụng hợp đồng thương mại quốc t ệ (Phiên bản 2) (ti ệ ng Việ t) New!

Bí quy ệ t trở thành một nhà quản lý giỏi (Phiên bản thứ hai) (ti ệ ng Việ t) New!

Capacità dell'assistenza clienti (Include Simulazione) (Italiano) New!

Capacità di gestione del progetto per individui non responsabili di progetto (Include Simulazione) (Italiano) New!

Capacités de planification stratégique (comprend une simulation) (Français) New!

Ce que font les bons dirigeants : Les 100 premiers jours (Comprend la Simulation) (Français) New!

Coaching Essentials (Includes Simulation) (International English) New!

Coaching Grundlagen (mit Simulation) (Deutsch) New!

Communicating Across Cultures (Includes Simulation) (International English) New!

Communiquer avec d'autres cultures (Comprend la Simulation) (Français) New!

Compétences de gestion de projet pour gestionnaires hors projet (Comprend la Simulation) (Français) New!

Compétences de négociation (Comprend une simulation) (Français) New!

## Management

Compétences en matière de service aux consommateurs (Comprend la Simulation) (Français) New!

Compétences pour une modération efficace (Comprend la Simulation) (Français) New!

Comunicación intercultural (Incluye simulación) (Español) New!

Comunicazione fra culture (Include Simulazione) (Italiano) New!

Cẩm nang trung tâm hỗ trợ khách hàng (Phiên bản 2) (tiếng Việt) New!

Délégation (Deuxième édition) (Comprend la Simulation) (Français) New!

Effective Management: Communicating Successfully (Includes Simulation) (International English) New!

Effective Management: Creating Successful Solutions (Includes Simulation) (International English) New!

Effective Management: Developing as a Manager (Includes Simulation) (International English) New!

Effective Management: Empowering Your Workgroup (Includes Simulation) (International English) New!

Effective Presentations (Includes Simulation) (International English) New!

Effektive Geschäftsschreiben (einschließlich Übungen) (Deutsch) New!

Effektives Management: Die Arbeitsgruppe fördern (inkl. Simulation) (Deutsch) New!

Effektives Management: Entwickeln großartiger Teams (einschließlich Simulation) (Deutsch) New!

Effektives Management: Entwickeln von erfolgreichen Lösungen (mit Simulation) (Deutsch) New!

Effektives Management: Entwicklung als Manager (beinhaltet Simulation) (Deutsch) New!

Effektives Management: Erfolgreiche Kommunikation (beinhaltet Simulation) (Deutsch) New!

Erste Schritte in Richtung strategischer Planung (Beinhaltet Simulation) (Deutsch) New!

Escrevendo Comunicações Empresariais Eficazes (Português do Brasil) New!

Estabelecendo comunicação interculturais (Inclui simulação) (português do Brasil) New!

Etablir des relations étroites avec les clients (Deuxième édition) (Comprend la Simulation) (Français) New!

Fundamentos de las ventas efectivas (Segunda Edición) (Incluye Simulación) (Español) New!

Fundamentos del entrenamiento (Español) New!

Fundamentos do coaching (Português do Brasil) New!

Führungspraxis (beinhaltet Simulation) (Deutsch) New!

Gerenciamento de Desempenho (Inclui Simulação) (Português do Brasil) New!

Gerenciamento de Tempo Eficaz (Inclui Simulação) (Português do Brasil) New!

Gerenciamento efetivo: capacitando o seu grupo de trabalho (inclui simulação) (português do Brasil) New!

Gerenciamento Efetivo: Criando Soluções Bem Sucedidas (Inclui Simulação) (Português do Brasil) New!

Gerenciamento Eficaz: Comunicação Bem-Sucedida (Inclui Simulação) (Português do Brasil) New!

Gerenciamento Eficaz: Desenvolvimento como Gerente (Inclui Simulação) (Português do Brasil) New!

Gerenciando Equipes de Projetos (Segunda Edição) (Inclui Simulação) (Português do Brasil) New!

Gerentes de Mudança para Funcionários (Inclui Simulação) (Português do Brasil) New!

Gestion d'un bureau virtuel (Deuxième édition) (Français) New!

Gestion des conflits (Comprend la Simulation) (Français) New!

Gestion des performances (Comprend la Simulation) (Français) New!

Gestion des équipes du projet (Deuxième édition) (Comprend la Simulation) (Français) New!

Gestion du changement (Comprend la Simulation) (Français) New!

Gestion du changement destinée aux employés (Comprend la Simulation) (Français) New!

Gestion efficace : Se développer en tant que manager (Comprend la Simulation) (Français) New!

Gestion efficace : Autonomiser votre groupe de travail (Comprend la Simulation) (Français) New!

Gestion efficace : Communication réussie (Comprend la Simulation) (Français) New!

Gestion efficace : Créer des Solutions Performantes (Comprend la Simulation) (Français) New!

## Management

Gestion efficace : Cultiver de grandes équipes (Comprend la Simulation) (Français) New!

Gestione del cambiamento per dirigenti (Include Simulazione) (Italiano) New!

Gestione Efficace: Comunicare con successo (Include Simulazione) (Italiano) New!

Gestione Efficace: Creare soluzioni vincenti (Include Simulazione) (Italiano) New!

Gestione Efficace: Dare potere al proprio gruppo di lavoro (Include Simulazione) (Italiano) New!

Gestione Efficace: Sviluppare come Dirigente (Include Simulazione) (Italiano) New!

Gestire i team di progetto (Include Simulazione) (Italiano) New!

Gestire un conflitto (Include Simulazione) (Italiano) New!

Gestión de equipos de proyecto (Segunda Edición) (Incluye simulación) (Español) New!

Gestión del cambio para empleados (Incluye simulación) (Español) New!

Gestión del cambio para gerentes (Incluye Simulación) (Español) New!

Gestión del desempeño (Incluye simulación) (Español) New!

Gestión efectiva: Comunicándose exitosamente (Incluye simulación) (Español) New!

Gestión efectiva: Creando soluciones exitosas (Incluye simulación) (Español) New!

Gestión efectiva: Cultivando equipos grandiosos (Incluye simulación) (Español) New!

Gestión efectiva: Desarrollándose como un gerente (Incluye simulación) (Español) New!

Gestión efectiva: Empoderando a su grupo de trabajo (Incluye simulación) (Español) New!

Gestión para la creatividad e innovación (incluye simulacro) (Español) New!

Gestão da Mudança para Funcionários (Inclui Simulação) (português do Brasil) New!

Gestão Eficiente: Criando Boas Equipes (Inclui Simulação) (Português do Brasil) New!

Ghi nhận và khen thưởng thành tích làm việc của nhân viên (Phiên bản 2) (tiếng Việt) New!

Giao tiếp hiệu quả trong dịch vụ chăm sóc khách hàng (Phiên bản 2) (tiếng Việt) New!

Giao tiếp thành công ở cấp quản lý (Bao gồm bài tập mô phỏng) (tiếng Việt) New!

Giải quyết vấn đề một cách lô-gic (Bao gồm bài tập mô phỏng) (tiếng Việt) New!

Gruppenentscheidungen treffen (inkl. Simulation) (Deutsch) New!

Gérer l'innovation et la créativité (Comprend la Simulation) (Français) New!

Gérer les objectifs organisationnels (Comprend la Simulation) (Français) New!

Habilidades de atención a clientes (Incluye Simulación) (Español) New!

Habilidades de atendimento ao cliente (Inclui Simulação) (Português do Brasil) New!

Habilidades de Negociação (Português do Brasil) New!

Holen Sie das Beste aus Ihren Meetings heraus (beinhaltet Simulation) (Deutsch) New!

Informazioni essenziali sul coaching (Include Simulazione) (Italiano) New!

Innovationen und Kreativität verwalten (einschließlich Simulation) (Deutsch) New!

Interviewfähigkeiten für das Management (Deutsch) New!

Kiến thức tài chính cơ bản cho nhà quản lý (Phiên bản 2) (tiếng Việt) New!

Konfliktmanagement (Beinhaltet Simulation) (Deutsch) New!

Kulturübergreifende Kommunikation (Mit Simulation) (Deutsch) New!

Kundendienstkenntnisse (Beinhaltet Simulation) (Deutsch) New!

Kỹ năng chăm sóc khách hàng hiệu quả (Phiên bản thứ hai) (tiếng Việt) New!

Kỹ năng lãnh đạo nhóm hiệu quả (Phiên bản 2) (tiếng Việt) New!

Kỹ năng lập và quản lý ngân sách (Bao gồm Bài tập mô phỏng) (tiếng Việt) New!

Kỹ năng phản hồi tích cực (Phiên bản 2) (tiếng Việt) New!

Kỹ năng quản lý dự án (Phiên bản 2) (tiếng Việt) New!

## Management

Kỹ năng quản lý hiệu quả: Xây dựng đội ngũ nhân viên lớn mạnh (tiếng Việt) New!
Kỹ năng ra quyết định đầu tư hiệu quả (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Kỹ năng trình bày vấn đề rõ ràng (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Kỹ năng điểu hành các cuộc họp hiệu quả (Phiên bản 2) (tiếng Việt) New!
Kỹ năng đưa ra quyết định nhóm (Bao gồm Bài tập mô phỏng) (tiếng Việt) New!
Kỹ năng ủy thác công việc (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Le leadership en pratique (Comprend la Simulation) (Français) New!
Leadership pratica (Include Simulazione) (Italiano) New!
Leistungsmanagement (beinhaltet Simulation) (Deutsch) New!
Liderança prática (Português do Brasil) New!
Liderazgo práctico (Incluye simulación) (Español) New!
Livrer un feedback efficace (Deuxième édition) (Comprend la Simulation) (Français) New!
Lập kế hoạch e-Marketing (tiếng Việt) New!
Making Group Decisions (Includes Simulation) (International English) New!
Manejo de Conflictos (Incluye Simulación) (Español) New!
Motivando a sus empleados (Incluye Simulación) (Español) New!
Motivando os Seus Funcionários (Inclui Simulação) (Português do Brasil) New!
Motiver ses employés (Comprend la Simulation) (Français) New!
Motivieren Sie Ihre Mitarbeiter (beinhaltet Simulation) (Deutsch) New!
Negociar para el profesional de ventas (Segunda Edición) (Español) New!
Nghệ thuật phỏng vấn tuyển dụng (Phiên bản 2) (tiếng Việt) New!
Nghệ thuật phân phối dành cho nhà bán hàng chuyên nghiệp (Phiên bản thứ hai) (tiếng Việt) New!
Nghệ thuật phân thành công (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Négociation pour les commerciaux (Deuxième édition) (Français) New!
Objectifs réalistes en matière de gestion du temps (Comprend la Simulation) (Français) New!
Obtenir des Résultats sans Autorité (Comprend la Simulation) (Français) New!
Phát triển và lãnh đạo một nhóm hiệu quả (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Phát triển và thực hiện một kế hoạch chiến lược (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Phương pháp kiểm soát stress (Phiên bản 2) (tiếng Việt) New!
Phương pháp phát triển và thực hiện chương trình đào tạo dành cho các giảng viên không chuyên (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Phương pháp thiết lập mục tiêu cho nhân viên (Phiên bản 2) (tiếng Việt) New!
Phương pháp tiếp xúc đánh giá khách hàng tiềm năng (Phiên bản 2) New!
Phương pháp đánh giá sự thay đổi dành cho nhà quản lý (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Practical Leadership (Includes Simulation) (International English) New!
Prendere decisioni di gruppo (Include Simulazione) (Italiano) New!
Prendre des décisions de groupe (Comprend la Simulation) (Français) New!
Prendre des décisions en équipe (Comprend la Simulation) (Français) New!
Preparación para entrevistar a los candidatos al puesto (Incluye simulación) (Español) New!
Preparando-se para Entrevistar Candidatos à Vaga (Inclui Simulação) (Português do Brasil) New!
Preparazione alla negoziazione (Include Simulazione) (Italiano) New!
Preparing to Negotiate (Includes Simulation) (International English) New!
Preparándose para negociar (Español) New!
Presentaciones efectivas (Incluye simulación) (Español) New!

## Management

Presentazioni efficaci (Include Simulazione) (Italiano) New!
Primeiros Passos Para o Planejamentos Estratégico (Inclui Simulação) (Português do Brasil) New!
Primeros pasos hacia la planeación estratégica (Incluye simulación) (Español) New!
Principes du coaching (Français) New!
Projektmanagement-Skills für angehende Projektleiter (Beinhaltet Simulation) (Deutsch) New!
Projektteams leiten (Zweite Ausgabe) (Beinhaltet Simulation) (Deutsch) New!
Préparation aux entrevues de candidats (Comprend la Simulation) (Français) New!
Quy trình bán hàng hiệu quả (Phiên bản 2) (tiếng Việt) New!
Quảng bá thương hiệu trên mạng Internet (Bao gồm bài tập mô phỏng) (tiếng Việt) New!
Realistische Zeitmanagementziele (mit Simulation) (Deutsch) New!
Reconnaitre la performance des employés (Deuxième édition) (Comprend la Simulation) (Français) New!
Redacción de negocios efectiva (Incluye Simulación) (Español) New!
Teamentscheidungen treffen (mit Simulation) (Deutsch) New!
Thuyết trình hiệu quả trong môi trường kinh doanh hiện đại (BT mô phỏng) (tiếng Việt) New!
Tirez le meilleur parti de vos réunions (Comprend la Simulation) (Français) New!
Tomando decisiones de equipo (Incluye simulación) (Español) New!
Tomando decisiones de grupo (Incluye simulación) (Español) New!
Tomando decisões de equipe (Inclui simulação) (Português do Brasil) New!
Tomando decisões de grupo (Inclui simulação) (português do Brasil) New!
Técnicas de Gerenciamento de Projeto para Leigos (Inclui Simulação) (Português do Brasil) New!
Umgang mit Veränderungen für Angestellte (einschließlich Simulation) (Deutsch) New!
Utiliser des données pour communiquer (Comprend la Simulation) (Français) New!
Veränderungsmanagement für Manager (Beinhaltet Simulation) (Deutsch) New!
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