

2015

LearnSomething Online Course Catalog

J U L Y • A U G U S T • S E P T E M B E R

Online courses built to support
your eLearning initiatives

Pharmacy and Healthcare

Regulatory Compliance

Patient Support

Lifelong Learning

Xerox Services University

Business Skills

Professional Development

Management Skills

Leadership Skills

Computer Skills

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LearnSomething Course Catalog - October 1, 2015

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This course has been optimized for viewing on iPad tablets.

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HIPAA, HITECH & the Omnibus Rule

HIPAA, HITECH, the Omnibus Rule & the Pharmacy Practice

- (PH-1163) [Academic]
- (PH-1168) [Specialized] 
- (PH-1164) [Basics] 
- (PH-1171) [with Exam] 

ACPE: 1.0 contact hr. or 0.1 CEUs
 Pharmacist: 0296-0000-13-008-H03-P
 Technician: 0296-0000-13-008-H03-T
 Expiration Date: 04/15/2016

\$39.95

Inform your pharmacy workforce employees how to apply HIPAA/HITECH rules and regulations during their daily activities and interactions with customers. Employees review general policies and procedures for keeping customer protected health information (PHI) safe and secure, and are reminded of penalties for PHI breaches. Course includes latest changes brought about by the Omnibus Final Rule.

The ACPE-accredited version, PH-1171, includes Specialist course content, PH-1168, bundled with PH-1170: the CE Exam and Evaluation. The other three versions are standalone courses.

Pharmacy Privacy under HIPAA, HITECH & the Omnibus Rule

- (PH-1173) [with Exam] 

ACPE: 0.5 contact hr. or 0.05 CEUs
 Pharmacist: 0296-0000-13-010-H03-P
 Technician: 0296-0000-13-010-H03-T
 Expiration Date: 01/01/2016

\$24.95

Part of the HIPAA Training suite for employees, this course provides information on the HIPAA and HITECH Privacy rules and regulations. Your pharmacy workforce employees will learn basic HIPAA concepts and definitions, methods for safeguarding PHI, customer rights in use of PHI, the civil and criminal penalties for HIPAA violations, pharmacy administrative responsibilities and procedures, and the latest Omnibus Final Rule changes.

This ACPE-accredited version includes course content, PH-1167, bundled with PH-1172: the CE Exam and Evaluation.

Pharmacy Security under HIPAA, HITECH & the Omnibus Rule

- (PH-1175) [with Exam] 



ACPE: 0.5 contact hr. or 0.05 CEUs
 Pharmacist: 0296-0000-13-011-H03-P
 Technician: 0296-0000-13-011-H03-T
 Expiration Date: 01/01/2016

\$24.95

Pharmacy workforce members, particularly pharmacists and pharmacy technicians, will learn how to apply HIPAA/HITECH Security rules and regulations during their daily activities and interactions with customers. This course covers basic HIPAA concepts and definitions, security issues, pharmacy administrative responsibilities and procedures, the civil and criminal penalties for HIPAA violations, and the latest Omnibus Final Rule changes.

The ACPE-accredited version includes course content, PH-1166, bundled with PH-1174: the CE Exam and Evaluation.

HIPAA, HITECH, the Omnibus Rule & Healthcare Practice


- (HC-1022) [Academic]
- (HC-1026) [Specialized] 
- (HC-1023) [Basics] 

Seat times: 2 hours, 1 hour, 20 minutes

\$39.95

LearnSomething's HIPAA/HITECH/Omnibus Rule for Healthcare suite offers the training required by law as well as the tracking and reporting features needed to provide a record of your company's compliance. Healthcare providers' staff learn how to apply HIPAA/HITECH rules and regulations during their daily activities and interactions with patients. Employees gain an understanding of policies and procedures for keeping patient protected health information (PHI) secure.

Healthcare Privacy under HIPAA, HITECH & the Omnibus Rule


- (HC-1025) 

Seat time: 30 minutes

\$24.95

Part of the HIPAA Training suite for employees, this course provides information on the HIPAA and HITECH Privacy rules and regulations. Your healthcare practice employees will learn basic HIPAA concepts and definitions, methods for safeguarding PHI, patient rights in use of PHI, the civil and criminal penalties for HIPAA violations, administrative responsibilities and procedures, and the latest Omnibus Final Rule changes.

Healthcare Security under HIPAA, HITECH & the Omnibus Rule

(HC-1024) 

Seat time: 30 minutes

\$24.95

Healthcare practice employees will learn how to apply HIPAA/HITECH Security rules and regulations during their daily activities and interactions with patients. This course covers basic HIPAA concepts and definitions, security issues, administrative responsibilities and procedures, the civil and criminal penalties for HIPAA violations, and the latest Omnibus Final Rule changes.

HIPAA Update: The HITECH Omnibus Final Rule

(PH-1169)

Seat time: 18 minutes

\$5.00

This eRead course was developed to provide an overview of recent changes to HIPAA/HITECH regulations as they apply to all covered entities. Before completing this course, learners should possess a basic understanding of HIPAA and HITECH, and have already completed one of these courses: HIPAA Privacy Training (v4) course OR Privacy Rule and Health Care Practice (3rd ed.)

Medicare

CMS 5-Star Ratings System

(PH-1214 & PH1216) 


ACPE: 0.5 contact hr. or 0.05 CEUs
Pharmacist: 0296-0000-14-003-H04-P
Technician: 0296-0000-14-003-H04-T
Expiration Date: 02/15/2017

\$30.00

This course is designed to provide pharmacists and pharmacy technicians with a greater understanding of the Centers for Medicare & Medicaid Services' 5-Star Quality Rating System and how they can improve their plans' ratings. The pharmacy-patient relationship is a trusted one, and pharmacy staff can have a tremendous influence on member behavior and patient outcomes. Because clinical outcome measures are weighted heavily in determining a plan's Star Rating, it's crucial that pharmacy staff understand their value and responsibility in the CMS Star Ratings System.

PH-1214 is the ACPE-accredited version containing the course content, PH-1213, bundled with PH-1215: CE Mastery Exam and Evaluation. PH-1216 is the non-accredited version.

Medicare Advantage & Part D Compliance - Recognizing & Reporting Fraud, Waste & Abuse

(C-1333 & C-1401) 

Seat time: 60 minutes


\$24.95

This course was developed with the NHCAA and is designed to help educate and train employees of downstream Medicare Part C and D contractors regarding the federal laws and guidelines related to fraud, waste and abuse. It meets the requirements of the CMS Medicare Fraud, Waste and Abuse Guidance, requiring Part C and Part D sponsors to implement a comprehensive program to detect, correct and prevent fraud, waste and abuse (FWA). The guidance establishes core elements of a compliance program for the Part C and D benefits, and provides guidance to contractors on how to develop a comprehensive fraud, waste and abuse program or to integrate a program into an existing compliance plan.

There are two healthcare versions: C-1401 is the standalone course; C-1333 includes the course bundled with C-1332, the optional Attestation form.



Medicare Part B: What You Need to Know About DMEPOS Accreditation

(PH-1011) 

Seat time: 30 minutes

\$24.95

This course will enhance the learner's understanding of Medicare Part B and how the coverage functions for both beneficiary and provider. This course may also satisfy the DME accreditation training and competency requirements for accreditation for DMEPOS. LearnSomething developed this course as an efficient and affordable way to meet the Human Resource Management requirements of the CMS DMEPOS Quality Standards established by the Secretary of HHS, as mandated within the Medicare Modernization Act of 2003 for DMEPOS suppliers.

Preventing Fraud, Waste & Abuse in Pharmacy Practice

(PH-1305 & PH-1303) 

ACPE: 1.0 contact hr. or 0.1 CEUs
Pharmacist: 0296-0000-15-001-H03-P
Technician: 0296-0000-15-001-H03-T
Expiration Date: 01/01/2018

\$24.95

Co-developed with NACDS and NHCAA, this course helps pharmacies and healthcare providers avoid government investigations and fines by providing the learner with an understanding of Medicaid and Medicare fraud, waste and abuse regulations, as well as corresponding company-specific policies and procedures. All recently established CMS standards and recommendations are rolled into a single course so employees can avoid multiple, time-consuming and costly training.

There are two pharmacy versions: PH-1303, General, and PH-1302, Specialized. The ACPE-accredited course, PH-1305, includes the Specialized course, PH-1302, and the CE Exam, PH-1304.

Preventing Fraud, Waste & Abuse (Skilled Nursing)

(HC-1007 & HC-1008) 

Target Audience:
Staff of skilled nursing facilities

Seat time: 1 hour

\$24.95

This program will help you learn how to identify, prevent, and report fraud and abuse. The goal of this program is to ensure compliance by employees, contractors, and temporary personnel with the laws against fraud and abuse, and to help avoid the penalties and sanctions that are imposed for violations of fraud and abuse standards. All recently established CMS standards and recommendations are rolled into a single course so employees can avoid multiple, time-consuming and costly training. There are two skilled nursing versions: HC-1007, Specialized training for staff involved in billing and claims processing and HC-1008, General training.

Medicare Parts C & D FWA and Compliance Training

Coming Soon!

(PH-1332)

Seat time: 30 minutes


Call for more information

This eRead course provides an overview of recent changes to the Medicare training requirements. The unmodified content was developed by the Centers for Medicare & Medicaid Services in February 2013 and meets the CMS requirements.

This ACPE-accredited version includes course content, PH-1330, bundled with PH-1331: the CE Exam and Evaluation. Once available, these products will replace PH-1305 CE Option, PH-1302 Compliance Courses and PH-1304 CE Exam.

Methamphetamine Topics

MethGuard™ III: Combat Methamphetamine Production

(PH-1148) 

ACPE: 1.0 contact hr. or 0.1 CEUs
Pharmacist: 0296-0000-13-002-H03-P
Technician: 0296-0000-13-002-H03-T
Expiration Date: 08/01/2016

\$24.95

In this ACPE-accredited course, learners review how retailers can play a vital role in helping local law enforcement stop the expensive and potentially deadly problem of meth production as they learn to identify and prevent suspicious retail purchases.

This ACPE-accredited version includes course content, PH-1147, bundled with PH-1146: the CE Exam and Evaluation.



MethGuard™ UK: Preventing Methylamphetamine Misuse

(PH-1013)

Seat time: 20 minutes

\$24.95

In other countries, safe and effective OTC treatments have been bought or stolen from pharmacies to make the highly addictive drug methylamphetamine (also known as meth or crystal meth). This training programme prepares learners with proactive methods that will help prevent the use of OTC medicines in meth production in order to avoid a large-scale problem.

MethWatch Canada

(PH-1015)

Seat time: 15 minutes

\$24.95

The highly addictive drug Methamphetamine is being produced by small illegal labs across Canada, using ingredients found in many over-the-counter medicines along with other common household products. In this course, learners review how retailers can play a vital role in helping local law enforcement stop the expensive and potentially deadly problem of meth production, as well as how to identify and prevent suspicious retail purchases.

Nutritional & Lifestyle Strategies

Introducing Lifestyle Modifications to Pharmacy Patients

(HC-1011)

Seat time: 20 minutes

\$15.95

This first course in the series shows pharmacists and dietitians strategies for sharing nutrition and lifestyle behavior modification information during their frequent interactions with patients. General intervention strategies regarding the importance of good nutrition, physical activity, weight control and tobacco cessation to patients' overall health, and how the relationship between pharmacy staff and patients create opportunities for communicating health information are detailed. Increasingly, pharmacists must be skilled communicators, and this overview course discusses both the need and the means for information intervention.

Nutritional Needs and the Healthful Diet

(HC-1010)

Seat time: 20 minutes

\$15.95

The second course continues offering community pharmacists and dietitians insight on how to counsel their patients on lifestyle strategies. It specifically addresses the ways proper nutrition can affect health, especially concerning the management and prevention of chronic disease states; offers an overview of nutrients and energy; describes the two essential nutrients – a caloric nutrients: carbohydrates, fats, and protein and their food sources, and non-caloric nutrients: vitamins, minerals and water, and their dietary sources – and emphasizes how this information can be shared to help patients combine these essential nutrients into a balanced eating plan

Recommendations for Common Wellness Concerns

(HC-1009)

Seat time: 25 minutes

\$15.95

The final course of the three part series shows community pharmacists and dietitians how to counsel their patients on nutritional strategies that can help patients manage their chronic disease states and achieve overall wellness goals. Learn some basic nutritional information that supports wellness related to heart health, bone and joint needs, and blood glucose levels; which dietary supplements may benefit patients unable to meet nutritional needs through their diet; common food/drug interactions that patients concerned about heart health, bone and joint needs, and blood glucose levels should know about; and view some scenarios that demonstrate ways to share nutrition information with patients using brief interactions.



The Drug Enforcement Administration

Controlled Substance Prescriptions - Legitimate or Fraudulent? (Pharmacists)

(PH-1275)


ACPE: 0.5 contact hr. or 0.05 CEUs
Pharmacist: 0296-9999-14-016-H03-P
Technician: 0296-9999-14-016-H03-T
Expiration Date: 9/24/2017

\$15.95

Pharmacists and pharmacy technicians play a critical role in the Drug Enforcement Administration's responsibility to prevent diversion and abuse of controlled substances, while ensuring an adequate and uninterrupted supply is available to meet the country's legitimate medical, scientific, and research needs. The goal of this course is to teach learners regulations governing who is entitled to issue and fill controlled substance prescriptions and under what conditions. Using this information, learners will also be able to identify whether a prescription is legitimate or fraudulent.

PH-1275 is the ACPE-accredited bundle containing the course content, PH-1274, and PH-1273, the CE Exam and Evaluation. PH-1276 is the re-accredited version to replace PH-1190 for existing clients.

The DEA Audit: What the Pharmacist Needs to Know v.5

(PH-1134) 

ACPE: 1.75 contact hr. or 0.175 CEUs
Pharmacist: 0296-0000-12-009-H03-P
Technician: 0296-0000-12-009-H03-T
Expiration Date: 11/01/2015

\$30.00

This course will enhance the pharmacist's understanding of what the Drug Enforcement Administration (DEA) requires and examines when conducting a pharmacy audit, including: the new rules related to the Online Pharmacy; multiple prescriptions written on the same date being allowed for schedule II drugs; extent of schedule II prescription changes permitted by the State Board of Pharmacy; and a clarification of DEA's "readily retrievable" records standard.

PH-1133 course & PH-1132 CE exam are for export only.

DEA Controlled Substance Forms (Pharmacists)

(PH-1282)

ACPE: 0.25 contact hr. or 0.025 CEUs
Pharmacist: 0296-9999-14-017-H03-P
Technician: 0296-9999-14-017-H03-T
Expiration Date: 11/10/2017

\$15.95

Working with the Drug Enforcement Administration through proper documentation of controlled substances is critical knowledge for everyone in the Pharmacy industry. The goal of this course is to provide learners with a broad overview of various forms used to document the supply and handling of controlled substances by registered parties and to provide guidelines for completing them properly.

This ACPE-accredited version includes course content, PH-1281, bundled with PH-1280: the CE Exam and Evaluation. PH-1283 is the re-accredited version to replace PH-1990 for existing clients.

Electronic Ordering of Schedule II Controlled Substances (Pharmacists)

(PH-1259)

ACPE: 0.25 contact hr. or 0.025 CEUs
Pharmacist: 0296-9999-14-013-H03-P
Technician: 0296-9999-14-013-H03-T
Expiration Date: 08/01/2017

\$15.95

This course is designed to help pharmacists, technicians, practitioners, distributors, and researchers understand proper DEA requirements and instructions for utilizing the DEA electronic Controlled Substance Ordering System – CSOS – to order Schedule II controlled substances. Learners will be able to identify requirements for an electronic order; file, maintain, and void electronic orders; determine when an electronic order is considered unacceptable; and perform the proper procedure when an electronic order is lost.

PH-1259 is the ACPE-accredited bundle containing the course content, PH-1255, and PH-1253, the CE Exam and Evaluation. PH-1254 is the re-accredited version to replace PH-1199 for existing clients.



The Execution of the Hard Copy DEA Form 222 (Pharmacists)

(PH-1260)

ACPE: 0.5 contact hr. or 0.05 CEUs
 Pharmacist: 0296-9999-14-014-H03-P
 Technician: 0296-9999-14-014-H03-T
 Expiration Date: 08/01/2017

\$15.95

To direct the distribution of Schedule II Controlled Substances, the DEA requires the correct use of their Form 222. Obtaining and using these forms requires strict adherence to several guidelines. This course is designed to ensure awareness of and compliance with these requirements. Properly authorized learners will be able to obtain, execute, fill, and endorse hard copy Forms 222; report lost DEA forms, return unused forms, and cancel or void DEA order forms; determine the appropriate use of Power of Attorney; and identify an unaccepted or defective order form.

PH-1260 is the ACPE-accredited bundle containing the course content, PH-1258, and PH-1256, the CE Exam and Evaluation. PH-1257 is the re-accredited version to replace PH-1107 for existing clients.

The Role of DEA in Healthcare

(PH-1271)

ACPE: 0.5 contact hr. or 0.05 CEUs
 Pharmacist: 0296-9999-14-015-H03-P
 Technician: 0296-9999-14-015-H03-T
 Expiration Date: 08/25/2017

\$15.95

The Drug Enforcement Administration has the responsibility to both prevent diversion and abuse of controlled substances while ensuring an adequate and uninterrupted supply is available to meet the country's legitimate medical, scientific, and research needs. Pharmacists and pharmacy technicians are a critical component in the "closed system" of controlled substance distribution. The goal of this course is to introduce learners to the DEA, its Office of Diversion Control, and the Controlled Substances Act.

PH-1271 is the ACPE-accredited bundle containing the course content, PH-1270, bundled with PH-1269, the CE Exam and Evaluation. PH-1272 is the re-accredited version to replace PH-1080 for existing clients.

Security of Controlled Substances in a Pharmacy

(PH-1279)


ACPE: 0.5 contact hr. or 0.05 CEUs
 Pharmacist: 0296-9999-14-018-H03-P
 Technician: 0296-9999-14-018-H03-T
 Expiration Date: 12/22/2017

\$24.99

The goal of this course is to familiarize learners with the DEA's procedures for ensuring security of controlled substances within the pharmacy setting. It also provides basic tools needed to ensure controlled-substance accountability, such as tracking the flow of controlled substances to reduce the security risk of diversion, using DEA forms to document and inventory controlled substances, and limiting the number of individuals authorized to handle controlled substances.

This ACPE-accredited version includes course content, PH-1278, bundled with PH-1277: the CE Exam and Evaluation.

DEA Compliance Overview

(PH-1291) 

Seat time: 30 minutes


\$19.95

NEW!

Store managers learn how to help their pharmacies avoid civil and criminal enforcement actions by the DEA. The program educates store managers on how to stay compliant with controlled substances laws and satisfy their responsibilities when faced with situations that may indicate a drug diversion scheme is in process. Store managers become familiar with the "sound professional judgment" they are required to exercise concerning controlled substance receipt, storage and security; customer and prescription "red flags;" and what to do in the unlikely event of a store burglary or robbery.



Satisfying DEA Standards When Dispensing Controlled Substances

(PH-1297) 


ACPE: 1.0 contact hr. or 0.1 CEUs
Pharmacist: 0296-9999-14-019-H04-P
Expiration Date: 11/24/2017

\$29.95

Pharmacists learn how to avoid DEA civil and criminal enforcement actions and how to stay compliant with controlled substances laws to satisfy their responsibilities when faced with questionable written prescriptions. They become familiar with the “sound professional judgment” they must exercise when filling controlled substances prescriptions. Pharmacists also learn to identify some red flags that may indicate an illegitimate prescription, and review the tips and tools they can use to investigate and resolve questionable prescriptions. Security and recordkeeping requirements are also explained.

This ACPE-accredited version includes course content, PH-1295, bundled with PH-1296: the CE Exam and Evaluation.

Satisfying DEA Standards for Controlled Substances

(PH-1294) 

ACPE: 0.5 contact hr. or 0.05 CEUs
Technician: 0296-9999-15-008-H04-T
Expiration Date: 4/1/2018

\$19.95

Pharmacy technicians gain the essential knowledge they need to understand and follow procedures that ensure compliance with controlled substances laws enforced by the DEA. They'll learn to identify the “red flags,” such as a lack of a valid doctor-patient relationship, or customers who exhibit “drugged” behavior. The course also explains what steps to take should they discover a questionable prescription, such as alerting the pharmacist, and how to communicate appropriately with a patient. Finally, various strategies for keeping controlled substances secure and safe are reviewed. Pharmacy technicians end the course by learning what to do in the case of a robbery or burglary.

This ACPE-accredited version includes course content, PH-1292, bundled with PH-1293: the CE Exam and Evaluation.

PDX System Training

PDX System Overview 4.6.08

(PH-1122)

Seat time: 30 minutes

\$9.95

PDX System Overview covers basic system navigation for the PDX Pharmacy System. This overview provides a foundation for the PDX series of training modules.

Basic Rx Training 4.6.08 Bundle

(PH-1114)

Seat time: 4 hours

\$60.00

Basic Rx Training covers the PDX Pharmacy System. Courses include: The Patient File (PH-1121), New Prescriptions (PH-1120), Refill Prescriptions (PH-1119), Third Party Billing (PH-1118), Check Rx Messages (PH-1117), DUR Conflicts (PH-1116) and SIG Codes (PH-1115).

PDX - eRx Prescription Processing 4.6.08

(PH-1112)

Seat time: 30 minutes

\$9.95

In this course, learners review the basic steps for electronic prescription processing through the eRx Network.

PDX - Electronic Healthcare Record (Rx.com)

(PH-1016)

Seat time: 30 minutes

Call for more information

This course provides an overview of the Rx.com Electronic Healthcare Record and the changes affecting the learner's daily tasks.



PDX - Drug Inventory Management: Basic Steps - 4.6.07

(PH-1017)

Seat time: 30 minutes

\$12.00

This course introduces the basic steps for managing the pharmacy's drug inventory using the PDX System. Throughout the course the participant will learn the basic flow of the process; how to create, send, receive, and apply drug orders; and become familiar with the various features of the drug inventory system. Participants will receive a certificate upon completion of this course.

Pharmacy Technicians

HIV/AIDS in Florida - Pharmacy Tech Essentials

(PH-1101)

Seat time: 1 hour

\$9.95

This essential eRead course provides the learner with basic information about both the legal and clinical aspects of HIV infection and the resulting disease state known as AIDS. Major points of the Florida Omnibus AIDS Act are emphasized. The course includes recent changes and updates to the Florida AIDS legislation, and offers an easily accessible glossary of essential terms. The course also provides important sources for current in-depth information on HIV/AIDS.

National Pharmacy Technician Training Program (7th edition)

(PH-1223) [Level 1]

(PH-1222) [Level 2]

(PH-1221) [Level 3]

Seat times: 9 hours, 14 to 16 hours,
16 to 18 hours

\$59.95

This updated edition will help pharmacy technicians and technician trainers keep up to date with the many health care and pharmacy changes, including new drug products, new laws and regulations, changes in drug utilization patterns and advancements in technology.

Level-1 information is intended for pharmacy technicians finishing their initial probationary period. Reading and studying this material will prepare the technician for ICPT's Tech-1 Exam. Level-2 information is intended for pharmacy technicians who plan to become certified. Reading and studying this material will prepare the technician for the Exam for the Certification of Pharmacy Technicians (ExCPT). Level-3 information is designed for students studying in accredited pharmacy technician training programs and for pharmacy technicians who want to enhance their knowledge and skills.

Pharmacy Technicians in the Workplace

(PH-1036)

Seat time: 90 minutes

\$35.00

This course describes the knowledge and skills a pharmacy technician must possess to effectively manage the work in a pharmacy, including: the federal and state laws that regulate pharmacy activities; the workflow process in a pharmacy; the different types of medications dispensed in a pharmacy; procedures for filling prescriptions, processing third-party prescriptions and managing inventory; and providing effective customer service.



Silver Market Community Pharmacy

Communicating Effectively with Older Adults – What Really Works (The Silver Market Series)

The Silver Market Series prepares pharmacy professionals to serve aging patients. Each program focuses on a specific challenge in serving this population's unique needs and shows pharmacists and technicians how to work efficiently and respectfully across the counter.

Basics of Aging and Communication

(PH-1156)

Seat time: 20 minutes

\$9.95

Discover what really works in this introduction to the key topic of communication challenges encountered working with aging adults. Dementia, particularly Alzheimer's disease, impacts a patient's ability to understand and remember the complicated drug regimens frequently prescribed for many older adults. You'll learn useful strategies to facilitate medication adherence, the differences between normal and pathological aging, and useful tips to avoid the common words and actions recognized as ageism.

Medication Adherence

(PH-1154)

Seat time: 30 minutes

\$9.95

Review how to put evidence-based research into practice when communicating face-to-face with older adults. A case study applying these insights to medication concordance will be featured. Other topics include: Causes of discordance; conditions that can impede communication; strategies for enhancing communication, patient education and goal setting; and recommendations to support safe medication use.

Older Adult Diversity

(PH-1155)

Seat time: 25 minutes

\$9.95

This course will review what really works when dealing with some of the characteristics that influence diversity among older adults including how they seek health information and how their literacy levels influence health-related decisions. It will review communication strategies providers can use to help older adults increase their health literacy and make sense of the health information they receive from you or other sources.

OTC Medication Reconciliation

(PH-1233)

Seat time: 30 minutes

\$9.95

Pharmacists, technicians, and support staff discover how and why medication reconciliation should be conducted. Covered topics include the impact of the aging process on the pharmacodynamics and pharmacokinetics of medications; the prevalence of OTC, dietary supplement, and herbal remedy use among older adults; the role of informal caregivers; and recommendations to support safe medication use.

Improving Communication with Older Adults: Medication Safety

(PH-1153)

Seat time: 20 minutes

\$9.95

This course will provide pharmacists and technicians valuable insights to promote medication safety with the goal of supporting healthier outcomes for aging patients. Covered topics include the impact of common medication safety problems in older adults, conditions that can impede communication and strategies for improving it, patient education and goal setting, and recommendations to support safe medication use.



Improving Communication with Older Adults with Mild Cognitive Impairment

(PH-1152)

Seat time: 20 minutes

\$9.95

This course will review key issues pharmacists may encounter when assisting older adults with MCI and their family caregivers. The goal of this course is to promote medication adherence and safety. Covered topics include the relationship between MCI and dementia, and the development of a system for the management and consumption of medication that evolves as the patient's needs change over time.

Pain Management and Older Adults

(PH-1151)

Seat time: 22 minutes

\$19.95

Chronic pain is a common condition that can have an important negative impact on outcomes for older adults. The prevalence and severity of chronic persistent pain increase as adults age. This course will discuss the impact of chronic pain in older adults, some common conditions that can impede communication when working with older adults, strategies to enhance communication, patient education and goal setting, and recommendations to support safe medication use.

Older Adults and OTC Sleep Aids

(PH-1248)

Seat time: 27 minutes

\$9.95

Roughly half of the older adult population complains of significant sleep disturbances, and most sleep disorders increase in prevalence with aging. Many of these older adults have chronic insomnia, defined as unsatisfactory sleep on 3 or more nights per week that persists for 3 or more months. Others with difficulty sleeping experience only occasional disturbed sleep that does not meet diagnostic criteria for insomnia. There is reason to be concerned about OTC sleep aid use by older adults, especially if used chronically or in combination with other therapies. The goal of this module is to understand how older adults can safely and effectively use OTC sleep aids for sleep disturbances.

Sleep Help and Sleep Disturbance

(PH-1247)


Seat time: 27 minutes

\$9.95

Despite commonly held assumptions, growing older does not necessarily result in disturbed or unsatisfying sleep. There is no reason to assume that the sleep of an older adult is necessarily problematic; in fact, many high-functioning and healthy older adults are satisfied with their sleep. The goal of this module is to understand how sleep changes with aging and how sleep disturbances can impact the health of older adults.

Other Pharmacy Topics

Adult Immunization Update 2015-2016: What the Pharmacist Needs to Know

(PH-1325) 

ACPE: 1.5 contact hr. or 0.15 CEUs
Pharmacist: 0296-9999-15-009-H04-P
Expiration Date: 05/01/2018

\$14.95

An unacceptable number of adults die of vaccine-preventable diseases each year because of failure to be immunized. Community-based pharmacists are well positioned to improve immunization rates in adults. This educational activity will provide an update on recent recommendations made by the Advisory Committee on Immunization Practices (ACIP), as well as new advances in vaccine technology and discovery. The program also presents tactics for engaging participants in the vaccine recommendation process.

This ACPE-accredited version includes course content, PH-1324, bundled with PH-1326: the CE Exam and Evaluation.

BeautyAdvisor for Retailers

Call for more information

BeautyAdvisor™ delivers consistent and essential messages to retail associates with these 2 – 5 minute mini-courses either through a hosted portal or as exports. Retailers participate free of charge, control selection of the messages their employees view and can even customize and brand the content with their company's "call to action."



Bloodborne Pathogens in the Pharmacy v.5

NEW!

(PH-1311 & PH-1312) 

ACPE: 1.0 contact hr. or 0.1 CEUs
 Pharmacist: 0296-0000-15-006-H05-P
 Technician: 0296-0000-15-006-H05-T
 Expiration Date: 03/01/2017

\$14.95

Achieve compliance with OSHA's Bloodborne Pathogens Standard (29 CFR 1910.1030) through this online course. Learners review methods for preventing or reducing exposure, procedures to follow in the event of an exposure, and examples of common bloodborne diseases. Company-specific policies and procedures for addressing bloodborne pathogens can be inserted in the course. OSHA compliance also requires a version of the company's exposure control plan be provided to learners and used while completing this training program.


This ACPE-accredited version includes the compliance course, PH-1309, bundled with PH-1310: the CE Exam and Evaluation. PH-1312 is the non-accredited version.

DrugAdvisor® OTC, Rx & REMS for Retailers

Call for more information

Manufacturers leverage the DrugAdvisor® network to deliver 7 – 10 minute courses on essential pharmaceutical information, compliance and persistency programs, and other value-added resources. Community pharmacies subscribe to the DrugAdvisor® — free of charge! — to support their mission of providing superior patient care.

Drug Quality & Security Act: Identification, Detection & Response

(PH-1251) 

ACPE: 0.5 contact hr. or 0.05 CEUs
 Pharmacist: 0296-0000-15-010-H03-P
 Technician: 0296-0000-15-010-H03-T
 Expiration Date: 05/28/2018

\$19.95

Provide your pharmacy staff with the essentials they'll need to understand and respond to the new Title II drug traceability provisions of the Drug Quality and Security Act. Staff will become familiar with specific safeguards and best practices that will protect the public from unsafe or counterfeit prescription drugs. The course also discusses key provisions, new transaction documentation, dispenser responsibilities and what to do in the case of a suspected or illegitimate product. Finally, the course reviews all essential implementation dates mandated to respond to the full measure of the law.

This ACPE-accredited version includes course content, PH-1249, bundled with PH-1250: the CE Exam and Evaluation.

iPLEDGE

(PH-1123)

Seat time: 15 minutes

\$9.95

The requirements of the iPLEDGE™ Isotretinoin Risk Management Program are highlighted in this course. After reviewing the iPLEDGE™ Program Pharmacist Guide and completing this course, the learner will be able to explain the use and effects of Isotretinoin, access and perform proper dispensing of Isotretinoin using iPLEDGE, describe the responsibilities of the Responsible Site Pharmacist, and explain criteria all patients must meet to receive Isotretinoin.

Minimizing the Impact of a PBM Audit

(PH-1218 & PH-1220) 

ACPE: 0.5 contact hrs. or 0.05 CEUs
 Pharmacist: 0296-0000-14-004-H04-P
 Technician: 0296-0000-14-004-H04-T
 Expiration Date: 03/10/2017

\$30.00

Pharmacy Benefit Manager audits can be stressful, time-consuming, and, ultimately, quite expensive for a pharmacy. Minimizing the Impact of a PBM Audit is designed to show pharmacists what to do before, during, and after the different types of PBM audits to ensure that the process goes smoothly and affects your pharmacy as little as possible so you can get back to your core mission – patient care.

PH-1218 is the ACPE-accredited version containing the course content, PH-1217, bundled with PH-1219: CE Mastery Exam and Evaluation. PH-1220 is the non-accredited version.



Motivational Interviewing for Patients with Diabetes

(PH-1241 & PH-1243) 

ACPE: 1.0 contact hrs. or 0.1 CEUs
Pharmacist: 0296-0000-15-003-H04-P
Expiration Date: 01/15/2018

\$30.00

This program educates pharmacists on how to help patients with diabetes find their own motivation to make healthful lifestyle choices. Pharmacists learn how to bring relevance to their interactions by becoming familiar with the daily challenges faced by a patient with diabetes. Pharmacists learn motivational interviewing tools and techniques that can be especially effective in creating a collaborative relationship with diabetes patients. And they review scenarios and complete activities so they experience superior approaches for reaching and encouraging the ambivalent patient

PH-1241 is the ACPE-accredited version containing the course content, PH-1240, bundled with PH-1242: CE Mastery Exam and Evaluation. PH-1243 is the non-accredited version.

Motivational Interviewing Foundations for Pharmacists

(PH-1238 & PH-1237) 

ACPE: 0.75 contact hrs. or 0.075 CEUs
Pharmacist: 0296-0000-14-009-H04-P
Expiration Date: 07/22/2017

\$30.00

Pharmacists learn the most effective approach for helping patients discover their own motivations for medication adherence and positive behavior change. Through scenario-driven instruction, the program demonstrates how motivational interviewing can be used to improve health outcomes for both resistant and compliant patients. Motivational Interviewing Foundations for Pharmacists is an essential program for patient engagement initiatives and can provide pharmacists with the skills and confidence they need to provide patient-centered care while integrating motivational interviewing into their daily practice.

PH-1238 is the ACPE-accredited version containing the course content, PH-1228, bundled with PH-1239: CE Mastery Exam and Evaluation. PH-1237 is the non-accredited version.

Patient Engagement Skills for Pharmacy Staff **Updated!**

(PH-1329)

ACPE: 1.0 contact hr. or 0.1 CEUs
Pharmacist: 0296-0000-15-011-H04-P
Technician: 0296-0000-15-011-H04-T
Expiration Date: 07/24/2018

\$30.00

This course gives Pharmacists and Pharmacy Technicians an important communications skills tool: the four-step patient engagement model of Connect, Discover, Match & Complete. Special care is taken to explain how pharmacy staff can establish trust and encourage return visits. Learners discover how applying this model to engage and educate patients promotes the pharmacy's commitment to health and wellness goals. It also provides solutions the patient may not have known they needed, such as a medication review, and encourages loyalty to the store, the pharmacy, and its staff.

This ACPE-accredited version includes the compliance course, PH-1328, bundled with PH-1327: the CE Exam and Evaluation.

Patient Engagement Skills for Pharmacists

(PH-1230 & PH-1232) 

ACPE: 1.0 contact hr. or 0.1 CEUs
0296-0000-14-006-H04-P
Expiration Date: 04/07/2017

\$30.00

Provides Pharmacists with an important communications skills tool: the four-step patient engagement model of Connect, Discover, Match & Complete. Special care is taken to explain how pharmacy staff can establish trust and encourage return visits. Pharmacists discover the benefits gained by both patients and pharmacies when the engagement model is used to promote the pharmacy's commitment to health and wellness goals. It also provides solutions the patient may not have known they needed, such as a medication review, and encourages loyalty to the store, the pharmacy, and its staff.

PH-1230 is the ACPE-accredited version containing the course content, PH-1229, bundled with PH-1231: CE Mastery Exam and Evaluation. PH-1232 is the non-accredited version.



Pharmacy Financials Overview - Part 1 & 2

(PH-1315 & PH-1318)

Part 1: 0296-0000-15-004-H04-P/T
ACPE: 0.25 contact hr. or 0.025 CEUs

Part 2: 0296-0000-15-005-H04-P/T
ACPE: 0.5 contact hr. or 0.05 CEUs

Expiration Date: 01/28/2018

\$14.95 each

Designed to help pharmacists and pharmacy managers understand the critical financial tools for measuring a pharmacy's performance, including sales, volume, and profit, learners examine a sample pharmacy financial performance report to ground concepts and provide visual description. Part 2 builds on the financial measures explored in Part 1 with outlining the key financial measures of shrink, labor, packaging, and contribution costs while explaining how generics utilization and other inventory controls can improve pharmacy financial performance.

The Part 1 ACPE-accredited version includes course content, PH-1313, bundled with PH-1314: the CE Exam and Evaluation. The Part 2 ACPE-accredited version includes course content, PH-1316, bundled with PH-1317: the CE Exam and Evaluation.

Pharmacy Robbery Response Training

(PH-1157)

ACPE: 1.5 contact hrs. or 0.15 CEUs
Pharmacist: 0296-9999-13-007-H04-P
Technician: 0296-9999-13-007-H04-T
Expiration Date: 03/29/2016

\$29.95

Using real-life scenarios and case studies, this course reviews how to respond to robberies using time-tested behaviors rather than depending on myths and hearsay; avoid using active or passive resistance; communicate with perpetrators to avoid misinterpretation and reduce the risk of violence; respond to bomb threats; and use observation skills to remember details for post-robbery investigations. Providing pharmacy professionals and staff with training before a threatening event can help reduce the risk of physical injury to themselves and customers should the unthinkable occur.

Quality and Patient Safety: A Training Program for Community Pharmacy

(PH-1321 & PH-1323) 

ACPE: 1.0 contact hrs. or 0.1 CEUs
Pharmacist: 0296-0000-15-007-H05-P
Technician: 0296-0000-15-007-H05-T
Expiration Date: 04/15/2018

\$19.95

Developed in partnership with NACDS, this online course systematically shows pharmacy personnel how to establish a medication error prevention program and avoid liability. Upon completion of this ACPE-accredited course, learners will be able to describe the methods and tools used to identify and prevent common pharmacy errors. Both pharmacists and technicians will be prepared to respond to patients and customers in the event that an incident occurs.

Both of these ACPE-accredited versions include the compliance course bundled with the CE Exam and Evaluation, PH-1320. PH-1321 offers the high-bandwidth course content, PH-1319 with audio and videos; PH-1323 offers PH-1322, the low-bandwidth version with audio.



Learning Path - Priming Your Team for Change and Opportunity
(XCHG-001)

\$395.00

How do you create a team culture that thrives in change and routinely brings innovation and improvement to reality? Leaders create a team dynamic that drives breakthrough results through exploration, permission to challenge the status quo, learning through experimentation (including failures), and more.

Learning Path - Your Time, Your Focus, Your Results
(XTM-001)

\$199.95

Learn the principles of strategic focus and time management to energize your results. Lessons in this path help you develop effective practices to focus on priorities, avoid distractions, leverage creative options to get significant work done, and say "no" gracefully in a "yes" world.

Learning Path - Career Directions: Moving Into Supervision
(XSD-001)

\$799.95

Moving into supervision is a major change. Individual contributors leave the group and become a leader, decision maker, and point of contact for coaching who resolve conflict and ensure accountability. This course helps learners build skills that successful supervisors need.

Learning Path - Structured Interviewing
(XIS-001)

\$59.95

This program provides a guide through all the necessary steps for conducting successful interviews from before, during, and after the interview. Direction to other links, short videos, and job aids are provided through the guide, including access to a customizable Interview Guide Form where you will be able to select specific topics and questions and create your own Structured Interviewing form.

Professional Development

Code of Conduct & Ethics**(BS-1084)**

Seat time: 1 hour

\$30.00

Your employees can guarantee that your organization complies with all city, state, and federal laws and regulations by conducting company business with complete honesty and integrity. This course presents real-life scenarios that illustrate the possible consequences of decisions involving questionable ethics. Through these vignettes, your employees will learn how to respond in these types of situations and avoid making unethical decisions.

Creative Problem-Solving**(IA-1127)**

Seat time: 1.5 hours

\$29.95

This course details the Creative Process and several concepts and considerations involved in Effective Problem Solving: Implementing the Solution, Mind Mapping, and a Detailed Description of the Creativity Phases.

Customer Service & Consulting**(IA-1125)**

Seat time: 2 hours

\$29.95

This course builds the learner's customer service skills and provides in depth explanations on precisely how Effective Communication can enrich a Customer's experience. Some topics covered include: the Customer Complaint Process, Knowing Your Enemy, Determining a Need, and Improving Listening Skills.

Change in the Workplace**(IA-1128)**

Seat time: 60 minutes

\$29.95

This course explains how to overcome the obstacles that stand in the way of change and offers methods to adopt a forward thinking perspective to work with change for the betterment of an organization. Some of the topics included are how to assess Organizational Culture, Conducting Internal Analyses, and Observing Behaviors of Employee Attitudes Towards Change.

Negotiation**(IA-1123)**

Seat time: 1.5 hours

\$29.95

This course explains how, why, and when it is appropriate to negotiate in a particular business situation. It addresses Negotiating Yourself, Influence and Persuasion. A few topics covered include the concept of Self Talk, How to Research and Gather Information, and Building Rapport.

Positive Workplace**(IA-1120)**

Seat time: 2.5 hours

\$29.95

In this course the learner gains an in depth explanation of the methods and principles behind how to implement and maintain a Positive Workplace. It consists of four Modules: Module 1: Maintaining a Positive Workplace, Module 2: Business Ethics, Module 3: Harassment and Discrimination, Module 4: Code of Conduct. Topics included in this course include; the Collaborative Resolution Process, Personal Ethics, Avoiding Discrimination and Harassment, and Reporting Violations.

Records Awareness**(IA-1119)**

Seat time: 40 minutes

\$29.95

This course provides a description of what a Record is and how and why we file and create Records; the Laws governing Record Management, when Records must be filed, and who is responsible; and explains the details of Record Security, Record Disposal and the Hazards of Incorrect Disposal

Time and Stress Management**(IA-1118)**

Seat time: 1 hour

\$29.95

This course teaches learners how to minimize stress and efficiently manage their time. It offers topics such as: balancing work and home demands, developing and abiding by your own Vision and Mission Statement, and the Characteristics of Success.

Working with Personal Information

(IA-1117)

Seat time: 1.5 hours

\$29.95

This course explains the best business practices for dealing with personal and confidential information. It consists of two modules: Module 1: The Principles of Protection and Module 2: Access, Complaints and Exclusions. The essential topics covered include: how to keep records up to date and how to handle a Confidentiality Breach.

Workplace Communications

(IA-1116)

Seat time: 3 hours

\$29.95

This course teaches the learner how to efficiently conduct various forms of Workplace Communications. It consists of four Modules: Module 1: Non-Verbal Communication, Module 2: Written Communication, Module 3: Oral Communication and Module 4: Communications Target. The course includes important topics such as using body language, describing the writing process, effective listening, and communicating with customers.

Your Personality at Work

(IA-1115)

Seat time: 2 hours

\$29.95

This three-module course offers insights into your own as well as your associates' personalities. Learn about interests and intelligence, including psychometric and IQ testing; assessing the nine personality types and learning styles; and how to advance your career through networks, mentors and professional development.

Management Skills**Accounting Basics**

(IA-1139)

Seat time: 1.4 hours

\$29.95

This course lays the foundation of solid accounting principles and covers topics ranging from Chain of Command and Financial Report Analysis, to Budgeting, Reporting, and Evidence Portfolios.

Achieving Planned Outcomes

(IA-1138)

Seat time: 2 hours

\$29.95

This course explains how an Organization can break down barriers and Achieve Planned Outcomes by: Allocating Budget Resources, Identifying Options for Improved Performance, Monitoring Financial Activities against Budget, and using Resource Budgets and Reports. Other topics include: How to conduct a Job Analysis, Dealing with Poor Performance, Interpreting Budget Performance, and how to Conduct Regular Budget Checks.

Continuous Improvement - Areas of Improvement

(IA-1137)

Seat time: 2.5 hours

\$29.95

This course describes the necessary ideas for the Continual Improvement of Individuals and Organizations. Some of the topics discussed include: Why Quality is Important, the SWOT Analysis, Setting up an Idea Bank, and Making the Most out of Success.

Effective Project Management

(IA-1136)

Seat time: 2.5 hours

\$29.95

This course explains several concepts vital to the Effective Project Manager: The Project Lifecycle: Introduction, Initiation, and Definition; Planning and Risk Management; and People Skills. Some additional topics include: the Project Lifecycle, Budget and Cost Control, and Balancing Authority and Empowerment.

Effective Workplace Relations

(IA-1135)

Seat time: 2.5 hours

\$29.95

This course explains how to work with People and Information to Establish Effective Workplace Relations. Various topics are mentioned including: the Characteristics of an Effective Workplace, the Five Step Approach to Working with Information, and how to Manage Diversity.

Leadership and Motivation

(IA-1134)

Seat time: 4 hours

\$29.95

This is a comprehensive course that trains learners on several important facets of becoming an Effective Leader and Motivator. It includes such topics as: Expectancy Theory, Implementing a Vision of the Future, Emotional Intelligence, and Attention to Detail.

Managing Teams

(IA-1133)

Seat time: 3 hours

\$29.95

Understanding the behavioral patterns that emerge among members of a group will help to promote a more efficient team output. A set of assessment questions guides the learner through a group dynamics analysis used to determine the need for new ground rules or guidelines to facilitate individual contribution. The course emphasizes the need for effective team meetings, understanding and integrating team members, team learning, team decision-making, and decision-making tools that help to overcome barriers to consensus.

Managing Workplace Information

(IA-1132)

Seat time: 1.5 hours

\$29.95

This course teaches the learner how to Manage Workplace Information and Technology in the context of Effective Business Practices. Some topics covered in the course include: Information Management, Building on Past Successes, and How to Manage the Technology of Mobile Smartphones in your company.

Quality Customer Service

(IA-1131)

Seat time: 1.6 hours

\$29.95

This course explains why Quality Customer Service is important and describes how to achieve this standard to exceed Customer's Expectations. Learn how to Change your Paradigm of Quality, Identify Customer Needs, and Monitor and Improve Results.

Workplace Learning

(IA-1129)

Seat time: 2 hours

\$29.95

This course teaches the learner how to continuously learn in the Workplace Environment; topics include: exploring the Work – World Transformation, Coaching and Mentoring, and Establishing Learning Objectives and Performance Goals.

Work Plans and Professional Development

(IA-1130)

Seat time: 1.5 hours

\$29.95

This course teaches the learner how to implement effective Work Plans and accelerate Professional Development, offering such topics as: Personal Responsibility, Utilizing Constructive Feedback and Maintaining Consistency.

Leadership Skills

Building a Foundation for Leadership

(LD-1005)

Seat time: 70 minutes

\$85.00

The Complementary relationship between leadership and management is often misunderstood. To find the right balance, you'll need to recognize: How leadership and management approach four key areas of organizational performance; what steps you can take to approach these areas from a leadership perspective; and the "shaping a leadership approach" or how good leaders tailor their style to meet the needs and capabilities of their employees.

To find the best approach, you need to know: the underlying theory behind situational leadership; four basic types of leadership approaches; how to refine your leadership capabilities, the certain abilities that most good leaders share.

Coaching to Drive Performance

(LD-1006)

Seat time: 60 minutes

\$85.00

To stay on the cutting edge of coaching, you need to know the: Tangible benefits of coaching; Guidelines for identifying a coachable moment; and Five types of coaching interventions and when to use them.

Every coaching situation is different, but there is a process you should follow in every case. Make your coaching easier and more effective by learning: the three-step process in every coaching session; techniques you can use within each step to maximize your effectiveness; and shaping your coaching style.

Every person's approach to coaching is different. Get to know more about your coaching tendencies by: taking a quiz to determine your natural coaching style; learning the four primary coaching styles; understanding the strengths and limitations of each style; and increasing the versatility of your coaching by blending quantities from each style.

Communicating Effectively as a Leader

(LD-1007)

Seat time: 60 minutes

\$85.00

As a leader, your influences may be greater than you realize. Take full advantage of this by recognizing these keys: The importance of establishing and protecting your personal brand; the five communication techniques that power efficiency and effectiveness; ways to identify and avoid four common communication pitfalls.

A persuasively communicated vision can ensure that people are pulling in the same direction. Learn proven communication skills, including: the importance of communicating to employees the what and why of their work; how to tailor a message for your audience to create maximum impact; and techniques for illuminating your message with stories, analogies, and metaphors.

This course covers all of these topics and more, including: how to frame your message to create consensus; and discovering the power of knowing the goals and rewards you share with your audience.

Leading Change Successfully

(LD-1002)

Seat time: 60 minutes

\$85.00

Is your organization ready for a major change? How can you tell? What can you do if it isn't? To get a handle on change, this course presents these keys: Assessing your company's readiness in the four phases of a major organizational change; learning the telltale signs that indicate when your company is ready and when it isn't; the tips to improve your organization's readiness; and building a commitment to change.

You'll learn how to win the support, you need for change and the guidelines for aligning your organizational structure and culture with the change, as well as how to confront and leverage resistance to change.

Leading a Diversity Initiative**(LD-1001)**

Seat time: 75 minutes

\$85.00

A diversity initiative must be sold on the basis of its business benefits. To build a business case for diversity, you need to know the: Broad definition of diversity in an organization and the impact it has on your employees and customer base; the five primary business benefits of diversity; tips that can help you build the case for diversity in your organization; how to drive an initiative.

To sustain the momentum of your initiative, become familiar with: -Three areas that can help sustain your company's commitment to a diverse culture; the common pitfalls that befall initiatives; three methods for measuring the success of your initiatives.

Leading High Performance Teams**(LD-1003)**

Seat time: 75 minutes

\$85.00

Drive performance by understanding the characteristics of your team. Learn the optimum combination of expertise and team members, and the goals and makeup of the three types of teams.

Most teams go through the same stages of development. To ensure your team's success, know the: Goals of the five stages of team development; common pitfalls that bedevil teams at each stage; the guidelines for leading a team through each stage of its development.

Computer Skills**Access**

[2003] (IA-1171 English, IA-1037 Spanish) [2007] (IA-1160) [2010] (IA-1149)

Seat time: 9 hours
Available in Spanish

\$29.95

Access presents instruction for these commonly used tasks: Action and Crosstab Queries, Building Tables, Creating Forms, Creating Queries, Creating Reports, Data Entry and Navigation, Data Protection and Synchronization, Database Objects, Formatting Forms, Importing Data, Introducing Access, Joining Tables, Modifying Forms, Modifying Reports, Modifying the Table Design, Printing Reports, Relational Databases and Working with Records.

Concepts of ICT**(IA-1188)**

Seat time: 2 hours

\$19.95

Discover the main concepts of Information and Communication Technology (ICT) and the many ways this technology affects our daily lives including the basics of hardware, software, and networks; the importance of securing ICT hardware and data; and the legal aspects of ICT use.

Database**(IA-1184)**

Seat time: 7 hours

\$19.95

What is a database? Discover the key concepts of databases including their organization structure, relationships and organization. Learn how to work with records, tables, queries, forms and generate reports.

Excel for Beginners

[2003] (IA-1170 English, IA-1032 Spanish) [2007] (IA-1159) [2010] (IA-1148)

Seat time: 7 hours
Available in Spanish

\$29.95

Excel for Beginners presents instruction for these commonly used tasks: Creating Charts, Creating Workbooks, Formatting Charts, Formulas and Functions, Introducing Excel, Lookup Functions, Move and Copy Data, Navigating Workbooks, Open and Save Workbooks, Page Breaks and Previewing, Page Setup Options, Printing, Proofing Tools, Relative and Absolute References, Screen Components, Using Functions and Working with Ranges.

Excel Intermediate

[2003] (IA-1169 English, IA-1030 Spanish) [2007] (IA-1158) [2010] (IA-1147)

Seat time: 6.5 hours
Available in Spanish

\$29.95

Excel Intermediate presents instruction for these commonly used tasks: 3D Workbooks, Additional Formatting Features, Creating a Web Page, Custom and Conditional Formats, Customizing Toolbars, Formatting Data, Formatting Menu Options, Goal Seeker and Solver, Outlining, Pivot Tables, Pivot Tables on the Web, Sorting and Subtotals, Splitting, Freezing and Hiding, Working with Macros and Worksheets and E-mail.

Excel Advanced

[2003] (IA-1168 English, IA-1034 Spanish) [2007] (IA-1157) [2010] (IA-1146)

Seat time: 3.5 hours
Available in Spanish

\$29.95

Excel Advanced presents instruction for these commonly used tasks: Auditing Tools, Consolidating Data, Creating a Workspace, Custom Views, Data Forms, Data Validation, Filtering Data, Importing Data, Linking Workbooks, Share and Protect Worksheets, The Scenario Manager, Tracking Changes, Working with Comments.

Internet Explorer

[v6] (IA-1181) [v7] (IA-1180) [v8] (IA-1179)

Seat time: 5 hours

\$9.95

This course is designed to introduce learners to the internet and teach them how to use the Internet Explorer web browser. Some of the topics that are included in this course include: an explanation of many common internet concepts and terms, a breakdown of security considerations, basic browsing, and the use of web based forms, and web navigation.

Outlook 2003

(IA-1167)

Seat time: 13 hours

\$29.95

Outlook is used to send e-mail, keep track of important appointments and tasks, schedule meetings, record reminder notes, and maintain a contact list. In Outlook an item can be a mail message, an appointment, a new contact person, a task, a journal entry or a note. The available Office Assistant provides access to Outlook's Help features.

Lotus Notes

[v6.5] (IA-1178) [v8] (IA-1177)

Seat time: 5 hours

\$19.95

Lotus Notes supports users within an organization by allowing them to share documents and other files with colleagues, send mail, collect and organize data, and distribute information to groups of people. Learning includes such topics as: accessing and working with Notes components including the Calendar, Contacts, and Tasks Lists; how to create, format, send, and reply to messages; creating new contacts; working with mailing lists and databases; and how to use the Notes Replicator tool.

Outlook - E-mail and Contacts

[2007] (IA-1156) [2010] (IA-1145)

Seat time: 5 hours

2007: \$19.95 / 2010: \$29.95

This course introduces the learner to the concepts and terms used in Outlook's e-mail and contacts components, including: security considerations; e-mail theory and "Netiquette;" sending, receiving, and organizing e-mail; using the address book; and how Outlook components can be utilized to enhance productivity.

Outlook - Tools

[2007] (IA-1155) [2010] (IA-1144)

Seat time: 4 hours

2007: \$19.95 / 2010: \$29.95

This course introduces the learner to the range of tools offered in Outlook including: the navigation pane; signatures and delivery confirmations; using the calendar; creating, assigning and viewing tasks; and journal tracking. Customization using Outlook features and options, and stationery, template and theme tools are offered.

PowerPoint

[2007] (IA-1154) [2010] (IA-1143)

Seat time: 9 hours

\$29.95

PowerPoint offers an introduction to screen components; opening, saving, closing, creating, and editing presentations; and slide arrangement, layout and viewing options; presents instruction on templates, backgrounds, and gradients; text and graphic elements; headers and footers; and introduces the slide master and presentation notes; and will assist learners who work with and import charts; create customized tables; add transition and animation effects; and use the spell check function.

PowerPoint 2003 for Beginners
(IA-1166)

Seat time: 5.5 hours

\$29.95

PowerPoint for Beginners presents instruction for these commonly used tasks: Arranging Slides, Creating Presentations, Editing Presentations, Introducing PowerPoint, Opening, Saving and Closing, Outline View, Screen Components, Slide Layout, Slide View and View Buttons.

PowerPoint 2003 Intermediate
(IA-1165)

Seat time: 2.5 hours

\$29.95

PowerPoint Intermediate present instruction for these commonly used tasks: Drawing Tools, Slide Master, Speaker Notes and Handouts, Templates and Title Master, Headers and Footers.

PowerPoint 2003 Advanced
(IA-1164)

Seat time: 3 hours

\$29.95

PowerPoint Advanced present instruction for these commonly used tasks: Creating Charts, Enhancing Charts, Adding Charts to Slides, Formatting Charts on Slides, Spell Checking and Printing, Working with Slide Shows, Drawing Tools, Tables, Adding Tables to Slides, and Speaker Notes and Handouts.

Presentation

(IA-1183)

Seat time: 6.5 hours

\$19.95

Learn the basics of creating, opening, saving and closing presentations using Microsoft's PowerPoint. Create information presentations and provide support materials such as transparencies, printed handouts and speaker notes.

Project[2000] (IA-1176) [2007] (IA-1175)
[2010] (IA-1174)

Seat time: 4 hours

\$19.95

What is Project Management? This course answers that question and provides the learner with the skills necessary to use Microsoft Project's tools, options and schedules to track the multiple tasks and their interactions within the scope of any size project.

Spreadsheets

(IA-1185)

Seat time: 6.5 hours

\$19.95

Learn the basics of creating, opening, saving and closing spreadsheets using Microsoft's Excel. Discover how spreadsheets can help organize, analyze and present data in a variety of meaningful ways.

Using the Computer and Managing Files

(IA-1187)

Seat time: 6 hours

\$19.95

Using Microsoft applications learn how to start a computer, log on securely and get help while working on a computer. Learn about files, folders, printers and the importance of anti-virus software.

What is New in Office 2010?

(IA-1150)

Seat time: 2.5 hours

\$19.95

Learn about customizing the Office 2010 ribbon and backstage view; Excel's slicers, sparklines and paste preview function; Outlook's expanded search functionality, conversation view and mail tips; PowerPoint's image manipulation tools, how to work with multiple presentations, slide sections, web broadcasting and video presentations; and Word's quick access toolbar, paste preview, screenshot tool and how to work with backgrounds and artistic effects.

Windows 7

(IA-1172)

Seat time: 12 hours

\$29.95

This course instructs the learner on how to use the Windows 7 operating system. Among other topics, it includes how to set up Windows 7, main concepts of file Management, desktop configuration setup, disk management, Anti-Virus considerations and much more.

Word for Beginners

[2003] (IA-1163 English, IA-1008 Spanish) [2007] (IA-1153) [2010] (IA-1142)

Seat time: 2.5 hours

Available in Spanish

\$29.95

Word for Beginners presents instruction for these commonly used tasks: Autocorrect, Basic Text Formatting, Correction Signs, Creating Documents, Envelopes and Labels, Find and Replace, Introducing Word, Moving and Copying Text, Navigation Tools, Opening, Saving and Closing, Printing Documents, Proofing Tools, Screen Components, Smart Tags and Task Panes.

Word Intermediate

[2003] (IA-1162) [2007] (IA-1152) [2010] (IA-1141)

Seat time: 6.5 hours

\$29.95

Word Intermediate presents instruction for these commonly used tasks: Automated Formatting, Borders and WordArt, Clip Art, Creating and Modifying Tables, Creating Forms, Drawing Tools, Formatting Paragraphs, Formatting Tables, Formatting with Tabs, Formulas in Tables, Saving Forms as Templates, Tables and Charts, Watermarks, Working with Columns.

Word Advanced

[2003] (IA-1161 English, IA-1010 Spanish) [2007] (IA-1151) [2010] (IA-1140)

Seat time: 7.5 hours

\$29.95

Word Advanced presents instruction for these commonly used tasks: Advanced Mail Merge, Collaboration, Creating Web Pages, Documents and E-mail, File Management, Footnotes and Endnotes, Group Editing, Headers and Footers, Index and Table of Contents, Macros, Mail Merge, OLE, Bookmarks, and Hyperlinks, Outlining Documents, Page Design, Sorting Paragraphs and Lists, Template and Design Gallery, Working with Styles and Working with Templates.

Word Processing

(IA-1186)

Seat time: 9 hours

\$19.95

This course covers many concepts necessary to understand when using a computer to prepare documents. The topics in this course include basic text formatting, using styles and themes, working with graphical objects, printing and much more. This course is created for use with Microsoft Word, but the topics covered can be applied to other word processors.

LearnSomething Course Catalog - October 1, 2015