

**Business Skills (Soft Skills)**  
**Communication**

Product Title	Product ID	Hours
Writing Effective E-mails and Instant Messages		1
Addressing and Redistributing		1
Using Email and Instant Messaging Effectively		1
Managing Your Email		1
Communicating Effectively with Customers		0.5
Become a Great Listener		0.5
Listening Essentials: Improving Your Listening Skills		1
Listening Essentials: The Basics of Listening:		1
Developing an Effective Business Case		0.5
Conquering the Challenges of Public Speaking		0.4
Keeping Business Calls		0.4
Strategies for Communicating with Tact and Diplomacy		1
The Impact of Situation and Style when Communicating with Diplomacy and Tact		1
Feedback and it's Vital Role in the Workplace		0.5
Delivering Feedback		0.4
Receiving Feedback		0.3
Getting Results without Direct Authority: Building Relationships and Credibility		1
Getting Results without Direct Authority: Persuasive		1
Getting Results without Direct Authority: Reciprocity		1
Getting Results without Direct Authority: Influencing Your Boss		1

14 out of 15.5

**Time/Organizational Management**

Make the Time You Need: Get Organized		0.5
Organizing Your Email		0.5
Time Management: Quit Making Excuses and Make Time Instead		0.5
Time Management: Ready, Set...FOCUS!		0.5
Time Management: Too Much to Do and Too Little Time		0.5
Time Management: Analyzing Your Use of Time		1
Time Management: Planning and Prioritizing Your Time		1
Aligning Goals and Priorities to Manage Time		0.5
Time Management: Avoiding Time Stealers		1

Managing Pressure and Stress to Optimize Your Performance		0.5
Procrastination: Admitting it is the First Step		0.4
Beating Procrastination by Boosting Creativity and Drive		0.4
Avoid Procrastination by Getting Organized Instead		0.4
Personal Productivity: Self-organization and Overcoming Procrastination		1
The Art of Staying Focused		0.5
Overcoming the Barriers to Decisiveness		1
Taking Stock of Your Work/Life Balance		0.4

7 out of 10.6

## Conflict Management

Difficult People: Why They Act That Way and How to Deal with		0.5
Difficult People: Strategies to Keep Everyone Working		0.5
Difficult People: Identifying Difficult People		1
Difficult People: How to Work with Aggressive People		1
Difficult People: How to Work with Negative People		1
Difficult People: How to Work with Procrastinators		1
Difficult People: How to Work with Manipulative People		1
Difficult People: How to Work with Self-Serving People		1
Working with Difficult People: Dealing with Micro-Managers		1
Workplace Conflict: Recognizing and Responding to Conflict		1
Workplace Conflict: Strategies for Resolving Conflict		1
Handling Difficult Conversations Effectively		0.5
Delivering a Difficult Message with Diplomacy and Tact		1

7 out of 11.5

## Emotional Intelligence/Leadership

Emotional Intelligence: Owning Your Emotions		0.5
Emotional Intelligence: Applying EI at Work		0.5
Emotional Intelligence: Being Aware of the Emotions of Others		0.5
Emotional Intelligence: Building Self Management Skills		0.5
What is Emotional Intelligence		1
Leadership Essentials: Leading with Emotional Intelligence		1

Leadership Essentials: Building your Influence as a Leader		1
Leadership Essentials: Leading Business Execution		1
Leadership Essentials: Leading Innovation		1
Leadership Essentials: Leading Change		1
Leadership Essentials: Creating Your Own Leadership		1
Using Emotional Intelligence on the Job		1
Improving Your Emotional Intelligence Skills: Self Awareness and Self		1
Leveraging Emotional		0.5

7 out of 11.5

**Critical Thinking / Problem Solving**

Thinking Critically: Getting Your Arms around Arguments		0.5
Critical Thinking Essentials: Applying Critical Thinking Skills		1
Critical Thinking Essentials: What is Critical Thinking?		1
Thinking Critically: Drawing Conclusions with Confidence		0.5
Thinking Critically: Coming to Terms with Assumptions		0.5
Solving Problems: Generating and Evaluating Alternatives		0.7
Solving Problems: Framing the Problem		0.5
Problem Solving: The		1
Problem Solving: Determining and Building Your Strengths		1
Problem Solving: Digging		1
Decision Making: The		1
Decision Making: Tools and Techniques		1
Decision Making: Making Tough Decisions		1
Overcoming the Barriers to Decisiveness		1
Controlling Conflict, Stress and Time in a Customer Service		0.5
Providing Effective Internal Customer Service		0.5
Providing Telephone Customer Service		0.5
Providing On-site Customer		0.5
Facing Confrontation in Customer Service		0.5
Polishing Your Skills for Excellent Customer Service		0.4
Dealing with Customer Service Incidents and Complaints		0.5
Rapport Building in Customer		0.5

7 out of 11.7

**Customer Service**

Internal Customer Service		1	
Dealing with Irrational Customers and Escalating Complaints		2	
Customer Interactions		3.5	
Team and Customer Relationships		3	
Customer Service in the Field		1	
Customer Service on the Phone		1	
Customer Service Fundamentals: Building Rapport in Customer Relationships		1	
			7 out of 16.4
			49 out of 77.2

**CompTIA Network +**

CompTIA Network+ N10-006: Network Architecture Part 1	<a href="#">cs_ctne_a01_it_enus</a>	3.13	
CompTIA Network+ N10-006: Network Architecture Part 2	<a href="#">cs_ctne_a02_it_enus</a>	2.83	
CompTIA Network+ N10-006: Network Operations Part 1	<a href="#">cs_ctne_a03_it_enus</a>	1.63	
CompTIA Network+ N10-006: Network Operations Part 2	<a href="#">cs_ctne_a04_it_enus</a>	1.5	
CompTIA Network+ N10-006: Network Security	<a href="#">cs_ctne_a05_it_enus</a>	2.5	
CompTIA Network+ N10-006: Troubleshooting Part 1	<a href="#">cs_ctne_a06_it_enus</a>	1.5	
CompTIA Network+ N10-006: Troubleshooting Part 2	<a href="#">cs_ctne_a07_it_enus</a>	1.5	
CompTIA Network+ N10-006: Industry Standards, Practices, and Network Theory	<a href="#">cs_ctne_a08_it_enus</a>	2.5	

**CompTIA Security +**

CompTIA Security+ SY0-401: Control Fundamentals and	<a href="#">cs_styg_a01_it_enus</a>	1.5	
CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses	<a href="#">cs_styg_a02_it_enus</a>	2	
CompTIA Security+ SY0-401: Creating Secure Networks	<a href="#">cs_styg_a03_it_enus</a>	1.5	
CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing	<a href="#">cs_styg_a04_it_enus</a>	1	
CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls	<a href="#">cs_styg_a05_it_enus</a>	0.5	
CompTIA Security+ SY0-401: Securing a Networked	<a href="#">cs_styg_a06_it_enus</a>	0.5	
CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security	<a href="#">cs_styg_a07_it_enus</a>	1	
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures	<a href="#">cs_styg_a08_it_enus</a>	1.5	

CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud	<a href="#">cs_styg_a09_it_enus</a>	1
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics	<a href="#">cs_styg_a10_it_enus</a>	2

### **CompTIA Linux +**

CompTIA Linux+ 2014 Powered By LPI: LX0-103: System	<a href="#">cs_lxps_a01_it_enus</a>	2
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Installation and Package Management	<a href="#">cs_lxps_a02_it_enus</a>	1.5
CompTIA Linux+ 2014 Powered By LPI: LX0-103: GNU and Unix Commands	<a href="#">cs_lxps_a03_it_enus</a>	1.97
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Advanced GNU and Unix Commands	<a href="#">cs_lxps_a04_it_enus</a>	1.72
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Devices and Filesystems	<a href="#">cs_lxps_a05_it_enus</a>	2

### **CompTIA Server +**

CompTIA Server+ SK0-004: Server Architecture	<a href="#">cs_svpf_a01_it_enus</a>	1.92
CompTIA Server+ SK0-004: Server Administration I	<a href="#">cs_svpf_a02_it_enus</a>	2.95
CompTIA Server+ SK0-004: Server Administration II	<a href="#">cs_svpf_a03_it_enus</a>	1.77
CompTIA Server+ SK0-004:	<a href="#">cs_svpf_a04_it_enus</a>	1.7
CompTIA Server+ SK0-004:	<a href="#">cs_svpf_a05_it_enus</a>	2.65
CompTIA Server+ SK0-004: Networking and Disaster	<a href="#">cs_svpf_a06_it_enus</a>	2.85
CompTIA Server+ SK0-004: Troubleshooting I	<a href="#">cs_svpf_a07_it_enus</a>	0.95
CompTIA Server+ SK0-004: Troubleshooting II	<a href="#">cs_svpf_a08_it_enus</a>	2.02

### **CompTIA Cloud+**

CompTIA Cloud+ CV0-001: Cloud Fundamentals	<a href="#">cl_cdps_a01_it_enus</a>	2.13
CompTIA Cloud+ CV0-001: Virtualization	<a href="#">cl_cdps_a02_it_enus</a>	2.15
CompTIA Cloud+ CV0-001: Data Center Infrastructure	<a href="#">cl_cdps_a03_it_enus</a>	3.25
CompTIA Cloud+ CV0-001: Cloud Management	<a href="#">cl_cdps_a04_it_enus</a>	2.4
CompTIA Cloud+ CV0-001: Cloud Security	<a href="#">cl_cdps_a05_it_enus</a>	1.98
CompTIA Cloud+ CV0-001: Managing Cloud Systems	<a href="#">cl_cdps_a06_it_enus</a>	1.68

### **ITIL 2011**

ITIL® 2011 Edition OSA: Introduction to Operational	<a href="#">ib_iosb_a01_it_enus</a>	1.5
ITIL® 2011 Edition OSA: Introduction to Event	<a href="#">ib_iosb_a02_it_enus</a>	3.5
ITIL® 2011 Edition OSA: Introduction to Incident	<a href="#">ib_iosb_a03_it_enus</a>	2.5
ITIL® 2011 Edition OSA: Incident Management Interactions	<a href="#">ib_iosb_a04_it_enus</a>	3
ITIL® 2011 Edition OSA: Introduction to Request	<a href="#">ib_iosb_a05_it_enus</a>	2

ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	<a href="#">ib iosb a06 it enus</a>	2.5
ITIL® 2011 Edition OSA: Introduction to Problem	<a href="#">ib iosb a07 it enus</a>	3
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	<a href="#">ib iosb a08 it enus</a>	2.5
ITIL® 2011 Edition OSA: Introduction to Access	<a href="#">ib iosb a09 it enus</a>	3
ITIL® 2011 Edition OSA: Introduction to the Service Desk	<a href="#">ib iosb a10 it enus</a>	2
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	<a href="#">ib iosb a11 it enus</a>	1.5
ITIL® 2011 Edition OSA: Introduction to Functions	<a href="#">ib iosb a12 it enus</a>	2.5
ITIL® 2011 Edition OSA: Function Activities	<a href="#">ib iosb a13 it enus</a>	1.5
ITIL® 2011 Edition OSA: Technology and Implementation	<a href="#">ib iosb a14 it enus</a>	2.5

### Microsoft Certified Solutions Associate Server 2012

Microsoft Windows Server 2012 R2 - Installing and Configuring:	<a href="#">ws icfh a01 it enus</a>	1.5
Microsoft Windows Server 2012 R2 - Installing and Configuring:	<a href="#">ws icfh a02 it enus</a>	2
Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services	<a href="#">ws icfh a03 it enus</a>	1.5
Microsoft Windows Server 2012 R2 - Installing and Configuring:	<a href="#">ws icfh a04 it enus</a>	1.5
Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking	<a href="#">ws icfh a05 it enus</a>	1.5
Microsoft Windows Server 2012 R2 - Installing and Configuring:	<a href="#">ws icfh a06 it enus</a>	1
Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory	<a href="#">ws icfh a07 it enus</a>	2.5
Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs	<a href="#">ws icfh a08 it enus</a>	2
Microsoft Windows Server 2012 R2 - Installing and Configuring:	<a href="#">ws icfh a09 it enus</a>	2.5

### MCSE Server Infrastructure

Microsoft Windows Server 2012 R2: Server Infrastructure - AD	<a href="#">ws imin a01 it enus</a>	2
Microsoft Windows Server 2012 R2: Server Infrastructure - AD	<a href="#">ws imin a02 it enus</a>	2
Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy	<a href="#">ws imin a03 it enus</a>	3
Microsoft Windows Server 2012 R2: Server Infrastructure -Server Deployment	<a href="#">ws imin a04 it enus</a>	2.5
Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP	<a href="#">ws imin a05 it enus</a>	1.5
Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage	<a href="#">ws imin a06 it enus</a>	2.5

Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN	<a href="#">ws_imin_a07_it_enus</a>	2
Microsoft Windows Server 2012 R2: Server Infrastructure –	<a href="#">ws_imin_a08_it_enus</a>	2
Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection	<a href="#">ws_imin_a09_it_enus</a>	1.5
Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP	<a href="#">ws_imin_a10_it_enus</a>	1.5

VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere 6 Overview	<a href="#">vi_vhpr_a01_it_enus</a>	1.5
VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere Installation	<a href="#">vi_vhpr_a02_it_enus</a>	1.5
VMware vSphere 6 Install, Configure, Manage - Part 1: Virtual Networks	<a href="#">vi_vhpr_a03_it_enus</a>	2
VMware vSphere 6 Install, Configure, Manage - Part 1: Storage and VMs	<a href="#">vi_vhpr_a04_it_enus</a>	2
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Clustering	<a href="#">vi_vhpp_a01_it_enus</a>	1.5
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 DRS	<a href="#">vi_vhpp_a02_it_enus</a>	1
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Monitoring	<a href="#">vi_vhpp_a03_it_enus</a>	1.5
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Design	<a href="#">vi_vhpp_a04_it_enus</a>	1.5
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Updating	<a href="#">vi_vhpp_a05_it_enus</a>	1.5
VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Upgrading	<a href="#">vi_vhpp_a06_it_enus</a>	1

	Tech	Bus. Skills	Total
Total	154.18	49	<b>203.18</b>