

Live and Online Courses

Live Seminars

COMMUNICATION/PERSONAL DEVELOPMENT

- Communicate with Tact and Professionalism (1-day)
- Communication Skills for Women
- Dealing with Difficult People
- Developing Emotional Intelligence
- How to Become a Great Communicator
- How to Communicate with Tact and Professionalism (2-day)
- How to Deliver Presentations with Ease and Confidence
- How to Manage Conflict and Confrontation
- Leadership and Management Skills for Women
- Managing Emotions Under Pressure
- Master the Art of Working with People
- Professional Communication: What Message Are You Sending?
- Spark Innovation and Think Strategically
- Speed Reading with Evelyn Wood Reading Dynamics®
- The Women's Conference
- Your Social Media Marketing Strategy

COMPUTER: MICROSOFT®, DESIGN, WEB

- Advanced Microsoft® Excel® — Macros, PivotTables, Charts and More
- Discover the Power of Crystal Reports®
- How to Use QuickBooks®
- Mastering Microsoft® Excel® (2-day)
- Microsoft® Access® Basics
- Microsoft® Access® 2007/2010 - A 2-Day Hands-On Workshop
- Microsoft® Excel® 2007/2010 Basics
- Microsoft® Excel® 2007/2010: Beyond the Basics
- Microsoft® Excel® 2013 Basics
- Microsoft® Excel® 2013: Beyond the Basics
- Microsoft® PowerPoint® 2007/2010
- Outlook®: Beyond Email and Calendar
- Outlook®: Tips, Tricks and Secrets Unlocked
- The Adobe® Photoshop® Conference

CUSTOMER SERVICE

- How to Deliver Exceptional Customer Service
- The Customer Service Conference
- The Outstanding Receptionist (afternoon)
- The Outstanding Receptionist (morning)

EVELYN WOOD LIBRARY

- Speed Reading with Evelyn Wood Reading Dynamics®

FINANCE AND ACCOUNTING

- Collections Law
- Discover the Power of Crystal Reports®
- Finance and Accounting for Non-Financial People
- How to Collect Accounts Receivable
- How to Implement Effective Internal Controls
- How to Manage & Organize Accounts Payable
- How to Manage Inventory & Cycle Counts
- How to Plan & Monitor a Budget
- How to Use QuickBooks®
- Payroll Law
- Sales & Use Tax Workshop
- The Controller's Workshop
- Understanding Cost Accounting
- Understanding Financial Statements

FRONT DESK & ADMINISTRATIVE TRAINING

- Event Planning — A One-Day Workshop
- Front Desk Safety & Security
- Management Skills for Secretaries, Administrative Assistants & Support Staff
- The Conference for Administrative Assistants
- The Exceptional Assistant
- The Outstanding Receptionist (afternoon)
- The Outstanding Receptionist (morning)

GRAMMAR & WRITING SKILLS

- Business Writing for Results
- Email and Business Writing
- Exceptional Business Writing and Goof-Proof Grammar (2-day)
- Fundamentals of Layout and Design
- Mistake-Free Grammar & Proofreading

HR TRAINING

- CAL/OSHA 30-Hour Compliance Course (5-day)
- Cal/OSHA Compliance
- Comprehensive Training for HR Managers (2-day)
- Employment Law
- FMLA Compliance
- HIPAA Compliance for Healthcare Professionals
- Human Resources for Anyone with Newly Assigned HR Responsibilities
- Learn to Write Effective Policies and Procedures
- OSHA 30-Hour Compliance Course (5-day)
- OSHA Compliance
- Payroll Law
- The Essentials of HR Law
- Training the Trainer
- Workers' Comp

MARKETING

- Discover the Power of Crystal Reports®
- Facebook® Marketing
- Fundamentals of Layout and Design
- Grow Your Business with Social Media
- The Social Media Marketing Conference
- Your Social Media Marketing Strategy

MEDICAL PROFESSION TRAINING

- OSHA Compliance for Healthcare Professionals

MANAGEMENT, SUPERVISION

& LEADERSHIP

- A Crash Course for the First-Time Manager or Supervisor
- Basic Supervision
- Be the Manager Your Employees Want to Follow
- Creative Leadership for Managers, Supervisors and Team Leaders
- Criticism & Discipline Skills for Managers and Supervisors
- Effective Goal-Setting and Planning Skills
- Executive Leadership Strategies (2-day)
- Facilities Management — A 2-Day Comprehensive Course
- Finance and Accounting for Non-Financial People
- How Managers Become Great Leaders
- How to Bargain & Negotiate with Vendors and Suppliers

- How to Be an Assertive Manager or Supervisor
- How to Deal with Unacceptable Employee Behavior
- How to Develop and Administer a Budget
- How to Read and Understand Financial Statements
- Improving Accountability in the Workplace
- Leadership and Management Skills for Women
- Leadership, Team-Building and Coaching Skills for Managers and Supervisors
- Making the Transition from Staff to Supervisor
- Management & Leadership Skills for Managers and Supervisors (2-day)
- Manager's Master Course
- The Customer Service Conference
- The Exceptional Team Leader
- The Indispensable Office Manager
- The Leadership Conference
- The Management Conference
- The Manager's Guide to Employee Development
- The Ultimate Supervisor

MICROSOFT EXCEL TRAINING

- Advanced Microsoft® Excel® — Macros, PivotTables, Charts and More
- Mastering Microsoft® Excel® (2-day)
- Microsoft® Excel® 2007/2010 Basics
- Microsoft® Excel® 2007/2010: Beyond the Basics
- Microsoft® Excel® 2013 Basics
- Microsoft® Excel® 2013: Beyond the Basics

MICROSOFT OFFICE TRAINING

- Advanced Microsoft® Excel® — Macros, PivotTables, Charts and More
- Mastering Microsoft® Excel® (2-day)
- Microsoft® Access® Basics
- Microsoft® Access® 2007/2010 - A 2-Day Hands-On Workshop
- Microsoft® Excel® 2007/2010 Basics
- Microsoft® Excel® 2007/2010: Beyond the Basics
- Microsoft® Excel® 2013 Basics
- Microsoft® Excel® 2013: Beyond the Basics
- Microsoft® PowerPoint® 2007/2010
- Outlook®: Beyond Email and Calendar
- Outlook®: Tips, Tricks and Secrets Unlocked

OSHA AND WORKPLACE SAFETY

- CAL/OSHA 30-Hour Compliance Course (5-day)*
- Cal/OSHA Compliance
- OSHA 30-Hour Compliance Course (5-day)*
- OSHA Compliance
- OSHA Compliance for Healthcare Professionals

PROJECT MANAGEMENT

- Fundamentals of Project Management (2-day)
- PMP® Exam Prep Course (5-day)*
- Project Management Workshop

TIME MANAGEMENT

- Effective Goal-Setting and Planning Skills
- Event Planning — A One-Day Workshop
- Managing Multiple Priorities, Projects and Deadlines
- Speed Reading with Evelyn Wood Reading Dynamics®
- Strategies for the Overwhelmed

For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.

*Not included, but available at a discount



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CAREERTRACK

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Live and Online Courses

Online Courses

COMMUNICATION/PERSONAL DEVELOPMENT

- Active Learning Techniques
- Confronting Workplace Conflict
- Goal-Setting in the Workplace
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- Interpersonal Communication
- Simple Scripts for Problems at Work
- Speak Up and Be Heard! A Confidence-Boosting Course for Women
- Stress Management for Women
- Write Powerful Copy for the Web and More

COMPUTER: MICROSOFT®, DESIGN, WEB

- 60 Minutes of Photoshop® Secrets
- Great Layout & Design: Tips, Tricks and the Latest Trends
- Microsoft® Access® 2013: Macros
- Microsoft® Outlook® 2013: Personalizing Outlook®
- Microsoft® SharePoint® Tips and Tricks
- Microsoft® Word® 2013: Collaborating with Others

CUSTOMER SERVICE

- 1 to 1: Customer Service Success
- Handling Customer Complaints in Hospitality
- How to Deliver Effective Online Customer Support
- How to Resolve Customer Complaints on the Spot
- Lower Your Call Center Costs
- What NOT to Say to Your Customers

FINANCE AND ACCOUNTING

- Effective Inventory Management
- How to Read and Understand Financial Statements
- IRS 1099 2015 Update
- Microsoft® Excel® Macros for Finance Professionals
- The Fundamentals of Cash Flow Forecasting

FRONT DESK & ADMINISTRATIVE TRAINING

- Managing the Front Desk
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk

GRAMMAR & WRITING SKILLS

- Business Writing and Editing for Professionals
- Great Grammar and Painless Proofreading
- Web Writing Basics

HR TRAINING

- 60 Secrets to Successful Employee Orientation
- Avoiding Wrongful Termination
- Conduct Effective Interviews and Hire the Right People
- Eliminate the Confusion of FMLA
- How to Clearly Communicate Employee Benefits
- Human Resources Law Update
- Legally Terminate Employees: 10 Critical Things You Must Know
- Recruiting 101
- Successful Employee Onboarding

IT TRAINING

- Cloud Computing: Trends, Strategies and Best Practices
- CompTIA® A+ 220-901
- CompTIA® N10-006: CompTIA Network+
- Cyber Attacks: The Best Defense is a Good Offense
- IT Help Desk Management
- Microsoft® 70-332: Advanced Solutions of SharePoint® Server 2013
- Microsoft® 70-341: Core Solutions of Exchange Server 2013

MARKETING

- Avoid Social Media Blunders
- Awesome Lead Generation
- Drive Sales with LinkedIn®
- Email Marketing Strategies
- Motivate Your Sales Team
- Successful Selling in Today's Economy
- Upsell With Confidence

MEDICAL PROFESSION TRAINING

- Making the Transition from Staff to Supervisor for Nurses
- Medical OSHA Compliance
- Medical Records and Patient Information Distribution

MANAGEMENT, SUPERVISION & LEADERSHIP

- Building Teamwork One Individual at a Time
- Criticism & Discipline Skills for Managers and Supervisors
- Effective Negotiation Tactics for Supervisors
- Fred Pryor on Leadership
- How to Bargain Better with Vendors and Suppliers
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Supervise Off-Site Employees
- Teams that Work
- Transitioning from Staff to Supervisor

MICROSOFT EXCEL TRAINING

- 60 Minutes of Excel® Secrets
- Advanced Excel® Tips for the Power User
- Microsoft® Excel® 2007 Advanced
- Microsoft® Excel® 2010 Analyzing Data
- Microsoft® Excel® 2010 Intro Training
- Microsoft® Excel® 2010 Basic
- Microsoft® Excel® 2013 Analyzing Your Data Part 1
- Microsoft® Excel® 2013 Applying Advanced Formatting
- Microsoft® Excel® 2013 Creating and Modifying Charts
- Microsoft® Excel® 2013 Shortcuts, Tips and Tricks
- Microsoft® Excel® Formulas Made Easy
- Microsoft® Excel® Made Easy
- Microsoft® Excel® PivotTables Made Easy 2010

MICROSOFT OFFICE TRAINING

- 60 Minutes of Access® Secrets
- 60 Minutes of Outlook® Secrets
- 60 Minutes of PowerPoint® Secrets
- Explore and Experience Microsoft® Office 2010
- Microsoft® Access® 2013 Navigating in a Database
- Microsoft® PowerPoint® 2010 Adding Visuals and Media
- Microsoft® Word 2013 Adding Graphics

OSHA AND WORKPLACE SAFETY

- OSHA and Workplace Safety for HR Professionals
- OSHA Bloodborne Pathogens
- OSHA Needlestick Safety
- OSHA Record-Keeping Compliance

PROJECT MANAGEMENT

- 10 Steps to Successful Project Management
- PMP® Certification: Project Management Basics
- Project Management Essentials
- Project Management Professional (PMP)® 6th Edition

SALES TRAINING

- 49 Marketing Secrets (that Work) to Grow Sales
- Avoid the Top Mistakes Sales Reps Make
- Emotional Intelligence for Sales Success
- Drive Sales with LinkedIn®
- Creating Effective Sales Proposals
- Motivate Your Sales Team

TIME MANAGEMENT

- Before School Starts: Things To Do
- Improve Your Memory, Improve Your Productivity
- It's About Time
- Moving to a Paperless Office
- Stress-Free Event Planning
- The Secrets of Successful Time Management

For complete course listing visit pryor.com/coursecatalog.

For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.



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KIT003

Enterprise Learning Solutions

Live & Online Training

Training Rewards offers your team UNLIMITED training for one LOW price. Enroll your entire team and get a year's worth of training to fit your needs *and* your budget, on your time.

Enrolling employees is not only an effective way to improve your team's skills and productivity, it's a confidence boosting reminder they are valued. Training Rewards is a great reward for your employees.

WHAT ARE MY TRAINING REWARDS BENEFITS?

FREE access to Fred Pryor Seminars and CareerTrack live seminars

- All seminars priced \$499 and below are available for free. Receive 25% off all other seminars
- Register a friend and get 25% off their registration fee

FREE access to thousands of online courses and e-books in our constantly growing library, including:

- FastTrack courses – Excel®, Access®, Word, Outlook® and PowerPoint®
- Archives of past Webinars
- Continuing education courses to earn CEU, CPE, HRCI, PDC and PDU credits

Advanced administration features such as one-click reporting, assignable training, employee tracking and real-time goal measurement

Robust training categories and meticulously curated content ranging from accounting, communication, compliance and workplace safety, to customer service, HR, IT, leadership, OSHA, project and time management and more

Blended training offerings for any learning preference, such as in-person seminars and online quizzes, videos, webinars and e-books

Accessible learning across a multitude of supported mobile devices

A monthly newsletter with training tips, articles and more

A personalized web page where you can view and register for events in your area, view online courses and track your course progress



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Enterprise Learning Solutions

On-Site Training at Your Location

OUR TRAINING CONSULTANTS

At Pryor Learning Solutions, our goal is to help you design and deliver unique, long term training solutions. We bring years of expertise in curriculum design and delivery and specialize in analyzing an organization's needs so we can then create a customized action plan.

Once your action plan is in place, we will select the trainer or trainers who are best suited to deliver the instructor-led portions of your plan.

The trainers we select are subject matter experts who are professionally certified and have real-world business experience. They deliver training programs with a difference!

OUR WORKFORCE TRAINING SOLUTIONS PROCESS

We've developed a unique training approach comprised of **six** comprehensive stages:

Initial Consultation and Needs Assessment

Your Training Consultant helps you determine your training objectives and how to accomplish them. Our in-depth analysis helps you choose the training strategies to best suit your staff and your organization.

Program Selection

We will identify a path of training that best meets your development plans. Over 200 courses in more than 15 business categories give you a wide range of program options.

Course Development

We will tailor training courses so they meet your organization's needs and tailor program content to your specific industry. We can also spend time on case studies, experiential activities, exercises, question-and-answer sessions or role-play.

Training Delivery

Adults learn in different ways, and we've created multiple training formats to enhance the learning process. Your training plan may include:

- Instructor-led Seminars
- Hands-on Workshops
- Interactive, Self-paced, Online Training
- Downloadable Content

Worry-Free Arrangements

We take care of everything. Our creative scheduling allows us to work with your scheduling needs. Just name the date, time and place (your premises, a special retreat, even a tropical resort!) and we'll do the rest.

Follow Up

Once your training is complete, we will conduct interviews with managers and participants to ensure your program went as planned. We'll also identify appropriate "next steps."



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KIT002

Tradition of Excellence

Fred Pryor Seminars and CareerTrack provides affordable, practical and convenient business training for professionals in every industry and sector. Our parent company, Pryor Learning Solutions, is a fully accredited leader in distance and online learning.

With over 11 million satisfied customers, we continue to provide superior training to satisfy the needs of your employees and your organization.

- **WorkForce Training Solutions** - Private training, training development plans, consultation, keynote speakers, content licensing and certification
- **Training Rewards** – Unlimited training for one low price
- **Online training solutions** – Resources available any time, any place
- **Public seminars** – Live, in person training available at locations throughout the nation

WHAT OUR CLIENTS SAY ABOUT US:

"I was delighted to see that ALL participants agreed that your training was valued, helpful and fun!"

- Jo Budman

"The courses are engaging, interesting and intriguing. There hasn't been a time when I couldn't find what I was looking for when I checked out the Fred Pryor online training course offering."

- Bob Johnson

"The greatest benefit of (CareerTrack's) online training for this company is having a great deal of courses available for participants to choose from."

- Janis Anderson

"This is the best professional development seminar that I have attended in 22 years."

- Billie Lynes



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WorkForce Training Solutions

Bring our training programs to your organization so your employees will feel a greater sense of value and self-worth, as well as a stronger sense of commitment to your organization.

Continuous, quality training will give your staff the skills, knowledge and confidence to meet tough workplace challenges and help them perform at their peak.

Start developing a highly productive workforce!

HERE ARE JUST A FEW OF THE BENEFITS YOU AND YOUR TEAM WILL DISCOVER WITH WORKFORCE TRAINING SOLUTIONS:

Superior training results

During private training sessions on their own “turf,” your employees will be more apt to ask questions, engage in discussions and participate in activities. As a result, your staff will master new skills quickly and use what they’ve learned to achieve higher performance and greater productivity.

Increased employee commitment

Employees who continually develop skills and take on new challenges are less likely to look for work elsewhere. You’ll retain more of your talent, find more opportunities to promote from within and ultimately build a high performance team.

Healthier workplace relationships

Employees who learn as a group create an atmosphere of camaraderie. WorkForce Training Solutions is a great way to build a team who works in harmony and strives towards common goals.

Less employee burnout

With continuous learning, your team will display a more positive attitude, tackle challenges with energy and be more willing to explore creative problem solving.

Flexible, customized training solutions

One of the biggest benefits is the personalized attention you will receive from WorkForce Training Solutions. We will help you determine your employees’ needs and then tailor our training programs to address your specific needs.



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