

Global Knowledge Business Skills Collection

GK Course Code 8424

Our comprehensive library of more than 160 business skills courses is appropriate for all job holders, from junior staff to C-suite executives, and is designed for the modern learner with:

- video-based instruction in a variety of formats including scenario-based storytelling, animation, and panel discussions with subject matter experts
- small doses of actionable micro-learning for optimal retention
- multi-dimensional content with practice and retrieval options to reinforce and retain learning
- tools to embed learning and practice on the job
- a wide range of content areas that cover both soft skills as well as hard skill areas such as project management

OPERATIONS	
Course	Duration
Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment	6.31
Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures	3.48
Six Sigma Black Belt (2015 BOK): Team Management	6.11
Six Sigma Black Belt (2015 BOK): Define	4.19
Six Sigma Black Belt (2015 BOK): Measure	12.08
Six Sigma Black Belt (2015 BOK): Analyze	9.25
Six Sigma Black Belt (2015 BOK): Improve	5.9
Six Sigma Black Belt (2015 BOK): Control	6.3
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)	2
Operations Management: Efficiency of Production	2.46
Understanding Lean Production	1.55
Six Sigma Yellow Belt - Six Sigma Fundamentals	4.78
Six Sigma Yellow Belt - Define	2.75
Six Sigma Yellow Belt - Measure	3.69
Six Sigma Yellow Belt - Analyze	3.76
Six Sigma Yellow Belt - Improve and Control	2.66
Six Sigma Green Belt - Six Sigma and Organizational Strategy	5.04
Six Sigma Green Belt - Define	7.62
Six Sigma Green Belt - Measure	6.45
Six Sigma Green Belt - Analyze	3.11
Six Sigma Green Belt - Improve	3.15
Six Sigma Green Belt - Control	3.86
Managing for Operational Excellence	0.9

Duration shown is hours

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OPERATIONS	
Course	Duration
Business Process Improvement	0.32
Mentoring Asset	0
Test Preps	6
STRATEGIC PLANNING	
Fundamentals of Business Planning	0.5
Thinking Strategically and Managing Risk	2.4
Strategic Risk-taking	0.38
The Quality Management of Data	0.4
Big Data Basics	0.8
MARKETING	
Essential Marketing Strategies	2.39
Essentials of Public Relations	0.7
Marketing in the Digital Age	1.32
FINANCE & ACCOUNTING	
Accounting for Non-Financial Professionals	1.95
Accounting Basics	1.61
Cost Consciousness in the Workplace	0.97
HUMAN RESOURCES & ADMIN	
Recruiting, Screening, and Onboarding Effectively	1.46
Transformational HR and Talent Management	1.5
Effective Hiring Practices	0.25
Crisis Management	0.35
Professional in Human Resources Exam Prep	3
Test Preps	3
Mentoring Assets	0
Administrative Support: Secrets to Success	1.37
MANAGEMENT	
First Time Manager Essentials	0.75
Managing Employee Performance	1.46
Advanced Management Techniques	1.87

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MANAGEMENT	
Course	Duration
Leveraging Key Management Techniques	2.02
Managing a Multigenerational Workforce	0.79
Managing in Difficult Times	1.22
Achieving Success through Delegation	1.25
Final Exams	2
Empowering Employees	0.28
Managing Technical Teams	0.32
Coaching to Drive Success	0.77
LEADERSHIP	
Developing Leadership Skills	1.75
Leveraging Leadership Techniques	2.37
Creating a Positive Atmosphere	1.23
Women In Leadership	0.99
Leading Virtual Teams	0.95
Business Acumen Essentials	0.35
Organizational Awareness	0.33
Performance Measurement	0.32
Inspiring and Developing as a Leader	1.82
Generating Creative Ideas	0.45
Improving Your Leadership Skills	1.03
Developing Your Product Management Acumen	6.91
COMMUNICATION	
Communicating Internationally	0.38
Getting Results through Personal Power	1.27
Working with Difficult People	1.56
Managing and Controlling Anger	0.43
Cross-Cultural Communication	1
Communicating with Senior Executives	0.52
Effective Business Meetings	0.66
Effective Business Writing	1.5

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COMMUNICATION	
Course	Duration
Writing a Business Case	0.5
Using E-mail Effectively in the Workplace	1.42
Essential Skills for Professional Telephone Calls	0.38
Practical Grammar for Business Writing	3.13
Making the Most of Your Presentations	1.5
Skills for Communication Success	2.48
Developing Your Listening Skills	1.1
Developing Effective Negotiation Skills	0.88
Achieving Emotional Intelligence	1.33
The Art of Feedback	1.07
Communicating Tactfully and Diplomatically	1.1
Storytelling Basics	0.5
Writing Skills for Technical Professionals	0.37
Effective Communication	0.33
Note-taking Skills	0.33
Technical Communication Skills	0.35
Managing Conflict in the Workplace	0.84
Communicating to Stakeholders	0.68
Business Storytelling	0.48
PERSONAL DEVELOPMENT	
Perseverance at Work	0.95
Building, Rebuilding and Sustaining Trust	0.48
Improving Your Work/Life Balance	0.99
Navigating through Organizational Change	0.98
Improving Your Personal Productivity	1.49
Polishing Your Professional Edge	1.66
360 Degree Relationships	1.23
Diversity on the Job	0.95
Performing Under Pressure	0.43
Managing Your Career	1.45

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PERSONAL DEVELOPMENT	
Course	Duration
Business Ethics Essentials	0.43
Public Speaking Strategies	0.81
Creativity in the Workplace	0.88
Time Management	1.39
Discovering Your Strengths	1.1
Overcoming Procrastination	0.65
Improving Your Memory	0.35
Improving Your Reading Speed	0.33
Unconscious Bias	1.21
Facing Problems and Making Decisions	1.27
Developing Your Critical Thinking Skills	1.2
Creating Lasting Organizational Change	1.27
Growth Mindset	0.27
Mentor Relationships	0.32
Dealing with Setbacks	0.32
Digital Economy Skills	0.3
Staying Motivated at Work	0.33
Understanding Cognitive Bias	0.35
Building Likeability Skills	0.4
Adopting Systems Thinking	0.32
Skills for Effective Collaboration	0.48
PROJECT MANAGEMENT	
Project Management Ethics and Values	1.89
PMI Agile Certified Practitioner (PMI-ACP) [®]	4.5
CompTIA Project+ PK0-004	9.09
Project Management for All	2.53
Project Integration (PMBOK [®] Guide Sixth Edition)	5.93
Project Scope (PMBOK [®] Guide Sixth Edition)	3.33
Project Schedule (PMBOK [®] Guide Sixth Edition)	4.09
Project Cost (PMBOK [®] Guide Sixth Edition)	2.75

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PROJECT MANAGEMENT	
Course	Duration
Project Quality (PMBOK® Guide Sixth Edition)	3.52
Resource Management (PMBOK® Guide Sixth Edition)	2.85
Communications (PMBOK® Guide Sixth Edition)	1.92
Project Risk (PMBOK® Guide Sixth Edition)	4.83
Project Procurement (PMBOK® Guide Sixth Edition)	1.82
Project Stakeholders (PMBOK® Guide Sixth Edition)	1.85
Project Management (PMBOK® Guide Sixth Edition)	3.12
PRINCE2® - Foundation (2017 Update)	4.5
Mentoring Assets	0
Test Preps	11
TEAM BUILDING	
Optimizing Performance on a Team	2
Leveraging Team Leadership Skills	2.51
Making a Pitch	0.28
Virtual Teams	0.3
BUSINESS ANALYSIS	
Key Business Analysis Concepts (BABOK® v3)	10.41
Effective Business Analysis Techniques (BABOK®v3)	4.33
Key Business Analysis Competencies (BABOK®v3)	3.73
SALES & CUSTOMER SERVICE	
Sales Foundations	1.85
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)	37
Customer Service Skills	2.43
Essentials of Customer Service	2.89
INDUSTRY INSIGHTS	
The Telecommunications Industry Overview: Version 4	1
The Health Care Industry Overview: Version 4	1
The Insurance Industry Overview: Version 4	1
The Oil and Gas Industry Overview: Version 4	1
The Information Technology Industry Overview: Version 4	1

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INDUSTRY INSIGHTS	
Course	Duration
The Federal Government Industry Overview: Version 4	1
The Education Industry Overview: Version 2	1
The Chemicals Industry Overview: Version 2	1
The Broadcasting & Entertainment Industry Overview: Version 2	1
The Capital Markets Industry Overview: Version 2	1
The Consumer Electronics Industry Overview: Version 2	1
The Aerospace & Defense Industry Overview: Version 2	1
The Automotive Industry Overview: Version 4	1
Test Preps	2
Mentoring Assets	0