

BUSINESS SKILLS LIBRARY



Topics are highlighted in orange.

Courses in series (highlighted in black) are shown in order they should be viewed.

Courses are also highlighted by Closed Caption (CC) options, and whether or not they have our 4tify your Learning™ feature.

CLOSED CAPTIONS BY ABBREVIATION

EN	English
ES	Spanish
ZH	Chinese (Simplified)
DE	German
FR	French
CF	French Canadian
PT	Portuguese
TH	Thai

Featured Topics

- Administrative Excellence
- Advanced Selling Skills
- Basic Selling Skills
- Building a Business Case
- Business Basics
- Business Grammar
- Business Math
- Business Writing
- Communications
- Communication Styles
- Creativity
- Customer Service
- Cybersecurity
- Decision Making
- Developing Your Culture
- Driving Safety
- Finance for Non-Financial People
- Health and Wellness
- Hospitality
- Leadership
- Making the Sales Call
- Managing an Enterprise Account
- Managerial Courage
- Marketing
- Negotiating
- Performance Excellence
- Personal Development
- Presentation Skills
- Problem Solving
- Professional Productivity
- Project Management
- Retail Excellence
- Safety
- Sales Management
- Sales Relationships
- Selling Skills
- Small Business Success
- Supervision
- Talent Development
- Team Building
- Territory Development
- The Sales Process
- Workplace Sustainability

Course/Topic Title	Has 4tify?	CC
Administrative Excellence		
Prioritizing Techniques	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Preparing a Room for a Meeting	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Detail-Oriented Skill Development	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Front Desk Safety	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making Travel Arrangements	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Planning and Coordinating Events	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Routing a Problem	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Time Management	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Anticipating Needs	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Acting as Gatekeeper	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Be the Point Person	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Relationship-Building with Your Supervisor	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Organization		
Calendars	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Emails	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Filing Systems	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Taking Inventory	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Voicemails	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Advanced Selling Skills		
Managing an Enterprise Account		
Introduction	N	EN,ES,ZH,FR,CF,DE,PT,TH
Value Added Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Customer Lifetime Value	Y	EN,ES,ZH,FR,CF,DE,PT,TH
No Push Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Pre-Call Planning	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Five-Minute Debrief	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Finding Unmet Needs	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Selling Benefits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Objections	Y	EN,ES,ZH,FR,CF,DE,PT,TH
No Push Close	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Basic Selling Skills		
The Unmet Need	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Sales Time Management	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Your Elevator Pitch	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
What is a Sales Process?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Emotional Selling and Storytelling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building a Sales Plan	N	EN,ES,ZH,FR,CF,DE,PT,TH
Asking Great Sales Questions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Writing a Sales Proposal	N	EN,ES,ZH,FR,CF,DE,PT,TH
Decision Makers and Influencers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Business Basics		
Managing Negativity	N	EN,ES,ZH,FR,CF,DE,PT,TH
Business Travel		
Business Travel	N	EN,ES,ZH,FR,CF,DE,PT,TH
Before Leaving	N	EN,ES,ZH,FR,CF,DE,PT,TH
My Bags Are Packed	N	EN,ES,ZH,FR,CF,DE,PT,TH
I've Got a Plane to Catch	N	EN,ES,ZH,FR,CF,DE,PT,TH
Hotel, Motel, Holiday Inn	N	EN,ES,ZH,FR,CF,DE,PT,TH
International Business Travel	N	EN,ES,ZH,FR,CF,DE,PT,TH
Staying Healthy	N	EN,ES,ZH,FR,CF,DE,PT,TH
Safe Travels	N	EN,ES,ZH,FR,CF,DE,PT,TH
There's an App for That	N	EN,ES,ZH,FR,CF,DE,PT,TH
Technology Security	N	EN,ES,ZH,FR,CF,DE,PT,TH
Business Attire Basics for Men		
Casual Attire	N	
Business Casual Attire	N	
Business Formal Attire	N	
Semi-Formal/Casual Attire	N	
Black Tie Optional Attire	N	
Black Tie Attire	N	
Business Attire Basics for Women		
Casual Attire	N	
Business Casual Attire	N	
Business Formal Attire	N	
Semi-Formal/Casual Attire	N	
Black Tie Optional Attire	N	
Black Tie Attire	N	
How to Know What You Don't Know		
Getting Up to Speed	N	EN,ES,ZH,FR,CF,DE,PT,TH
Identifying Blind Spots	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Work a Room		
Preparing for an Event	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Attending the Event	Y	EN,ES,ZH,FR,CF,DE,PT,TH
After the Event	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Respect		
How to Be Liked	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Be Respected	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Work with Someone You Dislike	Y	EN,ES,ZH,FR,CF,DE,PT,TH
This vs. That		
Persistent vs. Pestering	N	EN,ES,ZH,FR,CF,DE,PT,TH
Aggressive vs. Assertive	N	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Compromise vs. Cave	N	EN,ES,ZH,FR,CF,DE,PT,TH
Finished vs. Flawless	N	EN,ES,ZH,FR,CF,DE,PT,TH
Concise vs. Curt	N	EN,ES,ZH,FR,CF,DE,PT,TH
Confident vs. Conceited	N	EN,ES,ZH,FR,CF,DE,PT,TH
Reserved vs. Rude	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Deal with Workplace Changes		
How to Avoid Getting Laid Off	Y	EN,ES,ZH,FR,CF,DE,PT,TH
When a Coworker Leaves	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building a Business Case		
Concept Evaluation: Identifying Opportunities	N	EN,ES,ZH,FR,CF,DE,PT,TH
Concept Evaluation: Finding Support	N	EN,ES,ZH,FR,CF,DE,PT,TH
Concept Evaluation: Making Decisions	N	EN,ES,ZH,FR,CF,DE,PT,TH
Gathering Data: Costs and Benefits	N	EN,ES,ZH,FR,CF,DE,PT,TH
Gathering Data: Identifying and Addressing Risks	N	EN,ES,ZH,FR,CF,DE,PT,TH
Gathering Data: Understanding Financial Metrics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Gathering Data: SWOT Analysis	N	EN,ES,ZH,FR,CF,DE,PT,TH
Telling the Story: The Art of Persuasion	N	EN,ES,ZH,FR,CF,DE,PT,TH
Telling the Story: Presentation	N	EN,ES,ZH,FR,CF,DE,PT,TH
Telling the Story: After Approval	N	EN,ES,ZH,FR,CF,DE,PT,TH
Business Math		
Job Offer Math		
Understanding a Job Offer	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cost of Living Comparisons	N	EN,ES,ZH,FR,CF,DE,PT,TH
Benefits by the Numbers	N	EN,ES,ZH,FR,CF,DE,PT,TH
Medical Insurance Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
New Employee Math		
How to Fill Out a W-4	N	EN,ES,ZH,FR,CF,DE,PT,TH
Retirement Savings Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Your First Paycheck	N	EN,ES,ZH,FR,CF,DE,PT,TH
Taxation Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Budgeting Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Savings	N	EN,ES,ZH,FR,CF,DE,PT,TH
Investment Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Introduction to Math		
Fighting the Fear	N	EN,ES,ZH,FR,CF,DE,PT,TH
Positive and Negative Numbers	N	EN,ES,ZH,FR,CF,DE,PT,TH
Adding and Subtracting	N	EN,ES,ZH,FR,CF,DE,PT,TH
Multiplying and Dividing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Inequalities	N	EN,ES,ZH,FR,CF,DE,PT,TH
Finding Averages	N	EN,ES,ZH,FR,CF,DE,PT,TH
Estimation Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding the Metric System	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Fractions	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Decimals	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Percentages	N	EN,ES,ZH,FR,CF,DE,PT,TH
Choosing the Right Operation	N	EN,ES,ZH,FR,CF,DE,PT,TH
Specialized Math		
Understanding Ratios, Proportions, and Percentages	N	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Mark-ups and Mark-downs	N	EN,ES,ZH,FR,CF,DE,PT,TH
Inventory Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Payroll Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Net vs. Gross	N	EN,ES,ZH,FR,CF,DE,PT,TH
Calculating Production Costs	N	EN,ES,ZH,FR,CF,DE,PT,TH
Determining Pricing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding ROI	N	EN,ES,ZH,FR,CF,DE,PT,TH
Interest Rates	N	EN,ES,ZH,FR,CF,DE,PT,TH
Compound vs. Simple Interest	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Annuities	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Loans	N	EN,ES,ZH,FR,CF,DE,PT,TH
Statistics		
Introduction to Statistics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Probability	N	EN,ES,ZH,FR,CF,DE,PT,TH
Organizing Data	N	EN,ES,ZH,FR,CF,DE,PT,TH
Data Analysis Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Business Writing		
Writing Basics		
Why Care About Writing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Parts of Speech	N	EN,ES,ZH,FR,CF,DE,PT,TH
Parts of a Sentence	N	EN,ES,ZH,FR,CF,DE,PT,TH
Capitalization	N	EN,ES,ZH,FR,CF,DE,PT,TH
Punctuation		
Ending Sentences	N	EN,ES,ZH,FR,CF,DE,PT,TH
Commas	N	EN,ES,ZH,FR,CF,DE,PT,TH
Semicolons and Colons	N	EN,ES,ZH,FR,CF,DE,PT,TH
Apostrophes	N	EN,ES,ZH,FR,CF,DE,PT,TH
Quotation Marks	N	EN,ES,ZH,FR,CF,DE,PT,TH
Writing Clearly		
Active Voice vs. Passive Voice	N	EN,ES,ZH,FR,CF,DE,PT,TH
Fragments and Run-ons	N	EN,ES,ZH,FR,CF,DE,PT,TH
Thinking About Tone	N	EN,ES,ZH,FR,CF,DE,PT,TH
Organize Your Writing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Proofreading		
How to Proofread	N	EN,ES,ZH,FR,CF,DE,PT,TH
Spell Check and Autocorrect	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Cheat Sheet	N	EN,ES,ZH,FR,CF,DE,PT,TH
Top 10 Writing Mistakes	N	EN,ES,ZH,FR,CF,DE,PT,TH
Communications		
Active Listening	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Barriers to Effective Communication	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Straight Talk on Bad Language	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Verbal Communication	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to be a Great Conversationalist	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Putdown Offenders	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Cues	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Interpersonal Communication for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Communicating with Confidence	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Nonverbal Communication		
Defining Nonverbal	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Aligning Nonverbal Communication with Intentions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Appearance	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Workplace Standards	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Leveraging Nonverbals with Success	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Assertive Verbal Skills		
Developing Assertiveness	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Dealing with Manipulation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Communication Techniques	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Persuasive Communication		
Introduction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Techniques	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Healthy Communication		
Types of Communication at Work	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Communication Well at Work	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How Not to Communicate	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Using Email at Work	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Communicating with Your Remote Team	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Interpersonal Communication		
Introduction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Effective Interpersonal Communication	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Communicating with the C Suite		
Around the Coffee Machine	N	EN,ES,ZH,FR,CF,DE,PT,TH
Sending an Email	N	EN,ES,ZH,FR,CF,DE,PT,TH
During Meetings	N	EN,ES,ZH,FR,CF,DE,PT,TH
In the Hallway	N	EN,ES,ZH,FR,CF,DE,PT,TH
After Work Socializing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Saying You Disagree	N	EN,ES,ZH,FR,CF,DE,PT,TH
When You're New	N	EN,ES,ZH,FR,CF,DE,PT,TH
When They're New	N	EN,ES,ZH,FR,CF,DE,PT,TH
When You've Made a Mistake	N	EN,ES,ZH,FR,CF,DE,PT,TH
If You Have an Idea	N	EN,ES,ZH,FR,CF,DE,PT,TH
If You Want to Impress	N	EN,ES,ZH,FR,CF,DE,PT,TH
When You Want a Raise	N	EN,ES,ZH,FR,CF,DE,PT,TH
During Difficult Conversations	N	EN,ES,ZH,FR,CF,DE,PT,TH
When You Have Personal News	N	EN,ES,ZH,FR,CF,DE,PT,TH
Media Training		
Introduction to Media Training	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Media Training	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Tough Media	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Media	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Writing		
Speech Writing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Writing Conversationally	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Communication Styles		

Course/Topic Title	Has 4tify?	CC
DISC		
DISC Introduction	N	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Questionnaire	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding DISC Styles	N	EN,ES,ZH,FR,CF,DE,PT,TH
Determining Styles of Others	N	EN,ES,ZH,FR,CF,DE,PT,TH
Mixing DISC Styles	N	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Style: High D	N	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Style: High I	N	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Style: High S	N	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Style: High C	N	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to a High D	N	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to a High I	N	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to a High S	N	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to a High C	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a High D	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a High I	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a High S	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a High C	N	EN,ES,ZH,FR,CF,DE,PT,TH
Emotional Intelligence		
What is Emotional Intelligence?	N	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Self-Awareness	N	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Self-Regulation	N	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Self-Motivation	N	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Effective Relationships	N	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Empathy	N	EN,ES,ZH,FR,CF,DE,PT,TH
Emotional Intelligence and DISC	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creativity		
Getting Creative	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Logic vs. Creativity	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Techniques	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Defining Problems	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Generate and Evaluate	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Staying Creative	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Customer Service		
Creating Great Customer Conversations	N	EN,ES,ZH,FR,CF,DE,PT,TH
Representing Your Brand	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The 4P's for Creating Loyal Customers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Customer Service Later	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Feedback		
Feedback Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Surveys	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Media Feedback	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What to Do with Feedback	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Customer Service		
Service Quality Indicators	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Helping Your Customers Increase Their Revenue	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Helping Your Customers Decrease Their Expenses	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Telephone Techniques		

Course/Topic Title	Has 4tify?	CC
Greetings	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Taking Calls	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hold Please	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Taking Messages	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Angry Callers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Phone Etiquette	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Working in Retail		
How to Give Exceptional Service	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Stay Positive with Customers	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Handle Feedback	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Upsell	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Retail Employees	N	EN,ES,ZH,FR,CF,DE,PT,TH
Who is Your Customer?		
I Can't Find This	N	EN,ES,ZH,FR,CF,DE,PT,TH
I've Got a Coupon for That	N	EN,ES,ZH,FR,CF,DE,PT,TH
I'm Just Looking	N	EN,ES,ZH,FR,CF,DE,PT,TH
I'm With My Kids. Please Hurry.	N	EN,ES,ZH,FR,CF,DE,PT,TH
I'm on a Mission	N	EN,ES,ZH,FR,CF,DE,PT,TH
I've Got Time and Money	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cybersecurity		
Defining Cybersecurity	N	EN,ES,ZH,FR,CF,DE,PT,TH
Passwords	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Protecting Your Mobile Device	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Cybersecurity While Traveling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Malware	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Types of Malware	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Ransomware	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Email Phishing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Identity Theft	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Your Responsibility	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Engineering	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Cybersecurity Training Program	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Minimizing Insider Threats	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Protecting Intellectual Property	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Protecting Your PC: Daily Precautions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
GDPR	N	EN,ES,ZH,FR,CF,DE,PT,TH
Decision Making		
Avoiding Mistakes	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making Group Decisions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Empowering Employee Decisions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Going With Your Gut	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Identifying Unintended Consequences	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Strategic Thinking	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Surviving Poor Decisions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Decision Making Basics		
Gathering Information	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Motivation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making Quick Choices	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Facts vs. Opinions	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Generating Options	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Decision-Making Models	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Your Culture		
Developing a Learning Culture	Y	EN,ES,ZH,FR,CF,DE,PT,TH
People First	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Civility in the Workplace: Everyone's Responsibility	N	EN,ES,ZH,FR,CF,DE,PT,TH
Fun at Work		
The Importance of Humor	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What's Funny?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What's NOT Funny?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Cross-Cultural Considerations		
What is Culture?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What's Your Culture?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Cultural Intelligence	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Workplace Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Concept of Time	Y	EN,ES,ZH,FR,CF,DE,PT,TH
LGBTQ in the Workplace		
Understanding Pronouns	N	EN,ES,ZH,FR,CF,DE,PT,TH
Supporting a Transitioning Employee for Managers	N	EN,ES,ZH,FR,CF,DE,PT,TH
Supporting a Transitioning Coworker	N	EN,ES,ZH,FR,CF,DE,PT,TH
Gender Identity vs. Sexual Orientation	N	EN,ES,ZH,FR,CF,DE,PT,TH
Digital Transformation		
Digital Transformation Basics		
What is Digital Transformation?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Terminology	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Workplace Culture and Digital Transformation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Going From Vision to Execution	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Digital Transformation for Leaders		
Business Leaders – What's Your Role?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Considering Your Business	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The ROI of DT	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Enhancing Your Customer Experience	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Utilizing Your Data	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Digital Transformation for Tech Leaders		
Tech Leaders – What's Your Role?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making Your Infrastructure Work	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Cloud Management	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Dispersing the Data	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Driving Safety		
Alcohol Abuse		
Training Responsibilities	N	EN,ES,ZH,FR,CF,DE,PT,TH
Rules and Regulations	N	EN,ES,ZH,FR,CF,DE,PT,TH
Who Should I Test?	N	EN,ES,ZH,FR,CF,DE,PT,TH
How Do I Know if Someone is Impaired?	N	EN,ES,ZH,FR,CF,DE,PT,TH
What Are the Testing Procedures?	N	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
What Happens if My Employee Fails an Alcohol Test?	N	EN,ES,ZH,FR,CF,DE,PT,TH
What Happens if My Employee Refuses an Alcohol Test?	N	EN,ES,ZH,FR,CF,DE,PT,TH
Record Keeping	N	EN,ES,ZH,FR,CF,DE,PT,TH
Employee Training	N	EN,ES,ZH,FR,CF,DE,PT,TH
Substance Abuse		
Training and Responsibilities	N	EN,ES,ZH,FR,CF,DE,PT,TH
Rules and Regulations	N	EN,ES,ZH,FR,CF,DE,PT,TH
Who Should I Test?	N	EN,ES,ZH,FR,CF,DE,PT,TH
How Do I Know if Someone is Impaired?	N	EN,ES,ZH,FR,CF,DE,PT,TH
What Are the Testing Procedures?	N	EN,ES,ZH,FR,CF,DE,PT,TH
What Happens if My Employee Fails a Drug Test?	N	EN,ES,ZH,FR,CF,DE,PT,TH
What Happens if My Employee Refuses a Drug Test?	N	EN,ES,ZH,FR,CF,DE,PT,TH
Record Keeping	N	EN,ES,ZH,FR,CF,DE,PT,TH
Employee Training	N	EN,ES,ZH,FR,CF,DE,PT,TH
Compliance, Safety, Accountability		
Overview	Y	EN,ES,ZH,FR,CF,DE,PT,TH
CSA for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
CSA for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Commercial Driver's License		
Basics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Basic Vehicle Control	N	EN,ES,ZH,FR,CF,DE,PT,TH
Transporting Cargo Safely	N	EN,ES,ZH,FR,CF,DE,PT,TH
Transporting Hazardous Materials	N	EN,ES,ZH,FR,CF,DE,PT,TH
Hazardous Driving Conditions	N	EN,ES,ZH,FR,CF,DE,PT,TH
Accident and Fire Prevention	N	EN,ES,ZH,FR,CF,DE,PT,TH
Vehicle Inspections	N	EN,ES,ZH,FR,CF,DE,PT,TH
Safe Driving		
Driving Distractions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Aggressive Driving	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Bad Weather Driving	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Harsh Braking and Acceleration	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Finance for Non-Financial People		
Intro to Finance		
Why Learn About Finance?	N	EN,ES,ZH,FR,CF,DE,PT,TH
Finance Terms	N	EN,ES,ZH,FR,CF,DE,PT,TH
Resources & Documents	N	EN,ES,ZH,FR,CF,DE,PT,TH
Budgeting Essentials		
What is Budgeting?	N	EN,ES,ZH,FR,CF,DE,PT,TH
Budgeting Methods	N	EN,ES,ZH,FR,CF,DE,PT,TH
Budget Reporting	N	EN,ES,ZH,FR,CF,DE,PT,TH
Budgeting Expenses	N	EN,ES,ZH,FR,CF,DE,PT,TH
Budgeting Revenue	N	EN,ES,ZH,FR,CF,DE,PT,TH
Budgeting Discounts	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Inventory	N	EN,ES,ZH,FR,CF,DE,PT,TH
Principles of Accounting		
Principles of Accounting	N	EN,ES,ZH,FR,CF,DE,PT,TH
Common Accounting Terms	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cash vs. Accrual Basis	N	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Fraud	N	EN,ES,ZH,FR,CF,DE,PT,TH
Balance Sheets		
Introduction to Balance Sheets	N	EN,ES,ZH,FR,CF,DE,PT,TH
Benchmarking, Ratios, Comparisons, and Trends	N	EN,ES,ZH,FR,CF,DE,PT,TH
Assets and Liabilities	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cash Flow Management		
Cash Flow Management for Beginners	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Payables	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Receivables	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Read Cash Flow Statements	N	EN,ES,ZH,FR,CF,DE,PT,TH
Income and Expenditures		
Key Components	N	EN,ES,ZH,FR,CF,DE,PT,TH
Income Streams	N	EN,ES,ZH,FR,CF,DE,PT,TH
Expenditure Costs	N	EN,ES,ZH,FR,CF,DE,PT,TH
Benchmarking Ratios	N	EN,ES,ZH,FR,CF,DE,PT,TH
Analysis	N	EN,ES,ZH,FR,CF,DE,PT,TH
Financial Ratios		
Revenue Ratios	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cost of Goods Sold and Gross Margin	N	EN,ES,ZH,FR,CF,DE,PT,TH
Net Investment Ratios	N	EN,ES,ZH,FR,CF,DE,PT,TH
Finance as a Tool		
Evaluating Costs	N	EN,ES,ZH,FR,CF,DE,PT,TH
Investing Using Metrics	N	EN,ES,ZH,FR,CF,DE,PT,TH
Health and Wellness		
Convenience Store Diet	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Optimizing Work-Life Balance	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Stress and Job Burnout	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Benefits of Time Off	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Workplace Friendships	N	EN,ES,ZH,FR,CF,DE,PT,TH
Digital Stress and Addiction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Preparing for Pumping at Work	N	EN,ES,ZH,FR,CF,DE,PT,TH
When Your Head Isn't in Work Anymore	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Time vs. Energy	N	EN,ES,ZH,FR,CF,DE,PT,TH
Returning to Work After a Loss: When You've Lost a Loved One	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Returning to Work After a Loss: When a Coworker Loses a Loved One	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building Confidence	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Taking a Deep Breath	N	EN,ES,ZH,FR,CF,DE,PT,TH
Opioid Addiction for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Opioid Addiction for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Helping Your Employees Find Purpose	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Your Employee's Work-Life Balance	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Don't Be a Calvin! (Dealing with Allergies)	N	EN,ES,ZH,FR,CF,DE,PT,TH
Returning from Maternity Leave	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Paternal Leave Policy	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Family Leave Policy	N	EN,ES,ZH,FR,CF,DE,PT,TH
Keeping Track of Your Teen While You're at Work	N	EN,ES,ZH,FR,CF,DE,PT,TH
Stopping the Drama	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Beat Insomnia	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Know Your Numbers		
Blood Pressure	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Glucose	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Cholesterol	Y	EN,ES,ZH,FR,CF,DE,PT,TH
BMI	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Ergonomics		
Ergonomics Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Chairs 101	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Reducing Eyestrain	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Adjusting Your Workspace	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Stretching at Work	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Stress Management		
Understanding Stress	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Avoidable Stress	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Unavoidable Stress	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Stress	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Stress	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Deskercises		
Deskercises: Simple, Cardio, and Core	N	EN,ES,ZH,FR,CF,DE,PT,TH
Deskercises: Chest, Neck, Back	N	EN,ES,ZH,FR,CF,DE,PT,TH
Deskercises: Arms and Shoulders	N	EN,ES,ZH,FR,CF,DE,PT,TH
Deskercises: Legs and Backside, While Sitting	N	EN,ES,ZH,FR,CF,DE,PT,TH
Deskercises: Legs and Backside, While Standing	N	EN,ES,ZH,FR,CF,DE,PT,TH
You Are What You Eat		
You Are What You Eat	N	EN,ES,ZH,FR,CF,DE,PT,TH
Reading Food Labels	N	EN,ES,ZH,FR,CF,DE,PT,TH
Brain Food	N	EN,ES,ZH,FR,CF,DE,PT,TH
Meal Planning	N	EN,ES,ZH,FR,CF,DE,PT,TH
Fighting the Flu		
The Fight is On!	N	EN,ES,ZH,FR,CF,DE,PT,TH
Get to Know Your Opponent	N	EN,ES,ZH,FR,CF,DE,PT,TH
Gain the Upper Hand	N	EN,ES,ZH,FR,CF,DE,PT,TH
Throw in the Towel	N	EN,ES,ZH,FR,CF,DE,PT,TH
Call for Backup	N	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Headaches		
Understanding Headaches	N	EN,ES,ZH,FR,CF,DE,PT,TH
Surprise Headache Triggers	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Science of Sleep		
The Science of Sleep	N	EN,ES,ZH,FR,CF,DE,PT,TH
Sleep Hygiene	N	EN,ES,ZH,FR,CF,DE,PT,TH
How Much Sleep Do You Need?	N	EN,ES,ZH,FR,CF,DE,PT,TH
Sleeping for Shift Work	N	EN,ES,ZH,FR,CF,DE,PT,TH
Financial Wellness		
Creating a Budget	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Budget Sample	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Debts	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Savings	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Save at Home	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
How to Save on Food	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Save on Your Car	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Save at Your Financial Institution	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Manage Your Credit Cards	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Save Using Your Employee Benefits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Save on Subscriptions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Planning for Maternity Leave		
The First Trimester	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Second Trimester	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Third Trimester	N	EN,ES,ZH,FR,CF,DE,PT,TH
Mental Health		
Destigmatizing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Navigating Your Own Mental Health	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Mental Health Issues	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Coronavirus		
COVID-19	N	EN,ES,ZH,FR,CF,DE,PT,TH
Coronavirus Precautions and Prevention		
Common Sense Hygiene	N	EN,ES,ZH,FR,CF,DE,PT,TH
Coronavirus Preparedness	N	EN,ES,ZH,FR,CF,DE,PT,TH
Travel	N	EN,ES,ZH,FR,CF,DE,PT,TH
Stay Calm, Stay Informed	N	EN,ES,ZH,FR,CF,DE,PT,TH
Hospitality		
Front of the House		
Introduction to Restaurants	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Greeting and Seating Guests	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Interacting with Guests: Fundamentals	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Interacting with Guests: Special Circumstances	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Interacting with Guests: Difficult People	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding the Menu: What's for Dinner?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding the Menu: Writing Menu Descriptions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding the Menu: What's on Tap?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Serving Guests: Taking Orders	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Serving Guests: Table Service	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Serving Guests: Time Management	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Clearing the Table and Closing the Sale	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Tips for Tipped Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Back of the House		
Introduction to Restaurant Cuisine	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making the Menu	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making the Menu: Presentation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Kitchen Safety	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Knife Safety	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Food Safety Plans	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Beverage		
Wine 101	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Beer and Spirits 101	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Alcohol Safety	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Bartending Fundamentals	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Bartending Glasses Guide	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Bartending: The Pour	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hotels and Inns		
Front Desk Customer Service		
Etiquette and Presentation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Check-in & Check-out	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Communicating with Guests	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Telephone Techniques	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Upset Guests	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Housekeeping		
Cleaning Guest Rooms	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Cleaning Public Spaces	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Working Safely with Ergonomics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Interacting with Customers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Valet		
Appearance and Professionalism	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Parking Vehicles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Returning Vehicles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Safety Essentials	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Food and Beverage		
In-Room Dining	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Alcohol Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Food Safety Plans	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Tourist Attractions		
Overview	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Serving the Guest	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Leadership		
Strategic Leadership		
THE Answer for Business Success	N	
Mission, Vision, Values		
Mission	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Vision	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Values	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Becoming a Great Leader		
Introduction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Fundamentals	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Characteristics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Leadership and Power	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to be a Follow-able Leader	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Followership	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Motivate Employees	N	EN,ES,ZH,FR,CF,DE,PT,TH
Motivational Leadership	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Effective Delegation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Empowering Followers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building an Effective Leadership Team	N	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Followers	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Developing Yourself	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Putting it All Together	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Mistakes Leaders Make		
Six Wrong Ways to Manage	N	EN,ES,ZH,FR,CF,DE,PT,TH
Eight Signs of a Dysfunctional Organization	N	EN,ES,ZH,FR,CF,DE,PT,TH
Fixing the Dysfunction	N	EN,ES,ZH,FR,CF,DE,PT,TH
Transformational Leadership		
Transforming the Organization	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Dealing with Resistance	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Focus During Change	Y	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Leading Skills		
Leading a High D	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a High I	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a High S	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a High C	N	EN,ES,ZH,FR,CF,DE,PT,TH
Mentoring		
What is a Mentoring Program?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Create a Mentoring Program	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Match Mentors with Mentees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making a Mentoring Agreement	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Mentoring Meeting Guidelines	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Successful Mentoring Relationship	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Framework for Execution		
The Failure to Execute	N	EN,ES,ZH,FR,CF,DE,PT,TH
Reasons for Poor Execution	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Current Situation	N	EN,ES,ZH,FR,CF,DE,PT,TH
A Framework for Execution	N	EN,ES,ZH,FR,CF,DE,PT,TH
Succession Planning		
The Importance of Succession Planning	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What is a HiPo?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Policy	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Identifying HiPos	Y	EN,ES,ZH,FR,CF,DE,PT,TH
HiPos vs. High Performers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Retaining and Developing HiPos	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Unknown Knowns		
Understanding Better Practices	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Knowledge Transfer Process	N	EN,ES,ZH,FR,CF,DE,PT,TH
Getting Started	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leading Knowledge Transfer	N	EN,ES,ZH,FR,CF,DE,PT,TH
Making the Sales Call		
Sales Prospecting		
The Sales Pipeline	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Original Sales Funnel	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Flipped Sales Funnel	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Sales Analytics and Metrics	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Link Between Marketing and Sales	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Media Networking	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
How to Get Past Gatekeepers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Leave Sales Voicemails	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Discovery Calls		
Gathering Prospect Information	N	EN,ES,ZH,FR,CF,DE,PT,TH
Advanced Questioning Techniques	N	EN,ES,ZH,FR,CF,DE,PT,TH
Marketing		
Public Relations Trends	N	EN,ES,ZH,FR,CF,DE,PT,TH
Marketing to Millennials	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Marketing Essentials		
Understanding Marketing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Types of Marketing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Brand and Product Overview	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What Everyone Needs to Know	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Marketing Strategy		
What is a Marketing Strategy?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Developing a Strategy	Y	EN,ES,ZH,FR,CF,DE,PT,TH
B2B Marketing Strategy	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Defining Your Target Audience	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Measuring Your Marketing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Brand Management		
Building Your Brand	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Promoting Your Brand	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Rebranding	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Brand Statement	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Digital Marketing		
What is Digital Marketing?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Types of Digital Marketing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Media	Y	EN,ES,ZH,FR,CF,DE,PT,TH
SEO	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Content Marketing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Email Marketing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Pay-Per-Click	Y	EN,ES,ZH,FR,CF,DE,PT,TH
5 Things Everyone Needs to Know	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Driving Traffic to Your Website	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Public Relations		
Introduction to Public Relations	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Press Releases	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Dealing with the Media	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Handle Bad Press	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing an Enterprise Account		
Introduction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Value Added Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Lifetime Customer Value	Y	EN,ES,ZH,FR,CF,DE,PT,TH
No Push Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Five Minute Pre-Brief	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Five Minute Debrief	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Finding Unmet Needs	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Selling Benefits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Unmet Needs	Y	EN,ES,ZH,FR,CF,DE,PT,TH
No Push Closing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managerial Courage		
What it Takes to Manage	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Build Resilience	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Leadership Ladder	N	EN,ES,ZH,FR,CF,DE,PT,TH
Taking a Stand	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Determining Your Management Style	N	EN,ES,ZH,FR,CF,DE,PT,TH
You're Wrong	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Stop Doing and Start Managing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Swallowing Your Pride	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Difficult People	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Character		
Management is All About Character	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Audience	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Apologize		
The Process	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Audience	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Negotiating		
Introduction to Negotiating	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Framing	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Styles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Identifying Leverage	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Analyzing Upcoming Negotiations	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Negotiation Process	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Reaching Agreement	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Evaluating Your Performance	Y	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Styles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Dealing with Strategies	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Performance Excellence		
The Five Whys	N	EN,ES,ZH,FR,CF,DE,PT,TH
Six Sigma		
Six Sigma Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Six Sigma and Kaizen	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Six Sigma and Lean	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Performance Excellence		
Introduction	N	EN,ES,ZH,FR,CF,DE,PT,TH
Terms	N	EN,ES,ZH,FR,CF,DE,PT,TH
Why	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cost	N	EN,ES,ZH,FR,CF,DE,PT,TH
Requirements	N	EN,ES,ZH,FR,CF,DE,PT,TH
Roadblocks	N	EN,ES,ZH,FR,CF,DE,PT,TH
Personal Development		

Course/Topic Title	Has 4tify?	CC
Identifying Your Strengths	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Developing Your Strengths	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Asking for Feedback	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Making Sense of Feedback	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Four Attachment Styles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Not Every Great Employee is Management Material	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Bring a Solution, Not Just the Problem	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Taking Control of Your Career		
Planning	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Knowing Yourself	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Taking Action	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Learning Styles		
Different Learning Styles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Develop Your Learning	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Multiple Learning Styles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Unconscious Bias		
What is Unconscious Bias	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Types of Unconscious Bias	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Overcoming Unconscious Bias	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Presentation Skills		
Presentation Skills Basics		
Know Your Audience	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Structuring Your Presentation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Setting Up Your Presentation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Setting the Stage	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Closing and Q&A	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Punching Up Your Presentation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Designing Handouts	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Psyching Up, Not Out	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Distractions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
After the Presentation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Slides	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Train the Trainer		
What Is Your Role?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Becoming a Subject Matter Expert	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Engaging Materials	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing the Audience	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Tricks of the Trade	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Problem Solving		
Introduction to Problem Solving	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Define the Problem	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Determine the Root Cause	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Generate Solutions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Evaluate and Select Solutions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Implement Solutions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Monitor the Resolution	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Professional Productivity		
How to Leave Voicemails That Get Returned	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Selfies Gone Wrong	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Writing Effective Memos	N	EN,ES,ZH,FR,CF,DE,PT,TH
Thank You Notes	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Ethics for Everyone	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Remembering Names and Faces	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Proper Introductions	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Receive Feedback	N	EN,ES,ZH,FR,CF,DE,PT,TH
Liven Up Your Culture	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Top Productivity Apps	N	EN,ES,ZH,FR,CF,DE,PT,TH
Latest App Trends	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Art of Saying No	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Do's and Don'ts of Success	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Working Remotely	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Turning Internships into Full-Time	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Don't Burn Your Bridges	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Working for a Workaholic	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Clashing with Your Boss	Y	EN,ES,ZH,FR,CF,DE,PT,TH
So You Have a New Boss	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Finish What You Start	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Setting Priorities	Y	EN,ES,ZH,FR,CF,DE,PT,TH
The Craft of Winning Over Others	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Troubleshoot Before Calling the IT Helpdesk	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Think Before You Speak	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Compliments		
How to Give a Compliment	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Receive a Compliment	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Conflict Management		
Unavoidable Truths	N	EN,ES,ZH,FR,CF,DE,PT,TH
Maintaining Self-Control	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Conflict Process	N	EN,ES,ZH,FR,CF,DE,PT,TH
Special Situations	N	EN,ES,ZH,FR,CF,DE,PT,TH
Coping with Change		
Change Phases	N	EN,ES,ZH,FR,CF,DE,PT,TH
Changing Behaviors	N	EN,ES,ZH,FR,CF,DE,PT,TH
Change Models	N	EN,ES,ZH,FR,CF,DE,PT,TH
Change for Managers	N	EN,ES,ZH,FR,CF,DE,PT,TH
Effective Time Management		
How to Manage Your Time	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Time Block	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Use the Pomodoro Technique	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Create a Bullet Journal	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Common Time Management Problems		
What is Procrastination?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What is Precrastination?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Failure is an Option		
Accepting Failure	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Moving Forward and Learning from Failure	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Focus		
Focusing in Times of Hardship	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Focusing in a Noisy Workplace	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Generation Z		
Who Are They?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Generation Z vs. Millennials	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to Generation Z	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Media		
Introduction to Social Media	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Social Media for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Facebook	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Twitter	Y	EN,ES,ZH,FR,CF,DE,PT,TH
LinkedIn	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Protecting Your Pictures	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Office Messaging	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Business Meals		
Hosting a Business Meal	N	EN,ES,ZH,FR,CF,DE,PT,TH
Attending a Business Meal	N	EN,ES,ZH,FR,CF,DE,PT,TH
Table Manners	N	EN,ES,ZH,FR,CF,DE,PT,TH
Note Taking		
Factors	N	
Writing Ergonomics	N	
How to Speed Up Your Writing	N	
How to Take Notes	N	
How to Produce Official Minutes	N	
The Myth of Multitasking		
Multitasking	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Singletasking	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Office Etiquette		
Appearance	N	EN,ES,ZH,FR,CF,DE,PT,TH
Environment	N	EN,ES,ZH,FR,CF,DE,PT,TH
Food	N	EN,ES,ZH,FR,CF,DE,PT,TH
Interactions	N	EN,ES,ZH,FR,CF,DE,PT,TH
Perceptions		
Understanding Perceptions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing How You're Perceived	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Rebuilding Your Reputation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Proper Introductions		
In-Person Introductions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Virtual Introductions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Protecting Your Mobile Devices		
Loss	N	
Malware	N	
Study Skills		
Where to Study	N	

Course/Topic Title	Has 4tify?	CC
When to Study	N	
How to Study Effectively	N	
Studying in Groups	N	
Keeping Your Goal		
Truths	N	EN,ES,ZH,FR,CF,DE,PT,TH
Signs	N	EN,ES,ZH,FR,CF,DE,PT,TH
Attitude	N	EN,ES,ZH,FR,CF,DE,PT,TH
Control	N	EN,ES,ZH,FR,CF,DE,PT,TH
Venting	N	EN,ES,ZH,FR,CF,DE,PT,TH
Work Hacks		
5 Hacks to a Clean and Comfortable Space	N	
6 Hacks to Controlling Your Inbox	N	
7 Hacks for Office Productivity	N	
7 Hacks for Maintaining Work/Life Balance	N	
5 Hacks for Workplace Sanity	N	
Workplace Hacks: Go Green	N	EN,ES,ZH,FR,CF,DE,PT,TH
Breaking Bad Habits		
Breaking Bad Habits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Establishing Good Habits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building Accountability		
Taking Ownership	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Trust and Performance at Work	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Yourself	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Improving Memory		
Why Can't I Remember Anything?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Tips and Tricks to Help Improve Your Memory	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Integrating Millennials		
Who Are They?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Millennial Characteristics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Integrating Yourself	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Collaboration		
The Process	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How to Collaborate	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Email Etiquette		
To Email or Not to Email?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Spelling and Grammar Check	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Formatting Your Email	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Subject Line	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Reply Time	Y	EN,ES,ZH,FR,CF,DE,PT,TH
When to CC and BCC	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Using Reply All	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Forwarding Emails	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Your Moving Abroad Checklist		
Research	N	EN,ES,ZH,FR,CF,DE,PT,TH
Finding a Place to Stay	N	EN,ES,ZH,FR,CF,DE,PT,TH
Paperwork	N	EN,ES,ZH,FR,CF,DE,PT,TH
Money	N	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Packing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Health	N	EN,ES,ZH,FR,CF,DE,PT,TH
Safety	N	EN,ES,ZH,FR,CF,DE,PT,TH
Moving Your Family Abroad	N	EN,ES,ZH,FR,CF,DE,PT,TH
Culture Shock	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Growth Mindset		
The Growth Mindset: Embracing “Yet”	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Developing a Growth Mindset	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Limitations of a Fixed Mindset	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Your Professional Network		
Benefits of a Professional Network	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building Your Network	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Promoting Your Personal Brand	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Giving Back to Your Community	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Being a Member	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Moving Up		
Defining Your Career	N	EN,ES,ZH,FR,CF,DE,PT,TH
Maintaining Your Resume	N	EN,ES,ZH,FR,CF,DE,PT,TH
Internal Interviews	N	EN,ES,ZH,FR,CF,DE,PT,TH
Asking for a Raise	N	EN,ES,ZH,FR,CF,DE,PT,TH
Internal Networking and Connecting Executives	N	EN,ES,ZH,FR,CF,DE,PT,TH
Returning to Work After Quarantine		
Employees		
Connecting with Colleagues	N	EN,ES,ZH,FR,CF,DE,PT,TH
Navigating New Organizational Structures	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cultivating Gratitude	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cultivating Gratitude	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Handle a Lack of Organizational Transparency	N	EN,ES,ZH,FR,CF,DE,PT,TH
Taking Remote Work Lessons into the Office	N	EN,ES,ZH,FR,CF,DE,PT,TH
Remote Work as a Way of Working	N	EN,ES,ZH,FR,CF,DE,PT,TH
Post COVID-19 Career Planning	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managers		
Creating a Culture of Transparency	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing the Whole Person	N	EN,ES,ZH,FR,CF,DE,PT,TH
Guiding Teams Through Stress	N	EN,ES,ZH,FR,CF,DE,PT,TH
Sharing Workplace Challenges	N	EN,ES,ZH,FR,CF,DE,PT,TH
Spreading Positivity	N	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Employee Reviews and Raises	N	EN,ES,ZH,FR,CF,DE,PT,TH
Embracing Remote Work	N	EN,ES,ZH,FR,CF,DE,PT,TH
Reshaping the Office: Guide Your Team Back to In-Office Work	N	EN,ES,ZH,FR,CF,DE,PT,TH
Leadership		
Evaluating Remote Work & Flexible Schedule Policies	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Culture of Transparency	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Culture of Gratitude	N	EN,ES,ZH,FR,CF,DE,PT,TH
Reconnecting with Clients	N	EN,ES,ZH,FR,CF,DE,PT,TH
Company-Wide Communication Strategies	N	EN,ES,ZH,FR,CF,DE,PT,TH
How to Structure Your Team’s Return to the Office	N	EN,ES,ZH,FR,CF,DE,PT,TH
Organizational Culture & Values	N	EN,ES,ZH,FR,CF,DE,PT,TH
Social Distancing and Business Strategy Considerations	N	EN,ES,ZH,FR,CF,DE,PT,TH
Evaluating Your Risk and Crisis Management Response	N	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Risk Management		
Defining Hazards	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Identifying Risks	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Risk Management Techniques	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Risk Assessment	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Healthy Risk Culture	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Embedding Processes	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Safety	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Preventative Maintenance	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Criminal Awareness	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Employee Health	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Financial Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Reputation Management	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Decision Making	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Crisis Management		
Planning	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Preparing for Crises	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Responding to Natural Disasters	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Responding to Emergencies	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Business Continuity	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Media Inquiries	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Planning for a Pandemic		
Preparing for a Pandemic	N	EN,ES,ZH,FR,CF,DE,PT,TH
Internal Communications	N	EN,ES,ZH,FR,CF,DE,PT,TH
External Communications	N	EN,ES,ZH,FR,CF,DE,PT,TH
Illness in the Office	N	EN,ES,ZH,FR,CF,DE,PT,TH
Business Continuity	N	EN,ES,ZH,FR,CF,DE,PT,TH
Safety		
Back Smarts	N	EN,ES,ZH,FR,CF,DE,PT,TH
Working in Cold Weather	N	EN,ES,ZH,FR,CF,DE,PT,TH
Cold Stress	N	EN,ES,ZH,FR,CF,DE,PT,TH
Working in Hot Weather	N	EN,ES,ZH,FR,CF,DE,PT,TH
Heat Stress	N	EN,ES,ZH,FR,CF,DE,PT,TH
Hearing Conservation for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hearing Conservation for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Emergency Exits	N	EN,ES,ZH,FR,CF,DE,PT,TH
Two-Wheeled Handcart	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Aerial Lift Safety	N	EN,ES,ZH,FR,CF,DE,PT,TH
Robbery Safety	N	EN,ES,ZH,FR,CF,DE,PT,TH
What is OSHA	Y	EN,ES,ZH,FR,CF,DE,PT,TH
See Something, Say Something	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Box Cutter Safety	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What is Human Trafficking?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Asbestos Safety 101	N	EN,ES,ZH,FR,CF,DE,PT,TH
<i>Safety for Employees</i>		
Machine Guard Safety for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Flammable and Combustible Liquids for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Carbon Dioxide for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Carbon Monoxide for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Propane Gas Safety for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Slips, Trips, and Falls for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Portable Fire Extinguishers for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Safety for Managers		
Machine Guard Safety for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Flammable and Combustible Liquids for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Carbon Dioxide for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Carbon Monoxide for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Propane Gas Safety for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Slips, Trips, and Falls for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Portable Fire Extinguishers for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Lockout Tagout		
Lockout Tagout: Introduction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Lockout Tagout: Training	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Lockout Tagout: Energy Control Program Details, Questions & Exceptions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Bloodborne Pathogens		
Bloodborne Pathogens	N	EN,ES,ZH,FR,CF,DE,PT,TH
Personal Protective Equipment (PPE)	N	EN,ES,ZH,FR,CF,DE,PT,TH
Needlestick Safety and Prevention Act	N	EN,ES,ZH,FR,CF,DE,PT,TH
First Aid		
Introduction	N	EN,ES,ZH,FR,CF,DE,PT,TH
Broken Bones	N	EN,ES,ZH,FR,CF,DE,PT,TH
Burns	N	EN,ES,ZH,FR,CF,DE,PT,TH
Bites, Cuts and Scrapes	N	EN,ES,ZH,FR,CF,DE,PT,TH
Choking	N	EN,ES,ZH,FR,CF,DE,PT,TH
AED Training	N	EN,ES,ZH,FR,CF,DE,PT,TH
Seizures	N	EN,ES,ZH,FR,CF,DE,PT,TH
Diabetes	N	EN,ES,ZH,FR,CF,DE,PT,TH
Toxic Plants	N	EN,ES,ZH,FR,CF,DE,PT,TH
Confined Spaces		
Confined Spaces for Construction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Confined Spaces for Employers		
Rules and Responsibilities	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Emergency Procedures and Rescue	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Confined Spaces for Employees		
Personnel Responsibilities	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Permits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Personal Protective Equipment	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Atmospheric Hazards	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Forklift Safety		
Introduction to Forklifts for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Introduction to Forklifts for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Forklift Operations for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Forklift Operations for Employees: Pre-Operations	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Forklift Operations for Employees: Traveling and Maneuvering	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Forklift Operations for Employees: Load Handling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Forklift Best Practices		
Physical Conditions	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Travel Practices	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Pedestrian Traffic Concerns	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Ramps and Grades	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Tipovers and Loading Docks	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Narrow Aisles and Enclosed and Hazardous Areas	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Electrical Safety		
The Basics for General Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Safe Work Practices and PPE	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hazard Recognition	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Grounding	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Arc Flash	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Wiring, GFCI, and Extension Cords	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Responding to Emergencies	Y	EN,ES,ZH,FR,CF,DE,PT,TH
OSHA for Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hazard Communication for Employers		
Creating an Effective Program	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Labeling Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
SDS	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Training & Assessment Requirements	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hazard Communication for Employees		
Introduction to HazCom	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Labels & Pictograms	Y	EN,ES,ZH,FR,CF,DE,PT,TH
SDS	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Ladder Safety		
The World of Ladders	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Positioning and Climbing Ladders	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Storing, Carrying, and Transporting Ladders	Y	EN,ES,ZH,FR,CF,DE,PT,TH
OSHA Recordkeeping		
General Recordkeeping Criteria	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Special Cases	Y	EN,ES,ZH,FR,CF,DE,PT,TH
First Aid	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding OSHA Forms and Privacy Protection	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Reporting Requirements for Serious Events	Y	EN,ES,ZH,FR,CF,DE,PT,TH
New Electronic Rule	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Personal Protective Equipment		
General Introduction to PPE	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hand and Arm Protection	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Head, Eye and Face Protection	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hearing Protection	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Respiratory Protection	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Nail Gun Safety	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Construction	Y	EN,ES,ZH,FR,CF,DE,PT,TH
PPE for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Sales Relationships		
Establishing Credibility	Y	EN,ES,ZH,FR,CF,DE,PT,TH
How Customers Want to Be Treated	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Excellent Customer Service	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Utilizing DISC in Sales	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Selling Skills		
QuickSell®	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Closing the Sale	Y	EN,ES,ZH,FR,CF,DE,PT,TH
No, But, If™	N	EN,ES,ZH,FR,CF,DE,PT,TH
Determining Customer Needs	N	EN,ES,ZH,FR,CF,DE,PT,TH
Handling Tough Customers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Customer Service Basics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to Different Customer Roles	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Selling in New Products	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Turning Features into Benefits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building GREAT Sales Relationships	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Retailer Hot Buttons: Traffic	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Retailer Hot Buttons: Transaction Size	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Speaking Customer	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Smile!	N	
Defeating Stalls	N	EN,ES,ZH,FR,CF,DE,PT,TH
Objections		
Misunderstanding	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Doubt	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Indifference	Y	EN,ES,ZH,FR,CF,DE,PT,TH
True Negative	Y	EN,ES,ZH,FR,CF,DE,PT,TH
DISC Selling Skills		
Selling to a High D	N	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to a High I	N	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to a High S	N	EN,ES,ZH,FR,CF,DE,PT,TH
Selling to a High C	N	EN,ES,ZH,FR,CF,DE,PT,TH
Small Business Success		
Sales as an Owner	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Building Relationships	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Wearing Multiple Hats	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Business with Family and Friends	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Ethics for Small Businesses	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Hiring for Small Businesses		
Posting the Job	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Conducting the Interview	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Onboarding	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Small Business HR Laws		
For All Sizes of Businesses	Y	EN,ES,ZH,FR,CF,DE,PT,TH
For 15 or More Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
For 20 or More Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
For 50 or More Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
For 100 or More Employees	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Small Business Benefits & Compensation		
Required Benefits	N	EN,ES,ZH,FR,CF,DE,PT,TH
Optional Benefits	N	EN,ES,ZH,FR,CF,DE,PT,TH
Fringe Benefits	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Small Business Finance		
Accounting Part 1	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Accounting Part 2	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Payroll	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Marketing for Small Business		
Marketing Plan	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Marketing Techniques	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Tracking Marketing Metrics	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Big Ideas for Small Business		
Tips for Printing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Tips for Shipping	N	EN,ES,ZH,FR,CF,DE,PT,TH
Tips for Technology Management	N	EN,ES,ZH,FR,CF,DE,PT,TH
Tips for Building Your Website	N	EN,ES,ZH,FR,CF,DE,PT,TH
Tips for Outsourcing	N	EN,ES,ZH,FR,CF,DE,PT,TH
Supervision		
Rethinking Brainstorming	N	EN,ES,ZH,FR,CF,DE,PT,TH
Motivating Wont-Dos	N	EN,ES,ZH,FR,CF,DE,PT,TH
Productivity Through Praise	N	EN,ES,ZH,FR,CF,DE,PT,TH
Progressive Discipline	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing the Grapevine	N	EN,ES,ZH,FR,CF,DE,PT,TH
Staying Positive	N	EN,ES,ZH,FR,CF,DE,PT,TH
Going from Coworker to Boss	N	EN,ES,ZH,FR,CF,DE,PT,TH
Supervising a Pronoid	N	EN,ES,ZH,FR,CF,DE,PT,TH
Running a Sales Meeting	N	EN,ES,ZH,FR,CF,DE,PT,TH
Riding Along with Sales Reps	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing People Offsite	N	EN,ES,ZH,FR,CF,DE,PT,TH
SMART Goals	N	EN,ES,ZH,FR,CF,DE,PT,TH
Ethics for Managers	Y	EN,ES,ZH,FR,CF,DE,PT,TH
S.C.A.M.P.E.R.	N	EN,ES,ZH,FR,CF,DE,PT,TH
Helping Employees Use Their Time Wisely	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating a Work Plan	N	EN,ES,ZH,FR,CF,DE,PT,TH
Employee Recognition	N	EN,ES,ZH,FR,CF,DE,PT,TH
You Get What You Manage: The Pygmalion Effect	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing for Accountability	N	EN,ES,ZH,FR,CF,DE,PT,TH
8 Steps to Effective One-on-Ones	N	EN,ES,ZH,FR,CF,DE,PT,TH
8 Steps to Effective Meetings	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Up: The Art of Managing Your Managers	N	EN,ES,ZH,FR,CF,DE,PT,TH
Successful Delegation	N	EN,ES,ZH,FR,CF,DE,PT,TH
Concerned Conversations	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Interns	N	EN,ES,ZH,FR,CF,DE,PT,TH
Analyzing Employee Performance		
Can-Do, Will-Do: Introduction	N	EN,ES,ZH,FR,CF,DE,PT,TH
Can-Do, Will-Do: Actions	N	EN,ES,ZH,FR,CF,DE,PT,TH
Can-Do, Will-Do: Questions and Tips	N	EN,ES,ZH,FR,CF,DE,PT,TH
Coaching Skills		
Introduction	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Rookie	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Contributor	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Key Planner	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Captain	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Coaching Conversation	N	EN,ES,ZH,FR,CF,DE,PT,TH
Effective Performance Reviews		

Course/Topic Title	Has 4tify?	CC
Preparing for Your Review	N	EN,ES,ZH,FR,CF,DE,PT,TH
Self-Assessments	N	EN,ES,ZH,FR,CF,DE,PT,TH
Handling a Bad Performance Review	N	EN,ES,ZH,FR,CF,DE,PT,TH
Effective Performance Reviews for Managers	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing for Engagement		
Ridiculous or Strategic?	N	EN,ES,ZH,FR,CF,DE,PT,TH
Measuring Employee Engagement	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing for Engagement	N	EN,ES,ZH,FR,CF,DE,PT,TH
Creating an Engaged Organization	N	EN,ES,ZH,FR,CF,DE,PT,TH
Introverts and Extroverts		
Introduction	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Introverts	N	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Extroverts	N	EN,ES,ZH,FR,CF,DE,PT,TH
Talent Development		
Recruiting Toolkit		
Hiring is Tough	N	EN,ES,ZH,FR,CF,DE,PT,TH
The Hiring Process	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Creating Job Postings	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Using Social Media to Recruit	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Unconscious Bias in Recruiting	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Reviewing Resumes	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Conducting an Interview	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Unacceptable Interview Questions	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Extending an Employment Offer	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Successful Employee Onboarding		
The Importance of Onboarding	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Before They Start	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Their First Week	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Days 30 to 90	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Team Building		
What is Team Building?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Effective Members	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Team Development and the Tuckman Model	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Characteristics of a Successful Team	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Teams in Crisis Situations	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Leading a Team		
Leading a Team	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Leading Team Building and the Tuckman Model	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Territory Development		
Territory Development Introduction		
The Realities of Selling in the 21 st Century	N	
The New Sales Skills	N	
The Sales Funnel	N	
How Customers Want to Be Sold To	N	
Exceptional Service	N	

Course/Topic Title	Has 4tify?	CC
Characteristics of the Sale		
Key Account Selling Overview	N	
Introduction to the Sales Cycle LINE	N	
Sales Cycle LINE A	N	
Sales Cycle LINE B	N	
Analysis and Metrics	N	
Product and Knowledge	N	
Lead Development		
Elevator Speech Value Proposition	N	
The Marketing Link	N	
Social Media Networking	N	
The Sales Process		
DISC	N	
Uncovering Needs	N	
Advanced Questioning Techniques	N	
Overcoming Objections	N	
No Fuss Closing	N	
Selling at a Distance		
Gathering Prospect Information	N	
Phone Selling	N	
The Virtual Presentation	N	
Sales Communications		
Internal Sales Communication	N	
Writing Sales Proposals	N	
Developing Your Territory		
Building the Sales Plan	N	
Summarizing the Business Position	N	
The Sales Process		
Building a Sales Process	N	EN,ES,ZH,FR,CF,DE,PT,TH
Overview of Sales Methodologies	Y	EN,ES,ZH,FR,CF,DE,PT,TH
What's Right for This Prospect, Today?	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Selling Strategies		
Consultative Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Cyclical Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Field Sales	Y	EN,ES,ZH,FR,CF,DE,PT,TH
STUN Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Tiered Selling	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Upsell and Add-Ons	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Workplace Sustainability		
The ROI of Green	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Conducting an Audit	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Recycling in the Workplace	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Water Conservation	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Managing Your Waste	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Understanding Hazardous Waste	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Green Cleaning Concepts	Y	EN,ES,ZH,FR,CF,DE,PT,TH
Green Purchasing	Y	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	Has 4tify?	CC
Example	Y	EN,ES,ZH,FR,CF,DE,PT,TH