

Global Knowledge Essential Skills Collection

GK Course Code 100741

Carefully curated by curriculum experts, Global Knowledge's Essential Skills Collection has been designed to support your workforce with the critical skills they need to perform and succeed in today's digital economy, focusing on three key content areas:

- Business Skills
- Productivity and Collaboration Tools
- Technology and Developer Training

The Essential Skills Collection provides a solid foundation for anyone who needs to understand the latest tech tools that drive higher productivity, the programs and software that support collaboration across teams or business locations, as well as the soft skills that help employees improve communication, conflict resolution, team-working, and management and leadership.

The Collection is appropriate for all job holders, from junior staff to C-suite executives, and is designed for the modern learner with:

- video-based instruction in a variety of formats including scenario-based storytelling, animation, and panel discussions with subject matter experts
- small doses of actionable micro-learning for optimal retention
- multi-dimensional content with practice and retrieval options to reinforce and retain learning
- tools to embed learning and practice on the job

Global Knowledge Essential Skills Collection: Business Skills

Topics covered in the Business Skills curriculum include:

- Business Strategy and Operations
- Finance, Human Resources and Administration
- Management and Leadership
- Project Effectiveness
- Sales and Customer Facing Skills
- Plus 1,500 expert “insight” videos”

OPERATIONS	
Course	Duration
Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment	6.31
Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures	3.48
Six Sigma Black Belt (2015 BOK): Team Management	6.11
Six Sigma Black Belt (2015 BOK): Define	4.19
Six Sigma Black Belt (2015 BOK): Measure	12.08
Six Sigma Black Belt (2015 BOK): Analyze	9.25
Six Sigma Black Belt (2015 BOK): Improve	5.9
Six Sigma Black Belt (2015 BOK): Control	6.3
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)	2
Operations Management: Efficiency of Production	2.46
Understanding Lean Production	1.55
Six Sigma Yellow Belt - Six Sigma Fundamentals	4.78
Six Sigma Yellow Belt - Define	2.75
Six Sigma Yellow Belt - Measure	3.69
Six Sigma Yellow Belt - Analyze	3.76
Six Sigma Yellow Belt - Improve and Control	2.66
Six Sigma Green Belt - Six Sigma and Organizational Strategy	5.04
Six Sigma Green Belt - Define	7.62
Six Sigma Green Belt - Measure	6.45
Six Sigma Green Belt - Analyze	3.11
Six Sigma Green Belt - Improve	3.15
Six Sigma Green Belt - Control	3.86
Managing for Operational Excellence	0.9

Duration shown is hours

Global Knowledge Essential Skills Collection: Business Skills

OPERATIONS	
Course	Duration
Business Process Improvement	0.32
Mentoring Asset	0
Test Preps	6
STRATEGIC PLANNING	
Fundamentals of Business Planning	0.5
Thinking Strategically and Managing Risk	2.4
Strategic Risk-taking	0.38
The Quality Management of Data	0.4
Big Data Basics	0.8
MARKETING	
Essential Marketing Strategies	2.39
Essentials of Public Relations	0.7
Marketing in the Digital Age	1.32
FINANCE & ACCOUNTING	
Accounting for Non-Financial Professionals	1.95
Accounting Basics	1.61
Cost Consciousness in the Workplace	0.97
HUMAN RESOURCES & ADMIN	
Recruiting, Screening, and Onboarding Effectively	1.46
Transformational HR and Talent Management	1.5
Effective Hiring Practices	0.25
Crisis Management	0.35
Professional in Human Resources Exam Prep	3
Test Preps	3
Mentoring Assets	0
Administrative Support: Secrets to Success	1.37
MANAGEMENT	
First Time Manager Essentials	0.75
Managing Employee Performance	1.46
Advanced Management Techniques	1.87
Leveraging Key Management Techniques	2.02
Managing a Multigenerational Workforce	0.79

Global Knowledge Essential Skills Collection: Business Skills

MANAGEMENT	
Course	Duration
Managing in Difficult Times	1.22
Achieving Success through Delegation	1.25
Final Exams	2
Empowering Employees	0.28
Managing Technical Teams	0.32
Coaching to Drive Success	0.77
LEADERSHIP	
Developing Leadership Skills	1.75
Leveraging Leadership Techniques	2.37
Creating a Positive Atmosphere	1.23
Women In Leadership	0.99
Leading Virtual Teams	0.95
Business Acumen Essentials	0.35
Organizational Awareness	0.33
Performance Measurement	0.32
Inspiring and Developing as a Leader	1.82
Generating Creative Ideas	0.45
Improving Your Leadership Skills	1.03
Developing Your Product Management Acumen	6.91
COMMUNICATION	
Communicating Internationally	0.38
Getting Results through Personal Power	1.27
Working with Difficult People	1.56
Managing and Controlling Anger	0.43
Cross-Cultural Communication	1
Communicating with Senior Executives	0.52
Effective Business Meetings	0.66
Effective Business Writing	1.5
Writing a Business Case	0.5
Using E-mail Effectively in the Workplace	1.42
Essential Skills for Professional Telephone Calls	0.38
Practical Grammar for Business Writing	3.13

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COMMUNICATION	
Course	Duration
Making the Most of Your Presentations	1.5
Skills for Communication Success	2.48
Developing Your Listening Skills	1.1
Developing Effective Negotiation Skills	0.88
Achieving Emotional Intelligence	1.33
The Art of Feedback	1.07
Communicating Tactfully and Diplomatically	1.1
Storytelling Basics	0.5
Writing Skills for Technical Professionals	0.37
Effective Communication	0.33
Note-taking Skills	0.33
Technical Communication Skills	0.35
Managing Conflict in the Workplace	0.84
Communicating to Stakeholders	0.68
Business Storytelling	0.48
PERSONAL DEVELOPMENT	
Perseverance at Work	0.95
Building, Rebuilding and Sustaining Trust	0.48
Improving Your Work/Life Balance	0.99
Navigating through Organizational Change	0.98
Improving Your Personal Productivity	1.49
Polishing Your Professional Edge	1.66
360 Degree Relationships	1.23
Diversity on the Job	0.95
Performing Under Pressure	0.43
Managing Your Career	1.45
Business Ethics Essentials	0.43
Public Speaking Strategies	0.81
Creativity in the Workplace	0.88
Time Management	1.39
Discovering Your Strengths	1.1

Global Knowledge Essential Skills Collection: Business Skills

PERSONAL DEVELOPMENT	
Course	Duration
Overcoming Procrastination	0.65
Improving Your Memory	0.35
Improving Your Reading Speed	0.33
Unconscious Bias	1.21
Facing Problems and Making Decisions	1.27
Developing Your Critical Thinking Skills	1.2
Creating Lasting Organizational Change	1.27
Growth Mindset	0.27
Mentor Relationships	0.32
Dealing with Setbacks	0.32
Digital Economy Skills	0.3
Staying Motivated at Work	0.33
Understanding Cognitive Bias	0.35
Building Likeability Skills	0.4
Adopting Systems Thinking	0.32
Skills for Effective Collaboration	0.48
PROJECT MANAGEMENT	
Project Management Ethics and Values	1.89
PMI Agile Certified Practitioner (PMI-ACP) [®]	4.5
CompTIA Project+ PK0-004	9.09
Project Management for All	2.53
Project Integration (PMBOK [®] Guide Sixth Edition)	5.93
Project Scope (PMBOK [®] Guide Sixth Edition)	3.33
Project Schedule (PMBOK [®] Guide Sixth Edition)	4.09
Project Cost (PMBOK [®] Guide Sixth Edition)	2.75
Project Quality (PMBOK [®] Guide Sixth Edition)	3.52
Resource Management (PMBOK [®] Guide Sixth Edition)	2.85
Communications (PMBOK [®] Guide Sixth Edition)	1.92
Project Risk (PMBOK [®] Guide Sixth Edition)	4.83
Project Procurement (PMBOK [®] Guide Sixth Edition)	1.82
Project Stakeholders (PMBOK [®] Guide Sixth Edition)	1.85
Project Management (PMBOK [®] Guide Sixth Edition)	3.12

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PROJECT MANAGEMENT	
Course	Duration
PRINCE2® - Foundation (2017 Update)	4.5
Mentoring Assets	0
Test Preps	11
TEAM BUILDING	
Optimizing Performance on a Team	2
Leveraging Team Leadership Skills	2.51
Making a Pitch	0.28
Virtual Teams	0.3
BUSINESS ANALYSIS	
Key Business Analysis Concepts (BABOK® v3)	10.41
Effective Business Analysis Techniques (BABOK®v3)	4.33
Key Business Analysis Competencies (BABOK®v3)	3.73
SALES & CUSTOMER SERVICE	
Sales Foundations	1.85
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)	37
Customer Service Skills	2.43
Essentials of Customer Service	2.89
INDUSTRY INSIGHTS	
The Telecommunications Industry Overview: Version 4	1
The Health Care Industry Overview: Version 4	1
The Insurance Industry Overview: Version 4	1
The Oil and Gas Industry Overview: Version 4	1
The Information Technology Industry Overview: Version 4	1
The Federal Government Industry Overview: Version 4	1
The Education Industry Overview: Version 2	1
The Chemicals Industry Overview: Version 2	1
The Broadcasting & Entertainment Industry Overview: Version 2	1
The Capital Markets Industry Overview: Version 2	1
The Consumer Electronics Industry Overview: Version 2	1
The Aerospace & Defense Industry Overview: Version 2	1
The Automotive Industry Overview: Version 4	1
Test Preps	2

Essential Skills Collection: Productivity & Collaboration Tools

Topics covered in the Productivity & Collaboration Tools curriculum include:

- Microsoft Office
- Adobe
- Google
- Slack, Teams, Chatter
- Social Networking
- Mobile
- Salesforce

MOBILE DEVICES	
Course	Duration
Getting Started with iOS 8 for iPad	1.32
Getting Started with iOS 8 for iPhone	1.25
Windows 10 Mobile for End Users	5.63
Android 7.0 for End Users	5.61
iOS 10 for End Users	5.64
iOS 7 for End Users	5.47
iOS 9 for End Users	4.85
iOS 11 for End Users	7.47
Safari 10 for End Users	2.42
Android 8.0 for End Users	7.29
iOS 12 for End Users	9.83
GOOGLE	
Google Drawings	1.81
Google Keep	1.98
Google Photos	3.62
Google Hangouts	2.25
Google Hangouts Meet	1.47
Google Sites	3.03
Google Team Drives	2.27
Google Docs	6.02
Google Forms	2.05
Google AdWords	2.93
Google Analytics for Web	2.5

Essential Skills Collection: Productivity & Collaboration Tools

GOOGLE	
Course	Duration
Google Drive	2.5
Gmail	6.05
Google Slides	4.64
Google Sheets	10.48
Inbox by Gmail	2.06
Google App Maker	1
DATA VISUALIZATION	
Data Visualization Essentials	1.75
Microsoft Power BI	4.02
Tableau Data Visualization and Analytics	9.99
Tableau Desktop	1.55
MS OFFICE 365	
Microsoft Office 365: Delve	1.74
Office 365: Teams	3.6
Microsoft Office 365: Groups	2.11
Microsoft Office 365: Stream	1.37
Office 365: Yammer	2.67
Office 365: Planner	2.05
Microsoft Office 2016: Intermediate Sharepoint	5.46
Microsoft Office 365: Excel Online	3.89
Microsoft Office 365: Forms	1.9
Microsoft Office 365: OneNote Online	2.6
Microsoft Office 365: Outlook Online	4.96
Microsoft Office 365: PowerPoint Online	3.07
Office 365: OneDrive for Business 2017	1.47
Microsoft Office 365: Word Online	3.04
Microsoft Office 365	0.65
Microsoft Flow 2018	1.67
Microsoft Office 365: Intermediate Excel	14.53
Microsoft Office 365: Beginning Outlook	9.81
Office 365: PowerPoint	9.76
Microsoft Office 365: Word	10.86

Essential Skills Collection: Productivity & Collaboration Tools

MS OFFICE 365	
Course	Duration
Office 365: SharePoint Online	4.46
Microsoft PowerApps	3.49
MS OFFICE 2016	
Microsoft Office 2016: Beginning PowerPoint	4.79
Microsoft Office 2016: Beginning Word	4.6
PowerPoint 2016	13.61
Microsoft Office 2016: Intermediate Word	5.74
Microsoft Office 2016: Beginning Excel	4.85
Excel 2016	10.1
Microsoft Office 2016: Beginning Outlook	4.23
Outlook 2016	13.25
Microsoft Office 2016: Advanced Excel	3.01
Access 2016	6.42
OneNote 2016	5.79
Project 2016	9.69
Visio 2016	8.01
Microsoft Office 2016: SharePoint for End Users	5.34
Microsoft Office 2016: PowerPoint Best Practices	1.76
Word for iPad	3.29
PowerPoint for iPad	3.39
OneNote for iPad	1.84
SharePoint for iOS	1.11
Excel for iPad	4.06
Excel for iPhone	2.48
Outlook Mail for Web	3.53
Skype for Business 2016	2.51
PowerPoint for iPhone	2.26
Word for iPhone	2.32
MS OFFICE 2013	
Word 2013	15.65
Access 2013	9.81
Project 2013	10.57

Essential Skills Collection: Productivity & Collaboration Tools

MS OFFICE 2013	
Course	Duration
Microsoft Office 2013: Advanced Outlook	3.55
Microsoft Office 2013: Power User Excel	5.47
Microsoft Office 2013: SharePoint for Power Users	5.68
Microsoft Office 2013: Advanced Excel	4.04
Microsoft Office 2013: Advanced PowerPoint	1.84
Microsoft Office 2013: Advanced Word	9
Excel 2013	22.44
Outlook 2013	11.01
PowerPoint 2013	13.19
SharePoint 2013	7.62
OneNote 2013	8.96
Managing Projects with Microsoft Project 2013	5.65
Visio 2013	4.47
Microsoft Office 2013: Lync End-user	2.74
MS OFFICE 2010	
Microsoft Office 2010: Beginning Word	20.51
Microsoft SharePoint 2010: New Features for End Users	1
Microsoft SharePoint 2010 for End Users	2
Microsoft SharePoint 2010: New Features for Power Users	1
Microsoft SharePoint 2010 for Power Users	3
Microsoft Office 2010: Beginning Excel	22.02
Microsoft Office 2010: Beginning Outlook	14.99
Microsoft Office 2010: Advanced Word	15
Microsoft Office 2010: Advanced Excel	8
Microsoft Office 2010: Advanced Outlook	7
Microsoft Office 2010: Beginning PowerPoint	13.89
Microsoft Office 2010: Advanced PowerPoint	2
Access 2010	11.99
Microsoft Office 2010: Beginning Project	12.69
Microsoft Office 2010: Advanced Access	8.06
Microsoft Office 2010: Power User Excel	5
Microsoft Office 2010: Advanced Project	5

Essential Skills Collection: Productivity & Collaboration Tools

MS OFFICE 2010	
Course	Duration
Microsoft Office 2010: Beginning Visio	3
Microsoft OneNote 2010 for End Users	4.86
Excel 2010	22.02
Microsoft Publisher 2010	1.3
Microsoft Office 2010: Visio	2.76
Microsoft Office 2010: InfoPath 2010	7.91
WINDOWS 10	
Microsoft Windows 10 End User	13.73
Microsoft Windows 10 Fall Creators Update	11.57
OneNote for Windows 10	3.61
Windows 10 November 2019 Update	0.25
MS OFFICE FOR MAC 2016	
Excel 2016	25.87
Microsoft Office for Mac 2016 - OneNote	3.94
Microsoft Office for Mac 2016 - Outlook	4.72
Microsoft Office for Mac 2016: PowerPoint	8.02
Microsoft Office for Mac 2016 - Word	22.15
Microsoft Office 2016: Outlook Web App for iPad	2.88
Microsoft Office Sway Web App	2.05
MS OFFICE SWAY	
Sway for Windows	1.75
Sway for iOS	0.67
COLLABORATION TOOLS	
Basecamp 2	3.23
Basecamp 3	4.24
Cisco Jabber 11.1 for Windows	1.22
Cisco Jabber 11.8 for Windows	1.6
Cisco WebEx for Windows	1.51
Convo	3.15
LogMeIn GoToMeeting	0.98
LogMeIn GoToWebinar	1.37
Join.me for Windows	2

Essential Skills Collection: Productivity & Collaboration Tools

COLLABORATION TOOLS	
Course	Duration
Cisco WebEx for Web	2.83
Cisco WebEx Teams	1.65
Confluence Web	4.21
Gmail Web	6.37
PRODUCTIVITY TOOLS	
JIRA Fundamentals	2
Evernote 6	3.43
Freemind 1.0.1	1.94
MindManager 2016	5.36
Pocket for Web	0.92
Salesforce Lightning	3.03
Salesforce Chatter	1.7
Salesforce Chatter for Lightning	1.03
Slack 2016	1.66
Prezi Classic	2.46
Scoop.it for Web	2.13
Trello	2.3
Box	2.56
Dropbox for Web	2.33
Microsoft Power BI	4.02
Tableau Data Visualization and Analytics	9.99
Asana for Web	2.93
Salesforce Lightning 2018	4.23
Microsoft To-Do	1.5
Visio 2013	4.47
Circuit for Web 2018	1.39
Dynamics 365 for Sales	4.24
Jive-n Cloud 2018	4.65
Smartsheet 2018	3.68
Slack Web	2.86
Hootsuite	0.98
Tableau Prep Builder	0.57

Essential Skills Collection: Productivity & Collaboration Tools

SOCIAL NETWORKING TOOLS	
Course	Duration
Facebook for Web	5.78
Facebook for iOS	4.13
Facebook Messenger	1.68
Facebook Business: Facebook Pages	2.85
Facebook Workplace	5.62
Buffer for Business Users	0.82
Flickr for End Users	3.15
YouTube for Web	2.28
LinkedIn for Web	3.21
Tumblr for Web	2.04
Instagram for iOS	2.39
Pinterest for Web	1.65
Pinterest for iOS	0.35
Twitter for iOS	2.69
Twitter for Web	2.47
Twitter for Professionals	2.33
Tumblr for Android	0.27
Tumblr for iOS	0.27
MS OFFICE 2019	
Microsoft Office 2019: Intermediate Excel	12.48
Outlook 2019 for Windows	9.67
PowerPoint 2019	8.65
Word 2019	10.18
Visio	4.59
Project 2019	4.73
Access 2019	3.85
Microsoft Edge 2018	2.04
ADOBE	
Adobe ColdFusion 10	0.98
Adobe Captivate 8 Fundamentals	2.55
Adobe Dreamweaver CC	2.8
Adobe Flash Professional CC	3.35

Essential Skills Collection: Productivity & Collaboration Tools

ADOBE	
Course	Duration
Adobe Illustrator CC	4.66
Adobe InDesign CC	4.24
Adobe Photoshop CC	5.68
Adobe Premiere Elements 13	5.13
Adobe Premiere Pro CC	2.11
Adobe Captivate 9 Fundamentals	4.18
Adobe Edge Animate CC	7.42
Adobe Connect Meetings	2.02
Adobe Photoshop Elements 13	6.38
Adobe Pro DC	3.58
IBM FOR END USERS	
IBM Connections Cloud	3.6
IBM Notes 9	7.26
IBM Sametime Connect 9	2.25
IBM Sametime Web Chat 9	1.54
IBM Verse 2016	3.21
IBM Notes 9	4.39
OTHER	
IT Security for End Users	2.45
QuickBooks Pro 2017 Fundamentals	3.2
Mac Contacts for Sierra	1.25
Mac Mail for Sierra	3.51
Mac Photos for Sierra	2.06
Firefox 50 for End Users	2.99
Balsamiq Mockups 3	4.73
Sketch 51	2.8
Mac OS Sierra for End Users	7.15
Internet Explorer 11	2.62
Publisher 2016 for Windows	4.48
Microsoft Windows 8.1 Update 1: End User	3.31
Windows 8.1	11.45

Essential Skills Collection: Technology & Developer Training

Topics covered in the Core Technology and Developer Training curriculum include:

- CompTIA
- Microsoft SQL Server
- Cybersecurity
- ITIL
- Agile
- Data Visualization

Course	Duration
PMI Agile Certified Practitioner (PMI-ACP) [®]	4.5
Amazon Web Services Solution Architect - Associate 2019	14.59
AWS Certified SysOps Administrator – Associate	8.22
CompTIA Security+ SY0-502	25.27
CompTIA Server+ 2015	16.81
CompTIA Linux+ 2014 Powered By LPI: LX0-103	16.99
CompTIA Linux+ 2014 Powered By LPI: LX0-104	7.37
CompTIA Network+ N10-008	28.28
CompTIA Cybersecurity Analyst+ CS0-002	14.64
CompTIA Advanced Security Practitioner (CASP+)	13.74
CompTIA Cloud+ CV0-003	9.67
CompTIA A+ 220-1001	27.38
CompTIA A+ 220-1002	13.37
CompTIA Project+ PK0-005	9.09
Certified Cloud Security Professional (CCSP)	13.4
Database Fundamentals	5.95
Microsoft SQL Server 2016: Querying	15.79
Microsoft SQL Server 2016: Provisioning SQL Databases	16.25
Microsoft SQL Server 2016: Developing	19.63
Microsoft SQL Server 2016: Administering	18.3
Microsoft SQL Server 2014: Implementing a Data Warehouse	20.92
Database Fundamentals	5.95
Windows Devices and Mobility Fundamentals	5.03
Planning and Managing Devices in the Enterprise	5.66
MD-100 - Windows 11	13.36
Server 2016: Identity	12.04

Essential Skills Collection: Technology & Developer Training

Course	Duration
Server 2016: Install, Store, and Compute - 2018 Update	16.74
Server 2016: Networking - 2018 Update	12.76
Software Development Fundamentals	11.18
Systems Security Certified Practitioner	9.4
IT Security for End Users	2.45
Microsoft Security Fundamentals - 2018 Update	6.61
Systems Security Certified Practitioner (SSCP) 2019	14.16
Certified Information Systems Security Professional (CISSP) 2019	12.2
ITIL® 2011 Foundation	8.91
ITIL® 4 Foundation	5.45
Adobe Typekit	2.76
PMI Agile Certified Practitioner (PMI-ACP)®	4.5
Balsamiq Mockups 4	4.73
JIRA Fundamentals	2
Microsoft Power BI	4.02
QuickBooks Pro 2017 Fundamentals	3.2
Tableau Data Visualization and Analytics	9.99
Creating Real Time Dashboards	1.13
Written Communications	0.37
Data Visualization Essentials	1.75
Microsoft Power BI	4.02
Tableau Data Visualization and Analytics	9.99
QuickBooks Pro 2017 Fundamentals	3.2
Balsamiq Mockups 3	4.73
Adobe ColdFusion 10	0.98
Adobe Edge Animate CC	7.42