

BTI Training and Development Matrix

Course Title	Delivery Method: C=Classroom; eL=eLearning	Learning Categories									
		Leadership	Conflict Management	Legal/ HR Topics	Communication	Teamwork	Learning/ Thinking Skills	Customer Service	Time Management	Project Management	Computer Skills
Access (8 Classes)	eL										X
Analyzing Your Use of Time (COMGTM)	eL							X			X
Basic Business Grammar (3 Classes)	eL				X		X				
Basic Business Math (4 Classes)	eL						X				
Behavior: Putting Your Best Foot Forward	eL	X	X		X	X					
Bridging the Diversity Gap (COMBDG)	eL										
Business Etiquette	eL				X						
Business Grammar	eL						X				
Business Grammer: Punctuation (COMEUP)	eL				X		X				
Business Grammer: Common Errors (COMGEB)	eL										
Business Writing Skills	eL										
Civil Treatment	C	X		X							
Common Admin Support Tasks	eL				X						
Communicating with Professionalism and Etiquette	eL				X						
Comp & Benefit Programs (COMORE)	eL										
Compelling Job Description (COMCJD)	eL										
Compensation Policy & Program (COMCPR)	eL										
Conduct and EFF Interview (COMCEI)	eL										
Communication Skills	eL	X	X		X						
Cost Center to a Strategic Business Partner	eL			X							
Creating a Presentation	eL				X						
Critical Thinking Essentials	eL						X				
Customer Service Representative	eL							X			
Delivering A Presentation	eL				X						
Developing your Reputation of Professionalism with Business	eL				X			X			
Diversity Training	C			X		X					
E-mail Essentials for Business	eL				X		X				X
Essentials of Budgeting for Non-Financial Professionals	eL						X			X	
Excel 2010 (8 Classes)	eL										X
Final Exam: Interviewing (COMFEX)	eL										

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Guard Against Interview Biases (COMGAB)	eL										
Handling Conflict with Others	eL	X	X		X	X					
Hiring a New Employee (COMHNE)	eL										
Hring Strategic Thinkers (COMHIR)	eL										
HR Core Knowledge	eL			X							
HR Development: TM Training (COMDEV)	eL										
HR Functions and Activities (COMHFA)	eL			X							
HR Skills, Concepts and Tools	eL			X							
Identify Problem Performance	eL						X				
Initiating Succession Planning (COMISU)	eL										
Interacting with Others	eL				X			X			
Internal Customer Service: Conflict and Complaints	eL		X		X			X			
Leadership Skills I	C	X	X		X	X					
Leadership Skills II	C	X	X		X				X		
Linking HR Functions with Organizational Goals	eL			X							
Listening Essentials	eL	X			X						
Making Tough Decisions	eL	X					X				
Management Essentials: Delegating	eL	X							X		
Managing Business Meetings	eL				X				X	X	
Managing Change: Understanding Change	eL	X					X				
Managing Talent for Organizations	eL	X		X							
MPS Academy	C						X				
Org Behavior of the Individual (COMOBI)	eL										
Outlook (7 Classes)	eL										X
Persuasive Communication	eL				X						
Photoshop (2 Classes)	eL										X
Plan and Prioritize Your Time	eL										
Planning a Presentation	eL				X						
Preparing to Intevue (COMPTI)	eL										
Power Point (6 Classes)	eL										X

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Practical Problem Solving	C						X				
Presentation Skills	C				X						
Prevention of Harassment / Refresher	C		X	X							
Principles of Accounting for Non-Financial Professionals	eL						X				
Project Management Fundamentals	eL						X		X		
Properly Screening Applicants (COMPSC)	eL										
Putting Your Best Foot Forward (COMBFF)	eL										
Recruiting Talent (COMRET)	eL										
Results Without Authority Basics	eL				X	X					
Risk Management: Identifying Risk (COMRMG)	eL										
Selecting the Right Candidates (COMSEL)	eL										
Situational Leadership	C	X									
Strategies: Resolving Conflict	eL		X			X					
Successful TM Onboard: Intro (COMSTM)	eL										
Support Center Services and Work Environment	eL							X			
Targeted Selection Certified Interviewer Training	C			X							
Team and Customer Relations	eL	X				X		X			
Time Management	eL								X		
Turning Around a Performance Problem	eL	X			X						
Understanding Unconscious Bias (BUSUUB)	eL										
Using Business Etiquette to Build Professional Relationships	eL		X		X			X			
Using Metrics and Designing Strategic Initiatives	eL			X			X		X		
Word (7 Classes)	eL										X



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