



# AMA OnDemand Training Library

**Dozens of lessons to boost your skills—at one affordable price!**

AMA's OnDemand Training Library offers you a comprehensive collection of lessons designed to hone skills that address today's most critical business, management and leadership skills. Each lesson ranges from 15 to 90 minutes in length and provides you with the resources to develop and strengthen your skills regardless of whether you are an individual contributor, manager or leader.

## KEY BENEFITS

- ▶ 24/7/365 training with any Internet-connected device
- ▶ "Bite-sized" lessons that only require 15–90 minutes to complete
- ▶ Self-paced, convenient, high-quality and consistent learning
- ▶ Certificates of completion for every lesson
- ▶ Fully scalable—train individuals, teams or an entire organization
- ▶ Cost effective, time saving and no travel necessary

## ANALYTICAL INTELLIGENCE

### Analyzing Data Using the DASA Model

Learn how to use the Data as a Strategic Asset (DASA) Model to identify and answer relevant business questions based on data-driven insights. **20 Min.**

### Building PowerPoint™ Presentations from Your Excel® Data (Webinar)

View demonstrations on how to format and extract key insights from your Excel® data and then design effective charts and graphs to help you tell a great story. **90 Min.**

### Creative Thinking Techniques

Learn how to be more creative with specific tools and tips that will unleash your abilities. **18 Min.**

### Effective Problem Solving and Decision-Making Tools

Learn about the difference between problems and decisions, recognize the types of decisions, and explore three decision-making tools. **20 Min.**



### **Five Phases of the Creativity-to-Innovation Process**

Get an overview of the Five Phases of the Creativity-to-Innovation Process, plus guidance on how to gain buy-in from stakeholders. **20 Min.**

### **Fostering Creativity and Innovation in Others**

Explore different types of enablers and motivators to help foster creativity and innovation at work—and maximize performance. **18 Min.**

### **Leading the PAC: Researching & Presenting Data**

Explore simple strategies to help you gather data, analyze it, and draw conclusions from it so you can solve a range of challenging business problems. **20 Min.**

### **Mastering Excel® Dashboard Reports**

Excel® dashboards provide an excellent way of sharing a “snapshot” view of KPIs with colleagues. Learn how to convert your raw data into readable charts, diagrams and tables that can reveal unnoticed facts. **90 Min.**

### **Mastering Excel® Formulas and Functions—Part 1**

Get familiar with many of the built-in analytical tools in Excel®—and learn how you can quickly tackle myriad statistical, mathematical and financial challenges. **90 Min.**

### **Mastering Excel® Formulas and Functions—Part 2**

Continue exploring the built-in analytical tools in Excel® that can help you solve a wide range of data-related tasks and problems. **90 Min.**

### **Mastering Excel® Pivot Tables: How to Crunch Numbers Like an Expert**

A step-by-step journey through using the Excel PivotTable tool to quickly analyze data in less time than you ever thought possible. **90 Min.**

### **Presenting Data in a Visually Compelling Manner**

Learn to create visually appealing charts and tell a compelling story your audience will remember. **15 Min.**

### **Statistical Analysis Tools and Techniques**

Learn how to discern statistics that may be important to your business, and gain insights as to how to best explain and display them for others using visual means. **20 Min.**

### **Strategy Development and Execution: The ADEPTT Model**

Apply the ADEPTT model to analyze current states, define future states and goals, engage key resources, plan and execute requests effectively, troubleshoot barriers and follow through with proper tracking. **27 Min.**

### **Strategy Execution: Elements of a Sound Strategy**

Discover ways to identify and get input from key stakeholders, manage data collected from them and adjust your strategy accordingly to gain buy-in. **20 Min.**

### **The ART of Analytical Thinking**

Apply the ART of analytical reasoning to help you assess patterns, recognize probabilities and think hypothetically. **26 Min.**

### **Time-Saving Excel® Tips, Tricks and Shortcuts**

Learn about dozens of techniques Excel® experts use to quickly create, manipulate, modify and deploy their spreadsheets. **90 Min.**

## **BUSINESS ACUMEN**

### **Accounting 101**

Develop an understanding of the fundamentals of accounting and gain confidence in applying them. **20 Min.**

### **AMA's Legal Guide for Managers and Supervisors**

Learn about legal issues relating to recruiting and hiring, fair employment practices, individuals with disabilities, family and medical leave, workplace harassment, and discipline and discharge. **30 Min.**

### **Balancing the Books: Booking Journal Entries**

Get the skills and knowledge to journalize your debit and credit account entries and balance your books. **20 Min.**

### **Building a Customer-Focused Strategy**

Analyze what your customer wants from you and define the objectives of your customer strategy so you can create a mission statement aligned with the company's vision. **20 Min.**

### **Creating a Work Breakdown Structure (WBS)**

Learn about how to plan and create a work breakdown structure (WBS) of project work and deliverables. **23 Min.**

### **Creating and Presenting Operational Budgets**

Gain knowledge to help you review the elements of a budget and present them effectively. **15 Min.**

### **Demystifying Blockchain Technology**

Learn what Blockchain is, its many uses, and how it may impact your job and industry. **90 Min.**

### **Diversity and Inclusion: Creating an Inclusive Culture**

Explore how to assess and overcome bias to create a more effective, productive and inclusive workplace. **15 Min.**

### **Diversity and Inclusion: Understanding the Impact**

Discover how to maximize your individual, team and organizational potential through diversity and inclusion. **20 Min.**

### **Enhancing Effectiveness through Diversity and Inclusion**

Learn how to be a leader who champions diversity and promotes an inclusive culture. **20 Min.**

### **How to Understand and Analyze Financial Statements**

Learn to quickly determine if a firm has a strong or weak financial position, evaluate profitability, calculate and interpret financial ratios, and identify warning signs of financial trouble. **90 Min.**

### **HR 101 for New Managers**

Discover the most important things a first-time manager needs to know about HR and employment law—and get specific tools and techniques to help you manage employees safely and effectively. **90 Min.**

### **Leading a Customer-Focused Team**

Acquire tools and tactics for creating a team culture in which employees strive to meet and exceed customer expectations. **90 Min.**

### **Make Every Employee a Customer Experience Champion**

Acquire insights to help everyone in your organization exceed customer expectations by improving the customer connection, meeting their needs and handling situations with empathy. **90 Min.**

### **Project Management Skills for the Accidental Project Manager**

Get a proven methodology for initiating, planning and managing corporate projects, as well as practical implementation strategies. **90 Min.**

### **The Cognitive Enterprise: How AI and Big Data Will Transform Business**

Discover how businesses are leveraging artificial intelligence (AI) and Big Data to make better decisions and improve margins. **90 Min.**

### **The Role of the Controller**

The Controller needs to have an array of soft and technical skills in order to remain effective and succeed. This lesson will help you describe the role of the Controller and what it takes to be successful in that role. **19 Min.**

### **Utilizing Effective Risk-Response Strategies**

Learn about what a risk is, what the risk management process is and how you can use it in your project planning. **20 Min.**

## **PROFESSIONAL EFFECTIVENESS**

### **Assertive Communication Skills for Women**

In business, women may face challenging perceptions about their assertive behaviors. Learn how to be comfortable and confident in asserting yourself as a valuable and effective team member. **20 Min.**

### **Building Credibility and Trust for Improved Communication**

Get strategies to help you increase self-confidence and improve your credibility and trustworthiness with colleagues. **23 Min.**



### **Communication Skills of a Credible Leader**

Explore ways that you as a leader can earn, develop and manage a reputation of trustworthiness and credibility as you inspire, motivate and guide a team forward. **21 Min.**

### **Crash Course for New Managers**

Get insights for managing employees, organizing a productive team and achieving maximum results. **90 Min.**

### **Crash Course in Mistake-Free Business Writing**

Business writing must be clear—but it also needs to convey a strong professional image. Learn how to troubleshoot punctuation, grammar and other writing pitfalls so you can produce mistake-free communications. **90 Min.**

### **Creating Boundaries and Balance**

Discover how to set professional boundaries to aid you in maintaining balance in both your work and personal life. **20 Min.**

### **Developing and Organizing Presentation Content**

Effectively organize your thoughts and information so you can create an engaging presentation that's right for your audience. **18 Min.**

### **Developing Awareness that Leads to Emotional Regulation**

Gain the knowledge and skills you need to identify triggers that ignite your emotions so you can take steps to control those emotions. **20 Min.**

### **Enhancing Collaborative Communication**

Identify communication techniques that you can use to improve team collaboration, a crucial component of success in business. **21 Min.**

### **Enhancing Communication Skills**

Discover and apply different communication styles and effective communication techniques so you can have difficult or sensitive conversations effectively and with confidence. **20 Min.**

### **Essential Management Skills for Introverts**

Learn how to manage your energy as an introvert and communicate confidently—even when you're surrounded by extroverts. **90 Min.**





### **Establishing Presence and Credibility**

Discover the four ways to develop greater credibility and presence at work in order to enhance your success. **20 Min.**

### **Framing the Message for Greater Impact**

Identify strategies to help you craft impactful messages that will resonate with your target audience. **20 Min.**

### **How to Manage Your Emotions While Under Stress**

Get the skills needed to maintain control of your emotions at work, whatever the situation. **90 Min.**

### **How to Project Confidence with Demanding People**

Learn to speak with confidence in any situation and discover specific tactics to get grounded and present yourself naturally yet assertively. **90 Min.**

### **Key Presentation Skills: Balancing Verbal and Non-Verbal Messages**

Gain insights about specific non-verbal and verbal communication tactics to enhance your presentation skills—especially important when your audience includes senior management and other key stakeholders. **20 Min.**

### **Leading with Emotional Intelligence in the Workplace**

Apply the best practices of emotionally intelligent leaders in order to connect, achieve, inspire and act with resilience. **20 Min.**

### **Managing Your Workload: How to Prioritize**

Take control of your workload using proven tips and techniques to help you manage the multiple priorities that are competing for your time, attention and energy. **90 Min.**

### **Motivating and Influencing Throughout the Organization**

Learn how to motivate others and expand your influence at all levels in your company. **20 Min.**

### **Navigating Organizational Politics**

When effectively navigated, organizational politics can help you and your organization thrive. This course will show you how to make them work for you. **18 Min.**

### **Persuasive Communication Skills for Leaders**

Gain knowledge and insights to help you create persuasive messages that you can adjust to your audience's needs, wants and styles—whether you're communicating with peers, direct reports or stakeholders. **20 Min.**

### **Planning for Success**

Learn how to set goals, align your tasks to those goals, and then prioritize and schedule the tasks effectively. **20 Min.**

### **Principles of Effective Business Writing**

Learn specific tips and insights to help you write more effectively and to polish and perfect all your communications. **20 Min.**

### **Routines that Support Efficiency and Productivity**

Learn to construct thoughtful, focused work routines, maintain a balanced workload, utilize technology effectively and productively connect with peers. **21 Min.**

### **SEAL Approach to Building Organizational Agility**

Learn to act with organizational agility—so your company can react successfully to new competitors and technologies or manage sudden shifts in the overall market. **28 Min.**

### **Taking Effective and Accurate Meeting Minutes**

Meeting minutes serve as an official record of the event, and in this lesson you'll learn how to take clear, precise and accurate meeting minutes. **90 Min.**

### **Tame Your Email Inbox with Microsoft® Outlook®**

Maintain your productivity and sanity at work by taking charge of your emails, organizing your work schedule and improving the way you communicate with others. **90 Min.**

### **The Manager's Role as a Facilitator**

Explore various aspects of facilitation and learn how a manager can use factors such as trust and communication to effectively facilitate. **20 Min.**

### **Turning Resistance and Conflict into Collaboration and Consensus**

Discover how to convince resistant people to engage in conversations and use appropriate strategies to get the results you want. **22 Min.**





## RELATIONSHIP MANAGEMENT

### **Building Better Work Relationships**

Discover how to control your assumptions and to understand the behavior of others in order to build trusting work relationships. **20 Min.**

### **Building Your Strengths as a REAL Team Player**

Develop the traits to accept responsibility and accountability, and to continuously learn with enthusiasm. **23 Min.**

### **Coaching for Performance**

Identify effective coaching practices and use the AMA G.U.I.D.E. to plan and manage a coaching conversation. **20 Min.**

### **Crafting a Strategy for Your Negotiation**

At times, you might need to perform both internal and external negotiations. Gain insights and knowledge to plan effective strategies for breaking any deadlocks encountered during negotiation. **21 Min.**

### **Creating a Motivational Climate**

Build the knowledge and skills needed to understand what motivations will truly drive the performance of your individual team members. **15 Min.**

### **Delegating for Growth and Development**

Learn to identify what can be delegated to whom—and recognize how to ensure the success of what has been delegated. **20 Min.**

### **Difficult Performance Reviews: Turn Painful Conversations into Positive Results**

Get step-by-step advice for conducting performance discussions in a way that invites balanced participation, stays true to your message, focuses on performance and reduces defensiveness. **90 Min.**

### **Doing More with Less: How to Motivate and Reward Your Overworked Staff**

Explore key ingredients for strengthening employee commitment, engagement and career satisfaction—without increasing pay. **90 Min.**

### **Enhancing Team Unity and Success**

Learn specific tips to help you find your voice to communicate your ideas and enhance team unity by helping others do the same. **20 Min.**



### **Giving and Receiving Feedback**

Get specific tools and tips that will enable you to provide and receive effective feedback to continuously improve your team and organization. **22 Min.**

### **Leveraging Feedback to Strengthen Employee Commitment**

Learn to give feedback in a powerful way in order to strengthen commitment, improve performance and resolve problems with difficult employees. **20 Min.**

### **Managing Resistance to Change**

Learn specific communication tactics to drive change and address employee doubts about change. **20 Min.**

### **Negotiating to Win**

Explore the six stages of principled negotiation to boost your chances of getting a deal closed and learn to mitigate opposition during negotiation. **21 Min.**

### **Resolving Conflict in the Workplace**

Acquire techniques to manage conflict proactively and effectively. **20 Min.**

### **Squashing Workplace Negativity**

Get insights and techniques to lead individuals or teams out of negative cycles and create positive cultures based on personal accountability. **90 Min.**

### **The Manager's Role During Change**

Build knowledge and skills to help you define change management, identify the need for it and discover your role as a change leader. **21 Min.**

## **SUPPLEMENTAL LESSONS**

### **Beyond Lecture: Training Tools to Enhance Training**

Explore tools and techniques that you can use to make training more interactive, engaging, effective and impactful. **20 Min.**

### **Experiential Learning: Maximizing Learner Engagement**

Meet training challenges and support training goals by using these experiential learning activities to help ensure your audience is fully engaged. **21 Min.**

### **Facilitation Skills for Trainers**

Get skills and knowledge to help you present and facilitate training segments and structured activities. You'll also gain insights as to how body language can influence the success of your presentation. **22 Min.**

### **The ADDIE Model**

Learn about instructional design best practices as well as the ADDIE Model—a methodology you can use to design and build effective learning experiences. **20 Min.**