

The logo for EdWay Online, featuring the text "EdWay Online" in a blue, sans-serif font. The background of the logo is a gradient from light blue to white, with a stylized bar chart on the left and a close-up of a computer keyboard on the right.

EdWay Online

A photograph showing three business professionals in a meeting. They are seated around a table, looking at documents and a laptop. The setting is a modern office with large windows in the background.

Comprehensive Course
Catalog

Comprehensive Course Catalog

2008-2009

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EdWay Online



Comprehensive Course Catalog

COURSE CATALOG

The following represents the comprehensive list of the EdWay Online Programs. In addition, any of these courses can be offered in a self-paced, branded and hosted web-based, multimedia, interactive environment with assessments as well as a hybrid (web-ex/conference call and web-based access) course.

EdWay Online, Inc. also offers a variety of other courses as required by its customers that are not listed in this course catalog. EdWay can also assist with training needs assessments, training plans, and consulting for organizational, department/division and/or individual professional development and training plans as part of organizational change and development towards a high performance learning organization.

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Certificate in Accounting Studies

The Certificate in Accounting Studies is for anyone who desires to have a better understanding of basic accounting and accounting procedures or who desires to work in an accounting department. The Certificate in Accounting Studies is particularly well suited for anyone who has recently assumed some accounting responsibilities; anyone who works in business and wants a foundation in accounting, or anyone who wants a better understanding of the principles of accounting. The certificate program consists of 6 required courses and 3 electives.

REQUIRED

An Introduction to Accounting: The Accounting Cycle

This course introduces the student to basic accounting terminology as well as examines the fundamental principles of basic accounting and the accounting cycle.

Journals, Ledgers and Worksheets

This course develops the practical skills necessary to record transactions in chronological order by using journals, and categorize them by account using ledgers. Introduction to Accounting: The Accounting Cycle is a prerequisite.

Certificate in Accounting Studies

Financial/Accounting Management

This course provides an understanding of how to summarize business transactions that have been recorded in journals and ledgers into financial statements. In addition, you will learn how to interpret financial statements, use them to determine company profitability, and measure cash flow. Introduction to Accounting: The Accounting Cycle is a prerequisite.

Payroll Accounting

In this course you will be introduced to the standard requirements of the payroll process. It will cover payroll expenses, liabilities, taxes, forms, laws, and regulations as well as a variety of other payroll functions

Accounting for Accounts Payable

In this course you will be introduced to the proper accounting procedures for working with accounts payable.

Accounting for Accounts Receivable

In this course you will be introduced to the proper accounting procedures for working with accounts receivable.

Certificate in Accounting Studies

ELECTIVES

Budgeting Essentials

In this course you are introduced to the fundamentals of the budgeting process including understanding not only how to prepare a budget but how to manage a budget within the context of a hierarchical organizational structure. You will be exposed to the various components of a budget and how they work together as well as how to prepare, organize, and structure your budget using basic financial statements.

Price and Cost Analysis

In this course students will learn various techniques associated with evaluating pricing and costing including methodologies and techniques to improve profitability and minimize losses. Different price comparison methods as well as strategic cost analysis are explored in this course.

The Procurement Process

In this course students will be introduced to principles that guide how suppliers are selected to provide goods and services through the various phases of the procurement process. This is an excellent course to gain an understanding of RFPs, responses, and contract bid work.

The Certificate Program in e-Business

The Certificate Program in e-Business is foundational for anyone who works in businesses that have an Internet presence as well as managers and entrepreneurs facing opportunities to build and grow businesses in an e-driven economy. The Certificate Program has 6 required courses. There is a required textbook for this program; *The Complete E-Commerce Book* by Janice Reynolds.

E-Business Management Strategies

This course focuses on management and leadership essentials as they pertain to the e-environment. Participants will learn techniques for effectively managing and working in an e-economy as well as how to utilize e-commerce to develop and grow a business. Participants will learn how to re-engineer business processes for competitive advantage, customer service, and return on investment.

E-Business Marketing Strategies

This course will cover the essentials of marketing as they pertain to reaching customers and promoting business through the Web. Participants will learn techniques and strategies that will enhance their organization's ability to utilize technologies effectively for e-marketing, e-mail campaigns, data mining, and other e-marketing tools to increase market, and promote branding and corporate image.

The Certificate Program in e-Business

E-Business Technology

This course explores some of the technologies that are necessary to support an e-business. Topics will include database management, building an infrastructure to support the operations of an e-business, website authoring tools and design, search engines, intranets, internet speed and access, servers, knowledge management, intellectual property, and security.

E-Business Legal Issues

Legal considerations for the new economy is an intense study of legal issues surrounding Web business. It is designed for lawyers, executives, upper-level managers, entrepreneurs, sales/marketing professionals, software developers, engineers -- anyone interested in the legal ramifications of doing business on the Web. However, students of various backgrounds may choose to include this program as part of a broader study of e-commerce and e-business.

E-Business Operations

The course explores the processes necessary to provide strategic support within the organization. Basic operational issues will be addressed as they relate to e-business. Issues related to e-business financial transactions, project evaluation, managing virtual offices and virtual employees, and other operational topics will be covered.

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EdWay Online

The Certificate Program in e-Business

E-Commerce

This course explores the special topics associated with e-commerce. Participants will focus on website issues related to e-commerce transactions, catalogs, shopping carts, and serving customers through various distribution channels. Operational strategies peculiar to the e-retailing environment will be explored in more detail.

The Certificate in Start-Up and Business Owner Management

The Certificate in Start-Up and Business Owner Management is an excellent program for anyone who is interested in starting, owning and operating a business. The courses in the certificate program provide an excellent foundation for either the start-up business owner or the business owner or manager who wants to gain a further understanding of some of the essential principles associated with owning and operating a start-up or on-going business. Courses in the program include Business Plan Development, Positioning for and Finding Financing, as well as Buying and Selling a Business. The Certificate program requires the completion of 5 required courses and 4 electives.

REQUIRED

EE901 Essentials of Business Ownership

In this course the student will learn the basics of starting, owning, and managing a business. The course will cover the fundamentals from idea generation to implementation.

FM901 Financial/Accounting Management

This course provides an understanding of financial accounting and accounting terms for those with little or no financial background. The course covers the foundational principles of: interpreting financial statements, determining company profitability and measuring cash flow.

The Certificate in Start-Up and Business Owner Management

MM901 Marketing Management

This course focuses on the principles and techniques of marketing by exploring the issues that are necessary in the management of the marketing process. The course will detail the marketing process including the basic principles of advertising and public relations will also be covered in this course.

SM901 Strategic Management in Operations

This course develops the practical and managerial skills necessary to successfully plan for operational success. The course covers the basic details for developing an operational plan and designing the strategic direction necessary to achieve operational goals.

LI901 Legal Issues in Operations

In today's legal environment there are many issues that a business encounters in operating successfully. These issues include employment law, compliance and regulatory requirements, as well as licensing, permits, and taxes. This course will explore some of the topics in running the operations of a business in accord with legal requirements.

ELECTIVES

US902 Understanding Financial Statements

In this course students will learn the fundamentals of understanding financial statements for purposes of obtaining financing. It is critical that every business owner understand how to interpret and explain the financial condition of his/her business. This course is a prerequisite to Positioning for and Finding Financing.

OC902 Organizational Development & Change

Since most business organizations are social systems, this course will focus on the organizational culture and how it influences the way people work so as to maximize the long-term health of the organization and its people. This course will explore the developmental process and how to be successful in effectuating change.

PC902 Persuasive Communication

Persuasive communication is essential not only for selling the products or services of the business but for obtaining financing and running daily operations. This course will provide students with the opportunity to gain confidence and improve their communication skills. Even the most skilled communicator can always learn additional techniques for success.

The Certificate in Start-Up and Business Owner Management

SB902 Principles of Buying or Selling a Business

In this course students will be exposed to the acquisition and disposition process. Topics will include valuation, strategic positioning, and financing options. This course is excellent for anyone interested in buying an ongoing business rather than starting one from an idea as well as for anyone seeking to sell an ongoing business.

BPD905 Business Plan Development

In this course students will learn the essentials of creating and developing a successful business plan to better understand the basic business structure as they assist lawyers with start-up business clients.

WL902 Positioning For and Finding Financing

This course is essential for any business owner or manager who must find financing either for start-up purposes or for running the business operations. This course will discuss the various types of financing from venture capital to traditional financing sources.



EdWay Online

The Certificate in Start-Up and Business Owner Management

OL902 Organizational Leadership & Decision-Making

The leaders in an organization often set the tone and establish the benchmarks for success. In this course the focus is on developing a successful leadership style so as to facilitate team-building, collaboration, and a corporate culture that promotes success. Different decision-making techniques will be explored in the context of successful leadership styles.

Certificate in Grant Writing

The Certificate in Grant Writing is perfect for anyone seeking to learn the essentials in writing or acquiring grants for private, public, or government use. If you are thinking of starting a business that utilizes grants you want to learn the essentials of writing, researching, obtaining, maintaining, operations and strategies within the grant system. The Grant Writing Certificate consists of 4 required courses and 5 electives with one final course at the end.

REQUIRED

Introduction to Grant Research

This course covers the diverse types of grants that are available. It will cover corporate, non-profit, education, and government grants that are available. You will learn the basics on how to research for and find available grants as well as how to begin the grant process.

Introduction to Grant Writing

This course equips students with the skills and tools necessary to enter the field of grant writing. It will cover the fundamental elements of a grant proposal such as the objectives, problems addressed, methodology, evaluation and assessments, budget and cover letter, as well as the members involved.

Specialized Techniques for Grant Writing

In this course you will learn that technical writing is a form of communication. You will learn to use it as a type of conversation as well as an interactive process that involves writers and readers who respond to one another. You will learn how to create documents that use explanation, description and intentional direction in order to persuade or direct your readers. You will learn how to develop concise and direct communication with your readers.

Certificate in Grant Writing

Advanced Grant Writing

In this course you will learn how to develop successful and fundable grants. We will focus on the skills needed to prepare professional, competitive and compelling and successful grant proposals. The course includes a lesson on the "Potential Pitfalls" of Grant Writing.

FINAL COURSE

Budgeting Essentials

In this course you are introduced to the fundamentals of the budgeting process including understanding not only how to prepare a budget but how to manage a budget within the context of a hierarchical organizational structure. You will be exposed to the various components of a budget and how they work together as well as how to prepare, organize and structure your budget using basic financial statements.

ELECTIVES

Technical Writing

This course is designed to cover the basic communication needs of students pursuing careers in a highly competitive world of Science, Education, Grant Writing as well as various other high communication based careers. The course covers the topics of style and purpose offering students focused practice with short writing assignments.

Certificate in Grant Writing

Grammar Essentials

In this course you will learn the foundational elements of grammar and the essential writing skills necessary for daily business communications. You will learn how to word, edit, proofread and format basic documents for daily use within an office environment.

Non-Profit Management and Governance

This course will examine the fundamental principles of non-profit management as well as the roles and responsibilities of a non-profit board of directors and the management team. The legal and ethical requirements for non-profit management and governance are also covered.

Business Entity Formation

In this course students will learn how to form, maintain, and dissolve various business entities. Students will have a chance to prepare various documents related to entity formation and maintenance. Students will also learn some of the subtle differences between the various types of entities.

Advanced Strategies in Human Resource Management Certificate

The Advanced Strategies in Human Resource Management Certificate Program is particularly well suited for anyone in human resources, human resource management, office administration, or anyone who is involved in the human resource process and function. The Advanced Strategies in Human Resource Management Certificate Program consists of 3 required courses and 2 electives. The 3 required courses are: Successful Selection Systems, Human Resources as a Strategic Partner and High Performance Organizations. If you are electing to complete the certificate program all required courses must be completed prior to taking your selected electives.

REQUIRED

HRM 900 Successful Selection Systems

A successful selection system is a comprehensive recruitment to post-hire process for attracting, selecting, and on-boarding the right candidates for your job and your company. Such a system will yield a highly engaged, immediately productive workforce with the knowledge, skills, and abilities to contribute quickly to the organizations' objectives. This course will explore how to develop and implement such successful selection systems within your organization.

HRM 901 Human Resources as a Strategic Partner

The HR department exists in large part to address the issues that fall into grey areas. Human resource departments and managers are charged with a great deal of responsibility and in such this course focuses on working within HR as a strategic partner within the organization. This course explores what this means and how to accomplish the objective of operating with HR as a strategic partner.

Advanced Strategies in Human Resource Management Certificate

HRM 902 High Performance Organizations

In today's fast paced business climate, becoming a high-performance organization is what sets the great organizations apart from the good. It is what makes the difference between surviving and thriving. High Performance or Performance Driven Organizations are known for realizing a higher return on investment, greater profits, increased productivity, decreased operational costs, improved customer and employee retention, and other key indicators that set them apart from 'good' companies. This course will explore some of the characteristics and the development of the high performance organization.

ELECTIVES

ITM 910 Budgeting Essentials

In this course you are introduced to the fundamentals of the budgeting process including understanding not only how to prepare a budget but how to manage a budget within the context of a hierarchical organizational structure. You will be exposed to the various components of a budget and how they work together as well as how to prepare, organize, and structure your budget using basic financial statements.

ITM 903 Business Best Practices

Best practices are important in achieving excellence and success. This course focuses on several best practice models from various industries and integrates some of the common themes into a game plan for business success.

Advanced Strategies in Human Resource Management Certificate

NS905 Negotiation Strategies

The business environment and culture of any business relationship is often the product of a negotiation. This course will explore the process of negotiating, evaluating negotiation styles, and considering successful negotiation strategies for most business environments. This course will develop basic negotiation skills that can be used in a variety of contexts.

OC902 Organizational Development & Change

Since most business organizations are social systems, this course will focus on the organizational culture and how it influences the way people work so as to maximize the long-term health of the organization and its people. This course will explore the developmental process and how to be successful in effectuating change.

OL902 Organizational Leadership & Decision-Making

The leaders in an organization often set the tone and establish the benchmarks for success. In this course the focus is on developing a successful leadership style so as to facilitate team-building, collaboration, and a corporate culture that promotes success. Different decision-making techniques will be explored in the context of successful leadership styles.

Advanced Strategies in Human Resource Management Certificate

PC902 Persuasive Communication

Persuasive communication is essential not only for selling the products or services of the business but for obtaining financing and running daily operations. This course will provide students with the opportunity to gain confidence and improve their communication skills. Even the most skilled communicator can always learn additional techniques for success.

ITM 909 Seven Management Disciplines

The seven management disciplines essential to management and business success are discussed in the context of all areas of business operation and management. This course provides a round-table opportunity to evaluate real-life business issues.

SM901 Strategic Management in Operations

This course develops the practical and managerial skills necessary to successfully plan for operational success. The course covers the basic details for developing an operational plan and designing the strategic direction necessary to achieve operational goals.

Management for IT Professionals Certificate Program

The Management for IT Professionals Certificate Program is particularly well suited for anyone in IT who has recently assumed management responsibilities, anyone who is managing IT professionals, or anyone who wants a perspective on some of the unique issues facing the management of IT professionals. The certificate program consists of 4 required courses and 3 electives. The 4 required courses are: Management Issues in the IT Environment, Collaborative Problem-Solving, Strategic Management, and Business Best Practices. If you are electing to complete the certificate program all completed courses must be taken prior to taking your selected electives.

REQUIRED

ITM 900 Management Issues in the IT Environment

This course introduces effective management principles for working with IT professionals. Management techniques and effective strategies are explored in this course.

ITM 901 Collaborative Problem-Solving

This course develops collaborative problem-solving skills and focuses on the importance of teams in the IT environment.

SM901 Strategic Management in Operations

This course develops the practical and managerial skills necessary to successfully plan for operational success. The course covers the basic details for developing an operational plan and designing the strategic direction necessary to achieve these goals.

Management for IT Professionals Certificate Program

ITM 903 Business Best Practices

Best practices are important in achieving excellence and success. This course focuses on several best practice models from various industries and integrates some of the common themes into a game plan for business success.

ELECTIVES

ITM904 Financial Accounting for IT Managers

In this course you will be introduced to the fundamentals of financial accounting management and the profit and loss responsibility that is normally attributable to a position of management.

LI901 Legal Issues in Operations

In today's legal environment there are many issues that a business encounters in operating successfully. These issues include employment law, compliance and regulatory requirements, as well as licensing, permits, and taxes. This course will explore some of the topics in running the operations of a business in accord with legal requirements.

Management for IT Professionals Certificate Program

OL902 Organizational Leadership & Decision-Making

The leaders in an organization often set the tone and establish the benchmarks for success. In this course the focus is on developing a successful leadership style so as to facilitate team-building, collaboration, and a corporate culture that promotes success. Different decision-making techniques will be explored in the context of successful leadership styles.

OC902 Organizational Development & Change

Since most business organizations are social systems, this course will focus on the organizational culture and how it influences the way people work so as to maximize the long-term health of the organization and its people. This course will explore the developmental process and how to be successful in effectuating change.

NS905 Negotiation Strategies

The business environment and culture of any business relationship is often the product of a negotiation. This course will explore the process of negotiating, evaluating negotiation styles, and considering successful negotiation strategies for most business environments. This course will develop basic negotiation skills that can be used in a variety of contexts.

Management for IT Professionals Certificate Program

ITM 909 Seven Management Disciplines

The seven management disciplines essential to management and business success are discussed in the context of all areas of business operation and management. This course provides a round-table opportunity to evaluate real-life business issues.

ITM 910 Budgeting Essentials

In this course you are introduced to the fundamentals of the budgeting process including understanding not only how to prepare a budget but how to manage a budget within the context of a hierarchical organizational structure. You will be exposed to the various components of a budget and how they work together as well as how to prepare, organize, and structure your budget using basic financial statements.

PC902 Persuasive Communication

Persuasive communication is essential not only for selling the products or services of the business but for obtaining financing and running daily operations. This course will provide students with the opportunity to gain confidence and improve their communication skills. Even the most skilled communicator can always learn additional techniques for success.

The Certificate in Management Studies

The Certificate of Management Studies is perfect for a business owner, entrepreneur, or anyone seeking to learn the essentials of business and management. If you are thinking of starting a business or pursuing an MBA, you want to learn the essentials of accounting, management, marketing, tax, law, operations, and strategy. The Certificate in Management Studies consists of 4 required courses and 3 electives with one final course integrating a holistic perspective at the end of the program.

REQUIRED

FM901 Financial/Accounting Management

This course provides an understanding of financial accounting and accounting terms for those with little or no financial background. The course covers the foundational principles of: interpreting financial statements, determining company profitability and measuring cash flow.

MM901 Marketing Management

This course focuses on the principles and techniques of marketing by exploring the issues that are necessary in the management of the marketing process. The course will detail the marketing process including the basic principles of advertising and public relations will also be covered in this course.

The Certificate in Management Studies

SM901 Strategic Management in Operations

This course develops the practical and managerial skills necessary to successfully plan for operational success. The course covers the basic details for developing an operational plan and designing the strategic direction necessary to achieve operational goals.

LI901 Legal Issues in Operations

In today's legal environment there are many issues that a business encounters in operating successfully. These issues include employment law, compliance and regulatory requirements, as well as licensing, permits, and taxes. This course will explore some of the topics in running the operations of a business in accord with legal requirements.

FINAL COURSE

ITM 909 Seven Management Disciplines

The seven management disciplines essential to management and business success are discussed in the context of all areas of business operation and management. This course provides a round-table opportunity to evaluate real-life business issues.

The Certificate in Management Studies

ELECTIVES

ITM 903 Business Best Practices

Best practices are important in achieving excellence and success. This course focuses on several best practice models from various industries and integrates some of the common themes into a game plan for business success.

OL902 Organizational Leadership & Decision-Making

The leaders in an organization often set the tone and establish the benchmarks for success. In this course the focus is on developing a successful leadership style so as to facilitate team-building, collaboration, and a corporate culture that promotes success. Different decision-making techniques will be explored in the context of successful leadership styles.

LAC905 Legal Aspects of Contracts

This course will focus on the basics of business contracts so as to draw attention to important business points that are found in everyday business contracts. This course will equip participants with an understanding of some of the business points that drive the formation and creation of contracts.

The Certificate in Management Studies

TI905 Tax Issues

This course covers the basic tax issues that are important in transactional work; whether the business is a sole proprietorship, partnership, or corporation. The basic tax issues in operating a business will be covered in this course along with tax strategies for business planning.

OD902 Organizational Development & Change

Since most business organizations are social systems, this course will focus on the organizational culture and how it influences the way people work so as to maximize the long-term health of the organization and its people. This course will explore the developmental process and how to be successful in effectuating change.

NS905 Negotiation Strategies

The business environment and culture of any business relationship is often the product of a negotiation. This course will explore the process of negotiating, evaluating negotiation styles, and considering successful negotiation strategies for most business environments. This course will develop basic negotiation skills that can be used in a variety of contexts.

Non-Profit Management Program

The Non-Profit Management program is for anyone who works with or desires to work in a non-profit organization or business environment. The Non-Profit Management Program is particularly well suited for anyone who has recently assumed management responsibilities, anyone who is working in a non-profit organization, or anyone who wants a perspective on some of the unique issues facing management of a non-profit organization. The certificate program consists of 6 required courses and 2 electives.

REQUIRED

Non-Profit Management and Governance

This course will examine the fundamental principles of non-profit management as well as the roles and responsibilities of a non-profit board of directors and the management team. The legal and ethical requirements for non-profit management and governance are also covered.

SM901 Strategic Management in Operations

This course develops the practical and managerial skills necessary to successfully plan for operational success. The course covers the basic details for developing an operational plan and designing the strategic direction necessary to achieve operational goals.

Non-Profit Management Program

Financial/Accounting Management

This course provides an understanding of financial accounting and accounting terms for those with little or no financial background. The course covers the foundational principles of: interpreting financial statements, determining company profitability and measuring cash flow.

MM901 Marketing Management

This course focuses on the principles and techniques of marketing by exploring the issues that are necessary in the management of the marketing process. The course will detail the entire marketing process and include the role of ethics and technology. The basic principles of advertising and public relations will also be covered in this course.

LI901 Legal Issues in Operations

In today's legal environment there are many issues that a business encounters in operating successfully. These issues include employment law, compliance and regulatory requirements, as well as licensing, permits, and taxes. This course will explore some of the topics in running the operations of a business in accord with legal requirements.

Non-Profit Management Program

NPM 915 Fundraising Fundamentals

This course will examine the essential aspects of fundraising and how to maximize fundraising opportunities. Participants will learn effective fundraising techniques and develop strategies for success.

ELECTIVES

ITM 910 Budgeting Essentials

In this course you are introduced to the fundamentals of the budgeting process including understanding not only how to prepare a budget but how to manage a budget within the context of a hierarchical organizational structure. You will be exposed to the various components of a budget and how they work together as well as how to prepare, organize, and structure your budget using basic financial statements.

Persuasive Communication

Persuasive communication is essential not only for selling the products or services of the business but for obtaining financing and running daily operations. This course will provide students with the opportunity to gain confidence and improve their communication skills. Even the most skilled communicators can always learn additional techniques for success.

Non-Profit Management Program

NS905 Negotiation Strategies

The business environment and culture of any business relationship is often the product of a negotiation. This course will explore the process of negotiating, evaluating negotiation styles, and considering successful negotiation strategies for most business environments. This course will develop basic negotiation skills that can be used in a variety of contexts.

OL902 Organizational Leadership & Decision-Making

The leaders in an organization often set the tone and establish the benchmarks for success. In this course the focus is on developing a successful leadership style so as to facilitate team-building, collaboration, and a corporate culture that promotes success. Different decision-making techniques will be explored in the context of successful leadership styles.

Online Paralegal Certificate Program

The online paralegal program consists of 5 required courses and 4 electives. The program is focused on providing the necessary skills for working as a paralegal (legal assistant) as well as providing participants with skills required for career advancement. The program is also well-suited for anyone who wants to gain more knowledge about legal principles and procedures and start a career as a paralegal. Each online course can be completed at your own pace, anytime, anywhere with a high-speed Internet connection.

REQUIRED

ILS900 Introduction to the Legal System

This course will introduce you to the legal system including the differences between Common Law and Statutory Law as well as procedures and systems of law, particularly the court system.

ILA900 Paralegal Fundamentals (Introduction to Legal Assistantship)

This course will provide an understanding of the role of paralegals and the general substantive areas of law encountered by paralegals as well as basic legal terminology.

Online Paralegal Certificate Program

LW900 Legal Writing

This course introduces the student to the fundamentals of legal writing, including analytical reasoning and analysis as well as the importance of using legal authorities to support conclusions. Critical thinking is also an important part of this course.

LR900 Legal Research

This course will familiarize the student with print and electronic research for the legal profession. Students will learn how to find legal authorities and cases.

EP900 Ethics for Paralegals

This course is a more in-depth exploration of the Code of Professional Conduct for lawyers and paralegals. It is a follow-up to Paralegal Fundamentals and provides the student with a solid foundation in the ethical requirements surrounding the field of law.

Online Paralegal Certificate Program

ELECTIVES

CDD905 Corporate Document Drafting

In this course students will have the opportunity to learn the fundamentals of how to draft various types of transactional documents. The course emphasizes clear and concise writing, grammatical and syntactical principles, and draftsmanship. This course is foundational for anyone who drafts or reviews documents or contracts.

BEF905 Business Entity Formation

In this course students will learn how to form, maintain, and dissolve various business entities. Students will have a chance to prepare various documents related to entity formation and maintenance. Students will also learn some of the subtle differences between the various types of entities. This class is a follow-up to Introduction to Business Law (Transactions).

BL905 Bankruptcy Law

Students in this course will become familiar with the basic requirements of Chapter 7, 11, and 13 Bankruptcies. Students will also have the opportunity to become familiar with some of the more general Court rules and preparation of documents for filing.

Online Paralegal Certificate Program

IPL905 Intellectual Property Law

In this course students will become familiar with the various types of intellectual property; such as trademarks and copyrights. Students will become familiar with the preparation of documents for filing for intellectual property protection as well as the various types of business arrangements and documents that protect intellectual property rights.

IBL905 Introduction to Business Law (Transactions)

This course is an introduction to contracts and transactions involving starting and selling businesses. The course will introduce students to basic concepts involved in real estate, commercial law, and banking.

BPD905 Business Plan Development

In this course students will learn the essentials of creating and developing a successful business plan to better understand the basic business structure as they assist lawyers with start-up business clients.

LAC905 Legal Aspects of Contracts

This course will focus on the basics of business contracts so as to draw attention to important business points that are found in everyday business contracts. This course will equip participants with an understanding of some of the business points that drive the formation and creation of contracts.

Online Paralegal Certificate Program

NS905 Negotiation Strategies

The business environment and culture of any business relationship is often the product of a negotiation. This course will explore the process of negotiating, evaluating negotiation styles, and considering successful negotiation strategies for most business environments. This course will develop basic negotiation skills that can be used in a variety of contexts.

Persuasive Communication

Persuasive communication is essential not only for selling the products or services of the business but for obtaining financing and running daily operations. This course will provide students with the opportunity to gain confidence and improve their communication skills. Even the most skilled communicators can always learn additional techniques for success.

SB902 Principles of Buying or Selling a Business

In this course students will be exposed to the acquisition and disposition process. Topics will include valuation, strategic positioning, and financing options. This course is excellent for anyone interested in buying an ongoing business rather than starting one from an idea as well as for anyone seeking to sell an ongoing business.

Online Paralegal Certificate Program

PMA905 Private Business Mergers and Acquisitions

In this course students will become familiar with transactional work that is built around the private company (small and middle market –from \$5M to \$50M in gross revenue) acquisition and sale of the assets of a business from initial negotiations through closing. This program delves into the deal drivers and business points facing smaller companies; such as cash flow, valuation of assets, intellectual property, tax, and accounting issues.

RE 905 Real Estate Law

This is a survey course in which students learn about various real estate documents and the practice of real estate law. This includes deeds, mortgage instruments, foreclosure notices, mechanic's liens, leases, and listing contracts.

PEP903 Probate and Estate Planning

In this course students will learn the effects of various types of ownership upon passage of property at owner death, with or without a will; administration, taxation of estates and inheritance; basic requirements for trusts, wills, and guardianships. The course will also cover the basics of the administration of a decedent's estate.

Online Paralegal Certificate Program

CL901 Civil Litigation

The course is designed to follow the procedures of a civil lawsuit from the first client contact through discovery, settlement negotiations or trial, and appeal. Course work will focus on the role and responsibilities of the paralegal in preparing court documents, investigation, client and witness contact, discovery, and trial assistantship.

TI905 Tax Issues

This course covers the basic tax issues that are important in transactional work; whether the business is a sole proprietorship, partnership, or corporation. The basic tax issues in operating a business will be covered in this course along with tax strategies for business planning.

TD905 Transactional Drafting

It is important that a paralegal be familiar with certain key provisions in most transactional documents, including representations and warranties, conditions to closing and certain provisions in the "General Clauses" or "Miscellaneous Clauses" section of the transactional document. Participants will learn why certain provisions are included in different types of general contracts.

TP907 Trial Preparation

In this course students will learn the fundamentals of preparing for trial. Students will learn about document preparation, discovery, scheduling, and working with the courts.

Online Paralegal Certificate Program

ISP906 Interviewing Skills for Paralegals

In this course students will learn the skills necessary to assist attorneys with interviewing witnesses and parties in the litigation process.

LIO 905 Legal Issues in Operations

In today's legal environment there are many issues that a business encounters in operating successfully. These issues include employment law, compliance and regulatory requirements, as well as licensing, permits, and taxes. This course will explore some of the topics in running the operations of a business so that a paralegal can become familiar with some of the issues and develop a perspective for working with lawyer to ensure compliance with legal requirements.

The Certificate in Purchasing Management

The Certificate in Purchasing Management is particularly well suited for anyone working in or interested in working in purchasing, supply chain management, or procurement. The Certificate in Purchasing Management will introduce you to the essentials of the supply chain process, management, purchasing, and contracting issues. The certificate program consists of 4 required courses and 3 electives. The 4 required courses are: Essentials of Purchasing, The Supply Chain Process, Management Essentials, and Budgeting Essentials. If you are electing to complete the certificate program all completed courses must be taken prior to taking your selected electives. The required courses are introductory and not intended for those with significant purchasing or procurement experience. The program provides an excellent foundation for a CPM certification exam BUT is NOT a CPM review program.

REQUIRED

EP901 Essentials of Purchasing

In this course the student will learn the fundamentals of the purchasing function in the context of efficiency and organization. Topics such as the administrative aspects of purchasing, purchasing methodologies, and optimization strategies are explored.

SE901 The Supply Chain process

In this course students are introduced to the various aspects of the supply chain environment including enterprise resource planning systems and requirement systems. The interrelationships between purchasing, vendor selection, sources of supply, and the role of technology are also explored in this course so that a student understands the integrated approach to planning, acquisition, flow, and distribution from raw materials to finished products.

The Certificate in Purchasing Management

ME901 Management Essentials

In this course the focus is on the management function and the skills and resources that develop and grow a successful manager. Topics such as developing a corporate culture, working successfully with teams, developing and implementing successful people management strategies, and workflow and performance management are explored.

ITM 910 Budgeting Essentials

In this course you are introduced to the fundamentals of the budgeting process including understanding not only how to prepare a budget but how to manage a budget within the context of a hierarchical organizational structure. You will be exposed to the various components of a budget and how they work together as well as how to prepare, organize, and structure your budget using basic financial statements.

ELECTIVES

PP902 The Procurement Process

In this course students will be introduced to principles that guide how suppliers are selected to provide goods and services through the various phases of the procurement process. This is an excellent course to gain an understanding of RFPs, responses, and contract bid work.

The Certificate in Purchasing Management

Persuasive Communication

Persuasive communication is essential not only for selling the products or services of the business but for obtaining financing and running daily operations. This course will provide students with the opportunity to gain confidence and improve their communication skills. Even the most skilled communicators can always learn additional techniques for success.

Price and Cost Analysis

In this course students will learn various techniques associated with evaluating pricing and costing including methodologies and techniques to improve profitability and minimize losses. Different price comparison methods as well as strategic cost analysis are explored in this course.

NS905 Negotiation Strategies

The business environment and culture of any business relationship is often the product of a negotiation. This course will explore the process of negotiating, evaluating negotiation styles, and considering successful negotiation strategies for most business environments. This course will develop basic negotiation skills that can be used in a variety of contexts.

The Certificate in Purchasing Management

SC902 Supplier Contracting

This course explores the contracting process and provides an understanding of the source of supply (i.e., purchase orders, contracts, etc.) and explores decision-making in supplier contracting. This course provides a foundation in contracting issues.

LAC905 Legal Aspects of Contracts

This course will focus on the basics of business contracts so as to draw attention to important business points that are found in everyday business contracts. This course will equip participants with an understanding of some of the business points that drive the formation and creation of contracts.



EdWay Online

LearnLaw

The EdWay Online, Inc. **LearnLaw** program is offered as a live on-campus program and/or as a web-based multimedia, interactive program. The **LearnLaw** program is a perfect introduction to the first year law school required courses and is excellent for anyone who is starting law school. The **LearnLaw** program consists of **six** substantive subjects.

Contracts: This module examines the fundamental elements of a contract: offer, acceptance and consideration. This module examines contractual relationships, defenses to a contract and the main legal rules of law school cases.

Torts: The law of torts pertains to injuries against one's person or property. The elements of individual torts, such as intentional torts and negligence, are examined from a black letter law perspective. The module includes an overview of the types of torts such as trespass, false imprisonment, defamation, nuisance, assault, battery, negligence and misrepresentation.

Real Property: This module focuses on law school real property issues such as estates in land, future interests, easements, covenants running with the land, concurrent ownership, transference of land and the Recording system, title insurance, restrictions on land use and conveyance and landlord and tenant law.

Criminal Law and Procedure: This module combines criminal law. The module examines the elements and classification of crimes and focuses on the handling and disposition of criminal cases from a law school perspective.

Civil Procedure: An introduction to the Code of Civil Procedure (litigation at the Federal level) including jurisdiction, venue, parties and claims, joinder, motions, interpleader, and intervention are explored in this module. Also discussed are litigation aspects, including discovery, pre-trial and post-trial motions, pleadings, functions of the judge and jury, and appeal procedures.

Constitutional Law: This module examines the United States Constitution, its development and importance in all aspects of judicial decisions. The Bill of Rights and the Amendments are summarized and incorporated into constitutional cases of particular importance in the development of major legislation. The concepts of due process, equal protection, the First and Fourteenth Amendments are also explored in this module.

Communication Skills

Effective Communication: Making Your Message Clear

Public speaking is not just for those who stand-up in front of an audience. Public speaking is speaking to a colleague or co-worker in the office, presenting an opportunity to your boss, or working with a customer or vendor. Speaking skills are another reflection of your professionalism and competency. Communication is a method of branding yourself, our office, and your employer. This course will provide practical techniques on how to make your message clear.

Topics covered include:

- Creating and communicating messages with clarity and impact
- Identifying and clearly communicating key issues
- Fundamentals of communication
- Nonverbal communication
- Knowing your audience

Effective Employee and Peer Coaching

Coaching is an essential component to management and employee development. This course is designed to provide participants with an overview of effective and ineffective coaching strategies assist them in developing their coaching style and incorporate coaching into their management and employee development responsibilities.

Topics covered include:

- When do you coach?
- Coaching dos and don'ts
- Coaching employees for performance improvement
- Coaching teams
- Following through



Communication Skills

Effective Meetings and Presentations

Meetings are a given in any business environment. Effective meeting management and presentation skills lead to productive, efficient use of participant's time. This course is designed to provide participants with the tools necessary to plan and manage meetings efficiently and effectively to achieve stated objectives.

- Why do we meet?
- Meeting planning
- Meeting formats, functions, problems, and corrections
- The Ten Commandments of meetings
- Meeting etiquette – cultural considerations
- Effective use of technology
- Fundamentals of public speaking
- Relaxation and stress reduction techniques
- Developing and organizing the presentation
- Understanding and using verbal and non-verbal messages
- Managing the environment and handling questions confidently

Effective Writing Skills

In today's business economy, clear, crisp writing is an essential skill. Writing skills are a reflection of our ability and professionalism. This course will teach participants effective writing skills that will allow them to prepare a variety of office correspondence with impact. This course is appropriate for anyone who is interested in improving their writing skills and communicating more effectively.

Topics covered include:

- Types of office and business correspondence
- Creating messages with clarity and impact
- Grammar and format for business correspondence

Communication Skills

E-Mail Best Practices

E-Mail is the most prevalent means for communication in any office environment. This course will teach participants some of the best practices for writing, responding to and sorting through e-mail. Tips and techniques on wording, subject matter, addresses and subjects will be covered in detail. This course is perfect for anyone who is frustrated by the disorganization of their own e-mail or the practices of others and those who want to exemplify professionalism in their own e-mail writing.

Topics covered include:

- Best practices for initiating e-mail communication
- Best practices for responding to e-mails
- Organizational best practices for handling email efficiently
- Appropriate use of e-mail versus other forms of communication

Finding the Logic in the Argument

If you listen to any talk radio or television news show you will hear that most proponents of a message fail to use logic to present a message or counter one. Most argument and debate is grounded in personal belief and emotion, not logic and fact. In this course participants will have the opportunity to role-play and learn how to identify the issue, prepare a response, and use argument based on developing or destroying the logic within an argument.

Topics covered include:

- Identifying and clearly communicating key issues
- Responding clearly based on logic and fact
- Critical analysis of arguments analysis
- Effective debate techniques

Communication Skills

Listen Better, Remember More

In this workshop, participants learn the value of effective communications and the impact it has on customers, co-workers and the company in general. Participants learn to communicate more effectively through focused listening and understanding how to prioritize action steps from a conversation.

The facilitator customizes course content to meet the needs of the group and students learn through interactive exercises that engage their attention and help retention.

Topics covered include:

- How to listen effectively; what blocks listening
- Speaking to be heard
- Understanding basic communication styles and how make communication more productive
- Creating conversations that create action and results
- Understanding how to work with others - team building
- Remembering names and information
- Using and observing voice and body language to facilitate conversation

Negotiating Strategies

The business environment and culture of any business relationship is often the product of a negotiation. This course will explore the process of negotiating, evaluate negotiation styles and consider successful negotiation strategies for most environments. There will be an opportunity to role-play a negotiation.

Topics covered include:

- The negotiation process
- Stages of negotiation
- Negotiation variables
- Negotiation strategies and tactics
- Implications of negotiation on relationships
- Negotiation related to management of employees
- Types of negotiators

Communication Skills

Professional Communications

Effective communications enhances teamwork, productivity, employee and customer satisfaction. This practical interactive workshop is appropriate for any level within the organization or workgroup that could benefit from better communications.

Basic skills taught include:

- Effective listening
- Speaking to be heard
- Understanding basic communication styles and how to communicate more effectively with others
- Language that commands attention
- Conversations that create action and results
- Phone etiquette
- Email etiquette

Executive Training

Business Best Practices

Best practices are important in achieving excellence and success. This course focuses on several best practice models from various industries and integrates some of the common themes into a game plan for business success.

Topics covered include:

- Defining best practices
- Critical evaluation of what are considered 'best practices'
- Best practice case studies
- Business self-assessment and application of best practices to your environment

Employee Motivation and Empowerment

Employee motivation and empowerment become more critical to a businesses' success with the significant competition for qualified employees. This course is designed to provide participants with practical techniques to develop coaching skills, establish an empowered and accountable workforce responsibly and productively.

Topics covered include:

- Coaching and empowerment
- What empowerment is and is not
- The 6 values for creating a culture for empowerment
- Empowerment as a competitive advantage
- Benefits and barriers to empowerment
- Motivating empowerment
- The accountability mindset
- The power of self – directed teams
- The ten powers of empowerment
- The "Empowerment Game Plan"

Executive Training

Developing Effective Interpersonal Communication Skills

Effective communications enhances teamwork, productivity, and personal satisfaction. Participants must learn the essentials of speaking, writing and navigating within a variety of communication styles and contexts.

This workshop emphasizes:

- Models of Communication and Basic Communication Styles
- Effective Listening
- Speaking to be Heard
- Commanding Attention
- Conversations that Create Action and Results
- Phone Etiquette
- E-mail Etiquette
- Emotional Intelligence
- Navigating Communication Conflicts

Organizational Development and Change

Since most business organizations are social systems, this course will focus on the organizational culture and how it influences the way people work so as to maximize the long-term health of the organization and its people. This course will explore the developmental process and how to be successful in effectuating change.

Topics covered include:

- Why do organization's change?
- Culture and human behavior
- The human side of change
- Planning for the change
- Positioning the change
- Supporting the change

Executive Training

Organizational Techniques and Strategies

Organization is the key to success in any business environment. If you have ever had a problem finding something when you needed it, not wanting to file, knowing that a task or project was completed but not finding the report or information, then this course is for you. This course will teach participants how to organize an office or business environment. This course will cover the basics of general organizational techniques that many miss because of time shortages, office pressures and other factors.

Topics covered include:

- Best practices in organization of file management
- Best practices in setting up and organizing business office environments
- Common obstacles to getting and staying organized, and appropriate techniques
- To overcome those challenges

Financial Management

Financial/Accounting Management

This course will provide you an understanding of financial and accounting terms, even if you have no financial background. The course covers the foundational principles of: interpreting financial statements, determining company profitability, and measuring cash flow.

Topics covered include:

- Financial and accounting terms and definitions
- Financial statements and their uses
- Reading and interpreting financial statements
- Common financial calculations and their value
- Using financial and accounting data to identify problems and make decisions

Marketing Management

This course focuses on the principles and techniques of marketing by exploring the issues that are necessary in the management of the marketing process. The course will detail the entire marketing process and include the role of ethics and technology. The basic principles of advertising and public relations will also be covered in this course.

Topics covered include:

- Role of marketing in the organization
- The relationship between marketing and sales
- The marketing planning process
- The executive summary
- Current situation
- SWOT
- The budget
- Metrics
- Marketing strategy and implementation
- Technology and ethics

Growth and Performance Measurement

Marketing Management

This course focuses on the principles and techniques of marketing by exploring the issues that are necessary in the management of the marketing process. The course will detail the entire marketing process and include the role of ethics and technology. The basic principles of advertising and public relations will also be covered in this course.

Topics covered include:

- Role of marketing in the organization
- The relationship between marketing and sales
- The marketing planning process
- The executive summary
- Current situation
- SWOT
- The budget
- Metrics
- Marketing strategy and implementation
- Technology and ethics

Strategies for Business Growth and Sustainability

All businesses are faced with developing methods for growth that is sustainable and successful. In this course participants will learn strategic planning, best practices and implementation approaches for growth success.

Topics covered include:

- Strategic planning
- Operational planning
- Best practices for growth and sustainability
- Setting objectives and goals for growth and sustainability

Growth and Performance Measurement

Systems Thinking and Performance Measurement

Performance management has often been treated as a subjective, reactive practice within organizations. The most successful organizations, however, take a systems approach to the performance management and measurement process. This course explores the concept of the organization and performance management in the context of systems thinking, provides practical techniques for re-vamping the performance management function and establishing systems to sustain organizational and employee performance through new thinking and methodologies.

Topics covered include:

- The organization as a system
- Working in the *white space*
- Levels of organizational and employee performance
- Performance management systems
- Diagnosing and improving organizational and employee performance
- Sustaining organizational and employee performance

Human Resource Management

Developing an Understanding of Human Behavior and Diversity

Everyone must work within the context of the organizational culture and the people they manage and lead. This workshop will introduce the participant to the importance of understanding individual personalities, differences and behaviors in the organizational context.

Highlighted areas will include:

- Working in a Diverse Workforce
- Personality Types
- Understanding Diversity
- Respect versus Harassment
- Understanding Human Behavior
 - The Role and Assumptions of Filters
 - What is your Behavioral Style?
- Self assessment

High Performance Organizations

In today's fast paced business climate, becoming a high-performance organization is what sets the great organizations apart from the good. It is what makes the difference between surviving and thriving. High Performance or Performance Driven Organizations are known for realizing a higher return on investment, greater profits, increased productivity, decreased operational costs, improved customer and employee retention, and other key indicators that set them apart from 'average' companies. This course will explore more of the characteristics and development of the high performance organization.

Topics covered include:

- HR's role in high performance organizations
- HR practices that support high performance organizations
- Execution as a critical component to any organization's success
- How to conduct a situation analysis on your organization

Human Resource Management

Performance Management

The effectiveness of a performance management approach is dependent upon the clear articulation of performance indicators and objectives and the ability to manage the cascading process from department, to team, and to individual level.

Topics will include:

- Establish norms and expectations
- Manage Performance
- Define Performance in alignment with organizational objectives
- Plan for Performance
- Build Commitment

Successful Selection Systems

A successful selection system is a comprehensive recruitment to post-hire process for attracting, selecting and on-boarding the right candidates. Such a system will yield a highly engaged, immediately productive workforce with the knowledge, skills and abilities to contribute quickly to the organizations' objectives.

This workshop emphasizes:

- Interview Formats
- The Interview Setting
- Suggested Interview Questions
- Role-Playing Exercise
- Training
- Coaching
- Motivating
- Recognizing
- Rewarding

Human Resource Management

Systems Thinking and Performance Measurement

Performance management has often been treated as a subjective, reactive practice within organizations. The most successful organizations, however, take a systems approach to the performance management and measurement process. This course explores the concept of the organization and performance management in the context of systems thinking, provides practical techniques for re-vamping the performance management function and establishing systems to sustain organizational and employee performance through new thinking and methodologies.

Topics covered include:

- The organization as a system
- Working in the *white space*
- Levels of organizational and employee performance
- Performance management systems
- Diagnosing and improving organizational and employee performance
- Sustaining organizational and employee performance

Interpersonal Skills

Developing Effective Conflict Resolution Skills

This workshop is designed to introduce participants to critical knowledge and skills of conflict management. The course will integrate an introduction to interpersonal and inter-group conflict and focus on:

- Basic Conflict Management
- Sources of Conflict
- Predicting Conflict
- The Cost of Conflict
- Alternatives for Dealing with Conflict
 - 9 steps for Resolving Workplace Disputes
 - Negotiation (10 steps for success)
 - BATNA
 - RESPECT
- Role Playing Exercise

Developing Personal Accountability

This workshop emphasizes the importance of serving as an ethical role model who represents the organization in his/her actions and attitudes. The focus of this workshop will be on understanding the importance of developing personal accountability in terms of various characteristics,

including:

- Values
- Integrity
- Authenticity
- Trust
- Respect

Interpersonal Skills

Stress Relief

Stress is a component of the multi-faceted aspects of a busy life. When employees experience high levels of stress at work all parts of one's productivity, work-life and personal-life can be negatively impacted and create many personal and work problems. When stressors are high satisfaction and performance suffer. This course outlines some of the major stressors confronted in the workplace and assists employees in identifying specific actions they can take immediately to ease their stress and increase their satisfaction at home and work.

Objectives of this course include:

- Present information about how stress at work affects people
- Consider the different roles impacted by stress
- Identify warning signs of stress
- Present specific actions people can take to ease stressors and stress

Legal Issues

Legal Aspects of Contracts

It is seldom that a business person does not encounter a contract. This course will focus on the basics of business contracts so as to draw attention to important business points that are found in everyday business contracts. No legal knowledge is necessary for this course and this course will not equip you to evaluate the law but rather understand the legal and business issues in most business contracts.

Topics covered include:

- Elements of contracts
- Common legal terms and definitions related to contracts
- Legal implications of contracts
- Business implications of contracts

Legal Issues in Operations

In today's legal environment there are many issues that a business encounters in operating successfully. These issues include employment law, compliance and regulatory requirements, as well as licensing, permits and taxes. This course will explore some of the more important topics in running the operations of a business in accord with legal requirements.

Topics covered include:

- Sources and types of laws affecting business operations
- Business torts and crimes
- Government regulations
- Contracts and agreements
- Warranties
- Nature and creation of an agency
- Employment law and other factors affecting the employment relationship

Management Essentials

Developing Effective Decision-Making Skills

This workshop emphasizes the importance of learning how to make effective decisions. Participants will learn about the various types of decisions, techniques for effectiveness, and strategies for success.

Topics will include:

- Types of Decisions
- The Decision Making Process
- Problem-Solving Self-Assessment
- Advocacy vs. Inquiry Methods

Developing Effective Leadership Skills

Lawyers by virtue of their position are leaders. This workshop introduces participants to various leadership styles, performance issues, and methods for succeeding as effective leaders.

Topics will include:

- Leadership Styles
- What is your Leadership Style?
 - Self-Assessment
- Performance Appraisals
- Addressing Performance Issues
- Motivating your People
 - Empowerment
 - No Cost Motivation
- Develop your Coaching Skills

Management Essentials

Management Essentials

In this course the focus is on the management function and the skills and resources that develop and grow a successful manager. Topics such as developing a corporate culture, working successfully with teams, developing and implementing successful people management strategies and workflow and performance management will be explored in this course.

Topics covered include:

- Techniques and methodologies of successful managers
- Leadership and leadership style
- Team building
- Customer management
- Strategy
- Mentoring
- Change management
- Risk management

Organizational Leadership and Decision Making

The leaders in an organization often set the tone and establish the benchmarks for success. In this course the focus is on developing a successful leadership style so as to facilitate team-building, collaboration and a corporate culture that promotes success. Different decision-making techniques will be explored in the context of successful leadership styles.

Topics covered include:

- What is leadership?
- Issues regarding leadership
- The organization and its culture
- Leadership theories and styles
- Types of leaders
- Decision making
- Case studies: exceptional leaders
- Empowerment
- Accountability
- Gender Issues

Management Essentials

Seven Management Disciplines

The seven management disciplines essential to management and business success are discussed in the context of all areas of business operation and management. This course provides a round-table opportunity to evaluate real-life business issues.

Topics covered include:

- Human resources management
- Systems and technology management
- Production and operations management
- Sales and marketing management
- Customer experience management
- Financial management
- Risk management
- How the seven disciplines are both inter-related and competitive business situations

Strategic Management in Operations

This course develops the practical and managerial skills necessary to successfully plan for operational success. The course covers the basic details for developing an operational plan and designing the strategic direction necessary to achieve these goals.

Topics covered include:

- Introduction to strategic management
- The corporate vision and business mission
- Establishing quality control methodology
- Establishing objectives
- Strategy to achieve objectives
- Implementation and execution of the strategic plan
- Monitoring, evaluating, and correcting the strategic plan
- Change planning and management
- Current issues and ethics

Team Management

Developing Effective Teams

Teams are an essential component in today's high performance organizations. This course will introduce the supervisor to the components of building and sustaining effective teams. An emphasis will be placed on:

- Building Effective Teams
- What, Why, and When to Team
- Stages of Team Development
- Problem Solving and Decision-Making
- Characteristics of a Group versus a Team
- What it takes to be a High-Performing Team

Group Dynamics/Teamwork

Team-based environments have become standard in today's businesses, and the ability to lead productive and effective informal or work teams is critical to success. This course is designed to provide participants with knowledge of team development and dynamics and provide practical tools for leading productive and effective teams.

- Stages of team development
- Defining the vision and mission
- Championing the team concept
- Overview of systems thinking
- Compensation and motivation plans to support the team strategy
- Performance expectations and measurement
- Inter-organizational goal alignment and communication
- Team Leadership (includes virtual team leadership)

As a result of this course, participants will gain a better understanding of:

- Team dynamics
- Team management
- Successful team performance

Team Management

Leading Productive and Effective Teams

Team-based environments have become standard in today's businesses, and the ability to lead productive and effective informal or work teams is critical to a manager's success. This course is designed to provide participants with knowledge of team development and dynamics and provide practical tools for leading productive and effective teams.

- Stages of team development
- Defining the vision and mission
- Championing the team concept
- Overview of systems thinking
- Compensation and motivation plans to support the team strategy
- Performance expectations and measurement
- Inter-organizational goal alignment and communication
- Team Leadership (includes virtual team leadership)

Time Management

Developing Effective Goal Setting Skills and Prioritizing for Results

This workshop teaches the fundamentals for goal setting and prioritizing. Everyone needs goals to keep them focused on providing results and improving performance. Participants are taught simple systems to brainstorm and plan goals and prioritize the steps needed to reach their goals.

Topics covered include:

- Why goals are Important
- Brainstorming Methods
- Learning a System to Set Goals
- Managing the Goal-setting Process
- Keeping on Track
- Prioritizing Goal-related Action Items

Developing Effective Time Management Skills

This workshop will focus on building time management habits that will last a lifetime. Participants will conduct a self-audit that uncovers problem areas and misjudgments about how they spend their time. Participants will set up a planning system that meets individual styles and organizational goals. Strategies will be developed to implement an energetic plan of attack to minimize time wasters as well as internal black holes.

Topics will include:

- Scheduling
- Project Management
- Delegating
- Personal Time Management

Time Management

Needs Assessment and Project Planning

A manager is often charged with responsibility for evaluating alternatives and implementing project and program plans. This course is designed to provide participants with practical analysis tools and resources, review the project life cycle, and provide a practical model for analyzing, planning and managing projects.

- Project analysis and feasibility
- Project life cycle process
- Generating solutions
- Requirement gathering and documentation
- Project designs
- Project management – technologies and programs
- Implementation and measurement

Running Effective and Efficient Meetings

All too often meetings are seen as inefficient and ineffective. In a coordinated effort to work with and manage teams, participants must develop skills to run efficient and effective meetings that stimulate productivity and energize individuals.

Topics will include:

- Setting an Agenda
- Selecting Attendees
- Effective Room Logistics
- Presentation Basics
- Time Management

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