

Skillsoft FOP Elective Course Module Checklist

Advanced Microsoft Outlook 2010 (OP-821)	Asset ID	Time		Completed
Formatting E-mail and Configuring Message Options in Outlook 2010	mo_aout_a01_dt_enus	60		
Customizing Outlook 2010 and Managing Accounts	mo_aout_a02_dt_enus	60		
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010	mo_aout_a03_dt_enus	60		
Working with Files & Folders & Using Search & RSS Feeds in Outlook 2010	mo_aout_a04_dt_enus	60		
Data Files, Archiving, and Send/Receive Groups in Outlook 2010	mo_aout_a05_dt_enus	60		
Implementing Security with Outlook 2010	mo_aout_a06_dt_enus	60		

Building Relationships (OP-431)	Asset ID	Time	Replaces	Completed
Interacting with Customers	acs_02_a01_bs_enus	30	Customer Interactions	
Rapport Building in Customer Service	acs_03_a01_bs_enus	28	Customer Service Fundamentals: Building Rapport in Customer Relationships	
Communicating Effectively with Customers	acs_02_a02_bs_enus	30	Customer Advocacy: Communicating to Build Trusting Customer Relationships	

Business Etiquette and Professionalism (OP-881)	Asset ID	Time	Replaces	Completed
Cultivating Relationships with Your Peers	apd_04_a01_bs_enus	21	Forming Peer Relationships and Alliances at Work	
Managing Pressure and Stress to Optimize Your Performance	apd_07_a01_bs_enus	26	Developing the Right Attitude for Performing under Pressure	
Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus	22	Taking Action for Performing under Pressure	
Establishing Self-confidence for Life	apd_10_a03_bs_enus	23	Performing with Others under Pressure	
Becoming More Professional through Business Etiquette	pe_05_a03_bs_enus	17	Developing Your Reputation of Professionalism with Business Etiquette	
Becoming an Accountable Professional	pe_05_a01_bs_enus	30	Professionalism, Business Etiquette, and Personal Accountability	
Self-improvement for Lifelong Success	apd_10_a02_bs_enus	24	Communicating with Professionalism and Etiquette	
Building Your Professional Network	apd_04_a02_bs_enus	23	Using Business Etiquette to Build Professional Relationships	
Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus	31	Developing Character for Perseverance and Resilience	
Reaching Goals Using Perseverance and Resilience	pe_03_a02_bs_enus	27	Achieving Goals through Perseverance and Resilience	
Gaining a Positive Perspective on Feedback	acm_15_a02_bs_enus	30	Bouncing Back with Perseverance and Resilience	
Capturing the Attention of Senior Executives	comm_49_a01_bs_enus	31	Developing Character for Decisiveness	
Becoming Your Own Best Boss	pe_05_a02_bs_enus	29	Overcoming the Barriers to Decisiveness	
Providing Effective Internal Customer Service	acs_03_a04_bs_enus	30	Internal Customer Service	
Facing Confrontation in Customer Service	acs_03_a05_bs_enus	27	Customer Service Confrontation and Conflict	
Dealing with Customer Service Incidents and Complaints	acs_02_a04_bs_enus	30	Wellness: Interpersonal Communication	

Skillsoft FOP Elective Course Module Checklist

Communicating with Power (OP-432)	Asset ID	Time	Replaces	Completed
Choosing the Right Interpersonal Communication Method to Make Your Point	acm_07_a04_bs_enus	30	Interpersonal Communication: Communicating Assertively	
Trust Building through Effective Communication	acm_07_a03_bs_enus	25	Interpersonal Communication: Being Approachable	
Navigating Challenging Situations with Diplomacy and Tact	acm_16_a02_bs_enus	30	Strategies for Communicating with Tact and Diplomacy	
Difficult People: Can't Change Them, so Change Yourself	comm_46_a02_bs_enus	31	Delivering a Difficult Message with Diplomacy and Tact	
How to Manage Difficult Conversations	amg_06_a03_bs_enus	29	Preparing for a Difficult Conversation	
Difficult People: Strategies to Keep Everyone Working Together	comm_46_a03_bs_enus	31	Having a Difficult Conversation	
Difficult People: Why They Act That Way and How to Deal with Them	comm_46_a01_bs_enus	31	Handling Difficult Conversations Effectively	
Making an Impact with Non-verbal Communication	acm_07_a02_bs_enus	23	Final Exam: Interpersonal Communication	
Ethics (OP-811)	Asset ID	Time	Replaces	Completed
Developing Your Business Ethics	apd_05_a01_bs_enus	26	Introduction to Workplace Ethics	
Acting with Diplomacy and Tact	acm_16_a01_bs_enus	36	Developing a Code of Ethical Conduct	
Government Ethics	fgov_01_a48_lc_enus	19	Ethical Decision-making in the Workplace	
Human Behavior in the Workplace I (OP-231)	Asset ID	Time	Replaces	Completed
How Culture Impacts Communication	comm_48_a01_bs_enus	30	Culture and Its Effect on Communication	
Individual Behavior in Organizations	ahr_02_a04_bs_enus	22	Fundamentals of Organizational Behavior for the Individual	
The Building Blocks of Building Trust	pe_04_a01_bs_enus	29	Building Trust	
Cultivating Relationships with Your Peers	apd_04_a01_bs_enus	21	The Value of Peer Relationships	
Human Behavior in the Workplace II (OP-832)	Asset ID	Time	Replaces	Completed
Personal Power and Credibility	comm_42_a01_bs_enus	24	Getting Results without Direct Authority: Building Relationships & Credibility	
Bridging the Diversity Gap	apd_01_a01_bs_enus	27	Diversity on the Job: The Importance of Diversity and the Changing Workplace	
Trust Building through Effective Communication	acm_07_a03_bs_enus	0	Rebuilding Trust	
Become a Great Listener	acm_07_a05_bs_enus	24	Developing Strategic Peer Relationships in Your Organization	
Innovation in the Workplace (OP-434)	Asset ID	Time	Replaces	Completed
Building Innovation Cultures and Leaders	ald_02_a02_bs_enus	30	Leadership Essentials: Leading Innovation	
Uncovering and Utilizing Your Talents and Skills	apd_10_a01_bs_enus	19	Creating a Positive Attitude	
Unleashing Personal and Team Creativity	apd_02_a01_bs_enus	30	Generating Creative and Innovative Ideas: Maximizing Team Creativity	
Verifying and Building on Creative Ideas	apd_02_a02_bs_enus	23	Generating Creative and Innovative Ideas: Verifying and Building on Ideas	
Encouraging Team Communication and Collaboration	atm_01_a03_bs_enus	30	Wellness: Creative Thinking	

Skillsoft FOP Elective Course Module Checklist

Introduction to Business Math (OP-341)	Asset ID	Time	Replaces	Completed
Basic Accounting Concepts for Non-financial Professionals	fin_08_a01_bs_enus	30	Principles of Accounting and Finance for Non-Financial Professionals	
Key Accounting Concepts and Principles	fin_09_a01_bs_enus	24	Basic Accounting Principles and Framework	
Recording, Posting, and Balancing the Books	fin_09_a02_bs_enus	26	The Accounting Equation and Financial Statements	
Big Data Fundamentals	aba_01_a01_bs_enus	22	Introduction to Auditing	
Big Data Interpretation	aba_01_a02_bs_enus	26	Basic Business Math: Percentages and Ratios	
Business Analysis Overview	aba_02_a01_bs_enus	61	Basic Business Math: Averages and Equations	
Business Analysis Professional Effectiveness Competencies	aba_04_a02_bs_enus	52	Basic Business Math: Charts and Graphs	

Intermediate Business Math (OP-342)	Asset ID	Time	Replaces	Completed
Basic Budgeting for Non-financial Professionals	fin_08_a02_bs_enus	28	The Essentials of Budgeting for Non-financial Professionals	
Comprehending Financials: A Guide to Financial Statements	fin_08_a03_bs_enus	29	Financial Statements for Non-financial Professionals	
Financial Statement Analysis for Non-financial Professionals	fin_08_a04_bs_enus	30	Analyzing Financial Statements for Non-financial Professionals	
Preparing Financial Statements and Closing Accounts	fin_09_a03_bs_enus	27	Auditing for Internal Control and Risk Assessment	

Microsoft PowerPoint 2010 (OP-326)	Asset ID	Time	Replaces	Completed
Getting Started with PowerPoint 2010	mo_bppt_a01_dt_enus	60		
Visually Enhancing PowerPoint 2010 Presentations	mo_bppt_a02_dt_enus	60		
Adding Images to Presentations in PowerPoint 2010	mo_bppt_a03_dt_enus	60		
Using Multimedia and Animations in PowerPoint 2010	mo_bppt_a04_dt_enus	60		

Problem Solving Through Productive Thinking (OP-345)	Asset ID	Time	Replaces	Completed
Getting to the Root of a Problem	apd_15_a01_bs_enus	27	Problem Solving: The Fundamentals	
Choosing and Using the Best Solution	apd_15_a03_bs_enus	25	Problem Solving: Determining and Building Your Strengths	
Defining Alternative Solutions to a Problem	apd_15_a02_bs_enus	24	Problem Solving: Digging Deeper	
Developing a Growth Mind-set	bs_ast03_a01_enus	16	Decision Making: The Fundamentals	
Learning from Failure	bs_apd19_a01_enus	19	Decision Making: Tools and Techniques	
Confronting Your Assumptions	apd_17_a01_bs_enus	24	Critical Thinking Essentials: What is Critical Thinking?	
Investigating Arguments	apd_17_a02_bs_enus	27	Critical Thinking Essentials: Applying Critical Thinkking Skills	

Skillsoft FOP Elective Course Module Checklist

Project Management Concepts and Strategies (OP-828)	Asset ID	Time	Replaces	Completed
Finding Your Bearings as a Project Manager	apj_15_a01_bs_enus	29	Project Management Fundamentals	
Getting the Big Picture by Defining the Project's Scope and Team	apj_15_a02_bs_enus	30	Transitioning into a Project Management Role	
Project Initiation and Planning (PMBOK® Guide Sixth Edition)	apj_17_a01_bs_enus	72	Initiating and Planning a Project	
Managing a Project to Minimize Risk and Maximize Quality	apj_15_a04_bs_enus	29	Managing a Project	
Taking Final Steps to Bring a Project to its Close	apj_15_a06_bs_enus	27	Troubleshooting and Closing the Project	
Ethics and Project Management	apj_12_a01_bs_enus	55	Project Management for Non-project Managers Simulation	

Working With Change (OP-813)	Asset ID	Time	Replaces	Completed
Organizations Change So Get Ready	pd_31_a01_bs_enus	30	Understanding Organizational Change	
Redefining Yourself after Organizational Change	pd_31_a02_bs_enus	29	Preparing for Organizational Change	
Staying Balanced in a Shifting World	pd_30_a02_bs_enus	15	Embracing Organizational Change	

Skillssoft FOP Elective Course Module Checklist

Skillssoft FOP Elective Course Module Checklist