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SUMMER CATALOG 2017



**Creative Writing
Critiques & Tips**

Instructor: Rebecca Thomas

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WVU Continuing Education Course Catalog - Term SUMMER 2017

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Career & Professional

Accounting

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[Operational Risk Management](#) [3070020]

Changes in markets, techniques, technologies, and products have altered the landscape of Operations and fueled the explosive development of Operational Risk management. The regulators of financial and public companies are demanding a far greater level of disclosure and awareness by directors about the risks they manage and the effectiveness of the controls they have in place to reduce or mitigate these risks. There is also a greater realization that a major source of earnings volatility can be attributed to the way a firm operates and not "financial risk". All these changes have triggered the need for an efficient Operational Risk Management system in organizations. <http://protrainedu.org/Lumens/Operational-Risk-Management/488> target="_blank

[Right On the Money - Personal and Practical Personal Finance](#) [3070022]

Today's ever changing financial situations necessitate that each person with an income and responsibilities have a solid and practical personal financial plan, firmly in place. This class is designed to provide that basic personal financial planning. The class provides a curriculum with the plans and procedures that will help anyone identify, understand, and accomplish their financial goals. This course covers personal financial planning, asset and credit management, savings/investment and retirement planning. <http://protrainedu.org/Lumens/Right-On-the-Money---Personal-and-Practical-Personal-Finance/350> target="_blank

[Financial Risk Manager \(FRM\)](#) [3070027]

In recent years, the globalization of financial markets, the emergence of international banking regulations and the rapid growth of new sophisticated products have dramatically elevated the role risk management plays in an organization. The Financial Risk Manager (FRM) exam leads to the Financial Risk Manager Certification - a prestigious designation granted by Global Association of Risk Professionals (GARP) since 1997. GARP certifies Risk professionals, Practitioners & Regulators as eligible for independent risk management analysis and decision making for the benefit of the company and its investors. [http://protrainedu.org/Lumens/Financial-Risk-Manager-\(FRM\)/481](http://protrainedu.org/Lumens/Financial-Risk-Manager-(FRM)/481) target="_blank

[Asset and Liability Management for Insurance Companies](#) [3070030]

The program has been designed to discuss concepts and case studies on Asset Liability Management for the insurance industry. The course discusses and reviews ALM concepts such as cash flows and risks of insurance products (assets and liabilities), applicable regulatory and capital guidelines, actual case studies and current trends and developments. The course has been designed to be conceptually sound and practical. <http://protrainedu.org/Lumens/Asset-and-Liability-Management-for-Insurance-Companies/489> target="_blank

[Banking Management Operations](#) [3070031]

This program acquaints the participants with an in-depth understanding of various knowledge areas that are required of banking professionals. The students will be equipped with the knowledge of the various banking products, operational aspects, and various technology and regulatory requirements. The students will also be provided with essential management and operational technology skills required to work effectively. <http://protrainedu.org/Lumens/Banking-Management-Operations/486> target="_blank

[Professional Risk Manager \(PRM\)](#) [3070037]

The Professional Risk Manager Program is a competitive exam that tests a professional's competence in the field of risk management. This program is certified by The Professional Risk Managers International Association (PRMIA). Visit their website www.prmia.org. Today's risk professional is expected by regulators and shareholders alike to know and understand industry best practices and to be committed to using them. The PRM certification sends the message to stakeholders that you set the standards. This course offers the students online tutorials for certification exams, ePRM Coach, and a comprehensive self-study guide for the Professional Risk Manager (PRM). [http://protrainedu.org/Lumens/Professional-Risk-Manager-\(PRM\)/477](http://protrainedu.org/Lumens/Professional-Risk-Manager-(PRM)/477) target="_blank

[Financial Planning and Wealth Management](#) [3070039]

Financial Planning and Wealth Management is a course designed to prepare students for a career in paraprofessional work for investment companies, banks, insurance companies, or corporations. This comprehensive distance learning course covers the key details of the financial planning process for individuals who would like to assist financial planners. This class is not designed to prepare students for the Certified Financial Planner Certification exam.

<http://protrainedu.org/Lumens/Financial-Planning-and-Wealth-Management-/487>" target="_blank

[Comprehensive Tax Course with Business Package](#) [3070043]

Learn to prepare tax returns for most Form 1040 individual, non-business taxpayers and small business taxpayers (self-employed/Schedule C). Learn how to research tax issues.

<http://protrainedu.org/Lumens/Comprehensive-Tax-Course-with-Business-Package/348>" target="_blank

[Small Business Income Tax Course Level 1](#) [3070044]

Recent economic changes make it more important than ever for taxpayers to claim all of the credits and deductions due to them and to pay no more than the exact amount of taxes they owe. As a result, qualified tax preparers are in high demand.

<http://protrainedu.org/Lumens/Small-Business-Income-Tax-Course-Level-1/346>" target="_blank

[Small Business Income Tax Course Level 2](#) [3070045]

Recent economic changes make it more important than ever for taxpayers to claim all of the credits and deductions due to them and to pay no more than the exact amount of taxes they owe. As a result, qualified tax preparers are in high demand.

<http://protrainedu.org/Lumens/Small-Business-Income-Tax-Course-Level-2/347>" target="_blank

[Intuit QuickBooks 2015](#) [3070055]

QuickBooks is one of the most powerful tools you will use in managing your business. In addition to being a robust bookkeeping program, QuickBooks is a management tool. When set up and used properly, QuickBooks allows you to track and manage income, expenses, bank accounts, receivables, inventory, job costs, fixed assets, payables, loans, payroll, billable time, and equity in your company. It also provides you with detailed reports that are essential to making good business decisions. Throughout this course, you will learn in detail about the features in QuickBooks. This course can help you prepare to take the QuickBooks User Certification Exam. After passing the exam, you become an Intuit QuickBooks Certified User, which validates your QuickBooks knowledge. <http://protrainedu.org/Lumens/Intuit-QuickBooks-2015/1206>" target="_blank

[Investing in Stocks and Bonds](#) [3070057]

This course will provide the beginning investor with the skills and knowledge necessary to begin investing in stocks and bonds. As a new investor, it is important to understand how the stock market works, types of investments and where and how to begin. The strategy and approach you employ, after market research and due diligence covered in-depth throughout this course, will help you successfully and easily make your first trade. This comprehensive course will use learning activities, practice exams, and assignments to help students learn the foundational components to becoming a successful investor.

<http://protrainedu.org/Lumens/Investing-in-Stocks-and-Bonds/1344>" target="_blank

[Intuit QuickBooks Online Plus](#) [3070058]

In this course, you will learn how to use QuickBooks Online plus by completing two monthly accounting cycles. In the first lessons, accounting for selling service items will be covered. In later lessons, both service items and inventory items that are sold will be covered. Preparing payroll and creating a new company will also be included. Prior to taking this course, you should be familiar with the accounting cycle and how it is related to a business. While no prior knowledge of QuickBooks Online is required, it will be beneficial to have an understanding of accounting principles. <http://protrainedu.org/Lumens/Intuit-QuickBooks-Online-Plus/1378>" target="_blank

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Business / Management

[Computer Fundamentals](#) [3020258]

Language: English Description: This course will cover the basics of Computer Fundamentals. learners will get an overview of operating system fundamentals and computer and network terminology. They will also learn about working with software and the OS and troubleshooting. Upon completion of this program, learners will learn about: * operating system fundamentals * computer and network terminology * working with software and the OS, and troubleshooting Each class session is presented to insure that you fully understand the subject matter. You can review each subject as needed to reinforce your knowledge. Instructor Description: Kenneth Mayer - CEI, CCSI, MCT, CCNT, CCNP, CCDA As a certified Microsoft Instructor, Ken has focused his career on various security aspects of computer and network technology since the early 1980s. He has offered a wide variety of IT training and high level consulting projects for Fortune 500 companies globally. Through the course of his extensive career, he has taught a full line of Microsoft, CompTIA, Cisco, and other high level IT Security curricula.

[TOEFL Test Preparation \[3020336\]](#)

Language: English Description: This TOEFL Test Prep Course is packed with everything you need to succeed on the TOEFL test. We show you exactly what to expect on the test, tell you precisely how the test is scored and give you hundreds of authentic test questions to study for practice. You will receive a textbook, a CD-ROM, and access to 3 full-length authentic TOEFL practice tests online. After the completing this course you should be able to: • Comprehend the structure of the TOEFL test and how it is scored • Identify tips to complete the reading section quickly and successfully • Identify tips to complete the writing section quickly and successfully • Identify tips to complete the listening section quickly and successfully • Identify tips to complete the speaking section quickly and successfully Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Budgeting in a Nonprofit Organization \[3020345\]](#)

Language: English Description: This course covers budgets and how they are used in nonprofit organizational settings. You will gain an understanding of the uses and functions of budgets and the relationship between strategic budgeting and tactical budgeting. You will also learn about the organization-wide budget and different budget systems. The course will continue on to slightly more advanced budgeting topics such as capital budgets, cash flow budgets, and opportunity budgets. You will also learn how nonprofit organizations are using different budgeting techniques to handle operating challenges. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[Business Ethics in the 21st Century \[3020346\]](#)

Language: English Description: This course deals with business ethics, the consideration of questions of moral right versus wrong in the context of business practice. Individual business leaders are increasingly being held responsible and accountable for their ethical behavior. Organizations have learned that the costs of unethical actions can be high, both legally, and from the perspective of brand image and reputation. This course reviews how organizations can establish and encourage an ethical culture while monitoring for compliance. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[Fundraising in a Nonprofit Organization \[3020369\]](#)

Language: English Description: Fundraising is one of the central activities of a nonprofit organization. To help finance operating budgets, nonprofits must raise money every year. In addition, special projects and improvements to facilities may be needed. In these situations, fundraisers will often launch large capital campaigns or apply for foundation grants. This course offers an introduction to fundraising for nonprofit organizations, with an emphasis on the fundamental issues. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[How to Read a Financial Statement \[3020376\]](#)

Language: English Description: This course covers financial reports and their meaning. You will learn the fundamentals and importance of the income statement, balance sheet, and statement of cash flows, and how they can be used to manage a business. You will also be exposed to financial (ratio) analysis. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[How to Read a Nonprofit Financial Statement \[3020377\]](#)

Language: English Description: This course will develop your ability to appropriately interpret the major financial accounting statements that are used by nonprofit organizations. Ideally, you will gain an understanding of the types of financial statements that are used by nonprofit organizations, and how they differ from for-profit financial reporting. Also, you should gain an appreciation of both the power and limitations of accounting information in assessing financial performance and decision-making. You will also learn the uses of financial statement analysis, or ratio analysis for nonprofit organizations. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[Introduction to Critical Thinking \[3020383\]](#)

Language: English Description: This course is an introduction to the importance of critical thinking in the business world. Critical thinking is an intellectual model for reasoning through issues to reach well-founded conclusions about them. Asking questions is at the heart of critical thinking. This program is designed to help learners define and identify critical thinking and reasoning skills and develop those skills. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[Strategy in a Nonprofit Organization \[3020428\]](#)

Language: English Description: We hear a lot about for-profit companies, such as Apple Computer or Wal-Mart, and the successful strategies they have developed. Even though nonprofit organizations are not concerned with profit maximization, they too can benefit from following a strategy. A nonprofit's strategy constitutes its decisions about what it will do and how it will do it. Managers are critical to successfully implementing strategy since they are responsible for carrying out the actions that will support it. By understanding a nonprofit's strategy and how it helps the organization fulfill its mission, a manager can do a better job implementing the strategy. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying.

[Understanding and Managing Budgets \[3020434\]](#)

Language: English Description: This course covers budgets and how they are used in organizational settings. You will gain an understanding of the uses and functions of master budgets, operating budgets, sales, production and cost of goods sold budgets, and cash budgets. You will also learn how organizations are using different budgeting techniques to deal with operating challenges. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying.

[Effective Public Speaking \[3020481\]](#)

Language: English Description: Confidence is a key to delivering an effective speech or presentation. This two-module course, Effective Public Speaking, helps you to develop the skills you'll need to become an outstanding and confident public speaker. It reviews the seven stages of public speaking through games, interactive exercises, and videos. The tools and techniques in this course can ensure that you'll excel when speaking in any situation, from the start of your speech or presentation to its successful end. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[Six Sigma Yellow Belt \(Exam only\) \[3020502\]](#)

Language: English Description: This one-and-a-half hour timed exam tests competency and comprehension of Six Sigma principles, strategies, tools, and techniques. The test includes 50 multiple-choice questions chosen at random from World Education.net question database, and covers all aspects of the DMAIC methodology and its implementation. Questions are posed in several configurations that ask test takers to identify, calculate, analyze, and apply their knowledge to demonstrate their ability to perform as important members of improvement teams. This exam can be purchased as a stand-alone entity or can be bundled with the World Education.net Six Sigma Yellow Belt Exam Prep course. The exam prep course provides a thorough preparation for the exam, guiding learners through key foundational and in-depth Six Sigma concepts and skills. (The fee for taking the certification exam is included in the cost of the exam prep course.) Instructor Description: N/A Certification: This course is designed for adult learners pursuing Six Sigma Yellow Belt certification.

[Powerful Presentations & Effective Speaking Techniques \[3020564\]](#)

Bridget Brady is a speaker, trainer, author and entrepreneur. She has trained thousands of people to improve their voice, presentations, sales and over-all business success. Bridget also facilitates corporate training, and helps high level executives speak and present more effectively. Bridget has been a popular guest speaker on various internet/radio shows and live events, and most recently shared the stage with legendary speaker, Les Brown. Agenda Unit 1 Getting Started Right -Specific strategies to calm your nerves and overcome the fear of speaking. -Master the critical, first five minutes of every presentation. -How to create thought provoking questions to enroll your audience. -The power of speaking in benefits. Learning the WIIFM (â€œwhatâ€™s in it for meâ€™) for your audience. -How to tailor each presentation for different audiences. Unit 2 Correct Vocal Production & Vocal Health -Vocal production: correct breathing, grounding, and voice basics. -Vocal exercises for diction, resonance, and vocal placement. -Vocal health, to speak correctly, and never lose your voice. -Grounding and centering before every presentation. Unit 3 Advanced Presentation Techniques -Effective story-telling. -Keeping your audience active and engaged throughout your entire presentation. -The importance of â€œstate changesâ€™, especially during longer presentations or trainings. -How to use accelerated learning techniques. Unit 4 Putting it All Together -How to create a specific structure for every presentation. -How to apply all these techniques across different mediums. -How to successfully conclude your presentation and lead your audience to the next step. Requirements Internet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Certificate in Leadership Development \[3020569\]](#)

Especially geared for future leaders in the Gen Y generation (born 1980-1999), the certificate provides how-to practical information on advancing your leadership potential and making a difference in both the workplace and in society. Find out what it takes to become an effective leader. Discover your style of leadership. Discuss task completion, building relationships with your subordinates, becoming socially perceptive to changes in the workplace, utilizing your emotions in a positive and effective manner, and addressing challenging goals. Then learn the unspoken secrets that leaders know and the strategies they employ/exhibit for influencing others. Leadership skills are acquired and learned. You can become a leader if you know the doâ€™s and donâ€™ts;

what to say, what not to say; what to do, what not to do. At the end of completing the three course certificate, you will come away with a new understanding, new toolbox of leadership skills, and the information to move your leadership development into high gear.

[Leadership Principles \[3020570\]](#)

Especially for Gen Y (born 1980-1999), the course serves as the first of three in a series addressing the development of Generation Y leadership. Find out what it takes to become an effective leader. Discover your style of leadership. Discuss task completion, building relationships with your subordinates, becoming socially perceptive to changes in the workplace, utilizing your emotions in a positive and effective manner, and addressing challenging goals. Finally, the course offers the opportunity to perform a case study analysis of workplace conflicts that require effective leadership, allowing you to apply your unique leadership characteristics revealed through completing the class. Agenda Unit 1 Introduction to Leadership Principles -What does it mean to be a good leader? -The multiple approaches to leadership -Models of leadership -The critical need for Gen Y leadership Unit 2 Recognizing your leadership style -Leadership Traits Self Assessment -Leadership Style Self Assessment -Leadership Skills Self Assessment -Task and Relationship Assessment Unit 3 Leadership Special Concerns -Handling Conflict in the Workplace -Managing Out-group Employees -Ethical Considerations Unit 4 Cases in Leadership -Case Study 1 -Case Study 2 -Self-reflection: What type of leader am I?

[Developing Your Leadership Skills \[3020571\]](#)

Especially for future and emerging leaders in Gen Y, come discover the key concepts of being a leader and the best strategies for developing your leadership skills and influence. Learn the unspoken secrets that leaders know and the strategies they employ/exhibit in for influencing others. Leadership skills are acquired and learned. The action takes place in attending meetings, running meetings, interacting with others 1:1, and employing successful techniques to convince and influence others. You can become a leader if you know the do's and don'ts; what to say, what not to say; what to do, what not to do. Agenda Unit 1 Making Leadership Happen -What leaders do, and don't do -What Leaders Believe -Attributes of leaders: what characteristics leaders have that others don't -Making it happen: becoming a leader -Leadership procedures and processes, how leaders work Unit 2 Attending Meetings: Where the Action Is -How to attend a meeting when you are not the leader -The dynamics of meetings -Recognizing the players in a meeting -How to study. The unspoken cues of body language, silence, objections, -Studying/Reading the leader in a meeting Unit 3 The Secrets of Leading Successful Meetings -Creating your meeting agenda and objective -The 5 Secrets of leading an outcome oriented meeting -Getting something passed -Understanding meeting procedures: Bob's Process Model Unit 4 Change: How to Influence Others -Creating the argument -Delivering the case -Gaining support, before, during, and after meetings -Taking leadership

[Certificate in NonProfit Administration \[3020574\]](#)

Nonprofits today need to be run like a business in many respects. You have competition, a need to generate income and a surplus, and staff need to be even more productive. Get the best training on revenue generation for nonprofits, and program evaluation for nonprofits, with our Certificate in NonProfit Administration. You will come away with the best information from instructors who train people in nonprofits.

[Revenue Generation for Non-Profits \[3020575\]](#)

Build revenue streams for your non-profit organization. They are essential not only to keep your doors open but also to expand your services. Discover how to increase revenue from your current activities. Develop strategies for building new ones. Know how to effectively set prices or fees. Understand the 20% that generates 80% of your revenue. These are basic concepts that will yield greater results. After taking this course you will have the knowledge to improve your revenue generation and generate a better surplus. Agenda Unit 1: Introduction to Revenue Generation • Setting and using revenue generation benchmarks • Determining annual objectives • How to best use this course information Unit 2: Understanding Your Audience • The benefits of knowing your audience better • What to ask your audience • How to get the best information • Collecting and using the best data • Where to find the new ideas Unit 3: Developing Programs and Services • The right questions for the best success • Natural life cycles of programs and services • Determining which ones to continue • Creating successful new programs and services Unit 4: Analyzing Programs and Services • Analyzing the past performance • Determining future productivity • Analysis tools • Simple analysis technique Unit 5: Setting the Right Price • How price affects attendance • Price breaks that determine the price to set • Setting the best price • Pricing strategies Unit 6: Marketing Effectively • Building your identify • Developing market segments • Determining who to market to Unit 7: Developing Promotions • Making promotions that work • Creating the best layouts • Making promotions that sell Unit 8: Distributing Promotions • Print, social media, and eMarketing techniques • Knowing what promotions work • The most effective promotion methods

[Management Certificate \[3020578\]](#)

Enhance your management skills through this program for supervisors, managers, and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees, and increase your effectiveness. Then learn how to improve your management of time and

productivity. Time is even more valuable in this century than in the last. Get tips and techniques you won't get anywhere else for managing time and increasing productivity. Finally, get the keys to manage different generations in your workplace. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Three one-month online courses.

[Management Boot Camp \[3020579\]](#)

Enhance your management skills through this course for supervisors, managers, and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees, and increase your effectiveness through use of the DiSC personality profile (included). By the end of the course we will have you managing like a pro - quickly and with confidence. Agenda Unit 1 Fundamentals of Management - How to determine, set, and communicate job expectations - Linking employee behaviors to performance - Describing performance expectations - Increasing employee commitment and pride and evaluate performance Unit 2 Employee Engagement -Motivating and engaging employees to get the job done -Tools and techniques to increase employee buy-in and commitment -How to communicate with employees and get them involved and engaged in their own performance evaluations Unit 3 Increasing your Success Part 1 -Enhancing your ability to manage effectively -In-depth analysis of the behaviors of your style Unit 4 Increasing your Success Part 2 -Behaviors that inhibit your ability to manage effectively -Advanced analysis of the behaviors of your management style

[New 21st Century Strategies for Productivity and Time Management \[3020580\]](#)

Time is even more valuable in this century than in the last. How effective you manage your time and productivity can affect your business and personal life in so many ways. You'll get tips and techniques you won't get anywhere else for managing time and increasing productivity. Whether you are managing your own time, or others' time, come away with proven tips to put into practice on Monday morning. Agenda Unit 1 Time and Productivity Management - Evaluation Time Management Personal Quiz Workday Analysis Exercise Being Busy vs Producing Results Unit 2 Challenges to Time Management and Productivity Distractions and Interruptions Concentration and Focus Stress Management New Technology and Productivity Unit 3 Strategies and Tips to improve Time Management and Productivity Workday Analysis Planning and Prioritizing Techniques and Methods Action Program Unit 4 Managing Your Time, Yourself and Others Goal Setting Self Motivation Time Trackers The 4-Hour Workweek

[Supervisory & Leadership Certificate \[3020581\]](#)

Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers. Learn about effective delegation, performance management, and writing performance reviews. Discuss the specifics of the supervisor's role and responsibilities, and strategies for improving your overall effectiveness as a leader. Take home practical information along with tips and techniques that can be applied at your job immediately. Agenda Unit 1: The Role of the Supervisor: Understanding your roles and responsibilities. What are the Four Functions of Management? Defining Planning. Defining Organization. Defining Controlling. Defining Leading and Motivating. How do the four functions help you manage more effectively? Identifying which of the four functions is your strength. Identifying which of the four functions you should improve and why. Unit 2: The Role of the Supervisor - Conclusion: Application of the Planning function and your benefits. Application of the Organizing function and your benefits. Application of the Controlling function and your benefits. Application of the Leading and Motivating function and your benefits. Measuring the outcomes of application of the Four Functions of Management. Unit 3: Delegation and Employee Engagement: The multiple benefits of delegation. Identifying your specific benefits. Myths and barriers of delegation. Identifying your specific barriers. Understanding the distinction between delegating a task and delegating responsibility. How delegation increases employee job satisfaction. How delegation increases employee retention and skill sets. Unit 4: Delegation and Employee Engagement - Conclusion: Understanding the Delegation Model. How to translate the steps of the model to specific language and behaviors. Creating your own delegation script. Application of the Delegation Model. Measuring the outcomes of your delegation. Unit 5: Performance Management: Defining performance management. Understanding the difference between behavior and attitude. Identifying and interpreting employee behavior. Translating performance into actionable behaviors that can be addressed. Holding employees accountable for performance, job responsibilities. How employee expectations can be undermined by your actions. The problem with value judgments and why the "why" doesn't matter. How to determine when you are putting your comfort above employee performance. Understanding how performance is reinforced passively. Understanding how performance is reinforced actively. Unit 6: Performance Management - Conclusion: Understanding the Performance Management Model. Review and analysis of case studies. Application of the Performance Management Model. Measuring the outcomes of your performance management. Unit 7: Writing and Delivering Performance Reviews: Elements of the performance review. Review and discussion of subjective and objective evaluation of performance. The problems with evaluating performance subjectively. How to evaluate performance objectively. Qualitative and quantitative evaluation of job performance. Providing performance feedback. How to cite performance factors and behaviors. Unit 8: Writing and Delivering Performance Reviews - Conclusion: Communication skills and techniques. Getting employee commitment and buy-in. Monitoring and maintaining employee progress. Application of the skills and techniques for writing a performance review. Application of the skills and techniques for delivering a performance review. Measuring the outcomes of your writing and delivery of a review.

[Certificate in Data Analysis \[3020584\]](#)

Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. Add a whole new skill set to your portfolio, and make a big difference in the success of your organization by acquiring data analysis skills. Begin with getting a basic understanding of how to analyze data in a business setting. Then learn how many of your business decisions involve comparing groups for differences. You will know the statistics behind these group differences and relationships. Finally you will find out how to perform inquiries that will be useful to your business or organization, and have the skill necessary to communicate these results through graphs and text that your fellow employees will understand. Whether your business is home-based or a large company, this certificate will take you to the next level where important decision-making is concerned.

[Introduction to Data Analysis](#) [3020585]

Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. This course will give you a basic understanding of how to analyze data in a business setting. Businesses look for candidates with an understanding of how to analyze the data they have been collecting; this course will help you start on that journey. Agenda Unit 1 Understanding Data Identify sources of Data Discover methods of Collecting Data Examine Quantitative Data Examine Qualitative Data Unit 2 Processing Data Introduction to Statistics Determine the Appropriate Statistical Method for use in various scenarios Identify methods of Sorting and Filtering Data Categorize Data Unit 3 Analyzing Data Discuss Probability and the Normal Distribution Perform Trend Analysis Perform Breakeven Analysis Understand basic Statistical Modelling Unit 4 Interpreting and Presenting Results Design Professional-looking Tables Generate Effective Charts Create Pivot Tables and Pivot Charts Compile a Dashboard for Management

[Intermediate Data Analysis](#) [3020586]

Many of your business decisions involve comparing groups for differences. For example, would men and women prefer different product features? In addition, you may look at relationships between variables. Does product recognition relate to subsequent product purchase? This Intermediate Data Analysis course will introduce you to the statistics behind these group differences and relationships. In addition, you'll learn how to work with ratings, graphs and user-friendly reports of statistical results. Agenda Unit 1 Looking for Differences between Groups -Two separate groups -Two related groups -Three or more groups Unit 2 Looking for Relationships -Pairs of variables -Clusters of variables -Predicting one variable from one or more variables Unit 3 Looking at Ratings -Tests of difference using ratings -Tests of relationship using ratings Unit 4 Looking at How to Report the Results -Visual displays -How to draft the narrative -How to engage your audience

[Entrepreneurship Certificate](#) [3020588]

Boost your chances of success for your new or small business and reduce your risks. Get the latest on planning your business, brainstorming business ideas and a checklist for going into business. Then learn how to create a business plan, including assessing business feasibility and prepare the management and financial plans. Then take home a step-by-step approach to attract and keep customers, with an emphasis on customer-driven marketing decisions and building a strong brand. At the end of this certificate, you will be able to identify the abilities required of successful entrepreneurs and how to acquire them, develop goals to help establish your business, develop an outline for your plan, and take home techniques to successfully manage and market your new business.

[Certificate in Customer Service](#) [3020591]

Customer service is now essential for business and all work organizations. With the increase of technology, human interaction with customers becomes all the more important. Whether it relates to retaining customers, serving your audience, or turning inquiries from potential customers into sales, good customer service is now one of the central factors in organizational success. Learn to improve your customer service skills to enhance your career skill set, improve productivity, and increase your organization's success. You will also take away some extraordinary customer service techniques you won't find anywhere else. Two one-month courses.

[Keys to Customer Service](#) [3020592]

Learning to build your customer service skills will have a powerful impact on your career success as well as success in other areas of your life. Through this course you will discover the direct relationship between service skills and career achievement. You will become skilled at being an exceptional service provider. You can help your organization and your career by translating your good service intentions into a workable plan and gain knowledge of ways to consistently deliver great service. The payoff is enormous. Agenda Unit 1 Understand Service Matters Longevity and Loyalty Cost of a Lost Customer Engage Your Customer Unit 2 Listen to Your Customer Active Listening Avoid Improper Listening The Power of Feedback Unit 3 Web Sites and Electronic Communication Web-Based Customer Service Disadvantages of Web-Based Customer Service Evaluate Your Web-Based Customer Service Unit 4 Customer Turnoffs Exceed customer expectations Recognize and categorize customer turnoffs Deal with customer expectations and turnoffs

[Extraordinary Customer Service](#) [3020593]

Transform your customer service into something extraordinary. As a result more repeat business will improve your bottom line. Customer service separates you from your competition. Extraordinary customer service comes from focusing on the few essential elements that yield big results. Discover how easy it is to tweak your customer service from the ordinary to the extraordinary. You'll take away a customer service plan that will help you focus on the key elements that will get you started on your pathway to success. Agenda Unit 1: Understanding Your Customer Why customer service is important Knowing your customer Customers are constantly evaluating you Basic customer service skills you may not have thought of Unit 2: Setting Customer Expectations Analyzing customer contacts Developing internal customer targets How to easily exceed your customers' expectations Unit 3: Developing Effective Processes What is working for your customers Re-engineering your process Ways to give the best information Handling complaints Unit 4: Marking Customer Service Extraordinary Tweaking the customer's experience Telling the world how great you are Having fun

[Effective Copywriting \[3020594\]](#)

Whether you are sending out a press release, communicating internally with a memo or promoting your own skills on LinkedIn, strong writing skills are the key to success. Come away with the tools and techniques you need to improve your copywriting skills and learn how to avoid the common writing mistakes that can hold you back. Agenda Unit 1 Copywriting Essentials How to tell the difference between bad copy and good copy The art of the perfect sentence Developing your message Crafting your document roadmap Adapting your style to the audience and message Unit 2 Getting to the Point Clarity and brevity: Less is more Active vs. Passive Voice Cutting the clutter Using concrete examples and avoiding unwarranted superlatives Unit 3 Self Editing Leaving yourself time for revisions Avoiding common grammar mistakes and punctuation pitfalls Subject, verb and object agreement Fact checking The benefits of having an in-house style guide Unit 4 Creating Attention-grabbing Press Releases Writing benefit-driven copy Setting the right tone Language to use and language to avoid Writing a great headline

[Prezi \[3020596\]](#)

Bring your vision to life with Prezi and leave PowerPoint behind! Take a journey into the world of creative presentations! Learn how to use and engage your creative side for amazing presentations. Your audience will be stimulated with what you are presenting as well as how you are presenting. Agenda Unit 1 Create -Create an account -3 Steps to a successful Prezi -Front Page Controls -Templates -Inside Prezi Page Controls Unit 2 Insert -Inserting Media -Zooming & adding frames -3-D background -Diagrams & arrows Unit 3 Edit -Change/Move Media -Edit Path -Presenting -PowerPoint conversion Unit 4 Share -Meetings -Apps -Online vs desktop -Review

[Photoshop for Presentations \[3020597\]](#)

Acquire the skills to navigate an extensive list of Photoshop features. You will gain both a foundational and advanced understanding of the popular software, and practice the most commonly used methods, such as managing text, working with layers, and image file properties. You will find out the purpose of each photo-editing tool and walk away with the skills to use them. You will even learn what the pros know. Agenda Unit 1 Files -Opening files and creating a new file -File properties: Resolution, mode and canvas vs. size -Saving files: methods and formats -Rulers, guides, and grids -Navigating layers: Create, edit, blend, and mask Unit 2 Basic tools -Brushes, fill, and eraser -Blur, smudge, clone, and heal -Shapes and lines, introduction to vector graphics -Adjustments and adjustment layers Unit 3 Managing text -Creating text: Font properties, alignment and color -Text boxes and paragraph properties -Character properties and spacing -Vertical text and text effects Unit 4 What the pros know -Creating swatches -Some filters are more useful than others -Create your own shapes and brushes -Save time with Photoshop actions

[Certificate in Workplace Communication \[3020602\]](#)

Good communication in the workplace is more important than ever. And critical to your career advancement and success. Come get a comprehensive and intensive preparation with skills and techniques you can put to use on Monday morning. Take back a workable conflict management model, along with successful and practical conflict management strategies. Then work with a pro to learn how to improve your negotiation skills for a win-win outcome, including helping others to get what they want, so you get what you want. Finally, find out more about yourself and others using personality profiles for better work performance. You will be learning from some of our more popular instructors, and taking away new how-to skills that work.

[Conflict Management \[3020603\]](#)

A recent study conducted by the American Management Association (AMA) revealed that the average manager spends more than 20 percent of their day engaged in or reacting to a conflict situation. This study also identified that out of twenty-five management skills, conflict management was the only one positively correlated to higher earnings and promotion. Discover a workable conflict management model, discuss case studies in conflict management, and then take away successful conflict management strategies to apply in your workplace. Agenda Unit 1 Understanding Conflict - Definition of conflict. - The up side of conflict. - Describe performance expectations related to conflict. Unit 2 Understanding the Conflict Management Model -Using the model -Dialog for a conflict conversation -When to take action and address a conflict situation Unit 3 Conflict Management Case Studies -Review of real world cases -Analyze and evaluate the cases Unit 4 Strategies for success -Creating a standard of performance -Creating your own dialog -Applying the model

Negotiation: Get What You Want [3020604]

Negotiation is a key skill for success in business and everyday life. Knowing strategies to clarify what you want and how to prioritize needs will ensure you get more of what's essential. Having the skills to help others get what they want will improve relationships and increase your odds of success in the future. Work with a pro to learn how to plan, implement and win in the bargaining process. Save time, grow your business network and gain confidence when dealing with even the shrewdest of deal-makers. Invest in these skills now and reap a lifetime of rewards. Agenda Unit 1 Introduction to the Negotiation -Your natural bargaining style and how you can strengthen it -Understanding winning - the hallmarks of a successful negotiation -The steps to planning a successful bargaining process -Knowing your power sources -Balancing firmness and flexibility Unit 2 Option Building and Boundary Setting -Creating goals and priorities in the deal -Creating bargaining boundaries -How to build your options -How to create better options for your opponent, without giving away what you value Unit 3 Managing the Negotiating Process -Managing the process -Managing yourself -Managing the other side -Managing relationships -Managing communication Unit 4 Black Belt Skills -Planning to give more and get more -Developing a BATNA, knowing when to employ it -Crafting the agreements and commitments -Diverting tricky tactics and attempts at dirty dealing

Mastering Microsoft Excel [3020607]

A must-have skill to succeed in business, whether an entrepreneur or a valued employee, is the ability to create, edit and manage spreadsheets. Microsoft Excel is the most used spreadsheet tool in the world. Stay current with this class, as it is always up-to-date and will change as the features of Excel change over time. Examine the life of an Excel worksheet and workbook, from creation to presentation. Learn how an Excel worksheet is constructed, populated with content, and edited for delivery. Master the options that can take your Excel worksheet from plain, drab numbers to exciting and engaging multimedia. You will leave class with a set of skills that are in high demand and will be a deciding factor in your future success. Agenda Unit 1 Excel From The Ground Up Why businesses use Excel for spreadsheet management Technical requirements to use Excel (and all Office modules) Launch Excel and create your first Excel worksheet Discover how to protect and save your document Set your document's Properties and Attributes including Subject, Title and Author Unit 2 Excel Document Creation Explore the different parts of the Excel worksheet and document navigation Understand cells and their makeup Learn how to populate, format and merge cells Create multiple worksheets • Learn how to insert comments and check spelling Unit 3 Advanced Features and Functionality Create and manage formulas and functions Filter and sort tables and data Create • connections between multiple worksheets Create effective and informative table and charts Unit 4 Excel Management and Sharing Create meaningful file names and understand filing systems to manage Excel documents Organize your documents on your hard drive and learn how to copy and move documents Manage track changes when co-authoring documents Printing and PDF file creation including setting print areas Learn how to export Excel tables and charts to PowerPoint presentations and Word documents Use Outlook to send Excel worksheets and workbooks to other users

Business Writing [3020608]

Take away the key practices you need to develop and hone your business writing communication effectively and successfully. Get the best practices for crafting effective, professional business documents. Find out how to avoid grammatical pitfalls. Acquire business writing principles that will be good for years to come. Agenda Unit 1 Writing as a Process - Audience, Purpose, and Medium -Outlining for Successful Writing -Organization Models (Choosing a Model that Works) - Principles of Business Communication Unit 2 Written Communication in the Workplace -Writing Reports (formal and informal) -Drafting and Revision -Writing the First Draft -Constructing Openings and Closings that Work Unit 3 Writing a Proposal -Writing for Your Readers -Writing Effective Content - Safeguarding Users -Ethical Considerations Unit 4 Collaborative Writing and Research -Research and Team Writing -Collaborating Across Departments -Working Through Conflict

Certificate in Business Writing [3020610]

Discover the keys to successful writing for the workplace. Whether you are writing a report, memo, letter or publicity notice, business writing has some defined characteristics for success. Successful communicators in the workplace move forward, others move back. Enhance your career by improving this critical communication skill. Begin with understanding the format, construction, and successful techniques of writing good business reports and proposals. Then improve your skills with editing and proofreading. Finally, discover what good journalists know. Learn how to write a news story, press release or other publicity notice that zings. Help your organization stand out with your new skills in business writing. This certificate will take you to the next level where business writing is a skill for personal and organizational success. Three one-month courses

Executive Leadership Certificate [3020614]

Leadership today demands increasingly more sophisticated skills. Executives today need to know traditional leadership principles and standard practices. At the same time, our economy is moving swiftly out of the industrial age into the new economy of the Internet, knowledge and innovation. So executive leaders today require a new perspective on the external environment, as well as new tools to lead one's internal organizational structure and way of doing business. This unique certificate addresses both these sets of skills. Begin with information not available anywhere else about how the marketplace and business is changing. Find out what you as an executive need to know about the external environment and how the workplace is changing rapidly internally. Take away a new perspective about how to position your organization for success, and what new leadership skills executives need in the

21st century. Then review cases of real leaders in business, education, and government who experienced initial success but ultimately failed because of their own actions. Find out the leading fatal leadership errors, and acquire practical recommendations to help you minimize these errors and help you perform your leadership role to an optimal level of efficiency. Finally, you will get information about leadership styles, traits, and values. Find out how leaders behave and speak differently from others in the organization in order to be effective and supportive. Discover why empowering leaders are more successful than others. After successfully completing the Executive Leadership Certificate, you will have new information about leadership today, a new perspective on the external environment and workplace, and an understanding of the leadership skills needed to position your organization, and your career as a leader, for success. Three one-month courses.

[Intro to 3-D Printing](#) [3020616]

3D printing has been hailed as a solution to all manufacturing problems. Obviously that is exaggerated, but what is it good for, and when is traditional manufacturing still the better choice? In this course you will learn how to separate the real promise of the technology from the hype, and understand the workflow for a consumer-level 3D printer. You will become familiar with some typical online databases of objects available to print, and get a bit of experience with free or open-source software for all stages of the process. This class will be primarily focused to introduce you to the tools of the open 3D printer ecosystem, but the principles will apply to consumer 3D printers in general.

[Introduction to Game Design](#) [3020617]

Games are increasingly recognized as a tool that can serve many business purposes beyond entertainment. This course provides a general introduction to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment. By completing this course, you can take the first steps into understanding game design, and how it can be applied in your field. Agenda Unit 1 What Makes a Game? - Practical Definition for Game -The Anatomy of a Game -Games and Play -Different Types of Games Unit 2 Essentials of Design -Getting Beyond a Game Idea -Game Verbs and Game Mechanics -Documentation -Test Early, Test Often Unit 3 Game Design: Solo and in Teams -Defining Development Needs -Roles in Game Design -Finding Design and Development Partners Unit 4 Serious Games & Gamification -Games Beyond Entertainment -Designing "Serious" Games -Gamification -Designing Gamification Systems

[Intro to Maker Tech: The New Shop Class](#) [3020618]

Arduino. 3D printing. Wearable tech. Your students or your kids may be talking about these things, but what is all this stuff, and how can you keep up and try to get ahead of them? This class will survey the core technologies found in makerspaces and give you a start in understanding what you will need to learn to create awesome technology projects. You will also learn how to find and sort through the many free resources online. Agenda Unit 1: What are maker technologies? -Why did shop class go away? -The maker movement philosophy of learning iteratively -What a makerspace is, and considerations when planning one. -Technologies that you will learn about in this class -What makes a project easy, intermediate or hard. Unit 2: 3D printing -What is 3D printing? -What can it do? -The process of using a 3D printer (modeling, slicing, printing) -Related technologies: 3D scanners, laser cutters, vinyl cutters -Where to learn more Unit 3: Basics of maker electronics: hardware -Open-source standards -Definitions: resistors, capacitors, LEDs, Ohm's law -Getting started with Arduino microprocessor hardware -Wearable circuits: Flora, sensors and neopixels -Where to learn more Unit 4: Basics of maker electronics: -Software -How to program Arduino and similar systems -Basic project ideas -Where you can learn more.

[Introduction to Project Management](#) [3020619]

In today's business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholder for quick resolution, including project cancelation. Project management is one of the fastest paths to promotion by increasing your network through greater exposure. You will have the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided. We hope you will choose Project Management as a career. Agenda Unit 1 Project Management Overview Project Manager's Responsibilities & Commitment Certification Requirements & Costs Compensation Project Framework Preview Unit 2 Tools & Templates Project Process Checklist Project Charter Template Project Plan Template Communications Templates Unit 3 Creating a Project Creating a project plan and schedule in MS Project Creating charter and team/stakeholder matrices Creating Change Log Creating a Risk Plan Unit 4 Managing the Project - Prepare a Project Status Deck Creating status deck (format, content, operating rhythm, etc.) Collecting Detail Status Presenting Summary Status Simulating project close-out & celebrate

[Project Management Processes](#) [3020623]

Acquire a well-rounded knowledge of the five Project Management Processes relating to the Project Management Body of Knowledge (PMBOK) Guide. This basic information will assist you in learning the beginnings of project management, whether you are interested in project management, in a project management field, or in any line of work. Come away with a solid foundation of the five processes to learn and use when any type of project occurs in your employment arena. Agenda Unit 1 Project Management

Process Welcome & Initiating Process Group -What is Project Management -What is a Process -Initiating Process Group Unit 2 Planning Process Group -Developing the Project Management Plan -Planning strategy -Planning for desired project objectives Unit 3 Executing Process Group and Monitoring & Controlling Process Group -What differs between Executing and Monitoring & Controlling process groups -Analysis and risks -When to make changes and how Unit 4 Closing Process Group & Farewell -How to be aware of what should be thought of when closing a project -Review of lessons learned and why it is important -Review acknowledgement of all five process groups

[Basic Management Skills](#) [3020628]

This course will provide students the necessary tools for moving into a management position and staying there. Students will be taught how to navigate through the "management minefield" with ease, how to deal with peer as well as upper management pressure, methods for dealing with unruly employees, how to understand office politics and listening techniques for knowing what your boss is really saying. The impact of effective management on corporate goals and profitability will also be covered. Upon completion, the successful student will be empowered in dealing with all aspects of a position at the management level. <http://protrainedu.org/Lumens/Basic-Management-Skills/339> target="_blank"

[Introduction to Six Sigma](#) [3020634]

The Six Sigma introduction course will give learners a flavor of some of the methodologies used in this popular quality tool. The learner will receive an overview of the Six Sigma movement itself and some DMAIC, Control and Causal methodologies. <http://protrainedu.org/Lumens/Introduction-to-Six-Sigma/450> target="_blank"

[Grant Writing Fundamentals](#) [3020639]

Need funding for future projects or planned activities? Are you (a student, parent, teacher or school administrator) hoping to find a way to pay for research or services we all used to take for granted, which are no longer funded? This course provides a step-by-step approach to preparing winning grant proposals. Learn to write successful letters and grant proposals. Researching and approaching funders for grant money can help you develop new services, (strengthen your operating budget) and support existing programs. Students leave this course feeling confident in their grant writing abilities and ready to start winning the funding they need to help make a better life for themselves and others. <http://protrainedu.org/Lumens/Grant-Writing-Fundamentals/336> target="_blank"

[Principles of Time Management](#) [3020640]

In this fast-paced world all too often it seems that time is a precious commodity. There never seems to be enough and what we have is often filled to the brim with activities that leave us little time for what we want to be doing. In this course we are going to explore various approaches to managing time and organizing our schedules so that anyone can find a method that works for them. We will explore ways to prioritize what we need to do but allow time to do what we want to do. Book Included. <http://protrainedu.org/Lumens/Principles-of-Time-Management/338> target="_blank"

[Certified Associate in Project Management \(CAPM\) Exam Prep](#) [3020673]

This course will provide entry-level project managers with the knowledge and skills necessary to successfully complete the Project Management Institute's nationally recognized Certified Associate in Project Management (CAPM) exam. This credential is considered the standard of excellence in the field of project management and is often a required credential in the field. This comprehensive course will use learning activities, practice exams, and assignments to help students prepare for, and successfully complete, the CAPM exam. [http://protrainedu.org/Lumens/Certified-Associate-in-Project-Management-\(CAPM\)-Exam-Prep/1026](http://protrainedu.org/Lumens/Certified-Associate-in-Project-Management-(CAPM)-Exam-Prep/1026) target="_blank"

[Project Management Professional \(PMP\) Exam Prep](#) [3020674]

This course will provide experienced project managers with the knowledge and skills necessary to successfully complete the Project Management Institute's nationally recognized Project Management Professional (PMP) exam. This credential is considered the standard of excellence in the field of project management and is often a required credential in the field. This comprehensive course will use learning activities, practice exams, and assignments to help students prepare for, and successfully complete, the PMP exam. [http://protrainedu.org/Lumens/Project-Management-Professional-\(PMP\)-Exam-Prep/1027](http://protrainedu.org/Lumens/Project-Management-Professional-(PMP)-Exam-Prep/1027) target="_blank"

[Marketing Tools and Tips for Success](#) [3020676]

Become more productive and boost the impact of your marketing efforts with our "Marketing Tools & Tips for Success". Help build your community, track engagement, measure analytics, generate brand awareness, or help you accomplish other marketing goals. The "Marketing Tools & Tips for Success" course contains the following topics: Bitly, Woobox, HootSuite, Storify, Social Media "Rules" and Tips. <http://protrainedu.org/Lumens/Marketing-Tools-and-Tips-for-Success/1106> target="_blank"

[Developing Your Professional Career](#) [3020677]

Have you ever wondered how do I get to that next level in my career? What does it take? This course will help you identify those skills that all great leaders possess, while learning new skills that will help take you to the next level. Whether you are leading a department or a organization you will gain the knowledge you need to be successful. Learn how to incorporate a developed image and communication skills that will rocket you to that next level. Agenda Unit 1 Mapping your Career for Success -Defining where you want to be in your career in 5, 10, 15 years -Setting and monitoring your career goals -Establishing a mentor partnership as a start in your professional career Unit 2 Developing your Professional Career through Non-Verbal Communication -The difference between verbal and non-verbal communication -Conveying the right message with your body language -Writing what you think -Haptics “ Using touch to convey non-verbal communication -How to understand others non-verbal communication Unit 3 Image is Everything -You are your brand -What you wear can determine where you go -How to determine if your image is headed in the right direction -How your communication and your image should agree with each other Unit 4 Using Social Media to help develop your Professional Career -The purpose of Social Media -How to use Social Media to create a professional online presence -How to avoid negative images trap that many people fall victim to on Social Media

[Program Evaluation for Nonprofits](#) [3020679]

Enhance your understanding of program evaluation within the nonprofit context. Find out how to improve your evaluation planning, data collection, data analysis and data use. Special attention will be paid to the real-world challenges that organizations may face when conducting evaluation, including staff time, costs and reporting evaluation results to funders. By the close of the course, you will have a complete program logic model and evaluation plan ready for implementation. Agenda Unit 1: Introduction to Nonprofit Evaluation & the Logic Model “ What evaluation is and is not “ Why evaluation is important to nonprofit organizations and why your funders are asking you for it “ Planning for evaluation begins when you apply for the grant “ Types of evaluation, and the approaches best suited to nonprofit programs “ Planning tools for evaluation “ introduction to the logic model “ Crafting accurate, concise outcome statements Unit 2: Creating an Evaluation Plan “ What an evaluation plan is and why you need one “ Using outcomes from our logic model to create your evaluation plan “ Setting priorities for your evaluation (navigating barriers based on budget, funder requirements, staff time and staff capacity) “ Creating indicators for your outcomes “ Defining benchmarks and targets where appropriate Unit 3: Collecting the Data “ Taking stock of the data you already use “ Making data collection systematic “ Choosing and/or creating data collection tools “ output information, surveys, interviews, focus groups Unit 4: Analysis, Reporting and Use “ Putting it All Together “ Appropriate analysis of the common data collection tools covered in Unit 3 “ Common analysis mistakes and how to avoid them “ Reporting to various stakeholders (funders, donors, Board of Directors and the community) “ Using data for program improvement

[Managing Generations in the Workplace](#) [3020681]

Get an understanding of managing workers in different generations in the workplace. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Generations X and Y are significantly different than the Boomer generation. Each generation has different expectations and styles of work in the workplace. Come explore the characteristics of the different generations in the workplace. Discover the current motivations of Boomers, Gen Xers and Gen Yers and what messages they value. Then Identify practical, how-to tips and techniques for managing Boomers, Gen Xers, and Gen Yers in the workplace. Agenda Unit 1 What makes these generations different -The transition from the Industrial Age to the Internet Age -How society shapes us -Who are the Boomers? -Who are Xers? -Who is Gen Y? Unit 2 Evolving standards of hard work and success -Knowledge work and the value of time -Time as key to profitability -The focus on outcomes -The problem with meetings -A new type of leadership Unit 3 What motivates generations at work -Monetary and non-monetary rewards -Key role of the “boss” -A balanced life -Lateral career moves -Second careers -Supporting social causes -Retirement reservations Unit 4 Work styles and technology -Customizing work styles and processes -Peak work time and place -A new role for technology and work -Working collaboratively -Modern recruitment

[Advanced Data Analysis](#) [3020683]

After taking this Advanced course in Data Analysis, you will be able to perform inquiries that will be useful to your business or organization, and have the skill necessary to communicate these results through graphs and text that your fellow employees will understand. Take the guesswork out of important company decisions and make decisions based on statistically significant information. Whether your business is home based or a large company, this class will take you to the next level where important decision-making is concerned. Agenda Unit 1 Developing a Survey -Purposes of surveys -Fundamentals of Survey Research -Ethical Considerations -Likert Scales Unit 2 Comparing Means -Chi-Square -Statistical Significance -Communicating Results Graphically and Textually -Practical Problems involving Means Comparisons Unit 3 Finding Differences between Groups -ANOVA -Post Hoc Comparisons -Communicating Results Graphically and Textually -Practical Problems Involving ANOVA Unit 4 Individual Research Inquiries -Developing Research Questions -Setting Up Study -Communicating Results Graphically and Textually

[Creating Visual Presentations *Now titled Graphic Design for Visual Presentations](#) [3020687]

Make your visual presentations look professional and communicate effectively. Get the latest most advanced techniques on graphic design principles, including page layout, typography and basic design considerations. Take away more skills to create an effective

and beautiful visual presentation on any presentation software program that you choose. Agenda Unit 1 Design Principles Contrast Alignment Proximity Repetition Compare effective visual presentations vs. poorly executed visual presentations Unit 2 Design Principles Part 2 Color Balance / Unity Page Layout Analyzing the work of a professional designer to draw inspiration Unit 3 Branding Your company's brand, visually, core messaging (Analyze how to incorporate that into the presentation) Inspiration Board Concept / Theme of Presentation Stock Images and Illustrations that communicate to target markets Unit 4 Execute Your Visual Presentation Getting Critiques for Improvement Getting Feedback from Professional in your Industry / Target Expanding presentation to different formats " web, info graphics, in-person

Using Personality Profiles for Better Work Performance [3020689]

Understanding yourself and others will increase your overall effectiveness at work, home, and in all of your relationships. Learn how to improve your communication with others, convey your ideas effectively, and improve your ability to understand what is important to those who don't share your same style. Course fee includes your own DiSC Behavioral Personality Profile assessment and review. Agenda Unit 1 Understanding the DiSC Profile -Getting to know the four styles of the DiSC profile -Dominance -Influence -Steadiness -Compliance Unit 2 Communicating effectively with each style -Understanding preferences for communicating -The most effective and influential communicators -Knowing how to reach and be understood by others -Insights into barriers that each style has, -Clarifying detractors and enhancements for each style Unit 3 Increasing your Success Part 1 -In depth analysis of the D and I behavioral styles from the DiSC profile -Creating action plans for D and I styles Unit 4 Increasing your Success Part 2 -Analyzing the other two behavioral styles from the DiSC profile: S and C

Project Management Knowledge Areas [3020695]

In today's business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholders for quick resolution, including project cancelation. The Project Management Professional community does this through the five Project Management Processes supported by the ten Project Management Knowledge Areas. This course introduces the student to the ten Project management Knowledge Areas and their support role and relationships to the five Project Management Processes. Agenda Unit 1 Project Integration & Scope Management - Integration Manag - Direct & Manage Project Work - Perform Integrated Change Control - Scope Management - Control Scope Unit 2 Project Time & Cost Management - Time Management - Sequence Activities - Control Schedule - Cost Management - Plan Cost Management Unit 3 Project Quality, Human Resources & Communications Management - Quality Management - Human Resources Management - Communications Management Unit 4 Project Risk, Procurement & Stakeholder Management - Risk Management - Plan Risk Responses - Procurement Management - Stakeholder Management

Writing News and Press Releases [3020696]

Being able to write a good news story, press release or publicity notice is a skill that can set you apart in the workplace. Getting the word out is an essential activity for every organization. Acquire the skills good journalists have and learn how to craft a news story, press release or publicity notice that will get attention. Agenda Unit 1 The Skills good journalists have -What journalists know how to do -How to think like your audience -Kinds of publicity notices -Keys to successful publicity notices Unit 2 Writing a good news story -The inverted pyramid -The 5 Ws and H -How not to bury the lead -Writing a good headline for your story Unit 3 Creating the Successful Press Release -The press release format -Quotes, how many to use, who to quote and how -How and where to highlight your organization and contact -Avoiding the direct sales pitch Unit 4 Distributing Your Press Release -Targeting media, journalists and audiences -Email press releases -Print press releases -Getting attention

Certificate in Presentation Media [3020700]

Presentation media are key to communication, sales, speeches and any other effective presentation today. Whether your presentation is online or in-person, presentation media not only enhance your message but often make your message successful. Find out how to use Prezi, the new slide software that goes beyond one-dimensional presentations, and the finer points of Photoshop for presentations. Then discover the design elements to creating visual presentations for success using any media. Take away critical skills for both training yourself and others in your organization. You will come away with the latest, most advanced practical design knowledge in presentation media. Three one-month courses.

Critical Thinking [3020712]

Language: English Description: Critical Thinking and the ability to employ and apply sound, logical reasoning to a problem is essential to success on any project in any field. This Critical Thinking courses focuses primarily on arguments, their nature, their use and importance. This course offers students an understanding of critical thinking processes and those methodical processes necessary for effective reasoning and improved cognitive skills. The course is aimed at developing intellectual dispositions that are essential to the effective evaluation of truth claims. From there, the course show students how to arrive at reasonable conclusions and make decisions based on what is true, or what is believed to be true. This introductory level course presents a variety of topics essential to a student's development in critical thinking. Students are introduced to concepts essential to the comprehension, analysis, and creation of arguments: induction, deduction, informal fallacies, Aristotelian and symbolic logic, modes of persuasion,

perspective and bias, and language and meaning, culminating in the development of reasonable strategies for belief formation. Instructor Description: This class supported by an Educational Mentor. Our educational mentors have worked or are working in the subject they mentor. Educational Mentors reviews student work, student progress, and interacts with students as needed. They respond to any questions or concerns you might have, as well as encouraging and motivating you to succeed.

[Pinterest Essentials \[3020732\]](#)

Language: English Description: Pinterest has become one of the most frequently visited social media sites, and is among the top social media tools preferred by marketers. Marketing with Pinterest can yield impressive results, often beating Facebook by leaps and bounds when it comes to product sales. This course demonstrates how to create an optimized Pinterest business account, use the features and options within the Pinterest platform, set up collections of pins, and pin images and video to Pinterest boards. The course also covers how to use Pinterest tools and widgets to create galleries on a blog or website, and how to optimize the content on a blog or website for sharing on Pinterest. Instructor Description: Deltina Hay is the author of three books on social media, the mobile web, and search optimization. She developed the graduate, social media certificate program for Drury University; and her first book, *The Social Media Survival Guide*, is used as a text in colleges and universities, worldwide. Deltina has been programming or developing for the Web for over 30 years. Her graduate education includes computer science, applied mathematics, numerical analysis, nonlinear dynamics, and psychology. Deltina presently serves as the Board Chair of the Independent Book Publishers Association.

[Planning a Successful Blog \[3020733\]](#)

Language: English Description: Blogging is an integral part of any social media strategy. A blog becomes your own corner of the social web by helping you contribute original content and add fresh updates to your social media platforms. The course offers an introduction to the technology behind blogging and explores the different blogging platforms available. The course demonstrates types of blogs and blogging styles, as well as appropriate writing tones for specific audiences. This course also explores how to create good web content for a blog, how people read online content, and how to make blog content easier to read and more likely to get noticed. Instructor Description: Deltina Hay is the author of three books on social media, the mobile web, and search optimization. She developed the graduate, social media certificate program for Drury University; and her first book, *The Social Media Survival Guide*, is used as a text in colleges and universities, worldwide. Deltina has been programming or developing for the Web for over 30 years. Her graduate education includes computer science, applied mathematics, numerical analysis, nonlinear dynamics, and psychology. Deltina presently serves as the Board Chair of the Independent Book Publishers Association.

[Intermediate Video Game Design \[3020855\]](#)

Worldwide, video game sales including consoles, and online and mobile games are projected to reach \$111 billion dollars this year. Mobile games are the fastest-growing segment of the market as more and more people play casual games. By 2019 Price Warehouse predicts social and casual game sales will exceed traditional game sales. In this intermediate introductory course you will learn the basics of video game design process, learn about the main video game genres, and use a game development application to begin your journey of making games. Agenda Unit 1 A brief history of Video Game Development - Arcades & Consoles - From PCs to Multiplayer - Play a Game -Game Analysis - Game Maker Introduction Unit 2 Player Motivation - Geographics, demographics, and psychographics - Who Plays - Why We Play - Game Maker Making Art: About Sprites, Objects, Rooms Unit 3 Platforms, Genres and Story Elements - Game Application: The Audience - Platforms & Player Modes - Story Elements: Premise, Backstory, Synopsis, Theme, & Setting - Character Archetypes & Character Development - Game Maker: Programming Events & Actions Unit 4 The Production Process - Documentation: The Game Design Doc - Creating the Team - Production Phases - Marketing - Game Maker: Your First Game

[Certificate in Project Management \[3020856\]](#)

In today's business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholders for quick resolution, including project cancellation. Project management is one of the fastest paths to promotion by increasing your network through greater exposure. First, gain the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided. Then acquire a well-rounded knowledge of the five Project Management Processes relating to the Project Management Body of Knowledge Guide. This basic information will assist you in learning the beginnings of Project Management, whether you are interested in project management, in a project management field, or in any line of work. Finally, learn the 10 Project management Knowledge Areas and their support role and relationships to the five Project Management Processes. Three one-month courses.

[Improve Your Interviewing Skills \[3020861\]](#)

Language: English Description: Anxieties, fear of rejection or lack of confidence are emotions that can affect the best of us before or during an interview. Learning how to get to the heart of mastering interviews is challenging but not impossible to achieve. This mindset begins with changing the way an interview is approached. Instead of seeing the interview process as an interviewer controlled experience, the interview process should be seen as a two-way conversation between you and the interviewer. This course

introduces you to the skills for developing and improving your interviewing skills for improved communication and rapport with the interviewer. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[LinkedIn Essentials \[3020862\]](#)

Language: English Description: LinkedIn is a professional networking platform, most effective for business-to-business marketing, job searching, and recruiting. But LinkedIn can also be used to successfully market products and services using LinkedIn Company Pages. This course demonstrates how to create an optimized and professional LinkedIn profile for businesses and job seekers, and how to create and promote an optimized LinkedIn Company Page. Other topics include LinkedIn groups, integrating a LinkedIn profile and page with an online presence, finding relevant connections, and improving search rankings. Instructor Description: Deltina Hay is the author of three books on social media, the mobile web, and search optimization. She developed the graduate, social media certificate program for Drury University; and her first book, *The Social Media Survival Guide*, is used as a text in colleges and universities, worldwide. Deltina has been programming or developing for the Web for over 30 years. Her graduate education includes computer science, applied mathematics, numerical analysis, nonlinear dynamics, and psychology. Deltina presently serves as the Board Chair of the Independent Book Publishers Association.

[Start Your Own Day Spa \[3020865\]](#)

Language: English Description: Spas provide a wide array of services designed to improve health, beauty and relaxation through treatments such as massage, wraps and facials. Learn what it takes to open and manage a successful spa from business planning to marketing. Discover the latest trends in the spa industry as well as tips on how to set your spa apart from the competition.

Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[GED® Math Test Preparation \[3020866\]](#)

Language: English Description: Get ready to create your own path to GED Math success! Our course will prepare you take the Mathematics portion of the GED exam with a study plan to fit your needs. This GED math review course will provide several resources from strategies, review of materials, test-taking tips, practice exercises, and exams. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[GED® Test Preparation \[3020867\]](#)

Language: English Description: This course will prepare you take the GED (General Education Development) test. The GED test is broken into five-test sections. The sections included in this course are Language Arts, Writing, Language Arts, Reading, Social Studies, Science, and Math. This online course provides many resources from test-taking tips and strategies, exercises, assignments, and practice test with explanation of answers. The testing format will be explained and broken down to highlight the current testing areas along with the content each of the sections will cover. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Guns 101: A Beginner's Guide to Buying and Owning Firearms \[3020868\]](#)

Language: English Description: Are you interested in firearms, but do not know where to start? Our Guns 101: A Beginner's Guide to Buying and Owning Firearms course will explore the major types of firearms-how to handle them and their purposes. Taking our course will provide enough information to enable students to make a decision on which type of firearm may be right for them. Also included in our class is a guide to how to manage your firearm; from carrying and firing, to storing your firearm. Our class will give students an introduction on where to shoot your gun and the types of competitions you may want to participate in. Take our Guide 101: A Beginner's Guide to Buying and Owning Firearms to give you the best basic information of firearms prior to making your purchase! Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Start Your Own Senior Service Business \[3020873\]](#)

Language: English Description: The senior population is multiplying by the millions! In fact, during the next 25 years, the senior population in America is expected to double growing faster than the total population in every state. This means one thing a tremendous opportunity for aspiring and compassionate entrepreneurs. This class will instruct you in how to start a business in senior services, how to hire the right staff and even how to market your business. Our course will take you through the steps to grow your own senior service business. Instructor Description: This class is an independent-study course. Students will have all the

resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Consulting - Managing Your Own Business](#) [3020879]

This course will provide vital information and pragmatic steps for starting, developing, and marketing a successful consulting practice. The management consulting course is designed to help those students who wish to set up a consulting practice and for the student examining the potential for his or her professional consulting services in the marketplace. In this course, we will explore and discuss the need and role of management consultants, how consultants deliver services and interact with clients, managing the consulting process and consulting deliverables, staffing for consulting projects and marketing consulting services. The course is also designed for those students that want to create or improve an internal consulting function within an organization. The course will help in project planning and development, managing and organizing a consulting practice, proposal delivery, and marketing a successful consulting practice with accompanying management, financial and business development issues and concerns. Students will learn the knowledge and experience in the organizational management consulting process, from initial client contact (entry) to termination of the consulting engagement and/or re-contracting for a new engagement while evaluating rewards and challenges of a consulting career. <http://protrainedu.org/Lumens/Consulting---Managing-Your-Own-Business/1301> target="_blank

[Fundamental Employment Laws](#) [3020880]

Ready to learn how the federal employment laws affect your workplace? This course is designed to introduce you to the most impactful federal employment laws. By learning the basics of employment law, you will be better equipped to hire, evaluate, and manage employees. You will gain an insight into discrimination laws, employee benefits, methods to resolve employment disputes, and workplace safety rules. Knowing the federal employment laws is a must for any supervisor, entrepreneur, manager, or human resources professional. <http://protrainedu.org/Lumens/Fundamental-Employment-Laws/1306> target="_blank

[Business Writing for Busy Professionals](#) [3020882]

You will learn strategies to write documents faster and better. You will learn how to customize your documents for a specific reader and to accomplish your writing purpose. You will discover ways to create documents when time is limited. You will also master models to organize and format letters, emails, and reports in order to make them clear, direct, and reader friendly. Conversational writing style and parallel structure will also be covered. One of the keys to success in any business is good communication skills and one of the most common ways to communicate in business is through writing. In the second half of the course, we look at the importance of grammar and tone to good writing and approaches to rewriting. We will also look at specific types of documents we might create. <http://protrainedu.org/Lumens/Business-Writing-for-Busy-Professionals/1331> target="_blank

[Advanced Excel](#) [3020886]

We are faced with different types of business decisions each day that can change the data we work with along with our financial outcomes. Have you ever wondered what type of workplace skills you can learn to make wiser decisions? Learning Advanced Excel contains these tools that can help you prepare your worksheets accurately, examine your data for authentication, and then find those answers to your most difficult questions. This course will help you learn these required business functions along with the tools required to analyze data efficiently within the workplace. Save time for yourself by protecting your valuable data and know with assurance that the entered data is accurate without any errors. By completing the course, discover how to attractively visualize your data into meaningful information with confidence. Agenda Unit 1 - Advanced Functions Used To Make Business Decisions Applying multiple criteria to functions Using And criteria Using Or criteria Using And and Or and Not criteria Advanced Logical functions Using If -Then control statements Implementing If functions with Aggregate functions Unit 2 - Functions Used to Make Financial Decisions Learning basic financial functions Applying functions to perform loan calculations Computing loan payments Computing interest rate Computing number of payment periods Computing present value of a loan Working with additional functions Unit 3 - Applying Different Scenarios Using Excel Data Tools Understanding Different What-If Analysis Tools Performing What-If Analysis to see how data changes outcomes in formulas Using Scenario Manager Using Data Tables Using Goal Seek Applying rules to manage cell data Implement validation rules to avoid invalid entries Entering validation rules Avoiding duplicate data entries Unit 4 - Powerful Tools Used to Complete Data Implementation and Analysis Exporting and Importing Data into Workbook Protecting a workbook Making improved business decisions using pivot tables Creating an Excel Dashboard to visually display relevant data

[Certificate in Basic Game Design](#) [3020888]

Games are increasingly recognized as a tool that can serve many business purposes beyond entertainment. This Certificate provides you with a general introduction to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment. In the first course, you will discover resources for developing game design, identify the mechanics and verbs used in different games. You will come away with knowing the different activities that are part of game design, being able to flesh out a game idea in order to increase the chances to having a successful game design experience, and have a basic understanding of how to work with game developers. In the second course, you will you will learn the basics of video game design process, learn about the main video game genres, and use a game development application to begin

your journey of making games. By successfully completing this Certificate in Basic Game Design, you will have taken the first steps into understanding game design, and being able to create your own games.

[**Certificate in Mastering Excel**](#) [3020891]

A must-have skill to succeed in business, whether an entrepreneur or a valued employee, is the ability to create, edit and manage spreadsheets. Microsoft Excel is the most used spreadsheet tool in the world. Begin with learning how an Excel worksheet is constructed, populated with content, and edited for delivery. Discover how various menu items, commands, settings and processes affects the look of your Excel worksheets and workbooks. Then, increase your efficiency by learning how to organize, display and calculate your data into useful information. Identify different types of data and how data can be best visually represented or formatted, by using different data tool techniques. Finally, you'll learn a variety of Excel's most powerful features to analyze data quickly and easily. This Certificate will help you discover how to attractively visualize your data into meaningful information with confidence.

[**Effective Electronic Presentations**](#) [3020893]

Did you know most electronic presentations are built for the presenter and not the audience? Add impact to your presentations by using the most effective designs. It's not about the software. It's about how your audience processes your information. You'll find simple, key ideas that will maximize your presentation for all learning styles. These ideas you'll not find anywhere else.

[**Identity Theft**](#) [3020896]

Identity theft continues to grow. Now more than 50 percent of identity theft occurs in the workplace. Learn to address both private and workplace concerns. You will receive information about the basic, common sense steps necessary to protect your identity and assets. Then develop comprehensive expertise in how to deter data theft, detect fraud, and minimize the impact of any damage inflicted.

[**Intermediate Excel**](#) [3020897]

Have you ever wondered why Excel is one of the most powerful applications used today by many businesses? Excel is one of the most important applications that you can study now to take your skills to the next level! This course will help you increase your efficiency by learning how to organize, display and calculate your data into useful information. Find out how you can consolidate your data proficiently into readable rows and columns using different table designs and styles. Create a unique style for yourself to improve your spreadsheet appearance to make the content easier to understand for your target audience. Learn from the trainer on how beneficial it is to become more productive in generating different everyday business functions. Discover how easily pivot tables can be created to quickly summarize large amounts of data. Through this course, these tasks will make your work outstanding and unique in what you do. Agenda Unit 1 - Organizing Worksheet and Table Data Introduction to tables Formatting tables using styles Using formulas in tables Sorting and Filtering table data Unit 2 - Understanding Popular Excel Functions Understanding Name Manager Applying business functions Creating functions that handle text Performing basic lookup functions Creating functions that work with dates and times Unit 3 - Improving Worksheet Appearance Formatting cells in worksheets Correcting common function errors Creating and using worksheet outlines Customizing Excel user interface Unit 4 - Analyzing Data Using Data Validation and Pivot Tables Understanding how to convert text to columns Understanding how to analyze spreadsheet data Understanding the basic pivot table layout and key terms Creating and formatting simple pivot tables

[**Product Prototyping on a Budget Certificate**](#) [3020899]

Creating a prototype of a product used to be a very expensive proposition. Now, however, with the availability of consumer-level 3D printers and relatively easy-to-program custom electronics controlled by processors like the Arduino, it is possible to prototype many types of products yourself. This certificate consists of two classes; either one can be taken first. 3D printing can be used to create product mockups quickly, and is particularly useful for things like seeing how something feels to a user, seeing how a piece will fit with other existing pieces, and the like. It is still very difficult to scan an existing object and create a copy, and the class will talk about where the technologies stand for the areas that are not easy (yet). "Maker" electronics include microprocessors like the Arduino, which have a free and open source ecosystem of software and compatible sensors that will allow you to create interactive prototypes that can detect motion, sound, light, and so on, or control moving parts. There are even sewable versions of these processors that can be integrated into garments or other fabric products. Taken together, these two classes will give you the skills to get started with these two aspects of low-cost prototyping, and give you an idea of what is possible and where to learn even more skills going forward.

[**Presentation Skills**](#) [3020900]

Presentations. Whenever people hear that word they have an emotional response. Some people get excited and others (most) get nervous. Tracy Morgan recently said something about this, and it was perfect, "People who are nervous can't wait for it to

end. But people who are excited can't wait for it to begin. In this class I will focus on two main topics: You and Them. With "You" we will look at how to identify and improve your presentation style - how do you use your body, your face and your hands. We will talk about charisma and if you have it - and if you don't how you get it. And I will give you some tricks and tips on how to use the Power of The Pause and how to tap into your vulnerability and use it to connect with an audience with integrity and authenticity. With "Them" we will discuss how you identify different personality types that will be in your audiences and how to both respect their needs and give them not what they want, but what they need. I will also give you ideas on how to maintain eye contact, what to do when your equipment fails and the Top 10 Things you must do before you present. This course is designed to give you exercises that you can do on your own to strengthen your presentation muscle and maintain a great attitude when it comes to presenting.

Presentation Skills Certificate [3020901]

Presentations. Whenever people hear that word they have an emotional response. Some people get excited and others (most) get nervous. In this Certificate series, you will learn how to effectively deliver a presentation to one person across the table, in front of a small group in a boardroom, from on-stage for a large audience, and host tele-seminars or webinars online. Come away with ideas on how to maintain eye contact, what to do when your equipment fails, and the Top 10 things you must do before you present. Finally, learn how your audience processes your information. You'll find simple, key ideas that will maximize your presentation for all learning styles.

Six Sigma Green Belt Certificate [3020904]

Six Sigma professionals are in strong demand by organizations around the world. On the front-lines of Six Sigma efforts are Green Belts. LERN's Green Belt training teaches participants problem-solving skills, using the DMAIC (Define, Measure, Analyze, Improve and Control) model. After completing this challenging course, Six Sigma Green Belts serve their organizations as a trained specialist able to work on Six Sigma projects that benefit the organization. Although not required, participants are strongly encouraged to have a project during the course. The instructors and mentors work closely with the class to not only teach the material, but to guide candidates as they work projects.

3D Printing for Educators [3020906]

There has been a lot of excitement about the use of 3D printers in education, but educators can have trouble both getting started with the technology and figuring out what to do with it. This two-class certificate covers both aspects, starting with how the technology works and then moving on to how to use it effectively. If participants already have 3D printers, the instructors will customize the class as much as possible so participants can follow along on the hardware they have. If a participant does not yet have access to a 3D printer, the instructors can help with helping participants define criteria to make decisions about appropriate hardware to buy. The intro class (recommended to be taken first) covers the entire 3D printing workflow with a focus on open source and free software. The market is somewhat fractured and different 3D printers vary somewhat in their operations there are not a lot of standards in the industry yet, but the instructors will guide participants through what the options are and where to learn the details of operation of their particular existing or planned hardware. The second class then builds on this knowledge to think about how to help students create their own exploratory models, or how to create models that a teacher can create to help students visualize an abstract concept. Participants will use some of the software covered in the Intro to 3D Printing class to create several different types of 3D printable models, and will discuss the details of how to print their design on the 3D printer they already have or plan to acquire in the future.

YouTube Essentials [3020911]

Language: English Description: This course demonstrates how to optimize a YouTube channel to drive more traffic to websites and social media accounts; and how to generate more sales and leads from within YouTube videos. Topics include customizing a YouTube channel for optimum exposure, preparing and optimizing videos, using annotations and other YouTube video features to drive traffic, and adding interactive features to YouTube videos. The course also demonstrates how to place YouTube galleries on websites and blogs, and methods for integrating and promoting videos. Instructor Description: Deltina Hay is the author of three books on social media, the mobile web, and search optimization. She developed the graduate, social media certificate program for Drury University; and her first book, *The Social Media Survival Guide*, is used as a text in colleges and universities, worldwide. Deltina has been programming or developing for the Web for over 30 years. Her graduate education includes computer science, applied mathematics, numerical analysis, nonlinear dynamics, and psychology. Deltina presently serves as the Board Chair of the Independent Book Publishers Association.

QuickBooks Premier 2014 [3020930]

Language: English Description: This course is training for accounting software that combines a variety of accounting processes into one user-friendly system. The software's primary function is to alleviate the use of multiple tables, spreadsheets, and tracking sheets necessary to document and maintain accounting tasks at a company. Accounting figures are also easily reconciled for tax purposes with QuickBooks. The software was developed by Intuit and can be customized based on the needs of the business utilizing the software. Instructor Description: Denise Magee QuickBooks Certified ProAdvisor In addition to being a small business owner since

1995, an Intuit product user since 1985, and QuickBooks Certified ProAdvisor since 1998, Denise Magee enjoyed an 8 year run as an Adjunct College Instructor for Hillsborough Community College in Tampa Florida and St. Petersburg College Corporate Training Center, in Clearwater Florida, for QuickBooks, Microsoft Office, Windows Fundamentals, Internet Fundamentals, and Basic Computer Operations. Since then she has opened a training center to focus on smaller class sizes to ensure in-depth training. In 2006, she was selected as one of the top 73 Intuit Consultants to be a charter member of the Enterprise Solutions Provider Program. She has also completed her Advanced Certification, is a QuickBooks Community Expert, an Intuit Speaker Bureau Member, a Retail Solutions Provider, as well as Founder and President of the largest private QuickBooks only bookkeeping, consulting, and training center in the Greater Tampa Bay Area. Her experience working with a variety of industry businesses has allowed her to expand her offering of services to include business consulting in conjunction with QuickBooks Consulting. Certification: QuickBooks Setup QuickBooks Utilities and General Product Knowledge List Management Items Sales Purchases Payroll Reports Basic Accounting Customization/Saving Time and Shortcuts

[QuickBooks Point of Sale \(POS\)](#) [3020931]

Language: English Description: QuickBooks Point of Sale helps retailers go far beyond the cash register with an easy-to use, affordable, scalable, customizable, integrated software and hardware system. It handles routine tasks so retailers can pay more attention to running their business. The solution can track inventory, sales, and customer information, giving retailers more time to think about what to stock, how to price merchandise, when to reorder, and how to serve their customers better. Instructor Description: Denise Magee QuickBooks Certified ProAdvisor In addition to being a small business owner since 1995, an Intuit product user since 1985, and QuickBooks Certified ProAdvisor since 1998, Denise Magee enjoyed an 8 year run as an Adjunct College Instructor for Hillsborough Community College in Tampa Florida and St. Petersburg College Corporate Training Center, in Clearwater Florida, for QuickBooks, Microsoft Office, Windows Fundamentals, Internet Fundamentals, and Basic Computer Operations. Since then she has opened a training center to focus on smaller class sizes to ensure in-depth training. In 2006, she was selected as one of the top 73 Intuit Consultants to be a charter member of the Enterprise Solutions Provider Program. She has also completed her Advanced Certification, is a QuickBooks Community Expert, an Intuit Speaker Bureau Member, a Retail Solutions Provider, as well as Founder and President of the largest private QuickBooks only bookkeeping, consulting, and training center in the Greater Tampa Bay Area. Her experience working with a variety of industry businesses has allowed her to expand her offering of services to include business consulting in conjunction with QuickBooks Consulting. Certification: N/A

[Lean Basics](#) [3020948]

Language: English Description: Lean Basics describes the core concepts and central principles practitioners will need to successfully understand and apply Lean strategies to organizational operations. This self-paced course provides instructional material that explains the underlying philosophy and theory of effective Lean implementation. Key ideas are presented in an easy-to-understand format, with interactive and integrative exercises to help learners better understand the foundational elements of a Lean application. Case studies and video segments from experienced Lean professionals provide real-world advice and counsel for participants, while educational aids and review assignments assist in the comprehension and retention of course material, to ensure proficiency and mastery of critical knowledge and information. Instructor Description: This course has a "Mentor Expert" helpdesk feature. Learners have the ability to submit questions directly to an expert in the field you are studying. Certification: N/A

[Facebook 101](#) [3020961]

Language: English Description: Most users are only scratching the surface of the interesting things they can do with social media websites. With this course you will dive deeper into the fundamentals and features of the flagship social media site, Facebook. With the latest multimedia content and instruction, we will teach you how to use Facebook better personally and professionally. Instructor Description: Mark Bealin, Jr. Director of Search Engine Optimization - Evolving Interactive Internet marketing professional and co-founder of Evolving Interactive, LLC located in Chicago, IL and serving clients throughout the United States and Canada. Currently, managing the overall operations of the Search Engine Optimization team and responsible for strategic overview of company operations. My professional goal is to build a sustainable internet marketing company that effectively addresses the online marketing needs and concerns of small and medium sized businesses. Specialties:Search Engine Optimization (SEO), Pay Per Click (PPC) advertising, Search Engine Marketing (SEM), Social Media Marketing, Local Search Marketing, Entrepreneurship. Certification: N/A

[Facebook 201](#) [3020962]

Language: English Description: Take your social media prowess to the expert level with Facebook 201 course. Learn how to craft a consistent idea for yourself or your business, how and what to post, generating traffic, likes and sales. Featuring interactive content and expert instruction, this course will quickly get you up to speed and have you operating like a social media pro. Instructor Description: Mark Bealin, Jr. Director of Search Engine Optimization - Evolving Interactive Internet marketing professional and co-founder of Evolving Interactive, LLC located in Chicago, IL and serving clients throughout the United States and Canada. Currently, managing the overall operations of the Search Engine Optimization team and responsible for strategic overview of company operations. My professional goal is to build a sustainable internet marketing company that effectively addresses the online marketing needs and concerns of small and medium sized businesses. Specialties:Search Engine Optimization (SEO), Pay Per Click (PPC) advertising, Search Engine Marketing (SEM), Social Media Marketing, Local Search Marketing, Entrepreneurship.

Certification: N/A

[JavaScript Essentials](#) [3020965]

Language: English Description: The JavaScript Essentials online training course is designed to teach students the fundamentals of JavaScript programming. This course is critical for understanding how to create much of the interactive features we see on the web today. From choosing the right tools to understanding syntax and logic, this course features interactive content and expert instruction to ensure you get a firm grasp on how to use the power of JavaScript. Instructor Description: Patrick Loner IT Instructor Skilled presenter with strong emphasis on training and certification. Strong background in information technology, network administration, and consulting. Strong customer service background and skills both in support and presentation situations. Strong presentation skills in variety of environments. Excelled in theatre and speech at early ages and feel most comfortable when speaking in front of people. Expert knowledge in areas such as Active Directory, Microsoft Exchange, Windows Network Infrastructure, and Security. Certification: N/A

[Java Programming](#) [3020966]

Language: English Description: Java is a general purpose programming language that is concurrent, class based, object oriented, and specifically designed to have as few implementation dependencies as possible. Being that Java is an underlying technology and required by many applications and websites, you will find it in places like business applications, data centers, game consoles, utilities, desktop computers, laptops, smart phones and more. This online training course will cover various levels of Java Programming including beginner, intermediate and advanced. It covers a complete introduction to object oriented programming as well as many other core Java features. This course is just as helpful for a beginner as it is for systems engineers, web application developers, mobile app developers, software engineers and any other potential student with a technical background. Instructor Description: Patrick Loner IT Instructor Skilled presenter with strong emphasis on training and certification. Strong background in information technology, network administration, and consulting. Strong customer service background and skills both in support and presentation situations. Strong presentation skills in variety of environments. Excelled in theatre and speech at early ages and feel most comfortable when speaking in front of people. Expert knowledge in areas such as Active Directory, Microsoft Exchange, Windows Network Infrastructure, and Security. Certification: N/A

[LinkedIn](#) [3020968]

Language: English Description: LinkedIn is the premier social media site to grow your business as well as display your professional skill set. Each day hundreds of thousands of companies and job seekers scour the website looking for opportunities to connect -- but most just know one or two features to use. This course uses the latest content and multimedia features to teach you the entire spectrum of what is possible with LinkedIn. Do more than just put up a profile -- learn to connect and make your career or business grow with this powerful social media tool. Instructor Description: Mark Bealin, Jr. Director of Search Engine Optimization - Evolving Interactive Internet marketing professional and co-founder of Evolving Interactive, LLC located in Chicago, IL and serving clients throughout the United States and Canada. Currently, managing the overall operations of the Search Engine Optimization team and responsible for strategic overview of company operations. My professional goal is to build a sustainable internet marketing company that effectively addresses the online marketing needs and concerns of small and medium sized businesses. Specialties:Search Engine Optimization (SEO), Pay Per Click (PPC) advertising, Search Engine Marketing (SEM), Social Media Marketing, Local Search Marketing, Entrepreneurship. Certification: N/A

[Pinterest](#) [3020973]

Language: English Description: Pinterest is a popular social media channel to share your interests and hobbies. To learn all the features at your disposal, this course offers multimedia content and expert instruction to ensure you or your business can get the most out of this increasingly popular site. Instructor Description: Mark Bealin, Jr. Director of Search Engine Optimization - Evolving Interactive Internet marketing professional and co-founder of Evolving Interactive, LLC located in Chicago, IL and serving clients throughout the United States and Canada. Currently, managing the overall operations of the Search Engine Optimization team and responsible for strategic overview of company operations. My professional goal is to build a sustainable internet marketing company that effectively addresses the online marketing needs and concerns of small and medium sized businesses. Specialties:Search Engine Optimization (SEO), Pay Per Click (PPC) advertising, Search Engine Marketing (SEM), Social Media Marketing, Local Search Marketing, Entrepreneurship. Certification: N/A

[Tumblr](#) [3020981]

Language: English Description: Tumblr is a popular way to quickly create webpages featuring your personal or professional interests. This interactive course teaches you the fundamentals of setting up your site, how to modify settings to your advantage, and audio and video features for enhancing your content. Instructor Description: Mark Bealin, Jr. Director of Search Engine Optimization - Evolving Interactive Internet marketing professional and co-founder of Evolving Interactive, LLC located in Chicago, IL and serving clients throughout the United States and Canada. Currently, managing the overall operations of the Search Engine Optimization team and responsible for strategic overview of company operations. My professional goal is to build a sustainable internet marketing company that effectively addresses the online marketing needs and concerns of small and medium

sized businesses. Specialties:Search Engine Optimization (SEO), Pay Per Click (PPC) advertising, Search Engine Marketing (SEM), Social Media Marketing, Local Search Marketing, Entrepreneurship. Certification: N/A

[Twitter \[3020982\]](#)

Language: English Description: There's a lot of power in 140 characters - the length of a tweet. With this course you will learn the fundamentals and features of this powerful social media tool. From proper setup, to extensions and connecting, to managing the day-to-day to grow your followers, our course offers the latest multimedia content to ensure you come out on top of the Twitter-verse. Instructor Description: Mark Bealin, Jr. Director of Search Engine Optimization - Evolving Interactive Internet marketing professional and co-founder of Evolving Interactive, LLC located in Chicago, IL and serving clients throughout the United States and Canada. Currently, managing the overall operations of the Search Engine Optimization team and responsible for strategic overview of company operations. My professional goal is to build a sustainable internet marketing company that effectively addresses the online marketing needs and concerns of small and medium sized businesses. Specialties:Search Engine Optimization (SEO), Pay Per Click (PPC) advertising, Search Engine Marketing (SEM), Social Media Marketing, Local Search Marketing, Entrepreneurship. Certification: N/A

[Ultimate Resume Building \[3020983\]](#)

Language: English Description: This interactive course is designed to teach students how to prepare a professional resume. The course outlines important information regarding the layout, structure, and content of professional resumes. In addition significant time is devoted to tips and tricks of tools and ways to present content when developing your resume. This course will teach students how to build a strong resume, which is imperative in today's competitive job market. Instructor Description: Mark Bealin, Jr. Director of Search Engine Optimization - Evolving Interactive Internet marketing professional and co-founder of Evolving Interactive, LLC located in Chicago, IL and serving clients throughout the United States and Canada. Currently, managing the overall operations of the Search Engine Optimization team and responsible for strategic overview of company operations. My professional goal is to build a sustainable internet marketing company that effectively addresses the online marketing needs and concerns of small and medium sized businesses. Specialties:Search Engine Optimization (SEO), Pay Per Click (PPC) advertising, Search Engine Marketing (SEM), Social Media Marketing, Local Search Marketing, Entrepreneurship. Certification: N/A

[Six Sigma Black Belt Certification Exam \[3021023\]](#)

Language: English Description: To secure the Six Sigma Black Belt Certification, practitioners must demonstrate mastery of Six Sigma by completing a timed online assessment and providing details of a Six Sigma project they are involved in. The four-hour, timed assessment tests an individual's competency and comprehension of Six Sigma principles, strategies, tools, and techniques. This exam includes multiple-choice and essay questions, and covers all aspects of the DMAIC methodology and its implementation. Questions are posed in several configurations that ask test takers to identify, calculate, analyze, and apply their knowledge, to demonstrate their ability to perform as important members of improvement teams. Instructor Description: N/A Certification: The four-hour, timed assessment tests an individual's competency and comprehension of Six Sigma principles, strategies, tools, and techniques. This exam includes multiple-choice and essay questions, and covers all aspects of the DMAIC methodology and its implementation. Questions are posed in several configurations that ask test takers to identify, calculate, analyze, and apply their knowledge, to demonstrate their ability to perform as important members of improvement teams.

[Editing and Proofreading for Business Writers \[3021052\]](#)

Writing well means following the rules so that you can best make yourself understood. We will review some basic grammar and look at correcting common mistakes that can make our writing harder to read. In this course we will review some basic grammar and using the parts of speech correctly in our writing.

<http://protrainedu.org/Lumens/Editing-and-Proofreading-for-Business-Writers/1360> target="_blank

Education

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[5202 Initial Substitute Teacher Training \[1030001\]](#)

Provides a review of the laws and policies that govern teaching in West Virginia. The student will learn specific procedures to obtain their initial Substitute Teacher Permit according to West Virginia Policy 5202. The student will be provided with information about teaching and classroom management. [IT TAKES 4 WEEKS TO COMPLETE THIS COURSE.]

[5202 Substitute School Nurse \[1030002\]](#)

Students will become knowledgeable of the laws and policies that govern schools in West Virginia, learn the necessary steps to obtain their initial and renewal School Nurse Permit, and be provided information about the duties and responsibilities of being a school nurse. THIS COURSE IS NOT AFFILIATED WITH WVU SCHOOL OF NURSING.

[Renewal Substitute Teacher Training \[1030003\]](#)

Provides a review of classroom management strategies, instructional strategies, and general information that was covered in the initial 5202 Substitute Teacher Training. Will learn specific procedures to renew your 5202 Substitute Teacher Permit.

[Certificate in Designing Webinars \[3040041\]](#)

Finally, you can acquire the best Professional Development in webinar design, presentations, planning, and marketing. Webinars are a popular format for delivering information. They can be very successful for your organization, IF you have good webinar presentations and good management and marketing. Discover the power of successful webinars for your business organization. Then learn the 4 key strategies to make your webinars more successful. Acquire techniques and tips that will make your webinars winners with your audiences. Then acquire the webinar planning skills involved in budgeting, pricing, and marketing webinar meetings. Take back a certificate in designing webinars that provides you with the latest and best information about presenting webinars, as well as managing and marketing them. You will be learning from two of the foremost authorities on webinars.

[Designing Successful Webinars \[3040042\]](#)

Webinars are a hot new meeting format that save money and reach more people than in-person meetings. Use them for customer education, staff meetings and training, presentations, virtual seminars and much more. The technology is simple, but good webinar presentation techniques are critical. Discover the power of successful webinars for your business organization. Then learn the four key strategies to make your webinars more successful. Acquire techniques and tips that will make your webinars winners with your audiences. Agenda Unit 1 Keys to Successful Webinars -What your participants want in a webinar -Choosing the right format for your program -Choosing the right length for your webinar Unit 2 Effective Slides and Presentation Techniques for Webinars -The 4 Keys to a Successful Webinar Presentation -The 5 best webinar presentation techniques -Making slides powerful and visual -Timing your speaking, what to say when, for how long -Voice techniques to keep your listeners interested Unit 3 Involving Your Webinar Participants -How to schedule and initiate questions -Selecting questions to read -How to respond to questions -Using polls Unit 4 Preparing and evaluating webinar presenters -Choosing your presenters: who to pick, who to NOT pick -Ways to train presenters -How to prepare your presenters -Evaluating your webinar success

[TOEFL Exam Prep \[3040065\]](#)

Undergraduate, graduate and postgraduate programs around the world require students to demonstrate their ability to communicate in English as an entrance requirement. The TOEFL test gives test takers the opportunity to prove they can communicate ideas effectively by simulating university classroom and student life communication. The test measures how well test takers use English, not just their knowledge of the language. This course provides a comprehensive overview of the TOEFL, including information about the test, an explanation of test scores, and thorough coverage of each area of the test itself. In addition, students will have the opportunity to take practice TOEFL tests that will help estimate how the student might perform on the actual test. Upon completion of this course, students will be fully prepared to take the TOEFL examination.

<http://protrainedu.org/Lumens/TOEFL-Exam-Prep/913> target="_blank"

[Generational Learning Styles for K-12 Teachers \[3040068\]](#)

Regardless of your age, it is always helpful to increase your understanding of how your current students learn and what your future students might need. Students learn in a variety of ways, this course will focus on the influence of generational characteristics on learning styles. Your students learn differently than you do. Come find out how to help your students learn more. And discover something new about yourself too! We will explore fascinating information on the brain and how each generation has responded to their unique cohort experience. You will acquire the skills and information needed to facilitate Gen Y and the emerging generation of learners. Understand how your own generational characteristics impact your learning AND your teaching. Come away with our top 20 generational techniques for helping your students learn more. Agenda Unit 1 Introduction to Generational Learning Styles The origin of generational learning styles & foundation of learning style theories Learning theory and the brain What defines a generation - the concept of the cohort experience Unit 2 Understanding generational factors influencing how you learn and teach Characteristics of the Baby Boomers Characteristics and definitions for Generation X Learning characteristics of both Baby Boomers and Gen Xers How YOUR generational characteristics influence your approach to teaching: Baby Boomer, Gen X, Gen Y Unit 3 Understanding Generation Y Core values of Gen Y Impact of technology on generational learning The impact of generational characteristics on approaches to and expectations of education, perceptions of time, prioritizing work/life/school, goals and ambition, collaborative vs. individual, worldview, inputs versus outcomes and other value differences Unit 4 Helping Your Gen Y Students to Learn More Communication tips with Gen Y students and the emerging generation Classroom instruction tips for Gen Y and the emerging generation Addressing awkwardness and other social characteristics of Gen Y Understanding and using technology to facilitate learning The top 20 generational techniques for helping your students learn more Requirements Internet connection, IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Managing & Marketing Webinars \[3040071\]](#)

Boost your success with webinars by getting the most advanced and latest information on managing and marketing webinars. Find

out when and how often to promote webinars, how to do follow up promotion to those who click-through on your initial emails, and how to generate more leads and inquiries. Discover our unique needs assessment model, and take back our five secrets to creating high response surveys. Market research can be simple, no-cost and effective, lowering your risks. Then take home our webinar planning timeline with the ideal timeframe for planning and marketing webinars for maximum success. Agenda Unit 1 Needs assessments, market research and surveys Determining the need and the size of the audience Gauging the competition Simple yet critical market research techniques Creating high response surveys Unit 2 Marketing virtual meetings When and how often to promote How much to spend on promotion Promoting with email, web sites and direct mail The 5 keys to successful marketing of virtual meetings Unit 3 Budgeting and pricing virtual meetings Setting income goals Budgeting start up costs Determine your profit margin Pricing your virtual meeting Unit 4 Planning for Successful Webinars -Choosing the best topics -Your webinar timeline -The 5 most common planning mistakes with webinars

[Gender in the Classroom](#) [3040074]

Discover why girls waste 30% of their study time, why boys get worse grades than girls, why boys do less homework than girls, and the 5 learning habits girls get in school that hurts them in the workplace. Your female students learn differently than your male students. Discover how girls learn. Take away 10 top tips for helping girls learn more, and the 5 tips to help girls succeed more. Then discover how boys learn. Take away 10 top tips for helping boys learn more, and the 5 tips to help boys succeed more. Get info about research not available anywhere else. Agenda Unit 1 The Brain and Gender Differences The brain and learning The female brain The male brain Summary of neurological and hormonal differences Unit 2 Helping Girls Learn More How girls learn Classroom techniques and activities that help girls learn Helping girls with spatial skills and STEM The 10 strategies for helping girls learn more Unit 3 Helping Boys Learn More How boys learn Classroom techniques and activities that help boys learn Helping boys with language skills The 10 strategies for helping boys learn more Unit 4 Helping Both Girls and Boys Succeed More Helping girls succeed in the workplace Helping boys succeed with college Grading learning and knowledge Gender neutral grading

[Resiliency in Teaching – Reviving the Joy Certificate Program](#)[3040075]

West Virginia University Continuing & Professional Education and Center for Sustainable Change offer this suite of courses for educators, students and parents to learn about how to approach the challenges of school without stress and with optimal ability to enjoy the work. Courses in Certificate Program:

[Ultimate Resume Building](#) [3040078]

This course is designed to prepare students how to prepare a professional resume. The course outlines important information regarding the importance of resumes, structure, and tips and tricks of word processor when developing resumes. This course will teach students how to build a strong resume, which is imperative in today's competitive job market.
<http://protrainedu.org/Lumens/Ultimate-Resume-Building/1251> target="_blank

[GMAT Exam Prep](#) [3040081]

This course will provide you with test-taking techniques and methods for improving your score and saving time on the GMAT (Graduate Management Admission Test). You will review the types of questions you will see on the test and learn how you can tackle concepts that may be new to you. You will review verbal lessons as well as quantitative lessons. You will review actual GMAT questions from previous years which are an excellent way to prepare for your own test.
<http://protrainedu.org/Lumens/GMAT-Exam-Prep/1260> target="_blank

[Understanding and Preventing Cyber Bullying](#) [3040083]

Cyberbullying or online bullying has quickly become a 21st century epidemic and a growing concern for students, parents, and educators. Cyberbullying is willful and involves recurring or repeated harm inflicted through electronic text. Cyberbullying can be as simple as continuing to send e-mail to someone who does not want further contact with the sender. This course will examine the harmful effects of online harassment and give educators at all levels an overview of research on cyberbullying and how they can be the driving force to prevent it in their schools. We will then explore preventative strategies as well as how school staff can address these issues when they occur. A clear understanding of what constitutes harassment and the harmful effects of harassment on people and institutions is essential to providing a safe and inclusive school environment for all. Additionally, teachers will learn various techniques to prevent and stop cyberbullying that they can implement upon returning to their classrooms.
<http://protrainedu.org/Lumens/Understanding-and-Preventing-Cyber-Bullying/1262> target="_blank

[SAT and ACT Exam Prep Part I](#) [3040087]

College entrance exams play a key role in determining your college choice. Standardized tests are designed to test your knowledge in a very specific way. Understanding the ins and outs of the tests will allow you to achieve your best possible score. This course is designed to provide you with test taking strategies, an understanding of what kind of test taker you are and practice for improving your scores on both the ACT and SAT tests. You will focus on grammar, reading comprehension, writing skills. Science and

vocabulary all designed to improve your score. This is part 1 of a two part series of courses.
<http://protrainedu.org/Lumens/SAT-and-ACT-Exam-Prep-Part-I/1261> target="_blank

[Project Based Learning Strategies and Tools](#) [3040089]

This course will help you understand what project-based learning is (and what it is not). You will explore examples of PBL and review what the research has to say on the effectiveness of this approach. You will move to on explore how to plan your own project based learning experiences for your classroom. As the course progresses, you will review key elements to managing PBL with your students. As more and more schools today work to implement more project-based learning, you will also find out how you can not only be ahead of the curve but also take on a leadership role.

<http://protrainedu.org/Lumens/Project-Based-Learning-Strategies-and-Tools/1300> target="_blank

[Essentials for Magazine Writing](#) [3040094]

Do you enjoy writing and learning about new things? Have you ever wondered if you could actually make money writing magazine articles? The magazine business is thriving and growing even in the digital age, and the demand for well-written articles remains high. This course will prepare you to enter the world of nonfiction magazine writing by walking you through the process, step-by-step. By the end of the course, you will be ready to submit your first article for publication.

<http://protrainedu.org/Lumens/Essentials-for-Magazine-Writing/1349> target="_blank

[GRE Exam Prep Part I](#) [3040096]

This course will provide you with test-taking techniques and methods for improving your score and saving time on the GRE (Graduate Records Examinations). You will review the types of questions you will see on the test and learn how you can tackle concepts that may be new to you. You will review verbal lessons as well as quantitative lessons. You will review actual GRE questions from previous years which are an excellent way to prepare for your own test.

<http://protrainedu.org/Lumens/GRE-Exam-Prep-Part-I/1308> target="_blank

[GRE Exam Prep Part II](#) [3040097]

This course will provide you with test-taking techniques and methods for improving your score and saving time on the GRE (Graduate Records Examinations). You will review the types of questions you will see on the test and learn how you can tackle concepts that may be new to you. You will review verbal lessons as well as quantitative lessons. You will review actual GRE questions from previous years which are an excellent way to prepare for your own test.

<http://protrainedu.org/Lumens/GRE-Exam-Prep-Part-II/1309> target="_blank

[SAT and ACT Exam Prep Part II](#) [3040098]

College entrance exams play a key role in determining your college choice. Standardized tests are designed to test your knowledge in a very specific way. Understanding the ins and outs of the tests will allow you to achieve your best possible score. This course is designed to provide you with test taking strategies, an understanding of what kind of test taker you are, and practice for improving your Math scores on both the ACT and SAT tests. You will focus on basic Math, Algebra, Geometry, Trig, Statistics, and the SAT SPR questions. Our goal is to prepare you for specific question types on both exams. Additionally, this course will help you with your time management skills, focus on relieving any anxiety you may experience with test taking, teach you how the standardized tests are scored, and help you feel comfortable on test day. Working through this course will maximize your performance on all aspects of the Math questions on the ACT and SAT. Taken with Part 1, this course will prepare you to excel in all sections of the undergraduate college entrance exams and provide you with the means to achieve your best score!

<http://protrainedu.org/Lumens/SAT-and-ACT-Exam-Prep-Part-II/1310> target="_blank

[Grant Writing for Teachers and Educational Support Personnel](#) [3040102]

Grants are a great way to fund school projects. The process of obtaining a grant may seem daunting at first, but many educators have successfully obtained money for their school by writing grant proposals. This course will walk you through the process of developing a plan and writing a grant proposal step-by-step. You will learn tips and techniques from successful grant writers to improve your chances of receiving the funds you need for your school.

<http://protrainedu.org/Lumens/Grant-Writing-for-Teachers-and-Educational-Support-Personnel/1342> target="_blank

[Effective and Engaging Use of Interactive Whiteboards in the Classroom](#) [3040104]

In this course, you will learn how to incorporate interactive whiteboard activities into a variety of subject specific lesson plans. Explore how teachers have been using this technology to enhance their classrooms to engage their students. Throughout this course, you will have the opportunity to hear what current teachers have to say about interactive whiteboards; review educational theory that supports using a variety of technology in the classroom; create individual activities that can be incorporated into your existing lesson

plans; and finally learn about the features that proprietary interactive whiteboards, such as SMART board, offer.
<http://protrainedu.org/Lumens/Effective-and-Engaging-Use-of-Interactive-Whiteboards-in-the-Classroom/1346>" target="_blank

[Certificate in Learning Styles](#) [3040105]

New research and information is coming out frequently now about how your learners - - and you - - learn. Hereâ€™s what we know. In the last century, you taught everyone equally by teaching them the same. But we know we each learn differently. So in this century, you teach everyone equally by teaching them differently. In this Certificate in Learning Styles, you get the most advanced information about the three most important and most prevalent characteristics you experience with your participants: generation, gender, and the autism spectrum. Your instructors are some of the foremost authorities in the world on these subjects. They write, and speak around North America, on learning styles.

Entrepreneurship / Skilled Trades

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[Principles of Coaching for Special Olympics](#) [1020002]

Since the introduction of the Special Olympics training school for coaches in 1980, more than 265,000 volunteer coaches have been trained in seminars or courses conducted around the world. In reviewing the evaluations of these coaches' training seminars, a comment appeared repeatedly of the wish that more time could have been spent in the seminar. This online course is a result of those repeated requests.

[SH - Security, Surveillance, and Access Control Systems](#) [3030120]

The Security, Surveillance, and Access Control Systems course discusses the working principles, design, and installation of home security and access control systems. It describes wired and wireless security systems and explains gadgets, such as sensors, security panels, zone commanders, and CCTVs that are a part of security systems. Books Included
<http://protrainedu.org/Lumens/SH---Security,-Surveillance,-and-Access-Control-Systems/312>" target="_blank

[SH - Home Technology Tools, Products, and Services](#) [3030122]

This course presents the major commercial participants, common practices, and prevalent consumer perception of HTI benefits. The course discusses the concept of an Integrated Home Network (IHN) and the tools, equipment, and expertise required to build it. Books Included
<http://protrainedu.org/Lumens/SH---Home-Technology-Tools,-Products,-and-Services/315>" target="_blank

[SH - Home System Automation and Integration](#) [3030125]

The Home System Automation and Integration course discusses how to bring all the home subsystems together and create a fully integrated home. The course describes the process of setting up and programming automation controllers for complete home automation. Students learn to troubleshoot and identify technical problems with system user interfaces or control processors. Books Included
<http://protrainedu.org/Lumens/SH---Home-System-Automation-and-Integration/316>" target="_blank

[Electrical and Electronic Fundamentals](#) [3030126]

The Electrical and Electronic Fundamentals course focuses on the basic concepts and skills that students will require when they work with electrical equipment in a residential location. The course discusses the fundamental principles of electricity and electronics and the function of various devices such as resistors, capacitors, amplifiers, and oscillators. Different types of circuits and their applications are also discussed. Students will use electrical test equipment and diagnostic tools. They will also learn about safety measures, codes, and rules and regulations that must be followed for preventing mishaps.
<http://protrainedu.org/Lumens/Electrical-and-Electronic-Fundamentals/313>" target="_blank

[SH - Home Network Design and Configuration](#) [3030128]

This course begins by explaining the capabilities and benefits of home networks as a means of sharing computers and Internet access, and also as the backbone for connectivity between other residential technologies. Books Included
<http://protrainedu.org/Lumens/SH---Home-Network-Design-and-Configuration/314>" target="_blank

[Certified Maintenance and Reliability Technician Exam Prep](#) [3030135]

Industrial Maintenance addresses the needs of the multicrafted maintenance technician and presents an all-encompassing view of the field of industrial maintenance, which covers a variety of technical skill areas. These include, but are not limited to, mechanics (mechanical installation, fluid power, piping systems, power transmission, print reading, and safety, to name a few), electrical

(electrical theory, test equipment, electronics, the National Electrical Code, control circuits, rotating machines, PLCs, and drives, for example), and welding (gas welding and arc welding). A multicrafted maintenance technician must have knowledge and skills in all these areas. Industrial Maintenance addresses these areas in a format designed with the technician in mind.

<http://protrainedu.org/Lumens/Certified-Maintenance-and-Reliability-Technician-Exam-Prep/1171> target="_blank

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Healthcare / Wellness

[Dementia Care Training Program](#) [3010056]

West Virginia University and the Alzheimer's Association, West Virginia Chapter, partnered to bring this course, "Dementia Care Training Program," to anyone interested in the field of dementia care. More than 5 million Americans have Alzheimer's disease, the most common form of dementia, and are cared for by an estimated 15 million Americans. As the baby boomers continue to age, the field of in-home dementia care will continue to grow as well. Currently, the dementia care field is dramatically under-staffed to meet this high demand. The care needs of individuals with Alzheimer's disease or a related dementia change throughout the course of the disease, but ultimately the individual will need 24/7 care. Due to the nature of the disease, providing care can often be challenging when individuals are not trained in the specifics of dementia care. Throughout this course you will learn the intricacies of Alzheimer's and dementia, and care practices that provide the highest quality of care to meet the needs of those who face this devastating disease. Dementia care is challenging, however the heartfelt rewards of caring for individuals with Alzheimer's far exceed the challenges.

[Pharmacy Technician Career Prep](#) [3010145]

This course will provide you with the necessary skills to become a pharmacy tech in a hospital or retail setting. The lessons in this course will provide a comprehensive overview of the complexities of community and institutional pharmacies through the course readings and supplemental textbook lab activities. You will learn the fundamentals of the pharmacy, as well as the role of a pharmacy technician. You will learn how to process a prescription, create non-sterile compounds, and ensure proper medication safety and management. Upon completion of this course, you will gain the skills and knowledge to qualify for entry level positions in pharmacies, and you'll be prepared for national certification.

<http://protrainedu.org/Lumens/Pharmacy-Technician-Career-Prep/862> target="_blank

[Veterinary Assistant Career Prep](#) [3010161]

In this course, you will discuss and become proficient in the skills, terminology, and procedures necessary to assist in a veterinary office. <http://protrainedu.org/Lumens/Veterinary-Assistant-Career-Prep/932> target="_blank

[CPR Refresher](#) [3010180]

Language: English Description: Many accidents and injuries can occur in the workplace. Having a workplace first-aid program that includes training workers on how to give Cardiopulmonary Resuscitation (CPR) minimizes these risks by giving the injured or sick person some basic treatment until professional emergency medical service personnel can arrive. This course IS NOT designed to be a primary or introductory lesson on CPR; rather it is intended to provide refresher training to workers who have already attended a certified CPR training program. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[HIPAA: An Introduction](#) [3010181]

Language: English Description: This course presents information pertaining to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), particularly Titles I & II. The course targets general audiences who seek to better understand HIPAA and how it impacts them personally or how they should comply with HIPAA standards in their day-to-day operations. The goal of this course is to increase the learner's awareness and understanding of individual rights and responsibilities under HIPAA so they can improve the safeguarding of health information. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[First Aid Refresher](#) [3010182]

Language: English Description: Many accidents and injuries can occur in the workplace. Having a workplace first-aid program minimizes these risks by giving the injured or sick person some basic treatment until professional emergency medical service personnel can arrive. This course IS NOT designed to be a primary or introductory lesson on first-aid and emergency response; rather it is intended to provide refresher training to workers who have already attended an initial first-aid training program. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully

complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.
Certification: N/A

[Smart Nutrition: Healthy Eating for All Generations](#) [3010203]

Language: English Description: This course is based on current and peer reviewed research that will provide professionals and nonprofessionals alike an easy to use roadmap for improving eating habits. Topics covered will include: exploring genetics, eating attitudes, food and fitness behaviors, and environmental and practical tips for making positive and fun dietary changes! In addition, there will be a focus on achieving and maintaining a healthy productive life for individuals and families at all ages. You will learn to use available resources and tools, including reputable free web-based programs to guide you. Instructor Description: N/A
Certification: N/A

[HIPAA Applying Rules to Privacy](#) [3010244]

Language: English Description: HIPAA Applying Rules to Privacy is a mini course that provides an understanding of the Health Insurance Portability and Accountability Act (HIPAA). This course begins by giving an overview of the Health Insurance Portability and Accountability Act ("HIPAA") and its purpose. It then gives an overview of Personal Health Information (PHI) and finally discusses and explains the Hitech Act.

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Sustainability

[Commercial and Home Energy Auditor Certification \(combined\)](#) [3060042]

This program consists of training, certification, and business start-up kit. You will receive everything you need to be able to go out and start conducting retail energy audits. The Commercial Energy Consultant Training Program is a comprehensive training program designed to teach you the basics of energy auditing, the economics of energy and how to turn that knowledge into a functioning, profitable business for yourself. Once you have successfully completed the Commercial Energy Training Program and passed the NEASI Commercial Energy Certification exam, you are fully prepared to start your very own energy business. The best way to jump-start your Energy Business is with our Commercial Energy Business Kit.

[http://protrainedu.org/Lumens/Commercial-and-Home-Energy-Auditor-Certification-\(combined\)/437](http://protrainedu.org/Lumens/Commercial-and-Home-Energy-Auditor-Certification-(combined)/437) target="_blank

[Commercial Energy Auditor | Consultant](#) [3060045]

This program consists of training, certification, and business start-up kit. You will receive everything you need to be able to go out and start conducting retail energy audits. The Commercial Energy Consultant Training Program is a comprehensive training program designed to teach you the basics of energy auditing, the economics of energy and how to turn that knowledge into a functioning, profitable business for yourself. Once you have successfully completed the Commercial Energy Training Program and passed the NEASI Commercial Energy Certification exam, you are fully prepared to start your very own energy business. The best way to jump-start your Energy Business is with our Commercial Energy Business Kit.

<http://protrainedu.org/Lumens/Commercial-Energy-Auditor-|Consultant-/435> target="_blank

[Code Training | New Construction Inspection](#) [3060051]

If you are interested in working as a building inspector doing IRC? (International Residential Code) Inspections, use our materials to pass the International Code Council's (ICC?) IRC? Examination. Learn code provisions from actual real-life scenes and defects. That way, when you get out on site, you are familiar with what you are inspecting. Also, use our extensive, specially designed and field tested IRC Index to increase your chances of passing the ICC? certification exam. Our IRC? Index goes well beyond the index in the IRC? book. <http://protrainedu.org/Lumens/Code-Training-|New-Construction-Inspection/14> target="_blank

[Home Energy Auditor|Consultant](#) [3060053]

This program consists of training, certification, and business start-up kit. You will receive everything you need to be able to go out and start conducting home/residential energy audits. You will learn to identify the common energy wasting areas of a residence. You will also learn more in-depth energy conservation techniques to enable you to provide your clients with the maximum in energy savings insight. Each course is easy to follow and understand, yet detailed and descriptive to educate you thoroughly. Once you have successfully completed the Home Energy Training Program and passed the NEASI Home Energy Certification exam, you are fully prepared to start your very own home energy business. The best way to jump-start your energy business is with our Home Energy Business Kit. <http://protrainedu.org/Lumens/Home-Energy-Auditor|Consultant/426> target="_blank

[Sustainable Marketing Career Prep](#) [3060057]

This course defines the subject matter of sustainable and green marketing, and illustrates how green marketing can be incorporated into strategic planning. It addresses the interplay between environment and consumption, and an organizations effort to offer superior value to consumers via sustainable oriented marketing practices.

<http://protrainedu.org/Lumens/Sustainable-Marketing-Career-Prep/890> target="_blank"

Creative Arts & Photography

Drawing & Writing

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[Introduction to Horror Writing](#) [5020041]

This course will teach students how to construct a horror premise, create atmosphere, and complete a final product. The course will allow for exploration of individual voice and sub-genre selection. Length impacts will be discussed as a matter of course; however, short stories will be graded on a pass/fail basis. Beginning with a review of popular authors in the horror genre and an exercise in reading and comparing authors of a similar sub-genre, students will understand their preferences and why they have them. An overall understanding of story construction as it pertains to horror fiction, to include character development, tone, and the use of dialogue, will be amassed by the completion of the course. **Course Objectives** Upon completion of this course, the student will be able to:

[Creative Writing Critiques & Tips](#) [5020043]

West Virginia University Continuing & Professional Education offers this four week, workshop-style course that will teach you the foundations of creative writing by exploring the craft of nonfiction, poetry, and fiction. This course will give you the tools to discover new material, create vivid characters and scenes, craft voice, develop imagery, and refine style. To help you grow as writers, the instructor will provide contemporary readings, writing prompts, and opportunities to workshop your writing. You can expect to receive regular feedback, encouragement, and tips. **Course Objectives:** By the end of this course, you will:

Engineering IT/Software

Basic Computer Courses

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[Crystal Reports XI](#) [2100015]

Crystal Reports XI enables developers and other IT professionals to design, manage, and deliver reports via the web, as well as embed reporting in enterprise applications. Report authors are often weighed down with hand-coding reports and working through orders for customized reports. Crystal Reports XI delivers significant new features that will benefit organizations of all sizes with easier report design, simplified report maintenance, expanded data access, and complete integration with the Business ObjectsT XI platform. <http://protrainedu.org/Lumens/Crystal-Reports-XI/389> target="_blank

[Microsoft Office Access 2013](#) [2100029]

This course trains you how to use the features of Microsoft Access 2013. Microsoft Access is a tool to manage information that helps you store information for reference, reporting and analysis. It can help you to overcome limitations you may find when you try to manage large amounts of information in Excel or other spreadsheets. This course will teach you basic to advanced features of Access, and will cover what you need to know as efficiently as possible. <http://protrainedu.org/Lumens/Microsoft-Office-Access-2013/39> target="_blank

[CompTIA Network+ N10-006](#) [2100043]

CompTIA's Network+ is a vendor-neutral certification that validates technical competency in networking administration and support. The Network Plus certification confirms a technician's critical knowledge of media and topologies, protocols and standards, network implementation and network support. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. This course includes FREE access for 12 months to a cloud based lab platform to assist students develop the practical information technology (IT) skills necessary to succeed in high in demand IT jobs. <http://protrainedu.org/Lumens/CompTIA-Network+-N10-006/400> target="_blank

[Microsoft Office PowerPoint 2013](#) [2100046]

This course provides training for the features of Microsoft Office's PowerPoint 2013. PowerPoint 2013 is a visual and graphical application, primarily used for creating presentations. With PowerPoint, you can create, view, and present slide shows that combine text, shapes, pictures, graphs, animation, charts, videos, and much more! <http://protrainedu.org/Lumens/Microsoft-Office-PowerPoint-2013/36> target="_blank

[CompTIA Security+](#) [2100052]

CompTIA's Security+ is a vendor-neutral certification that validates the competency of security professionals working in the IT industry. The Security+ Certification confirms a technician's critical knowledge of communication security, infrastructure security, cryptography, operational security, and general security concepts. Because human error is the number one cause for a network security breach, CompTIA Security+ is recognized by the technology community as a valuable credential that proves competency with information security. This course includes FREE access for 12 months to a cloud based lab platform to assist students develop the practical information technology (IT) skills necessary to succeed in high in demand IT jobs. <http://protrainedu.org/Lumens/CompTIA-Security+/405> target="_blank

[CompTIA Server+ SK0-003](#) [2100053]

CompTIA's Server+ is a vendor-neutral certification that validates the competency of advanced IT technicians. The Server+ Certification confirms a technician's knowledge of Industry Standard Server Architecture (ISSA) technology, technologies such as RAID, SCSI and multiple CPUs, as well as capabilities with server issues, including disaster recovery. This course includes FREE access for 12 months to a cloud based lab platform to assist students develop the practical information technology (IT) skills necessary to succeed in high in demand IT jobs. <http://protrainedu.org/Lumens/CompTIA-Server+-SK0-003/396> target="_blank

[Microsoft Office Outlook 2013](#) [2100062]

This course trains you how to use the features of Microsoft Outlook 2013. Microsoft Outlook 2013 organizes your emails, calendars, contacts, tasks, and to-do lists, all in one place. It all starts with your email account. From there you can start working with emails, turning them into tasks or appointments, and storing the people you interact with in your contacts, so you never have to remember an email address or phone number. <http://protrainedu.org/Lumens/Microsoft-Office-Outlook-2013/38> target="_blank

[Microsoft Office Word 2013](#) [2100063]

This course provides training for the features of Microsoft Office's Word 2013. Microsoft Word 2013 is a word-processing program, designed to help you create professional-quality documents. With the finest document-formatting tools, Word helps you organize and write your documents more efficiently. Word also includes powerful editing and revising tools so that you can collaborate with others easily. <http://protrainedu.org/Lumens/Microsoft-Office-Word-2013/45> target="_blank

[Microsoft Office Suite 2013](#) [2100067]

This Microsoft Office Suite 2013 bundle includes: Microsoft Word 2013, Microsoft Excel 2013, Microsoft Outlook 2013, Microsoft PowerPoint 2013, and Microsoft Access 2013. <http://protrainedu.org/Lumens/Microsoft-Office-Suite-2013/37> target="_blank

[Technical Writing Fundamentals](#) [2100068]

This course will focus on skills that employers demand in today's workplace-thinking, listening, composing, revising, and editing. At the completion of this course students will have acquired many workplace skills through integrated and applied instruction so that mastering technical writing is relevant and exciting. The text for this course features an engaging writing style, student and real-world models, write-to-learn activities, expanded oral presentation coverage, and provides instruction on the less common documents not covered in general communication texts, e.g., proposals, news releases, science lab reports, and instructions. Chapter contents include technical research; writing for the Web; brief informative, brief investigative and recommendation reports; as well as technical reading. <http://protrainedu.org/Lumens/Technical-Writing-Fundamentals/304> target="_blank

[Certified Information Security Manager \(CISM\)](#) [2100072]

IT Security is without question one of the hottest and most lucrative areas of Information Technology today and the CISM is one of the most valued credentials in the marketplace. This course promotes international practices and provides management with assurance that those earning this designation have the necessary knowledge and experience to provide effective security management. This course trains students for a position in Risk Management, Security Auditor, Compliance Officer or an executive management position as a CSO, CTO or CIO. [http://protrainedu.org/Lumens/Certified-Information-Security-Manager-\(CISM\)/829](http://protrainedu.org/Lumens/Certified-Information-Security-Manager-(CISM)/829) target="_blank

[Certified Information Systems Auditor \(CISA\)](#) [2100082]

Certified Information Systems Auditing is to Audit what CPA and CA are to Accounting. CISAs are recognized internationally as professionals with the knowledge, skills, experience and credibility to leverage standards, manage vulnerabilities, ensure compliance, offer solutions, institute controls and deliver value to the enterprise. CISA job practice analysis has been completed by ISACA. This analysis resulted in a new CISA job practice which reflects the vital and evolving responsibilities of IT auditors. The new CISA job practice (identified below) was effective beginning with the June 2011 CISA exam administration. For purposes of these statements, the terms "enterprise" and "organization" or "organizational" are considered synonymous. [http://protrainedu.org/Lumens/Certified-Information-Systems-Auditor-\(CISA\)/1101](http://protrainedu.org/Lumens/Certified-Information-Systems-Auditor-(CISA)/1101) target="_blank

[Cloud Computing Security Knowledge \(CCSK\)](#) [2100083]

The Cloud Computing Security Knowledge class provides students thorough coverage of cloud security fundamentals and prepares them to take the Cloud Security Alliance CCSK certification exam. The course begins with a detailed description of cloud computing and then expands into all major domains such as; Governance and Risk Management, the Cloud Architectural Framework and Business Continuity/Disaster Recovery. [http://protrainedu.org/Lumens/Cloud-Computing-Security-Knowledge-\(CCSK\)/1108](http://protrainedu.org/Lumens/Cloud-Computing-Security-Knowledge-(CCSK)/1108) target="_blank

[CompTIA Cloud Essentials](#) [2100085]

The CompTIA Cloud Essential certification is applicable to a wide range of IT professionals. the course is geared towards those currently in or looking for positions as IT consultants, IT technical services, IT relationship managers, IT architects, consultants and business process owners analysts. This course is the first step on a training path that leads to a technical career in cloud computing. <http://protrainedu.org/Lumens/CompTIA-Cloud-Essentials/1099> target="_blank

[EXIN Cloud Computing](#) [2100086]

EXIN's Cloud Computing Foundation is not just a technical cloud course but instead focuses on the business and management side as well. The course also examines the auditing and service response within cloud computing as well the delegation of IT responsibilities within an environment focused on cloud technology. This course covers how cloud technology deals with a variety of different areas, including; Hardware, Software, Processes, OS & Application Licenses, People, Power and Backups. <http://protrainedu.org/Lumens/EXIN-Cloud-Computing/1109> target="_blank

[Google Analytics \[2100087\]](#)

This course will teach students how to master Google Analytics; from the basics all the way through the most advanced features. Once complete, students will be masters at reporting, behavioral data, audience conversion and will have an extremely well-rounded knowledge base with this software. Remember, being proficient in Google Analytics will easily set you apart in the job market, especially since almost every business has an online presence that is crucial to their success.
<http://protrainedu.org/Lumens/Google-Analytics/1105> target="_blank

[AutoCAD 3 - Basic 3D Modeling \[2100111\]](#)

Learn the remaining, advanced 2D features and basic 3D modeling tools for the latest versions of AutoCAD. This course covers working with raster images, fields and properties, sheet set management, publishing tools and all basic 3D modeling tools including: user coordinate systems, 3D navigation, basic solid modeling techniques, and model documentation methods. Students will be able to receive a free copy of the latest version AutoCAD from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter. <http://protrainedu.org/Lumens/AutoCAD-3---Basic-3D-Modeling/1176> target="_blank

[AutoCAD 4 - Advanced 3D and Basic Rendering \[2100112\]](#)

Learn the advanced 3D modeling techniques and basic rendering tools for the latest versions of AutoCAD. This course covers 3D editing tools, advanced solid modeling techniques, surface and mesh modeling methods, and basic render procedures including render settings, camera views, and an introduction to render materials. Students will be able to receive a free copy of the latest version AutoCAD from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter. <http://protrainedu.org/Lumens/AutoCAD-4---Advanced-3D-and-Basic-Rendering/1177> target="_blank

[AutoCAD 5 - Advanced Rendering and Customization \[2100113\]](#)

Learn advanced rendering and customization techniques for the latest versions of AutoCAD. This course covers lighting methods for day and night renderings, custom material creation, bump and opacity mapping, landscape objects, introduction to animated walk-throughs, and customization tools including the creation of custom commands and macros. Students will be able to receive a free copy of the latest version AutoCAD from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter.
<http://protrainedu.org/Lumens/AutoCAD-5---Advanced-Rendering-and-Customization/1178> target="_blank

[Revit 1 - Introduction to Revit Architecture \[2100114\]](#)

This course covers basic Revit Architecture BIM concepts. Topics include project creation, basic display concepts, components, levels, walls, doors, windows, floor and roof objects, stairs and railings, view properties, family components, dimensions, basic annotations, drawing sheets and plotting procedures. Students will be able to receive a free copy of the latest version Revit from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter.
<http://protrainedu.org/Lumens/Revit-1---Introduction-to-Revit-Architecture/1179> target="_blank

[Cisco 300-135 TSHOOT - Troubleshooting and Maintaining Cisco IP Networks \[2100115\]](#)

This course is designed as preparation for the Cisco 300-135 TSHOOT exam. Troubleshooting and Maintaining Cisco IP Networks (TSHOOT 300-135) is a qualifying exam for the Cisco CCNP Routing and Switching certification. The TSHOOT 300-135 exam certifies that the successful candidate has the knowledge and skills necessary to plan and perform regular maintenance on complex enterprise routed and switched networks. Use technology-based practices and a systematic ITIL-compliant approach to perform network troubleshooting. This course includes FREE access for 12 months to a cloud based lab platform to assist students develop the practical information technology (IT) skills necessary to succeed in high demand IT jobs.
<http://protrainedu.org/Lumens/Cisco-300-135-TSHOOT---Troubleshooting-and-Maintaining-Cisco-IP-Networks/1188> target="_blank

[Cisco 300-101 ROUTE - Implementing Cisco IP Routing \[2100116\]](#)

Implementing Cisco IP Routing (ROUTE 300-101) is a qualifying exam for the Cisco CCNP Routing and Switching and CCDP certifications. The ROUTE 300-101 exam certifies the routing knowledge and skills of successful candidates. They are certified in using advanced IP addressing and routing in implementing scalable and highly secure Cisco routers that are connected to LANs, WANs, and IPv6. The exam also covers the configuration of highly secure routing solutions to support branch offices and mobile workers. This course includes FREE access for 12 months to a cloud based lab platform to assist students develop the practical information technology (IT) skills necessary to succeed in high demand IT jobs.
<http://protrainedu.org/Lumens/Cisco-300-101-ROUTE---Implementing-Cisco-IP-Routing/1189> target="_blank

[CompTIA Mobility+ \[2100117\]](#)

The CompTIA Mobility+ exam covers mobile device management, troubleshooting, security, and network infrastructure. It identifies IT professionals who can deploy, integrate, support and manage a mobile environment while ensuring proper security measures are maintained for devices and platforms to mitigate risks and threats.

<http://protrainedu.org/Lumens/CompTIA-Mobility+/1190> target="_blank

[Cisco 300-115 SWITCH - Implementing Cisco IP Switched Networks \[2100118\]](#)

Implementing Cisco IP Switched Networks (SWITCH 300-115) is a qualifying exam for the Cisco CCNP Routing and Switching and CCDP certifications. The SWITCH 300-115 exam certifies the switching knowledge and skills of successful candidates. They are certified in planning, configuring, and verifying the implementation of complex enterprise switching solutions that use the Cisco Enterprise Campus Architecture.

<http://protrainedu.org/Lumens/Cisco-300-115-SWITCH---Implementing-Cisco-IP-Switched-Networks/1198> target="_blank

[Microsoft Windows 10 - Power User Course \[2100120\]](#)

With Windows 10 just being released, students that can obtain these certifications will have a considerable advantage in the marketplace as companies start to migrate over to Microsoft's new OS. Microsoft is expecting to put Windows 10 on over a billion devices. Windows 10 contains many new features that have revolutionized Microsoft's platform. The start button is back, more security has been added, a new browser has been integrated and Microsoft has even added their voice based personal assistant, Cortana. This course, Microsoft Windows 10 - Power User course will teach students the most efficient uses of the Windows 10 platform. <http://protrainedu.org/Lumens/Microsoft-Windows-10---Power-User-Course/1229> target="_blank

[Microsoft 70-697 - Configuring Windows Devices \(Windows 10\) \[2100121\]](#)

With Windows 10 just being released, students that can obtain these certifications will have a considerable advantage in the marketplace as companies start to migrate over to Microsoft's new OS. Microsoft is expecting to put Windows 10 on over a billion devices. Windows 10 contains many new features that have revolutionized Microsoft's platform. The start button is back, more security has been added, a new browser has been integrated and Microsoft has even added their voice based personal assistant, Cortana. This course is the Microsoft 70-697: Configuring Windows Devices for Windows 10. This course will cover topics such as Windows 10 deployment, OS management and device management, and many others.

[http://protrainedu.org/Lumens/Microsoft-70-697---Configuring-Windows-Devices-\(Windows-10\)/1230](http://protrainedu.org/Lumens/Microsoft-70-697---Configuring-Windows-Devices-(Windows-10)/1230) target="_blank

[CompTIA IT Fundamentals \[2100124\]](#)

The CompTIA IT Fundamentals exam is designed to help you learn more about the world of information technology (IT). It's ideal if you're considering a career in IT or if you work in an allied field that requires a broad understanding of IT. CompTIA IT Fundamentals can also be a stepping stone to more advanced certifications such as CompTIA A+, and, with specialized experience, CompTIA Network+ and CompTIA Security+.

<http://protrainedu.org/Lumens/CompTIA-IT-Fundamentals/1241> target="_blank

[CompTIA A+ 220-901 and 220-902 \[2100126\]](#)

CompTIA A+ 220-901 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-902 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing and operational procedures. Held by over 1 million IT professionals worldwide, CompTIA A+ is the most essential IT certification for establishing an IT career. If you're new to the IT industry, this will help you put your best foot forward. And if you're already an IT professional, the CompTIA A+ certification validates your skills and can boost your career. This course includes FREE access for 12 months to a cloud based lab platform to assist students develop the practical information technology (IT) skills necessary to succeed in high demand IT jobs.

<http://protrainedu.org/Lumens/CompTIA-A+-220-901-and-220-902/1267> target="_blank

[Microsoft Office Word 2016 \[2100127\]](#)

Microsoft Word 2016 is a very popular word processing program that can be used for both personal and business purposes. While already feature rich and critical for productivity, Microsoft continues to improve and enhance their software with each new release like the latest Microsoft Word 2016. In this course, you will learn to navigate the interface, create documents that stand out and how to extend the use of Microsoft word beyond its traditional uses. This course will cover simple document creation, complex long documents and all aspects of the word processor. This online training course will cover three main areas including Basic Word, Intermediate Word and Advanced Word. <http://protrainedu.org/Lumens/Microsoft-Office-Word-2016/1268> target="_blank

[Microsoft Office PowerPoint 2016 \[2100128\]](#)

Take your PowerPoint presentations to the next level with our Microsoft PowerPoint 2016 online training course! Whether you are a beginner or have experience and want to sharpen your skills, this online course will help you create professional quality presentations that will grab your audience's attention and keep them interested from start to finish. This course is separated in to three main sections covering Basic PowerPoint, Intermediate PowerPoint and Advanced PowerPoint lessons, which will provide an in depth review of the presentation software included in the Office 2016 suite of applications. Learn to navigate the interface effectively, insert a range of objects and how to create engaging presentations that will wow viewers. Topics will include design, customization and presentation of information using Microsoft PowerPoint 2016.
<http://protrainedu.org/Lumens/Microsoft-Office-PowerPoint-2016/1269> target="_blank

[Microsoft Office Outlook 2016](#) [2100129]

Microsoft Outlook is by far one of the most popular email applications used by millions of professionals and students all over the world. Microsoft Outlook 2016 provides better organization, search capabilities, communication and social networking features. With this Microsoft Outlook 2016 training course, you will learn the four major components of outlook including contacts, email, calendars and tasks. This course will also touch on the OneNote application that provides a cross platform and cross application note taking tool. This course covers all the bases including Basic Outlook 2016, Intermediate Outlook 2016 and Advanced Outlook 2016.
<http://protrainedu.org/Lumens/Microsoft-Office-Outlook-2016/1270> target="_blank

[Microsoft Office Access 2016](#) [2100131]

Microsoft Access is now much more than a way to create desktop databases. It's an easy to use tool for quickly creating browser based database applications that help you run your business. Your data is automatically stored in a SQL database, so it's more secure and scalable than ever, and you can easily share your applications with colleagues. This course will guide you through the basics of relational database design and through the creation of database objects. You will learn how to use forms, query tables and reports to manage data. You will understand the interface, customization and creation editing of the many objects available within the Microsoft Access application. This course is divided in to three separate levels being Basic Microsoft Access, Intermediate Microsoft Access and Advanced Microsoft Access. <http://protrainedu.org/Lumens/Microsoft-Office-Access-2016/1272> target="_blank

[Microsoft Office Suite 2016](#) [2100132]

This Microsoft Office Suite 2016 bundle includes: Microsoft Word 2016, Microsoft Excel 2016, Microsoft Outlook 2016, Microsoft PowerPoint 2016, and Microsoft Access 2016. <http://protrainedu.org/Lumens/Microsoft-Office-Suite-2016/1273> target="_blank

[CompTIA A+ 220-901](#) [2100133]

CompTIA A+ 220-901 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. Held by over 1 million IT professionals worldwide, CompTIA A+ is the most essential IT certification for establishing an IT career. If you're new to the IT industry, this will help you put your best foot forward. And if you're already an IT professional, the CompTIA A+ certification validates your skills and can boost your career.
<http://protrainedu.org/Lumens/CompTIA-A+-220-901/1266> target="_blank

[CompTIA A+ 220-902](#) [2100134]

CompTIA A+ 220-902 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing and operational procedures. Held by over 1 million IT professionals worldwide, CompTIA A+ is the most essential IT certification for establishing an IT career. If you're new to the IT industry, this will help you put your best foot forward. And if you're already an IT professional, the CompTIA A+ certification validates your skills and can boost your career. This course includes FREE access for 12 months to a cloud based lab platform to assist students develop the practical information technology (IT) skills necessary to succeed in high demand IT jobs.
<http://protrainedu.org/Lumens/CompTIA-A+-220-902/1265> target="_blank

[CompTIA Advanced Security Practitioner \(CASP\) CAS-002](#) [2100135]

CompTIA's CASP - CompTIA Advanced Security Practitioner, is a vendor-neutral certification that validates IT professionals with advanced-level security skills and knowledge. This certification course covers the technical knowledge and skills required to conceptualize, design, and engineer secure solutions across complex enterprise environments. It involves applying critical thinking and judgment across a broad spectrum of security disciplines to propose and implement solutions that map to enterprise drivers, while managing risk. There is no required prerequisite for this course however, the CASP certification is intended to follow CompTIA Security+ or equivalent experience and has a technical, hands-on focus at the enterprise level.
[http://protrainedu.org/Lumens/CompTIA-Advanced-Security-Practitioner-\(CASP\)-CAS-002/1281](http://protrainedu.org/Lumens/CompTIA-Advanced-Security-Practitioner-(CASP)-CAS-002/1281) target="_blank

[CIW Advanced HTML5 & CSS3 Specialist](#) [2100137]

Advanced HTML5 and CSS3 Specialist is the first course in the CIW Web and Mobile Design series. The CIW Advanced HTML5 and CSS3 Specialist course tests essential HTML5, Cascading Style Sheets (CSS) and JavaScript knowledge. These technologies, known as the Web development trifecta, provide Web pages that easily adapt to smartphones, tablets, gaming devices and smart TVs, as well as to traditional PCs. <http://protrainedu.org/Lumens/CIW-Advanced-HTML5-&-CSS3-Specialist/1320> target="_blank"

[CIW Data Analyst Specialist](#) [2100138]

Data Analyst is the seventh and final course in the CIW Web and Mobile Design series. In this course you will learn how to use data to analyze all aspects of a company's operation and make appropriate business decisions. You will study how to compare and contrast structured and unstructured data. You will learn how to deploy tools for capturing and analyzing data, including Hadoop, R Project, and custom database solutions. <http://protrainedu.org/Lumens/CIW-Data-Analyst-Specialist/1322> target="_blank"

[CIW Internet Business Associate](#) [2100139]

The CIW Internet Business Associate course prepares you to work effectively in today's business environment. In this course, you will learn about the tasks involved in various Web Technology job roles, and you will learn the skills and technologies to perform them. The career opportunities that demand these common Web-based skills are endless. <http://protrainedu.org/Lumens/CIW-Internet-Business-Associate/1316> target="_blank"

[CIW Network Technology Associate](#) [2100140]

The Network Technology Associate course prepares you for job readiness in many business and technology-related careers. Understanding the fundamentals of networking, Internet protocols and network security is important for all professionals who use the Internet. This certification proves your mastery of the basics of networking and prepares you for further study in the specialty of your choosing. <http://protrainedu.org/Lumens/CIW-Network-Technology-Associate/1318> target="_blank"

[CIW Site Development Associate](#) [2100141]

The CIW Site Development Associate course teaches you essential Web page development skills. You will learn to develop Web sites using Hypertext Markup Language version 5 (HTML5) and Cascading Style Sheets (CSS). You will learn to write code manually, as well as use graphical user interface (GUI) authoring tools. You will also work with images, create hyperlinks, and add tables, forms, video and audio to your Web pages. If you want the knowledge and skills to design or improve Web sites, this course is for you. <http://protrainedu.org/Lumens/CIW-Site-Development-Associate/1317> target="_blank"

[CIW User Interface Designer](#) [2100142]

The CIW User Interface Designer is the second course in the CIW Web and Mobile Design series. In this course, you will learn about the strategies and tactics necessary to design user interfaces, with particular emphasis on creating user interfaces for mobile devices. You will study how to apply essential usability concepts, including clarity, ease of use, simplicity, and detectability. You will learn how information obtained from the client, sales, and marketing is utilized to design and develop compelling visual experience Web sites for multiple platforms, including mobile, tablet, and desktop. <http://protrainedu.org/Lumens/CIW-User-Interface-Designer/1321> target="_blank"

[CIW Web Foundations Associate Bundle](#) [2100144]

The CIW Web Foundations series of courses is the most popular vendor-neutral Web education program in the world. Individuals who have completed all three Foundations courses have mastered more than mere digital literacy skills: They have a unique understanding of Internet business, data networking and Web site design. <http://protrainedu.org/Lumens/CIW-Web-Foundations-Associate-Bundle/1319> target="_blank"

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Graphics & Multi-Media

[LEED Green Associate Exam Prep](#) [2060054]

Language: English Description: This Leadership in Energy and Environmental Design (LEED) Green Associate exam prep course provides a solid background in green building principles and practices in preparation for the LEED Green Associate credentialing exam. Information on exam policies and procedures, tips for effective studying, and an overview of the LEED credentialing process is also discussed. The LEED Green Associate credential demonstrates basic knowledge of green design, construction, and operations and is used to enhance any number of careers. Students will learn strategies for securing sustainable sites and building materials, forming efficient water and energy systems, combining utility, comfort and quality, reducing waste, and creating innovative designs.

After completing this course, you should be able to:
• Identify LEED credentialing procedures and policies
• Identify the exam structure and procedure and methods for effective preparation
• Identify strategies for securing sustainable sites and building materials
• Identify strategies for creating efficient water and energy systems
• Identify methods for creating innovative designs based on quality, comfort, and utility
Instructor Description: This class is an independent-study course.
Students will have all the resources needed to successfully complete the course within the online material.
A student helpdesk is available for technical support during the course enrollment.
Certification: Upon successful completion of this course, students will be prepared to sit for the U.S. Green Building Council LEED Green Associate Certification exam to become a Certified LEED Green Associate.

Photoshop Intermediate [2060079]

During this course you will learn more about how Photoshop can be used to retouch and restore digital images. You will learn how to correct, change and improve the color of an image, get rid of stains and scratches on scanned images, combine images, add special effects and filters to images and to create images using Photoshop's artistic tools. It is recommended that you take the Photoshop Introduction or have worked with Photoshop before taking this class. Students will need a copy of Photoshop. A 30-day trial version is available. Book Included. <http://protrainedu.org/Lumens/Photoshop-Intermediate/260> target="_blank"

Adobe Photoshop CC [2060081]

Looking for a solid foundation in the industry standard graphics and image editor, Photoshop? Learn the basics and much more in this online program. If you are a graphic/web designer, digital artist or a photographer, with little or no working knowledge of Photoshop, or even if you are already familiar with Photoshop, this is the course for you! Take the plunge and sign up today to learn how to master the world's number one image editing software! A 30-day trial is available for download. Students will need to have a copy of Photoshop. <http://protrainedu.org/Lumens/Adobe-Photoshop-CC/266> target="_blank"

Adobe Illustrator CC [2060082]

Adobe Illustrator allows you to create artwork that you can use for web pages or any print or electronic media. This course will give students a good overview of the tools and features of Illustrator. Students will create artwork using the various tools including the pencil and pen tools. Students will learn the various ways to apply color to their artwork. Students will work with layers, the 3D effects, and symbols. Students will need to have a copy of Illustrator. A 30-day trial is available for download. <http://protrainedu.org/Lumens/Adobe-Illustrator-CC/268> target="_blank"

Introduction to Adobe Photoshop CC [2060084]

This class will introduce the new user to the basics of working with Photoshop for retouching images and drawing. Students will be able to use various techniques for selecting in order to edit and retouch images. Students will be able to prepare images for including in a web site or for including in printed documents. Students will be able to edit images using the painting tools, clone stamp and drawing tools. Students will be able to create new images using the pen tool and the drawing and painting tools. Students will be able to create and edit images using layers. Students will need a copy of Photoshop. A 30-day trial version is available. Book Included. <http://protrainedu.org/Lumens/Introduction-to-Adobe-Photoshop-CC/255> target="_blank"

Adobe InDesign CC [2060087]

Adobe InDesign allows you to design and produce stunning documents on your desktop printer or using a professional printer. Or convert your documents to PDF format or publish them on a website. This class will walk you through setting up the InDesign workspace, adding text and graphics to your document, creating layouts with frames and applying formatting with styles. Students will need a copy of InDesign. A trial version is available. A 30-day trial is available for download <http://protrainedu.org/Lumens/Adobe-InDesign-CC/258> target="_blank"

Adobe Premiere CC [2060088]

Adobe Premiere gives you powerful video and audio editing tools. Students will add transitions, special effects, graphics, titles, and music to their Premiere projects. Students will adjust the image quality of the video and edit and mix the sound track. Students will build picture-in-picture effects, create animated titles, record voice-overs, add motion effects, and publish the results to a variety of formats. Students will create streaming video for playback on a web site. Students must have a copy of Adobe Premiere. A 30-day trial is available. Book included. A 30-day trial is available for download. Book Included. <http://protrainedu.org/Lumens/Adobe-Premiere-CC/257> target="_blank"

Adobe Dreamweaver CC [2060091]

At the end of this class students will be able to create and manage web sites using Adobe Dreamweaver. Students will insert pictures and media objects into web pages. Students will use Cascading Style Sheets to format web pages. Students will use layers and tables

for designing layout for pages. Students will manage sites using Dreamweaver's site management tools. Students will need a copy of Dreamweaver. A 30-day evaluation version is available. <http://protrainedu.org/Lumens/Adobe-Dreamweaver-CC/262>" target="_blank

[AutoCAD 1 - Basic 2D](#) [2060104]

Learn the basic 2D features of the latest versions of AutoCAD. This introductory course covers drawing setup, basic construction and editing tools, layer management, object properties, basic annotation with text and dimensions, and an introduction to layouts and plotting. Students will be able to receive a free copy of the latest version AutoCAD from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter.

<http://protrainedu.org/Lumens/AutoCAD-1---Basic-2D/1174>" target="_blank

[AutoCAD 2 - Advanced 2D](#) [2060105]

Learn the advanced 2D features of the latest versions of AutoCAD. This course covers paper space detailing, multiple layout setup, advanced dimension techniques, blocks and symbol libraries, tables and schedules, attributes, dynamic blocks and parameters, and external references. Students will be able to receive a free copy of the latest version AutoCAD from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter.

<http://protrainedu.org/Lumens/AutoCAD-2---Advanced-2D/1175>" target="_blank

[Revit 2 - Intermediate Concepts of Revit Architecture](#) [2060108]

Learn the intermediate features of the latest versions of Revit Architecture. This course advanced annotation methods, door and window schedules, basic site modeling tools including topographical surfaces, basic structural elements, camera and perspective view creation, rendering tools, lights and materials. Students will be able to receive a free copy of the latest version Revit from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter.

<http://protrainedu.org/Lumens/Revit-2---Intermediate-Concepts-of-Revit-Architecture/1180>" target="_blank

[Revit 3 - Advanced Features of Revit Architecture](#) [2060109]

Learn the advanced features of the latest versions of Revit Architecture. This course covers the creation of custom content with the family editor, conceptual massing tools, curtain walls and custom curtain wall panels, phasing tools, worksets and file linking strategies, formulaic design tools, and adaptive components. Students will be able to receive a free copy of the latest version Revit from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter.

<http://protrainedu.org/Lumens/Revit-3---Advanced-Features-of-Revit-Architecture/1181>" target="_blank

[Revit Architecture Certificate](#) [2060110]

This Certificate program covers all aspects of Building Information Modeling with Revit Architecture. Students will learn how to work within the BIM process to effectively create and document a full range of building types including residential buildings, small commercial buildings, and multi-story towers with custom curtain walls. Students will also learn how to create custom content within the Revit family editor, create conceptual massing studies, use structural tools, and generate photorealistic renderings of their building projects. Students will be able to receive a free copy of the latest version Revit from Autodesk (valid for three years) at the time of enrollment. Instructions on how to do this will be included in their welcome letter.

<http://protrainedu.org/Lumens/Revit-Architecture-Certificate/1184>" target="_blank

[Facebook Essentials](#) [2060111]

Language: English Description: Facebook is still the most popular social networking site out there, with over one billion registered users. And research shows that over 40% of Facebook users actually want to connect with businesses on Facebook. But to reach this audience, businesses need to meet them on their turf; and creating a Facebook Page for a business or organization is the way to do that. A Facebook Business Page helps businesses reach and connect with their target audience within the Facebook platform.

Follow author, developer, and new media expert, Deltina Hay, as she walks you through the process of setting up and developing your Facebook Page in her typical no-nonsense teaching style. Instructor Description: Deltina Hay is the author of three books on social media, the mobile web, and search optimization. She developed the graduate, social media certificate program for Drury University; and her first book, *The Social Media Survival Guide*, is used as a text in colleges and universities, worldwide. Deltina has been programming or developing for the Web for over 30 years. Her graduate education includes computer science, applied mathematics, numerical analysis, nonlinear dynamics, and psychology. Deltina presently serves as the Board Chair of the Independent Book Publishers Association.

[Learn Photoshop Elements 14](#) [2060124]

Language: English Description: Understanding how to take a great photo is just part of the photography equation. Today you can

still drop off your image files at the local drugstore and get photos back, but if you want to get great-looking images, you need to take control of the image processing side of the photography coin. To get the most from your efforts as a photographer, you need to learn how to finish the photo by using software tools like Adobe Photoshop Elements 14. In our Learn Photoshop Elements 14 course you will learn image processing as a three-step process: importing and organization, basic and advanced edits, and printing and sharing. After completing this course, you should be able to: Recall how to organize, import digital images, and manage media Identify how to select, correct and alter images using basic editing tools Choose advanced editing techniques to add artistic touches Recognize how to get your work off the hard drive and in the hands of others Instructor Description: Lindsay St. John graduated from Ohio University with a Bachelor of Fine Arts in Art Education with an emphasis in Photography and Graphic Design. She also has a Master of Education degree in Higher Education Leadership from the University of Nevada, Las Vegas. Lindsay has previously been employed in Higher Education in various Residence Life positions and most recently as a First Year Adviser at Miami University. Lindsay started her own successful home-based photography business in 2010, and specializes in lifestyle portraiture, weddings and boudoir photography. She is passionate about sharing her love of photography and offers 1:1 mentoring locally for new photographers. Certification: N/A

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IT & Web Design

[Social Media for Business Certificate](#) [2040322]

Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, nonprofits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization. Learn how social networks are used to develop a two-way communication and marketing strategy for your organization. Then find out what you can be doing, what you should be doing, and take back a plan to integrate social networks into your communication and marketing. Whether you are new to social networks or already involved, you will come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business. Your instructors are outstanding practitioners who also speak, write, and train others on social networks. Three one-month courses.

[Introduction to Social Media](#) [2040323]

Get involved in the move from in-person to online communication. Learn what social media are and their role in your business and personal life. Find out the top sites and how businesses are using the sites for communication, customer retention, branding, marketing, market research, needs assessment and serving customers and clients. Explore the options for your organization. Look at case studies of what other organizations are doing. Let your instructor guide your exploration of Facebook and YouTube. For anyone interested in social media. Agenda Unit 1: How Marketing has Changed and Where Social Networks Fit? How is marketing changing? Who is your customer & where are they online? What role does content play? What are the trends on the horizon? Unit 2: Where to Start? Strategy, Listening, & Accounts Start with a plan: Developing a social media marketing strategy. Where does listening & engagement fit into strategy? Learning to use some basic tools How are organizations are using social media? Unit 3: What Do Social Networks Fit in Your Business? General overview of social sites that may fit your marketing goals. Where are your customers and how are they using social media? How to set up social network profiles? Can you measure the return on your investment? Unit 4: Using Facebook to Promote Your Brand and Engage Your Customers The Basics of Facebook: Personal & Business Applications How to Set-up Your Facebook Page Using Content and Posts to Boost Engagement Case Studies on How Busine Requirements Internet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Marketing Using Social Media](#) [2040324]

Develop a two-way communication and marketing strategy for your organization using social media. Let your instructor guide you in exploring major social media, including Twitter, LinkedIn, and blogging. Learn quick, easy ways to use Twitter, blogs and LinkedIn to engage your customers or clients and keep them interested in your organization or business. Youâ€™ll find out the advantages and disadvantages of each, and learn whatâ€™s right for your work and kind of organization. Agenda Unit 1. Social media as two-way communication The customer-business relationship The power of viral marketing Building customer loyalty with social media Using social media to brand your organization Unit 2. Creating, marketing and communicating using Blogs How blogs got started Writing blogs for work and business Marketing and promoting your blog Business strategies for blogs Unit 3. How to use Twitter Uniqueness of Twitter Creating tweets and messages Doing research and information gathering with Twitter Integrating Twitter with other publicity Unit 4. LinkedIn: a social media for professionals Why businesses and professionals use LinkedIn How LinkedIn distinguishes itself among social networks Getting connected with LinkedIn Case studies and examples of business and professional uses Requirements Internet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Instagram for Business](#) [2040325]

With over 100 million users, Instagram is a marketing gold mine. Discover ways to have your audience generate excellent content for you. Build your community while doing it. Learn how to make hashtags work for you, how to make and keep your followers happy and how a small input can cause exponential growth. We'll also explore Dos and Don'ts of Instagram to get you on the fast track to success. Make the most of Instagram and lead your business to unending exposure. An Android or iOS device is needed to

take full advantage of the exercises in this class. Agenda Unit 1 Setting Up For Success Basic functions of Instagram including tips on shooting photos using the Instagram app How to edit and enhance photos taken with Instagram Forming a voice for an Instagram account in alignment your overall marketing and business goals Getting the attention of your target audience Building a strong social plan to reach your goals Case studies of commercial & individual Instagram accounts Unit 2 Creative Content Telling the story through pictures Types of photos to post - your own and others Exploring Photo Challenges The perfect Giveaway formula Creative ways businesses are using Instagram Unit 3 Engaging & Building Your Community Spotlight on your community & others How small input can cause exponential growth How to make hashtags work for you Starting your own hashtags with purpose Business case studies and best practices for community engagement Unit 4 Dos & Donâ€™ts of Instagram and Must-have Photo Apps Insta-etiquette The importance of measuring success and how to move forward based on data collected Photo apps for easy & flawless mobile editing Photo apps for creation and making visually appealing images on-the-go Requirements Internet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Managing Social Media Platforms Certificate](#) [2040326]

Different social networks have distinct characteristics, different features, and are used to develop a two-way communication and marketing strategy for your organization. Get a skill set for working and managing different social media platforms. Then find out what you can be doing, what you should be doing, and take back a plan to integrate social networks into your communication and marketing. You will get a firm foundation in Twitter, LinkedIn, and Facebook platforms. Come away with both an understanding of these social networks and practical, how-to techniques to integrate social networks into your organization or business. Your instructors are outstanding practitioners who also speak, write, and train others on social networks. Three one-month courses. Requirements nternet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Twitter](#) [2040327]

Twitter is a hot social media platform these days, and everyone seems to be using it. Learn the best way to take advantage of the unique opportunities Twitter offers, and discover the best ways to create relationships and network with your key constituents. You will find out the best and easiest techniques for successful interactions in the Twitter verse. Agenda Unit One How to Use Twitter -Uniqueness of Twitter -Creating Tweets and messages -Doing Research and information gathering with Twitter -Integrating Twitter with other publicity Unit Two Developing relationships -Youâ€™re it! How tagging people and sharing content keeps you relevant -Why tagging people is better than direct messaging -Developing relationships in the Twitter verse and why itâ€™s important -How to get retweeted Unit Three What lists can do for your online presence -How to create and edit lists -Getting others to share your lists -Getting yourself listed on other Tweeters lists â€œ and why you want this to happen Unit Four Your personal brand using Twitter -Twitter as a networking tool -How to create a personal brand using Twitter -What not to do on Twitter -Quantity versus quality â€œ how to monitor and maintain your list of followers and who you are following Requirements nternet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Facebook for Business](#) [2040328]

Find out what goes on behind the scenes on Facebook Pages and how to increase the chances that your message is seen and acted on. Discover new tools and proven techniques to increase business and expand your reach. Discuss how to adapt your marketing message for the Facebook platform and how to integrate Facebook across all marketing areas. This is an advanced class and assumes you have started a Page on Facebook and have some basic knowledge of the platform. It includes the most current updates Facebook has made to Pages. Agenda Unit 1. Designing Your Facebook Page to Be a Marketing Platform Optimize Facebook's settings and features to improve branding and find-ability Learn how to use the Admin Panel and how to navigate around your Page as your Brand and as your Personal Profile. Discover applications and design strategy that are necessary to get the most out of your Page Learn how customized applications are developed and what they can do to increase business and fans Discuss case studies and update your Facebook marketing strategy to fit your business goals Unit 2. Sharing Content on Your Page that Increases Brand Engagement Understand the elements in the share bar and how to more effectively use them: status, photos, links, tagging, etc. Discover top sources for Page content that increases engagement and grows your fan base Develop your own editorial calendar and learn if a team approach to posting and responding will work Learn to analyze the content with Insights and analytics and discover what keeps people coming back to your page Unit 3. Engaging with People on Facebook for Marketing and Customer Service Learn how Facebook decides which of your messages makes it into your fan's timeline Discover why engagement is so critical and how to get your fans involved in promoting your business Understand how to effectively respond and moderate posts that are positive as well as negative Discuss critical social media policies and strategies to have in place so you don't get blocked or disabled or hated by your fans Unit 4. Promoting and Advertising Techniques to Increase Business and Expand Your Reach Learn how to use Facebook Advertising and decide if it will work for your business goals Discuss different types of promotions brands use to drive people to their Page Discover the various types of social plug-ins that will help you bring your Facebook message to a wider audience on the web Re-thinking your Facebook strategy now that you have gone through the class Create a professional development plan to continue learning once the class end Requirements Internet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[Digital Marketing Certificate](#) [2040329]

Come get a fundamental yet advanced introduction to eMarketing, including improving email promotions, analyzing your website

traffic, doing search engine optimization, and how to successfully employ online advertising. Relevant for any type of organization, including businesses, companies, non-profits, and government agencies. No eMarketing experience or expertise is necessary. If you are already at an advanced level, your instructors are experts and can provide the latest most advanced information and answer your toughest questions. Three one month courses.

[Google Apps for Business](#) [2040332]

Google has variety of web-based applications and tools to help you become more productive, including Gmail, Google Calendar, Drive, Hangouts, Documents, Spreadsheets, Presentations, and more. Move beyond the basic features you figured out on your own. Be able to use them to work collaboratively and increase productivity. Learn how to run online meetings and webinars. Learn the ins and outs of all the tools Google has to help you become more productive and improve your work communication skills. You will learn time saving tips and strategies to get more done in your work and personal life. Agenda Unit 1 Google Mail Composing, sending, and reading, and replying to email Organizing and searching email Managing account settings and contacts Using Chat, Apps, and other short-cuts Unit 2 Google Calendar Setting up Google Calendar Creating and editing events and tasks Sharing calendars and responding to invitations Notifications and printing Time saving tips and add-ons Unit 3 Using Google Drive: Documents, Spreadsheets, Forms, Presentations Google Drive and storage of online files Documents Spreadsheets and Forms Presentations Unit 4 Google Hangouts, Sites, Search, Chrome Hangouts - online meetings Beyond the search bar - advance google search strategies Creating a website with Google Sites Google Chrome

[Google Analytics](#) [2040333]

If you are not reviewing your website statistics, then you are missing several key opportunities to profit from your website traffic. This course, aimed at non-technical users, will take you through all the key techniques and how to use website analytics using the world-standard Google Analytics, a free online tool. Youâ€™ll understand your visitor traffic better, learn how to calculate return on investment (ROI) for your online advertising, and find out how to get more conversions and sales from your website visitors. A must for anyone serious about leverage more success from their website. Agenda Unit 1 Key analytics -Importance of tracking your website -Introduction to Google Analytic -Installing Google Analytics to your site -Learning from visual analytics -Key analytics you should be reviewing weekly Unit 2 Understanding your website visitors -Understanding your website traffic -Understanding your visitors -Turning visitor traffic into profit -Search engine optimization (SEO) primer -Understanding search engine traffic -Determining high value keywords for SEO Unit 3 Key Techniques -Creating and using Goals -How to build a abandonment funnel -Optimizing your site based on funnel feedback -Creating and using Campaign Tracking Unit 4 eCommerce and ROI -eCommerce tracking -Calculating ROI from online advertising -Custom Reporting -Creating and using Advanced Segments -How to track across multiple domains -How to become Google Analytics Certified Partner

[Inbound Marketing Certificate](#) [2040334]

Inbound marketing is a way to help potential customers find you through organic search. It is a process of using your website in a way that attracts visitors naturally through search engines, the blogosphere, and social media. Inbound marketing is more effective than outbound marketing, where you push sales messages to your potential customers. Inbound marketing is the future of the way we market in the 21st century. Discover how to attract customers to your site, what kind of content to share with them, how to use landing pages and forms to collect names and email address, and how to implement lead-nurturing campaigns that result in sales. Three one-month courses.

[Mobile Marketing Certificate](#) [2040337]

The way consumers are interacting with brands and connecting to the world is changing because of mobiles. Find out about location-based marketing, mobile payments, QR codes, applications, and mobile coupons. You will learn how mobile marketing can increase your capabilities to retain current customers and gain new ones. Then get step-by-step instructions on how non-technical users can build, deploy and market smartphone applications across Android, iPhone and Blackberry platforms. Finally, get the knowledge needed to implement a mobile marketing plan for your organization. Find out about proximity marketing, mobile marketing metrics, and developing a mobile marketing campaign.

[Introduction to Mobile Marketing](#) [2040338]

More than half of US consumers whoâ€™ve made a purchase on their smartphone have done so in response to a mobile marketing message. Analysts forecast smartphone sales will surpass 1 billion by the end of 2016. China hit around 986.3 million mobile connections in December 2012. In the UK, mobile marketing is a multi-billion pound industry. Obviously, the way consumers are interacting with brands and connecting to the world is evolving. If phrases such as location based marketing, mobile payments, QR codes, applications, mobile coupons and social networks almost cause you an anxiety attack, this class is for you. Increase your understanding of the mobile experience, especially smartphones and how you can leverage their capabilities to retain current customers and gain new ones. Agenda Unit 1 Understanding the Mobile Experience -The reach of mobiles -The impact of smartphones -The growth of tablets Unit 2 Mobile Marketing Basics -QR codes -Mobile applications -Mobile-optimized websites -Mobile payment -Social location sharing -Social networking -Comparison to desktop marketing Unit 3 Customer Relations -Strategies to connect with current customers -Strategies to recruit new customers -Ideas for using QR codes, social location sharing,

social networks, mobile apps, mobile optimized websites, etc. Unit 4 Maintaining Your Brand -Keeping your message consistent -Customer service is marketing -Reputation management -What to monitor -Handling attacks

[Creating Cell Phone Apps for Your Business \[2040339\]](#)

It seems that nearly everyone is carrying and using a smart phone these days. Whether you favor the Android, iPhone or Blackberry platforms, once you get used to having Internet access with you "everywhere" you go, it's hard to be unplugged. Smart organizations across the globe are investing in building smartphone applications. The challenge with traditional smartphone applications is that development is highly technical and very expensive. In this four week course, we will provide you with step-by-step instructions on how non-technical users can build, deploy and market smartphone applications across Android and iPhone platforms. This course is ideal for business owners and executives who want to understand how smartphone applications can be inexpensively built and also for technical users who want to understand to how quickly deploy smartphone applications. NOTE " This course will not include any programming. At the end of this course, each participant will discover how easy they can build smart phone applications for their businesses, without any of the programming which is normally required. Agenda Unit 1 - Why your organization should leverage smart phones - Ideas for smartphone applications - The smartphone landscape & platform options - RSS feeds explained - What is twitter? - What is Facebook? - What is YouTube? - What is a blog? - What are QR codes? - Web apps vs smart phone applications - Building your first application Unit 2 - Building your second application - Basic image manipulation for smart phone use - Sharing your application with others - Previewing your application on a smart phone - Tracking your application usage Unit 3 - Building your third application (2 week project) - Options for monetizing your application - Understanding publishing guidelines for applications Unit 4 - Deploying to the App Stores - Monetizing through AdMob - App builder roundup

[Video Marketing Certificate \[2040341\]](#)

Video marketing is the latest hot new marketing trend. Shoppers who viewed product videos were 144% more likely to add the product to their cart. Video with good SEO has a 53% higher chance of showing up on page one of Google searches. When done correctly, video can tell a story, and stories connect people. Video also leads to an emotion "trigger" that plain text cannot do. Two one-month courses.

[Video Marketing \[2040342\]](#)

Sight, sound and motion are much more compelling than static words on a page. Video is very hypnotic and it quickly speeds up the "know, like and trust" factor with your audience. In this course you will discover how to use simple online videos to quickly bond with your viewer, drive traffic to your website, boost business and build brand awareness. Find out how to shoot simple, effective videos without costly fancy equipment or savvy technical skills. Discover the secrets to creating content that commands attention. Learn how to dominate Google and YouTube with your video and to strategically use YouTube to market your business 24/7 -- even while you sleep. Agenda Unit 1 Video Marketing Essentials & Techie Tools -Camera equipment -Lighting & Sound -YouTube 101 Unit 2 Crafting Compelling Content -Scripts -What type of video to shoot & when -Keywords are key Unit 3 Hooks, Headlines & Traffic Building Secrets -5 Hot Hooks -Create Attention-Grabbing Headlines -Video Search Engine Optimization Unit 4 The Details That Deliver -Video idea Hot Zones -Promotional videos that pop -Sales Video Script

[YouTube for Business \[2040343\]](#)

Increase your business with YouTube, the online video site and now the second largest search engine. Discover the power of video for your organization, and how to use video as a marketing tool to reach and serve more people. Find out what types of video work best on YouTube, how other business organizations are using YouTube, how to create your own YouTube channel, and the techniques of adding captions, annotations and other extra features. YouTube can enhance your current marketing and communication strategy. After attending this course you will take back proven strategies and techniques for making YouTube work successfully for your organization. YouTube, as the second largest search engine can no longer be ignored by businesses and organizations. YouTube reaches a broad age and gender demographic and is the largest video search/discovery destination with over 35 hours of video being uploaded every minute. Agenda Unit 1: Designing Marketing Goals for YouTube that Maximize the Platform Learn what types of video work best on YouTube Adapt your marketing plan to include video and goals for the YouTube platform Discuss YouTube case studies from your industry and evaluate what's working and what's not Create a content plan for videos that will work for your business or organization and won't get you banned from YouTube Understand how to use YouTube search features and other elements from a consumer perspective Unit 2: Building and Optimizing Your YouTube Channel Learn the various elements of a YouTube Channel and how each feature works Create your own YouTube Channel and optimize each feature Discuss channel design and settings that fit with your video marketing goals Discover how to embed YouTube videos on your website that maximize views Unit 3: Driving Traffic: Maximizing the Social Network of YouTube Learn about the power of YouTube as a social network Discover why it is important to have subscribers and how to communicate with them internally within YouTube Understand the analytics of YouTube: Views, Ratings, Comments, Favorites Learning to Read YouTube Insight & Analyzing the Data Unit 4: Creating and Distributing Video on YouTube Learn how to upload video, the types of cameras, formats, and video resolution that work best on YouTube, and tools that streamline the process Understand the essential element in a video on YouTube such as graphics, title, tags, description, etc. and how to optimize them for search Discover how to get your videos to appear in related searches and other secrets of the YouTube Algorithm Explore the extra features in YouTube such as editing,

private sharing, captions, annotating, audio swap, etc. YouTube is now accessible from nearly every top mobile device as well as from your TV. How can your videos rise above the music mashups and cat antics? Learn how to get your YouTube video on the first page of Google Search. Just like Facebook, YouTube is a social network that needs to be set-up, optimized, and used regularly to be effective. Your patterns of behavior on YouTube may be working against you. Learn how YouTube can compliment your current marketing and social media strategy and how to maximize your YouTube Channel to get the greatest return.

[Certificate in Google Tools \[2040344\]](#)

Increase your online savvy and ability to position yourself and your organization for greater success. Experience the interaction and big take-aways from studying with top-notch professionals. Your instructors not only work with these tools every day, but speak at national conferences and train others. Your teachers have tips you have not discovered yet. Learn more about Google Analytics, Google apps for business, and Google+ . Acquire new tips and techniques. Just one new tip can mean greater productivity, effectiveness and even profitability for your work. Three one-month courses.

[Blogging with WordPress \[2040346\]](#)

Blogging is a great way to get the word out about your product, expertise or anything that's on your mind. WordPress is one of the most popular blogging applications, readily available on a lot of web hosts. In this course you will configure WordPress options and customize its appearance. We explore options for blog topics and getting the word out about your blog. You will write blog entries, publish them and then set up accounts for allowing access to your blog.

<http://protrainedu.org/Lumens/Blogging-with-WordPress/230> target="_blank

[MySQL Introduction \[2040354\]](#)

This course will give students the skills they need to set up and manage a MySQL database. Students will learn the basics of designing a relational database and learn to use SQL statements to create databases, tables and manage data in the data tables. Students will create a MySQL database and will identify the types of data that can be stored in data tables. Students will use the PHPMyAdmin tool to view and manage their MySQL databases. Students will learn to write applications which use MySQL databases. <http://protrainedu.org/Lumens/MySQL-Introduction-/241> target="_blank

[Google + \[2040388\]](#)

Google+ has surpassed Twitter to become the second largest social network next to Facebook. Discover the best ways to use this popular and emerging social media platform to raise your online profile, and connect with current and potential new contacts. You'll learn the advantages of using Google+, how it can help your organization to engage existing users and grow your base, and techniques for using the platform to create relationships, and expand your reach and knowledge in particular subject matter areas. Agenda Unit 1 What makes Google+ Unique -Why Use Google +? What makes it unique -How to Use Google + -Creating Posts and Messages -Sharing, and Google+ integration with other social media Unit 2 Bringing More Traffic to your site -How Google + will bring more traffic to your site -Developing relationships in Google + -How to get your content posted and reshared -Tips and tricks Unit 3 Connecting with Communities -Using Google+ Communities to connect with focused organizations, and highly interested and engaged users -Contributing to Communities to offer resources -Learning from Communities to gain additional knowledge and skills Unit 4 Stars: Advanced Tips -Using Google + as a conversation tool -Using Hangouts to broadcast your message -How to use Google + for all of your social media -What to Avoid: Google Negatives.

[Integrating Social Media Into Your Organization \[2040389\]](#)

Take away a practical strategy and techniques for implementing social media for your organization or business. Learn how to create your own private social media using Ning, work socially using Google Docs and calendars, and move your website to an interactive Web 2.0 site. Then your instructor will help you choose which social media tools are right for your situation, and then integrate them into your web site to develop a social media strategy for your organization. Find out what you can be doing, what you should be doing, and take back a plan to integrate social media into your communication and marketing. Agenda Unit 1. Running a Community and Creating Your Own Social Network Using Ning Online Communities and Creating Your Own Social Network with Ning Top 5 Considerations When Starting a Social Network What Goes into Build a Great Social Network What is an online community manager What is Ning and How to Use the Platform Examples of Companies Using Ning Unit 2. What Tools to Use for Your Organization What tools and platforms will help get content on the web Readings on top new tools to consider How to select which tool to use How video fits into online marketing Organizing and collaborating with Google products How to take advantage of mobile and local in applications and search Unit 3. Integrating Social Platforms into Your Web Site Discovering how web design has changed and what is needed for true integration Understanding elements on web sites that increase interaction, engagement, search engines findability Learn best practices for website usability and landing page design Discuss how your sites compare and generate next steps that will improve your business Unit 4: Developing a Manageable Work Flow: Time, Resources, Policies, and Trends Developing a Manageable Work Flow Time and Resources: How do you know where to spend your time? Target Social Media Influencers to Boost Traffic and Sales Is Your Company Ready for Social Media or Are They Holding You Back? Trends - What's Next or Are We Still Working on Last Year's Trends? Social Media Policies and Planning For A Crisis Requirements Internet connection ,IE8 or higher, Chrome, FireFox and access to Adobe Flash Player

[LinkedIn for Business \[2040390\]](#)

LinkedIn is the most popular business social network and the website for professionals to network, build business relationships, and provide or receive referrals. Most people rarely get beyond setting up a profile and therefore miss out on all the advanced features that have come to make LinkedIn so popular. Learn how to set-up your personal profile so that it gets noticed by others. Discover how LinkedIn can be used to generate leads, recruit new employees, and find new jobs. This class will cover all the intricacies of LinkedIn to help you create, customize, and optimize your presence on LinkedIn. Agenda Unit 1 LinkedIn Overview and the Personal Profile How to network online and where LinkedIn fits on the social network continuum Learn what can you do with LinkedIn and where it fits in your business Set your goals for using LinkedIn Discover the basic elements of LinkedIn and how it is different from other networks Set-up your LinkedIn account and create your personal profile Unit 2 Complete and Optimize Your LinkedIn Profile Learn to manage your account settings Build Out Your Profile Customize all your profile element to get noticed and found in search Tips and Tricks that make for a great LinkedIn Profile Unit 3 Communicating and Connecting on LinkedIn How to connect your profile with your contacts and finding strategic contacts Send messages and understand the hidden culture of LinkedIn Discover how to use recommendations and endorsements effectively Join and participate in groups that are important to your professional goals Learn how to communicate with your connections through the activity feed Unit 4 Groups and Business Pages: Hidden Gems of LinkedIn Learn how to run your own group and be a community manager on LinkedIn Discover how to build your company page on LinkedIn Review the paid options for LinkedIn services Final Tips & Additional LinkedIn Features

[Advanced Mobile Marketing \[2040393\]](#)

Come get the knowledge needed to implement a mobile marketing plan for your organization. Find out about proximity marketing, mobile marketing metrics, and developing a mobile marketing campaign. Learn how to promote your app on the web, building a landing page for your app, and advanced tracking of your application usage. Then take home a blueprint for creating guidelines and standards for your mobile marketing effort, and how to measure its success. You will leave this course with the knowledge to implement a mobile marketing plan for your organization. Agenda Unit 1 Mobile Marketing - From Text to App - SMS/MMS Marketing - Non-Native Apps - Native Apps - Leveraging Existing Apps Unit 2 Strategy Design - Intent/Goals - Metrics - Platform decisions - Pricing implications Unit 3 Campaign Design - Elements of a Successful campaign - Design choices and implications - Case study of a successful campaign - Measuring success Unit 4 Campaign Execution - Timing - Integration with other campaign elements - Cross organization training - Gaining customer buy-in

[WordPress.com Essentials \[2040396\]](#)

Language: English Description: Blogging can help market a business, establish thought leadership, get the word out about a cause, and make you more attractive to potential employers. This course demonstrates the features, settings, and formatting options within the WordPress platform, and covers how to publish optimized blog posts with embedded links, images, video, and galleries. The course also explores how to choose and customize blogging themes; how to create static pages, custom menus, and sidebar widgets; and how to integrate blogs with other social media accounts. This online course is supported by an instructor and is available for year-round open enrollment. Instructor Description: Deltina Hay is the author of three books on social media, the mobile web, and search optimization. She developed the graduate, social media certificate program for Drury University; and her first book, *The Social Media Survival Guide*, is used as a text in colleges and universities, worldwide. Deltina has been programming or developing for the Web for over 30 years. Her graduate education includes computer science, applied mathematics, numerical analysis, nonlinear dynamics, and psychology. Deltina presently serves as the Board Chair of the Independent Book Publishers Association.

[Microsoft 70-486 - Developing ASP.NET MVC Web Applications \[2040525\]](#)

This course is designed to help students to prepare for the Microsoft 70-486: Developing ASP.NET MVC Web Applications certification. This certification exam is intended for developers with a minimum of three to five years of experience developing Microsoft ASP.NET web applications, including two or more years developing MVC-based solutions.
<http://protrainedu.org/Lumens/Microsoft-70-486--Developing-ASP.NET-MVC-Web-Applications/1243> target="_blank

[CIW Database Design Specialist \[2040528\]](#)

The CIW Database Design Specialist course provides introductory vendor-neutral training for individuals planning to pursue product-focused database specialization. This course introduces you to DB2, Oracle Database 11g, MS SQL and MySQL. You will also learn about Structured Query Language (SQL) and database optimization through normalization.
<http://protrainedu.org/Lumens/CIW-Database-Design-Specialist/1325> target="_blank

[CIW JavaScript Specialist \[2040529\]](#)

The CIW JavaScript Specialist course teaches developers how to use the features of the JavaScript language to design client-side, platform-independent solutions. Students will also understand and use the most popular applications of JavaScript. These specialized Web language skills can help you begin or grow a career in advanced Web development and technologies.
<http://protrainedu.org/Lumens/CIW-JavaScript-Specialist/1323> target="_blank

[CIW Perl Specialist \[2040530\]](#)

The CIW Perl Specialist course teaches developers how to fully use the features of the Perl programming language in Web application development. These specialized Web language skills can help you begin or grow a career in advanced Web development and technologies. <http://protrainedu.org/Lumens/CIW-Perl-Specialist/1324> target="_blank

[HTML Essentials \[2040533\]](#)

Language: English Description: HTML is one of the main programming languages that power the internet. And once you master it, you can begin to create your own web content, whether it be simple websites or complex online applications. This online training course provides an in-depth look at the essentials of writing and editing HTML code. Instructor Description: Patrick Loner IT Instructor Skilled presenter with strong emphasis on training and certification. Strong background in information technology, network administration, and consulting. Strong customer service background and skills both in support and presentation situations. Strong presentation skills in variety of environments. Excelled in theatre and speech at early ages and feel most comfortable when speaking in front of people. Expert knowledge in areas such as Active Directory, Microsoft Exchange, Windows Network Infrastructure, and Security. Certification: N/A

[Cisco 200-105: ICND2 - Interconnecting Cisco Networking Devices Part 2 \[2040546\]](#)

Language: English Description: This course is designed as preparation for the Cisco 200-105 ICND2 exam. Description of exam per Cisco: "The 200-105 Interconnecting Cisco Networking Devices Part 2 (ICND2) is the exam associated with the CCNA Routing and Switching certification. The exam tests a candidate's knowledge and skills required to successfully install, operate, and troubleshoot a small to medium-size enterprise branch network. The exam includes topics on LAN switching technologies, IP routing technologies, IP services (FHRP, syslog, SNMP v2 and v3), troubleshooting, and WAN technologies." Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 years' experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capital's K-12 and Enterprise customer base throughout Texas for the next several years. Certification: This exam tests a candidate's knowledge and skills related to LAN switching technologies, IPv4 and IPv6 routing technologies, WAN technologies, infrastructure services, and infrastructure maintenance.

[Cisco 100-105 ICND1 Interconnecting Cisco Network Devices Part 1 \[2040548\]](#)

Language: English Description: ICND1 is an exam associated with the Cisco CCENT exam and is a first step to ultimately achieving the CCNA Routing and Switching Certification. Skills developed assist the student in installing, configuring, and troubleshooting small networks as well as working with Cisco routers and switches. Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 years' experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capital's K-12 and Enterprise customer base throughout Texas for the next several years. Certification: This exam tests a candidate's knowledge and skills related to network fundamentals, LAN switching technologies, routing technologies, infrastructure services, and infrastructure maintenance. Exam Topics: 1.0 Network Fundamentals 2.0 LAN Switching Fundamentals 3.0 Routing Fundamentals 4.0 Infrastructure Services 5.0 Infrastructure Maintenance

[Cisco 640-461: CCNA Voice - ICOMM v8.0 - Cisco Voice and Unified Communications Administration \[2040572\]](#)

Language: English Description: The Cisco Certified Network Associate Voice (CCNA Voice) validates associate-level knowledge and skills required to administer a voice network. The Cisco CCNA Voice certification validates that the IT professional has the required skill set for specialized job roles in voice technologies, such as voice technologies administrator, voice engineer, and voice

manager. It validates skills in VoIP technologies such as IP PBX, IP telephony, handset, call control, and voicemail solutions. The CCNA Voice certification assesses skills and knowledge related to the Cisco Unified Communications Manager. It is typically employed by large organizations such as governments, large companies, and colleges. Additionally, the CCNA Voice Certification assesses skills and knowledge related to the Cisco Call Manager Express (CME) and Cisco Unity Express (CUE) solutions typically used by medium and small organizations such as companies with less than 2,000 employees, retail businesses, and small school districts. Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 years of experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capital's K-12 and Enterprise customer base throughout Texas for the next several years. Certification: The Introducing Cisco Voice and Unified Communications Administration (ICOMM) exam is associated with the Cisco CCNA Voice certification. This exam tests a candidate's knowledge of the architecture, components, functionalities, and features of Cisco Unified Communications solutions. The exam also tests the knowledge needed to perform tasks such as system monitoring, moves, additions, and changes on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. Candidates can prepare for this exam by taking the Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8.0 course.

Cloud Computing Security Knowledge (CCSK) [2040576]

Language: English Description: The Cloud Computing Security Knowledge class provides students thorough coverage of cloud security fundamentals and prepares them to take the Cloud Security Alliance CCSK certification exam. The course begins with a detailed description of cloud computing, and expands into all major domains such as Governance and Risk Management, the Cloud Architectural Framework, and Business Continuity/Disaster Recovery. Upon course completion, students will be prepared for the CCSK Exam, and experts in the following topics: understanding cloud computing, security challenges, cloud computing security, controls recommendation, elasticity, resiliency and measured usage, and understand the cloud computing architectural framework. Instructor Description: The instructor has a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can fast-forward, repeat or rewind all your lectures. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7. This course includes instructor-led demonstrations and visual presentations that allow students to develop their skills based on real world scenarios explained by the instructor. Certification: The CCSK is designed to ensure that a broad range of professionals with a responsibility related to cloud computing have a demonstrated awareness of the security threats and best practices for securing the cloud. The examination consists of 60 multiple choice questions, and must be completed within 90 minutes. A participant must correctly answer 80% of the questions to receive a passing score. It is not possible to pause or stop the examination and finish it at a later date. Therefore, the participant should be properly prepared to take the test before starting, and while you can choose to take the test any time of the day or night, one should budget for 90 minutes of uninterrupted time once you make the commitment to start the test.

EXIN Cloud Computing [2040585]

Language: English Description: Exin's Cloud Computing Foundation is not only a technical cloud course, but focuses on the business and management side of cloud computing as well. This course also examines the auditing and service response within cloud computing, as well the delegation of IT responsibilities within an environment focused on cloud technology. This course covers how cloud technology deals with a variety of different areas, including: Hardware, Software, Processes, OS and Application Licenses, People, Power and Backups. Instructor Description: The instructor has a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can fast-forward, repeat or rewind all your lectures. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7. This course includes instructor-led demonstrations and visual presentations that allow students to develop their skills based on real world scenarios explained by the instructor. Certification: The EXIN Cloud Computing Foundation certification provides you, clearly and concisely, the basics of Cloud Computing. EXIN Cloud Computing Foundation is unavoidable a tiny bit technical, however emphasizes the characteristics, (dis)advantages, and general management aspects of Cloud Computing. Benefits: Learn the basics. Vendor neutral. Independent global validation of Cloud Computing knowledge.

CSS Essentials [2040640]

Language: English Description: Whether you're a web developer responsible for thousands of pages or a freelance web designer working on websites for local business, CSS is a very important skill to master. CSS or Cascading Style Sheets provides web developers and designers with the ability to create attractive web pages. This course will show all levels of users an introduction to CSS3, understanding of the CSS box model, working with page layouts, using colors and backgrounds, web typography, working with lists and tables, and dynamic CSS3 properties. Instructor Description: Patrick Loner IT Instructor Skilled presenter with strong

emphasis on training and certification. Strong background in information technology, network administration, and consulting. Strong customer service background and skills both in support and presentation situations. Strong presentation skills in variety of environments. Excelled in theatre and speech at early ages and feel most comfortable when speaking in front of people. Expert knowledge in areas such as Active Directory, Microsoft Exchange, Windows Network Infrastructure, and Security. Certification: N/A

[Cyber Security Awareness and Prevention \[2040642\]](#)

Language: English Description: This Cyber Security Awareness and Prevention course will teach you how to keep your network safe, how to stay safe on the internet, how to keep your email safe, how to use anti-virus software and much more. You will walk away from this training with a level of understanding that will let you apply the proper amount of digital protection to your home or office computer systems. Instructor Description: Kevin Mitnick Instructor Once one of the FBI's Most Wanted because he hacked into forty major corporations just for the challenge, Kevin is now a trusted security consultant to the Fortune 500 and governments worldwide. Kevin and his Global Ghost Team, now maintain a 100% successful track record of being able to penetrate the security of any system they are paid to hack into using technology and social engineering. As head "white-hat" hacker at one of the most advanced boutique security firms, Kevin mentors leaders, executives, and staff on both the theory and practice of social engineering, topics on which he is the world's leading authority. Kevin is also able to relate in easily understandable terms how consumers, from students to retirees, can protect their information and themselves from harm. Kevin is the author of multiple best-selling books and due to his unique story he has millions of fans and supporters around the world. He has been the subject of countless articles, books, and movies, and many myths and legends have made him a celebrity, including the iconic "Free Kevin" stickers that consoled him during his legal mistreatment continuing to pop up throughout the world and its media arts to this day. His "call me" hand to the ear mimicking of a phone call has become a meme used in everyday body language by people everywhere. Kevin's books include Art of Intrusion - The Real Story Behind the Exploits of Hackers, Intruders and Deceivers and Art of Deception - Controlling the Human Element of Security, which are mandatory reading for security professionals, and his autobiography, Ghost in the Wires - My Adventures as the World's Most Wanted Hacker, a New York Times bestseller, is now available in fifteen languages. Certification: N/A

[Cisco 640-722: CCNA Wireless - Implementing Cisco Unified Wireless Networking Essentials \[2040671\]](#)

Language: English Description: Cisco Certified Network Associate Wireless (CCNA Wireless) validates associate-level knowledge and skills to configure, implement and support wireless LANs, specifically networks using Cisco equipment. With a CCNA Wireless certification, network professionals can support a basic wireless network on a Cisco WLAN in a SMB to enterprise network. The CCNA Wireless curriculum includes information and practice activities to prepare students for configuring, monitoring, and troubleshooting basic tasks of a Cisco WLAN in SMB and Enterprise networks. Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 years' experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capital's K-12 and Enterprise customer base throughout Texas for the next several years. Certification: This exam tests a candidate's knowledge of installing, operating, and troubleshooting small- to large-sized WLANs. Specifically, the IUWNE exam will test and validate your understanding of and ability to articulate basic WLAN fundamentals. In addition, the exam requires candidates to identify, install, and troubleshoot basic components of the Cisco Unified Wireless Network architecture, as well as implement WLAN security.

[Cisco 640-864: CCDA Cisco Certified Design Associate \[2040672\]](#)

Language: English Description: This exam requires a foundation or apprentice knowledge of network design for the Cisco converged networks based on borderless network architecture. CCDA certified professionals can design routed and switched network infrastructures and services involving LAN, WAN, wireless, and broadband access for businesses and organizations. Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 years' experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft

Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capital's K-12 and Enterprise customer base throughout Texas for the next several years. Certification: The Designing for Cisco Internetwork Solutions (DESGN) exam (200-310) is a 75-minute assessment with 65 questions that are associated with the Cisco CCDA Design certification. This exam requires a foundation or apprentice knowledge of network design for Cisco enterprise network architectures. CCDA certified professionals can design routed and switched network infrastructures and services involving LAN/WAN technologies for SMB or basic enterprise campus and branch networks.

[Cisco 640-554: CCNA Security - Implementing Cisco IOS Network Security - IINS](#) [2040673]

Language: English Description: Cisco Certified Network Associate Security (CCNA Security) validates associate-level knowledge and skills required to secure Cisco networks. With a CCNA Security certification, a network professional demonstrates the skills required to develop a security infrastructure, recognize threats and vulnerabilities to networks, and mitigate security threats. The CCNA Security curriculum emphasizes core security technologies; the installation, troubleshooting and monitoring of network devices to maintain integrity, confidentiality and availability of data and devices, and competency in the technologies that Cisco uses in its security structure. Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 years' experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capital's K-12 and Enterprise customer base throughout Texas for the next several years. Certification: This exam tests the candidate's knowledge of secure network infrastructure, understanding core security concepts, managing secure access, VPN encryption, firewalls, intrusion prevention, web and email content security, and endpoint security. This exam validates skills for installation, troubleshooting, and monitoring of a secure network to maintain integrity, confidentiality, and availability of data and devices. This exam also shows competency in the technologies that Cisco uses in its security infrastructure.

[Cisco 200-355: Implementing Cisco Wireless Network Fundamentals](#) [2040674]

Language: English Description: This Cisco 200-355 training course will provide students with knowledge of Radio Frequency (RF) and 802.11 technology essentials along with installing, configuring, monitoring and basic troubleshooting tasks needed to support Small Medium Business and Enterprise wireless networks. The Cisco 200-355 is the base level certification for those who would like to prove their wireless networking knowledge using Cisco Systems' or related equipment. Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 years' experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capital's K-12 and Enterprise customer base throughout Texas for the next several years. Certification: This exam tests a candidate's knowledge of Radio Frequency (RF) and 802.11 technology essentials along with installing, configuring, monitoring and basic troubleshooting tasks needed to support Small Medium Business and Enterprise wireless networks.

[Cisco 210-060 CICD: Implementing Cisco Collaboration Devices](#) [2040675]

Language: English Description: This course focuses on providing the skills and knowledge necessary to implement Cisco Collaboration and UC Solutions. We cover administration of end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance. This course covers several video labs of the day to day administration of a Cisco UC solution, and shows candidates step by step procedures to complete the common tasks associated with the day-to-day administration of a Cisco Collaboration solution while preparing for the CICD exam. Describe the components of a Cisco Collaboration solution, and identify call flows and signaling types Provide an overview interfaces for both administration and end-users in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Communications Manager IM and Presence Service. Understand call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express Perform endpoint and end-user administration tasks in Cisco Unified Communications

Manager and Cisco Unified Communications Manager Express Describe telephony features supported in CUCM and CUCME Administer users in Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service, and enable the most commonly used features Describe how to maintain a Cisco Collaboration Solution Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 yearsâ€™ experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capitalâ€™s K-12 and Enterprise customer base throughout Texas for the next several years. Certification: This exam tests a candidate's knowledge of Cisco Unified Communications (UC) solutions. A candidate is tested on knowledge of administrator and end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance.

Cisco 210-065 CIVND: Implementing Cisco Video Network Devices [2040676]

Language: English Description: This course provides students with the necessary knowledge to describe and implement Cisco Video solution architectures including Cisco Tele-Presence products, video based end-points, and digital media platform including digital media players for small to medium size businesses. This course was designed as the second part of a two part series on Cisco Collaboration technologies which are designed to provide students with the necessary information to earn a CCNA Collaboration certification. Instructor Description: Chris Avants Senior Cisco Instructor Chris Avants is a Sr. Cisco Instructor and leading consultant for clients throughout the U.S. Chris has over 15 yearsâ€™ experience as a network engineer and 5 additional years as an instructor. Chris has worked at the service provider/partner level throughout his career, working with national and global clients to solve complex business problems through the use of technology and IT training solutions. Working with Chris, you will see a true industry expert with experience, drive, and patience unparalleled in the industry. Chris began his career with GE Capital IT Solutions at the age of 17. He quickly gained multiple professional-level certifications from Cisco and Microsoft. Chris spent the next decade as a Sr. Network Engineer designing and deploying advanced technology solutions from Cisco Systems, Microsoft, VMARE and more. Originally hired for his unique skillset and experience with APPLE Networking, Chris spent his free time learning new networking technologies and concepts. The time invested quickly paid-off as he earned a coveted Microsoft Certified Systems Engineer certification at the age of 17. He joined an engineering team where he would gain his first hands-on experience with Microsoft Windows & Exchange Server, in addition to Cisco Routers and Switches. By age 18, Chris earned his CCNA and was a leading implementation engineer for GE Capitalâ€™s K-12 and Enterprise customer base throughout Texas for the next several years. Certification: This exam tests a candidate's knowledge of and skills to implement various Cisco Video endpoints in converged Cisco video infrastructures. It also tests a candidate's ability to implement and troubleshoot Cisco Unified Communication and Collaboration, TelePresence, and Digital Media Player in different Cisco business video solution architectures.

Forensic Science Academy

Forensic Science Online

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[Certified Crime Scene Investigator Test Prep](#) [1120003]

This course has been designed to eliminate time spent preparing for the International Association for Identification (IAI) level 1 crime scene certification test by introducing students to textbook topics so they can better assess where weaknesses lie. It is meant to serve as a supplement to textbook study, not a replacement. The course is written using material from the textbooks required to be read for certification: Crime Scene Photography, Edition II, by Edward Robinson, 2010, Elsevier Science & Technology Books (All Chapters EXCEPT 1, 8, and 12) Practical Crime Scene Processing and Investigation by Ross M. Gardner, 2005, CRC Press

[Ethics in Forensic Science](#) [1120006]

This course has been developed in response to the lack of formal ethics education specific to forensic science. While this course includes many "basics," it also relates those ideas to the forensic science profession.

[Forensic Photography](#) [1120011]

This course has been designed to give students a basic introduction to forensic photography. The units within this course will cover a brief history of photography, a thorough understanding of the principles behind photography, and the techniques used for photographing certain types of crime scenes and evidence. The course will also discuss the use of video documentation and the standards upon which forensic photography is based.

[Forensic Science 101: An Introduction](#) [1120012]

The goal of this online course is to provide the student with a basic, introductory overview of forensic science. The student will learn the fundamentals of the different disciplines that encompass the field of forensic science. The student will learn a variety of topics from what is necessary to become a forensic scientist to working a crime scene to working in the lab to testifying in court. The materials in this course have been gathered to assist the student in learning the preliminaries and are in no way meant to be a complete forensic science course.

[Hair Evaluation for DNA Analysis](#) [1120015]

This course has been previously taught as a one-day seminar. Now West Virginia University Extended Learning and WVU's Forensic Science Initiative is pleased to present these learning materials and this course to you on-line. The materials in this course have been gathered to assist you in learning the preliminaries of forensic hair examination.

[Introduction to Bloodstain Pattern Analysis](#) [1120017]

The goal of this online course is to provide the student with a basic, introductory overview of bloodstain pattern analysis. The student will learn the background information and techniques necessary in performing analyses, but this will in no way replace the physical practice required when dealing with actual casework. These units are designed to be an educational introduction to bloodstain pattern analysis.

[Introduction to Firearms and Toolmarks](#) [1120018]

The goal of this course is to provide a basic understanding of firearm and toolmark identification. The units found within this course will cover the history of firearm and ammunition development, classification of firearms and ammunition components, test firing, proper methods of evidence collection, laboratory testing, microscopic identification, and much more.

[Introduction to Forensic Drug Chemistry](#) [1120020]

This online course serves as an introduction and basic overview of forensic drug chemistry. It covers a wide variety of topics associated with controlled substances; including history of drug control, the structure of current drug laws in the United States, history of individual drugs, and specific analytical approaches for specific sample types.

[Perspectives in Expert Testimony](#) [1120021]

This online course addresses expert testimony with an open mind towards broadening the perspective of how to be a scientist in the legal arena as well as improving expert witness capabilities on the stand. Inevitably, there is a clash of professional cultures and this course is intended to provide a broader perspective of what the varying viewpoints are. Perspectives in Expert Testimony will also address aspects of handling cross examination. The more prepared a person is as a direct witness, the less he/she has to fear on cross examination.

[Principles of Death Investigation](#) [1120022]

Principles of Death Investigation is an introductory course designed to discuss the fundamentals of death investigation. The course is written using the NIJ guidelines, "Death Investigation: A Guide for the Scene Investigator". In addition, information has been included from death investigation texts, handbooks, and other resources. The content primarily focuses on scene procedures, collection of information, and the various causes, mechanisms, and manners of death. The course is especially written for medicolegal death investigators, crime scene investigators, and law enforcement personnel.

[Roles in Forensic Science: The Sociological Perspective](#) [1120023]

This course serves as an introduction to the relationships between attorneys, scientific experts, and law enforcement from the time of the initial investigation to the courtroom. The student will be exposed to the various types of forensic experts and the differences between civil and criminal trial preparations. This course will offer insight to how the multiple players in science and law work together for a common goal.

[Shooting Reconstruction](#) [1120024]

This course has been designed to give students information about evaluating, interpreting, and reconstructing a shooting scene. The units within this course will cover a general overview of firearms/ammunition and their components, bullet path reconstruction theories and techniques, cartridge case ejection patterns, evidence collection, and firearm/ammunition testing, as well as gunshot wound examination. The course will also discuss the analysis of a shooting scene, and the appropriate mathematical equations to include within the analysis.

[Fundamentals of Latent Print Examination](#) [1120029]

Fundamentals of Latent Print Examination was designed to discuss basic principles and procedures used in the latent print section of the forensic laboratory. The course provides an overview of the types of substrates, development techniques, and examination process that are currently seen and used in the latent print discipline. The content not only addresses practices and methods, but includes the proper handling and preservation of latent print evidence. Also, the course describes how examiners should present themselves and latent print evidence during courtroom testimony.

[Bloodborne Pathogen Training](#) [1120034]

Forensic professionals are frequently in contact with blood and other body fluids that pose a risk of exposure to bloodborne pathogens. Since duties involve potential occupational exposure, forensic professionals are covered by the Bloodborne Pathogen Standard written by the Occupational Safety & Health Administration. Part of this standard (OSHA 29 CFR 1910.1030) is required annual training. This training course is designed to be in compliance with the training requirements of the standard. One of the requirements of the annual training is that there be an open forum for questions and answers, to meet this requirement a discussion board will be available for open communication. While this course is geared toward forensic professionals, anyone that has to take bloodborne pathogen training can take this course as well.

Personal Enrichment

Culinary

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[Food Safety](#) [4090029]

Language: English Description: Each year millions of Americans get sick, hundreds of thousands are hospitalized, and several thousand die from tainted food served in restaurants or prepared at home. This is unfortunate because most foodborne illnesses are caused when food is not handled properly. Regardless if workers are in a full-service eating establishment, working a street corner deli cart, cooking for everyone at the annual company picnic, or simply bringing in a dish for the monthly office pot-luck, it is crucial that they know and follow the generally practiced food safety techniques set by local, State, and Federal agencies. The same skills used in the workplace can also be applied at home, letting workers keep their families and selves safe. This course will cover basic food safety techniques expected in professional eating establishments. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Cooking](#) [4090032]

Language: English Description: Our cooking course has all the ingredients you need to start learning how to cook. Students can even learn the fundamentals of starting a catering business of their own. This in-depth course covers a variety of professional food preparation techniques. One thing is certain: at the end of your efforts you will be sitting down at your tables to relax and enjoy a delicious meal created by you while you bask in your sense of accomplishment and good will. Instructor Description: The instructor has a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can fast-forward, repeat or rewind all your lectures. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7. This course includes instructor-led demonstrations and visual presentations that allow students to develop their skills based on real world scenarios explained by the instructor. Certification: N/A

[Holiday Baking](#) [4090033]

Language: English Description: Get into the holiday spirit with our online course to help you master these amazing holiday recipes. Your entire house will be filled with the amazing aroma of the holidays as you turn these recipes into wonderful treats for the whole family to enjoy. Holiday baking isn't just about baking a few items, its about spending time with your loved ones and what better way to do that then to spend some time with them over a Yule Log that you have created from scratch. We invite you to fill your home with the smell of these wonderful recipes! Instructor Description: The instructor has a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can fast-forward, repeat or rewind all your lectures. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7. This course includes instructor-led demonstrations and visual presentations that allow students to develop their skills based on real world scenarios explained by the instructor. Certification: N/A

[Wine Making](#) [4090036]

Language: English Description: Our Wine Making course will teach you everything that you need to know about how you can make your own amazing wine in the comfort of your own home. Master wine maker Todd York will take you step by step through the process so that you can make wine like the masters. Todd has a WSET Level 3 Certification under Wine & Spirits Education Trust and over a decade of experience in Napa Valley, California. Todd is working on Mastery of Wine Certification; the highest level recognized under Wine & Spirits Education Trust. Currently, there are only 24 Wine Masters in the U.S. and 225 world wide. With Todd's instructions, you will have the opportunity to learn from an experienced wine maker on the correct ingredients to use for a unique tasting wine, the equipment needed and the overall process of wine making. There is also a wine mixing and food pairing section in this course. Cheers! Instructor Description: Chris Thornton Owner - Bottles Up Bartending School C.E.O. / Owner / Operator of www.BottlesUpBartendingSchool.com Recruiting Coordinator : leading college marketing campaigns since 2010 Bartending teacher : taught classes of up to 15 students Conceived and implemented original curriculum that bartending school currently uses. Certification: N/A

[Wine Pairing and Tasting](#) [4090037]

Language: English Description: Wine pairing is the process of pairing food dishes with wine to enhance the dining experience. You will learn how to pair different wines with different dishes so that you can deliver the best dining experience and educate you in the art of serving wine. We will also teach you about wine tasting, which is the examination and evaluation of wine with your senses. This will give you a better understanding of the wine that you are serving and the ability to speak intelligently about it. Instructor Description: Chris Thornton Owner - Bottles Up Bartending School C.E.O. / Owner / Operator of www.BottlesUpBartendingSchool.com Recruiting Coordinator : leading college marketing campaigns since 2010 Bartending

teacher : taught classes of up to 15 students Conceived and implemented original curriculum that bartending school currently uses. Certification: N/A

[Mastering Bartending in a Week or Less](#) [4090041]

Language: English Description: Through this course, students will learn how to make a varieties of drinks, from traditional to trendy. They will also learn the responsibilities and etiquette of being a mixologist. By the end of the course, students will be equipped to work in many establishments as a mixologist. Instructor Description: Chris Thornton Owner - Bottles Up Bartending School C.E.O. / Owner / Operator of www.BottlesUpBartendingSchool.com Recruiting Coordinator : leading college marketing campaigns since 2010 Bartending teacher : taught classes of up to 15 students Conceived and implemented original curriculum that bartending school currently uses. Certification: N/A

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Personal Interest

[Spanish Fundamentals](#) [4010094]

Spanish Fundamentals is a self-paced, online Spanish conversation course that seeks to bridge the communication gap between English and Spanish-speakers. <http://protrainedu.org/Lumens/Spanish-Fundamentals/1123>" target="_blank

[Spanish for the Medical Front Office](#) [4010095]

Spanish for the Medical Front Office is a self-paced, online occupational Spanish conversation course that solves the problems of miscommunication. Students will learn basic reception terms to greet their patients, as well as insurance and general medical terminology. <http://protrainedu.org/Lumens/Spanish-for-the-Medical-Front-Office/1124>" target="_blank

[Spanish for Dentists and Dental Hygienists](#) [4010096]

Spanish for Dentists and Dental Hygienists is a self-paced, online occupational Spanish conversation course that seeks to bridge the communication gap between English-speaking dental professionals and Spanish-speaking patients. <http://protrainedu.org/Lumens/Spanish-for-Dentists-and-Dental-Hygienists/1125>" target="_blank

[Balanced Leadership for Women](#) [4010275]

Language: English Description: Learn how to use your strengths, optimism, and sense of belonging, power and energy to prevail in service of a purpose in our Balanced Leadership for Women course. Listen to stories told by amazing women leaders and learn from their failures and success. Discover techniques for balancing work and life through centered leadership with tools for connecting, engaging, and energizing yourself and others. This course starts with you and helps you build your path for success. Instructor Description: This class is an independent-study course.Â Students will have all the resources needed to successfully complete the course within the online material.Â A student helpdesk is available for technical support during the course enrollment.

[Better Bow Hunting](#) [4010280]

Language: English Description: Today, bowhunting ranks higher in participation than almost any other form of hunting, after whitetail gun hunting! Our course is compiled with the very best tips and strategies, that give insights on critical gear, shooting advice, bowhunting techniques, and tons of helpful hints for in-the-field archery success. Our Better Bow Hunting course takes a straightforward approach and highlights everything you can do to get more out of your archery products. We include real-life situations and also give tips as to what gear can help you archery experience. Instructor Description: This class is an independent-study course.Â Students will have all the resources needed to successfully complete the course within the online material.Â A student helpdesk is available for technical support during the course enrollment.

[Building Rapport in Customer Relationships](#) [4010287]

Language: English Description: To better serve customers, service workers need to build a relationship with each one. Customers have needs beyond completing a simple business transaction; they have Emotional Needs as well. Customer service workers can fulfill these needs by building rapport with the customers they serve. Rapport is built by carefully listening to the customer, in order to understand what their wants and needs are. This leads to a personal relationship that can help the customer service worker deliver exceptional customer service. This course discusses how to listen to and build rapport with customers. It is designed for a general business audience. Instructor Description: This class is an independent-study course.Â Students will have all the resources needed to successfully complete the course within the online material.Â A student helpdesk is available for technical support during the course enrollment.

[Business Grammar Basics \[4010288\]](#)

Language: English Description: From simple e-mails to formal letters, business professionals will need to compose documents that educate, persuade, inform, or enlighten others. Writing is an essential element of business communication. By the time most of us get through grade school, high school, and college, we feel like we have the basics of writing down pat. However, we still see basic grammar mistakes in the workplace. In a business setting this can be a problem, because others are making judgments about us and are forming opinions based on how we write. This course discusses grammar commonly used in the workplace. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment. Certification: N/A

[Create Stunning Digital Photographs \[4010307\]](#)

Language: English Description: As a new photographer you've got to start somewhere and our Create Stunning Digital Photographs course is great place to start! The goal of this fun and informative course is to provide you with an introduction to digital photography and get you started on the path to becoming a great photographer. You'll begin by learning the fundamentals of digital photography including composition, lighting, exposure and using your camera's manual mode. Next the course will focus on teaching you the basics of contemporary portrait photography including how to pose your subject and working with children and pets. We will also cover photographing the great outdoors including animals, natural and man-made landscapes, as well as wedding and event photography and night shooting. Finally macro photography and underwater portraits complete the digital photography curriculum. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Critical Thinking: Implications for Leadership \[4010309\]](#)

Language: English Description: Successful organizational leaders understand the importance of honing their critical thinking skills. Being an effective critical thinker is much like excelling at any art form; it takes commitment, practice, and years of hard work to achieve high results. This course explores the elements of critical thinking, the impact they have on strategic leadership, and the skills leaders must practice to be successful. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Cultural Diversity \[4010310\]](#)

Language: English Description: This course is designed for general audiences. The goal of this course is to provide information that helps individuals understand the importance of diversity in the workplace and how to best support it in ways that benefit everyone. The success of an organization, and therefore its competitiveness in the marketplace, is dependent upon its ability to understand diversity, realize its benefits, and embrace it. Organizations that analyze their own workplace diversity and then cultivate an inclusive environment will reap the benefits. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Customer-Focused Listening \[4010315\]](#)

Language: English Description: Listening is more than simply hearing the words said by someone else. Listening occurs when the listener takes the time to fully comprehend what the speaker is trying to say. This is an important skill for customer service providers, because the customer's decision to purchase a good or product is as much an emotional decision as it is a rational one. Customer service workers who learn how to be effective listeners are better able to meet the needs of their customers and are much more likely to deliver exceptional customer service. To deliver exceptional customer service, companies and customer service providers must first seek to understand what customers want and need by listening to them. This course discusses how to develop customer-focused listening skills. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

[Customer Service Strategies \[4010317\]](#)

Language: English Description: In order to be successful, companies and individuals must first decide where they want to go, and then they make plans on how to reach their objectives. This course discusses how organizations develop and execute customer service strategies. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Customer Service Survival Skills [4010318]

Language: English Description: In our Customer Service Survival Skills course, students will learn how to get to the heart of customer service; a challenging but not impossible achievement. Customers expect quality service and in return will provide loyalty. Businesses today understand that customer service loyalty contributes to the success and growth of a business. This is why it is important understand the importance in learning, developing and improving the skills needed to communicate effectively in a professional manor with customers. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Dealing with Difficult People [4010320]

Language: English Description: There are difficult people in all our lives. These people spend their time not doing what we want them to do, or doing things you don't want them to do. This course will help you identify those difficult people, understand why they act that way, and teach you to not be their victim anymore. We will look at the ways to identify and assemble effective communication skills that will allow you to get those difficult people, and focus on strategies for dealing with the most difficult behaviors of the people you can't stand. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment. Certification: N/A

Digital Communication [4010328]

Language: English Description: In today's fast-paced world, customer service providers need to rely on email and telemarketing to stay connected to customers. The use of email has revolutionized the way the working world communicates. Email lets customer service workers stay connected to customers asynchronously, without having to talk directly to them. When used properly, email is a very effective service tool. Another way to stay connected to busy customers is through telemarketing. This can be a difficult at times, because the wrong telemarketing approach will turn off customers. This course discusses digital communications. It is designed for a general business audience. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Diversity and Individual Differences [4010329]

Language: English Description: In order to have a diverse workplace, managers need to first understand how people differ. Surface-level diversity is the differences in people that are immediately observable, measurable, and generally not changeable. Deep-level diversity is those differences between people that are communicated through a worker's behavior and can only be learned through extended interactions with each other. Examples of surface-level diversity include the workforce's age, gender, race, ethnicity, and physical disabilities. Examples of deep-level diversity include someone's level of extraversion, emotional stability, agreeableness, conscientiousness, and openness to new experiences. Managing a workplace diversity program starts by understanding the basic difference that exist between people. This course discusses these differences at the surface-level, as well as some common personality differences. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Email Etiquette: Netiquette [4010334]

Language: English Description: E-mail is one of the greatest inventions of our lifetime phenomenally affecting the way we communicate. Reading, writing and managing e-mail is taking up an increasing amount of our time. But are we using it right? This course helps you learn the best way to create and use e-mail. Be it a thank you note, a meeting reminder, a proposal or a sales pitch, a well-written message that looks and sounds professional will make it easier for people to want to do business with you. It will help people feel good about communicating with you and help you achieve the right results. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Extreme Customers [4010346]

Language: English Description: All customer service workers will have to deal with angry and upset customers at times. This course discusses ways to handle extreme customers. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Fundamentals of Decision Making [4010356]

Language: English Description: Decision Making is a process of choosing solutions from available alternatives, and managers are

required to make both important and routine decisions on a daily basis. This course discusses the rational decision making process, along with limitations to that process. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Going Green [4010359]

Language: English Description: Our Going Green course will teach students simple, budget-friendly ways to help them and their families live a healthier, more planet-friendly lifestyle. With step-by-step instruction, our students will access uncomplicated solutions to help them conserve, reduce, reuse, and recycle, and, thus, minimize impact on the planet. They will discover that even small changes make a difference and that going green is good for our health, the planet, and even our budgets. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Having a Customer Focus [4010364]

Language: English Description: Customer service is not about making a sale at all costs; it's about ensuring the customer receives what they need. Customers' Perception of a company's customer service is affected by the actual service delivered. Service failures are bound to arise, so rather than dwelling on negative aspects of customer problems, companies should focus on the positive opportunities the problems generate. This course discusses ways to ensure workers provide a customer focus. It is designed for a general business audience. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

HIPAA for Substance Abuse Providers [4010370]

Language: English Description: This course presents information pertaining to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), particularly Titles I & II. The course is for substance abuse care providers, a primary care-giver responsible for applying HIPAA rules many times each day. In addition to a general discussion of HIPAA, the course contains case studies in three areas important to nursing professionals: Protected Health Information, Electronic Transactions Security, and Physical Safeguards. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

HIV & AIDS for Healthcare Professionals [4010372]

Language: English Description: HIV is the human immunodeficiency virus. It is the virus that can lead to acquired immune deficiency syndrome, or AIDS. AIDS stands for Acquired Immunodeficiency Syndrome. This course will help you as a healthcare professional understand HIV/AIDS better as well as the OSHA Guidelines. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Into the Tank: Learning to Swim with Sharks [4010404]

Language: English Description: The entrepreneurial spirit is alive and well world-wide. This course is designed to provide both budding entrepreneurs and seasoned business owners the tools, knowledge and guidance needed to transform an idea from concept to cash. In recent years, the United States has seen the highest rate of new business creation in over a decade, and many of these fledgling companies are being started by first-time entrepreneurs. It takes more than drive and desire to achieve success; and with great effort also comes great challenge. Our Swimming with Sharks course will help entrepreneurs assess their business idea and evaluate their entrepreneurial skills, ultimately turning a concept into a long-term successful business. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Nonverbal Communication, Dress, and Manner [4010465]

Language: English Description: How customer service workers dress and behave often says more to the customer than the words these workers actually use. Sensing people's needs through nonverbal communication is important because valuable information can be gained about a customer's state of mind by paying attention to what you see and hear. Customer service workers who learn how to present themselves in a positive, professional light are much more likely to successfully meet the customer's needs, which can result in exceptional customer service. This course discusses how dress, manners, and nonverbal communications impact the customer service experience. It is intended for a general business audience. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Public Speaking and Presentations [4010498]

Language: English Description: The ability to speak confidently and convincingly in public is a valuable skill to have in both the business world and private life. In fact, the top things employers seek in a new hire are good verbal and written communication skills. Many people experience stress when they have to speak in public, but planning for success and building structure around the speaking engagement increases self-confidence and reduces speaking anxiety. This course discusses public speaking and presentations and gives a step-by-step process for creating a speech for any occasion. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Service by Telephone [4010515]

Language: English Description: Not all customer service work happens face-to-face; much of it is conducted by phone. Telephone greetings are critical because they help form first impressions, which help them decide whether to do business with a company in the long run. Having polished telephone skills and practice good phone etiquette may be the difference between an average and exceptional customer service experience. This course discusses the role telephones play in the customer service industry. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Start Your Own Fashion Accessories Business [4010538]

Language: English Description: The stock market changes, gas prices may fluctuate, global warming may unleash climate changes, but fashion will go on. Today's fashion accessories business gross at \$30 billion a year! Imagine having an exciting and rewarding career as the owner of an accessories store. If you have a passion for fashion and you have what it takes to set up your own accessories business, this is the course for you. Our Start Your Own Fashion Accessories Business course provides a valuable overview of the ins and outs of starting up a new adventure, and practical advice on planning and preparation. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Start Your Own Florist Business [4010539]

Language: English Description: Do you love being surrounded by flowers? Do you like to make people feel special with your floral gifts and arrangements? With so many different occasions appropriate for giving flowers, a florist shop is an in-demand business to start. Perfect your floral-arranging skills and customer service skills with a traditional florist shop or use your creativity with the endless possibilities of items to add to your shop! Whether you are considering opening a retail or a wholesale floral business, there are many things to consider when thinking about starting a floral business. Our course will provide you with essential information to get started! Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Start Your Own Lawn Care Business [4010540]

Language: English Description: There are many advantages to running your own Lawn Care service; you can set your own hours, you get to work in the great outdoors, and you have the satisfaction of a job well done. With all the homes, business parks, apartment complexes, shopping malls and hospitals that need landscaping it's no surprise that the lawn care market is a \$17 billion industry. In our Start Your Own Lawn Care Business course, you will learn everything you need to know from how to find customers, hire and manage employees, how to calculate job estimates and more! Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Successful Public Speaking [4010542]

Language: English Description: Does speaking in public make you nervous? Fear of speaking in public is very common and could hinder advancement opportunities to one's professional career. Rest assured that getting over the fear of public speaking is not a grueling process. In this course you will learn techniques that will help prepare and develop your public speaking skills. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

The Art of Photographing Nature [4010548]

Language: English Description: Learn to see nature in a new way! Our "The Art of Photographing Nature" course will focus on teaching our students the art of composing beautiful photographs of nature. We will cover classic concepts of composition including isolating the subject, framing, perspective, color, design, and light and advanced creative options like depth of field, shutter speed, and the use of filters that will create more visual interest in your nature photographs. Instructor Description: This

class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Basics of Organizational Strategy [4010594]

Language: English Description: Companies can create a competitive advantage by using their resources to create a greater value to customers than their competitors can give them; managers play an integral role leading this organizational process. A competitive advantage is built on a company's resources that are valuable, rare, imperfectly imitable, and nonsubstitutable. For an organization to create a sustainable competitive advantage it needs to have a strategy. This course discusses how a competitive advantage is created, sustained, and changed within an organization. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Creating Organizational Strategies [4010603]

Language: English Description: It is important for organizations to have a strategy, because the resources available to achieve long-term goals are limited; managers play a key role in creating company strategies. This course discusses how organizations create industry, cooperate, and company level business strategies. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Cultural Differences [4010604]

Language: English Description: The business world is globalized, with many companies working across international boundaries; managers need to understand how to manage this environment. This course discusses the impact culture has on how people view management practices, and it discusses how to manage in a diverse world. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Email Etiquette [4010608]

Language: English Description: In decades past, business writing was a rare, formal event. Most everyone has a computer at home or work these days, so we are now many times more likely to send a written message to others using email. Sometimes these messages are poorly written, which creates misunderstandings and affects the sender's reputation. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Start Your Own Bookkeeping Business [4010624]

Language: English Description: Have you ever dreamed of starting your own Bookkeeping business? Many years ago Benjamin Franklin said, "There is nothing certain in life except death and taxes." This is still true today. According to the laws of the Internal Revenue Service, businesses "must keep adequate accounting records." This course will help guide you through the process of starting and growing your business. First we will cover the initial steps to starting your business from choosing a name to selecting the type of entity and more. Marketing your business is key and in this course, you will learn how to utilize social media and important aspects of your branded website. Other topics include developing a clientele list, legal and ethical issues and other resources - all geared to helping you build the successful business of your dreams. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Start Your Own Catering Business [4010625]

Language: English Description: Do you love to entertain and host parties? Do you love to cook and create exciting menus? Now you can realize your dream of working from home doing something you enjoy. Catering is considered to be the fastest growing segment of the food service industry in the United States! Learn the steps necessary for setting up and running your own home-based catering business. From writing a successful business plan to marketing your new business and tips for deciding on a menu- this course has it all. Instructor Description: This class is an independent-study course. Students will have all the resources needed to successfully complete the course within the online material. A student helpdesk is available for technical support during the course enrollment.

Start Your Own Day Care Business [4010627]

Language: English Description: Do you love working with children? Have you ever thought about starting your own home day care business? This course provides the steps you will need to plan for, market, and maintain your very own home day care business.

Topics include writing your policies and procedures, setting your fees, developing a daily schedule, ways to solve common problems, and more. This comprehensive course covers everything you will need to succeed in this exciting career opportunity. Instructor Description: This class is an independent-study course. A student helpdesk is available for technical support during the course enrollment.

[**Start Your Own Green Business**](#) [4010629]

Language: English Description: Are you interested in starting your own environmentally-friendly business? From creating a sustainable business model to selecting eco-friendly products, this course will help you to discover your competitive edge in the green business world of today. Discover how to establish your business as a green business while exploring new green business opportunities. Plus you will also gain insights, ideas, and concepts from successful green businesses! Instructor Description: This class is an independent-study course. A student helpdesk is available for technical support during the course enrollment.

[**Start Your Own Photography Business**](#) [4010632]

Language: English Description: Do you love taking photos? Or do you carry your camera everywhere? Our course will help you realize your dream of working from your home at something you enjoy, a home-based photography business. Our students will receive information on every aspect of setting up and running a thriving home-based photography business. You will learn how to estimate your start-up costs, outfit your home studio, market yourself and stay profitable once you are in business. Whether you want to earn your living as a portrait photographer, photojournalist, or product photographer our course will give you the tools you need to prepare for an exciting new career. Instructor Description: This class is an independent-study course. A student helpdesk is available for technical support during the course enrollment.

[**Start Your Own Travel Business**](#) [4010633]

Language: English Description: Travel agent career professionals help people plan family vacations, corporate trips, cruises, international travel, and specialty tours such as adventure vacations. Travel agents generally have access to important information regarding fares and discounts, and are knowledgeable about particular geographic locations. Start your own travel business and discover success by offering unique opportunities--in both geography and market niche. Instructor Description: This class is an independent-study course. A student helpdesk is available for technical support during the course enrollment.

[**Unforgettable Digital Photography**](#) [4010636]

Language: English Description: Our "Unforgettable Digital Photography" course does not focus on the technical aspects of becoming a better photographer but instead teaches the student how to see life creatively and to document their daily experiences through beautiful images. For this photography course there is no fancy equipment required, and we will explore the six essential principles of "seeing like a photographer" as outlined in the course textbook: 1) Shoot the Moment, Not the Subject, 2) Keep It Real, 3) Embrace Intimacy, 4) Move Your Eye, 5) See The Light and 6) Feel the Rhythm. You will complete this course with an understanding of what it means to be a visual storyteller and have four series of photographs that will illustrate the beauty in your daily life and inspire you to continue taking meaningful and stunning photographs. Instructor Description: This class is an independent-study course. A student helpdesk is available for technical support during the course enrollment.

[**Women's Power at Work**](#) [4010649]

Language: English Description: The world of work is different for women and men. They not only see things around them differently, but women also notice and evaluate completely different things. The female vision describes what is unique about how women perceive their world at work and offers strong research support for how this uniqueness can benefit women as well as organizations. This course will unpack what is involved in the differences between the typical male and female vision, how they impact one another, and how women can capitalize on their unique vision to benefit their leadership and become a considerable asset to any organization. Instructor Description: This class is an independent-study course. A student helpdesk is available for technical support during the course enrollment.

[**DIY Home Improvement Basics**](#) [4010656]

Language: English Description: Tired of spending hundreds or thousands of dollars for common repairs around your home? Our home improvement courses will enable you to develop the skills you need to tackle any home repair or enhancement project. Our courses are convenient, affordable and flexible, with step by step video instructions to simplify even the trickiest tasks. Learn at your own pace and get ready to "do it yourself"! Topics covered include: Drywall Repair, Shelving, Window Safety Locks, Window

Blinds, Door Stop, Bi-Fold Closet Doors, Interior Doorknob, Exterior Doorknob and Deadbolt, Door Weather Stripping, Light Fixture, Ceiling fan, Light Switch, Unclogging a Sink Drain, Bathroom Faucet, Toilet, Laminate Flooring, Learn basic concepts of preparation, measuring, safety and tool operations and get ready to improve your home one room at a time. Instructor Description: The instructor has a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can fast-forward, repeat or rewind all your lectures. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7. This course includes instructor-led demonstrations and visual presentations that allow students to develop their skills based on real world scenarios explained by the instructor. Certification: N/A