

SKILLPORT CA BRN APPROVED COURSES

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
Business Writing Basics				
	Business Writing: Know Your Readers and Your Purpose	comm 19 a01 bs enus	1	1
	Business Writing: How to Write Clearly and Concisely	comm 19 a02 bs enus	1	1
	Business Writing: Editing and Proofreading	comm 19 a03 bs enus	1	1
Interpersonal Communication				
	Interpersonal Communication: Communicating with Confidence	comm 21 a01 bs enus	1	1
	Interpersonal Communication: Targeting Your Message	comm 21 a02 bs enus	1	1
	Interpersonal Communication: Listening Essentials	comm 21 a03 bs enus	1	1
	Interpersonal Communication: Communicating Assertively	comm 21 a04 bs enus	1	1
	Interpersonal Communication: Being Approachable	comm 21 a05 bs enus	1	1
Workplace Conflict				
	Workplace Conflict: Recognizing and Responding to Conflict	comm 22 a01 bs enus	1	1
	Workplace Conflict: Strategies for Resolving Conflicts	comm 22 a02 bs enus	1	1
Fundamentals of Working with Difficult People				

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
	Working with Difficult People: Identifying Difficult People	comm 23 a01 bs enus	1	1
	Working with Difficult People: How to Work with Aggressive People	comm 23 a02 bs enus	1	1
	Working with Difficult People: How to Work with Negative People	comm 23 a03 bs enus	1	1
	Working with Difficult People: How to Work with Procrastinators	comm 23 a04 bs enus	1	1
	Working with Difficult People: How to Work with Manipulative People	comm 23 a05 bs enus	1	1
	Working with Difficult People: How to Work with Self-serving People	comm 23 a06 bs enus	1	1
	Working with Difficult People: Dealing with Micromanagers	comm 23 a07 bs enus	1	1
Emotional Intelligence Essentials				
	What is Emotional Intelligence?	comm 25 a01 bs enus	1	1
	Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm 25 a02 bs enus	1	1
	Using Emotional Intelligence on the Job	comm 25 a03 bs enus	1	1
Fundamentals of Cross Cultural Communication				
	Culture and Its Effect on Communication	comm 26 a01 bs enus	1	1
	Communicating Across Cultures	comm 26 a02 bs enus	1	1

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
	Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	1	1
Getting Results without Direct Authority				
	Getting Results without Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	1	1
	Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	1	1
	Getting Results without Authority: Persuasive Communication	comm_27_a02_bs_enus	1	1
	Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	1	1
Listening Essentials				
	Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	1	1
	Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	1	1
Constructive Feedback and Criticism				
	Giving Feedback	comm_29_a01_bs_enus	1	1
	Giving Constructive Criticism	comm_29_a02_bs_enus	1	1
	Receiving Feedback and Criticism	comm_29_a03_bs_enus	1	1
Anger Management Essentials				
	Anger Management Essentials: Understanding Anger	comm_30_a01_bs_enus	1	1

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
	Anger Management Essentials: Managing and Controlling Anger	comm 30 a02 bs enus	1	1
Customer Service Fundamentals				
	Customer Service Fundamentals: Building Rapport in Customer Relationships	cust 09 a01 bs enus	1	1
	Customer Service in the Field	cust 09 a02 bs enus	1	1
	Customer Service over the Phone	cust 09 a03 bs enus	1	1
	Internal Customer Service	cust 09 a04 bs enus	1	1
	Customer Service Confrontation and Conflict	cust 09 a05 bs enus	1	1
	Shaping the Direction of Customer Service in Your Organization	cust 09 a06 bs enus	1	1
Leadership Essentials				
	Leadership Essentials: Motivating Employees	lead 05 a01 bs enus	1	1
	Leadership Essentials: Communicating Vision	lead 05 a02 bs enus	1	1
	Leadership Essentials: Building Your Influence as a Leader	lead 05 a03 bs enus	1	1
	Leadership Essentials: Leading with Emotional Intelligence	lead 05 a04 bs enus	1	1
	Leadership Essentials: Leading Business Execution	lead 05 a05 bs enus	1	1

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
	Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	1	1
	Leadership Essentials: Leading Change	lead_05_a07_bs_enus	1	1
	Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	1	1
The Fundamentals of Business Crises Management				
	Preparing for Business Crises	MGMT0171	2	2
	Responding to Business Crises	MGMT0172	3	3
	Recovering from Business Crises	MGMT0173	2	2
Moving into Management				
	Taking on a Management Role	mgmt_03_a01_bs_enus	3.5	3.5
	Becoming a Manager: Responsibilities and Fears	mgmt_03_a02_bs_enus	3.5	3.5
	Becoming a Manager: Leading and Communicating	mgmt_03_a03_bs_enus	4	4
	A New Manager and the Company's Future	mgmt_03_a04_bs_enus	3.5	3.5
Business Coaching Essentials				
	Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	1	1
	Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	1	1
	Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	1	1
	Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	1	1

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
Workforce Generations				
	Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt 20 a01 bs enus	1	1
	Managing Workforce Generations: Working with the 21st-century Generation Mix	mgmt 20 a03 bs enus	1	1
Optimizing Your Work/Life Balance				
	Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd 06 a01 bs enus	1	1
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd 06 a02 bs enus	1	1
	Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd 06 a03 bs enus	1	1
Effective Time Management				
	Time Management: Analyzing Your Use of Time	pd 11 a01 bs enus	1	1
	Time Management: Planning and Prioritizing Your Time	pd 11 a02 bs enus	1	1
	Time Management: Avoiding Time Stealers	pd 11 a03 bs enus	1	1
Problem Solving and Decision Making Strategies				
	Problem Solving: The Fundamentals	pd 12 a01 bs enus	1	1
	Problem Solving: Determining and Building Your Strengths	pd 12 a02 bs enus	1	1

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
	Problem Solving: Digging Deeper	pd_12_a03_bs_enus	1	1
	Decision Making: The Fundamentals	pd_12_a04_bs_enus	1	1
	Decision Making: Tools and Techniques	pd_12_a05_bs_enus	1	1
	Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	1	1
-				
Dealing with Organizational Change				
	Understanding Organizational Change	pd_13_a01_bs_enus	1	1
	Preparing for Organizational Change	pd_13_a02_bs_enus	1	1
	Embracing Organizational Change	pd_13_a03_bs_enus	1	1
Critical Thinking Essentials				
	Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus	1	1
	Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	1	1
Business Ethics				
	Introduction to Workplace Ethics	pd_18_a01_bs_enus	1	1
	Developing a Code of Ethical Conduct	pd_18_a02_bs_enus	1	1
	Ethical Decision-making in the Workplace	pd_18_a03_bs_enus	1	1
Optimizing Your Performance on a Team				
	Being an Effective Team Member	team_02_a01_bs_enus	1	1

Series	Course Title	Course Code	Course duration (hrs)	BRN Contact hours
	Establishing Team Goals and Responsibilities	team_02_a02_bs_enus	1	1
	Elements of a Cohesive Team	team_02_a03_bs_enus	1	1
	Effective Team Communication	team_02_a04_bs_enus	1	1
	Using Feedback to Improve Team Performance	team_02_a05_bs_enus	1	1
Leading Teams				
	Leading Teams: Launching a Successful Team	team_03_a01_bs_enus	1	1
	Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus	1	1
	Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus	1	1
	Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus	1	1
	Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus	1	1
	Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus	1	1
	Leading Teams: Dealing with Conflict	team_03_a07_bs_enus	1	1
	Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus	1	1