

University of Phoenix - Prior Learning Assessment - Corporate Articulation

ACHIEVEGLOBAL



Credit Recommendation Guide (CRG)

The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: ecampus.phoenix.edu/pla or contact the department toll free at 866-440-4707.

*NOTE: Fees are applicable for credits evaluated.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made based on current academic standards as outlined in the academic policy of the University.

University of Phoenix Equivalency: (General Education or Elective category to which credit can be applied)

Combinable: Courses may only be combined with courses of similar content, modality and General Education/Elective areas.

Non-Academic: Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

Too Few Hours: Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

Applicable Hours: Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
LEADERSHIP							
	FACILITATING FOR RESULTS (ACE)	CLASSROOM	06/1994-12/2006	16 HOURS	*	1.0	INTERDISCIPLINARY/ELECTIVE
	INTERPERSONAL MANAGING SKILLS (ACE)	CLASSROOM	01/1986-12/2006	21 HOURS	*	1.0	INTERDISCIPLINARY/ELECTIVE
	SELECT INTERVIEWING FOCUSES (ACE)	CLASSROOM	01/2003-12/2003	12 HOURS	*	1.0	COMMUNICATION ARTS
LEADERSHIP FOR RESULTS							
	COACHING: BRINGING OUT THE BEST IN OTHERS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CONDUCTING A COLLABORATIVE PERFORMANCE REVIEW	CLASSROOM	01/2003-12/2003	3 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CORRECTING PERFORMANCE PROBLEMS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	EXPRESSING YOURSELF: PRESENTING YOUR THOUGHTS AND IDEAS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	COMMUNICATION ARTS

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	GOING COMMITMENT TO PRESET GOALS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	GIVING RECOGNITION	CLASSROOM	01/2003-12/2003	2 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	HANDLING EMOTIONS UNDER PRESSURE	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	IDENTIFYING WORK PRIORITIES AND SETTING VERIFIABLE GOALS	CLASSROOM	01/2003-12/2003	5.5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	INFLUENCING FOR WIN-WIN OUTCOMES	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING PRIORITIES	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MOVING FROM CONFLICT TO COLLABORATION	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MOVING THE ORGANIZATION FORWARD: DEFINING YOUR TEAM'S CONTRIBUTION	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PERSONAL STRATEGIES FOR NAVIGATING CHANGE	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROACTIVE LISTENING	CLASSROOM	01/2003-12/2003	3 HOURS	*	COMBINABLE	COMMUNICATION ARTS
	THE BASIC PRINCIPLES FOR A COLLABORATIVE WORKPLACE	CLASSROOM	01/2003-12/2003	3 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	THE LEADER IN EACH OF US	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ACHIEVING STELLAR CUSTOMER SERVICE							
	COACHING FOR STELLAR SERVICE	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	DEVELOPING OTHERS FOR STELLAR SERVICE	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	GIVING CONSTRUCTIVE FEEDBACK FOR STELLAR SERVICE	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RECOGNIZING OTHER FOR STELLAR SERVICE	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CREATE STELLAR CUSTOMER RELATIONS	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	REACHING FOR STELLAR SERVICE	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CARING FOR CUSTOMERS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	HEALING CUSTOMER RELATIONSHIPS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DAZZLING YOUR CUSTOMERS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	LEADING FOR STELLAR SERVICE	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	MEETING THE CHALLENGE OF STELLAR SERVICE	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	GUIDING CUSTOMER CONVERSATIONS	CLASSROOM	01/2003-12/2003	8 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SERVING A WORLD OF CUSTOMERS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TEAMING UP FOR SEAMLESS SERVICE	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALES PERFORMANCE							
	ACCOUNT DEVELOPMENT STRATEGIES	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	NEED SATISFACTION SELLING	CLASSROOM	01/2003-12/2003	8 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SALES COACHING	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SALES NEGOTIATIONS™	CLASSROOM	01/2003-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SALES PRESENTATION	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS APPLICATIONS	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS CORE	CLASSROOM	01/2003-12/2003	24 HOURS	*	1.0	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS CORD MULTIMEDIAPLUS	CLASSROOM	01/2003-12/2003	20 HOURS	*		INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS FOLLOW-UP AUDIOTAPE	CLASSROOM	01/2003-12/2003	0 HOURS	*		INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS RX	CLASSROOM	01/2003-12/2003	24 HOURS	*	1.0	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS WEB REINFORCEMENT TOOL	CLASSROOM	01/2003-12/2003	2 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL TELESELLING SKILLS	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	SALES PERFORMANCE TOOL KIT	CLASSROOM	01/2003-12/2003	0 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	SELLING AGAINST COMPETITION	CLASSROOM	01/2003-12/2003	8 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SUCCESSFUL SALES THROUGH SERVICE	CLASSROOM	01/2003-12/2003	16 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	TELEPHONE PROSPECTING	CLASSROOM	01/2003-12/2003	4 HOURS	*	0.5	INTERDISCIPLINARY/ELECTIVE
	TIME MANAGEMENT FOR SALESPEOPLE	CLASSROOM	01/2003-12/2003	8 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WINNING ACCOUNT STRATEGIES™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
TEAMWORK							
	TEAM EFFECTIVENESS						
	DEVELOPING TEAM PLANS	CLASSROOM	01/2003-12/2003	4 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ACHIEVING EXTRAORDINARY CUSTOMER RELATIONS-SKILLS AND STRATEGIES							
	MODULE 1: FOUNDATION FOR CUSTOMER SERVICE	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: CARING CUSTOMER SERVICE	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 3: A MODEL FOR CUSTOMER RELATIONSHIPS	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 4: YOUR IMPACT ON THE CUSTOMER	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 5: REDUCING STRESS	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 6 : BUILDING RAPPORT	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 7: CREATING POSITIVE OUTCOMES	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 8: EXTRAORDINARY CUSTOMER RELATIONS	CLASSROOM	01/1994-12/1994	5 HOURS	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
*NOTE - ALL THE COURSES LISTED BELOW CAN BE TAKEN INDIVIDUALLY OR AS A WORKSHOP - REFER TO THE HEADINGS IN BOLD FOR WORKSHOP NAMES AND TOTAL AWARD FOR THE WORKSHOP.							
*NOTE - WORKSHOPS WITH DUPLICATING MODULES WILL ONLY RECEIVE CREDIT ONCE FOR A SPECIFIC MODULE							
*NOTE - IF A STUDENT TAKES: WORKSKILLS: STEPS TO YOUR SUCCESS WORKSHOP, THEY CAN EARN THE CREDITS FOR THE WHOLE WORKSHOP, STUDENTS WHO TAKE INDIVIDUAL MODULES WITHIN THE WORKSHOP WILL NOT BE ELIGIBLE FOR CREDIT BECAUSE MODULE HOURS APPLICABLE ARE LESS THAN AN HOUR EACH.							
LEADERSHIP							

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	ACTIVATING CHANGE: MANAGER VERSION	CLASSROOM	01/2006-12/2011	1.5 DAYS	12	0.5	INTERDISCIPLINARY/ELECTIVE
	ACTIVATING CHANGE™: EXECUTIVE VERSION	CLASSROOM	03/2011-12/2011	1 DAY	8	0.5	INTERDISCIPLINARY/ELECTIVE
	BRIDGING STRATEGY TO OUTCOMES®	CLASSROOM	03/2011-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	PROFILES IN GENUINE LEADERSHIP™	CLASSROOM	01/2010-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	LEADING INNOVATION: FROM CONCEPT TO CUSTOMER VALUE™	CLASSROOM	03/2011-12/2011	1 DAY	8	0.5	INTERDISCIPLINARY/ELECTIVE
COACHING OTHERS FOR TOP PERFORMANCE™							
	MODULE 1: BUILDING TRUST UNDER PRESSURE: THE BASIC PRINCIPLES™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: PROVIDING CONSTRUCTIVE FEEDBACK™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 3: DEVELOPING OTHERS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 4: GIVING RECOGNITION™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
MANAGING THE PERFORMANCE OF OTHERS™							
	MODULE 1: PLANNING FOR PERFORMANCE DISCUSSIONS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: CLARIFYING PERFORMANCE EXPECTATIONS®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 3 : CORRECTING PERFORMANCE PROBLEMS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 4: CONDUCTING PERFORMANCE REVIEWS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ACCELERATING TEAM PRODUCTIVITY™							
	MODULE 1: BUILDING TEAM PRIDE AND PURPOSE™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: DEVELOPING TEAM AGILITY: DAY-TO-DAY TOOLS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 3: RESOLVING CONFLICTS WITHIN YOUR TEAM™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 4: NEGOTIATING RESOURCES FOR YOUR TEAM™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
MAXIMIZING YOUR SUPERVISORY POTENTIAL™							
	MODULE 1: THE HALLMARKS OF SUPERVISORY SUCCESS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	MODULE 2: DELEGATING FOR SHARED SUCCESS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	ACTIVATING CHANGE™: INDIVIDUAL CONTRIBUTOR VERSION	CLASSROOM	03/2011-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	GENERATIONS IN THE WORKPLACE: LEVERAGING AGE DIVERSITY	CLASSROOM	03/2011-12/2011	3.5 HOURS	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	THE PRINCIPLES AND QUALITIES OF GENUINE LEADERSHIP	CLASSROOM	01/2006-12/2006	4 HOURS	3.16	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROBLEM-SOLVING RESULTS: SOLUTIONS, IMPROVEMENTS, AND INNOVATIONS	CLASSROOM	01/2006-12/2011	16 HOURS	9.32	0.5	INTERDISCIPLINARY/ELECTIVE
*NOTE- THE FOLLOWING FOUR UNITS MUST BE COMPLETED TO RECEIVE CREDIT FOR THE PROBLEM-SOLVING RESULTS: SOLUTIONS, IMPROVEMENTS, AND INNOVATIONS TRAINING.							
	UNIT 1: CONNECTING PEOPLE AND PROCESS	CLASSROOM	01/2006-12/2011	*	*	*	INTERDISCIPLINARY/ELECTIVE
	UNIT 2: EXPLORING GAPS, CAUSES, AND SOLUTIONS	CLASSROOM	01/2006-12/2011	*	*	*	INTERDISCIPLINARY/ELECTIVE
	UNIT 3: DECIDING ON A SOLUTION	CLASSROOM	01/2006-12/2011	*	*	*	INTERDISCIPLINARY/ELECTIVE
	UNIT 4: MAKING IT HAPPEN	CLASSROOM	01/2006-12/2011	*	*	*	INTERDISCIPLINARY/ELECTIVE
CONNECTING WITH OTHERS: LISTENING AND SPEAKING™							
	MODULE 1: LISTENING IN A HECTIC WORLD™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: SPEAKING TO INFLUENCE OTHERS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
WORKING THROUGH EMOTIONS AND CONFLICT™							
	MODULE 1: ADDRESSING EMOTIONS AT WORK™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: RESOLVING CONFLICTS WITH YOUR PEERS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WORKSKILLS: STEPS TO YOUR SUCCESS®	CLASSROOM	01/2006-12/2011	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DEFUSING EMOTIONALLY CHARGED SITUATIONS	CLASSROOM	01/2006-12/2006	2 HOURS	0.86	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	GETTING THE INFORMATION YOU NEED	CLASSROOM	01/2006-12/2011	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	HELPING YOUR TEAM WORK	CLASSROOM	01/2006-12/2011	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING LIFE OUTSIDE WORK: HANDLING EMERGENCIES AND RESISTING TEMPTATIONS	CLASSROOM	01/2006-12/2011	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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	POSITIVE RESPONSES TO CHANGE	CLASSROOM	01/2006-12/2011	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SPEAKING WITH CONFIDENCE	CLASSROOM	01/2006-12/2011	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WHAT IT TAKES TO SUCCEED: THE BASIC PRINCIPLES	CLASSROOM	01/2006-12/2011	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CUSTOMER SERVICE							
COACHING FOR STELLAR SERVICE®							
	MODULE 1: REACHING FOR STELLAR SERVICE® : COACH'S VERSION	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: DEVELOPING OTHERS FOR STELLAR SERVICE®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 3: GIVING CONSTRUCTIVE FEEDBACK FOR STELLAR SERVICE®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 4: RECOGNIZING OTHERS FOR STELLAR SERVICE®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CREATING STELLAR CUSTOMER RELATIONS®							
	MODULE 1: REACHING FOR STELLAR SERVICE®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: CARING FOR CUSTOMERS®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 3: HEALING CUSTOMER RELATIONSHIPS®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 4: DAZZLING YOUR CUSTOMERS®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
MEETING THE CHALLENGE OF STELLAR SERVICE®							
	MODULE 1: GUIDING CUSTOMER CONVERSATIONS®	CLASSROOM	01/2006-12/2011	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: SERVING A WORLD OF CUSTOMERS®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MODULE 3: TEAMING UP FOR SEAMLESS SERVICE®	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SELLING THROUGH STELLAR SERVICE®							
	MODULE 1: GUIDING CUSTOMER CONVERSATIONS®	CLASSROOM	01/2006-12/2011	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	MODULE 2: EXPANDING CUSTOMER RELATIONSHIPS™	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALES EFFECTIVENESS							
	PROFESSIONAL SALES COACHING™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE

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	MANAGING THE PERFORMANCE OF OTHERS™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	ACCELERATING TEAM PRODUCTIVITY™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	MAXIMIZING YOUR SUPERVISORY POTENTIAL™	CLASSROOM	01/2006-12/2011	1 DAY	8	0.5	INTERDISCIPLINARY/ELECTIVE
	FACILITATING FOR RESULTS™	CLASSROOM	01/2006-12/2011	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	FACILITATING FOR RESULTS™	CLASSROOM	01/2006-12/2011	12 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	WINNING ACCOUNT STRATEGIES™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	CREATING STELLAR CUSTOMER RELATIONS®	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS®	CLASSROOM	01/2006-12/2011	3 DAYS	24	1.5	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SELLING SKILLS ONLINE	SELF-PACED	01/2006-12/2006	16 HOURS	9.83	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL TELESELLING SKILLS	CLASSROOM	01/2006-12/2006	16 HOURS	1.63	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SALES NEGOTIATIONS™	CLASSROOM	01/2003-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	SELLING IN A COMPETITIVE WORLD™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	SALES PRESENTATION SKILLS ASSP	CLASSROOM	01/2006-12/2006	16 HOURS	4.4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SKILLS FOR INSIDE SELLING™	CLASSROOM	03/2011-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONAL SALES PRESENTATIONS™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	PROFILES IN GENUINE LEADERSHIP	CLASSROOM	01/2010-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CONNECTING WITH OTHERS: LISTENING AND SPEAKING™	CLASSROOM	01/2006-12/2011	1 DAY	8	0.5	INTERDISCIPLINARY/ELECTIVE
	MANAGING YOUR PRIORITIES	CLASSROOM	01/2006-12/2011	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROBLEM-SOLVING RESULTS: SOLUTIONS, IMPROVEMENTS, AND INNOVATIONS™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ELECTIVE
	LEADING INNOVATION	CLASSROOM	10/2009-12/2011	10 HOURS	7.5	0.5	INTERDISCIPLINARY/ELECTIVE

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	PROFESSIONAL PROSPECTING SKILLS™	CLASSROOM	01/2006-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ ELECTIVE
PERSONAL LEADERSHIP							
	THE PRINCIPLES AND QUALITIES OF GENUINE LEADERSHIP	CLASSROOM	01/2006-12/2006	4 HOURS	3.16	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
TRAINING EXCELLENCE							
	ADULT LEARNING TECHNIQUES™	CLASSROOM	01/2006-12/2011	1 DAY	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	TRAINING COMPETENCY DEMONSTRATION™	CLASSROOM	03/2011-12/2011	2 DAYS	16	1	INTERDISCIPLINARY/ ELECTIVE