



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

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.

9 Lessons | 390 Minutes | 0.70 CEUs

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.

5 Lessons | 260 Minutes | 0.40 CEUs

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 | 0.90 CEUs



Analytical Skills for New Managers

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

6 Lessons | 260 Minutes | 0.40 CEUs

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 | 230 Minutes | 0.30 CEUs

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.

7 Lessons | 300 Minutes | 0.50 CEUs

Certified Professional in Management OnDemand Exam Prep

Learn key management competencies by yourself with this comprehensive, on demand AMA-CPM Prep Course. It consists of 16 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.

16 Lessons | 320 Minutes | 0.50 CEUs

Crisis Leadership

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.

11 Lessons | 220 Minutes | 0.30 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.

8 Lessons | 230 Minutes | 0.30 CEUs

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 | 260 Minutes | 0.40 CEUs

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 & execution, as well as agility.

11 Lessons | 220 Minutes | 0.60 CEUs

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.

4 Lessons | 120 Minutes | 0.1 CEUs

Essential Project Management Skills

Explore the terminology, tools and techniques of project management with this comprehensive, on demand course. Over 7 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'll also be able to retake each lesson as much as you want.

7 Lessons | 210 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.

4 Lessons | 220 Minutes | 0.20 CEUs



How to Build a Professional Brand and Image

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

9 Lessons | 320 Minutes | 0.60 CEUs

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.

7 Lessons | 230 Minutes | 0.30 CEUs

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.

9 Lessons | 250 Minutes | 0.50 CEUs

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.

8 Lessons | 300 Minutes | 0.50 CEUs

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.

5 Lessons | 240 Minutes | 0.20 CEUs

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.

7 Lessons | 280 Minutes | 0.40 CEUs

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.

9 Lessons | 180 Minutes | 0.40 CEUs

Workplace 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.

4 Lessons | 220 Minutes | 0.20 CEUs

Workplace Development: Problem Solving and Data Analysis

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

8 Lessons | 300 Minutes | 0.50 CEUs

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.

10 Lessons | 270 Minutes | 0.50 CEUs

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877-566-9441

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