



## **Excel for Accountants - 1(h) 31(m)**

Become a better accountant, bookkeeper, or financial analyst with Microsoft Excel. Excel can be used for profit-and-loss (P&L) reporting, forecasting sales, business valuation, quickly analyzing data from programs like QuickBooks, and more. This course shows you how to perform key accounting tasks in Excel, including small business and corporate record-keeping, and importing and exporting data from QuickBooks to Excel. Professor Michael McDonald shows how to record transactions in a general ledger, categorize expenses for taxes, track business performance, use key financial statements, and do a business valuation. The course is for working professionals and business students alike, with short, focused lessons to give you maximum learning in the minimum amount of time. Learning Objectives: List the most common tasks and approaches faced by accountants in their daily lives. Determine whether transactions can be exported from Quickbooks to Excel or not. Outline the structure that the SUMIF function uses. Explain how to measure EBITDA. Identify at what level the General Ledger tracks expenses. Break down how to construct a business valuation using a cash flow analysis.

## **Building High Performance Teams 1(h) 50(m)**

High-performing teams are critical to maintaining an organization's competitive advantage. These teams consistently show high levels of collaboration and innovation, and outperform their peers. In this course, leadership-training expert Mike Figliuolo shows you how to create and lead the teams that get more done for their organizations. Learn about the seven elements of a high-performance team, and the techniques necessary to set direction, gather and deploy the right resources, prioritize work, motivate employees, and help team members develop their individual strengths.

## **Making Quick Decisions – 21(m) 47(s)**

Decision-making is an essential skill in every industry. The ability to confidently (and quickly) make smart, high-quality decisions can help you excel at a range of tasks, from quashing a disagreement between colleagues to picking a new hire. In this concise course, Dr. Todd Dewett shows you simple steps that can help you make stronger decisions in your professional life. Get practical tips for accurately defining the problem at hand, generating options, collaborating effectively with your team, and making a decision that sticks.

## **Managing Anxiety in the Workplace – 1(h) 9(m)**

We all get anxious at times. But what do you do when anxiety is disrupting your job? This course provides resources to help you manage your anxiety and be more effective and successful at work. Dr. Srini Pillay, a Harvard-trained psychologist, explains how to recognize anxiety and understand when you need clinical help. For those who can manage day to day, he provides guidance to navigate the ins and outs of the workplace: from finding a job to having more successful interactions with coworkers. He also provides productivity strategies designed to help you manage conflict,



technology hiccups, and work-related stress. Plus, learn how to manage and lead with anxiety in mind—so you can guide your reports through challenging times and overcome imposter syndrome and other anxiety-related traps. Learning Objectives: Getting help for anxiety Interacting with colleagues Interviewing with anxiety Recognizing anxiety Managing conflicts Managing stress Staying confident in the face of anxiety

## **Excel: Pivot Table Tips -1(h) 38(M)**

Go from beginner to power PivotTable user. Learn how to use Excel PivotTables and PivotCharts for powerful data analysis. Chris Dutton leads this practical guide, filled with lots of hands-on exercises and real-world use cases. He shows how to structure your data; change table layouts and styles; leverage design controls; perform sorting, filtering, and grouping; and create interactive dashboards. Use the PDF cheat sheets and the Excel solution file to follow along as you learn. Note: The instructor uses Office 365 ProPlus. Some features may not be available in all versions of Excel. Learning Objectives: Customizing a PivotTable field list Grouping dates and values Enabling multiple filters Conditional formatting Refreshing source data Adding custom sort lists

## **Creating Positive Conversations with Challenging Customers – 33(m) 20(s)**

What do you do when faced with a customer who's fuming over a delay, cancellation, or objection to a policy? How can you adequately address their issue when your interaction starts off on such a sour note? In this course, Myra Golden shares approaches that can help you reframe such conversations, and use your words and actions to put a positive slant on an otherwise negative situation. Learn how to use empathy and pacing to foster a sense of connection with customers. Discover the words and phrases to avoid in customer service, how to use partnership language to leave people feeling heard and satisfied, and how to properly apologize. Plus, learn how to approach real-world situations, such as billing issues.

## **Building Self Confidence – 18(m) 10(s)**

Confidence is crucial to personal and professional success. People who aren't confident tend to miss out on new challenges, relationships, and opportunities. The good news is self-confidence is self-perpetuating; once you develop it, confidence can buoy you from one situation to the next. In this course, author and educator Dr. Todd Dewett shares simple and practical techniques to build and maintain self-confidence. In chapter one, he teaches you how to own the situation, embrace your imperfections, and take action to move forward. In chapter two, you can learn how to sustain your confidence, interaction after interaction, by aligning with the right people, maintaining a positive perspective, and putting together a plan.

## **Creating and Giving Business Presentations 1(h) 20(m)**

What makes a compelling presentation? A presentation that is built on strong research, tailored to your audiences interests, and designed to anticipate and answer questions about your message. In



this course, Kelley Business School professor Tatiana Kolovou teaches you how to prepare strong business presentations. Learn how to find your story, appeal to logic and emotion, gain credibility, build a deck, and deliver a compelling presentation. Along the way, follow Katie, a young professional, as she prepares to give a presentation to the executives at her organization. LinkedIn Learning (Lynda.com) is a PMI Registered Education Provider. This course qualifies for professional development units (PDUs). To view the activity and PDU details for this course, [click here](#). The PMI Registered Education Provider logo is a registered mark of the Project Management Institute, Inc. Learning Objectives: Explore how to evaluate your audience's knowledge level. Define audience value. Recall how a 'forest vs. tree' analogy compares to the audience interview and presentation design. Recognize what logical appeal means in a presentation setting. Define emotional appeal in a presentation setting.

## **Leading Through Relationships – 48(m) 44(s)**

As you move from functional expertise into leadership, your focus shifts from working directly on tasks to overseeing the work of other people. Leaders who successfully make this jump most often do so by building effective relationships with individuals at multiple levels in their organization. In this course, Simon T. Bailey details how to lead through relationships, sharing strategies that can help you connect with your employees, manage team conflict, and establish buy-in with other leaders. Learn how to create a culture of insiders, lead others through change and conflict, encourage meaningful communication and collaboration, and more.

## **Embracing Unexpected Change – 14(m) 13(s)**

When we're caught off guard by a job loss or the crumbling of a personal relationship, it can be tough to move forward. But while we can't avoid these kinds of unexpected changes, we can control how we deal with them. In this short course, Dr. Todd Dewett explains how you can harness the power of change for your benefit and the benefit of those around you. Learn how to put change in the proper context, create the right perspective, and ultimately become more resilient.