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| 1   | 10 Soft Skills You Need   | х   |   |  | Х   | Х              |   | Х  |  |
| 2   | Administrative Office Procedures  |   | X   |  | Х   |                |   |  |  |
| 3   | Administrative Support  |   | X   |  | Х   |                |   |  |  |
| 4   | Anger Management  | Х   |   | х  | х   | х              |   |  |  |
| 5   | Appreciative Inquiry  |   |   | х  | Х   | Х              |   |  |  |
| 6   | Assertiveness And Self-Confidence   | Х   |   |  | х   | х              |   | х  |  |
| 7   | Attention Management  | Х   | Х   |  | Х   | Х              |   |  |  |
| 8   | Basic Bookkeeping   |   | Х   |  | Х   |                |   |  |  |
| 9   | Being A Likeable Boss   |   | Х   | х  | Х   | Х              | х   |  |  |
| 10  | Body Language Basics  |   |   |  | Х   | Х              |   | Х  |  |
| 11  | Budgets And Financial Reports   |   | Х   | Х  |   |                |   |  |  |
| 12  | Business Acumen   | Х   | X   | Х  | Х   | Х              | Х   |  |  |
| 13  | Business Ethics   | Х   | (t)tarranc  | eane.com   | Х   |                |   | Х  |  |
| 14  | Business Etiquette  | Х   | helping le  | adero lead   | Х   | Х              | Х   |  |  |
| 15  | Business Succession Planning  |   | , ,   | Х  | Х   |                |   |  |  |
| 16  | Business Writing [*Copywriting* Hot Top   | ic for 2016]  | Х   | Х  |   | Х              | Х   |  |  |
| 17  | Call Centre Training  |   | Х   |  | Х   | Х              |   |  |  |
| 18  | Change Management [*Hot Topic for 2016]   |   | Х   | Х  | Х   | Х              | Х   |  |  |
| 19  | Civility In The Workplace   |   |   |  | Х   |                |   |  |  |
| 20  | Coaching And Mentoring  | X   | X   | Х  | Х   | Х              | Х   | Х  |  |
| 21  | Collaborative Business Writing  |   | X   |  |   | Х              |   |  |  |
| 22  | Communication Strategies [ *Hot Topic for 2016]   |   |   |  | Х   | Х              | Х   |  |  |
| 23  | Conflict Resolution   | X   |   |  | Х   | Х              |   |  |  |
| 24  | Creating a Great Webinar  | X   | X   | X  | Х   | Х              | Х   |  |  |
| 25  | Creative Problem Solving  | X   | ×   | X  | Х   | Х              |   |  |  |
| 26  | Critical Thinking [*Hot Topic for 2016]   | Х   |   | х  | Х   | Х              | Х   |  |  |

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| 27  | Customer Service [*Hot Topic for 2016]  | Х   |   | Х  | Х   | Х   | Х   |  |  |
| 28  | Delivering Constructive Criticism   |   | Х   | Х  | Х   | Х   | Х   |  |  |
| 29  | Developing a Lunch and Learn  |   | Х   |  | Х   | Х   | Х   |  |  |
| 30  | Developing Corporate Behaviours   |   |   | Х  | Х   | Х   | Х   |  |  |
| 31  | Developing Creativity   |   | X   |  | Х   | Х   | Х   |  |  |
| 32  | Developing New Managers   |   | Х   | Х  | Х   | Х   |   |  |  |
| 33  | Digital Citizenship   |   |   | Х  | Х   | Х   | Х   |  |  |
| 34  | Emotional Intelligence  | Х   |   |  | Х   |   |   | Х  |  |
| 35  | Employee Motivation   | Х   |   | Х  | Х   | Х   | Х   |  |  |
| 36  | Employee Onboarding   |   | Х   | Х  | Х   | Х   |   |  |  |
| 37  | Employee Recognition  |   | Х   | Х  | Х   | Х   |   |  |  |
| 38  | Employee Recruitment  |   | Х   | Х  | Х   | Х   | Х   |  |  |
| 39  | Entrepreneurship  | Х   | Х   | Х  | Х   | Х   | Х   |  |  |
| 40  | Event Planning  |   | Х   | Х  |   | Х   | Х   |  |  |
| 41  | Executive and Personal Assistants   |   | Х   |  | Х   | Х   |   |  |  |
| 42  | Facilitation Skills   |   | Х   |  | Х   | Х   | Х   |  |  |
| 43  | Generation Gaps   | Х   |   | Х  | Х   | Х   | Х   | Х  |  |
| 44  | Goal Setting and Getting Things Done [Lead Educator]  | Х   | Х   |  | Х   |   |   |  |  |
| 45  | Handling a Difficult Customer   | Х   |   | Х  | Х   | Х   | Х   |  |  |
| 46  | Health and Wellness at Work.  | Х   |   | Х  | Х   |   |   | Х  |  |
| 47  | Hiring Strategies   |   | Х   | Х  | Х   |   | Х   |  |  |
| 48  | Human Resource Management   |   | Х   | X  | Х   | Х   |   |  |  |
| 49  | Improving Mindfulness   | Х   | (†) tarrandoane   | com  | Х   |   |   | Х  |  |
| 50  | Improving Self-Awareness  | Х   | SPEAKING COACHING CONSULT   | C I  | Х   |   |   |  |  |
| 51  | Increasing Your Happiness   | Х   | harpeny control   |  | Х   |   |   | Х  |  |
| 52  | Internet Marketing Fundamentals   |   | Х   | Х  |   | Х   | Х   |  |  |

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| 53  | Interpersonal Skills  | Х   |   |  | Х   | Х   |  | Х  |  |
| 54  | Job Search Skills   | Х   | Х   |  |   |   |  |  |  |
| 55  | Knowledge Management [Lead Educator]  |   | Х   | Х  | Х   |   | Х  |  |  |
| 56  | Leadership And Influence  | Х   |   | Х  | Х   | Х   | Х  |  |  |
| 57  | Lean Process And Six Sigma  |   | X   | Х  | Х   |   |  |  |  |
| 58  | Manager Management  |   | X   |  | Х   | Х   |  |  |  |
| 59  | Managing Workplace Anxiety  | X   | X   |  | Х   | Х   |  |  |  |
| 60  | Marketing Basics.   |   | X   | Х  |   | Х   | X  |  |  |
| 61  | Measuring Results From Training   |   | X   | Х  | Х   |   |  |  |  |
| 62  | Media And Public Relations [*Hot Topic for 2016]  | X   | X   | Х  |   | Х   | X  |  | x  |
| 63  | Meeting Management  |   | X   |  | Х   | Х   |  |  |  |
| 64  | Middle Manager  | Х   | X   |  | Х   | Х   | Х  |  |  |
| 65  | Millennial Onboarding   | X   |   | Х  | Х   | Х   | Х  |  |  |
| 66  | Motivating Your Sales Team  | X   |   | Х  | Х   | Х   | Х  |  |  |
| 67  | Negotiation Skills [Lead Educator][ *Hot Topic for 2  | X   |   |  | Х   | Х   | X  |  |  |
| 68  | Networking Within the Company   | X   |   | Х  | Х   | Х   | X  |  |  |
| 69  | Office Politics For Managers  | X   |   | Х  | Х   | Х   | X  |  |  |
| 70  | Organisational Skills   | X   | X   |  | Х   | Х   |  |  |  |
| 71  | Overcoming Sales Objections   |   | ×   |  |   | Х   | X  |  |  |
| 72  | Performance Management  |   |   | Х  | Х   | Х   |  |  |  |
| 73  | Personal Branding   | X   | X   | Х  | Х   | Х   | X  |  |  |
| 74  | Personal Productivity   | X   | X   |  | Х   | Х   |  |  |  |
| 75  | Presentation Skills   |   | X   |  |   | Х   | X  |  |  |
| 76  | Project Management  |   | X   | Х  | Х   | Х   | X  |  |  |
| 77  | Proposal Writing  |   | X   | Х  | Х   | Х   | X  |  |  |
| 78  | Public Speaking   |   | X   | X  |   | X   |  |  |  |

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| 79  | Risk Assessment and Management  |   | Х   | Х  | Х   | Х              |  |  |  |
| 80  | Safety In The Workplace   |   | Х   | Х  | Х   | Х              |  |  |  |
| 81  | Sales Fundamentals  |   |   |  | Х   | Х              |  |  |  |
| 82  | Social Intelligence >>> Check Curriculum  | Х   | Х   |  | Х   |                | Х  |  |  |
| 83  | Social Learning   |   | Х   |  | Х   |                | Х  |  |  |
| 84  | Social Media In The Workplace [ *Hot Topic for 20   | 16]   | Х   | Х  | Х   | Х              | Х  |  |  |
| 85  | Stress Management   | Х   |   | Х  | Х   |                | Х  |  |  |
| 86  | Supervising Others  |   | Х   |  | Х   | Х              |  |  |  |
| 87  | Supply Chain Management   |   | X   | Х  | Х   | X              | Х  |  |  |
| 88  | Talent Management   |   |   |  | Х   |                |  |  |  |
| 89  | Team Building For Managers  |   | X   | Х  | Х   | X              |  |  |  |
| 90  | Teamwork And Team Building  |   | Х   | Х  | Х   | X              |  |  |  |
| 91  | Telephone Etiquette   |   | Х   |  | Х   | Х              |  |  |  |
| 92  | Telework And Telecommuting  |   | Х   | Х  | Х   |                | Х  |  |  |
| 93  | Time Management   | Х   | Х   |  | Х   | Х              |  |  |  |
| 94  | Trade Show Staff Training   |   | X   | Х  | Х   | X              |  |  |  |
| 95  | Train-The-Trainer   |   | Х   | Х  | Х   | Х              |  |  |  |
| 96  | Virtual Team Building And Management  |   | X   | Х  | Х   | X              | Х  |  |  |
| 97  | Women in Leadership [HOT TOPIC By Tarran Deal   | ne]   |   | Х  | Х   | Х              |  |  |  |
| 98  | Work-Life Balance   | Х   |   | Х  | Х   |                |  | Х  |  |
| 99  | Workplace Diversity   |   |   | Х  | Х   | Х              |  |  |  |
| 100 | Workplace Harassment  |   |   | Х  | Х   | Х              | (†)tarranc   | eane.com   |  |
| 101 | Workplace Violence  |   |   | Х  | Х   | Х              | SPEAKING I COACH   | NG   CONSULTING   AUTHOR   |  |
| 102 | Conducting Annual Employee Reviews  | Х   | Х   | Х  | Х   | X              | hetping te   | iders lead   |  |
| 103 | Employee Termination Processes  |   | Х   |  | Х   | Х              |  |  |  |
| 104 | High Performance Teams (Inside the Company)   | Х   | Х   | Х  | Х   | Х              | Х  |  |  |

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| 105 | High Performance Teams (Remote Workforce)   | Х   | Х   | х  | х   | х                                 | Х   |  |   |
| 106 | Life Coaching Essentials  | Х   | Х   |  | Х   | Х                                 |   |  |   |
| 107 | mLearning Essentials  |   | Х   |  | Х   |                                   | Х   |  |   |
| 108 | Multi-Level Marketing   |   | Х   | Х  |   | Х                                 | Х   |  |   |
| 109 | Networking (Outside the Company)  |   | Х   |  | Х   | Х                                 | Х   |  |   |
| 110 | Prospecting and Lead Generation   |   | Х   | Х  | Х   | Х                                 | Х   |  |   |
|     |   |   |   |  |   |                                   |   |  |   |
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