

# 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 issues. Each lesson 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
- ▶ Micro 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

### **A Manager's Guide to Effective Work Relationships**

Building working relationships within your team is crucial to good management. Learn how to effectively delegate tasks, conduct performance reviews, coach your team by using feedback and manage change within your team.

**14 Lessons | 496 Minutes | 0.70 CEUs | 7 PMUs**

### **Achieving Success as a Business Professional**

Develop your ability to get the job done by planning for success while prioritizing and balancing your workload. Be recognized as a credible and trustworthy member of your team.

**10 Lessons | 343 Minutes | 0.50 CEUs | 5 PMUs**

### **AMA Excel® Training Series**

Explore tools and techniques that can help you become a wiz at spreadsheets. By applying these skills, you'll be able to leverage time-saving tips and analyze data that can help you make better business decisions.

**6 Lessons | 540 Minutes | 0.80 CEUs | 8 PMUs**



### **Analytical Skills for New Managers**

Develop the quantitative and qualitative analysis skills to make evidence-based decisions that drive results.

**7 Lessons | 275 Minutes | 0.60 CEUs | 6 PMUs**

### **Basics of Business Acumen**

To succeed in business, you first need an understanding of how a business operates—from analyzing data and financials to managing projects. Access resources that can help professionals at all levels improve their business acumen in order to enhance performance and achieve organizational goals.

**8 Lessons | 225 Minutes | 0.30 CEUs | 3 PMUs**

### **Building the Skills to Be an Essential Team Player**

Build your professional brand as a credible and trustworthy team member by developing your ability to communicate effectively, manage your emotions and foster positive work relationships. Enhance your ability to get the job done by planning for success while prioritizing and balancing your workload.

**13 Lessons | 391 Minutes | 0.50 CEUs | 5 PMUs**

### **Certified Professional in Management On Demand Exam Prep**

Learn key management competencies by yourself with this comprehensive, on-demand AMA-CPM® Prep Course. It consists of 17 on-demand lessons, one for each management competency. Every lesson is about 20 minutes long, and best of all, you can take each one as often as you'd like. It's a great way to jump-start your AMA-CPM exam prep—or use it to reinforce your skills shortly before you take the exam.

**18 Lessons | 378 Minutes | 0.50 CEUs**

### **Customer Service Manager Training**

By applying the concepts in these learning assets, any manager of a customer service team can build and sustain an effective customer-focused strategy. Learn to motivate and develop your team by utilizing proven coaching, feedback and delegation techniques.

**13 Lessons | 326 Minutes | 0.40 CEUs | 4 PMUs**



### **Data Analysis and Business Analytics for Beginners**

Data-driven decision making is critical for effective strategic operations. Get the knowledge, tools and frameworks necessary to analyze data both qualitatively and quantitatively, and make better business decisions by backing them up with hard analytical evidence.

**6 Lessons | 255 Minutes | 0.40 CEUs | 4 PMUs**

### **Developing Leadership Skills**

Access comprehensive and powerful tools as you learn the skills that all managers and leaders need in today's business climate. Prepare for your leadership role by developing your skills in emotional intelligence, communication, strategy development and execution, and agility.

**15 Lessons | 316 Minutes | 0.80 CEUs | 8 PMUs**

### **Diversity and Inclusion Training**

High-performing teams are composed of people who bring a variety of perspectives and cognitive approaches to their jobs. A skilled manager knows how to respect those diverse backgrounds and viewpoints while ensuring equal treatment of all team members. Explore key cornerstones of diversity and inclusion so that you can champion diversity and foster an inclusive culture in which everyone feels a sense of belonging.

**7 Lessons | 210 Minutes | 0.20 CEUs | 2 PMUs**

### **Essential Project Management Skills**

Explore the terminology, tools and techniques of project management with this comprehensive, on-demand course. In seven compact and focused lessons, you'll learn about key PM concepts, such as the Work Breakdown Structure, collaborative communication, risk strategies and much more. You also will also be able to retake each lesson as much as you want.

**9 Lessons | 255 Minutes | 0.30 CEUs**

### **Frontline Customer Service Representative Training**

Customer service professionals who interact with customers on a daily basis need the right skills and mindset to do so with success. Harness these resources to gain the knowledge and attitudes necessary to develop emotional intelligence and a strong sense of power and autonomy—keys to exceptional service. Carefully designed assets focus on problem-solving techniques and how to work collaboratively with colleagues.

**8 Lessons | 303 Minutes | 0.30 CEUs | 3 PMUs**

### **How to Build a Professional Brand and Image**

Gain credibility and trust by building your professional brand and image. You also will gain insights to help you develop your emotional intelligence and communication skills.

**13 Lessons | 404 Minutes | 0.60 CEUs | 6 PMUs**



### **Innovation and Strategic Thinking for Managers**

Learn to think strategically and build skills to initiate and manage change as well as drive innovation. Get access to the frameworks necessary to develop strategies, become agile and foster the creativity needed to innovate.

**13 Lessons | 272 Minutes | 0.40 CEUs | 4 PMUs**

### **Leadership Skills for Maximum Team Productivity**

Leaders and managers who acquire these skills can achieve greater outcomes through their teams' performance. Learn how to develop an effective strategy, negotiate to obtain necessary resources, create a motivational climate and sustain commitment and collaboration so that you can effectively execute required tasks through others.

**13 Lessons | 341 Minutes | 0.60 CEUs | 6 PMUs**

### **Manager Quick Start: Essential Management**

Build on your functional expertise with essential new management skills. Develop your emotional intelligence, become an effective communicator and gain knowledge and skills to be a strong presenter.

**15 Lessons | 439 Minutes | 0.50 CEUs | 5 PMUs**

### **Managing Priorities for Max Productivity**

To be successful and add value in business, every individual must have the skills to effectively manage and prioritize their workflow. Acquire the knowledge and insights to create a forward-moving plan for any job, be able to prioritize tasks for maximum efficiency and sharpen your focus for getting the job done.

**9 Lessons | 321 Minutes | 0.20 CEUs | 2 PMUs**

### **The Manager's Guide to Business Literacy Skills**

Get the job done by developing your skills in managing projects, supporting the financial goals of your organization and leveraging the benefits of diverse and inclusive teams.

**10 Lessons | 320 Minutes | 0.40 CEUs | 4 PMUs**

### **Tools for Leading and Motivating Through Change**

Tough times call for agile groups, effective strategies, managing change and motivating your unit to succeed. Turn adversity to opportunity with the skills you'll learn and build in this timely course.

**15 Lessons | 302 Minutes | 0.30 CEUs | 3 PMUs**

### **Training and Presentation Skills**

Develop your ability to create engaging, learner-centric training experiences by leveraging the ADDIE Model, and acquire the skills to deliver impactful presentations with confidence and credibility.

**11 Lessons | 221 Minutes | 0.40 CEUs | 4 PMUs**

### **Workforce Development: Business Fundamentals**

Build a foundational understanding of how a business operates, and develop your problem-solving skills through data analysis. In addition, learn to manage projects that achieve results.

**6 Lessons | 260 Minutes | 0.20 CEUs | 2 PMUs**

### **Workforce Development: Problem Solving and Data Analysis**

Develop your problem-solving skills through data analysis, and learn how to gather, manage and present data.

**10 Lessons | 301 Minutes | 0.50 CEUs | 5 PMUs**

### **Workplace Communication Training**

Gain strategies to improve your communication skills no matter what your career level. Discover how to demonstrate credibility, and acquire knowledge and insights to enhance your ability to motivate, persuade and influence throughout the organization.

**14 Lessons | 355 Minutes | 0.50 CEUs | 5 PMUs**

## **AMA's OnDemand Training Library**

**877.566.9441**

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