

## Change &amp; Innovation

## Managing Organizational Change: What Works, What Doesn't and Why

**CEU: 0.2, Course Length: 2 Hours**

Today's dynamic markets demand continuous change. This seminar provides practical tools, techniques and insights from organizations and professional change agents who have been successful in their change efforts. Join us to learn from those who have done it and lived to tell about it.

**Presenter:** Michael Termini

**Producer:** Federal Training Network

**Intended Audience:** Managers at all levels who are responsible for directing, leading, managing and surviving the change process within their organizations. Simply put, those who must transform vision into action.

<b>Delivery Method</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site (6+)</b>
Videotape (BC02082602)		\$230	\$1,230

## Change &amp; Innovation

## Creativity in the Workplace

**CEU: 0.2, Course Length: 2 Hours**

Are you in a rut—doing the same things the same ways? Do you have a hard time remembering the last time you had an innovative idea and it became implemented? Creativity doesn't have to be an esoteric concept. Through practical problem-solving strategies and new ways of thinking, we can maximize our untapped creativity. Topics include developing an understanding of the many forms of creativity and their everyday applications, assessing your creativity and risk-taking style, identifying new ways to perceive and solve problems, gaining knowledge on Edward de Bona's lateral thinking tools and strategies, and learning how to get good ideas implemented.

**Presenter:** Michele Ginnerty is a trainer and consultant and has developed and delivered training programs in the area of customer service and long-term client relationship development.

**Producer:** University of Maryland, College Park

**Intended Audience:** Employees, supervisors, managers and team leaders who are interested in improving the performance of themselves and others through expanded creativity.

<b>Delivery Method</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site (6+)</b>
Videotape (BC02091001)		\$140	\$690
Online (OL02091001)		\$110	N/A
CD-ROM (CD02091001)		\$120	N/A

Individual & Group Effectiveness

## Solution-Based Negotiation

**CEU: 0.5, Course Length: 5 Hours**

Negotiation is a skill set that we use every day whether we are negotiating for goods and services, our relationships or simply negotiating to share meaning. It is not a skill set we are born with. However, by learning perspective, skills, strategies and tactics we can get more of what we want. It can also help us meet other people's needs. The purpose of this course is to learn to look at negotiation differently so we can succeed more often and even enjoy the game.

**Presenter:** Dr. Laree Kiely, president of L. Kiely, Inc., (an organizational effectiveness consulting group) has 25 years' experience consulting, facilitating and teaching organizational behavior in the United States, Australia, the Czech Republic and China.

**Producer:** University of Southern California

**Intended Audience:** This course will benefit everyone.

Delivery Method (10+)	Price: Per Person	Per Site
Videotape (MB03022101)	\$465	\$3,840
Online (OLO2021801)	\$375	N/A
CD-ROM (CD02021801)	\$405	N/A

Individual & Group Effectiveness

## Advanced Negotiation Skills

**CEU: 0.5, Course Length: 5 Hours**

Not all negotiations are simple two-party, one-outcome transactions. This course explores some of the dynamics that can cause a complex negotiation and how to manage them for optimal outcomes. Some of the issues to be covered are multiple-party negotiations, international dynamics, multiple issues and interests, tough opponents, breaking deadlocks and low trust/bad history situations.

**Presenter:** Dr. Laree Kiely, president of L. Kiely, Inc., (an organizational effectiveness consulting group) has 25 years' experience consulting, facilitating, and teaching organizational behavior in the United States, Australia, the Czech Republic and China.

**Producer:** University of Southern California

**Intended Audience:** Anyone who negotiates or bargains or who finds themselves in complex influence situations.

Delivery Method (10+)	Price: Per Person	Per Site
Videotape (BC02022501)	\$465	\$3,840
Online (OLO2031101)	\$375	N/A
CD-ROM (CDO2031101)	\$405	N/A

## Individual &amp; Group Effectiveness

## The New IQ: Your Influence Quotient

**CEU: 0.5, Course Length: 5 Hours**

Information often does not stand on its own merit. The first way people judge the quality of information is by where the information comes from: the credibility of the source and/or the sender. To be influential means to have equity in your credibility account. We spend so much time trying to affect the behavior and attitudes of others while the most productive people just seem to know how to make it work. They know that influence is more useful than power. In this course, participants learn how to assess the equity in their credibility account, how to build it and how to be vigilant about how it is spent. They also learn influence tactics and sophisticated communication skills.

**Presenter:** Dr. Laree Kiely, president of L. Kiely, Inc., (an organizational effectiveness consulting group) has 25 years' experience consulting, facilitating, and teaching organizational behavior in the United States, Australia, the Czech Republic and China.

**Producer:** University of Southern California

**Intended Audience:** If you work with other people, you will benefit from this course.

<b>Delivery Method (10+)</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site</b>
Videotape (BC02071501)		\$465	\$3,840
Online (OLO2071501)		\$375	N/A
CD-ROM (CD02071501)		\$405	N/A

## Individual &amp; Group Effectiveness

## Leaders as Mentors

**CEU: 0.2, Course Length: 2 Hours**

Research on mentoring programs is clear—successful programs are led from the top, by senior managers who visibly promote and participate in the mentoring program. This live, interactive seminar will explain both how and why to set up a mentoring program in your organization and the role that leaders must play. In this course, participants will learn how to understand the business rationale for a mentoring program, establish a mentoring program, gain knowledge of characteristics of successful mentors and understand benefits to the organization, the mentor and the learner.

**Presenter:** Dr. Andrea Zintz is the president of Andrea Zintz and Associates, LLC.

**Producer:** Federal Training Network

**Intended Audience:** First-line supervisors, mid-managers and human resource managers.

<b>Delivery Method (16+)</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site</b>
Videotape (BC02091203)		\$120	\$1,430
Online (OLO2032601)		\$90	N/A
CD-ROM (CD02032601)		\$100	N/A

## Individual &amp; Group Effectiveness

## Herding Cats: Getting Individuals, Teams and Departments Working Together

**CEU: 0.2, Course Length: 2 Hours**

Do you feel like you're constantly reigning in employees who are headed off in their own direction? Do departments seem to work at cross-purposes? Are you behind on deadlines because of duplications, gaps and competing agendas? This course is for managers, supervisors and other leaders who need to motivate people to buy into, work collectively and make joint progress together. Topics covered include harnessing the power of individuality in a positive way, motivating people to work collectively and collaboratively, strategies for overcoming competing interests and agendas, techniques for breaking down territorial thinking and building a team environment, and leadership practices that secure commitment and foster performance.

**Presenter:** Michele Ginnerty is a trainer and consultant and has developed and delivered training programs in the area of customer service and long-term client relationship development.

**Producer:** University of Maryland, College Park

**Intended Audience:** Supervisors, team leaders and managers who want to improve the performance of groups and departments in accomplishing common goals and objectives.

<b>Delivery Method</b>	<b>Price: Per Person Per Site (6+)</b>	
Videotape (BC02091701)	\$140	\$690
Online (OLO2091701)	\$110	N/A
CD-ROM (CD02091701)	\$120	N/A

## Individual &amp; Group Effectiveness

## Total Leadership: Leadership, Teamwork and Self-Discipline

**CEU: 0.2, Course Length: 2 Hours**

This popular and hard-hitting training seminar is based upon aggressive concepts of personal improvement, leadership and people skills. Drawing from the high-performance world of the Elite Navy SEAL teams, modern psychology and human performance tactics, Total Leadership provides employees the skills to dominate in any industry. Participants in this course learn how to become a disciplined leader, deal with the "9-Personalities," understand brand-based leadership strategies, use the power of managed focus and sharpen their focus and mental discipline.

**Presenter:** Michael Janke is a 10-year Navy SEAL commando, best-selling author, Fortune 500 consultant and performance expert to the U.S. Olympic Team and the New York Yankees.

**Producer:** Federal Training Network

**Intended Audience:** Executives, managers and first-line supervisors.

<b>Delivery Method (16+)</b>	<b>Price: Per Person Per Site</b>	
Videotape (BC02043001)	\$120	\$1,430
Online (OLO2051401)	\$90	N/A
CD-ROM (CD02051401)	\$100	N/A

## Individual &amp; Group Effectiveness

## Communications for E-Business

**CEU: 0.2, Course Length: 2 Hours**

E-business—it's all we're hearing about lately. But what does it mean for you and your organization? How can you design and implement the appropriate solutions to convert or enhance your business through e-business? This workshop provides an overview on how to develop strategies for defining and optimizing your business as an e-business.

**Presenter:** Chantel Kane, president and CEO of Training Solutions Group, Inc., has a decade of experience as an educator and trainer in the field of technology.

**Producer:** Federal Training Network

**Intended Audience:** Executives, business owners and managers responsible for setting strategic directions and policies, and anyone whose responsibilities will include e-business development and planning.

<b>Delivery Method</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site (6+)</b>
Videotape (BC02091002)	\$195		\$1,020
Online (OLO1062101)	\$165		N/A
CD-ROM (CD01062101)	\$175		N/A

## Individual &amp; Group Effectiveness

## Building an Effective Team

**CEU: 0.4, Course Length: 4 Hours**

Knowing how to develop and build effective teams is critical in today's work world. Cross-functional teams, matrix management and project teams are the norm today. Assembling a group of employees is one thing; making them an effective team is another. Successful teams don't happen; they are created. This seminar provides concrete suggestions on building teams as well as insight into the nature of team dynamics. Strategies for moving a team forward, along with dealing with inevitable team barriers are offered.

**Presenter:** Michele Ginnerty is a trainer and consultant and has developed and delivered training programs in the area of customer service and long-term client relationship development.

**Producer:** University of Maryland, College Park

**Intended Audience:** Team leaders, project managers and mid-managers.

<b>Delivery Method</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site (6+)</b>
Videotape (BC02080601)	\$285		\$1,410
Online (OLO1112903)	\$225		N/A
CD-ROM (CD01112903)	\$245		N/A

Individual & Group Effectiveness

## Managing Change

**CEU: 0.2, Course Length: 2 Hours**

In today's workplace, change is rapid and constant. Whether it's meeting the challenges of reorganization or responding to tightening resources or new goals and objectives, developing one's change-management skills is a must. Learn about the four common stages of change and how to develop a flexible mindset and overcome barriers such as resistance and anxiety over potential losses. Strategies to help yourself and others turn any change into an opportunity are offered.

**Presenter:** Michele Ginnerty is a trainer and consultant and has developed and delivered training programs in the area of customer service and long-term client relationship development.

**Producer:** University of Maryland, College Park

**Intended Audience:** Employees, supervisors managers and team leaders who want to improve their skill in responding to and managing change efforts.

Delivery Method	Price:	Per Person	Per Site (8+)
Videotape (MB02102901)		\$140	\$910
Online (OLO2102901)		\$110	N/A
CD-ROM (CD02102901)		\$120	N/A

Individual & Group Effectiveness

## Conflict Resolution

**CEU: 0.3, Course Length: 3 Hours**

The inability to constructively resolve conflict and differences takes a high toll on the workplace. Unresolved misunderstandings and miscommunications lead to costly results. Having a comfortable process to bridge gaps and collaborate successfully is critical. However, few of us have been taught to constructively resolve differences: We tend to rely on old habits and strategies. In this seminar, participants develop an understanding of the driving forces behind conflicts and how to get beyond positions to create solutions.

**Presenter:** Michele Ginnerty is a trainer and consultant and has developed and delivered training programs in the area of customer service and long-term client relationship development.

**Producer:** University of Maryland, College Park

**Intended Audience:** Supervisors, team leaders and mid-managers.

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (BC02071601)		\$225	\$1,050
Online (OLO1110201)		\$165	N/A
CD-ROM (CD01110201)		\$185	N/A

## Individual &amp; Group Effectiveness

## Tribal Warfare in Organizations: A Leadership Challenge

**CEU: 0.2, Course Length: 2 Hours**

This seminar takes a humorous and entertaining look at turf battles between professional groups. Using an anthropological approach, Neuhauser guides participants through a process where they develop "tribal profiles" for various groups in their work setting. The focus of the seminar is to identify new ways to bridge the gap between professional groups and produce more effective collaboration and problem solving.

**Presenters:** Peg Neuhauser has been a management and organizational consultant specializing in communication, conflict management and organizational culture for more than 18 years. Ray Bender is president of WRB Consulting, based in Austin, Texas.

**Producer:** Federal Training Network

**Intended Audience:** First-line supervisors, mid-managers and team leaders.

Delivery Method (16+)	Price:	Per Person	Per Site
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Videotape (MB03021801)	\$120	\$1,430
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Online (OL02041601)	\$90	N/A
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CD-ROM (CD02041601)	\$100	N/A
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## Individual &amp; Group Effectiveness

## Since Strangling STILL Isn't an Option: Managing Difficult People

**CEU: 0.2, Course Length: 2 Hours**

Every work situation has them: complainers, unreasonable and irresponsible people, unsatisfied customers. How can employees learn to successfully deal with difficult people, workplace conflicts and confrontational situations of all types? This program, featuring well-known communications trainer Sandra Crowe, is designed to give participants "empowerment skills" to offset difficult situations and dissolve barriers to excellent interpersonal relations for internal as well as external customers and colleagues. This seminar not only helps participants move through difficult situations, but helps them do so with more ease, power and strength so that employees feel confident in the process.

**Presenter:** Sandra Crowe has been presenting innovative programs to federal agencies, corporations and associations since 1986.

**Producer:** Federal Training Network

**Intended Audience:** Team leaders, mid-managers and first-line supervisors.

Delivery Method (16+)	Price:	Per Person	Per Site
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Videotape (BC02090901)	\$120	\$1,430
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Online (OL02052801)	\$90	N/A
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CD-ROM (CD02052801)	\$100	N/A
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Individual & Group Effectiveness

## Oral Presentation Skills for Technical and Other Professionals

**CEU: 0.5, Course Length: 5 Hours**

Today's markets, especially the high-tech market, are more competitive than ever before. Effectively presenting information is absolutely critical to winning and retaining business. It is equally important in maintaining good internal organizational communication. The revised, updated version of this popular course will help you improve your presentation skills by providing you with strategies and methodologies for preparing a successful presentation, proven techniques for developing your delivery skills, and ways to produce a variety of visual aids and other support materials.

**Presenter:** Tony Bishop is an independent consultant specializing in organizational communication with emphasis on oral communication and media response.

**Producer:** University of Southern California

**Intended Audience:** Managers and professionals who prepare, coordinate and deliver oral presentations, especially those in high-technology organizations.

<b>Delivery Method (10+)</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site</b>
Videotape (BC02021301)		\$465	\$3,840
Online (OL02022701)		\$375	N/A
CD-ROM (CD02022701)		\$405	N/A

Leadership & Management

## Passionate Leadership: The Future is Now!

**CEU: 0.2, Course Length: 2 Hours**

Everyone learns leadership from someone, deliberately or subconsciously. Some people are reluctant leaders; they have the authority but are reluctant to use it. This presentation helps you to discover your relationship to the leadership role, where you are in the process and what you need to do to become a more passionate leader. Being a passionate leader means standing up for and speaking out about what you believe, to inspire others so that they are moved to follow and to make a difference through your commitment to the outcome.

**Presenter:** Dr. Cherie Carter-Scott, a *New York Times* No. 1 best-selling author, has been coaching change for 25 years.

**Producer:** Federal Training Network

**Intended Audience:** Mid- to executive managers who want to understand and improve their leadership skills.

<b>Delivery Method</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site (6+)</b>
Videotape (BC02072302)		\$230	\$1,230
Online (OL01110101)		\$200	N/A
CD-ROM (CD01110101)		\$210	N/A

## Leadership &amp; Management

## Beyond Management to Dynamic Leadership

**CEU: 0.2, Course Length: 2 Hours**

This program is designed to help individuals and managers break through their current reality and into a new vision of leadership and strength. The typical management profile of yesterday is no longer a place from which leaders can function and grow. The leaders of today must not only know how to adapt to an environment that is constantly changing, they must also know how to empower, challenge and motivate those around them. Let Scott Sherman demonstrate how you can become the dynamic leader of your vision through utilization of these innovative techniques.

**Presenter:** Scott Sherman is president and CEO of EnVision, Inc., chairman of The Executive Committee (TEC) in southeast Florida and co-founder of The Professional & Business Forum, Inc.

**Producer:** Federal Training Network

**Intended Audience:** Individuals and managers who want to build a solid foundation to grow leadership abilities.

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (BC02083002)		\$195	\$1,020
Online (OLO1050102)		\$165	N/A
CD-ROM (CD01050102)		\$175	N/A

## Leadership &amp; Management

## Leadership Lesson from the Antarctic Explorer Ernest Shackleton

**CEU: 0.3, Course Length: 3 Hours**

Many people wonder how they can translate the theory of leadership into everyday practices that get results. Using the famed Antarctic explorer Sir Ernest Shackleton as our guide, we identify how to bring a diverse group of individuals together to work toward a common goal; keep the naysayers and disgruntled staff from lowering morale; bring order to chaotic environments; boost up the pessimistic; overcome challenges and obstacles; and sustain a team under stressful times. Additional practical insights on leadership behavior and how to apply them in today's workplace are identified as we learn more about how Shackleton saved the lives of his 27-member crew trapped on an Antarctic ice floe for almost two years.

**Presenter:** Michele Ginnerty is a trainer and consultant and has developed and delivered training programs in the area of customer service and long-term client relationship development.

**Producer:** University of Maryland, College Park

**Intended Audience:** Managers, supervisor and team leaders who want to expand and improve their leadership capabilities.

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (BC02092401)		\$195	\$1,020
Online (OLO2092401)		\$165	N/A
CD-ROM (CDO2092401)		\$185	N/A

## Leadership &amp; Management

## Simplified Strategic Planning

**CEU: 0.2, Course Length: 2 Hours**

The fact that a strategy has been successful in the past is no guarantee that it will continue to succeed. Turbulent times require the ability to deal with change and uncertainty. Good strategic management is opportunity-oriented and can help you profit from changes that are happening right now. Peter Duncan will describe a practical, no-nonsense approach to strategic planning—specifically designed to help organizations use their unique resources to soar beyond their current capabilities and limitations. You will learn strategic concepts proven to work best, in a unique, interactive course that prepares you to develop and implement your own plan.

**Presenter:** Peter Duncan is vice president of the Center for Simplified Strategic Planning, Inc.

**Producer:** Federal Training Network

**Intended Audience:** Mid-managers in the areas of business development, product development and marketing.

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (BC02080501)		\$230	\$1,230
Online (OLO1111601)		\$200	N/A
CD-ROM (CD01111601)		\$210	N/A

## Management Development

## Strategic Thinking

**CEU: 0.5, Course Length: 5 Hours**

Wouldn't everyone like to be able to speed up their decision-making process and feel more certain when they make choices? How about enhancing and speeding up a team's choices or an organization's decisions or being able to take advantage of all opportunities? It could easily be said that the main key to success in life and in business is effective problem solving, opportunity detection, clear analysis of issues and healthy decision-making; in other words, optimal thinking. Yet most people are not trained in these skills. Strategic thinking can help in life and in business. This course is designed to teach participants the best ways to use their intellectual capital and that of their work group.

**Presenter:** Dr. Laree Kiely, president of L. Kiely, Inc., (an organizational effectiveness consulting group) has 25 years' experience consulting, facilitating and teaching organizational behavior in the United States, Australia, the Czech Republic and China.

**Producer:** University of Southern California

**Intended Audience:** Anyone who has to make decisions.

Delivery Method	Price:	Per Person	Per Site (10+)
Videotape (MB03030505)		\$465	\$3,840
Online (OLO2042903)		\$375	N/A
CD-ROM (CDO2042903)		\$405	N/A

## Management Development

## Idea Mining: Advanced Strategic Thinking—From Idea to Decision to Action to Knowledge

**CEU: 0.5, Course Length: 5 Hours**

The purpose of this course is for an organization or an individual to learn advanced ways of creative thinking, problem-solving, decision-making, implementation strategies and knowledge management. After completing this course, participants will be able to build “thinking” groups, not just learning groups, free up the creative and innovative ideas in themselves, their group or their organization, find opportunities and detect problems, and solve problems effectively and get others to buy in to the solution.

**Presenter:** Dr. Laree Kiely, president of L. Kiely, Inc., (an organizational effectiveness consulting group) has 25 years’ experience consulting, facilitating and teaching organizational behavior in the United States, Australia, the Czech Republic and China.

**Producer:** University of Southern California

**Intended Audience:** Anyone who has to make decisions.

<b>Delivery Method (10+)</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site</b>
Videotape (BC02090401)		\$465	\$3840
Online (OLO2090401)		\$375	N/A
CD-ROM (CD02090401)		\$405	N/A

## Management Development

## From Supervise to Energize, From Motivate to Activate

**CEU: 0.5, Course Length: 5 Hours**

Managers often complain about spending too much time fixing the same productivity issues over and over. They ask themselves: Why won’t my employees just do the job they are paid to do? Constantly fixing and re-fixing symptoms will never make the problem go away. In fact, it only creates opportunity for new problems to develop. No productivity issues will be solved unless the actual cause of the problem is found. You can become an effective manager who knows the difference between a problem’s symptoms and its cause. This course will teach you the skills to properly diagnose the cause of a problem, create effective solutions and change a person’s behavior so it sustains itself.

**Presenter:** Dr. Laree Kiely, president of L. Kiely, Inc., (an organizational effectiveness consulting group) has 25 years’ experience consulting, facilitating and teaching organizational behavior in the United States, Australia, the Czech Republic and China.

**Producer:** University of Southern California

**Intended Audience:** If you work with other people, you will benefit from this course.

<b>Delivery Method (10+)</b>	<b>Price:</b>	<b>Per Person</b>	<b>Per Site</b>
Videotape (MB02110801)		\$465	\$3840
Online (OLO2110801)		\$375	N/A
CD-ROM (CDO2110801)		\$405	N/A

## Professional Development

## Develop Your Interpersonal Effectiveness: Sharpen Your Emotional IQ

**CEU: 0.2, Course Length: 2 Hours**

What is emotional intelligence (EI) and why should I care about it? Research shows that achievement at work and in life rests largely with our ability to intelligently and effectively manage ourselves and our relationships. Although our IQ may help us in the door, it is our EI that determines our excellence and success once there. Topics covered include behaviors and beliefs that lead to high emotional intelligence, strategies to improve your ability to relate to others in a variety of settings, methods to diffuse the difficult behavior of others, techniques for maintaining self-control, and strategies for giving and receiving constructive criticism.

**Presenter:** Michele Ginnerty is a trainer and consultant and has developed and delivered training programs in the area of customer service and long-term client relationship development.

**Producer:** University of Maryland, College Park

**Intended Audience:** Employees, supervisors, managers and team leaders who want to expand their self-awareness and control and increase the effectiveness of their relationships with others.

Delivery Method	Price:	Per Person	Per Site (7+)
Videotape (MB02101001)		\$140	\$690
Online (OLO2100101)		\$110	N/A
CD-ROM (CD02100101)		\$120	N/A

## Project Management

## Boston University Project Management Excellence Certificate Program (Module 1 – 5, with PMP Exam)

**CEU: 4.5, Course Length: 45 Hours**

This certificate series, which includes "Preparing for the PMP Exam," can be taken only as a complete program. There are five modules to this series:

**Project Management Philosophy & Structure**  
**Project Management Leadership, Teams & Communication**  
**Project Time and Cost Management**  
**Project Risk Assessment and Management**  
**Preparing for the PMP Exam**

The series provides a basic overview of the project management function, covering the fundamentals of effective project planning and control and the role of process in project management. It offers insight to the organization of the future, gives you tools to navigate the political landmines and to assess and maximize your communication style to win the confidence of your peers. Participants will be introduced to a comprehensive view of time and cost of management as defined by the project management body of knowledge (PMBOK), including activity duration estimating, resource planning, cost estimating and cost budgeting and control. The series introduces the participant to the fundamentals of project risk analysis and management. Participants gain an understanding of project risk and the systematic breakdown of risk management processes as set forth by the PMBOK. Finally, the series prepares the participant for PMI's Project Management Professional (PMP) exam.

**Presenters:** Phil Ventresca, M.B.A., has more than 20 years of project management and general management experience. Tom Flynn, P.E., P.M.P., has 20 years of project management experience, with a background in construction and professional engineering. Michael McCourt, is a consultant at Advanced Management Services, Inc.

**Producer:** Boston University

Delivery Method	Price:	Per Person	Per Site
Videotape (BC02082798)		\$4,385	N/A
Online (OLO2011598)		\$3,695	N/A
CD-ROM (CDO2011598)		\$3,925	N/A

## Project Management

## Boston University Project Management Excellence Certificate Program (Module 1 – 4, without PMP Exam)

**CEU: 3.3, Course Length: 33 Hours**

This certificate series, which includes "Preparing for the PMP Exam," can be taken only as a complete program. There are four modules to this series:

**Project Management Philosophy & Structure**  
**Project Management Leadership, Teams & Communication**  
**Project Time and Cost Management**  
**Project Risk Assessment and Management**

The series provides a basic overview of the project management function, covering the fundamentals of effective project planning and control and the role of process in project management. It offers insight to the organization of the future, gives you tools to navigate the political landmines and to assess and maximize your communication style to win the confidence of your peers. Participants are introduced to a comprehensive view of time and cost of management as defined by the project management body of knowledge (PMBOK), including activity duration estimating, resource planning, cost estimating and cost budgeting and control. The series introduces the participant to the fundamentals of project risk analysis and management. Participants gain an understanding of project risk and the systematic breakdown of risk management processes as set forth by the PMBOK.

**Presenters:** Phil Ventresca, M.B.A., has more than 20 years of project management and general management experience. Tom Flynn, P.E., P.M.P., has 20 years of project management experience, with a background in construction and professional engineering. Michael McCourt, is a consultant at Advanced Management Services, Inc.

**Producer:** Boston University

Delivery Method	Price:	Per Person	Per Site
Videotape (BC02082799)	\$3,805	N/A	
Online (OLO2011599)	\$3,295	N/A	
CD-ROM (CD02011599)	\$3,465	N/A	

## Leadership &amp; Management

## Developing Effective Leadership Skills

**CEU: 0.2, Course Length: 2 Hours**

**Presenter:** Nancy Mercurio, Leadership with a Heart Training Systems

**Producer:** Federal Training Network

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (BC01082402)	\$179	\$1,070	
Online (OLO1012901)	\$149	N/A	
CD-ROM (CDO1012901)	\$159	N/A	

## Management Development

## Organizing and Managing Your Time

**CEU: 0.3, Course Length: 3 Hours**

**Presenter:** Boyd Scheff, The Lighthouse Training Group

**Producer:** University of Maryland, College Park

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (MB03032703)	\$225	\$1,050	
Online (OLO3032703)	\$165	N/A	
CD-ROM (CDO3032703)	\$185	N/A	

## Management Development

**Juggling Multiple Priorities****CEU: 0.3, Course Length: 3 Hours****Presenter:** Boyd Scheff, The Lighthouse Training Group**Producer:** University of Maryland, College Park

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (MB03020401)	\$225	\$1,050	
Online (OL03020401)	\$165	N/A	
CD-ROM (CD03020401)	\$185	N/A	

**Making the Most of Your Meetings****CEU: 0.3, Course Length: 3 Hours****Presenter:** Boyd Scheff, The Lighthouse Training Group**Producer:** University of Maryland, College Park

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (MB03022501)	\$225	\$1,050	
Online (OL03022501)	\$165	N/A	
CD-ROM (CD03022501)	\$185	N/A	

**Legal Issues for Managers****CEU: 0.3, Course Length: 3 Hours****Presenter:** Boyd Scheff, The Lighthouse Training Group**Producer:** University of Maryland, College Park

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (MB03012303)	\$225	\$1,050	
Online (OL03012303)	\$165	N/A	
CD-ROM (CD03012303)	\$185	N/A	

**Motivating Others****CEU: 0.3, Course Length: 3 Hours****Presenter:** Boyd Scheff, The Lighthouse Training Group**Producer:** University of Maryland, College Park

Delivery Method	Price:	Per Person	Per Site (6+)
Videotape (MB03031101)	\$225	\$1,050	
Online (OL03031101)	\$165	N/A	
CD-ROM (CD03031101)	\$185	N/A	

## Project Management

**E-PMP—Preparing for the Project Management Professional (PMP) Certification Exam****CEU: 0.7, Course Length: 7 Hours****Presenter:** Tom Flynn, Boston University

Delivery Method	Price:	Per Person	Per Site
Videotape (BC02091205)	\$1,015	N/A	
Online (OL02091205)	\$895	N/A	
CD-ROM (CD02091205)	\$935	N/A	

**Project Management: An Introductory Overview****CEU: 0.3, Course Length: 3 Hours****Presenter:** Nancy Coleman, Boston University

Delivery Method	Price:	Per Person	Per Site (11+)
Videotape (MB02110402)	\$459	\$3,660	
Online (OL02110402)	\$399	N/A	
CD-ROM (CD02110402)	\$419	N/A	



