



## TRAINING SOLUTIONS FOR THE FEDERAL GOVERNMENT

Develop the most productive workforce



AMA supports the missions of the federal government through effective learning solutions designed to help you and your team learn, lead and thrive.

## American Management Assocation Government Learning Solutions is the partner you can trust for performance impact and behavior change.

Whether you need training for individuals, groups or your entire organization, AMA can deliver the right solutions for you—and on the scale your learning strategy requires.

Our programs are led by expert faculty with both public- and private-sector experience and are designed to address the skills that drive engagement and meet today's workplace realities.

AMA training is aligned with the strategies of the President's Management Agenda to advance an equitable, effective and accountable government that delivers results.

## Engage in the learning experience that's right for you



Individual and Team Training—Address individual and small-team development needs with 160+ courses in 16 subject areas. Learn collectively with peers from both the public and private sector—available in 40+ cities nationwide and virtually.



**Private Group Training**—Colleagues learn in a private session with program content mapped to federal core competencies and designed with their workforce needs and missions in mind—delivered in person, virtually or a blend. Pre- and post-program activities can be designed to reinforce and sustain skill development.

Build on current strengths, and close skill gaps with our most popular courses for the federal workforce:

- Communicating Up, Down and Across the Organization
- Diversity, Equity and Inclusion Certifiate Program
- ► Fundamentals of Finance for Non-Financial Managers
- How to Communicate with Diplomacy, Tact and Credibility

- Improving Your Project Management Skills: The Basics for Success
- Management Skills for New Managers
- Managing Chaos
- ► Women's Leadership Certificate Program



The Women's Leadership Center (WLC), AMA's supportive and collaborative community dedicated to women in leadership, offers a wide range of learning solutions to help women build leadership competencies, adapt and excel throughout change, and continuously develop new insights and connections.



| SEMINAR# | SEMINAR TITLE   | DAYS | GSA PRICE |
|----------|---|------|-----------|
| ANALYTI  | CAL SKILLS  |      |           |
| 2006     | Advanced Tools and Techniques for Data Analysis                                       | 2    | \$2,174   |
| 2558     | Analytical Thinking, Problem Solving and Decision Making                              | 2    | \$2,079   |
| 2533     | Critical Thinking BEST SELLER   | 2    | \$2,363   |
| 1112     | Data Analysis Fundamentals: A Hands-On Workshop                                       | 2    | \$2,079   |
| 2162     | Developing Your Analytical Skills: How to Research and Present Information            | 2    | \$2,079   |
| 2012     | How to Turn Data Into Compelling Visual Presentations BEST SELLER                     | 2    | \$1,984   |
| 2034     | Innovation and Design Thinking Certificate Program                                    | 2    | \$2,458   |
| 2018     | Strategic Thinking BEST SELLER  | 2    | \$2,268   |
| 2177     | Using Data to Drive Strategy  | 2    | \$2,174   |
| BUSINES  | S ENHANCEMENT SKILLS  |      |           |
| 2914     | Adaptability: The Key for Mastering Change  | 1    | \$1,274   |
| 2561     | AMA's 5-Day "MBA" Certificate Program <i>BEST SELLER</i>                              | 5    | \$3,405   |
| 2188     | Assertiveness Training  | 3    | \$2,079   |
| 2527     | Assertiveness Training for Managers   | 3    | \$2,268   |
| 2964     | Business Essentials Certificate Program   | 3    | \$2,458   |
| 2144     | Developing Your Emotional Intelligence BEST SELLER                                    | 2    | \$2,079   |
| 2118     | Doing It All: How to Stay Focused and Engaged   | 2    | \$1,984   |
| 2187     | How to Win at Collaboration: 5 Steps for Success NEW!                                 | 2    | \$2,221   |
| 2261     | Managing Chaos: Tools to Set Priorities and Make Decisions Under Pressure BEST SELLER | 2    | \$1,984   |
| 2540     | Managing Emotions in the Workplace: Strategies for Success                            | 2    | \$2,079   |
| 2132     | Taking On Greater Responsibility: Step-Up Skills for Non-Managers BEST SELLER         | 2    | \$1,984   |
| 2605     | The 5 Choices to Extraordinary Productivity BEST SELLER                               | 2    | \$2,079   |
| 2601     | The 7 Habits of Highly Effective People® Signature Edition 4.0 <i>BEST SELLER</i>     | 2    | \$2,174   |
| 2908     | The Successful Virtual Team Member LIVE ONLINE ONLY                                   | 3    | \$1,700   |
| 2233     | Time Management BEST SELLER   | 2    | \$1,984   |
| BUSINES  | S EXCELLENCE FOR WOMEN  |      |           |
| 2528     | Assertiveness Training for Women in Business BEST SELLER                              | 2    | \$2,174   |
| 2179     | Executive Presence for Women BEST SELLER  | 2    | \$2,174   |
| 2010     | Leadership Development for Women BEST SELLER  | 2    | \$2,079   |
| 2961     | Women Leading with Impact: Resilience and Strategic Risk-Taking                       | 2    | \$2,079   |
| 2874     | Women's Leadership Workshop   | 1    | \$188     |
| 2960     | Women's Leadership Certificate Program BEST SELLER                                    | 2    | \$2,552   |

## **EXCLUSIVE GOVERNMENT OFFERS**

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AMA'S ANNUAL PASS
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| SEMINAR #  | SEMINAR TITLE   | DAYS | GSA PRICE |
|------------|---|------|-----------|
| CERTIFIE   | PROFESSIONAL IN MANAGEMENT  |      |           |
| 2966       | Certified Professional in Management (CPM) Exam Prep Course                                       | 4    | \$2,458   |
| 2986       | Certified Professional in Management (CPM) Exam Prep Express LIVE ONLINE ONLY                     | 4    | \$2,174   |
| COMMUN     | ICATION   |      |           |
| Business \ | Vriting   |      |           |
| 2211       | AMA's 2-Day Business Writing Workshop BEST SELLER   | 2    | \$1,984   |
| 2121       | AMA's Business Grammar Workshop   | 2    | \$1,889   |
| 2829       | Business Writing Made Simple BEST SELLER  | 1    | \$1,132   |
| 2216       | Effective Technical Writing   | 2    | \$2,079   |
| Influencin | g   |      |           |
| 2204       | Expanding Your Influence: Understanding the Psychology of Persuasion BEST SELLER                  | 2    | \$2,174   |
| 2532       | Getting Results Without Authority BEST SELLER   | 2    | \$2,174   |
| 2513       | Negotiating to Win  | 2    | \$2,174   |
| Interpers  | onal Skills   |      |           |
| 2575       | 7 Interpersonal Skills of Great Managers  | 2    | \$2,174   |
| 2235       | Building Better Work Relationships: New Techniques for Results-Oriented Communication BEST SELLER | 2    | \$2,174   |
| 2962       | Business Communication Certificate Program  | 3    | \$2,458   |
| 2203       | Communicating Up, Down and Across the Organization BEST SELLER                                    | 2    | \$2,174   |
| 2210       | Communicating with Confidence   | 2    | \$2,079   |
| 2576       | Communication and Interpersonal Skills for Technical Professionals                                | 2    | \$2,079   |
| 2109       | Developing Effective Business Conversation Skills   | 2    | \$2,079   |
| 2031       | Effectively Communicating in the Moment   | 2    | \$2,174   |
| 2206       | How to Communicate with Diplomacy, Tact and Credibility BEST SELLER                               | 2    | \$2,174   |
| 2146       | Mastering the Art of Critical Conversations   | 2    | \$2,174   |
| 2255       | Moving Ahead: Breaking Behavior Patterns That Hold You Back                                       | 2    | \$2,079   |
| 2115       | Responding to Conflict: Strategies for Improved Communication BEST SELLER                         | 2    | \$2,174   |
| 2102       | Storytelling Power: Secrets for Exceptional Communication   | 2    | \$2,174   |
| 2578       | The Effective Facilitator: Maximizing Involvement and Results                                     | 2    | \$2,174   |
| 2302       | Virtual Communication Effectiveness: Chat, Text, Email and Beyond LIVE ONLINE ONLY NEW!           | 2    | \$2,268   |
| Presentat  | ion Skills  |      |           |
| 2968       | Ace Your Virtual Presentations: A Hands-On Workshop LIVE ONLINE ONLY                              | 2    | \$2,079   |
| 2522       | Effective Executive Speaking  | 3    | \$2,268   |
| 2868       | Presentation Skills Workshop  | 1    | \$1,132   |
| 2519       | Strategies for Developing Effective Presentation Skills BEST SELLER                               | 3    | \$2,174   |

| SEMINAR# | SEMINAR TITLE  | DAYS | GSA PRICE |
|----------|--|------|-----------|
| DIVERSIT | Y, EQUITY, INCLUSION & BELONGING (DEI&B)   |      |           |
| 2965     | Diversity, Equity and Inclusion Certificate Program BEST SELLER                                | 3    | \$2,837   |
| 8802     | Finding Common Ground: How to Overcome Unconscious Bias  | 1    | \$1,132   |
| 2151     | Leadership Strategies for Creating a Respectful Workplace                                      | 2    | \$2,079   |
| 2925     | Leading in a Diverse, Equitable and Inclusive Culture  | 2    | \$2,079   |
| 2969     | Moving from Inclusion to Belonging: How to Shift from Intent to Impact                         | 1    | \$1,274   |
| 2931     | Psychological Safety: An Imperative for High-Performing Teams <b>NEW!</b>                      | 2    | \$2,221   |
| FINANCE  | AND ACCOUNTING   |      |           |
| 1276     | AMA's Advanced Financial Forecasting and Modeling Workshop                                     | 2    | \$2,268   |
| 2259     | AMA's Comprehensive Budgeting Workshop   | 2    | \$2,079   |
| 1552     | AMA's Course on Financial Analysis   | 3    | \$2,268   |
| 1104     | AMA's Finance Workshop for Non-Financial Executives  | 4    | \$2,458   |
| 1110     | Financial Forecasting  | 3    | \$2,268   |
| 1224     | Fixed Asset Management   | 2    | \$1,984   |
| 1201     | Fundamentals of Cost Accounting  | 3    | \$2,079   |
| 2218     | Fundamentals of Finance and Accounting for Non-Financial Managers                              | 2    | \$2,174   |
| 1206     | The Strategic Controller: Adding Value to Your Organization                                    | 3    | \$2,268   |
| HUMAN I  | RESOURCES AND TRAINING   |      |           |
| 8502     | AMA's Employment Law Course: Avoiding the Legal Pitfalls of EEO, FMLA and ADA                  | 2    | \$2,079   |
| 8507     | AMA's Training Certificate Program BEST SELLER   | 3    | \$2,174   |
| 8115     | AMA's Virtual Training Certificate Program LIVE ONLINE ONLY                                    | 4    | \$1,984   |
| 8526     | Improving Employee Well-Being in Your Organization   | 2    | \$2,221   |
| 8506     | Fundamentals of Human Resources Management   | 2    | \$2,079   |
| 8509     | Instructional Design Certificate Program   | 3    | \$2,174   |
| 8266     | Recruiting, Interviewing and Selecting Employees   | 3    | \$2,174   |
| 8110     | Succession Planning: Developing Talent from Within   | 2    | \$2,174   |
| LEADERS  | HIP  |      |           |
| 2128     | Achieving Leadership Success Through People  | 3    | \$2,458   |
| 2134     | Advanced Leadership Communication Strategies   | 3    | \$2,458   |
| 2546     | Agile Leadership and Strategy  | 2    | \$2,268   |
| 2104     | AMA's Advanced Executive Leadership Program  | 3    | \$2,552   |
| 2250     | Building a Culture of Innovation for Hybrid and Virtual Teams                                  | 2    | \$2,268   |
| 2506     | Coaching Certificate Program   | 2    | \$2,268   |
| 2559     | Coaching from a Distance: Developing Your Team When You Can't Be Face-to-Face LIVE ONLINE ONLY | 4    | \$2,079   |
| 2186     | Collaborative Leadership Skills  | 2    | \$2,174   |
| 2501     | Developing Executive Leadership BEST SELLER  | 3    | \$2,458   |
| 2239     | Leadership and Team Development for Managerial Success   | 2    | \$2,174   |
| 2963     | Leadership Certificate Program   | 3    | \$2,837   |
| 2569     | Leadership Skills and Team Development for Technical Professionals                             | 2    | \$2,174   |
| 2912     | Leading Disruptive Change and Innovation: Your Plan for Breakthrough Growth                    | 2    | \$2,268   |
| 2705     | Leading Leaders: Achieving Organizational Goals Through Others <b>NEW!</b>                     | 2    | \$2,268   |
| 2280     | Leading Virtual Teams BEST SELLER  | 2    | \$2,174   |
| 2133     | Leading with Emotional Intelligence BEST SELLER  | 3    | \$2,458   |
| 2906     | Mindful Leadership: Cultivating Excellence from Within   | 2    | \$2,174   |
| 2536     | Preparing for Leadership: What It Takes to Lead BEST SELLER                                    | 2    | \$2,174   |
| 2604     | The 13 Behaviors of High-Trust Leaders   | 2    | \$2,268   |
| 2901     | The SLII Experience™—Powering Inspired Leaders   | 2    | \$2,174   |
| 2130     | The Voice of Leadership: How Leaders Inspire, Influence and Achieve Results BEST SELLER        | 3    | \$2,458   |
| 2021     | Transformational Leadership: How to Inspire Extraordinary Performance                          | 2    | \$2,268   |

| MANAGEMENT AND SUPERVISORY SKILLS   2   51,984   2   21,774   22   23,774   2246   Caeching for Optimal Job Performance CLASSPOOM ONLY   2   2,774                                    | SEMINAR#  | SEMINAR TITLE   | DAYS | GSA PRICE |
|---|-----------|---|------|-----------|
| 246   Coaching for Optimal Job Performance CLASSROOM ONLY   1   51,132  | MANAGE    | MENT AND SUPERVISORY SKILLS   |      |           |
| 2861   Conflict Management Workshop BEST SELLER   | 2172      | AMA Business Boot Camp: Management and Leadership Essentials LIVE ONLINE ONLY       | 2    | \$1,984   |
| Delegation Boot Camp   1   \$1,132  | 2246      | Coaching for Optimal Job Performance CLASSROOM ONLY                                 | 2    | \$2,174   |
| Improving Your Managerial Effectiveness   2   \$2,268   | 2861      | Conflict Management Workshop BEST SELLER  | 1    | \$1,132   |
| 2517   Leadership Skills for Supervisors   3   \$2,174  | 2819      | Delegation Boot Camp  | 1    | \$1,132   |
| Making the Transition from Staff Member to Supervisor BEST SELLER  2 \$1,079  Management Skills for New Managers BEST SELLER  2 \$2,079  Management Skills for New Managers BEST SELLER  2 \$2,079  Managing the "Unmanageable": Tough People, Tough Situations  2 \$2,079  Managing the "Unmanageable": Tough People, Tough Situations  2 \$1,174  Managing the "Unmanageable": Tough People, Tough Situations  2 \$2,174  Managing the "Unmanageable": Tough People, Tough Situations  2 \$2,268  Management Skills for New Supervisors  2 \$2,268  Management Skills for Managers BEST SELLER  2 \$2,268  Management Skills for Managers: Essential Skills and Tools for Leading Teams BEST SELLER  2 \$2,268  Management Skills for Managers: Essential Skills and Tools for Leading Teams BEST SELLER  2 \$2,268  Management Skills for Managers: Essential Skills and Tools for Leading Teams BEST SELLER  5166  Becoming a Trusted Advisor: How to Develop More Valuable Customer Relationships  1 \$1,274  5165  Customer Service Excellence: How to Win and Keep Customers  2 \$1,889  Management Skills for Administrative Professionals  Managing Chaos: Dynamic Time Management, Reall, Reading and Stress Management Skills for Administrative Professionals  2 \$1,700  2288  Project Management for Management, Reall, Reading and Stress Management Skills for Administrative Professionals  2 \$1,700  2288  Project Management for Administrative Professionals  2 \$1,700  3 \$1,889  PROJECT MANAGEMENT  5 \$2,079  AMA'S Comprehensive Project Management Workshop BEST SELLER  5 \$2,079  6595  AMA'S Comprehensive Project Management for the Non-Project Manager BEST SELLER  2 \$2,079  6503  Improving Your Project Management Skills: The Basics for Success BEST SELLER  3 \$2,174  Management Skills for Administrative Professionals  2 \$2,126  6598  PMB Exam Prep Course  5 \$2,658  PMB Exam Prep Course  5 \$2,658  PMC Exam Readership: Building Commitment Through Superior Communication  3 \$2,268  PROJECT Management  4 \$2,079  Facilitating an Endective Strategic Planning, Replenishment and Activities Con      | 2508      | Improving Your Managerial Effectiveness   | 2    | \$2,268   |
| Making the Transition to Management 2 \$2,079 2238 Management Skills for New Managers BEST SELLER 2 \$2,688 2248 Management Skills for New Supervisors 2 \$2,079 2254 Managing Hybrid Teams 1 \$1,132 2290 Managing Hybrid Teams 2 \$2,174 2292 Managing Hybrid Teams 2 \$2,174 2292 Managing Hybrid Teams 2 \$2,174 2292 Managing For "On Operational Manager to a Strategic Leader 2 \$2,268 2295 Successfully Managing People BEST SELLER 2 \$2,268 2295 Successfully Managing People BEST SELLER 2 \$2,268 2602 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$2,268 2602 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$2,268 2602 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$2,268 2602 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$1,889 2794 Management Skills for Administrative Professionals 2 \$1,889 2794 Management Skills for Administrative Professionals 2 \$1,700 2706 For Administrative Professionals 2 \$1,700 2707 Froject Management for Administrative Professionals 2 \$1,700 2708 Project Management for Administrative Professionals 2 \$1,700 2709 Froject Management for Administrative Professionals 2 \$2,079 2709 MAN'S Comprehensive Project Management Workshop BEST SELLER 3 \$1,839 2709 MAN'S Comprehensive Project Management Workshop BEST SELLER 4 \$2,079 2709 Froject Management for Administrative Professionals BEST SELLER 5 \$2,079 2709 Managing Risk and Uncertainty in Projects Manager BEST SELLER 5 \$2,079 2709 Managing Risk and Uncertainty in Project Manager BEST SELLER 5 \$2,174 5 \$2,174 5 Global Supply Chain Management 5 Management 5 \$2,268 5 Project Team Leadership: Building Commitment Through Superior Communication 3 \$2,268 5 Project Team Leadership: Building Commitment Through Superior Communication 3 \$2,268 5 Project Team Leadership: Building Commitment Through Superior Communication 3 \$2,268 5 Project Team Leadership: Building Commitment Through Superior Communication 3 \$2,268 5 Fun | 2517      | Leadership Skills for Supervisors   | 3    | \$2,174   |
| 2238   Management Skills for New Managers BEST SELLER   2   \$2,268   | 2243      | Making the Transition from Staff Member to Supervisor BEST SELLER                   | 2    | \$1,984   |
| Managiment Skills for New Supervisors   2   \$2,079   | 2231      | Making the Transition to Management   | 2    | \$2,079   |
| Managing Hybrid Teams   1   \$1,132   | 2238      | Management Skills for New Managers BEST SELLER                                      | 2    | \$2,268   |
| Managing the "Unmanageable": Tough People, Tough Situations 2 \$2,174 2242 Moving from an Operational Manager to a Strategic Leader 2 \$2,268 2295 Successfully Managing People BEST SELLER 2 \$2,268 26002 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$2,268  OFFICE AND ADMINISTRATIVE SUPPORTICUSTOMER SERVICE  Stock Becoming a Trusted Advisor: How to Develop More Valuable Customer Relationships 1 \$1,274 5165 Customer Service Excellence: How to Win and Keep Customers 2 \$1,889 2194 Management Skills for Administrative Professionals 3 \$1,889 2194 Managing Chaos: Dynamic Time Management, Recall, Reading and Stress Management Skills 1 for Administrative Professionals 2268 Partnering with Your Boss: Strategic Skills for Administrative Professionals 2279 Project Management of Administrative Professionals 2289 Project Management for Administrative Professionals 2298 Project Management for Administrative Professionals BEST SELLER 3 \$1,700 2298 Project Management for Administrative Professionals BEST SELLER 5055 AMA'S Comprehensive Project Manager 5 \$2,837 65923 Best Practices for the Multi-Project Manager 5 \$2,079 6548 Essentials of Project Management Skills: The Basics for Success BEST SELLER 5 \$2,079 6549 LEAN Process Improvement: Delivering More with Less CLASSROOM ONLY 5 \$1,984 6540 Managing Risk and Uncertainty in Projects NEWI 6551 Process Management: Applying Process Mapping to Analyze and Improve Your Operation 63 \$2,268 6581 Project Team Leadership: Building Commitment Through Superior Communication 63 \$2,268 64251 Technical Project Management 6585 Project Team Leadership: Building Commitment Through Superior Communication 65 \$2,268 6585 Project Team Leadership: Building Commitment Through Superior Communication 65 \$2,268 6586 Project Team Leadership: Building Commitment Through Superior Communication 65 \$2,268 6587 Froject Team Leadership: Building Commitment Through Superior Communication 65 \$2,268 6588 Project Team Leadership: Building Commitment Through Superior Communicat              | 2248      | Management Skills for New Supervisors   | 2    | \$2,079   |
| Moving from an Operational Manager to a Strategic Leader 2 \$2,268 Successfully Managing People BEST SELLER 2 \$2,268 2602 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$2,268 2602 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$2,268 2600 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER 2 \$2,268 25,26                           | 2254      | Managing Hybrid Teams   | 1    | \$1,132   |
| Successfully Managing People BEST SELLER  2 \$2,268  2602 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER  2 \$2,268  OFFICE AND ADMINISTRATIVE SUPPORT/CUSTOMER SERVICE  S166 Becoming a Trusted Advisor: How to Develop More Valuable Customer Relationships  1 \$1,274  5165 Customer Service Excellence: How to Win and Keep Customers  2 \$1,889  2294 Management Skills for Administrative Professionals  3 \$1,889  2194 Managing Chaos: Dynamic Time Management, Recall, Reading and Stress Management Skills for Administrative Professionals  2 \$1,700  2268 Partnering with Your Boss: Strategic Skills for Administrative Professionals  2 \$1,700  2268 Partnering with Your Boss: Strategic Skills for Administrative Professionals  2 \$1,700  227  2288 Project Management for Administrative Professionals BEST SELLER  3 \$1,889  PROJECT MANAGEMENT  5 \$2,837  6595 AMA'S Comprehensive Project Management Workshop BEST SELLER  5 \$2,079  6594 Essentials of Project Management for the Non-Project Manager BEST SELLER  2 \$2,079  6503 Improving Your Project Management Skills: The Basics for Success BEST SELLER  3 \$2,174  65108 LEAN Process Improvement: Delivering More with Less CLASSROOM ONLY  2 \$1,984  6540 Managing Risk and Uncertainty in Projects NeW!  2 \$2,126  6598 PMP Exam Prep Course  5 \$2,458  6531 Process Management Applying Process Mapping to Analyze and Improve Your Operation  3 \$2,079  6585 Project Team Leadership: Building Commitment Through Superior Communication  3 \$2,268  4251 Technical Project Management  PURCHASING AND SUPPLY MANAGEMENT  4265 Fundamentals of Purchasing for the New Buyer  4115 Global Supply Chain Management: Best Practices in Import and Export Operations  2 \$1,984  4266 Inventory Management Techniques: Planning, Replenishment and Activities Control  3 \$2,079  4267 Fundamentals of Furchasing for the New Buyer  4168 Fundamentals of Furchasing for the New Buyer  4268 Fundamentals of Furchasing for the New Buyer  4269 Inventory Management Techniques: Planning, Replenishment and Activi            | 2290      | Managing the "Unmanageable": Tough People, Tough Situations                         | 2    | \$2,174   |
| The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER  2 \$2,268  OFFICE AND ADMINISTRATIVE SUPPORTICUSTOMER SERVICE  15166 Becoming a Trusted Advisor: How to Develop More Valuable Customer Relationships 1 \$1,274  15165 Customer Service Excellence: How to Win and Keep Customers 2 \$1,889  2294 Management Skills for Administrative Professionals 3 \$1,889  2194 Managing Chaos: Dynamic Time Management, Recall, Reading and Stress Management Skills for Administrative Professionals 2 \$1,700  2268 Partnering with Your Boss: Strategic Skills for Administrative Professionals 2 \$1,700  2278 Project Management for Administrative Professionals 3 \$1,889  PROJECT MANAGEMENT  5595 AMA's Comprehensive Project Management Workshop BEST SELLER 5 \$2,837  6523 Best Practices for the Multi-Project Manager 2 \$2,079  6548 Essentials of Project Management for the Non-Project Manager BEST SELLER 2 \$2,079  6503 Improving Your Project Management Skills: The Basics for Success BEST SELLER 3 \$2,174  6108 LEAN Process Improvement: Delivering More with Less CLASSROOM ONLY 2 \$1,984  6540 Managing Risk and Uncertainty in Projects NEW! 2 \$2,126  6598 PMP Exam Prep Course 5 \$2,458  6591 Process Management: Applying Process Mapping to Analyze and Improve Your Operation 3 \$2,079  6216 Program Management 4251 Technical Project Management 4265 Fundamentals of Purchasing for the New Buyer 4265 Project Team Leadership: Building Commitment Through Superior Communication 3 \$2,079  4115 Global Supply Chain Management: Best Practices in Import and Export Operations 4266 Inventory Management 5 \$2,363  2567 Fundamentals of Purchasing for the New Buyer 4267 Fundamentals of Purchasing for the New Buyer 4268 Fundamentals of Purchasing for the New Buyer 4269 Fundamentals of Strategic Planning 4260 Inventory Management Techniques: Planning, Replenishment and Activities Control 4271 STRATEGIC PLANNING 4260 Inventory Management Techniques: Planning Process 4261 Fundamentals of Strategic Planning 4262 Strategic Planning 4263 Strategic Plan               | 2242      | Moving from an Operational Manager to a Strategic Leader                            | 2    | \$2,268   |
| State   Stat                                  | 2295      | Successfully Managing People BEST SELLER  | 2    | \$2,268   |
| Since   Becoming a Trusted Advisor: How to Develop More Valuable Customer Relationships   1   Since                                   | 2602      | The 7 Habits for Managers: Essential Skills and Tools for Leading Teams BEST SELLER | 2    | \$2,268   |
| Single   Customer Service Excellence: How to Win and Keep Customers   2   Single  | OFFICE AI | ID ADMINISTRATIVE SUPPORT/CUSTOMER SERVICE  |      |           |
| Management Skills for Administrative Professionals   3   \$1,889  | 5166      | Becoming a Trusted Advisor: How to Develop More Valuable Customer Relationships     | 1    | \$1,274   |
| Managing Chaos: Dynamic Time Management, Recall, Reading and Stress Management Skills for Administrative Professionals  2 \$1,700  2288 Partnering with Your Boss: Strategic Skills for Administrative Professionals  2 \$1,700  2298 Project Management for Administrative Professionals BEST SELLER  3 \$1,889  PROJECT MANAGEMENT  6595 AMA's Comprehensive Project Management Workshop BEST SELLER  5 \$2,837  6523 Best Practices for the Multi-Project Manager  6584 Essentials of Project Management for the Non-Project Manager BEST SELLER  2 \$2,079  6503 Improving Your Project Management Skills: The Basics for Success BEST SELLER  3 \$2,174  6108 LEAN Process Improvement: Delivering More with Less CLASSROOM ONLY  2 \$1,984  6540 Managing Risk and Uncertainty in Projects NEWI  6559 PMP Exam Prep Course  6559 PMP Exam Prep Course  6561 Program Management: Applying Process Mapping to Analyze and Improve Your Operation  6216 Program Management  2 \$2,079  6585 Project Team Leadership: Building Commitment Through Superior Communication  3 \$2,268  4251 Technical Project Management  4265 Fundamentals of Purchasing for the New Buyer  4265 Fundamentals of Purchasing for the New Buyer  4266 Inventory Management: Best Practices in Import and Export Operation  2 \$1,984  4206 Inventory Management Techniques: Planning, Replenishment and Activities Control  3 \$2,774  51RATEGIC PLANNING  2009 Facilitating an Effective Strategic Planning Process  51stategic Planning BEST SELLER  | 5165      | Customer Service Excellence: How to Win and Keep Customers                          | 2    | \$1,889   |
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