

# Project Management & Project Management PDU Credits 2016 training catalog

Summer Edition

1-800-418-6789

[www.learnsmartsystems.com](http://www.learnsmartsystems.com)



For more information about LearnSmart training contact us toll-free at 1-800-418-6789.

# Table of Contents

<b>Project Management.....</b>	<b>3</b>
Project Management Professional (PMP)® Series .....	3
<i>Project Management Overview .....</i>	<i>3</i>
<i>Managing Projects within Organizations .....</i>	<i>3</i>
<i>Project Management Process Groups .....</i>	<i>3</i>
<i>Execution, Monitoring and Controlling .....</i>	<i>3</i>
<i>Project Change Control and Closure .....</i>	<i>4</i>
<i>Initiation Basics, Developing a Project</i>	
<i>Charter and Project Management Plan .....</i>	<i>4</i>
<i>Collecting Requirements and Defining Scope .....</i>	<i>4</i>
<i>Monitor and Control Project Scope.....</i>	<i>4</i>
<i>Defining and Sequencing Project Activities.....</i>	<i>5</i>
<i>Developing and Controlling the Project Schedule .....</i>	<i>5</i>
<i>Estimating Activity Resources and Durations .....</i>	<i>5</i>
<i>Controlling Costs .....</i>	<i>5</i>
<i>Estimating &amp; Budgeting Project Costs.....</i>	<i>6</i>
<i>Project Quality Planning .....</i>	<i>6</i>
<i>Managing Projects for Human Resources .....</i>	<i>7</i>
<i>Planning Projects for Human Resources.....</i>	<i>7</i>
<i>Processes for Managing Project Communications.....</i>	<i>7</i>
<i>Stakeholders and the Communication Management Plan....</i>	<i>7</i>
<i>Identifying Project Risks .....</i>	<i>8</i>
<i>Performing Risk Analysis .....</i>	<i>8</i>
<i>Risk Management Planning .....</i>	<i>8</i>
<i>Risk Response, Monitor and Control .....</i>	<i>9</i>
<i>Managing Procurement</i>	
<i>During Your Project.....</i>	<i>9</i>
<i>Planning Procurement for Your Project .....</i>	<i>9</i>
<i>Stakeholder Identification and Planning .....</i>	<i>10</i>
<i>Project Stakeholder Engagement and Communication.....</i>	<i>10</i>
<i>Test Me: PMI Exam Project</i>	
<i>Management Professional (PMP)® .....</i>	<i>10</i>
<i>PMI Certification Requirements .....</i>	<i>10</i>
<i>Agile (PMI-ACP) Series .....</i>	<i>11</i>
<i>Series Overview .....</i>	<i>11</i>
<i>Traditional vs. Agile Project Management .....</i>	<i>11</i>
<i>Manifesto Principles 1-6 .....</i>	<i>11</i>
<i>Manifesto Principles 7-12 .....</i>	<i>11</i>
<i>Scrum and XP Methods .....</i>	<i>11</i>
<i>Other Agile Methods.....</i>	<i>12</i>
<i>Value-Driven Development .....</i>	<i>12</i>
<i>Prioritization and Risk</i>	
<i>Management in Agile Project Management .....</i>	<i>12</i>
<i>Planning Agile Projects .....</i>	<i>12</i>
<i>Estimation .....</i>	<i>13</i>
<i>Managing Projects .....</i>	<i>13</i>
<i>Adaptive Planning and Design .....</i>	<i>13</i>
<i>Soft Skills and Leadership .....</i>	<i>13</i>
<i>Team Formation and Boosting Team Performance .....</i>	<i>13</i>
<i>Stakeholder Engagement .....</i>	<i>14</i>
<i>Communication in Projects .....</i>	<i>14</i>
<i>Problem Detection, Metrics, and Resolutions .....</i>	<i>14</i>
<i>Quality and Earned Value Management.....</i>	<i>14</i>
<i>Continual Improvement .....</i>	<i>15</i>
<i>PMI Code of Conduct.....</i>	<i>15</i>
<i>PMI-ACP Exam Prep.....</i>	<i>15</i>
<i>Test Me: PMI-ACP Exam .....</i>	<i>15</i>
<b>Communications Skills .....</b>	<b>15</b>
<i>Appraising Performance.....</i>	<i>15</i>
<i>Business Communication Fundamentals .....</i>	<i>16</i>
<i>Better Business Writing.....</i>	<i>16</i>
<i>Coaching with Confidence .....</i>	<i>16</i>
<i>Effective Presentation Skills .....</i>	<i>16</i>
<i>Effective Delegation .....</i>	<i>17</i>
<i>Email Etiquette .....</i>	<i>17</i>
<i>Facilitating Meetings and Groups .....</i>	<i>17</i>
<i>Making Humor Work at Work .....</i>	<i>17</i>
<i>Mentoring that Matters .....</i>	<i>18</i>
<i>Negativity in the Workplace .....</i>	<i>18</i>
<i>Successful Negotiation .....</i>	<i>18</i>
<i>The Change Process .....</i>	<i>18</i>
<b>Diversity and Employment Compliance .....</b>	<b>19</b>
<i>ADA Compliance in Business .....</i>	<i>19</i>
<i>Successful Hiring .....</i>	<i>19</i>
<i>Successful Termination .....</i>	<i>19</i>
<i>Understanding Business Ethics .....</i>	<i>20</i>
<b>Leadership and Management .....</b>	<b>20</b>
<i>Advanced Management Skills .....</i>	<i>20</i>
<i>Business Execution Series .....</i>	<i>20</i>
<i>Front-Line Leadership Series .....</i>	<i>21</i>
<i>Fundamentals of Business Crisis Management.....</i>	<i>22</i>
<i>Managing Contractors and Temporary Employees .....</i>	<i>22</i>
<i>Managing Technical Professionals .....</i>	<i>23</i>
<i>Moving from Technical Professional to Management Series .....</i>	<i>23</i>
<i>Moving into Management Series .....</i>	<i>24</i>
<i>Workforce Generation Leadership Series.....</i>	<i>25</i>
<i>Rewarding Peak Performers .....</i>	<i>26</i>
<i>Problem Performance Management Series .....</i>	<i>26</i>

*PMP® is a registered mark of the Project Management Institute, Inc.*

## Project Management

### ■ Project Management Professional (PMP)<sup>®</sup> Series

This PMP<sup>®</sup> series meets the 35 contact hours required to test for the PMP<sup>®</sup> certification.

#### Project Management Overview

Course Number: 637  
Time: 120 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 013591  
PMI Talent Triangle: Technical  
Contact Hours: 2.00

In LearnSmart's Project Management Overview video training, you'll learn about such noteworthy individuals as Kaoru Ishikawa, William Edwards Deming, Joseph Juran and Vilfredo Pareto — pioneers of practices that led to the principles and processes of modern-day project management. The course details how time, manufacturing, world events and education helped shape today's processes of project management. Furthermore, you will see how the practice of project management contributes to the development of products, goods and services. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP<sup>®</sup> certification eligibility.**

Course Overview ..... 637\_001  
Anatomy of a Project ..... 637\_002  
PMI and the PMBOK Guide ..... 637\_003

#### Managing Projects within Organizations

Course Number: 638  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013592  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

In LearnSmart's Managing Projects within Organizations video training, you'll see how the concepts of project management have been applied throughout history — from the building of the pyramids of Egypt and the moon landing to the smaller-scale projects handled by businesses every day. This course will help students develop skills and understand fundamental concepts that will enable them to deliver projects with greater levels of proficiency and optimization. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP<sup>®</sup> certification eligibility.**

Course Overview ..... 638\_001

What's in a Project? ..... 638\_002  
Project Stakeholders ..... 638\_003

#### Project Management Process Groups

Course Number: 639  
Time: 120 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013593  
PMI Talent Triangle: Technical  
Contact Hours: 2.00

Project management has helped deliver some of mankind's biggest achievements. And while project management permits effective delivery of products and services, there are plenty of examples where projects have missed their mark and delivered less than stellar results. The reason for this is process. In order for a project to be managed successfully, the project manager and team must adhere to processes that will drive the project through its life cycle in a way that will meet specifications and the expectations of the project's sponsor. In LearnSmart's Project Management Process Groups video training, you will see that, while project processes provide the manner in which a project can produce a successful product, there are other key elements: knowledge, experience, expertise, and ability to lead a team — all of which the project manager must be able to deliver in conjunction with project processes. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP<sup>®</sup> certification eligibility.**

Course Overview ..... 639\_001  
Process Group Overview ..... 639\_002  
Process Groups and Knowledge Areas ..... 639\_003

#### Execution, Monitoring and Controlling

Course Number: 640  
Time: 120 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013594  
PMI Talent Triangle: Technical  
Contact Hours: 2.00

In LearnSmart's Execution, Monitoring and Controlling course, students will learn about two significant processes that are part of the Project Management Institute's Project Management Body of Knowledge (PMBOK<sup>®</sup>): the Direct and Manage Project Execution and the Monitor and Control Project work processes. Activities related to these processes represent the bulk of a project manager's duties during a project. At the conclusion of this course, you'll more fully understand the intricacies of leading a project team through project activity execution, monitoring and control. **This**

# Project Management Library

course counts as **2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Direct and Manage Project Execution..... 640\_001  
Monitoring and Controlling the Project ..... 640\_002

## Project Change Control and Closure

Course Number: 641  
Time: 90 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 013595  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

Project managers and project team members develop subject matter expertise as a result of project development. This expertise, in turn, helps to drive necessary changes in project activities. One activity a seasoned project manager always plans for is change. In LearnSmart's Project Change Control and Closure course, you'll learn how to manage changes to project through a formal change control process. You'll also pick up guidance on properly closing a project or a phase of a project. The course incorporates the procedures and processes of the Project Management Institute's Project Management Body of Knowledge (PMBOK®), specifically the Perform Integrated Change Control and the Close Project or Phase processes. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Integrated Change Control ..... 641\_001  
Closing a Project or Phase..... 641\_002

## Initiation Basics, Developing a Project Charter and Project Management Plan

Course Number: 642  
Time: 120 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013596  
PMI Talent Triangle: Technical  
Contact Hours: 2.00

A project consists of many different tasks and phases that must be integrated and managed to successfully complete the project. Keeping track of all activities that must be accomplished is no small undertaking; a well-planned and professionally integrated project pulls all of these activities together, enabling all participants to progress through their tasks and meet milestones. In LearnSmart's Initiation Basics, Developing a Project Charter and Project Management Plan, you'll learn about project integration management, why a project is initiated and potential pitfalls that can derail a project at any step. You'll also learn the purpose of a project charter and how to create one for your project. **This course counts as 2.00 contact**

hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

About Project Integration Management ..... 642\_001  
Developing a Project Charter ..... 642\_002  
Develop Project Management Plan ..... 642\_003

## Collecting Requirements and Defining Scope

Course Number: 643  
Time: 105 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013597  
PMI Talent Triangle: Technical  
Contact Hours: 1.75

One of the more important tasks that a project manager performs during the management of a project is identifying the project's requirements. Determining what is required of a project is necessary to identify work that has to be performed, and to establish metrics that are used to evaluate whether the work is acceptable and successful. In LearnSmart's Collecting Requirements and Defining Scope course, you'll learn why it's critical for project managers to properly and completely identify the requirements for a project as soon as possible. You'll also learn how project managers identify a project's requirements, including processes dictated by the Project Management Institute. **This course counts as 1.75 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Project Requirements ..... 643\_001  
Collect Requirements ..... 643\_002  
Define Scope ..... 643\_003  
Conclusion..... 643\_004

## Monitor and Control Project Scope

Course Number: 644  
Time: 90 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 013598  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

A critical factor in the success of a project is the project manager's ability to monitor and control the scope of the project. During the implementation of processes within the Planning Process Group, a great amount of effort and planning goes into the collection of project requirements, the creation of a work breakdown structure, and the definition of the project's scope. LearnSmart's Monitor and Control Project Scope will teach you about the important principles and best practices employed by project managers to safeguard the scope of their projects. In addition, you'll learn about the Project Management Institute's Verify Scope and Control Scope

# Project Management Library

processes, and how these processes are related to the Project Scope Management Knowledge Area. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Course Introduction.....	644_001
Scope Verification .....	644_002
Controlling Project Scope .....	644_003

## Defining and Sequencing Project Activities

Course Number: 645  
Time: 90 Minutes  
Number of Quizzes: 1 Quiz  
PMI Activity Number: 013599  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

Time management is a knowledge area that takes into consideration project constraints that pertain to time. It incorporates all the processes that are required to ensure the effective and timely completion of projects. The processes that make up project time management occur at least once within every project, in one or more of the project phases. These processes also overlap and interact with processes from the other knowledge areas to help develop and deliver components of a project. The concept of time management permits the project manager and team to develop a schedule by which project activities will be managed. Depending upon the size, scale, and scope of a project, scheduling may be an activity that could take one resource less than a day to complete, or for more complex projects, may require scheduling software to ensure that activities and resources are synchronized throughout the life cycle of the project. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Introduction .....	645_001
Sequence Activities .....	645_002
Quiz Discussion .....	645_003
Course Conclusion .....	645_004

## Developing and Controlling the Project Schedule

Course Number: 646  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 013600  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

Developing the schedule of a project is the product of analyzing activities like sequence, duration, resource requirements, and project constraints. Scheduling tools

typically assimilate data in regard to the analysis provided to promote a project schedule. Activities, such as plan start and completion dates, milestones and dependencies are among the outputs provided by scheduling tools. The project schedule can then become the project's baseline for tracking purposes. In LearnSmart's Developing and Controlling the Project Schedule course, you will learn how iterative revisions and maintenance of the schedule are tasks that the project manager must adhere to for the life of the project. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Introduction .....	646_001
Control Schedule .....	646_002
Quiz Discussion .....	646_003
Course Conclusion .....	646_004

## Estimating Activity Resources and Durations

Course Number: 647  
Time: 75 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013601  
PMI Talent Triangle: Technical  
Contact Hours: 1.25

One of the more compelling issues that a project manager needs to deal with is a constant reminder to do more with less. Over time, the luxury of having resources in place without conflicts due to other project activities diminishes substantially. The project manager will need to engage sponsors and stakeholders to ensure the appropriate level and types of resources required to get the job done are available when needed. In this course, you will see how the project manager and team use the Estimate Activity Resources process to help determine resource requirements — in the form of cost or time. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Estimate Activity Resources .....	647_001
Estimate Activity Durations .....	647_002
Quiz Discussion .....	647_003
Course Conclusion .....	647_004

## Controlling Costs

Course Number: 648  
Time: 75 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013602  
PMI Talent Triangle: Technical  
Contact Hours: 1.25

Cost management is one of the most integral components of the project management process. LearnSmart's

# Project Management Library

Controlling Costs course shows how the project manager assumes full responsibility for cost oversight and delivery of the project within budgetary constraints. Financial tools and analysis enable the project manager to oversee activities and the cost associated with delivering the project's product. Control Costs is the process of monitoring your project status to ensure that your budget is up to date and that the project's value is being delivered to meet expectations. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Cost Control Inputs, Tools and Techniques.... 648\_001  
Control Cost Outputs..... 648\_002

## Estimating & Budgeting Project Costs

Course Number: 649  
Time: 135 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 013603  
PMI Talent Triangle: Technical  
Contact Hours: 2.25

Project Cost Management is perhaps the most comprehensive knowledge area in regard to determining the scope of a project, how it will be funded, and the steps that will be taken to ensure that funds appropriated for the project are managed and used correctly. Essential to every good plan are the thoughts and processes that will enable the plan to proceed. Cost management drives project deliverables in line with project constraints. For example, if project costs are limited, a project manager may have to scale back on subject matter experts. If the cost of quality is higher than expected, the project manager needs to realign project deliverables to ensure the level of quality delivers against requirements. This course provides an in-depth look at the processes associated with cost management. **This course counts as 2.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Cost Overview..... 649\_001  
Estimate Costs..... 649\_002  
Determine Budget ..... 649\_003

## Project Quality Planning

Course Number: 650  
Time: 105 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013604  
PMI Talent Triangle: Technical  
Contact Hours: 1.75

Project Quality Management is about the managing of quality for the project. This knowledge area incorporates many of the best practices and approaches of the larger

quality management discipline; but only to the extent to which it supports the project. Project Managers are responsible for quality in terms of their project. The Project Management Body of Knowledge is a guide to apply quality management best practices to the needs and expectations of your project. LearnSmart's Project Quality Planning course teaches you to learn and apply this knowledge, so you can keep it in the framework of a project and its management. All the approaches, best practices, tools and techniques, and processes revolve around meeting the quality needs of the project. **This course counts as 1.75 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Project Quality Management .... 650\_001  
Managing Quality..... 650\_002  
Plan Quality ..... 650\_003  
Conclusion..... 650\_004

## Quality Assurance and Cost Control

Course Number: 651  
Time: 120 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013605  
PMI Talent Triangle: Technical  
Contact Hours: 2.00

A good project manager should apply processes, best practices, and tools to ensure that all aspects of development incorporate quality standards as a project's product is being produced. The project manager should always look to the past to garner lessons learned and apply that knowledge so as not to repeat history where negative impacts were sustained. LearnSmart's Quality Assurance and Cost Control training shows how the Project Quality knowledge area promotes those processes, tools and techniques that assist the project team in planning, delivering and controlling the right levels of quality throughout all project development processes. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview ..... 651\_001  
Quality Assurance ..... 651\_002  
Quality Control..... 651\_003

# Project Management Library

## Managing Projects for Human Resources

Course Number: 956  
Time: 75 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013628  
PMI Talent Triangle: Technical  
Contact Hours: 1.25

The strength of a project is based on the resources acquired. The Planning Process Group allows project managers to determine resource requirements for each activity within the project and ensuring that the delivery of raw materials along with the people to develop those raw materials is sequenced according to project schedule timelines. These activities fall into the first two processes in the Human Resource Management Knowledge Area: Develop the Project Team and Manage the Project Team. LearnSmart's Managing Projects for Human Resources covers the processes, inputs, and tools and techniques involved with developing and managing the project team. Furthermore, this course will teach the principles and best practices used by project managers to establish a solid team capable of producing project deliverables on time and within budget. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Develop Project Team ..... 956\_001  
Manage Project Team ..... 956\_002

## Planning Projects for Human Resources

Course Number: 669  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013629  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

As a project manager, you will take on a variety of activities that will ensure the successful completion of a project. Among the most important activities that you will undertake is the management of resources that you will need to accomplish the tasks within the project plan. Typically, resources come in two forms: raw materials that are developed into components of a project and human resources that will perform the development work upon the raw materials. LearnSmart's Planning Project Human Resources course will take you through the processes that pertain to the Project Human Resource Management knowledge area — the process of identifying and detailing roles and responsibilities, skills and relationships within a project. **This course counts as 1.50 contact hours formal**

education towards Project Management Institute, Inc., PMP® certification eligibility.

Overview of Project  
Human Resources Management ..... 669\_001  
Develop Human Resources Plan ..... 669\_002  
Acquire Project Team ..... 669\_003

## Processes for Managing Project Communications

Course Number: 670  
Time: 120 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013630  
PMI Talent Triangle: Technical  
Contact Hours: 2.00

Project communications encompass a variety of deliverables such as project updates, project dashboards, performance metrics, status reports, schedule updates and details pertaining to the project budget or any of its constraints. Additionally, updates are made to the project management plan where details pertinent to stakeholder management, communications management and project baseline activities can be found. Through LearnSmart's Processes for Managing Project Communications course, you will gain insight relevant to communication methods, information management systems and performance reporting activities that will be used as either tools or techniques while managing communications. You will also learn about the outputs, or products of the manage communications process, which are essentially project communications. Upon completion of this course, you will have a working knowledge of the inputs to manage communications, those being the communications management plan, work performance reports, enterprise environmental factors and organizational process assets. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Distribute Information ..... 670\_001  
Manage Stakeholder Expectations ..... 670\_002  
Report Performance ..... 670\_003

## Stakeholders and the Communication Management Plan

Course Number: 671  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013631  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

One of the most important skills a project manager needs to acquire and hone is the skill of being an effective communicator. Through experience and time on the job,

# Project Management Library

a project manager will acquire a substantial degree of expertise and capabilities. Those skills will contribute to marketable competencies that prospective clients will require and are willing to pay a premium for. LearnSmart's Stakeholders and the Communication Management Plan course shows how effective communications works as an enabler, permitting a project manager to clearly articulate assumptions, objectives, goals and requirements; all of which are rudimentary components or deliverables of projects. Effective communications also contribute to efficiencies in project delivery, and while used often by the project manager, should be practiced by all project stakeholders and project team participants. A failure to communicate within a project can bring about risks and impact the overall integrity of the project manager and the project team. In order to be effective, the project manager needs to manage communications processes that will support project deliverables while syndicating project activities in the correct manner to all project participants. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Project	
Communication Management .....	671_001
Identify Stakeholders .....	671_002
Plan Communications .....	671_003

## Identifying Project Risks

Course Number: 652  
Time: 105 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013606  
PMI Talent Triangle: Technical  
Contact Hours: 1.75

In LearnSmart's Identifying Project Risks course, you will learn about the Identify Risk process as outlined in PMBOK®. The Cost Management Plan will be used to identify risk in regard to the cost constraints, or budget, of a project. The Schedule Management Plan will be used to identify risks associated with project development, especially predecessors and successors, and how risk can impact their ability to meet a project's critical path. The Quality Management Plan will be used to help determine the risks associated with integrating quality within work packages, or at the activity level. The Human Resource Plan helps detail risks associated with resource availability and their aptitude in regard to project deliverables. This helps ensure that the project manager has the right people at the right time to develop project deliverables. Additional inputs are all reviewed and taken into consideration to help drive and determine potential risk within a project. Upon completion of this course, you will know the required details and understand the skills required to identify project risk, and will have gained experience in detailing

project plans, understanding assumptions, be able to revert to prior project artifacts for historical reference, and understand the need for organization within a project and the requirement for keeping accurate records and project artifacts. **This course counts as 1.75 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview .....	652_001
Documentation Review .....	652_002
Gathering Risk Information .....	652_003
Risk Analysis.....	652_004
Root Cause Analysis .....	652_005

## Performing Risk Analysis

Course Number: 653  
Time: 120 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013607  
PMI Talent Triangle: Technical  
Contact Hours: 2.00

All projects experience some degree of risk throughout the project life cycle. Risk can be negative, in the form of a threat to a project; or, it can be a positive, in the form of an opportunity. Perform Risk Analysis is the process of prioritizing risks for further analysis or action by combining and assessing the probability and impact of risk's occurrence. While risk exists within every project, the degree of risk based upon probability and impact is what helps determine the type of corrective or preventive action that the project team will perform. Within this course, you will review process inputs, tools, techniques and outputs attributed to the Perform Risk Analysis process. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Perform Qualitative Risk Analysis .....	653_001
Perform Quantitative Risk Analysis .....	653_002

## Risk Management Planning

Course Number: 654  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013608  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

Through LearnSmart's Risk Management Planning course, you will gain a working knowledge of the Project Risk Management knowledge area and the six processes that are aligned within the Project Planning and Project Monitoring and Control process groups. You will learn to develop a Risk Management Plan that will be used throughout the course of the project to provide guidance

# Project Management Library

and direction to the project management team and detail processes and planned activities that are expected to be applied throughout the project. Plus, you will learn to assimilate risk processes to project life cycle work and be able to determine the tools and techniques required to quantify risk as it relates to activities that are developed within a project. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Project Risk Management Processes.....	654_001
Creating the Risk Management Plan.....	654_002
Plan Risk Management .....	654_003

## Risk Response, Monitor and Control

Course Number: 655  
Time: 75 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013609  
PMI Talent Triangle: Technical  
Contact Hours: 1.25

Upon completion of LearnSmart's Risk Response, Monitor and Control course, you will have gained an appreciation of the intricacies involved with planning appropriate risk response activities along with monitoring and controlling project risk. Planning risk response is the process of developing options that either reduce threats or promote opportunities. By quantifying and analyzing risks at the activity level, the project team has the ability to prioritize risks and optimize plan of action so that resource and budget constraints are taken into consideration. This helps maintain equilibrium within the project and helps deliver its products on time and within budget. This process occurs after quantitative risk analysis activities are complete when each risk response is based upon a thorough understanding of how it will address and impact the risk. Risk response activities also identify accountable individuals and groups responsible for the agreed-upon mitigation and ownership of any potential issue should one arise. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Plan Risk Responses .....	655_001
Monitor and Control Risks.....	655_002

## Managing Procurement During Your Project

Course Number: 657  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013610  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

LearnSmart's Managing Procurement During Your Project course serves as a fundamental introduction to

project procurements processing. It covers the process inputs relevant to managing procurements, conducting procurements, controlling procurement activities and closing procurement work within a project. It also covers techniques for selecting sellers that will participate in project activities. It shows how a project manager can develop a pool of prospective sellers and illustrate activities based upon procurement scenarios. The course covers such procurement tools and techniques as bidder conferences, proposal evaluations, independent estimates, advertising and negotiation. The course also covers details pertaining to procurement documentation and artifacts such as contracts between buyers and sellers that will be used to acquire both resources and raw materials to develop components of a project. Equally important to the contractual agreement and type of agreement that a project team would enter into, is the administration of the contract once the agreement has been reviewed, finalized and approved. At the end of this course, the student will have a comprehensive foundation in managing procurement activities that pertain to project management — the process inputs, tools and techniques, and process outputs that comprise the Conduct Procurements process. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Conduct Procurements .....	657_001
Administer Procurements.....	657_002
Close Procurements.....	657_003

## Planning Procurement for Your Project

Course Number: 658  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 013611  
PMI Talent Triangle: Technical  
Contact Hours: 1.50

As a project manager, your role will be to facilitate, or you might even say orchestrate, all activities that pertain to developing the product of a project. In doing so, you'll be gathering information, communicating with stakeholders and developing plans that the project team will use throughout the project lifecycle. Part of those plans and directions pertain to the purchase of goods and services needed within the project. This is the Project Procurement Management knowledge area. Within this course, you will learn the definition of procurement and the value of procurement processes to project activities. You will also cover procurement contracts to understand the different types of contracts that exist; why there are different types of contracts, and who benefits by the stipulations inherent to a specific type of contract. Upon completion of this course, the student will be well-versed in the definition

# Project Management Library

of procurement as it pertains to project management along with the plan procurement management processes identified within the Project Procurement Management knowledge area. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Procurement Management .....	658_001
Preparing for Procurements.....	658_002
Contracts and Other Procurement Documents .....	658_003

## Stakeholder Identification and Planning

Course Number: 1135  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 1135  
PMI Talent Triangle: Technical  
Contact Hours: 1.00

Though projects are temporary endeavors undertaken to create a unique product, service, or result, the undertaking of a project affects many things. The results of the project are to make a change; that's the objective of the project. Many people, groups, and entities hold some sort of stake in that change. Those that hold stake in a project and the project's outcome are deemed "Project Stakeholders" and must be managed within the project management of a project. As a result, there is a knowledge area within project management dedicated to stakeholder management. Two of the processes contained within this knowledge area are Identify Stakeholders and Plan Stakeholder Management. Learn the key tools, techniques, and inputs included in these processes to successfully manage a project's stakeholders. **This course counts as 1.00 contact hour formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Project Stakeholder Management .....	1135_001
Identify Project Stakeholders .....	1135_002
Plan Stakeholder Management.....	1135_003

## Project Stakeholder Engagement and Communication

Course Number: 1136  
Time: 60 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 1136  
PMI Talent Triangle: Technical  
Contact Hours: 1.00

Focus on the processes managing Stakeholder Engagement and Control Stakeholder Engagement. You will find discussions on the purpose of those processes, their inputs,

outputs, tools and techniques. You will sort through how to maintain the most effectual engagement of the needs and expectations of stakeholders, manage times when needs and expectations are not being met, and handle change or requesting changes when improvements or adjustments are recommended. Whoever the stakeholders are in your project, they must be managed and managed properly. Upon course completion, you will know what project stakeholder management is, how to manage stakeholder engagement, and control engagement throughout a project's lifecycle. **This course counts as 1.00 contact hour formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Project Stakeholder Management .....	1136_001
Manage Stakeholder Engagement.....	1136_002
Control Stakeholder Engagement .....	1136_003

## Test Me: PMI Exam Project Management Professional (PMP)®

Course Number: 1837  
Time: 240 Minutes  
Number of Quizzes: 1 Quiz

Test your knowledge and skills through this Test Me: PMI Exam Project Management Professional (PMP)®. Prove to yourself, and others, that you are ready for PMI®'s Project Management Professional (PMP)® certification exam. You'll demonstrate your proficiency in the principles, techniques, and tools needed to be a successful lead on a project. The instruction period is over; this Test Me provides you with a collection of questions based on the exam domains contained in testing for the actual certification exam. Wrap up your exam preparation with this Test Me that pulls questions from our Project Management Professional (PMP)® course series.

## PMI Certification Requirements

Course Number: 2160  
Time: 15 Minutes

So you are a little confused about Contact Hours vs. Professional Development Units (PDUs). Perhaps you're not sure how to use PMIs Continuing Certification Requirements CCR system. If you fit this description than this is the course for you. This course will help you gain an understanding of the difference between a Contact Hour and a Professional Development Unit. It will also walk you step-by-step through the process of claiming PDUs and certification renewal. LearnSmart is a PMI Registered Education Provider and has over 100 PDU activities registered with PMI. This course will help you

# Project Management Library

learn how to claim these PDUs and Contact Hours once you've completed the training.

PMI Certification Requirements ..... 2160\_001

*The preceding 27 courses make up the 35 contact hours required to sit for the PMP® certification. PMP® is a registered mark of the Project Management Institute, Inc.*

## ■ Agile (PMI-ACP) Series

### Series Overview

Course Number: 2213

Time: 15 Minutes

PMI Activity Number: 2213

PMI Talent Triangle: Technical

PMI PDUs: 0.25

What comes to your mind when you think "Agile"? You're probably thinking about the ability to move quickly and easily, and you would be right. Now apply that definition in the context of project management. An Agile project manager is someone who can move quickly, adapt to change, and make smart adjustments on the fly. This course's primary purpose is to increase your knowledge of the principles and processes involved in the Agile method of project management as organized and suggested by the Project Management Institute. We will spend a lot of time discussing what you need to know and the knowledge required — or at least expected to be known — by most agile practitioners. The courses in this series are loosely based on the domains: Agile principles and mindset, Value driven delivery, Stakeholder engagement, Boosting team performance practices, Adaptive planning, Problem detection and resolution, and Continuous improvement. Upon completion of this series, you will be well versed in the methodologies and principles of Agile project management and effectively prepared to sit for the PMI-ACP exam from PMI. **This course qualifies for 0.25 PDU credits toward Project Management Institute PMP® recertification.**

Overview ..... 2213\_001

### Traditional vs. Agile Project Management

Course Number: 2123

Time: 60 Minutes

Number of Quizzes: 2 Quizzes

PMI Activity Number: 2123

PMI Talent Triangle: Technical

PMI PDUs: 1.00

The idea of performing project management work in an agile way did not magically appear in the last couple of years. But, what is agile project management? This course examines what it is and the difference between agile and

traditional project management. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Agile Project Management..... 2123\_001

Working with Agile Project Management .... 2123\_002

### Manifesto Principles 1-6

Course Number: 2125

Time: 60 Minutes

Number of Quizzes: 2 Quizzes

PMI Activity Number: 2125

PMI Talent Triangle: Technical

PMI PDUs: 1.00

Since the Agile Manifesto serves as the guiding principle of the entire agile project management collective, it also holds a prominent part in the Project Management Institute-Agile Certified Practitioner exam. In this course, we will explore the first six principles of the manifesto in depth. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Agile Manifesto..... 2125\_001

The Principles..... 2125\_002

### Manifesto Principles 7-12

Course Number: 2126

Time: 60 Minutes

Number of Quizzes: 2 Quizzes

PMI Activity Number: 2126

PMI Talent Triangle: Technical

PMI PDUs: 1.00

At the root of the modern structure of agile project management is the Agile Manifesto, and it should be used as a guide to the philosophy of the agile project management approach. This course focuses on the last six agile principles as well as the Declaration of Interdependence. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Agile Manifesto..... 2126\_001

The Principles..... 2126\_002

Interdependence ..... 2126\_003

### Scrum and XP Methods

Course Number: 2127

Time: 90 Minutes

Number of Quizzes: 2 Quizzes

PMI Activity Number: 2127

PMI Talent Triangle: Technical

PMI PDUs: 1.50

This course is about the agile methods and frameworks of Scrum and Extreme Programming. These are,

# Project Management Library

arguably, the two most well known of the agile project management methodologies. In this course, we cover the basics, principles, and practices of both methods. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Scrum .....	2127_001
Extreme Programming .....	2127_002
Course Wrap-up .....	2127_003

## Other Agile Methods

Course Number: 2128  
Time: 75 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2128  
PMI Talent Triangle: Technical  
PMI PDUs: 1.25

In this course, we explore some of the lesser known agile project management approaches beyond the popular ones of Scrum and extreme programming. Their lack in popularity right now does not mean they will always be lesser known. They may become the “go to” approach in the future if certain industries or subsets of the agile community adopt them more fully and evangelize their exalts. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Method Types .....	2128_001
Development Methods .....	2128_002

## Value-Driven Development

Course Number: 2129  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2129  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

To select the best project to work on, you must assess what is to be gained from its efforts and at what costs. Benefits are best placed in the perspective of the customer or business value. This course covers value-driven development. In this, we discuss how to determine the amount of time and effort to spend on a project. It also discusses how to determine when to expend time and resources on any one or more features, functions, procedures, parts, and/or elements of that project over others. This course makes clear what the value is and how utilizing agile project management approaches can deliver to that value. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Value-Driven Development.....	2129_001
-------------------------------	----------

Risks and Risk Management .....	2129_002
Planning and Delivering Value.....	2129_003

## Prioritization and Risk Management in Agile Project Management

Course Number: 2130  
Time: 75 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2130  
PMI Talent Triangle: Technical  
PMI PDUs: 1.25

Agile projects are selected based on certain aspects and considerations. Prioritization and planning is where most of the effort and time is spent in agile project management. This course delves deeper into prioritization and risk management in agile project management. We expand on the prioritization of the features and functions of our selected projects, building out our product’s vision and business case for development, and laying the foundation for our product’s plan of fulfillment. Also, greater detail and care is spent on the tools, techniques, and other concepts surrounding the planning at all the various levels of an agile project. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Prioritization.....	2130_001
Risk Management in Agile Projects .....	2130_002

## Planning Agile Projects

Course Number: 2131  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2131  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

Planning in agile projects differs from waterfall projects or other more traditional projects in the aspect of adapting to the needs and expectations of the stakeholders and the product development in a flexible manner. This encourages changes and course corrections as often as necessary, and makes planning essential to a project’s success. This course examines how to best plan an agile project, the differences between the various levels of project planning, and useful tools to aid in the planning. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Iteration Planning .....	2131_001
Planning Considerations.....	2131_002

## Estimation

Course Number: 2132  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2132  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

Estimating the work, effort, and time activities will take during a project is a very challenging exercise. However, it's also a very important and crucial piece to any project management. How estimation works in agile projects is slightly different than in traditional projects or daily operations. The circumstances and variables are more varied in agile projects than in traditional project needs. This course aims to explore those differences, the strategies at play in agile estimation, and the various tools and techniques any agile practitioner — whether that be an agile project manager, agile coach, ScrumMaster, or agile development team member — should be aware of. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Using Agile Estimation ..... 2132\_001  
Measurements and Estimations ..... 2132\_002

## Managing Projects

Course Number: 2133  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 2133  
PMI Talent Triangle: Technical  
PMI PDUs: 1.25

A good agile project manager should be knowledgeable about the various tools and techniques of the agile project management trade. They should also be versatile enough to know when to apply the documented tools and techniques in their literal or highly structured manners and when to bend or accommodate them to the requests of the agile team. This course is aimed for those who may be taking on the role of agile project manager, agile coach, agile practitioner, agile mentor, or ScrumMaster. We discuss the basics of each type of agile manager, their similarities and differences, how to use the tools and techniques available, and what role agile management has in an agile project. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Mentoring Agile Teams ..... 2133\_001  
Supporting Execution Plans ..... 2133\_002  
Managing the Teams ..... 2133\_003

## Adaptive Planning and Design

Course Number: 2134  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2134  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

This course focuses on the process of managing potential threats and other forms of risks throughout the agile project's lifecycle. We cover how to test and validate in order to gather information to improve and adapt the processes of agile project management. We continue talking about the power of adaptive planning in agile projects and discuss how to optimize value delivery by selecting and tailoring the team's processes based on experiences and project feedback. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Testing ..... 2134\_001  
Risks ..... 2134\_002  
Ending an Iteration ..... 2134\_003

## Soft Skills and Leadership

Course Number: 2135  
Time: 75 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2135  
PMI Talent Triangle: Technical  
PMI PDUs: 1.25

An agile project manager ensures the project and its components can run. He or she ensures that everything that is needed is taken care of and puts the agile project management framework and processes in place. In essence, a project manager leads by example. In this course, we explore how a good agile project manager utilizes soft skills and leadership in order to inspire team members, keep the lines of communication open, and deliver an excellent product. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

- Soft Skills in the Project ..... 2135\_001  
Using Soft Skills in Conflicts ..... 2135\_002

## Team Formation and Boosting Team Performance

Course Number: 2136  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2136  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

There is a lot to learn and be aware of when working with agile project teams. Agile project team formation

# Project Management Library

and empowerment requires setting up self-organizing and self-empowered groups of skilled and supported individuals. This course focuses on how teams are most effectively formed, how they are supported, and how those teams can more effectively work together and be continuously successful. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Creating Teams..... 2136\_001  
Working with Teams ..... 2136\_002

## Stakeholder Engagement

Course Number: 2137  
Time: 75 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2137  
PMI Talent Triangle: Technical  
PMI PDUs: 1.25

Project stakeholders are all those affected by the project, not just those who fund the project or those we are building the project for. The product owner is a stakeholder, but he or she is not the one using the product. A bigger set of stakeholders are the end users. Even beyond that, there are many other project stakeholders. This course covers who the stakeholders are, how to consider their needs as the project progresses, and several tools and techniques that help in incorporating the stakeholder's needs and wants. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

- Stakeholders ..... 2137\_001  
Tools and Techniques ..... 2137\_002  
Finishing Up ..... 2137\_003

## Communication in Projects

Course Number: 2138  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2138  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

There are many challenges and potential pitfalls of communication throughout the duration of a project. Communication is absolutely critical to any team activity, and agile project management is a team activity. The success and failure of an agile project can certainly rest on the proper or improper use of communication. This course covers the many aspects of communication in an agile project. The general goals of this course are being aware of the various modes of communication, the importance of communication in an agile project, and how to best apply the appropriate tools and techniques surrounding communication to best support your project. **This course qualifies for 1.50**

**PDU credits toward Project Management Institute PMP® recertification.**

- Agile Communication Types and Style..... 2138\_001  
Using Communications ..... 2138\_002

## Problem Detection, Metrics, and Resolutions

Course Number: 2139  
Time: 75 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2139  
PMI Talent Triangle: Technical  
PMI PDUs: 1.25

There are always going to be problems in agile projects. Some will be major and some will be incredibly minor. Being able to detect, forecast, and address the problems — especially any small problems before they become big — is key to successful agile project management and practice. In this course, we concentrate on the needs and methods around the detection of problems, errors, issues, and other things deemed outside our acceptable realm of control. We also examine a few of the common tools, measurements, techniques, and other diagnostics that support the team's efforts to detect and resolve problems within the project. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

- Problem Detection..... 2139\_001  
Measurements ..... 2139\_002

## Quality and Earned Value Management

Course Number: 2140  
Time: 90 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2140  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

Agile project quality is a discipline that is built in and incorporated in all that is done — from considering, to planning, to executing, to testing, to delivering, and every minute in between. Quality is a mindset and a practice throughout the agile project lifecycle. In this course, we concentrate on agile project quality and the role it plays in the gains or value. As we talk about the standards and the expected levels of quality of the products, we discuss the skills needed in order to measure quality. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Quality ..... 2140\_001  
Earned Value Management..... 2140\_002

## Continual Improvement

Course Number: 2141  
Time: 75 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2141  
PMI Talent Triangle: Technical  
PMI PDUs: 1.25

No agile process is perfect. No agile project is perfect. No person on an agile team is perfect. There is always room for improvement and growth. This course is about the constant striving for improvement. In this course, we explore the various methods and concepts surrounding the need and abilities to continually improve our agile project, ourselves, our teams, our culture, our organization, our agile project management, and other areas, whether directly or indirectly. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Continual Improvement ..... 2141\_001  
Team Improvement ..... 2141\_002

## PMI Code of Conduct

Course Number: 2142  
Time: 60 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 2142  
PMI Talent Triangle: Technical  
PMI PDUs: 1.00

The discipline of agile project management does not have a particular governing body, standardization, or a certain entity that is the gold standard for certification in this field. The Project Management Institute has made tremendous inroads in adding some formality in this regard by collecting the best practices, concepts, approaches, and terms. This final course in the Agile series discusses the PMI Code of Conduct, which is essentially a list of values that should be found within any project. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

Code of Conduct ..... 2142\_001  
Values ..... 2142\_002

## PMI-ACP Exam Prep

Course Number: 2124  
Time: 90 Minutes  
PMI Activity Number: 2124  
PMI Talent Triangle: Technical  
PMI PDUs: 1.50

The PMI-ACP is an internationally recognized and esteemed certification focused on the emerging approach of agile methods to project management. If you are going to seek out your PMI-ACP certification, you need a good grasp of what you are getting yourself into. This course

is set up to give you the lay of the land and to reduce the possibility of any surprises along your way. It gives an overview of what you need to know, what the exam will be like, how to prepare, and what you must do after the exam to keep your PMI-ACP certification active and in good standing. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction to the Exam ..... 2124\_001  
The Exam ..... 2124\_002  
Exam Content and Breakdown ..... 2124\_003  
Preparing for the Exam ..... 2124\_004

## Test Me: PMI-ACP Exam

Course Number: 2229  
Time: 180 Minutes  
Number of Quizzes: 1 Quiz

Test your proficiency and comprehension of the content of PMI's Agile-ACP exam with the Test Me: Agile-ACP course. You'll demonstrate your proficiency in the principles, concepts, and tools used in completing the Agile Practitioner Certification. Test Me provides you with a collection of questions based on the instructions that you have received throughout the Agile series. This gives you the opportunity to prove your comprehension and understanding of the various concepts that you have seen throughout this series, as well as the chance to test your knowledge on the various concepts of Agile.

## Communications Skills

### ■ Appraising Performance

Course Number: 496  
Time: 210 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 6 Labs  
PMI Activity Number: 013284  
PMI Talent Triangle: Leadership/Strategic  
PMI PDUs: 3.50

Appraising performance is a continuous process, one that should bring out the best in both a manager and his or her employees. When handled properly and effectively, it can encourage — even inspire — people to strive toward personal growth and improvement. LearnSmart's Appraising Performance course deals with planning — developing a performance plan that includes realistic, meaningful performance goals — and the unique role of the manager in today's workplace, where telecommunication fosters relationships with employees you never see. Specific topics include performance goals, motivational techniques, and systematic performance assessment. **This course qualifies for 3.50 PDU credits toward Project Management Institute PMP® recertification.**

# Project Management Library

PDU credits toward Project Management Institute PMP® recertification.

Introduction .....	496_001
Assessing Performance Continuously .....	496_002
Performance Reviews.....	496_003
Developing Employees .....	496_004
Summary .....	496_005

## ■ Business Communication Fundamentals

Course Number: 499  
Time: 45 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 3 Labs  
PMI Activity Number: 013285  
PMI Talent Triangle: Strategic  
PMI PDUs: 1.50

In the business world, effective communication is an essential part of getting things done — specifically, getting things done right, the first time. Memos, letters, presentations and meetings are the means by which we communicate. This course deals with how to develop them — what to include and what not to include — for that's what dictates how well we communicate. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	499_001
Face to Face.....	499_002
Written Communication .....	499_003
The Presentation.....	499_004

## ■ Better Business Writing

Course Number: 500  
Time: 45 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 2 Labs  
PMI Activity Number: 013286  
PMI Talent Triangle: Strategic  
PMI PDUs: 1.50

Good business writing is imperative to achieving success, no matter what business you're in. Effective communication will help you grow more confident in your ability to express yourself clearly. This course deals with the importance of being able to express yourself clearly through the written word. It also explores the fundamentals of grammar, the importance of finding and defining your personal style, and how to improve upon it as you grow in the business world. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	500_001
--------------------	---------

Developing a Style .....	500_002
Form and Format.....	500_003
Writing Persuasively .....	500_004

## ■ Coaching with Confidence

Course Number: 490  
Time: 390 Minutes  
Number of Quizzes: 5 Quizzes  
Number of Labs: 8 Labs  
PMI Activity Number: 012205  
PMI Talent Triangle: Leadership/Strategic  
PMI PDUs: 5.00

LearnSmart's Coaching with Confidence video training course teaches the importance of communication, leadership, and a way of thinking that others feel compelled to follow. Students will learn that it's not what coaches are, but what coaches do that has the most value. Coaching with Confidence contains all the essentials that people need to be the best coaches they can be — for themselves, and for their teams. **This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	490_001
The Concept of Coaching.....	490_002
Emotion and Needs .....	490_003
Psychological Principles .....	490_004
Habits, Good and Bad .....	490_005
Communication .....	490_006
Boundaries.....	490_007
Thinking and Learning .....	490_008
Strengths and Weaknesses.....	490_009
Putting it Together .....	490_010

## ■ Effective Presentation Skills

Course Number: 880  
Time: 30 Minutes  
Number of Quizzes: 6 Quizzes  
PMI Activity Number: 880  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

In LearnSmart's Effective Presentations video training, students will learn the skills needed to excel in public speaking. Students will also learn how to clearly convey their intended message, while overcoming fear and anxiety. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction .....	880_001
Effective Presentation Skills .....	880_002
Getting Started .....	880_003

Organizing and Preparing.....	880_004
Making Effective Presentations .....	880_005

## ■ Effective Delegation

Course Number: 487  
Time: 240 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 7 Labs  
PMI Activity Number: 013143  
PMI Talent Triangle: Leadership  
PMI PDUs: 3.00

LearnSmart's video training course for Effective Delegation was developed to teach people that delegation is more than just clearing off your desk by assigning tasks to others. Not only does delegation entail teaching others the skills necessary to accomplish certain tasks, but it also serves as an opportunity to foster employees in their career training. This course shows the importance of delegating not just tasks, but also the authority necessary to complete them. **This course qualifies for 3.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	487_001
The Learning Process .....	487_002
Communication .....	487_003
How to Delegate.....	487_004
Goals .....	487_005

## ■ Email Etiquette

Course Number: 501  
Time: 150 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 2 Labs  
PMI Activity Number: 013316  
PMI Talent Triangle: Strategic  
PMI PDUs: 2.50

Email has long since replaced postal "snail" mail as the preferred method of communication, and this course provides the complete training you'll need to become an expert on the proper usage and terminology that goes along with personal and professional email communication. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

Getting Started with Email.....	501_001
Email Considerations .....	501_002
Email Writing Skills .....	501_003
Efficient Emailing .....	501_004
Netiquette .....	501_005
Company Email Policies .....	501_006

## ■ Facilitating Meetings and Groups

Course Number: 498  
Time: 420 Minutes  
Number of Quizzes: 6 Quizzes  
Number of Labs: 3 Labs  
PMI Activity Number: 013287  
PMI Talent Triangle: Leadership/Strategic  
PMI PDUs: 7.00

LearnSmart's Facilitating Meetings and Groups video training course demonstrates the extensive range of skills and tools needed to organize meetings that are both productive and time efficient. Through this course, viewers learn how to take charge, how to lead, and how to move groups towards their goals. **This course qualifies for 7.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	498_001
Characteristics of a Successful Facilitator ....	498_002
The Facilitative Process .....	498_003
Internal vs. External Facilitators .....	498_004
Conventional Groups vs. Participatory Groups.....	498_005
Facilitation Tools and Techniques .....	498_006
Facilitating Meetings and Work Groups .....	498_007
Facilitating Difficult Situations .....	498_008
Facilitative Options .....	498_009
Facilitative Leadership .....	498_010
Creating a Supportive Learning Environment .....	498_011

## ■ Making Humor Work at Work

Course Number: 492  
Time: 60 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 2 Labs  
PMI Activity Number: 013315  
PMI Talent Triangle: Leadership/Strategic  
PMI PDUs: 1.00

Being able to laugh and have fun in the workplace is a benefit to employees, their supervisors, and their companies. In addition to being just plain old fun, laughter is good for business. Studies show that employees who love to laugh are more creative and more productive. They make better decisions. And they get along better with their co-workers. LearnSmart's Making Humor Work at Work video training course shows workers how to problem-solve, defuse resistance to change, disarm anger, and improve and increase memory through the effective use of humor on the job. **This course qualifies for 1.00**

# Project Management Library

PDU credit toward Project Management Institute PMP® recertification.

Introduction .....	492_001
Case Study.....	492_002
Developing Relationships .....	492_003
Laughter: The Stress Blocker .....	492_004

## ■ Mentoring that Matters

Course Number: 489  
Time: 420 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 9 Labs  
PMI Activity Number: 013140  
PMI Talent Triangle: Leadership/Strategic  
PMI PDUs: 5.00

Mentoring has been shown to help improve performance, enhance confidence, add motivation and perspective, and foster problem-solving skills, giving employees an overall boost in their standing within the company. LearnSmart's Mentoring that Matters course teaches managers, supervisors, and team leaders how to start a mentoring relationship, the benefits to both mentor and "mentee," problem-solving, and challenges. **This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	489_001
Understanding the Difference .....	489_002
Understanding the Benefits .....	489_003
Developing a Mentoring Program.....	489_004
The Psychology of Mentoring.....	489_005
Communication Skills .....	489_006
Teaching and Learning .....	489_007
Motivation .....	489_008
Mentoring Roles & Responsibilities .....	489_009
Five Essentials of a Mentoring Relationship .....	489_010
Developing the Mentee .....	489_011

## ■ Negativity in the Workplace

Course Number: 488  
Time: 240 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 4 Labs  
PMI Activity Number: 013136  
PMI Talent Triangle: Leadership/Strategic  
PMI PDUs: 3.00

In LearnSmart's Negativity in the Workplace video training, you'll learn how negativity serves as an enormous obstacle toward a team's success and how this

feeling manifests itself in your employees' actions and attitudes. As a supervisor, it is up to you to help prevent negativity from spreading. By dealing with it head-on and not waiting until it becomes a bigger problem, you put yourself in a better position to avoid a potentially devastating outcome. **This course qualifies for 3.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	488_001
Psychology of Workplace Negativity .....	488_002
The Downward Spiral .....	488_003
The Five Causes of Employee Negativity.....	488_004
Preventing Negativity.....	488_005
Handling Negativity .....	488_006

## ■ Successful Negotiation

Course Number: 509  
Time: 50 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 509  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

One of the more valuable skills to have in life and in business is the ability to negotiate effectively. After all, a successful negotiator can generate valuable returns and preserve relationships in the process. In Successful Negotiation, you'll get a comprehensive overview of how to be an effective negotiator. You'll learn that negotiation is not all about "defeating" your competitors, but rather that negotiation is about reaching a mutually beneficial solution that keeps everyone happy. This course contains all the essentials you need to become the best negotiator you can be — in both your professional and personal life. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction .....	509_001
Negotiation: What and Why? .....	509_002
The Negotiating Process .....	509_003
Strategies and Tactics .....	509_004

## ■ The Change Process

Course Number: 532  
Time: 150 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 3 Labs  
PMI Activity Number: 013317  
PMI Talent Triangle: Leadership  
PMI PDUs: 2.50

In LearnSmart's Change Process video training, you will learn about where meaningful organizational change begins, as well as the important role that employees

and managerial staff play in the success of the transition process. In this course, you'll learn about the various behavioral styles that influence the planning and progression of change: thinking, social, personal and more. You will also learn how to control, manage and integrate healthy change initiatives with minimal conflict through empathy, listening skills and celebrating short-term successes. This course will further provide you with strategies on defining job roles, setting performance standards, gathering feedback and building teamwork. With the information, learning tools and management approaches offered here, you will recognize that change should not be a stumbling block for employee relations, but an invitation to bring out the best in their forward thinking and yours. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	532_001
Starting the Change Process .....	532_002
Managing the Change Process .....	532_003
Integrating Change in Your Organization .....	532_004
Summary .....	532_005

## Diversity and Employment Compliance

### ■ ADA Compliance in Business

Course Number: 513  
Time: 75 Minutes  
Number of Quizzes: 5 Quizzes  
PMI Activity Number: 513  
PMI Talent Triangle: Strategic  
PMI PDUs: 1.00

The Americans with Disabilities Act of 1990 brought with it a complex set of challenges that employers face who wish to avoid discrimination against the disabled in the workplace. This course provides a clear understanding of management's roles and responsibilities under the ADA, detailing standards set by the law. Students will learn the correct procedures for interviewing and evaluating job candidates to avoid discrimination, as well as the procedures for accommodating and ensuring a safe, discrimination-free environment for employees with disabilities. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Knowing the ADA.....	513_001
The ADA & Hiring.....	513_002
Living with the ADA.....	513_003

### ■ Successful Hiring

Course Number: 515  
Time: 75 Minutes  
Number of Quizzes: 5 Quizzes  
PMI Activity Number: 515  
PMI Talent Triangle: Strategic  
PMI PDUs: 1.00

Successful Hiring will show you the guidelines and procedures that will dramatically increase your percentage of successful hires. This course will provide you with an understanding of the key steps you should follow in the hiring process, what factors you should take into account when hiring someone, how to pre-screen potential hires, what you legally can and cannot do when hiring an employee, how to advertise for the position, and how to conduct a meaningful interview. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Hiring Process .....	515_001
Legal Issues .....	515_002
Describing the Job .....	515_003

### ■ Successful Termination

Course Number: 512  
Time: 75 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 512  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.25

Designed specifically for managers to teach them how to handle those potentially awkward times when it becomes necessary to "pink slip" someone. More importantly, managers are provided with a number of helpful suggestions for meting out employee discipline. When the process is followed, it gives the employee multiple opportunities to stop or correct the improper behavior that would otherwise lead to termination — and that way, everybody wins. If termination is inevitable, managers need to understand the legal concepts and terminology connected with termination to apply actions that will lead to rightful termination. Study all the ins and outs to successfully terminate an employee. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Successful Termination .....	512_001
When Termination Becomes Necessary.....	512_002
Knowing the Law .....	512_003
Applying the Law.....	512_004

## ■ Understanding Business Ethics

Course Number: 479  
Time: 120 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 013133  
PMI Talent Triangle: Leadership  
PMI PDUs: 2.00

In LearnSmart's Business Ethics video training, you'll learn the important principles of ethics as they relate to your business and professional environment. Understanding and practicing ethical behavior plays a critical role in your professional career. Your ethical reputation is important, because it sets the tone for how your actions are perceived by colleagues, customers and clients. Ethical behavior can make the difference when you or your company are in line for a new contract or business opportunity. Perhaps more importantly, there are often very strict laws and rules of conduct established by the authorities that you're obligated to follow. When you fail to meet these laws, the consequences can be severe both for you and your employer or company. **This course qualifies for 2.00 PDU credits toward Project Management Institute PMP® recertification.**

Business Ethics Defined .....	479_001
Social Contracts .....	479_002
Thinking Errors .....	479_003
Company Values.....	479_004

## Leadership and Management

---

## ■ Advanced Management Skills

Course Number: 178  
Time: 300 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 7 Labs  
PMI Activity Number: 012289  
PMI Talent Triangle: Leadership  
PMI PDUs: 5.00

In LearnSmart's Advanced Management Skills video training, you'll learn how to become a more confident manager. By taking this course, you will learn the qualities of a healthy, effective team and the techniques that will help you manage that team. Beyond that, you'll learn the advanced management skills of communication, leadership, and motivation — skills that very few people in the business world truly understand. **This course qualifies**

for **5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	178_001
Management Basics .....	178_002
Essentials Management Skills.....	178_003
Advanced Delegations Errors .....	178_004
Management Paradigms .....	178_005
Leadership vs. Management.....	178_006
Team Dynamics.....	178_007
Advanced Motivational Techniques .....	178_008
Additional Management Techniques.....	178_009
Summary .....	178_010

## ■ Business Execution Series

### Execution Strategies

Course Number: 541  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 541  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.50

Business execution is about taking ideas and turning them into reality. But to do that, you need to adopt a culture of execution. Execution Strategies introduces you to the hallmarks of an execution culture, and teaches you how to develop one in your organization. You'll learn about the importance of accountability, how to handle change, how to align the right talent with your goals; and, once you are aligned in executing your strategy, you'll be able to stay on track until you get where you want to go. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction .....	541_001
Adopting an Execution Culture .....	541_002

### Inspiring Workplace Excellence

Course Number: 934  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 934  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

When you have the foundation for a business execution culture in place, it takes constant vigilance to keep the momentum going, keep employees energized, and make sure your key people are the right ones to maintain the

# Project Management Library

culture and maximize output. Inspiring Workplace Excellence deals with the importance of keeping employees energized by keeping them empowered. When you maintain positive energy, it helps create a work environment that inspires employees. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction .....	934_001
Business Execution in Action.....	934_002

## Turning Ideas into Actions

Course Number: 935  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 935  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.50

There are concrete steps you can take to create a culture that will assist, rather than impede, the execution of ideas and strategies. Turning Ideas into Actions will show you how successful organizations establish a business execution culture. In addition, you will see how to avoid wrong questions, inflated numbers, unrealistic projections, and outrageous “stretch goals” that set departments up for failure. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Creating a Business Execution Culture .....	935_001
Forming a Winning Team.....	935_002

## ■ Front-Line Leadership Series

### Leadership Challenges

Course Number: 543  
Time: 60 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 543  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Leaders in the 21st century must accommodate themselves to today's rapidly evolving marketplace. Leadership Challenges will teach you about the characteristics of 21st century organizations. You will become familiar with current trends as they apply to business, and gain a better understanding of changing employee expectations and motivations in the workplace. This is the first course in a series of six courses on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadership Challenges .....	543_001
Globalization .....	543_002
Employee Perspective .....	543_003
Company Structure.....	543_004

## Changes in Corporate Culture

Course Number: 544  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 544  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

A company's organizational structure has a significant impact on how well a company performs and how well its employees work together to achieve common goals. In this course, you will learn the characteristics of a healthy organizational culture. You will gain insight into understanding workplace behaviors and learn how to direct cultural change. This course will provide you with ideas on how to shape healthy organizations and the insight needed to lead cultural change in your organization. Changes in Corporate Culture is course number two in a series on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Characteristics of Corporate Culture .....	544_001
Changes in Corporate Culture .....	544_002

## Keeping Employees Energized

Course Number: 545  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 545  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Employees who are excited about being at work each day tend to be more conscientious, yield higher quality work, have more momentum, and are less likely to allow themselves to become distracted. In this course, you will learn about the right ways to energize employees. You will gain insight on how to effectively communicate and empathize with employees. You will better understand how to build morale in the workplace and how to stimulate creativity and capitalize on employee energy. This course is part of a six-course series on 21st century leadership. This is course three. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Keeping Employees Energized .....	545_001
Establishing Motivating Workplaces .....	545_002

## Knowledge Management

Course Number: 546  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 546  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Knowledge is the most valuable asset most companies possess. Knowledge fuels innovation and represents

# Project Management Library

a strong competitive advantage. Therefore, how companies manage their knowledge directly affects their productivity and capacity to compete. Knowledge Management looks at three different management styles and provides insight into how knowledge workers in the 21st century play an important role in today's workplace and how companies grow their intellectual capital. This is the fourth course in a six-course series on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

- Introduction to Knowledge Management..... 546\_001  
Knowledge Management ..... 546\_002

## Elements of Change in Business

Course Number: 547  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 547  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Pushing for change can result in a more competitive organization. But change does not guarantee success and involves risk and cost. However, not doing anything can be risky and costly, too. Elements of Change in Business addresses the importance of change and why it's essential to speak up when you see something that can be done better or handled differently. This course will allow you to look at your organization with new perspective and contemplate how it can become more competitive and grow in the marketplace. This is the fifth course in a series of courses dedicated to taking a closer look at successful 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

- Initiating Change ..... 547\_001  
Elements of Change ..... 547\_002

## Leadership Dynamics

Course Number: 548  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 548  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Leadership Dynamics will introduce you to some of the common misperceptions about leadership. You will review the fundamental qualities of a great leader and learn how you can develop your own leadership style. You will learn the value of building strong relationships with bosses and co-workers, the power of influence, how to shape corporate culture, and how to build great teams. This is the final course of the Front Line Leadership series. **This course qualifies**

for **1.00 PDU credit toward Project Management Institute PMP® recertification.**

- Tomorrow's Leaders..... 548\_001  
Leadership Dynamics ..... 548\_002

## Fundamentals of Business Crisis Management

Course Number: 590  
Time: 150 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 5 Labs  
PMI Activity Number: 590  
PMI Talent Triangle: Leadership  
PMI PDUs: 2.50

In LearnSmart's Business Crisis Management Video Training, you'll learn the steps to take before, during and after a crisis, which will help determine your company's outlook once the storm has passed. In addition, you'll learn the tools for anticipating business crises, and processes for developing crisis management capabilities — particularly, how to develop a crisis management plan. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

- Introduction ..... 590\_001  
Managing a Crisis ..... 590\_002  
What is Crisis Management? ..... 590\_003  
Crisis Prevention ..... 590\_004  
Media Relations ..... 590\_005  
Understanding Vulnerabilities ..... 590\_006  
What to Communicate During a Crisis ..... 590\_007  
Coming to an End ..... 590\_008

## Managing Contractors and Temporary Employees

Course Number: 503  
Time: 195 Minutes  
Number of Quizzes: 5 Quizzes  
Number of Labs: 2 Labs  
PMI Activity Number: 503  
PMI Talent Triangle: Leadership  
PMI PDUs: 3.25

In LearnSmart's Managing Contractors and Temporary Employees Video Training, you'll learn how contractors and temps — a common part of today's business landscape — offer managers a variety of unique solutions, but also an assortment of unique challenges and questions. Knowing how to incorporate these dedicated professionals into your strategic plan can go a long way toward maximizing their effectiveness, and that of your department. **This**

# Project Management Library

course qualifies for 3.25 PDU credits toward Project Management Institute PMP® recertification.

Managing Contractors and Temporary Employees .....	503_001
Hiring Temporary Employees .....	503_002
Managing Contingent Workers .....	503_003
Legal Pitfalls .....	503_004
Working with Temporary Agencies .....	503_005

## ■ Managing Technical Professionals

Course Number: 504  
Time: 165 Minutes  
Number of Quizzes: 4 Quizzes  
Number of Labs: 1 Lab  
PMI Activity Number: 504  
PMI Talent Triangle: Leadership  
PMI PDUs: 2.75

In LearnSmart's Managing Technical Professionals video training, managers are given a thorough overview of how to effectively lead technical professionals. You will cover material on the high-tech business environment and how to establish and maintain credibility. You will find discussions on how to keep technical professionals motivated. And how, when inspired, these dedicated individuals will help support a company's strategic objectives. But to do this, they need assistance from managers in identifying their career goals. Overall, you'll learn how to assist your organization — and the technical professionals you manage — in reaching and exceeding their goals. **This course qualifies for 2.75 PDU credits toward Project Management Institute PMP® recertification.**

Course Introduction.....	504_001
Attracting, Motivating and Retaining Technical Professionals .....	504_002
Models for Managing Technical Professionals .....	504_003
Developing Career Plans for Your Technical Professionals.....	504_004

## ■ Moving from Technical Professional to Management Series

### Managing the Development of Technical Professionals

Course Number: 681  
Time: 60 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 681  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

In LearnSmart's Managing the Development of Technical Professionals video training, technical professionals will learn the skills to survive and thrive in the workplace. Students will also gain a better understanding of what it takes to develop organizational skills, such as time management, performance management, and stress management. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction .....	681_001
Management Development for Technical Professionals .....	681_002

### Successful Communication and Process Management Skills

Course Number: 682  
Time: 60 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 682  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

In LearnSmart's Successful Communication and Process Management Skills video training, new and future managers will gain a clear understanding of just how important clear lines of communication are — with both employees and superiors. In addition, students will see how easy it can be to become overwhelmed, with so much to do in what never seems like enough time. By concentrating on effective time management, these individuals can avoid much of the stress and pressure that comes with a new position. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Communication Skills for Successful Management .....	682_001
Process Management Skills.....	682_002

## Developing Leadership and Transitioning into Management

Course Number: 683  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 683  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

In LearnSmart's Developing Leadership and Transitioning into Management video training, you will learn that management isn't always so much about leading, as it is about pointing the way. It is your duty to point the way by instructing, giving feedback and sharing your experience. This course looks at leadership roles, styles and behaviors, showing how to build the strengths of your team and overcome personality differences and conflict. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadership Development for Technical Professionals ..... 683\_001  
Strategies for Transitioning Into Management ..... 683\_002

## Moving into Management Series

### Introduction to Management

Course Number: 511  
Time: 60 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 511  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

You will learn about the different responsibilities you have as a manager — such as project manager, coach, and leader — and the duties you'll have to perform. To be successful, you'll have to establish your authority and make good decisions by following the seven step decision-making process. Discover how to schedule time for personal development and to analyze tasks you and your team must complete using the important/urgent matrix. Additionally, you'll also be able to consider how your employees learn and consider how to respond to drivers and resistors to change. Overall, you will be better equipped as a new manager. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Taking on a Management Role..... 511\_001  
The New Manager..... 511\_002

## Leading and Communicating as a Manager

Course Number: 1026  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 1026  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Aside from adapting to a new role with increased responsibilities, new managers must learn to be leaders and explore how to communicate effectively with employees, fellow managers, and senior executives. As you train in these areas, you will learn the five primary leadership roles that managers serve in business. Then, you'll go through discussions about leading teams, concentrating on how to lead them and know when your team is being effective; and you'll learn about the different stages of team development. Next, you'll look at effective delegation. You'll also examine Maslow's hierarchy and understand how that relates to an individual's performance and behavior. Finally, you'll study how communication works and principles for chairing a meeting. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadership and Communication ..... 1026\_001  
Team Communication ..... 1026\_002

## Making an Impact as a Manager

Course Number: 1027  
Time: 60 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 1027  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Making an Impact as a Manager is designed to help new managers lead their employees and companies on to bigger and better things. Understand corporate strategy and identify exactly what it does; and, find explanations on how to use a SWOT analysis to shape the company's culture. You will discover the importance of doing a STEP analysis to provide a framework for addressing obstacles, as well as go through discussions on the ways to improve operations and the three Es to examine performance. You'll also learn about different methods of conflict resolution and when to use them. Additionally, you'll walk through the three-step process of a control loop and how to meet the needs of various employees. Finally, you'll gain 10 tips for improving employee commitment, empowerment, and retention to formulate an excellent team through which you can increase efficiency and impact. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Company's Future ..... 1027\_001  
Day-to-Day Duties ..... 1027\_002

## Taking Control as a Manager

Course Number: 1028  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 1028  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Taking Control as a Manager is designed to help new managers understand how to relate to fellow managers and other employees and how to deal with the pressures that come with the position. You will look at the seven aspects of management to invest in and different things you can do as a new manager to help win your team over. We discuss performance management and using budget as a tool of control, and go through the steps you can take to help employees overcome their insecurities and feel more comfortable on the job. You will also learn the common causes of managerial stress and strategies to overcome them. Finally, you will also learn the best practices to maintain control of your department. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Understanding Responsibilities ..... 1028\_001  
Overcoming Fears ..... 1028\_002

## ■ Workforce Generation Leadership Series

### Workforce Generations

Course Number: 535  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 535  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

At no other time in U.S. history has the workforce been as generationally diverse as it is currently, comprising four distinct age demographics across numerous ethnic and racial lines — the Silent Generation, Baby Boomers, Generation X, and Generation Next. Workforce Generations will teach you about generational behavior in the workplace and how you can leverage the talents and skills of all four generational workforces to boost the motivation, morale, and job performance of everyone in your organization. Additionally, this course is the first course in the Workforce Generations series dedicated to understanding each generation represented in the workplace. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction ..... 535\_001  
Workforce Generations ..... 535\_002

## Leading Silents and Boomers

Course Number: 930  
Time: 75 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 930  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.25

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix between the Silent Generation and the Baby Boomer Generation, as well as the attributes and attitudes that each generation brings into the workplace. This is the second course of the Workforce Generation series, which contains courses dedicated to understanding each generation's different behaviors, attitudes, and priorities. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Leading the Silent Generation ..... 930\_001  
Leading the Baby Boomers ..... 930\_002  
Intergenerational Dynamics:  
Silents and Boomers ..... 930\_003

## Multi-Generational Leadership (GenX and Next)

Course Number: 931  
Time: 75 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 931  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.25

Now that virtually every business has “gone digital,” we are even more reliant upon those who grew up with the technology, and can use it to do more — better and faster than we ever thought imaginable. In this course, you will see how best to work with Generations X and Next, to establish a workplace environment that is conducive to bringing out the best that they have to offer. In many ways, you have access to tomorrow’s experts today, and that is an opportunity that should not go to waste. This is course three in the Workforce Generations series. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Leading Generation X ..... 931\_001  
Leading Generation Next ..... 931\_002  
Intergenerational Dynamics:  
Gen Xers and Nexters ..... 931\_003

## Cross-Generational Teams

Course Number: 932  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 932  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Cross-generational teams, or those made up of members of different generations, have a unique set of benefits and challenges. Ultimately, as the manager, it is up to you to help ensure that team members are able to work together effectively. In Cross-Generational Teams, you will learn that the characteristics of cross-generational teams parallel the attributes and attitudes of their individual team members: the Silents, Baby Boomers, Gen Xers, and Gen Nexters. In the Workforce Generations series dedicated to understanding each generation's different behaviors, attitudes, and priorities; this is the fourth course. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction to Cross-Generational Teams .... 932\_001  
Managing Cross-Generational Teams ..... 932\_002

## Developing Generations

Course Number: 933  
Time: 60 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 933  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix, as well as the attributes and attitudes that each generation brings into the workplace. The Workforce Generations series is dedicated to understanding each generation's different behaviors, attitudes, and priorities; this is the final course. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Attracting and Retaining Generations ..... 933\_001  
Developing Generations ..... 933\_002

## Rewarding Peak Performers

Course Number: 507  
Time: 90 Minutes  
Number of Quizzes: 3 Quizzes  
PMI Activity Number: 0507  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.50

Successful companies are built upon good ideas, and the people who turn those ideas into products and processes. In order for those companies to remain successful, they must make sure that they retain the people who helped them rise to the top of their industry. Rewarding Peak Performers gives managers the tools they need to not only keep their own talented people, but to reach out and find others who can add to the business's bottom line. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Recognizing Top Performers..... 507\_001  
Compensation Programs ..... 507\_002  
Manager of Choice ..... 507\_003

## Problem Performance Management Series

### Preventing Performance Problems

Course Number: 505  
Time: 60 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 505  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

The most effective method for managing performance problems is preventing them. As a manager, it's important that you have the knowledge and tools used to prevent performance problems. To start out, you'll concentrate on how to successfully hire people that will contribute to your organization's skill set. Another preventative measure covered is how to establish performance expectations. Communication is a key tool to effectively set performance expectations. You'll also spend time learning about the best ways to give performance feedback. All in all, the topics covered will help you take a closer look at the dynamics of the employee-manager relationship, and gain insight on different ways to avoid performance problems in your staff. Begin your training with the first course of the Problem Performance Management series. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Selecting the Right Employees ..... 505\_001

## Identifying Performance Problems and Causes

Course Number: 1797  
Time: 60 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 1797  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Regardless of how effective you are in establishing practices that prevent performance problems, you will at some point run into performance problems. Performance problems will happen. The best response is to immediately take corrective action before the problem escalates. Learn about the different types of performance problems and their causes. Then you will discover the difference between conduct problems and performance problems. Because they are different in nature, the same techniques are not applied to handle conduct problems as those that are used to resolve performance problems. You'll also explore the role that personality plays in performance problems. You'll be able to tackle performance problems head on using the knowledge accumulated here. This is the second course in the Problem Performance Management series. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Physical, Emotional, and Educational Performance Problems ..... 1797\_001

## Feedback and Counseling

Course Number: 1798  
Time: 60 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 1798  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

The most important tool a supervisor can use in addressing performance problems is feedback and counseling. Counseling can be used to get to the root of why employees are unable to meet performance expectations. Another tool that will assist you is a Performance Improvement Plan. Learn how to use these tools to effectively address performance problems and improve workplace performance. You will also go through presentations that will help you hone your managerial, supervisory, coaching, and teaching techniques. You will also concentrate on how to isolate and address problems that are exclusive to individual tasks, sets of tasks, and individuals. Each of these topics makes up the third course of the Problem Performance Management series. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Improving Worker Performance Through Feedback and Counseling ..... 1798\_001

## Effectively Disciplining Problem Performance

Course Number: 1799  
Time: 60 Minutes  
Number of Quizzes: 2 Quizzes  
PMI Activity Number: 1799  
PMI Talent Triangle: Leadership  
PMI PDUs: 1.00

Delve into the final course of the Problem Performance Management series. Disciplining employees is the final phase in addressing performance issues. You will spend time studying the elements of an effective disciplinary policy, the role of warnings, and steps taken to formally discipline an employee. You'll also look at the impact of mishandling discipline, particularly the implications it has on the employee-manager relationship. After taking disciplinary action, there are additional options to consider as manager, including termination, Discipline Without Punishment, and performance change. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Resolving Issues Through Disciplinary Policy ..... 1799\_001