


# TABLE OF CONTENTS


BY JOB FUNCTION




	Managers Supervisors Trainers	Sales & Sales Support	Customer Service	Service Technicians	Administrative Support Staff
<b>BUSINESS MANAGEMENT</b>					
Fundamentals of Business Management Series					
Management in Perspective	X				
Functions of Front-line Management	X				
Managerial Finance and Accounting	X				
Business Ethics Series					
What You Don't Know Can Hurt You	X	X			
Everyday Ethical Dilemmas	X	X			
Ethical Dilemmas and the Law	X	X			
Individual Values; Organizational Values	X	X			
<b>COMMUNICATION</b>					
203 Basic Basic Telephone Skills	X	X	X	X	X
204 Determining Caller Needs I	X	X	X	X	X
205 Determining Caller Needs II	X	X	X	X	X
206 From Curt to Courteous	X	X	X	X	X
207 How to Avoid Emotional Leakage	X	X	X	X	X
208 How to Treat Every Caller as a Welcome Guest	X	X	X	X	X
209 How to Handle theirate Caller	X	X	X	X	X
210 How to Deal with the Foreign Accent	X	X	X	X	X
211 That's Just Rude!	X	X	X	X	X
Effective Business Communication Series					
The Planning Worksheet	X	X	X	X	X
Writing Skills	X	X	X	X	X
Patterns of Development	X	X	X		
Letters	X	X	X	X	X
Memos, E-mail and Other Communications	X	X	X		X
Reports	X	X	X		X
Documentation	X	X			
Effective Presentation Series					
Preparing for a Presentation	X	X			
Developing an Effective Message	X	X			
Improving Delivery Skills	X	X			
Using PowerPoint and Other Visuals	X	X			
Grammar Series					
Fundamental Sentence Structures	X	X	X		X
Punctuation	X	X			X
Complex Sentence Structures	X	X			X
Advanced Grammar	X	X			


		Managers Supervisors Trainers	Sales & Sales Support	Customer Service	Service Technicians	Administrative Support Staff
<b>CUSTOMER FOCUS</b>						
305	Proactive Customer Service	X	X	X	X	X
306	Five Forbidden Phrases	X	X	X	X	X
307	Essential Elements of Internal Customer Service	X	X	X	X	X
308	Six Cardinal Rules of Customer Service	X	X	X	X	X
309	The Service Mentality	X	X	X	X	X
310	What's Wrong With This Picture?	X	X	X	X	X
311	Telesales Tips From A-H	X	X	X		
312	Telesales Tips from I-Q	X	X	X		
313	Telesales Tips from R-Z	X	X	X		
Customer Service Series						
	Defining Service	X	X	X	X	X
	Communicating	X	X	X	X	X
	Fixing Problems	X	X	X	X	X
	Building a Department	X				
	Tools of the Trade	X				
	Six Steps to Service Recovery	X	X	X		X
	Maintaining Customer Relationships	X	X	X		X
<b>DRIVING SAFETY</b>						
1601	Avoiding Backing Accidents	X	X	X	X	X
1602	Focus Thieves	X	X	X	X	X
1603	Intersection Safety	X	X	X	X	X
1604	Pre-Departure Planning	X	X	X	X	X
1605	Pre-Trip Inspection	X	X	X	X	X
<b>HUMAN RELATIONS</b>						
Sarbanes-Oxley Act Series						
	Overview, Disclosures, and Reporting	X				
	Standards, Regulations, and Penalties	X				
Sexual Harassment in the Workplace Series						
	Why Can't We All Just Get Along	X	X	X	X	X
	Defining Sexual Harassment	X				
	Preventing Sexual Harassment	X				
	Responding to Sexual Harassment	X				
<b>INSTRUCTIONAL DESIGN</b>						
Instructional Design Series						
	Process, Needs, and Roles	X				
	Analysis and Objectives	X				
	Design Concepts	X				
	Planning and Implementation	X				
	Evaluation	X				
<b>LEADERSHIP</b>						
	Creating and Communicating Vision	X				

	Managers Supervisors Trainers	Sales Support Sales & Support	Customer Service	Service Technicians	Administrative Support Staff
Creating Organizations with Many Leaders (Interviews)	X				
Digital Markets (Interview)	X				
E-Business Strategies (Interview)	X				
Leadership in Freaked Out Times (Interview)	X				
Leading into the Future (Interview)	X				
Leading Organizational Transition	X				
Show, Don't Tell	X				
Leadership Strategic Planning					
Strategic Alignment	X				
Implement Initiatives	X				
Establish Processes	X				
Supporting Innovation (Interview)	X				
Surfer Rules (Interview)	X				
The Leadership Challenge					
Challenge the Process	X				
Enable Others to Act	X				
Encourage the Heart	X				
Inspire a Shared Vision	X				
Model the Way	X				
Tilt the Field					
Attitude	X				
Leadership	X				
Perspective	X				
Transform, Don't Conform (Interview)	X				
Value Matters (Interview)	X				
Management Skills Introduction Series					
Ready! Set! Manage!	X				
Motivating	X				
Planning	X				
Communication	X				
Getting Input	X				
Dealing with Challenging People and Times	X				
Building Success	X				
Managing Change Series					
Refocusing Yourself	X				
Leading the Team	X				
Working with Individuals	X				
Motivation Series					
Leading with a Vision	X				
Communicating	X				
Rewarding and Correcting	X				
Performance and Training	X				
Building Trust	X				
Motivation Methods & Strategies Series					

		Managers Supervisors Trainers	Sales & Sales Support	Customer Service	Service Technicians	Administrative Support Staff
Leading for Commitment		X				
Teams That Work Series						
Building Effective Teams		X				
Leading Effective Teams		X				
<b>MANAGING &amp; DEVELOPING OTHERS</b>						
101	Four C's of Coaching Skills	X				
Attracting Key Talent (Interview)		X				
Bringing The Workplace to Life (Interview)		X				
Building Relationships Series						
Socializing at Work		X				
Understanding Behavioral Intentions		X				
Choosing Your Approach		X				
Dealing with Difficult People Series						
Managing Against the Odds		X	X	X	X	X
Consideration		X	X	X	X	X
Attitude		X	X	X	X	X
Trust		X	X	X	X	X
Power		X	X	X	X	X
Communication		X	X	X	X	X
Responsibility		X	X	X	X	X
Delegation Strategies		X	X			
Fire Up and Motivate Your Employees		X				
Handling Performance Problems		X				
Interviewing for Organizational Fit		X				
Interviewing For Success		X				
Knowledge Management (Interview)		X				
Making 360 Degree Feedback Work		X				
Managing Performance		X				
Managing Telecommuters		X				
Motivate to Retain (Interview)		X				
Recruiting Top Talent		X				
Retaining Top Talent		X				
Retention for the Long Haul (Interview)		X				
Succession Planning		X				
The Costs of Attrition (Interview)		X				
The Diversity Manager		X				
Working Wounded						
Becoming a New Manager		X				
Counseling an Employee		X				
The More You Give, The More You'll Get		X				
<b>PERSONAL EFFECTIVENESS</b>						
706	Seven Keys to a Positive Mental Attitude	X	X	X	X	X
Basics of Business Math Series						
Fractions		X	X	X		X

	Managers Supervisors Trainers	Sales & Sales Support	Customer Service	Service Technicians	Administrative Support Staff
Decimals	X	X	X		X
Calculator	X	X	X		X
Equations	X	X	X		X
Percents	X	X	X		X
Reports	X	X	X		X
<b>Negotiating Series</b>					
Negotiating Techniques	X	X			
Gaining Control	X	X			
Closing the Deal	X	X			
Everyday Negotiations	X	X			
<b>Stress Management Series</b>					
Stress on the Job	X	X	X	X	X
Resisting Stress	X	X	X	X	X
Assertiveness	X	X	X	X	X
Coping with Anger	X	X	X	X	X
<b>Time Management Fundamentals Series</b>					
Evaluating and Improving Time Management	X	X	X	X	X
Organizing Tasks & Creating Uninterrupted Time	X	X	X	X	X
Managing Meetings	X	X	X		X
Managing Workload	X	X	X	X	X
Managing Time with Co-Workers	X		X		X
<b>PEST MANAGEMENT – ANTS</b>					
<b>Basic Ants Series</b>					
Module 1, Introduction to Ants	X	X		X	
* Module 2, Biology and Control	X	X		X	
Module 3, Identifying Household Ants	X	X		X	
Module 4, Ant Inspection	X	X		X	
Module 5, Indoor and Outdoor Ant Inspection	X	X		X	
* Module 6, Controlling Common Household Ants	X	X		X	
Module 7, Odorous House Ants	X	X		X	
Module 8, Pavement Ants	X	X		X	
* Module 9, Biology and Control of Pharaoh Ants	X	X		X	
* Module 10, Biology and Control of Carpenter Ants	X	X		X	
* Module 11, Biology and Control of Argentine Ants	X	X		X	
* Module 12, Biology and Control of Fire Ants	X	X		X	
1802 Biology and Habits of Ants	X	X		X	
<b>PEST MANAGEMENT – BEES &amp; WASPS</b>					
801 Identifying Bees and Wasps	X	X		X	
802 Carpenter Bees	X	X		X	
803 Yellow Jackets, Paper Wasps, and Hornets	X	X		X	
804 Mud Daubers	X	X		X	
805 Cicada Killers	X	X		X	
806 Honey Bees	X	X		X	

		Managers Supervisors Trainers	Sales & Sales Support	Customer Service	Service Technicians	Administrative Support Staff
<b>PEST MANAGEMENT – FLIES</b>						
1701	Biology and Control of Small Flies	X	X		X	
1702	Biology and Control of Filth Flies	X	X		X	
	Copesan Fly Control Module I	X	X		X	
	Copesan Fly Control Module II	X	X		X	
<b>PEST MANAGEMENT – OTHER</b>						
1401	Inspection Techniques	X	X		X	
1402	Treatment Techniques	X	X		X	
1403	Introduction to Subterranean Termite Inspections	X	X		X	
1404	Biology and Control of the German Cockroach	X	X		X	
1405	IPM in Schools and Day Care Facilities	X	X		X	
1406	Bed Bugs: Identification Biology & Behavior	X	X		X	
1407	Bed Bug Management Strategies	X	X		X	
<b>PEST MANAGEMENT – RODENTS</b>						
901	Introduction to Rodents	X	X		X	
902	The Pest Significance of Rodents	X	X		X	
903	The House Mouse – Introduction	X	X		X	
904	The House Mouse – Behavior	X	X		X	
905	The Norway Rat	X	X		X	
906	The Roof Rat	X	X		X	
907	The Deer Mouse	X	X		X	
908	Practical Rodent Inspections	X	X		X	
909	Practical Sanitation	X	X		X	
910	Practical Rodent Exclusion	X	X		X	
911	Rodent Traps & Non-chemical Tools & Techniques	X	X		X	
912	Rodenticides	X	X		X	
913	Bait Stations, Baiting Strategies, and Safety	X	X		X	
<b>PROJECT MANAGEMENT</b>						
Project Management Series						
	Project Management Overview	X				
	Understanding the Project Manager’s Role	X				
	Defining the Problem	X				
	Determining the Strategy	X				
	Developing the Work Breakdown Structure	X				
	Estimating and Scheduling Resources	X				
	Understanding Scheduling Computations	X				
	Tracking Project Activities	X				
	Closing Out the Project	X				
	Project Management Standards	X				
	Developing Project Teams	X				
	Ensuring Your Own Effectiveness	X				
Project Management Professional Certification 2005 Series						
	Project Mgmt Framework & Initiating the Project	X				

		Managers Supervisors Trainers	Sales & Sales Support	Customer Service	Service Technicians	Administrative Support Staff
Planning		X				
Project Execution and Quality Management		X				
Project Monitoring and Control		X				
Project Closing		X				
Professional Responsibility		X				
Practice Exams		X				
<b>RAPIDTRAX</b>						
* Rapid Trax Module I		X			X	
* Rapid Trax Module II		X			X	
<b>SIGNATURE CARE</b>						
1501 Introduction to Signature CARE		X	X	X	X	X
1502 Principles of Integrated Pest Management		X	X	X	X	X
1503 Essentials of Regulatory Compliance-Food Plants		X	X	X	X	X
1504 Signature CARE Procedures and Documentation		X	X	X	X	X
* Signature Care Recertification 2009		X	X	X	X	X
<b>Organic Signature Care</b>						
Pest Management in Organic Facilities		X	X	X	X	X
Organic Signature CARE Service/Documentation		X	X	X	X	X
Documentation for Organic Signature CARE		X	X	X	X	X
<b>TECHNOLOGY PRODUCTIVITY</b>						
Access Series: 2000 MOS, 2002, 2003, 2007		X	X	X		X
Computer Basics Series		X	X	X		X
Computing Concepts Series		X	X	X		X
Crystal Reports Series: 8, XI		X	X	X		X
Excel Series: 2000 MOS, 2000 MOS Expert, 2002, 2003, 2007		X	X	X		X
GroupWise Series: 5.5, 6.5		X	X	X		X
Internet Explorer Series: 6, 7		X	X	X		X
Introduction to PCs Series		X	X	X		X
Lotus Notes Series: 6.5, R5		X	X	X		X
Office Series: 2000, 2003-What's New, 2007, XP Upgrade		X	X	X		X
Outlook Series: 2002, 2003		X	X	X		X
Paint Shop Pro 5 Series		X	X	X		X
PowerPoint Series: 2000 MOS, 2002, 2003		X	X	X		X
Project Series: 2000 MOS, 2003		X	X	X		X
SAP R/3 Release 4.6 Series		X	X	X		X
SharePoint 2003 Series		X	X	X		X
Visio 2002 Series		X	X	X		X
Windows 2000 Basics – Client Series		X	X	X		X
Windows XP Upgrade Series		X	X	X		X
Word Series: 2000 MOS, MOS Expert, 2002, 2003		X	X	X		X

\* *New Course, 2008/2009*

