



## **Customer Service Blue Printing 32(m) 39(s)**

Creating a seamless customer experience is no accident. It takes planning and creativity. Service blueprinting is how the best organizations keep their customers coming back. Blueprinting helps you plan the customer's journey and the employees, processes, and activities to support that journey. This course covers the steps to creating a blueprint for exceptional customer service. Jeannie Walters describes how to gather feedback and data, map customer and employee actions, and hold a workshop session to find solutions to pain points and validate your findings. Jeannie also explains how to make your blueprint accessible, so that employees can implement it. The course includes examples and templates to help you blueprint as you go, and tips to connect the dots between what the customer sees and what goes on behind the scenes.

## **Finance Foundations: Income Taxes (2019) 2(h) 4(m)**

Filing your personal or professional income taxes in the US can be an overwhelming task. Accounting and finance professors Jim and Kay Stice can make filing this year's taxes a bit easier for you by explaining basic taxation concepts and terminology—and providing valuable tips to save money when it comes to tax planning. In this course, they cover concepts such as taxable income, tax brackets, average and marginal tax rates, tax withholding, deductions, and credits, and explain the motivation behind federal tax deductions such as mortgages, dependents, and charitable giving. They review the steps involved in filing a personal income tax return, explain the benefits of legitimate (legal) tax planning, and address some of the special issues that corporations and small businesses face in filing returns.

## **Creating Personal Connections 49(m) 24(s)**

Learn how to create personal connections—that sense of chemistry, comfort, and confidence—even with new people, in unfamiliar situations, and under stressful circumstances. In this course, John Ullmen, PhD, professor at the UCLA Anderson School of Management, reveals key insights from research, and shares practical steps he uses as an executive coach to help leaders from around the world create personal connections quickly with others, while remaining genuine and true to themselves. Learn ways to start interactions, attune to your counterpart, share more of yourself, follow up after a meeting or conversation, and more.



## **Business Process Improvement 58(m) 2(s)**

Outdated, inefficient, or limited business processes lead to poorer outcomes and lower employee morale. If you've spotted a process in your organization that could use some retooling—or you want to build an entirely new process from scratch—then this course is for you. Join Eddie Davila as he shows how to become a change agent within your organization by improving business processes. Eddie goes over the traits of good business processes, as well as why some processes just don't work. He then shares tips for crafting practical solutions that solve real problems at your company, shows how to leverage tools such as flowcharts to build brand-new business processes, and explains how to sell your solutions to stakeholders.

## **Writing a Best Selling Novel in 15 Steps 3(h) 30(m)**

There's a secret storytelling code at the heart of almost all great novels. In this course, author Jessica Brody lays out the 15 essential beats, or plot points, that make readers want to keep turning the page. Filled with tips on plot and story structure, this course is based on Blake Snyder's famous "Save the Cat!" plotting method. Upon wrapping up the course, you'll have the tools you need to create a complete road map to your novel.

## **Windows Server 2019: Implementing Group 1(h) 25(m)**

Group Policy is a major part of Active Directory and the key to consistent and secure Windows account configuration. In this course, Ed Liberman shows how to configure and manage Group Policy in Windows Server 2019. Ed covers processing for a Group Policy object, which determines the order in which policies are read and applied, including the default order and exceptions like block inheritance. He reviews critical settings that IT admins need to be able to configure, including Administrative Template files, folder redirection, and scripts. Plus, learn how to quickly troubleshoot Group Policy issues and configure passwords and account lockout policies.

## **Threat Modeling: Spoofing In Depth 55(m) 24(s)**

Threat modeling is a framework for thinking about what goes wrong. Security pros and software developers should learn to threat model early in their careers, because it shapes every system they build and defend. Spoofing, pretending to be someone or something you're not, is one of the key threats to systems. This course teaches you many of the ways in which spoofing happens, including spoofing of people, machines, file systems, and processes. As instructor Adam Shostack explains, spoofing entails many factors: what you know, who you are, where you are, who you know, and more.



There's spoofing of people and spoofing of roles, spoofing of processes or file spaces on a system, and spoofing of machine, IP, name, and TLS identities. Learning how and where these attacks take place will help you excel in your career and deliver more secure products and services.

## **Ethical Hacking: Introduction to Ethical Hacking 1(h) 21(m)**

What is ethical hacking? When it comes to cybersecurity, hacking comes in many colors: white, grey, black, and shades in between. White hat hackers use their skills for good. They practice ethical hacking: involved testing to see if an organization's network is vulnerable to outside attacks. Ethical hacking is key to strengthening network security, and it's one of the most desired skills for any IT security professional. If you're interested in becoming an ethical hacker, or getting started securing your own network, this introduction is for you. Security expert Lisa Bock explores today's threat landscape, dissecting the top attack vectors and motives for attacks. Lisa identifies a variety of ways to secure an organization, explores policies that help enforce security objectives, and more.