

LIVE SEMINARS

COMMUNICATION/PERSONAL DEVELOPMENT

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

COMPUTER: MICROSOFT®, DESIGN, WEB

- Advanced Microsoft® Excel®
- Discover the Power of Crystal Reports®
- How to Use QuickBooks®
- Mastering Microsoft® Excel® (2-day)
- Microsoft® Excel® 2007/2010 Basics
- Microsoft® Excel® 2007/2010: Beyond the Basics
- Microsoft® Excel® ver. 2013 Basics
- Microsoft® Excel® ver. 2013: Beyond the Basics
- Outlook®: Beyond Email and Calendar
- Outlook®: Tips, Tricks and Secrets Unlocked

CUSTOMER SERVICE

- How to Deliver Exceptional Customer Service
- The Customer Service Conference

EVELYN WOOD LIBRARY

- Speed Reading with Evelyn Wood Reading Dynamics®

FINANCE AND ACCOUNTING

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

FRONT DESK & ADMINISTRATIVE TRAINING

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

GRAMMAR & WRITING SKILLS

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

HR TRAINING

- Cal/OSHA Compliance
- Employment Law
- FMLA Compliance
- HIPAA Compliance for Healthcare Professionals
- How to Write Clear & Concise Policies and Procedures
- Human Resources for Anyone with Newly Assigned HR Responsibilities
- OSHA Compliance
- Payroll Law
- The Essentials of HR Law
- Training the Trainer
- Workers' Comp

MARKETING

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

MEDICAL PROFESSION TRAINING

- OSHA Compliance for Medical and Dental Practices

MANAGEMENT, SUPERVISION & LEADERSHIP

- A Crash Course for the First-Time Manager or Supervisor
- Basic Supervision
- Creative Leadership for Managers, Supervisors and Team Leaders
- Criticism & Discipline Skills for Managers and Supervisors
- Effective Goal-Setting and Planning Skills
- Facilities Management - A 2-Day Comprehensive Course
- Finance and Accounting for Non-Financial People
- How Managers Become Great Leaders

- How to Bargain & Negotiate with Vendors and Suppliers
- How to Be an Assertive Manager or Supervisor
- How to Be the Manager Employees Won't Leave
- How to Deal with Unacceptable Employee Behavior
- How to Develop and Administer a Budget
- How to Improve Employee Accountability
- How to Read and Understand Financial Statements
- Leadership and Management Skills for Women
- Leadership, Team-Building and Coaching Skills for Managers and Supervisors
- Making the Transition from Staff to Supervisor
- Management & Leadership Skills for Managers and Supervisors (2-Day)
- Manager's Master Course
- The Customer Service Conference
- The Exceptional Team Leader
- The Leadership Conference
- The Management Conference
- The Manager's Guide to Employee Development
- The Ultimate Supervisor

MICROSOFT EXCEL TRAINING

- Advanced Microsoft® Excel®
- Mastering Microsoft® Excel® (2-day)
- Microsoft® Excel® 2007/2010 Basics
- Microsoft® Excel® 2007/2010: Beyond the Basics
- Microsoft® Excel® ver. 2013 Basics
- Microsoft® Excel® ver. 2013: Beyond the Basics

MICROSOFT OFFICE TRAINING

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- Mastering Microsoft® Excel® (2-day)
- Microsoft® Excel® 2007/2010 Basics
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- Microsoft® Excel® 2013 Basics
- Microsoft® Excel® 2013: Beyond the Basics
- Outlook®: Beyond Email and Calendar
- Outlook®: Tips, Tricks and Secrets Unlocked

OSHA AND WORKPLACE SAFETY

- Cal/OSHA Compliance
- OSHA Compliance
- OSHA Compliance for Medical and Dental Practices

PROJECT MANAGEMENT

- Fundamentals of Project Management (2-Day)
- Project Management Workshop

TIME MANAGEMENT

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

Topics are continually added and updated. For your current local schedule visit us at www.pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, PDU and HRCI Recertification credit.

TOP ON-DEMAND COURSES

MANY MORE COURSES AVAILABLE

COMMUNICATION/PERSONAL DEVELOPMENT

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

COMPUTER: MICROSOFT®, DESIGN, WEB

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

CUSTOMER SERVICE

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

FINANCE AND ACCOUNTING

- Effective Inventory Management
- How to Read and Understand Financial Statements
- IRS 1099 2013 Update
- Microsoft® Excel® Macros for Financial Professionals
- The Fundamentals of Cash Flow Forecasting

FRONT DESK & ADMINISTRATIVE TRAINING

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

GRAMMAR & WRITING SKILLS

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

HR TRAINING

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

IT TRAINING

- CompTIA A+® 220-801
- CompTIA A+® 220-801 (Practice Exam)
- IT Help Desk Management
- Microsoft® 70-332: Advanced Solutions of SharePoint Server® 2013
- Microsoft® 70-341: Core Solutions of Exchange Server 2013
- Oracle® Database SQL Expert
- Oracle® Database SQL Expert (Practice Exam)

MARKETING

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

MEDICAL PROFESSION TRAINING

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

MANAGEMENT, SUPERVISION & LEADERSHIP

- AB 1825: Sexual Harassment Prevention for Managers
- Building Teamwork One Individual at a Time
- Criticism & Discipline Skills for Managers and Supervisors
- Effective Negotiation Tactics for Supervisors
- Fred Pryor on Leadership
- How to Bargain Better with Vendors and Suppliers
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Supervise Off-Site Employees
- Teams that Work
- Transitioning from Staff to Supervisor

MICROSOFT EXCEL TRAINING

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

MICROSOFT OFFICE TRAINING

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

OSHA AND WORKPLACE SAFETY

- OSHA and Workplace Safety for HR Professionals
- OSHA Bloodborne Pathogens
- OSHA Exposure Control 2013 Update
- OSHA HAZCOM Compliance 2013 Update
- OSHA Needlestick Safety
- OSHA Recordkeeping Compliance

PROJECT MANAGEMENT

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

TIME MANAGEMENT

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

Topics are continually added and updated. For your current local schedule visit us at www.pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, PDU and HRCI Recertification credit.