

Course Code	Course Title	BLR	BLR Format	Targeted Release
comm_21_a01_bs_enus	Interpersonal Communication: Communicating with Confidence	Y	ppt	Released
comm_21_a02_bs_enus	Interpersonal Communication: Targeting Your Message	Y	ppt	Released
comm_21_a03_bs_enus	Interpersonal Communication: Listening Essentials	Y	ppt	Released
comm_21_a04_bs_enus	Interpersonal Communication: Communicating Assertively	Y	ppt	Released
comm_21_a05_bs_enus	Interpersonal Communication: Being Approachable	Y	ppt	Released
comm_22_a01_bs_enus	Workplace Conflict: Recognizing and Responding to Conflict	Y	ppt	Released
comm_22_a02_bs_enus	Workplace Conflict: Strategies for Resolving Conflicts	Y	ppt	Released
comm_25_a01_bs_enus	What is Emotional Intelligence?	Y	ppt	Released
comm_25_a03_bs_enus	Using Emotional Intelligence on the Job	Y	ppt	Released
comm_28_a01_bs_enus	Listening Essentials: The Basics of Listening	Y	ppt	Released
comm_28_a02_bs_enus	Listening Essentials: Improving Your Listening Skills	Y	ppt	Released
comm_29_a01_bs_enus	Giving Feedback	Y	ppt	Released
comm_29_a02_bs_enus	Giving Constructive Criticism	Y	ppt	Released
comm_29_a03_bs_enus	Receiving Feedback and Criticism	Y	ppt	Released
cust_09_a01_bs_enus	Building Rapport in Customer Relationships	Y	ppt	Released
cust_09_a02_bs_enus	Customer Service in the Field	Y	ppt	Released
cust_09_a03_bs_enus	Customer Service Over The Phone	Y	ppt	Released
cust_09_a05_bs_enus	Customer Service Confrontation and Conflict	Y	ppt	Released
lead_05_a01_bs_enus	Leadership Essentials: Motivating Employees	Y	ppt & doc	Released
lead_05_a02_bs_enus	Leadership Essentials: Communicating Vision	Y	ppt & doc	Released
lead_05_a03_bs_enus	Leadership Essentials: Building Your Influence as a Leader	Y	ppt & doc	Released
lead_05_a04_bs_enus	Leadership Essentials: Leading with Emotional Intelligence	Y	ppt & doc	Released
lead_05_a05_bs_enus	Leadership Essentials: Leading Business Execution	Y	ppt & doc	Released
lead_05_a06_bs_enus	Leadership Essentials: Leading Innovation	Y	ppt & doc	Released
lead_05_a07_bs_enus	Leadership Essentials: Leading Change	Y	ppt & doc	Released
mgmt_13_a02_bs_enus	Managing Change: Building Positive Support for Change	Y	ppt	Released
mgmt_13_a03_bs_enus	Managing Change: Dealing with Resistance to Change	Y	ppt	Released
mgmt_13_a04_bs_enus	Managing Change: Sustaining Organizational Change	Y	ppt	Released
mgmt_14_a01_bs_enus	Business Coaching: Getting Ready to Coach	Y	ppt	Released
mgmt_14_a02_bs_enus	Business Coaching: Conducting Coaching Sessions	Y	ppt	Released
mgmt_14_a03_bs_enus	Business Coaching: Building the Coaching Relationship	Y	ppt	Released
mgmt_14_a04_bs_enus	Business Coaching: Using Different Coaching Styles	Y	ppt	Released
mgmt_15_a01_bs_enus	Management Essentials: Directing Others	Y	ppt & doc	Released
mgmt_15_a02_bs_enus	Management Essentials: Delegating	Y	ppt & doc	Released
mgmt_15_a03_bs_enus	Management Essentials: Developing Your Direct Reports	Y	ppt & doc	Released
mgmt_16_a01_bs_enus	First Time Manager: Understanding a Manager's Role	Y	ppt & doc	Released
mgmt_16_a02_bs_enus	First Time Manager: Challenges	Y	ppt & doc	Released
mgmt_16_a03_bs_enus	First Time Manager: Meeting Expectations	Y	ppt & doc	Released
mgmt_17_a01_bs_enus	Performance Appraisal Essentials: Planning for Appraisals	Y	ppt	Released
mgmt_17_a02_bs_enus	Performance Appraisal Essentials: Conducting Traditional Appraisals	Y	ppt	Released
mgmt_17_a03_bs_enus	Performance Appraisal Essentials: 360 Degree Appraisals	Y	ppt	Released
mgmt_18_a04_bs_enus	Talent Management: Developing and Engaging Talent	Y	ppt	Released
mgmt_18_a05_bs_enus	Talent Management: Retaining Talent	Y	ppt	Released
mgmt_19_a01_bs_enus	Transitioning from Technical Professional to Management	Y	ppt	Released
mgmt_19_a02_bs_enus	Strategies for Transitioning to Technical Management	Y	ppt	Released
mgmt_19_a03_bs_enus	Managing Technical Professionals	Y	ppt	Released
pd_06_a01_bs_enus	Optimizing Your Work/Life Balance: Analyzing Your Life Balance	Y	ppt	Released
pd_06_a02_bs_enus	Optimizing Your Work/Life Balance: Maintaining Your Life Balance	Y	ppt	Released
pd_07_a01_bs_enus	Diversity on the Job: The Importance of Diversity and the Changing Work Place	Y	ppt	Released
pd_07_a02_bs_enus	Diversity on the Job: Diversity and You	Y	ppt	Released
pd_09_a02_bs_enus	Generating Creative and Innovative Ideas: Maximizing Team Creativity	Y	ppt	Released
pd_09_a03_bs_enus	Generating Creative and Innovative Ideas: Verifying and Building on Ideas	Y	ppt	Released
pd_10_a01_bs_enus	Managing Your Career: Creating a Plan	Y	ppt	Released
pd_10_a03_bs_enus	Managing Your Career: Professional Networking Essentials	Y	ppt	Released
pd_10_a04_bs_enus	Managing Your Career: You and Your Boss	Y	ppt	Released
pd_10_a05_bs_enus	Managing Your Career: Leveraging the Performance Appraisal	Y	ppt	Released
pd_11_a03_bs_enus	Time Management: Avoiding Time Stealers	Y	ppt	Released
pd_12_a01_bs_enus	Problem Solving: The Fundamentals	Y	ppt	Released
pd_12_a02_bs_enus	Problem Solving: Determining and Building Your Strengths	Y	ppt	Released
pd_12_a05_bs_enus	Decision Making: Tools and Techniques	Y	ppt	Released
pd_13_a01_bs_enus	Understanding Organizational Change	Y	ppt	Released
pd_13_a02_bs_enus	Preparing for Organizational Change	Y	ppt	Released
pd_13_a03_bs_enus	Embracing Organizational Change	Y	ppt	Released
team_03_a01_bs_enus	Leading Teams: Launching a Successful Team	Y	ppt & doc	Released
team_03_a02_bs_enus	Leading Teams: Establishing Goals, Roles, and Guidelines	Y	ppt & doc	Released
team_03_a03_bs_enus	Leading Teams: Developing the Team and its Culture	Y	ppt & doc	Released
team_03_a04_bs_enus	Leading Teams: Building Trust and Commitment	Y	ppt & doc	Released
team_03_a05_bs_enus	Leading Teams: Fostering Effective Communication and Collaboration	Y	ppt & doc	Released
team_03_a06_bs_enus	Leading Teams: Motivating and Optimizing Performance	Y	ppt & doc	Released
team_03_a07_bs_enus	Leading Teams: Dealing with Conflict	Y	ppt & doc	Released
team_03_a08_bs_enus	Leading Teams: Managing Virtual Teams	Y	ppt & doc	Released
comm_25_a02_bs_enus	Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	Y	ppt	Released
cust_09_a04_bs_enus	Internal Customer Service	Y	ppt	Released
cust_09_a06_bs_enus	Shaping the Direction of Customer Service in Your Organization	Y	ppt	Released
lead_05_a08_bs_enus	Leadership Essentials: Creating Your Own Leadership Development Plan	Y	ppt & doc	Released
mgmt_13_a01_bs_enus	Managing Change: Understanding Change	Y	ppt	Released
mgmt_15_a04_bs_enus	Management Essentials: Confronting Difficult Employee Behavior	Y	ppt & doc	Released

mgmt_15_a05_bs_enus	Management Essentials: Managing a Diverse Team	Y	ppt & doc	Released
mgmt_15_a06_bs_enus	Management Essentials: Treating Your Direct Reports Fairly	Y	ppt & doc	Released
mgmt_15_a07_bs_enus	Management Essentials: Caring about Your Direct Reports	Y	ppt & doc	Released
mgmt_18_a01_bs_enus	Talent Management: Basics	Y	ppt	Released
mgmt_18_a02_bs_enus	Talent Management: Planning	Y	ppt	Released
mgmt_18_a03_bs_enus	Talent Management: Acquiring Talent	Y	ppt	Released
pd_06_a03_bs_enus	Optimizing Your Work/Life Balance: Taking Control of Your Stress	Y	ppt	Released
pd_09_a01_bs_enus	Generating Creative and Innovative Ideas: Enhancing Your Creativity	Y	ppt	Released
pd_10_a02_bs_enus	Managing Your Career: Getting on the Right Track	Y	ppt	Released
pd_11_a01_bs_enus	Time Management: Analyzing Your Use of Time	Y	ppt	Released
pd_11_a02_bs_enus	Time Management: Planning and Prioritizing Your Time	Y	ppt	Released
pd_12_a03_bs_enus	Problem Solving: Digging Deeper	Y	ppt	Released
pd_12_a04_bs_enus	Decision Making: The Fundamentals	Y	ppt	Released
pd_12_a06_bs_enus	Decision Making: Making Tough Decisions	Y	ppt	Released