

SKILLPORT AIRFORCE E-LEARNING COURSE CATALOG

- Skillsoft is an international producer and distributor of interactive server-based training solutions. The company offers thousands of hours of programming covering application development, system administration, office systems, business skills, interpersonal skills, etc. To access this system you must log into the AF Portal and on the lower left side in the Education and Training Area there is a link to IT E-Learning. If accessing from a home computer that has CAC reader installed the website for the Air Force Portal is <https://my.af.mil>

AF User Training Vista Operating System Training

- MS Office 2007 Training
- MS Sharepoint 2007 Training

DOD 8570 IA Certification Support

- DoD8570 A+ 2009 Technical Level I
- DoD8570 Network + 2009 Technical Level I
- DoD8570 Security + 2008 Technical Level II
- DoD8570 CISSP Technical Level III
- DoD8570 Security + 2008 Management Level I
- DoD8570 CISSP Management Level II
- DoD8570 CISSP Management Level III
- DoD8570 Commercial Certification Voucher Request

AF Learning Programs

- BCOT Prerequisite Training
- Accounting 101
- Level 1 GCCS – J Basic Unix Administration

Cyber Support Training

- Knowledge Operations Management (3DOX1)
- Cyber Systems Operations (3DOX2)
- Cyber Surety (3DOX3)
- Computer Systems Programming (3DOX4)
- 3DXXX Project Management
- 3DXXX Basic Computer Fundamentals

USAF Custom Courses

- AF Certification and Accreditation
- Information Assurance Courses
- Records Management Courses
- Air Force Software Licensing Management and anti-Piracy

USAF Cyberspace Systems CBT's

- CITS
- COMSEC
- DMS
- Remedy
- TBA
- VPS
- VLMS

Desktop Curricula

- Adobe
- Adobe Acrobat 5
- Desktop Best Practices
- License/ICDL – International Computer Driving License
- ECDL/ICDL 4
- Home and Personal
- Home User: Home and Personal Finance
- IBM Lotus Sametime 3.0 and QuickPlace 3.0
- Lotus Notes
- Lotus Notes R6 end User
- Microsoft End-User Operating Systems and Tools
- Microsoft Internet Explorer 5.5
- Microsoft Internet Explorer 7
- Microsoft Internet Explorer 8
- Microsoft Office 2010
- Microsoft Office 2007
- Microsoft Office XP
- Microsoft Office 2003
- Microsoft Office 2000
- Microsoft Project 2002
- Microsoft Visio 2000
- Microsoft Windows 2000 for End User
- Microsoft Windows ME for end Users
- Microsoft Windows XP for End Users
- Netscape 6
- Netscape 6.2
- PDA's
- Seagate Crystal Reports
- Microsoft Windows Vista for End Users
- Microsoft Windows 7
- SAP

Desktop Certifications

- Microsoft

IT Professional Curricula

- Business Skills for the IT Professional Solution Area
- Enterprise Database Systems Solution Area
- Enterprise Resource Planning Systems Solution Area
- Internet and Network Technologies Solution Area
- Operating Systems and Server Technologies Solution Area
- Software Development Solution Area
- Web Design Solution Area
- Other Technology Solution Area

IT Professional Certifications

- (ISC)2
- Cisco
- CIW
- CompTIA
- Customer Service Representative
- EMC
- EC-Council
- IBM
- Information Systems Examination Board (ISEB)
- International Institute of Business Analysis
- International Software Testing Qualification Board
- Linux Professional Institute
- Microsoft
- Novell
- Oracle
- IT Infrastructure Library (ITIL)
- Project Management Institute (PMI)
- Prince2
- Information Systems Audit and Control Association

Business Skills Curricula

- Administrative Support Curriculum
 - o Advanced Skills for Administrative Support Professionals
 - o The Effective Administrative Support
 - o Essential Skills for Administrative Support Professionals
- Business Analysis Curriculum
 - o Certified Business Analysis Professional
 - o Certified Business Analysis Professional Version 2
- Communication Curricula
 - o Anger Management
 - o Business Grammar Essentials
 - o Business Writing Essentials
 - o Effective Use of Feedback for Business
 - o Email Essentials
 - o International Business Skills – Culture, Customs and Norms
 - o International communications

- Professional Telephone Skills
 - Telephone Skills for Business Professionals
 - How to Write an Effective Internal Business Case
 - Business Interpersonal Communication Skills
 - Effective Listening
 - Working with and Managing Difficult People
 - Giving Successful Presentations
 - The Effective Business Meeting
 - Conflict in the Workplace
 - Getting the Results You Want: Negotiating to Win
 - Emotional Intelligence at Work
 - Communicating Assertively
 - Professionalism and Business Etiquette
 - Building Improved Work Relationships
 - Obtaining Results without Authority
 - E-mail Essentials for Business Etiquette
 - Telephone Essentials for Business
 - Business Writing Basics
 - Business Grammar Basics
 - Interpersonal Communication
 - Workplace Conflict
 - Fundamentals of Working with Difficult People
 - Negotiation Essentials
 - Emotional Intelligence Essentials
 - Fundamentals of Cross Cultural Communication
 - Getting Results without Direct Authority
 - Listening Essentials
 - Constructive Feedback and Criticism
 - Anger Management Essentials
- Consulting Skills Curriculum
 - Consulting with the External Client
 - Consulting with the Internal Client
 - Internal Consulting for the Technical Professional
- Customer Service Curriculum
 - Managing a Customer-Focused Department
 - Customer Relationship Management
 - Frontline Call Center Skills
 - Inbound Call Center Management
 - Internal Customer Service
 - Internal Customer Service Agent Skills
 - IT Infrastructure Library (ITIL) Foundations
 - ITIL V3 Intermediate: Operational Support Analysis
 - ITIL V3 Overview
 - Measuring Customer Satisfaction
 - Technical Support Agent Survival Skills
 - Customer Support, Professionalism
 - Customer Support, Skills
 - Customer Support, Process
 - IT Infrastructure Library (ITIL) Foundations

- IT Infrastructure Library (ITIL) V3 Foundation
- Excelling at Customer Service
- Customer Service Representative, Professionalism
- Customer Service Representatives, Skills
- Customer Service Representative, Process
- Customer Service Fundamentals

- E-Business Curriculum
 - E-Business for Customer Relationship Management
 - E-Business Foundations
 - E-Commerce Series

- E-Learning Curriculum
 - E-Learning Foundations

- Finance and Accounting Curriculum
 - Accounting 101
 - Accounting 102
 - Advanced Business Finance
 - Auditing: A Practical Approach
 - Business Finance for Managers
 - Managerial Accounting
 - Practical Budgeting for Managers
 - Practical Budgeting Skills for Business
 - Using Financial Statements (co-Developed with Wharton)
 - Fundamental Finance for non-Finance Professionals
 - Finance and Accounting Essentials for Non-Financial Professionals
 - Accounting Fundamentals

- Foundation Skills Curriculum
 - Basic Business Math Skills

- Human Resource Curriculum
 - Behavioral Interviewing
 - Hostility and Aggression in the Workplace
 - HRCI/PHR Certification Program
 - Human Resources Management Essentials
 - Managing Diversity and Inclusiveness
 - New Employee Orientation
 - Recruiting and Retention Strategies for the Tight Labor Market
 - Sexual Harassment
 - HRCI/SPHR (Senior Professional Human Resource)
 - Managing Diversity in the Workplace
 - Effective Hiring and Interviewing
 - HRCI Senior Professional in the Human Resources (SPHR)
 - HRCI Professional in Human Resources (PHR)
 - Recruiting and Retention Strategies

- Industry Foundation Curriculum
 - Doing Business with the U.S. Federal Government

- Industry Overviews: Version#1
- Industry Overviews

- Knowledge Management Curriculum
 - Achieving Measurable Performance Impact from Training
 - Knowledge Management Fundamentals
 - The 21st Century Learning Curve

- Leadership Curriculum
 - Business Execution
 - Going from Management to Leadership
 - Leadership Skills for Women
 - Leading from the Front Line
 - Leading the Workforce Generations
 - Succession Planning for the Business Environment
 - Moving from Management to Leadership
 - Leadership Essentials

- Management Curriculum
 - 360-degree Performance Appraisal
 - Essential Skills for Tomorrow's Managers
 - How to Overcome Negativity in the Workplace
 - Management Excellence: Performance-Based Appraisals
 - Managing Contractors and Temporary Employees
 - Managing Others through Change
 - Managing Technical Professionals
 - Moving from Technical Professional to Management
 - The Fundamentals of Business Crises Management
 - Effectively Managing Top Performers
 - Advanced Management Skills
 - Moving into Management
 - Crucial Skills for Tomorrows Managers
 - Problem Performance Management
 - Using Change Process to Support Employees
 - Effective Delegation
 - Facilitating Successfully
 - Coaching with Confidence
 - The Essentials of Mentoring
 - Appraising Performance
 - Managing Organizational Change
 - Business Coaching Essentials
 - Management Essentials
 - First Time Manager Essentials
 - Performance Appraisal Essentials
 - Essentials of Interviewing and Hiring
 - Talent Management Essentials
 - Essentials of Managing Technical Professionals

- Marketing Curriculum
 - Competitive Marketing Strategies
 - Online Branding Strategy
 - Product Management Essentials
 - Strategic Brand Management
 - Strategic Marketing in Action
 - Marketing Essentials

- Operations Curriculum
 - ISO 9000;2000 Overview
 - Lean Manufacturing
 - Logistics Management
 - Managing Customer-Driven Process Improvement
 - Six-Sigma Green Belt: Foundations
 - Six-Sigma Green Belt: Team Implementation
 - Six-Sigma Green Belt: Six sigma and the Organization
 - Six-Sigma Green Belt – Define
 - Six-Sigma Green Belt: Measure
 - Six-Sigma Green Belt: Analyze
 - Six-Sigma Green Belt: Improve and Control
 - Six-Sigma Black Belt: Deployment
 - Six-Sigma Black Belt: The Design Phase
 - Six Sigma Black Belt: The Measurement Phase
 - Six Sigma Black Belt: The Analyze Phase
 - Six Sigma Black Belt: The Improve Phase
 - Six-Sigma Black Belt: The Control Phase
 - Six-Sigma Black Belt: The Lean Enterprise
 - Six-Sigma Black Belt: Design for Six Sigma Black Belt
 - Six Sigma: Champion Training
 - Supply Chain Management
 - Certified Manager of Quality/Organizational Excellence
 - The Foundations of Six Sigma
 - Six-Sigma Black Belt (2007 BOK): Enterprise Wide Deployment
 - Six-Sigma Black Belt (2007 BOK): Organizational Process Management and Measurement
 - Six-Sigma Black Belt: Deployment
 - Six-Sigma Black Belt (2007 BOK): Define
 - Six-Sigma Black Belt (2007 BOK): Measure
 - Six-Sigma Black Belt (2007 BOK): Analyze
 - Six-Sigma Black Belt (2007 BOK): Improve
 - Six-Sigma Black Belt (2007 BOK): Control
 - Six-Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
 - Fundamentals of Lean for Business Organizations
 - Operations Management

- Personal Development Curriculum
 - Achieving Organizational Excellence Through Critical Thinking
 - Breakthrough Strategies for a Web Economy
 - Business Professionalism
 - Creativity and Innovation in the Workplace

- Fast-tracking Your Career
 - Living a Balanced Life
 - Overcoming Overload – Managing Memory and Time
 - Planning Your Personal Finances
 - Taking Control of your Workday
 - Working without a Net – The Business of Risk
 - Take Control of Your time by Working More Effectively
 - Business Ethics
 - Managing Organizational Change
 - Decision-Making and Problem-solving for Business
 - Doing Business Professionally
 - Optimizing Your Work/Life Balance
 - Diversity on the Job
 - Telecommuting and the Remote Employee
 - Generating Creative and Innovative Ideas
 - Managing your Career
 - Effective Time Management
 - Problem Solving and Decision-Making Strategies
 - Dealing with Organizational Change
 - Critical Thinking Essentials
- Program/Portfolio Management Curriculum
 - Program Management (PM1 Standard-aligned)
 - Portfolio Management (PM1 Standard-aligned)
 - Program Management (PM1 Second Edition Aligned)
- Project Management Curriculum
 - Project Management Essentials – (PMBOK) Guide – 3rd Edition – aligned
 - Project Integration Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Scope Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Time Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Cost Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Quality Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Human Resources Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Communication Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Risk Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Procurement Management – (PMBOK) Guide – 3rd Edition – aligned
 - Project Management for IT Professionals
 - Project Management Professional Responsibility
 - Strategic Project Management for IT Projects
 - Project Management for Non-Product Managers
 - Managing Software Project Outsourcing
 - Project Management Foundations (PRINCE2-aligned)
 - Project Integration Management – (PMBOK Guide – 4th Edition – aligned)
 - Project Scope Management – (PMBOK Guide – 4th Edition – aligned)
 - Project Time Management – (PMBOK Guide – 4th Edition – aligned)
 - Project Cost Management – (PMBOK Guide – 4th Edition – aligned)
 - Project Quality Management – (PMBOK Guide – 4th Edition – aligned)
 - Project Human Resources Management – (PMBOK Guide – 4th Edition – aligned)
 - Project Communications Management – (PMBOK Guide – 4th Edition – aligned)
 - Project Risk Management – (PMBOK Guide – 4th Edition – aligned)

- Project Procurement Management – (PMBOK Guide – 4th Edition – aligned)
- Code of Ethics and Professional Conduct (PMI Standard-aligned)
- PRINCE2: 2009 Foundation
- Instructor Series: CompTIA Project+(2009 Edition)

- Sales Curriculum
 - Territorial Account Sales Skills
 - Field Sales Skills
 - Inside Sales Skills
 - Sales: A Focus on Solutions
 - Sales Management
 - Sales University Communication 101
 - Sales University Manufacturing: A Success Model
 - Sales University Sales Math 101: Developing a Sales Plan for Success
 - Sales University Sales Orientation: Professional Selling in the Knowledge Economy
 - Selling at the Executive Level
 - Strategic Account Sales Skills
 - The Sales Wheel of Success – Advanced Selling Series

- Strategic Planning Curriculum
 - Competitive Intelligence
 - Global Business Strategy
 - How to Write a Business Case
 - Strategic IT Planning
 - Strategic Management
 - Systems Thinking in the 21st Century
 - Technology Forecasting
 - The Fundamentals of Globalization
 - Value-Chain Analysis to Creative Competitive Advantage
 - Moving from an Operational Manager to a Strategic Thinker
 - Leading and Implementing Sustainable Green Business Strategies

- Team Building Curriculum
 - Cultivating a High-Performance Project Team
 - How to Make Cross-Functional Teams Work
 - Making Teams Work: Capitalizing on Conflict
 - Participating in Teams
 - High-Performance Onsite and Virtual Teams
 - Optimizing Your Performance on a Team
 - Leading Teams

Business Certifications

- ASQ (six sigma and CMQ/QE)
- Customer Service Representative
- Human Resource Certification Institute (HRCI)
- International Institute of Business Analysis
- Project Management Institute (PMI)
- IT Infrastructure Library (ITIL)
- PRINCE2
- CompTIA

Business Exploration Series

- Business Impact Series
- Challenge Series