

AER COURSE LIBRARY

Courses

Delivery

S/N	COURSES	Face- to-Face	Zoom	Online
1	Accountability in the Workplace	Y	Y	Y
2	Administrative Office Procedures	Y	Y	Y
3	Administrative Support	Y	Y	Y
4	Anger Management	Y	Y	Y
5	Archiving and Records Management	Y	Y	Y
6	Attention Management	Y	Y	Y
7	Adult Learning - Mental Skills	Y	Y	Y
8	Adult Learning - Physical Skills	Y	Y	Y
9	Appreciative Inquiry	Y	Y	Y
10	Assertiveness And Self-Confidence	Y	Y	Y
11	Access 2007 Advanced	Y	NO	NO
12	ABC's of Supervising others	Y	Y	NO
13	Accounting skills for new supervisors	Y	Y	NO
14	Advanced Project Management	Y	Y	NO
15	Advanced Skills for the Practical Trainer	Y	Y	NO
16	Advanced Writing Skills	Y	Y	NO

17	Anger Management: Understanding Anger	Y	Y	NO
18	Access 2013 Advanced Essentials	Y	Y	NO
19	Access 2007 Essentials	Y	NO	NO
20	Access 2010 Advanced	Y	NO	NO
21	Access 2010 Advanced	Y	NO	NO
22	Access 2010 Essentials	Y	NO	NO
23	Access 2010 Expert	Y	NO	NO
24	Access 2013 Advanced	Y	NO	NO
25	Access 2013 Essentials	Y	NO	NO
26	Access 2013 Expert	Y	NO	NO
27	Access 2016 Essentials	Y	NO	NO
28	Being A Likeable Boss	Y	Y	Y
29	Business Acumen	Y	Y	Y
30	Business Ethics	Y	Y	Y
31	Business Etiquette	Y	Y	Y
32	Basic Bookkeeping	Y	Y	Y
33	Body Language Basics	Y	Y	Y
34	Building an Online Business	Y	Y	NO
35	Balanced Scorecard Basics	Y	Y	NO
36	Body Language: Reading Body Language as a Sales Tool	Y	Y	NO

37	Branding: Creating and Managing Your Corporate Brand	Y	Y	NO
38	Budgets and Managing Money	Y	Y	NO
39	Building Relationships for Success in Sales	Y	Y	NO
40	Building Your Self-Esteem and Assertiveness Skills	Y	Y	NO
41	Building a Brand on Social Media	Y	Y	NO
42	Building a Consulting Business	Y	Y	NO
43	Bullying in the Workplace	Y	Y	NO
44	Business Ethics for the Office	Y	Y	NO
45	Business Etiquette: Gaining That Extra Edge	Y	Y	NO
46	Budgets And Financial Reports	Y	Y	Y
47	Business Succession Planning	Y	Y	Y
48	Business Writing	Y	Y	Y
49	Basic Business Management	Y	Y	NO
50	Basic Internet Marketing	Y	Y	NO
51	Budget and money Management	Y	Y	NO
52	Building Relationship in Sales	Y	Y	NO
53	Building Better Teams	Y	Y	NO

54	Business Leadership – becoming managerial material	Y	Y	NO
55	Conducting Effective Performance review	Y	Y	NO
56	Conference and Event Management	Y	Y	NO
57	Conquering your fear of speaking in Public	Y	Y	NO
58	Corporate Branding	Y	Y	NO
59	Call Center Training	Y	Y	Y
60	Communication Strategies	Y	Y	Y
61	Conflict Resolution	Y	Y	Y
62	Contact Center Training	Y	Y	Y
63	Contract Management	Y	Y	Y
64	Crisis Management	Y	Y	NO
65	Customer Service	Y	Y	Y
66	Customer Support	Y	Y	Y
67	Cyber Security	Y	Y	Y
68	Change Management	Y	Y	Y
69	Civility In The Workplace	Y	Y	Y
70	Coaching And Mentoring	Y	Y	Y
71	Coaching Salespeople	Y	Y	Y
72	Collaborative Business Writing	Y	Y	Y
73	Creative Thinking and Innovation	Y	Y	NO

74	Coaching and Mentoring	Y	Y	NO
75	CRM: An Introduction to Customer Relationship Management	Y	Y	NO
76	Conducting Accurate Internet Research	Y	Y	NO
77	Conflict Resolution: Dealing With Difficult People	Y	Y	NO
78	Conflict Resolution: Getting Along in the Workplace	Y	Y	NO
79	Creating a Dynamite Job Portfolio	Y	Y	NO
80	Critical Thinking	Y	Y	NO
81	Critical Elements of Customer Service	Y	Y	NO
82	Customer Service Training: Managing Customer Service	Y	Y	NO
83	Conducting Annual Employee Reviews	Y	Y	Y
84	Creating a Great Webinar	Y	Y	Y
85	Creative Problem Solving	Y	Y	Y
86	Developing New Managers	Y	Y	NO
87	Delivering Constructive Criticism	Y	Y	Y
88	Developing a Lunch and Learn	Y	Y	Y

89	Delivering Constructive Criticism	Y	Y	Y
90	Developing Corporate Behavior	Y	Y	Y
91	Developing Creativity	Y	Y	Y
92	Digital Citizenship	Y	Y	Y
93	Diversity and Inclusion	Y	Y	Y
94	Developing Self Leadership	Y	Y	NO
95	Delegation: The Art of Delegating Effectively	Y	Y	NO
96	Diversity Training: Celebrating Diversity in the Workplace	Y	Y	NO
97	Disability Awareness: Working with People with Disabilities	Y	Y	NO
98	Dynamite Sales Presentations	Y	Y	NO
99	Developing Your Training Program	Y	Y	NO
100	Emotional Intelligence at Work	Y	Y	Y
101	Entrepreneurship	Y	Y	Y
102	E-Commerce Management	Y	Y	NO
103	Effective Planning and Scheduling	Y	Y	NO
104	Employee Accountability	Y	Y	NO
105	Employee Dispute Resolution: Mediation Through Peer Review	Y	Y	NO

106	Executive and Personal Assistants	Y	NO	Y
107	Employee Motivation	Y	Y	Y
108	Employee Onboarding	Y	Y	Y
109	Employee Recognition	Y	Y	Y
110	Employee Recruitment	Y	Y	Y
111	Employee Termination Processes	Y	Y	Y
112	Event Planning	Y	Y	Y
113	Excel 2007 Advanced	Y	NO	NO
114	Excel 2007 Essentials	Y	NO	NO
115	Excel 2010 Advanced	Y	NO	NO
116	Excel 2010 Essentials	Y	NO	NO
117	Excel 2010 Expert	Y	Y	NO
118	Excel 2013 Advanced	Y	Y	NO
119	Excel 2013 Essentials	Y	Y	NO
120	Excel 2013 Expert	Y	Y	NO
121	Excel 2016 Essentials	Y	Y	NO
122	Excel 2016 Expert	Y	Y	NO
123	Excel 365 Essentials	Y	Y	NO
124	Facilitation Skills	Y	Y	NO
125	Goal Setting and Getting Things Done	Y	Y	Y
126	Generation Gaps	Y	Y	Y
127	Groove 2007 Essentials	Y	NO	NO

128	Generation Gap: Closing the Generation Gap in the Workplace	Y	Y	NO
129	Getting Stuff Done	Y	Y	NO
130	Giving Effective Feedback	Y	Y	NO
131	Goal Setting	Y	Y	NO
132	Handling a Difficult Customer	Y	Y	Y
133	Human Resources Training: HR for the Non-HR Manager	Y	Y	NO
134	Human Resource Management	Y	Y	Y
135	Health and Wellness at Work	Y	Y	Y
136	High Performance Teams Inside the Company	Y	Y	Y
137	High Performance Teams Inside the Company	Y	Y	Y
138	High Performance Teams Remote Workforce	Y	Y	Y
139	Hiring Strategies	Y	Y	Y
140	Improving Mindfulness	Y	Y	Y
141	Improving Self- Awareness	Y	Y	Y
142	In Person Sales	Y	Y	Y
143	Increasing Your Happiness	Y	Y	Y
144	Internet Marketing Fundamentals	Y	Y	Y
145	Interpersonal Skills	Y	Y	Y

146	Intermediate Project Management	Y	Y	NO
147	Intrapreneurship	Y	Y	NO
148	Inventory Management: The Nuts and Bolts	Y	Y	NO
149	InfoPath Designer 2013 Advanced	Y	Y	NO
150	InfoPath 2007 Advanced	Y	NO	NO
151	InfoPath 2007 Essentials	Y	NO	NO
152	InfoPath 2010 Advanced	Y	NO	NO
153	InfoPath 2010 Essentials	Y	NO	NO
154	InfoPath 2010 Expert	Y	NO	NO
155	Inventory Management	Y	Y	NO
156	Influence and Persuasion	Y	Y	NO
157	Job Search Skills	Y	Y	Y
158	Knowledge Management	Y	Y	Y
159	Lync 365 Essentials	Y	NO	NO
160	Leadership skills for supervisors	Y	Y	NO
161	Leadership Skills for Supervisors: Communication, Coaching, and Conflict	Y	Y	NO
162	Lean Process Improvement	Y	Y	NO
163	Logistics and Supply Chain Management	Y	NO	NO
164	Leadership And Influence	Y	Y	Y
165	Lean Process And Six Sigma	Y	Y	Y
166	Life Coaching Essentials	Y	Y	Y
167	Manager Management	Y	Y	Y

168	Managing Personal Finances	Y	Y	Y
169	Microsoft Excel	Y	NO	NO
170	Managing Workplace Anxiety	Y	Y	Y
171	Managing Workplace Harassment	Y	Y	Y
172	Motivating Your workforce	Y	Y	NO
173	Managing anger in workplace	Y	Y	NO
174	Make a Dynamite Presentation	Y	Y	NO
175	Marketing and sales	Y	Y	NO
176	Marketing Basics	Y	Y	Y
177	Meeting Management	Y	Y	Y
178	Measuring Results From Training	Y	Y	Y
179	Media And Public Relations	Y	Y	Y
180	Middle Manager	Y	Y	Y
181	Millennial Onboarding	Y	Y	Y
182	mLearning Essentials	Y	Y	Y
183	Motivating Your Sales Team	Y	Y	Y
184	Multi-Level Marketing	Y	Y	Y
185	Managing Across Cultures	Y	Y	NO
186	Managing Difficult Conversations	Y	Y	NO
187	Managing the Virtual Workplace	Y	Y	NO
188	Mastering the Interview	Y	Y	NO

189	Motivation Training: Motivating Your Workforce	Y	Y	NO
190	Microsoft Office 2013 Excel Advanced Essentials	Y	NO	NO
191	Negotiation Skills	Y	Y	Y
192	Negotiating for Results	Y	Y	NO
193	Networking Outside the Company	Y	Y	Y
194	Networking Within the Company	Y	Y	Y
195	Orientation Employee Handbook	Y	Y	NO
196	Office Health and Safety	Y	Y	Y
197	Office Politics For Managers	Y	Y	Y
198	Organizational Skills	Y	Y	Y
199	Overcoming Sales Objections	Y	Y	NO
200	Onboarding: The Essential Rules for a Successful Onboarding Program	Y	Y	NO
201	Orientation Handbook	Y	Y	NO
202	Overcoming Objections to Nail the Sale	Y	Y	NO
203	OneNote 2007 Advanced	Y	NO	NO
204	OneNote 2007 Essentials	Y	NO	NO
205	OneNote 2010 Advanced	Y	NO	NO
206	OneNote 2010 Essentials	Y	NO	NO

207	OneNote 2013 Advanced	Y	NO	NO
208	OneNote 2013 Essentials	Y	NO	NO
209	OneNote 365 Essentials	Y	NO	NO
210	Outlook 2007 Advanced	Y	NO	NO
211	Outlook 2007 Essentials	Y	NO	NO
212	Outlook 2010 Advanced	Y	NO	NO
213	Outlook 2010 Essentials	Y	NO	NO
214	Outlook 2010 Expert	Y	NO	NO
215	Outlook 2013 Advanced	Y	NO	NO
216	Outlook 2013 Essentials	Y	NO	NO
217	Outlook 2013 Expert	Y	NO	NO
218	Outlook 2016 Essentials	Y	NO	NO
219	Outlook 365 Essentials	Y	NO	NO
220	Performance Management	Y	Y	Y
221	Personal Branding	Y	Y	NO
222	Personal Productivity	Y	Y	Y
223	Presentation Skills	Y	Y	Y
224	Project Management 6th Edition	Y	Y	Y
225	Proposal Writing	Y	Y	NO
226	Prospecting and Lead Generation	Y	Y	Y
227	Public Speaking	Y	Y	NO
228	PowerPoint 2007 Advanced	Y	NO	NO
229	PowerPoint 2007 Essentials	Y	NO	NO

230	PowerPoint 2010 Advanced	Y	NO	NO
231	PowerPoint 2010 Essentials	Y	NO	NO
232	PowerPoint 2010 Expert	Y	NO	NO
233	PowerPoint 2013 Advanced	Y	NO	NO
234	PowerPoint 2013 Essentials	Y	NO	NO
235	PowerPoint 2013 Expert	Y	NO	NO
236	PowerPoint 2016 Essentials	Y	NO	NO
237	PowerPoint 365 Essentials	Y	NO	NO
238	Project 2007 Advanced	Y	NO	NO
239	Project 2007 Essentials	Y	NO	NO
240	Project 2010 Advanced	Y	NO	NO
241	Project 2010 Essentials	Y	NO	NO
242	Project 2010 Expert	Y	NO	NO
243	Publisher 2007 Advanced	Y	NO	NO
244	Publisher 2007 Essentials	Y	NO	NO
245	Publisher 2010 Advanced	Y	NO	NO
246	Publisher 2010 Essentials	Y	NO	NO
247	Publisher 2013 Advanced	Y	NO	NO
248	Publisher 2013 Essentials	Y	NO	NO
249	Professional supervisor	Y	Y	NO
250	Personal development	Y	Y	NO
251	Problem solving decision making	Y	Y	NO
252	Personal Hygiene	Y	Y	NO

253	Performance Management: Managing Employee Performance	Y	Y	NO
254	Personal Brand: Maximizing Personal Impact	Y	Y	NO
255	Project Management Fundamentals	Y	Y	NO
256	Project Management Training	Y	Y	NO
257	Prospecting for Leads like a Pro	Y	Y	NO
258	Public Speaking: Presentation Survival School	Y	Y	NO
259	Public Speaking: Speaking Under Pressure	Y	Y	NO
260	Project management – understanding project management	Y	Y	NO
261	Prospecting – sales	Y	Y	NO
262	Respect In The Workplace	Y	Y	Y
263	Risk Assessment and Management	Y	Y	NO
264	Research Skills	Y	Y	NO
265	Stress Management	Y	Y	Y
266	Supply Chain Management	Y	NO	Y
267	SharePoint 365 Essentials	Y	NO	NO
268	SharePoint Designer 2007 Essentials	Y	NO	NO
269	SharePoint Designer 2010 Essentials	Y	NO	NO

270	Self-Leadership	Y	Y	NO
271	Sensitivity Training	Y	Y	Y
272	Servant Leadership	Y	Y	Y
273	Social Intelligence	Y	Y	Y
274	Social Learning	Y	Y	Y
275	Social Media In The Workplace	Y	Y	Y
276	Social Media Marketing	Y	Y	Y
277	Supervising Others	Y	Y	Y
278	Safety in the Workplace	Y	Y	NO
279	Strategic Planning	Y	Y	NO
280	Skills for the Administrative Assistant	Y	Y	NO
281	Survival Skills for the New Trainer	Y	Y	NO
282	Taking Initiative	Y	Y	Y
283	Talent Management	Y	Y	Y
284	Team Building Through Chemistry	Y	Y	Y
285	Teamwork And Team Building	Y	Y	Y
286	Telephone Etiquette	Y	Y	Y
287	Telework And Telecommuting	Y	Y	Y
288	The Cloud and Business	Y	Y	Y
289	Time Management	Y	Y	Y
290	Trade Show Staff Training	Y	Y	Y

291	Trust Building and Resilience Development	Y	Y	Y
292	Telemarketing	Y	Y	NO
293	The Practical Trainer	Y	Y	NO
294	Team Building For Managers	Y	Y	NO
295	Ten Soft Skills You Need	Y	Y	Y
296	Top 10 Sales Secrets	Y	Y	Y
297	Train-The-Trainer	Y	Y	NO
298	Telemarketing – Using the Telephone as a Sales Tool	Y	Y	NO
299	Team Building: Developing High Performance Teams	Y	Y	NO
300	The Minute-Taker’s Workshop	Y	Y	NO
301	Time Management: Get Organized for Peak Performance	Y	Y	NO
302	Universal Safety Practices	Y	Y	Y
303	Using Activities to Make Training Fun	Y	Y	NO
304	Virtual Team Building And Management	Y	Y	Y
305	Visio 2010 Advanced	Y	NO	NO
306	Visio 2010 Essentials	Y	NO	NO
307	Windows 7 Essentials	Y	NO	NO
308	Windows 8 Essentials	Y	NO	NO
309	Word 2007 Advanced	Y	NO	NO
310	Word 2007 Essentials	Y	NO	NO

311	Word 2010 Advanced	Y	NO	NO
312	Word 2010 Essentials	Y	NO	NO
313	Word 2010 Expert	Y	NO	
314	Word 2013 Advanced	Y	NO	NO
315	Word 2013 Essentials	Y	NO	NO
316	Word 2013 Expert	Y	NO	NO
317	Word 2016 Essentials	Y	NO	NO
318	Word 2016 Expert	Y	NO	NO
319	Word 365 Essentials	Y	NO	NO
320	Writing reports and proposals	Y	Y	NO
321	Women in Leadership	Y	Y	Y
322	Work-Life Balance	Y	Y	Y
323	Workplace Diversity	Y	Y	Y
324	Workplace Harassment	Y	Y	Y
325	Workplace Violence	Y	Y	NO
326	Workplace Ergonomics: Injury Prevention Through Ergonomics	Y	Y	NO
327	Workplace Violence: How to Manage Anger and Violence in the Workplace	Y	Y	NO
328	Workplace Harassment: What It Is and What To Do About It	Y	Y	NO