MilliMicro
SYSTEMS

With years of experience and knowledge Milli Micro Systems provides the ultimate in training to the United States Government, private corporations and non-profit organizations. We have maintained a record of successful training to all personnel who have retained our Services in the I.T. Industry.

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Project Management Training:

Our Project management training courses teach how to effectively manage all phases of a project. You'll learn the project management framework of initiation, planning, execution, control, and formal closing and discover what it takes to ensure project success. You'll work individually and in teams to write objectives, conduct stakeholder analysis and develop a work breakdown structure and risk management plan for a case study project. These courses expand upon the basic concepts of project management and offers a job-related approach to successful project management across application areas and industries.

Cyber Security and Technical Training:

Our specialty is understanding organizational needs through experienced assessments and development programs that can focus on meeting the unique and individualized needs for that project. We are experts in the field of information technology and welcome the opportunity to help you and your organization. Many organizations today have security policies in place. However, they are still being compromised and are not focused on the most effective practices. This is where we take over to stop major breaches of security and even the most elementary of mistakes with our specialized cyber security training courses.

Workforce Training:

Our Workforce training courses are designed to serve as "real world" practical tips for all employees who want to prepare themselves for management and leadership. These courses will give participants the tools that will help resolve conflict successfully and produce a win-win outcome. Higher level classes will give learners everything they need to know to both meet their own objectives and drive their team's performance. Some workshops focus on problems in the work environment and proven solutions to overcome those obstacles. Understanding how to manage the knowledge within your organization is the key to business success. The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brainpower of our businesses.

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Training Course List

Project Management Training	Days	Description
ITIL v4 Foundations	3	This ITIL Version 4 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 4 of the IT Infrastructure Library. Accredited by CSME, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.
Project Management CAPM	3	Your ability to become a project manager to demonstrate best practices in project management—both on the job and through professional certification—is becoming the standard to compete in today's fast-paced and highly technical workplace. This course expands upon the basic concepts of project management and offers a job-related approach to successful project management across application areas and industries.
Project Management Fundamentals	1	This course will teach you how to effectively manage all phases of a project. You'll learn the project management framework of initiation, planning, execution, control, and formal closing, and discover what it takes to ensure project success. In this skills-building course, you'll focus on practical tools and techniques as you spend 75% of the course working on a project-from initiation to close. You'll work individually and in teams to write objectives, conduct stakeholder analysis, and develop a work breakdown structure and risk management plan for a case study project. Practice using estimating techniques, dependency analysis, and network diagramming. Leave class with the knowledge and tools to immediately get your projects done on time, within budget, and to specification.
Project Management Principles	2	This comprehensive foundation course focuses on the project management principles and best practices aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide) and many of the GAO Guides, helping you obtain knowledge, tools, techniques, and best practices to successfully manage a project from initiation to final closeout. You will learn techniques designed to help concepts and forms the basis for future, more advanced studies.

Course	Days	Description
Project Management Professional (PMP) boot camp	5	In this course, students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI®) to successfully manage projects. This course closely follows PMBOK v5.
Project Management with Microsoft Project	2	The course should include essential techniques to plan, control and maximize project efficiency
Project Management: Cost Estimating	1	In this Hands-On course, attendees will learn how to plan, allocate and manage costs, resources and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects.
Project Management: Earned Value Management (EVM)	3	Earned Value Management (EVM) is a project planning and control approach which provides cost and schedule performance measurements. It compares actual accomplishment of scheduled work and associated cost against an integrated schedule and budget plan. Its benefits include visibility into the true progress of the project work against the budget, projections of anticipated project schedule and cost trends and the ability to take timely corrective actions for undesired variances. EVM is considered to be one of the most powerful and productive concepts utilized in managing today's complex projects in private, commercial or government environments.
Project Management: Risk Management	2	In this Hands-On course, attendees will learn how to plan, allocate and manage costs, resources and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects.
Project Management: Scheduling	1	In this Hands-On course attendees will learn how to plan, schedule and manage costs, resources and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects. Scheduling is a critical aspect of project management since you have to manage and schedule your time wisely in order to get the best results. Let Milli Micro Systems assess your company's operating environment so that we can best analyze your needs and help you build a training package that can truly make a huge difference. That is the great advantage of how Milli Micro Systems does business.
Project Planning and Cost Management	2	In this Hands-On course, attendees will learn to plan, allocate and manage costs, resource and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects. Attendees will gather the critical tools to affectively plan their projects while affectively controlling cost throughout the life of the project. Students will learn quickly that Project Planning and Cost Management go hand in hand since the impetus for lifecycle planning is cost containment. Our instructors also go out of their way to make sure

		you have the training you want at a time that fits your business cycle. Custom training is a careful and deliberate process of assessment of key issues relating to your organization. That is why our Project Planning and Cost Management course will show your employees how apply their new knowledge directly toward your organization.
Project Team Staffing and maximizing Performance	2	In this course attendees will learn the important project team concepts and communication throughout the project life cycle. This course teaches concepts like team organization and leadership to develop heightened awareness of essential aspects of teamwork and individual excellence. This course also emphasizes the importance leadership ethics and clarity to ensure clear and reasonable objectives for your projects. This course will enable your leaders to have greater influence and trust with team partners. This course also examines the best strategies for team performance for your company through customized solutions.

Amazon Web Services (AWS) Training	Days	Description
AWS Certified Advanced Networking - Specialty	5	This 5- day training course teaches students how to implement core AWS services according to basic architecture best practices and automate tasks.
AWS Certified Cloud Practitioner	5	This 5-day training course prepares students to effectively demonstrate an overall understanding of the AWS Cloud and pass the Cloud Practitioner exam.
AWS Certified Data Analytics - Specialty	5	This 5- day training course teaches students how AWS data analytics services fit in the data life cycle of collection, storage, processing, and visualization
AWS Certified Database – Specialty	5	This 5- day training course teaches students how to Analyze needs and requirements to recommend and design appropriate database solutions using AWS services.
AWS Certified Developer - Associate	5	This 5- day training course teaches students core AWS services, uses, and basic AWS architecture best practices.
AWS Certified DevOps Engineer - Professional	5	This 5- day training course teaches students how to implement and manage continuous delivery systems and methodologies on AWS
AWS Certified Machine Learning - Specialty	5	This 5- day training course teaches students to design and implement scalable, cost-optimized, reliable, and secure ML solutions.
AWS Certified Security - Specialty	5	This 5- day training course teaches students an understanding of specialized data classifications and AWS data protection mechanisms and how to implement them.
AWS Certified Solutions Architect - Associate	5	This 5- day training course teaches students how to architect and deploy secure and robust applications on AWS technologies.

AWS Certified Solutions Architect - Professional	5	This 5- day training course teaches students to select appropriate AWS services to design and deploy an application based on given requirements
AWS Certified SysOps Administrator - Associate	5	This 5- day training course teaches students how to Deploy, manage, and operate scalable, highly available, and fault-tolerant systems on AWS

Cisco Training	Days	Description
Cisco CCNA	5	This course gives you a broad range of fundamental knowledge for all IT careers. Through a combination of lecture, hands-on labs, and self-study, you will learn how to install, operate, configure, and verify basic IPv4 and IPv6 networks. The course covers configuring network components such as switches, routers, and wireless LAN controllers; managing network devices; and identifying basic security threats. The course also gives you a foundation in network programmability, automation, and software-defined networking.
Cisco CCNP Part 1 ROUTE	5	Implementing Cisco IP Routing (ROUTE) v1.0 is an instructor-led training course presented by Cisco training partners to their end customers. This course is designed to help students prepare for Cisco CCNP® certification. The ROUTE course is a component of the CCNP curriculum.
Cisco CCNP Part 2 SWITCH	5	Implementing Cisco IP Switched Networks (SWITCH) v1.0 is an instructor-led training course presented by Cisco training partners. This course is designed to help students prepare for Cisco CCNP(R) certification. The SWITCH course is one of three components in the CCNP curriculum.
Cisco CCNP Part 3 TSHOOT	5	Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 is an instructor-led training course presented by Cisco training partners. This course is designed to help students prepare for Cisco CCNP certification. The TSHOOT course is one of three components in the CCNP curriculum.

Citrix Training	Days	Description
CWS-215: Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud	5	In this course, you'll learn to gain a foundational knowledge of Citrix Virtual Apps and Desktops 7, How to install, configure, and manage a Citrix Virtual Apps and Desktops 7 site and Cloud connectors, Identify the considerations between Citrix Virtual Apps and Desktops on-premises and the Citrix Virtual Apps and Desktops Service, and How to deliver app and desktop resources
CWS-315: Citrix Virtual Apps and Desktops 7 Advanced Administration	5	Designed to learn how to set up scalability, redundancy and security configurations. You will learn advance features to optimize management of your app and desktop images by building and combining App Layers and Workspace Environment Management, which can improve logon times, centralize user settings management, optimize the performance of machines running the Virtual Delivery Agent (VDA). In the advanced troubleshooting section, you will learn techniques to investigate many of the common issues that can affect environment health.

CompTIA Training	Days	Description
CompTIA A+ Boot camp (Part 1 and 2)	5	This course combines both courses into a compressed boot camp for the more advanced users with limited time.
CompTIA A+ Part 1	5	This course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job.
CompTIA A+ Part 2	5	This course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job.
CompTIA CASP	5	In this course, students will examine advanced security concepts, principles, and implementations that pertain to enterprise level security.
CompTIA Cloud+	5	The CompTIA Cloud+ certification validates the knowledge and best practices required of IT practitioners working in cloud computing environments, who must understand and deliver cloud infrastructure. Recommended experience includes at least 24-36 months of work experience in IT networking, storage, or data center administration, and familiarity with any major hypervisor technologies for server virtualization.
CompTIA Linux+ Part 1	5	Students will acquire the skills needed to install and support one or more distributions of the Linux operating system and learn information and skills that will be helpful as you prepare for CompTIA® Linux+™ Powered by LPI exams.
CompTIA Linux+ Part 2	5	Students will acquire the skills needed to install and support one or more distributions of the Linux operating system and learn information and skills that will be helpful as you prepare for CompTIA® Linux+™ Powered by LPI exams. This course picks up where Part 1 left off.
CompTIA Network+	5	The student will describe the major networking technologies, systems, skills, and tools in use in modern networks. Taking this course will help the student prepare for the N10-005 exam and certification.

CompTIA Project+	5	Project+ validates the ability to initiate, manage and support a project or business initiative. And it's not just for IT technicians; Project+ is designed for any individual who wants to validate project management experience
CompTIA Security+	5	The CompTIA® Security+® course is designed to help you prepare for the SY0-401 exam. Students will implement and monitor security on networks, applications, and operating systems, and respond to security breaches.
CompTIA Server+	5	I n this course, students install, configure, upgrade, maintain, and troubleshoot servers, and learn information and skills that will be helpful on the job, and prepare for the CompTIA Server+ certification examination.
CompTIA CySA+	5	This 5-day training course prepares students for the CompTIA CySA+ exams CS0-001 & CS0-002.
CompTIA PenTest+	5	This 5-day training course prepares students for the CompTIA PenTest+ exams PT0-001 & PT0-002.

EC-Council Training	Days	Description
Certified Ethical Hacker (CEH)	5	This class will immerse the student into an interactive environment where they will be shown how to scan, test, hack and secure their own systems. Students then learn how intruders escalate privileges and what steps can be taken to secure a system.

ISC² Training	Days	Description
CISSP Boot camp (Part 1 and 2)	5	This course is an accelerated course combining CISSP Part 1 and 2.
CISSP Part 1	5	In this course, students will analyze a wide range of information systems security subjects that are organized into 10 domains for CISSP exam certification.
CISSP Part 2	5	In this course, students will analyze a wide range of information systems security subjects that are organized into 10 domains for CISSP exam certification. This course picks up where part 1 left off.

ITIL Training	Days	Description
ITIL v4 Foundations	3	This ITIL Version 4 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 4 of the IT Infrastructure Library. Accredited by CSME, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.
ITIL 4 Leader – Digital & IT Strategy	3	This course focuses on the importance and challenges of creating an appropriate digital strategy to enable the success of businesses and how it be integrated to the IT strategy and aligned with the wider organization's goals. It explores the use of ITIL framework to support organizations in their digital transformation journey by providing a structured and flexible approach for addressing service management challenges and utilizing the potential of modern technology to get the most value from digital technology
ITIL 4 Strategist: Direct, Plan, and Improve	3	This course provides students with the practical skills necessary to create a "learning and improving" IT organization, with a strong and effective strategic direction. This course also provides a practical and strategic method for planning and delivering continual improvement with the necessary agility

Microsoft Training	Days	Description
10961CC: Automating Administration with Windows PowerShell	5	This course provides students with the fundamental knowledge and skills to use Windows PowerShell for administering and automating administration of Windows servers. This course provides students the skills to identify and build the command they require to perform a specific task. In addition, students learn how to build scripts to accomplish advanced tasks such as automating repetitive tasks and generating reports.
10962CC: Advanced Automated Administration with Windows PowerShell	3	This course is intended for IT Professionals who are already experienced in general Windows Server and Windows Client administration. Students should have a foundational knowledge of Windows PowerShell, which they can obtain by taking course 10961C: Automating Administration with Windows PowerShell.
10965DC: IT Service Management with System Center Service Manager	5	This course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager.
10985CC: Introduction to SQL Database	3	This course is aimed at people looking to move into a database professional role or whose job role is expanding to encompass database elements. The course describes fundamental database concepts including database types, database languages, and database designs.
20339-1AC: Planning and Administering SharePoint 2016	5	This course will provide you with the knowledge and skills to plan and administer a Microsoft SharePoint 2016 environment. This course will teach you how to plan your SharePoint 2016, providing guidelines, best practices, and considerations that will help you optimize your SharePoint deployment. The course will also teach you how to deploy, administer and troubleshoot your SharePoint deployment.

20339-2AC: Advanced Technologies of SharePoint 2016	5	This course will teach you how to plan, configure, and manage advanced features in a Microsoft SharePoint 2016 environment. Special areas of focus include implementing high availability, disaster recovery, service application architecture, Business Connectivity Services, social computing features, productivity and collaboration platforms and features, business intelligence solutions, enterprise content management, web content management infrastructure, solutions, and apps. The course also examines how to o develop and implement a governance plan. and how to perform an upgrade or migration to SharePoint 2016.
20345-1BC: Administrating Microsoft Exchange Server 2016/2019	5	This course teaches IT professionals how to administer and support Microsoft Exchange Server. The course covers how install and configure Exchange Server. It also covers how to manage mail recipients and public folders, including how to perform bulk operations by using Exchange Management Shell. In addition, the course covers how to manage client connectivity, message transport and hygiene, and highly available Exchange Server deployments. It also covers how to implement disaster recovery solutions. Finally, the course covers how to maintain and monitor an Exchange Server deployment and how to administer Microsoft Exchange Online in a Microsoft Office 365 deployment.
20345-2BC: Designing and Deploying Microsoft Exchange Server 2016/2019	5	This course provides experienced Exchange Server administrators with the knowledge to design and implement a Microsoft Exchange Server messaging environment. The course covers how to design and configure advanced components in an Exchange Server deployment such as site resiliency, advanced security, compliance, archiving and discovery solutions, coexistence with other Exchange organizations or Exchange Online, and migration from previous versions of Exchange server. The course also provides guidelines, best practices, and considerations that will help optimize Exchange Server deployments.
20410DC: Installing and Configuring Windows Server 2012	5	You will learn how to implement and configure the core services, including Active Directory Domain Services (AD DS), networking services, and initial Hyper-V configuration.

20483CC: Programming in C#	5	This training course teaches developers the programming skills that are required for developers to create Windows applications using the Visual C# language. During the course, students will review the basics of Visual C# program structure, language syntax, and implementation details, and then consolidate their knowledge throughout the week as they build an application that incorporates several features of the .NET Framework 4.7.
20740CC: Installation, Storage, and Compute with Windows Server 2016	5	This course is designed primarily for IT professionals who have some experience with Windows Server. It is designed for professionals who will be responsible for managing storage and compute by using Windows Server 2016, and who need to understand the scenarios, requirements, and storage and compute options that are available and applicable to Windows Server 2016.
20741BC: Networking with Windows Server 2016	5	This course provides the fundamental networking skills required to deploy and support Windows Server 2016 in most organizations. It covers IP fundamentals, remote access technologies, and more advanced content including Software Defined Networking.
20742BC: Identity with Windows Server 2016	5	This course teaches IT Pros how to deploy and configure Active Directory Domain Services (AD DS) in a distributed environment, how to implement Group Policy, how to perform backup and restore, and how to monitor and troubleshoot Active Directory–related issues with Windows Server 2016. Additionally, this course teaches how to deploy other Active Directory server roles such as Active Directory Federation Services (AD FS) and Active Directory Certificate Services (AD CS).
20744CC: Securing Windows Server 2016	5	This course teaches information technology (IT) professionals how they can enhance the security of the IT infrastructure that they administer. This course begins by emphasizing the importance of assuming that network breaches have occurred already, and then teaches you how to protect administrative credentials and rights to ensure that administrators can perform only the tasks that they need to, when they need to.

20745BC: Implementing a Software-Defined DataCenter Using System Center Virtual Machine Manager	5	This course explains how to implement and manage virtualization infrastructure in a software-defined datacenter by using System Center 2016 Virtual Machine Manager. The course also describes how to monitor the infrastructure by using System Center Operations Manager and protect it by using Data Protection Manager.
40514GC: Microsoft Cloud Workshop: Enterprise-Class Networking in Azure	1	In this workshop, you will learn to setup and configure a virtual network with subnets in Azure. You will learn how to secure the virtual network by deploying a network virtual appliance and configure firewall rules and route tables. Additionally, you will set up access to the virtual network with a jump box and a site-to-site VPN connection.
50255EC: Managing Windows Environments with Group Policy	5	In this course you will learn how to reduce costs and increase efficiencies in your network. You will discover how to consolidate the administration of an enterprise IT infrastructure with Group Policy, and you will learn to control and manage computer systems and domain users running Windows Server and Windows clients. Create Group Policies, implement administrative and security templates, and determine best practices when deploying software packages. Walk away with the experience and tools needed to optimize your enterprise systems and networks.
55039BC: Windows PowerShell Scripting and Toolmaking	5	Covers advanced Windows PowerShell topics, with an emphasis on building reusable tools. Introduces workflow, reinforces best practices, and teaches a variety of script development and toolmaking techniques.
55066AC: PowerShell for SharePoint Administrators	2	This course provides students with the knowledge and skills needed to use PowerShell to administer SharePoint Servers. Students will learn how to manage day-to-day and automated tasks carried out by SharePoint Administrators.
55133CC: PowerShell for Systems Center Configuration Manager Administrators	3	This course provides students with the knowledge and skills needed to use PowerShell for System Center Configuration Manager (SCCM) administration. Students will learn how to access the PowerShell cmdlets included with SCCM 1802 and use them to perform configuration tasks for a primary site. Individual cmdlets will be used in working with objects such as Boundaries, Boundary Groups, Collections, Software Deployment, Patching, Compliance Settings, OSD Task Sequences, and many others. Basic scripting will also be covered so that students can learn how to put PowerShell to use when working with large sets of objects.

55207AC: PowerShell for SQL Administrators	1	This course is targeted to Database Professionals who want to explore using PowerShell to administrate SQL Server. Here you will learn the power of PowerShell for writing reusable code, database tasks, customizing the environment, database development, monitoring and automation and much more.
552241AC Microsoft Azure Big Data Analytics Solutions	2	This course is intended for data professionals who want to expand their knowledge about creating big data analytic solutions on Microsoft Azure. Students will learn how to design solutions for batch and real-time data processing. Different methods of using Azure will be discussed and practiced in lab exercises, such as Azure CLI, Azure PowerShell, Azure Portal, Azure Cloud Shell and Python.
AI-100T01-AC: Designing and Implementing an Azure AI Solution	3	Gain the necessary knowledge for designing Azure AI solution by building a customer support chat Bot using artificial intelligence from the Microsoft Azure platform including language understanding and pre-built AI functionality in the Azure Cognitive Services.
AZ-010T00-AC: Azure Administration for AWS SysOps	2	This two-day course is designed for AWS Sysops administrators interested in learning how Azure is different from AWS, and how Azure is administered. The workshops main topics are Azure Administration, Azure Networking, Azure Compute, Azure Storage, and Azure Governance. This workshop combines lecture with hands-on practical exercises and discussion/review. During the workshop students will build an end-to-end architecture that demonstrates the main features discussed in the course.
AZ-020T00-AC: Microsoft Azure solutions for AWS developers	2	This course is designed to teach AWS (Amazon Web Services) developers how to prepare end-to-end solutions in Microsoft Azure. In this course you will construct Azure App Service Web App solutions and Azure Functions, use blob or Cosmos DB storage in solutions, implement secure cloud solutions that include user authentication and authorization, implement API management, and develop event- and message-based solutions, and monitor, troubleshoot, and optimize your Azure solutions. You will learn how developers use Azure services, with additional focus on features and tasks that differ from AWS, and what that means for you as you develop applications that will be hosted by using Azure services.

AZ-030T00-AC: Microsoft Azure technologies for AWS architects	4	This course teaches Solutions Architects who have previously designed for Amazon Web Services how to translate business requirements into secure, scalable, and reliable solutions for Azure. Lessons include virtualization, automation, networking, storage, identity, security, data platform, and application infrastructure. This course outlines how decisions in each theses area affects an overall solution.
AZ-104T00-AC: Microsoft Azure Administrator	4	This course teaches IT Professionals how to manage their Azure subscriptions, secure identities, administer the infrastructure, configure virtual networking, connect Azure and on-premises sites, manage network traffic, implement storage solutions, create and scale virtual machines, implement web apps and containers, back up and share data, and monitor your solution.
AZ-120T00-AC: Planning and Administering Microsoft Azure for SAP workloads	4	This course teaches IT Professionals experienced in SAP solutions how to leverage Azure resources that include deployment and configuration of virtual machines, virtual networks, storage accounts, and Azure AD that includes implementing and managing hybrid identities.
AZ-204T00-AC: Developing solutions for Microsoft Azure	5	This course teaches developers how to create end-to-end solutions in Microsoft Azure. Students will learn how to implement Azure compute solutions, create Azure Functions, implement and manage web apps, develop solutions utilizing Azure storage, implement authentication and authorization, and secure their solutions by using KeyVault and Managed Identities. Students will also learn how to connect to and consume Azure services and third-party services, and include event- and message-based models in their solutions. The course also covers monitoring, troubleshooting, and optimizing Azure solutions.
AZ-220T00-AC: Microsoft Azure IoT Developer	4	This course provides students with the skills and knowledge required to successfully create and maintain the cloud and edge portions of an Azure IoT solution. The course includes full coverage of the core Azure IoT services such as IoT Hub, Device Provisioning Services, Azure Stream Analytics, Time Series Insights, and more. In addition to the focus on Azure PaaS services, the course includes sections on IoT Edge, device management, monitoring and troubleshooting, security concerns, and Azure IoT Central.

Course	Days	Description
AZ-303T00-AC: Microsoft Azure Architect Technologies	5	This course teaches Solutions Architects how to translate business requirements into secure, scalable, and reliable solutions. Lessons include virtualization, automation, networking, storage, identity, security, data platform, and application infrastructure. This course outlines how decisions in each theses area affects an overall solution.
AZ-400T00-AC: Designing and Implementing Microsoft DevOps solutions	5	This course provides the knowledge and skills to design and implement DevOps processes and practices. Students will learn how to plan for DevOps, use source control, scale Git for an enterprise, consolidate artifacts, design a dependency management strategy, manage secrets, implement continuous integration, implement a container build strategy, design a release strategy, set up a release management workflow, implement a deployment pattern, and optimize feedback mechanisms.
AZ-500T00-AC: Microsoft Azure Security Technologies	4	This course provides IT Security Professionals with the knowledge and skills needed to implement security controls, maintain an organization's security posture, and identify and remediate security vulnerabilities. This course includes security for identity and access, platform protection, data and applications, and security operations.
AZ-600T00-AC: Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack Hub	4	This course teaches Azure administrators and Azure Stack Hub operators how to plan, deploy, package, update, and maintain the Azure Stack Hub infrastructure. Lessons include deploying Azure Stack Hub, managing the Azure Stack Hub Marketplace, offering App Services and Event Hub resource providers, managing Azure Stack Hub registration, and maintaining system health.
AZ-900T00-AC: Microsoft Azure Fundamentals	2	This two-day course will provide foundational level knowledge on core Azure concepts; core Azure services; core solutions and management tools; general security and network security; governance, privacy, and compliance features; Azure cost management and service level agreements.
AZ-900T01-AC: Microsoft Azure Fundamentals	1	This course will provide foundational level knowledge of cloud services, and how cloud services are provided with Microsoft Azure. The course can be taken as an optional first step in learning about cloud services and Microsoft Azure.

AZ-T500T00-AC: Microsoft Azure Security Technologies	4	This course provides IT Security Professionals with the knowledge and skills needed to implement security controls, maintain an organization's security posture, and identify and remediate security vulnerabilities. This course includes security for identity and access, platform protection, data and applications, and security operations.
DA-100T00-AC: Analyzing Data with Power BI	4	This course covers the various methods and best practices that are in line with business and technical requirements for modeling, visualizing, and analyzing data with Power BI. The course will show how to access and process data from a range of data sources including both relational and non-relational sources. Additionally, this course will also discuss how to manage and deploy reports and dashboards for sharing and content distribution, as well as explore how to implement proper security standards and policies across the Power BI spectrum including datasets and groups. Finally, this course will show how to build paginated reports within the Power BI service and publish them to a workspace for inclusion within Power BI.
DP-050T00-AC: Migrate SQL workloads to Azure	2	In this course, the students will explore the objectives of data platform modernization and how it is suitable for given business requirements. They will also explore each stage of the data platform modernization process and define what tasks are involved at each stage, such as the assessment and planning phase. Students will also learn the available migration tools and how they are suitable for each stage of the data migration process. The student will learn how to migrate to the three target platforms for SQL based workloads; Azure Virtual Machines, Azure SQL Databases and Azure SQL Database Managed Instances. The student will learn the benefits and limitations of each target platform and how they can be used to fulfil both business and technical requirements for modern SQL workloads. The student will explore the changes that may need to be made to existing SQL based applications, so that they can make best use of modern data platforms in Azure.
DP-060T00-AC: Migrate NoSQL workloads to Azure Cosmos DB	1	This course will teach the students what is Cosmos DB and how you can migrate MongoDB and Cassandra workloads to Cosmos DB

DP-070T00-AC: Migrate open-source data workloads to Azure	1	This course will enable the students to understand Azure SQL Database, and educate the students on what is required to migrate MySQL and PostgreSQL workloads to Azure SQL Database.
DP-100T01-AC: Designing and Implementing a Data Science Solution on Azure	3	Learn how to operate machine learning solutions at cloud scale using Azure Machine Learning. This course teaches you to leverage your existing knowledge of Python and machine learning to manage data ingestion and preparation, model training and deployment, and machine learning solution monitoring in Microsoft Azure.
DP-200T01-AC: Implementing an Azure Data Solution	3	In this course, the students will implement various data platform technologies into solutions that are in line with business and technical requirements including on-premises, cloud, and hybrid data scenarios incorporating both relational and No-SQL data. They will also learn how to process data using a range of technologies and languages for both streaming and batch data.
DP-201T01-AC: Designing an Azure Data Solution	2	In this course, the students will design various data platform technologies into solutions that are in line with business and technical requirements. This can include on-premises, cloud, and hybrid data scenarios which incorporate relational, NoSQL, or Data Warehouse data. They will also learn how to design process architectures using a range of technologies for both streaming and batch data. The students will also explore how to design data security, including data access, data policies, and standards. They will also design Azure data solutions, which includes the optimization, availability, and disaster recovery of big data, batch processing, and streaming data solutions.
Managing Microsoft Teams	4	The Managing Microsoft Teams course is designed for persons who are aspiring to the Microsoft 365 Teams Admin role. Microsoft Teams admins configure, deploy, and manage Office 365 workloads for Microsoft Teams that focus on efficient and effective collaboration and communication in an enterprise environment. This course covers six central elements - Microsoft Teams overview, implementing governance, security and compliance for Microsoft Teams, preparing the environment for a Microsoft Teams deployment, deploying and managing teams, managing collaboration and managing communication in Microsoft Teams.

MB-210T01-AC: Microsoft Dynamics 365 Sales	1	Microsoft Dynamics 365 Sales is an end-to-end application to manage the handling of customers and potential customers. This course offers students a step by step process from lead to opportunity to closed deal.
MB-220T00-AC: Microsoft Dynamics 365 Marketing	4	This course will focus on configuring and managing advanced settings and core features within Dynamics 365 Marketing. Core features include leads, segments, lists, marketing forms, marketing pages, marketing emails, customer journeys, events, and analytics.
MB-230T01-AC: Dynamics 365 for customer engagement for customer service	3	Microsoft Dynamics 365 Customer Service offers any organization an opportunity for customer success. Using tools such as automatic case creation and queue management frees up your time to dedicate it where you can have a greater impact, directly with your customers. This course teaches students how to use the tools of Microsoft Dynamics 365 to create cases, resolve cases through customer interaction, and analyze data to help resolve similar cases faster or avoid new cases all together.
MB-240T00-AC: Microsoft Dynamics 365 Field Service	3	Learn how to effectively configure a Dynamics 365 for Field Service implementation to maximize the tools and features available to efficiently manage a mobile work force.
MB-300T00-AC: Microsoft Finance and Operations Core	2	This course covers the following core features in Dynamics 365: core common features, core configuration, data migration, and preparing to go live.
MB-310T00-AC: Microsoft Dynamics 365 Finance	4	This course covers the financial aspects of Dynamics 365: configure and use essential financial components, accounts payable, accounts receivable, collections, budgeting, fixed assets, and additional functionality
MB-320T00-AC: Microsoft Dynamics 365 Supply Chain Management, Manufacturing	4	This course is designed to build a foundation in Dynamics 365 Supply Chain Management, Manufacturing application knowledge. This course will cover the most important features and functionalities needed for functional consultant role on the manufacturing space. By the end of this course each student will be able to: Configure the most important and commonly used features and functionalities within Dynamics 365 Supply Chain Management, Manufacturing. Process most of the Dynamics 365 Supply Chain Management, Manufacturing transactions needed to support SCM business processes. Explain to others how Dynamics 365 Supply Chain Management, Manufacturing features and functionalities works.

MB-330T00-AC: Microsoft Dynamics 365 Supply Chain Management	5	This course is designed to build a foundation in Dynamics 365 Supply Chain Management application knowledge. This course will cover the most important features and functionalities needed by Dynamics 365 Supply Chain Management functional consultant including: The product information and how to configure, create, and manage your product and inventory. Supply chain management configuration and processing. The transportation management features, and the warehouse management features. Quality management and quality control functionalities. Master planning configuration and processing.
MB-500T00-AC: Microsoft Dynamics 365: Finance and Operations Apps Developer	5	In this course we discuss the tasks needed to fulfill the role of developer in Dynamics 365 Finance and Operations Apps. The Dynamics 365 for Finance and Operations (FO) developer is a key technical resource that implements and extends the application to meet the requirements of the business.
MD-101T00-AC: Managing Modern Desktops	5	In this course, students will learn how to plan and implement an operating system deployment strategy using modern deployment methods, as well as how to implement an update strategy. Students will be introduced to key components of modern management and co-management strategies. This course also covers what it takes to incorporate Microsoft Intune into your organization. Students will also learn about methods for deployment and management of apps and browser-based applications. Students will be introduced to the key concepts of security in modern management including authentication, identities, access, and compliance policies. Students will be introduced to technologies such Azure Active Directory, Azure Information Protection and Windows Defender Advanced Threat Protection, as well as how to leverage them to protect devices and data.
Microsoft 365 Security Administrator Track (MS-500)	5	Learn how to secure your Microsoft 365 deployment and comply with industry data protections. This course focuses on securing user identity and access, threat protection, information protection and data governance. This course was designed for IT Professionals who manage and deploy security technologies for Microsoft 365 in their organization. The course is for the Microsoft 365 Security Administrator job role. It helps learners prepare for the Microsoft 365 Certified: Security Administrator Associate exam (MS-500).

Microsoft Access: Advanced	2	Advanced Access 2016/2019/365 training classes are for students who intend to design databases at an advanced level and/or want to improve existing Access 2019 or Access 365 databases.
Microsoft Access: Introduction	2	Introduction to Microsoft Access 2016/2019/365 training class starts by covering basic database concepts. Students will then learn to design and create databases and tables, query those tables, and create forms and reports.
Microsoft Azure Administrator (AZ-104T00-AC)	5	This course teaches IT Professionals how to secure identities, manage their Azure subscriptions, administer the infrastructure, configure virtual networking, connect Azure and on-premises sites, manage network traffic, implement storage solutions, create and scale virtual machines, implement web apps and containers, back up and share data, and monitor your solution.
Microsoft Azure Big Data Analytics Solutions	2	This course is intended for data professionals who want to expand their knowledge about creating big data analytic solutions on Microsoft Azure. Students will learn how to design solutions for batch and real-time data processing. Different methods of using Azure will be discussed and practiced in lab exercises, such as Azure CLI, Azure PowerShell, Azure Portal, Azure Cloud Shell and Python.
Microsoft Excel: Advanced	1	Advanced Microsoft Excel 2016/2019/365 training classes are designed for students to gain the skills necessary to use pivot tables, audit and analyze worksheet data, utilize data tools, collaborate with others, and create and manage macros.
Microsoft Excel: Intermediate	1	Intermediate Microsoft Excel 2016/2019/365 training classes are meant for students who want to advance their skill set by learning to work with advanced formulas, lists, and illustrations. Students will also work with charts and advanced formatting including styles.
Microsoft Excel: Introduction	1	In our introduction to Microsoft Excel 2016/2019/365 training classes, students will create and edit basic worksheets and workbooks. This course is designed for students who want to gain the necessary skills to create, edit, format, and print basic Microsoft Excel 2019 worksheets.

Microsoft MCSA Windows 7 Part 1 (70-680)	3	This instructor-led course is intended for IT professionals who are interested in expanding their knowledge base and technical skills about Windows 7 Client. In this course, students learn how to install, upgrade, and migrate to Windows 7 client. Students then configure Windows 7 client for network connectivity, security, maintenance, and mobile computing. This course helps students prepare for the Exam 70-680, TS: Windows 7, Configuring
Microsoft MCSA Windows 7 Part 2 (70-685)	3	This course is designed for Information Technology (IT) professionals who have experience with Windows XP and Windows Vista who work as Windows 7 Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. The goal of this training is to enable these individuals to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment.

Microsoft MCSA Windows 8 Part 1 (70-687)	5	Get expert instruction and hands-on practice administering and configuring Windows 8.1 in this Microsoft Official Course. This course is designed for experienced IT professionals who have knowledge and experience administering Windows PCs and devices in a domain environment with managed access to the Internet. You will learn the skills you need to administer Windows 8.1 in a Windows Server domain environment and also provide secure, managed access to users from their non-domain joined Windows devices. You will learn how to install and customize Windows 8.1 operating systems and apps, integrate and control access to domains and cloud services, and migrate and synchronize settings across multiple devices. In addition, you will learn how to implement mobile security and customize configurations using Windows management tools including Group Policy and Windows PowerShell cmdlets. You will also learn how to configure user settings and profiles, local and remote network connectivity, Client Hyper-V, virtual apps, and Internet Explorer 11. Finally, you will learn how to optimize security and provide controlled access from Windows 8.1 PCs and devices to specified resources through Workplace Join services and Work Folders. This course is also designed to prepare certification candidates for Exam 70-687, Configuring Windows 8.1. As part of the learning experience, you will perform hands-on exercises in a virtual lab environment. NOTE: This course is based on Windows 8.1 Enterprise Edition with domain services provided by Windows Server 2012 R2.
Microsoft MCSA Windows 8 Part 2 (70-688)	5	Gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment. This course is designed for IT professionals who have experience with Windows devices and who work as Windows Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. Through this instructor lead, Microsoft Official Course, with extensive hands-on labs you will learn how key components of the Windows Operating system work in order to aid in troubleshooting system problems. How to identify and resolve issues with networking, Windows Store apps, security, group policy, Internet Explorer, remote access, and support of mobile devices.

Microsoft Outlook: Advanced	1	This Microsoft Outlook training class builds on basic skills in Outlook and teaches students to work with some of the more advanced features of Outlook.
Microsoft Outlook: Introduction	1	This Microsoft Outlook 2016/2019/365 training class introduces the interface and gets students up and running quickly working with messages, calendars, and contacts.
Microsoft PowerPoint: Advanced	1	This Advanced Microsoft PowerPoint 2016/2019/365 training class is for PowerPoint 2019 users who want to build upon their basic skills. Students will use advanced techniques such as working with Masters and Special Effects within their presentations.
Microsoft PowerPoint: Introduction	1	Our Introduction to PowerPoint 2016/2019/365 training classes are designed for students who are interested in learning the fundamentals needed to create and modify basic presentations using PowerPoint. Students will explore the PowerPoint environment and create a presentation. Students will format text on slides to enhance clarity and add graphical objects to a presentation and modify them. Students will also add tables and charts to a presentation to present data in a structured form and then finalize a presentation.
Microsoft Project: Part 1	2	In this Introduction to Microsoft Project 2016/2019/365: Getting Started class, students will spend time getting comfortable with the Project 2019 user interface, including project views and the ribbon. They will also learn to enter, organize, and link tasks, work with resources, create basic reports, and create projects independently. The course allows time to practice fundamental basic skills essential for efficient use of this program.
Microsoft Project: Part 2	2	This Intermediate Microsoft Project 2016/2019/365: Digging Deeper class takes an in-depth approach to key features of Project 2019 or Project 365 including task entry and linking, resource and resource management, and examining and updating projects. You will learn to efficiently manage projects, create master projects and sub-projects, create, and customize visual reports, work with resource pools, and analyze project costs.

Microsoft Project: Part 3	3	This course is intended for individuals who are interested in expanding their knowledge base and technical skills about Microsoft Project. The course begins with the basic concepts and leads students through all the functions they will need to plan and manage a small to medium-size project, including how to level resources and capture both cost and schedule progress.
Microsoft SharePoint for Site Administrators	3	This SharePoint 2016/2019/365 End User class is for end users and site owners/managers new to working in a SharePoint environment. The course teaches SharePoint basics such as working with lists and libraries, basic page customization, working with forms and managing site permissions and users.
Microsoft SharePoint for Site Owners	2	This SharePoint 2016/2019/365 Site Owner class is for site owners/managers new to working in a SharePoint environment.
Microsoft SharePoint for Users	1	This Introduction to SharePoint 2016/2019/365 class is for end users working in a SharePoint environment. It is an abbreviated version of our complete SharePoint End User class and is intended for people new to using SharePoint who will not be responsible for managing a SharePoint site.
Microsoft Teams: Managing Microsoft Teams	4	The Managing Microsoft Teams course is designed for persons who are aspiring to the Microsoft 365 Teams Admin role. Microsoft Teams admins configure, deploy, and manage Office 365 workloads for Microsoft Teams that focus on efficient and effective collaboration and communication in an enterprise environment. This course covers six central elements - Microsoft Teams overview, implementing governance, security and compliance for Microsoft Teams, preparing the environment for a Microsoft Teams deployment, deploying and managing teams, managing collaboration and managing communication in Microsoft Teams.
Microsoft Teams: Microsoft Teams for End Users		Microsoft Teams is a full collaboration platform and offers facilities for peer-to-peer collaboration as well as full team collaboration. This course will give guidance on how to use the tools for chat, file sharing, meetings, and calls. The course will also give direction on best practices for sharing files with external parties and show how to access other services available in the tenant directly from within Teams. There will be a series of labs to practice the methods taught during the course.
Microsoft Visio 2016: Part 1	2	Students will learn how to modify table data, work with, sort and filter records, and how to create lookups

Microsoft Visio 2016: Part 2	1	This course takes a look at several topics to increase your students' knowledge of Access 2016. Here, students will learn how to add controls to forms, set form controls, create subforms, organize information with tab pages, enhance database navigation with forms, format a form, and apply conditional formatting.
Microsoft Windows Server 2012 – 70-410	5	This course primarily covers the initial implementation and configuration of core services, such as Networking, Storage, Active Directory Domain Services (ADDS), Group Policy, File and Print services, and Hyper-V.
Microsoft Windows Server 2012 – 70-411	5	This course primarily covers the administration tasks necessary to maintain a Windows Server 2012 infrastructure such as configuring and troubleshooting name resolution, user and group management with Active Directory Domain Services (ADDS) and Group Policy, implementing Remote Access solutions such as DirectAccess, VPNs and Web Application Proxy, implementing Network Policies and Network Access Protection, Data Security, deployment and maintenance of server images, as well as update management and monitoring of Windows Server 2012 environments.
Microsoft Windows Server 2012 – 70-412	5	This course primarily covers advanced configuration of services necessary to deploy, manage and maintain a Windows Server 2012 infrastructure, such as advanced networking services, Active Directory Domain Services (AD DS), Active Directory Rights Management Services (AD RMS), Active Directory Federation Services (AD FS), Network Load Balancing, Failover Clustering, business continuity and disaster recovery services as well as access and information provisioning and protection technologies such as Dynamic Access Control (DAC), and Web Application Proxy integration with ADFS and Workplace Join.

Microsoft Windows Server 2012 Fundamentals (10967)	5	Learn the fundamental knowledge and skills that you need to build a Windows Server infrastructure with Windows Server 2012. This course provides the networking, security, and system administration information that you need to implement a Windows Server infrastructure. It covers the basics of installation and configuration, storage, network infrastructure, network components, network protocols, server roles, Active Directory Domain Services (AD DS), Group Policy, IT security, server security, network security, security software, monitoring server performance, and maintaining a Windows Server. This course includes the foundational level knowledge to prepare students to start a career or cross train in Microsoft Windows Server technologies.
Microsoft Word: Advanced	1	In this Microsoft Word 2016/2019/365 training class, students learn advanced techniques, such as working with tables of contents, footnotes, and endnotes, adding comments, tracking changes, comparing, and combining documents, creating envelopes and labels, using Mail Merge, and protecting documents.
Microsoft Word: Intermediate	1	Students in this Intermediate Word 2016/2019/365 training class should already be able to create, edit, and print Word documents on Windows. In this class, students will learn advanced formatting, use Word drawing tools, create, and manage tables, and work with column layouts.
Microsoft Word: Introduction	1	This Introduction to Microsoft Word 2016/2019/365 training class is designed for students new to working with Microsoft Word in Windows. Students will learn to create, edit, format, and print Microsoft Word documents.

MS-100: Microsoft 365 Identity and Services Track	5	The Microsoft 365 Identity and Services course is designed for persons who are aspiring to the Microsoft 365 Enterprise Admin role. This course covers three central elements of Microsoft 365 enterprise administration – Microsoft 365 tenant and service management, Office 365 management, and Microsoft 365 identity management. In tenant and service management, you will examine the key components of your Microsoft 365 tenant that must be planned for, implemented, and managed. In Office 365 management, you transition to configuring Office 365, with a primary focus on configuring Office client connectivity to Office 365, managing Office 365 ProPlus deployments, and configuring Office Telemetry and Microsoft Analytics. In Microsoft 365 identity management, you will learn how to plan for and implement Azure AD Connect, how to manage synchronized identities, and how to design and manage solutions for external access.
MS-101: Microsoft 365 Mobility and Security Track	5	The Microsoft 365 Mobility and Security course is designed for persons who are aspiring to the Microsoft 365 Enterprise Admin role. This course covers three central elements of Microsoft 365 enterprise administration – Microsoft 365 security management, Microsoft 365 compliance management, and Microsoft 365 device management. In security management, you will examine all the common types of threat vectors and data breaches and how Microsoft 365's security solutions address these security threats, including use of the Microsoft Secure Score, Azure Active Directory Identity Protection, Exchange Online Protection, Advanced Threat Protection, Safe Attachments, and Safe Links. In compliance management, you will examine the key aspects of data governance, including Information Rights Management, message encryption, data loss prevention (DLP), in-place records management, archiving and retention, creating DLP policies and policy tips, and Azure and Windows Information Protection. In Microsoft 365 device management, you will learn how to co-manage your Windows 10 devices, how to transition from Configuration Manager to Intune, and how to implement Windows Autopilot, Windows Analytics, and Mobile Device Management.

MS-201: Implementing a Hybrid and Secure Messaging Platform Track	4	This course introduces you to the world of hybrid messaging. You will learn how to deploy a hybrid environment for your Exchange organization and how to migrate mailboxes to Exchange Online. You will begin by examining available mailbox migration options, and then focus on planning for a hybrid deployment. You will learn how to implement and troubleshoot a hybrid deployment.
MS-203T00-AC: Microsoft 365 Messaging	5	This course examines the key elements of Microsoft 365 messaging administration, including message transport and mail flow, messaging security, hygiene, and compliance, messaging infrastructure, and hybrid messaging. This course is designed for IT Professionals who deploy and manage the messaging infrastructure for Microsoft 365 in their organization.
MS-500: Microsoft 365 Security Administrator Track	5	Learn how to secure your Microsoft 365 deployment and comply with industry data protections. This course focuses on securing user identity and access, threat protection, information protection and data governance. This course was designed for IT Professionals who manage and deploy security technologies for Microsoft 365 in their organization. The course is for the Microsoft 365 Security Administrator job role. It helps learners prepare for the Microsoft 365 Certified: Security Administrator Associate exam (MS-500).
MS-700T00-AC: Managing Microsoft Teams	4	The Managing Microsoft Teams course is designed for persons who are aspiring to the Microsoft 365 Teams Admin role. Microsoft Teams admins configure, deploy, and manage Office 365 workloads for Microsoft Teams that focus on efficient and effective collaboration and communication in an enterprise environment. This course covers six central elements - Microsoft Teams overview, implementing governance, security and compliance for Microsoft Teams, preparing the environment for a Microsoft Teams deployment, deploying and managing teams, managing collaboration and managing communication in Microsoft Teams.

MS-900T01-AC: Microsoft 365 Fundamentals	1	This course provides foundational knowledge on the considerations and benefits of adopting cloud services and the Software as a Service (SaaS) cloud model, with a specific focus on Microsoft 365 cloud service offerings. You will begin by learning about cloud fundamentals, including an overview of cloud computing and specifically Microsoft cloud services. You will be introduced to Microsoft Azure, and you will examine the differences between Microsoft 365 and Office 365. You will then perform an in-depth review of Microsoft 365, including a comparison of Microsoft on-premises services versus Microsoft 365 cloud services, a review of enterprise mobility in Microsoft 365, and an analysis of how Microsoft 365 services provide collaboration. The course then analyzes how security, compliance, privacy, and trust are handled in Microsoft 365, and it concludes with a review of Microsoft 365 subscriptions, licenses, billing, and support.
WS-011T00-AC: Windows Server 2019 Administration	5	This course is designed for professionals who will be responsible for managing identity, networking, storage and compute by using Windows Server 2019, and who need to understand the scenarios, requirements, and options that are available and applicable to Windows Server 2019.
WS-050T00-AC: Migrating application workloads to Azure	2	This workshop teaches IT Professionals how to migrate existing on-premises workloads and assets to the cloud, specifically to the Microsoft Azure platform. Students learn how to assess and evaluate an existing on-premises environment in preparation for a cloud migration. Students also learn how to monitor and optimize their Azure-based workloads to maximize return on investment (ROI), and use Azure services to protect and manage your virtual machines, applications, and data.

Red Hat Training	Days	Description
RH033: Red Hat Essentials	4	Students will become Red Hat Enterprise Linux power users who can be productive in using and customizing a Red Hat system for common command line processes and desktop productivity roles, and who is ready to learn system administration (RH133).
RH124: Red Hat Systems Administrator I	5	As a result of attending this course, students will be able to perform essential Linux administration tasks, including installation, establishing network connectivity, managing physical storage, and basic security administration. (RH134)
RH134: Red Hat Systems Administrator II	5	As a result of attending this course, students should be able to perform the key tasks needed to become a full-time Linux administrator. This course goes deeper into enterprise Linux administration, including file systems and partitioning, logical volumes, SELinux, firewall configuration, and troubleshooting.

VMware Training	Days	Description
VMware Horizon View: Install, Configure, Manage	5	This hands-on training course builds students' skills in the VMware® Horizon View™ suite of products: VMware View Manager, View Composer, and VMware ThinApp®. This course is based on Horizon View 7.x.
VMware Horizon: Design Workshop	3	This course presents a methodology for designing a VMware Horizon® solution. The design methodology includes recommendations for the type of information and data that must be gathered and analyzed to make sound design decisions for client systems, desktop options, VMware vSphere® infrastructure, and VMware Horizon components. VMware best practices are presented for each phase of the design process.
VMware NSX-T Data Center: Install, Configure, Manage	5	This course presents VMware NSX® as a part of the software-defined data center. You will learn how to use logical switching in NSX to virtualize your switching environment. The course also details logical routing to enable you to dynamically route between different virtual environments. You will also learn how to use gateway services, firewall configurations, and security services to help secure and optimize your NSX environment.
VMware NSX-T Data Center: Troubleshooting and Operations	5	This course provides students with the advanced knowledge, skills, and tools to achieve competency in operating and troubleshooting the VMware NSX-T™ Data Center environment. Students are introduced to workflows of various networking and security constructs along with several operational and troubleshooting tools that help manage and troubleshoot NSX-T Data Center.
VMware Site Recovery Manager: Install, Configure, Manage	2	This course gives experienced VMware vSphere® administrators the knowledge to install, configure, and manage VMware Site Recovery Manager™ 8.2. This course also shows students how to write and test disaster recovery plans that use Site Recovery Manager
VMware vRealize Automation: Install, Configure, Manage	5	This course will focus on installing, configuring, and managing VMware vRealize® Automation™. Students will gain an understanding on how to use vRealize Automation to automate the delivery of virtual machines, applications, and personalized IT services across different data centers and hybrid cloud environments. The course covers how to manage both on-premise systems and cloud services and how vRealize Automation Service Broker can aggregate content in native formats from multiple clouds and platforms into a common catalog.

VMware vRealize Operations: Install, Configure, Manage	5	This course explains how to use and configure most of the new features and enhancements in vRealize version 8.0. This course covers advanced capabilities like customizing alerts, views, reports, and dashboards and explains the architecture and different ways of deploying VMware vRealize® operations. This course explains certificates, capacity concepts, and workload optimization with real-world use cases and covers troubleshooting using dashboards and how-to manage compliance and configurations.
VMware vSphere: Install, Configure, Manage	5	This hands-on training course explores installation, configuration, and management of VMware vSphere®, which consists of VMware vSphere® ESXi™ and VMware® vCenter Server™. This course is based on ESXi 6.7 and vCenter Server 6.7. Completion of this course satisfies the prerequisite for taking the VMware Certified Professional 6.7 exam.
VMware vSphere: Optimize and Scale	5	This training course teaches advanced skills for configuring and maintaining a highly available and scalable virtual infrastructure. The course is based on VMware vSphere® ESXi™ 7.0 and VMware® vCenter Server™ 7.0. This course prepares the student for the VMware Certified Advanced Professional – Datacenter Administration [V7] certification (VCAP6-DCA).
VMware vSphere: Skills for Operators	2	This course is for operators and administrators who create and manage virtual machines. This course provides students with an understanding of VMware virtual machine features in VMware vSphere® 6.7.
VMware vSphere: Troubleshooting Workshop	5	This hands-on training workshop provides students with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere® 6.x environment. This workshop increases skills in using the command-line interface, VMware vSphere® Client™, VMware vRealize® Log lnsight™, and other tools to analyze and solve problems.

Workforce Training	Days	Description
Workforce: Accounting Skills for New Supervisors	1	Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you are going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem!
Workforce: Active Listening	1	Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening

		encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This one-day workshop will help participants develop and practice their active listening skills.
Workforce: Advanced Project Management	1	This workshop presumes that participants have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.
Workforce: Advanced Skills for the Practical Trainer	3	The learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy. To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development. We want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This workshop will help you reach that goal.
Workforce: Advanced Writing Skills	1	This is a workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.
Workforce: Anger Management - Understanding Anger	1	Anger is a universal experience. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This workshop is designed to help give you and your organization that edge.
Workforce: Appreciative Inquiry	1	Do you love those moments of exception, when everything seems to have come together and things are working beautifully? Would you like to create an environment where those rare extraordinary moments become the norm? Then you may just be ready to learn the value of Appreciative Inquiry, also known as AI. AI is a method for implementing change that is rooted in being positive, sharing stories of things that work well, and leveraging people's strengths and the power of co-creation to initiate lasting, powerful changes that can make an organization the best it has ever been, because of people who care and are committed.
Workforce: Balanced Scorecard Basics	1	This tool and its related components will help your organization identify, document, plan, and execute a balanced strategic

		mission. It will also help your organization evaluate and revise its strategic execution. This workshop will introduce you to the basics of the balanced scorecard and help you determine if this powerful tool is a good fit for your organization.
Workforce: Basic Business Management - Boot Camp for Business Owners	3	Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future. The business environment is a complex place to be. Whether you wish to work as a consultant or freelancer, establish a corporation, or set up an operation that meets a need for very particular type of customer, there is a tremendous amount of information that you need to know and to apply. This course provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.
Workforce: Basic Internet Marketing	1	This course is an ideal start for business owners and people new to marketing to learn the basics of Internet marketing. We've included information on how to market online, and even more importantly, how to determine what results you are getting. Then, you can figure out whether you are reaching your target market, where your qualified prospects are, and how they are engaged as a result of your efforts. This course includes sessions on search engine optimization, e-mail campaigns, pay per click advertising, and more.
Workforce: Body Language - Reading Body Language as a Sales Tool	1	Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this one-day workshop!
Workforce: Branding - Creating and Managing Your Corporate Brand	2	Your brand is the vehicle that propels your product or service into your customer's lives, and into their hearts. A good brand is much more than an attractive image combined with some witty type. Your brand must reflect the heart and soul of your product, and offer a promise that you can live up to. This two-day course will get you started on the road to creating a perfect brand.
Workforce: Budgets and Managing Money	2	We all play a role in our organization's financial health, whether we realize it or not. If you don't have training or a background in

		finance, you may be at a disadvantage as you sit around the management table. Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This workshop will help you prepare budgets and make decisions with confidence.
Workforce: Building a Consulting Business	1	Today's business environment isn't focused on 9-to-5, lifelong, static positions like it was decades ago. Our world is constantly shifting and evolving, meaning that businesses (and workers) must evolve with it. As a result of this shift, consultants have more opportunities than ever before. This one-day workshop will show you how to build a business as a consultant.
Workforce: Building an Online Business	1	The Internet has changed the way that we work, live, shop, and play. You can take advantage of this new way of doing business whether you want to set up a part-time venture or create the next million-dollar enterprise. This course will give you everything that you need to build a successful online business.
Workforce: Building Better Teams	1	How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? This one-day course can help you get there!
Workforce: Building Relationships for Success in Sales	1	No one questions that making friends is a good thing. In this workshop, participants will discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.
Workforce: Building Your Self Esteem and Assertiveness Skills	1	A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this one-day workshop, you will discover some techniques that can dramatically change how you feel about yourself, and how you approach the world to get the things that you want.
Workforce: Bullying in the Workplace	1	This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? What can I do to protect my staff and co-workers? All of these questions will be answered in this one-day workshop.

Workforce: Business Ethics for the Office	2	This workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment.
Workforce: Business Etiquette - Gaining That Extra Edge	1	If you've ever had an awkward moment where: o　　You aren't sure which fork to use, o　　You don't know which side plate is yours, o　　You've ever had to make small talk with a Very Important Person and been lost for words… Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you aren't even aware you make. This one-day workshop will help you handle most of those socially difficult moments.
Workforce: Business Leadership - Becoming Management Material	3	This workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.
Workforce: Business Process Management	2	This course will introduce you to business process management. You'll learn how business processes can help you improve your company's bottom line by providing a higher level of quality and consistency for your customers
Workforce: Business Succession Planning - Developing and Maintaining a Succession Plan	1	Change is a hallmark of today's business world. In particular, our workforce is constantly changing – people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to take their place. This one-day course will teach you the basics about creating and maintaining a succession plan.
Workforce: Business Writing That Works	2	In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This workshop will give you the tools to become a better writer.
Workforce: Call Center Training - Sales and Customer	3	This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements

Service Training for Call Center Agents		of sales and customer service skills, which we will explore in detail throughout this energizing and practical three-day workshop.
Workforce: Change Management - Change and How to Deal With It	1	Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. In this workshop, you will learn how to manage and cope with change and how to help those around you too.
Workforce: Coaching and Mentoring	1	Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.
Workforce: Communication Strategies	2	A major goal of this workshop is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life.
Workforce: Communications for Small Business Owners	2	This is a two-day course to introduce and reinforce the essential components of written communication that will connect you with existing and potential customers. If you are new to the communications highway, this course will provide the foundation for future development. If your company has some communications expertise, this course will help you strengthen and polish your essential components.
Workforce: Conducting Accurate Internet Research	1	This course will teach students how to conduct accurate Internet research by creating a search plan, searching both the surface web and the deep web, and staying organized. Students will also learn how to think critically and find the best sources for their Internet search.
Workforce: Conducting Effective Performance Reviews	3	Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.

Workforce: Conference and Event Management	2	This course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music). While this course is specifically for corporate event planning, the elements here can also be applied to more personal event planning. Essentially, we're creating an effective and well planned design that is ready for implementation and can be used over and over again.
Workforce: Conflict Resolution - Dealing With Difficult People	1	Success in dealing with conflict comes from understanding how we behave, as well as how we can influence others. If we approach difficulties as needing to take place in one or a series of conversations, and we approach those conversations with a plan, we will find that we have less difficult people to deal with. More often than not, we will also have more meaningful and significant conversations. In this workshop, you will learn how to turn difficult situations into opportunities for growth.
Workforce: Conflict Resolution - Getting Along In The Workplace	2	Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This two-day course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.
Workforce: Conquering Your Fear of Speaking in Public	1	Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.
Workforce: Continuous Improvement with Lean	1	This course is designed for learners who have completed the pre-requisite Lean Process Improvement course, and perhaps have been involved in implementation of its principles in their workplace. It is the ideal next step along the path of learning and creating a workplace culture committed to continuous improvement.

Workforce: Conversational Leadership	1	Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.
Workforce: Creating a Dynamite Job Portfolio	1	This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview. In order to make the most of this course, participants need to have recently completed the Getting Your Job Search Started workshop.
Workforce: Creating a Google AdWords Campaign	1	Many companies advertise with pay per click ads. This course focuses on the largest machine available: Google AdWords. In this one-day course, participants will learn how Google AdWords work, what pay per click means, the importance of correctly setting an AdWord budget, how to select keywords and set up ad groups, how to design a compelling ad, and how to make adjustments to increase success.
Workforce: Creating a Top-Notch Talent Management Program	2	This two-day course will provide you with just what it takes to have the right people ready. It will help you create a program to measure the talents of your people and how to help them grow in preparation for the future.
Workforce: Creating a Workplace Wellness Program	2	Whether you are creating a workplace wellness program from scratch, or enhancing what you already have, you're already on the right track! With increasing costs of health care, a shrinking workforce, and aging workers, a savvy workplace understands the value in supporting workers to improve their conditioning and to live a fitter lifestyle. This course includes all aspects of designing or upgrading a program, from concept through implementation, to review.
Workforce: Creative Thinking and Innovation	2	Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done. Recognizing and honing your own

		creative potential is a process. That's what this workshop is all about.
Workforce: Crisis Management	2	Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This course will help you ensure your organization is ready to manage any kind of crisis.
Workforce: Critical Thinking	2	The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.
Workforce: CRM - An Introduction to Customer Relationship Management	1	As with many significant undertakings, undergoing a CRM review (even simply considering its implementation) requires learners to analyze technical and complicated systems. This one day course sorts through a myriad of information and brings you the basics you need to make a decision about the need for CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking.
Workforce: Customer Service Training - Critical Elements of Customer Service	2	While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.
Workforce: Customer Service Training - Managing Customer Service	1	The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This workshop will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.
Workforce: Delegation - The Art of Delegating Effectively	1	Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation, including when to delegate and to whom to delegate. We will also go through the delegation process step by step and learn about techniques to overcome problems.
Workforce: Developing a High Reliability Organization	1	This course will explore how these organizations maintain high reliability even in times of serious crisis and stability. We will share

		their secrets in a way that can be applied to all organizations in order to create high reliability and continued success.
Workforce: Developing a Training Needs Analysis	1	This workshop will help you to gather the information, assess the data, and present your suggestions for training or non-training solutions.
Workforce: Developing Your Executive Presence	1	Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This one-day workshop will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively. You will also receive an introduction to core leadership skills.
Workforce: Developing Your Training Program	2	Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation for newly hired employees is a key factor in retention. This workshop is designed for a trainer who wants to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for
Workforce: Disability Awareness - Working with People with Disabilities	2	People with disabilities represent a significant and largely underutilized resource for businesses. Many disabled persons are underemployed or unemployed. As a result of advocates for diversity, as well as a shrinking labor pool, employers are taking a serious look at hiring and retaining people with disabilities. This workshop will give supervisors, managers, and human resource consultants' tools and tips for creating a diverse workplace.
Workforce: Diversity Training - Celebrating Diversity in the Workplace	1	One of the challenges for workplace leaders is how to help these diverse individuals work as a team. We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.
Workforce: Dynamite Sales Presentations	1	A great sales presentation does not demand that you have all the bells and whistles to impress the client with your technical skills. Rather, try impressing your clients with your knowledge of the products and services you sell and your understanding of their problems and the solutions they need. This workshop will show you how to create a winning proposal and how to turn it into a dynamite sales presentation.

Workforce: E-Commerce Management	1	As the global Internet population continues to grow, electronic commerce is growing as well. By the end of 2015, e-commerce is expected to generate over $400 billion annually. This huge market encompasses traditional e-commerce, as well as m-commerce (which is growing faster than any other sector) and location-based e-commerce.
Workforce: Effective Planning and Scheduling	2	As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This workshop will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule. Participants should complete the Intermediate Project Management workshop prior to this course, or have equivalent knowledge.
Workforce: Emotional Intelligence	1	We have all worked with and listened to brilliant people. Some of them were great and… well, some were not so great. The mean and the meek and all those in between can teach us more than they realize. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This one-day workshop will help you develop your emotional intelligence.
Workforce: Employee Accountability	1	Organizations who promote accountability are more successful and more productive. In this workshop, you will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others
Workforce: Employee Dispute Resolution - Mediation through Peer Review	1	Have you ever been in a workplace situation where a supervisor has made a decision that you did not agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This one-day workshop will teach you everything you need to know about employee dispute resolution through mediation.

Workforce: Encouraging Sustainability and Social Responsibility in Business	1	The ideas behind encouraging sustainability and social responsibility in business seem noble, as organizations commit to creating optimal circumstances for people to live and work. The reality is that every company, whether it is a micro-business or a large multinational corporation, can take steps to create sustainable, socially responsible environments that contribute to positive workplaces, communities, and futures.
Workforce: Entrepreneurship 101	3	Wouldn't it be nice to be your own boss, work on your own schedule, and make money doing something that you're passionate about? Millions of people around the world are living that dream and running their own business. This three-day course will teach you the basics of entrepreneurship. You'll consider if entrepreneurship is right for you and learn the basic steps of creating your own business. At the end of the course, you'll have a solid foundation to start your entrepreneurial journey
Workforce: Facilitation Skills	2	How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators. This workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.
Workforce: Generation Gap - Closing the Generation Gap in the Workplace	1	This course examines the history and reality of the generation gap, especially for recruiters and succession planning. In it, we will explore whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. After all, understanding others helps us to understand ourselves and to manage the people that we work with. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.
Workforce: Getting Stuff Done - Personal Development Boot Camp	2	Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you. Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional

		lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!
Workforce: Getting Your Job Search Started	1	While looking for work can be an exciting time, it can also involve fear and discomfort about change and the unknown. Whether you are already in the midst of a job search or just thinking about it, this workshop will help you to determine what your skill set is made up of, the kind of work that is important and realistic to include in your search, and how to get started.
Workforce: Giving Effective Feedback	1	This one-day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting. This course will help participants learn why the way we deliver is feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.
Workforce: Global Business Strategies	3	Topics such as trade financing, regulatory considerations, international business planning, sustainability, and much more are included in this three-day course. The materials here are well suited for small and medium sized business leaders as they prepare to take their company into the global marketplace.
Workforce: Goal Setting	1	We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This one-day workshop will lead participants through thinking, planning, and taking action on the things they really want. They will learn ways to ensure that they get where they want to go in life.
Workforce: Hiring for Success - Behavioral Interviewing Techniques	2	Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This two-day workshop will give you the skills and tools to hire successful candidates.
Workforce: Human Resources Training - HR for the Non-HR Manager	3	In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This three-day

		workshop will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).
Workforce: Influence and Persuasion	1	When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This workshop will help participants learn how to influence and persuade in a variety of areas.
Workforce: Intermediate Project Management	1	This workshop is intended for participants who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This course will take participants through the remaining three stages: planning, execution, and termination.
Workforce: Intrapreneurship	1	Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this workshop, you will have ways to get started and implement your plans.
Workforce: Introduction to E-Mail Marketing	2	E-mail marketing is here to stay, and knowing how to do it well is essential for marketers as well as small business owners, coaches, and consultants. In this workshop you'll learn the essentials of planning, creating, and delivering exceptional e-mail marketing campaigns that support your overall marketing strategy. After this workshop, you will be able to reach more clients and potential clients through your efforts at being an e-mail influencer.
Workforce: Introduction to Neuro Linguistic Programming	1	Your brain, thoughts, and behavior are at the core of everything that you do every day, even if you aren't aware of it. In order to truly achieve the results that you want to achieve, you must master the art of bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world. Neuro linguistic programming can give you the tools to do just that. In this one-day introductory workshop, you will learn the basics of neuro linguistic

		programming. We will give you the tools to manage your thoughts, and thereby manage yourself.
Workforce: Inventory Management - The Nuts and Bolts	1	This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.
Workforce: Kickstarting Your Business with Crowdsourcing	1	Today's fast-paced marketplace demands that businesses think fast. Crowdsourcing can help all types of businesses keep on top of trends and stay competitive. This one-day course will show you how to leverage all types of crowdsourcing (including microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding) to kickstart your business' growth.
Workforce: Knowledge Management	2	The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brain power of our businesses. This workshop will introduce you to knowledge management tips, techniques, and proven processes.
Workforce: Leadership Skills for Supervisors - Communication, Coaching, and Conflict	1	Supervisors represent an important force in the economy You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.
Workforce: Lean Process Improvement	2	Lean principles have come a long way over the past 300 years. From Benjamin Franklin's early ideas, to Henry Ford's work in the 1920's and the Toyoda precepts in the 1930's, to Jeffery Liker's publication of The Toyota Way in 2004, Lean processes have evolved from a simple concept to a set of widely used best practices. This course will give participants the foundation to begin implementing Lean process improvement tools in their workplace.
Workforce: Logistics and Supply Chain Management	1	This course will introduce you to the basic concepts of supply chain management, including the basic flow, core models, supply chain drivers, key metrics, benchmarking techniques, and ideas for taking your supply chain to the next level.
Workforce: Making Training Stick	1	The good news is that all training can be useful and applicable if the trainer keeps some simple tips in mind when developing and applying training. We all learn differently, but there are some truths about learning that can be applicable to most groups and can be tweaked to fit any training session.

Workforce: Managing Across Cultures	1	This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.
Workforce: Managing Difficult Conversations	1	We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This workshop will give you the tools to manage difficult conversations and get the best results possible out of them.
Workforce: Managing Pressure and Maintaining Balance	1	When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This one-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.
Workforce: Managing the Virtual Workplace	1	There are big benefits to today's virtual workplace, but there can be big challenges, too. This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.
Workforce: Marketing and Sales	1	A small marketing budget doesn't mean you can't meet your goals and business objectives. You just have to be more creative in your marketing tactics. This workshop will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.
Workforce: Marketing for Small Businesses	2	Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This two-day workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.
Workforce: Marketing with Social Media	2	Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. This course is designed

		for people who have some familiarity with social media already. Participants will learn to develop a social media marketing plan as a part of their overall marketing strategy, determine who should be on their team, and choose how they will measure what is taking place. In addition, we will explore some of the major social media sites and look at how specialty sites and social media management tools can take their social media marketing to the next level.
Workforce: Mastering the Interview	1	The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.
Workforce: Measuring Training Results	1	In this workshop, we'll explore the essential elements in evaluating training and measuring results, while creating a process that is simple for trainers and human resource practitioners to implement
Workforce: Meeting Management - The Art of Making Meetings Work	1	Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.
Workforce: Motivation Training - Motivating Your Workforce	1	This workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.
Workforce: Negotiating for Results	2	Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.
Workforce: Networking for Success	2	Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in

		helping others, in listening, and in purposefully meeting and introducing people to one another. In this course, you'll learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.
Workforce: NLP Tools for Real Life	1	This workshop will give you some hands-on experience with important NLP techniques, including anchoring, establishing congruency, developing rapport, creating outcomes, interpreting and presenting information efficiently, and even some self-hypnosis techniques. To get the most out of this workshop, participants should first complete An Introduction to Neuro Linguistic Programming.
Workforce: Onboarding – The Workforce: Essential Rules for a Successful Onboarding Program	2	This two-day workshop will explore the benefits of onboarding, show you how to design an onboarding framework, give you ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program. (Statistics from a 2007 study by the Wynhurst Group)
Workforce: Orientation Handbook - Getting Employees Off to a Good Start	2	A thoughtful new employee orientation program, coupled with an employee handbook (or website) that communicates workplace policies, can reduce turnover and those reductions save your organization money. Whether your company has two employees or a thousand employees, don't leave employee retention to chance. Engage them from the moment they are hired; give them what they need to feel welcome, and let them impress you with what they bring to your company. This workshop is just the start that you need!
Workforce: Overcoming Objections to Nail the Sale	1	If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. This one-day course will help you to work through objectives effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales.
Workforce: Performance Management - Managing Employee Performance	1	Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This one-day workshop will give you some of those skills.
Workforce: Personal Brand - Maximizing Personal Impact	2	This course is a two-day exploration about the type of impact we want to have in life and work. Participants will consider and define

		the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.
Workforce: Problem Solving and Decision Making	2	The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That's what this workshop is all about.
Workforce: Process Improvement with Gap Analysis	1	This course will give you the skills that you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.
Workforce: Project Management Fundamentals	1	This workshop is not intended to take participants from a supervisory or administrative position to that of a project manager. However, these topics will familiarize them with the most common terms and practices in terms of working on projects.
Workforce: Project Management Training - Understanding Project Management	3	In this workshop, we will walk you through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. You may still have to cope with the unexpected, but you'll be better prepared.
Workforce: Prospecting for Leads Like a Pro	1	In this one-day workshop, you will become skilled at prospecting and learn the 80/20 rule. After this course, you will know who to target and how to target them, and commit to do some prospecting every day through warming up cold calls, following up on leads, or networking. You will also build your personal prospecting plan and learn how to ensure your future by planting seeds daily.
Workforce: Public Relations Boot Camp	2	In this comprehensive course, you will learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations.
Workforce: Public Speaking - Presentation Survival School	2	A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, you will master the skills that will make you a better speaker and presenter.

Workforce: Public Speaking - Speaking Under Pressure	2	This workshop has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This course is aimed at improving your skills and learning some new techniques which will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.
Workforce: Purchasing and Procurement Basics	2	In this course, students will learn the basics of procurement, including what a supply chain looks like, the purchasing cycle, essential tools and strategies for making the best purchasing relationships work, managing bids, and more
Workforce: Research Skills	1	This workshop will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including a library's Dewey Decimal System, journals, and the Internet. After you complete this course, you'll be ready to find reliable information on any topic, and turn that information into a compelling, accurate piece of writing.
Workforce: Risk Management	1	The risk management framework provided in this workshop is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program.
Workforce: Safety in the Workplace	1	Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into your organization, where safety is valued as an integral part of the business's operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This workshop will give you the foundation to start building your safety culture.
Workforce: Self-Leadership	1	Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

Workforce: Selling Smarter	1	This is an exciting and dynamic profession, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence. This one-day workshop will help you learn how to be one of those smart sales professionals!
Workforce: Skills for the Administrative Assistant	2	Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on job satisfaction is our relationship with others. Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This two-day workshop is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.
Workforce: Strategic planning	2	If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This course will help you describe what you want to do and get people where you want to go.
Workforce: Stress Management	1	Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.
Workforce: Survival Skills for the New Trainer	1	If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This workshop is designed as an exploration of the essential skills that trainers need to develop, and to get you started in the learning process in an interactive and fun environment.
Workforce: Team Building - Developing High Performance Teams	3	Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they

		enthusiastic and motivated to do their best? Do they work well together? This three-day workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.
Workforce: Telemarketing - Using the Telephone as a Sales Tool	1	This workshop will show you how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase your sales success. We will also talk about how to hone your communication skills, your ability to persuade, and techniques to personalize each sales call.
Workforce: The ABC's of Supervising Others	2	This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority. This course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.
Workforce: The Minute Taker's Workshop	1	If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this one-day workshop you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.
Workforce: The Practical Trainer	3	People who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development. This course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.
Workforce: The Professional Supervisor	3	With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

Workforce: Time Management - Get Organized for Peak Performance	1	Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done. In this one-day workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.
Workforce: Tough Topics - Talking to Employees about Personal Hygiene	1	This workshop has two major themes. First, we'll give you a framework for having those tough conversations. We'll also give you some guidelines for customizing that framework for your organization. Then, we'll look at some common tough conversations that come up, including body odor, flatulence, poor clothing and hair decisions, and bad breath. At the end of the workshop participants will have a chance to role play a tough situation. You'll walk away well prepared for any kind of challenging conversation.
Workforce: Training with Visual Storytelling	1	Training is constantly evolving, just as the needs and desires of learners are constantly changing. This course is for trainers who are ready to make their training stronger, more memorable, and more engaging for learners by using visual storytelling and graphical techniques to create better learning experiences that lead to better retention.
Workforce: Using Activities to Make Training Fun	1	The good news is that humor can help you make your training sessions just as engaging as those fun social occasions. Even better, you don't need to be the class clown or an award-winning comedian to do it. This workshop will help you identify what kind of humor you can bring to the classroom, and how games can help you engage your participants
Workforce: Working Smarter - Using Technology to Your Advantage	2	Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This two-day workshop will show you how to leverage technology to work smarter, not harder.
Workforce: Workplace Ergonomics - Injury Prevention Through Ergonomics	2	The human body is a fragile system, and we put many demands on it every day. Activities like reaching to get supplies off of a shelf, sitting in front of a computer for hours every day, and moving heavy products around the shop can all take a toll on our bodies. In this workshop, you will learn how to make your environment as ergonomic as possible

Workforce: Workplace Harassment - What It Is and What To Do About It	2	In 2012 alone, the US Equal Employment Opportunity Commission ordered that $365,400,000 (that's 365.4 million dollars!) be paid out for discrimination and harassment charges. No wonder companies are working to be more proactive in preventing harassment. But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.
Workforce: Workplace Violence - How to Manage Anger and Violence in the Workplace	3	Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive workshop includes everything a workplace leader needs to get started.
Workforce: Writing a Business Plan	2	This course is designed for business owners and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. Students will come away from the course energized and prepared to write their business plan.
Workforce: Writing for the Web	1	The Internet is full of fascinating places to find information, check out your favorite companies and stores, look for deals, read the news, and much more. However, people don't read information on the web in the same way that they read a printed newspaper, magazine, or a book. As writers, we have to be very aware of how people approach a web page so that we can create interesting and engaging content. This one-day course is for people who write for readers on the web.
Workforce: Writing Reports and Proposals	1	It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill you will use again and again. Having a method to prepare these documents will help you be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.