



## New Horizons Library Descriptions

*Offer your students eLearning with a human touch with New Horizons Learning Port*

### TECHNOLOGY

#### Cisco Library

The Cisco Library addresses the critical skills and certification objectives for Cisco's Associate and Professional level certifications and is positioned as a stand-alone offering or as a complement and supplement to the Hardware and Networking Operating Systems and Telephony libraries. Your Internetworking Professionals will be fully prepared for the CCNA, CCNP, and CCDP certifications with this comprehensive set of courses. With over 100 hours of training in multiple modalities, Learning Port offers one of the most comprehensive, on-line Cisco training programs available. This library is also offered at the Platinum level, which includes a bundle of v-Lab exercises designed for Cisco products to provide all the benefits of hands-on training with none of the associated risks.

#### Cisco Advanced Technology Library

The Cisco Advanced Technology suite of libraries is intended for Cisco engineers who need to plan, implement and support advanced networking technologies such as: CallManager, IPv6, Microsoft for Cisco Voice (MSCV), Multiprotocol Label Switching, Optical Networking, Security, Service Provider, and Storage Networking.

#### CompTIA Library

The CompTIA Library encompasses courses for eight CompTIA certifications, in areas such as system administration, networking, security, Linux, project management and more. Included are courses that address the latest versions of the A+ Core Hardware and Operating Systems exams, as well as Security+, which provides an ideal foundation in security for all computer and networking professionals.

#### Computer Professional Library

The Computer Professional Library offers the most comprehensive collection of IT training topics: Networking, Operating Systems, Programming, Web Development Database, and Design courses. The library is optimal for large IT organizations with diverse job functions supporting numerous technologies simultaneously.

#### Design and Media Library

The Design and Media Library is ideal for design professionals who use technology to enhance communication, such as web designers, graphic designers, page layout experts, and creators of original art and media. It provides training for most major design functions from graphic development to photo manipulation and enhancement to layout and publishing. This library is suitable as a "Just-in-Time" reference to be used under tight project deadlines, as well as a formal training tool that accommodates various learning paths in design and electronic communication disciplines. Courses cover products from leading software vendors, including: Adobe, Macromedia, Corel, Lotus, Quark, and Microsoft.

#### E-Business Library

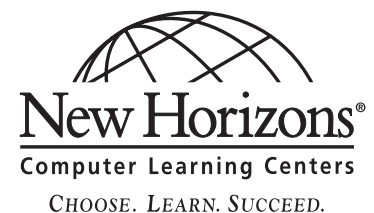
The E-Business Library describes the use of Internet technologies to carry out, improve, and streamline business processes. Among the common areas referred to in the E-Business realm is: E-Commerce, Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), Supply Chain Management (SCM), E-Procurement and Knowledge Management. The E-Business library addresses the critical skill required in E-Business project management and is positioned as a complement to the Business Performance Support and Project Management libraries. The E-Business library provides executives, managers and project leaders a solid understanding of the information they need to make educated decisions about their organizations' use of Internet technologies to improve existing and create new business processes, ultimately resulting in incremental revenues and reduced expenses.

#### European Computer Driving Licence (ECDL-ICDL) Library

The ECDL-ICDL Library prepares students for their ECDL certification exams. It assumes no prior computer experience, yet trains students to the level of computer sophistication that is required by most businesses today. An ECDL signals to industry that a candidate is comfortable with the Internet, email, word processing, presentations, spreadsheets, and databases, on virtually any PC.

#### Microsoft Office Pack Library

The Microsoft Office Pack Library includes Microsoft desktop application training such as Word, Excel, Access, Powerpoint, Outlook, and FrontPage. Business professionals and support personnel will benefit from the Microsoft desktop applications training that is featured in this collection.





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### **TECHNOLOGY (Continued)**

#### **Network and Operating Systems Library**

The Network and Operating Systems Library offers a wide range of Information Technology courses that use relevant examples and accurate simulations in all of the course offerings. This collection of courses provide networking professionals training for the dominant server and operating system technologies including Microsoft®, Novell, Linux, Unix, and Mainframe technologies. This library is ideal both to support IT job functions and to prepare for industry recognized IT certifications - e.g., CompTIA® A+TM, Network+TM, Server+; Microsoft® MCSA and MCSE; Novell CNA and CNE; and many more. This library is also offered at the Platinum level, which includes a bundle of v-Lab exercises designed for the Microsoft networks.

#### **Office Productivity Multi-Lingual Library**

The Office Productivity Library includes desktop operating systems and general office application courses in 15 languages. This includes training for word processing, spreadsheets, desktop databases, presentation and publishing applications, mail and communication tools, and more. The curriculum serves as an invaluable resource for ongoing personal computer use and supports the core competencies required to use PCs. Ideal for application rollouts, individual career development, cross-training, and just-in-time problem solving - this library affords the highest degrees of utility and flexibility for any PC user.

#### **Programming and Web Development Library**

The Programming and Web Development Library is designed specifically for individuals and teams that develop applications and administer their back-end databases, includes training and support to create web applications, mail-tool applications, scripts, relational databases, and reports. Featured programming languages include: C, C++, Java, HTML, ASP, Perl, XML, and even COBOL for organizations that maintain legacy business code. Training supports database technologies by Oracle, Microsoft SQL and Microsoft Access. The breadth of this collection is appropriate for the wide range of job roles involved in the development process, and the depth in any one area is sufficient to accommodate the entry-level programmer through the most senior developers on staff.

#### **Project Management Library**

The Project Management Library includes courses to support the Project Management Institute's (PMI's) Project Management Professional® (PMP) Certification and CompTIA's Project+ Certification. New Horizons is also a Registered Education Provider for the Project Management Institute (PMI) and offers e-Learning courses that can be applied towards PDU (Professional Development Unit) credit.

#### **Security Library**

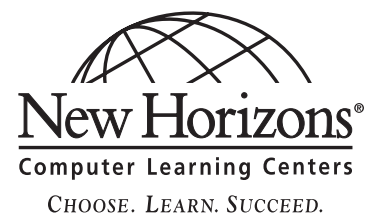
The Security Library is designed for a wide range of security professionals - from the seasoned security officer or analyst to the junior network administrator just entering the field. It can be used for professional development at every level, from the basics of TCP/IP and CompTIA® A+TM (Hardware and Operating Systems) all the way up to advanced security concepts such as in-depth PKI. The courses can also be used in preparation for the CISSP, CompTIA's Security+, and SCP's Security Certified Professional certification.

#### **TRA Communication Technology Library**

The TRA Communications Technology Library offers a wide variety of the most current telecommunications and internetworking technologies available. Developed by experts who actually helped develop the technologies, these courses provide a wealth of information about how the technology works and how it is implemented. This comprehensive communications collection, from fundamentals through advanced concepts, cover every significant area of industry technology such as GSM, 3G wireless, VoIP, and optical networking and DSL.

#### **vLabs®**

Available only from New Horizons, vLabs give students hands-on sessions, connecting directly to live hardware and software- not simulations. vLab technology provides students the opportunity to practice and reinforce newly learned skills in integrated labs, allowing them to gain job-related experience by working on actual projects. Students have 24/7 access to live equipment in a risk-free environment, utilizing the New Horizons bank of servers and infrastructure.





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### PRIME LEARNING PROGRAMS

#### **Diversity Awareness**

The Diversity Awareness Library addresses the changing work styles required to lead today's diverse work force. Learners will gain an understanding that as the profile changes, so does their own role as manager or business leader. Also included are specific strategies for attracting, retaining, and developing a diverse, high-quality staff and fostering an environment that celebrates - and capitalizes on - the uniqueness of the individuals within it. This program includes: Diversity Awareness and Diversity for Managers.

#### **Improving Customer Service Library**

The Improving Customer Service Library is designed to provide service agents with the strategies to handle even the most challenging customer situations. Learners are encouraged to examine the people whom they define as customers, evaluate specific customer requirements, and initiate actions to improve customer relationships. Real-world case studies provide learners with opportunities to transform a potentially negative customer experience into a positive one. This program includes: Customer Interactions, Customer Service Communications, and Strengthening Customer Relationships.

#### **Professional Effectiveness Library**

The Professional Effectiveness Library delivers techniques for today's busy professionals to increase productivity and to demonstrate professional skills. This includes topics such as time management, developing S.M.A.R.T. goals and personal growth plans. The American Management Association's Self-Development for Success series provides the core content for this practical approach to improve results through stronger self-management and collaboration. This program includes: Managing Stress, Becoming Effective, Building Interpersonal Strengths, and Enhance Your Business Message.

#### **Sales Effectiveness Library**

The Sales Effectiveness Library is designed to provide learners with a methodical approach to buyer-focused selling. It presents an overall process for successful selling and provides practical guidelines on how to plan, start, and close all aspects of the sales cycle, as well as the skills needed to succeed at each stage. These include effective verbal and body language, listening skills, telephone skills, and proposal writing techniques. This program includes: Sales Cycle Basics, Communication Techniques, The Sales Process, and Closing the Sale.

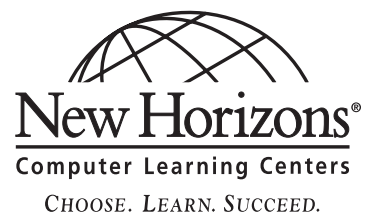
### COMPLIANCE

#### **Employment Law Library**

The Employment Law Library, delivered by New Horizons in partnership with Vivid Learning Systems, covers topics to prevent innocent oversights in the workplace that might place your business at risk. Example topics include: ethics, computer security, disease, discrimination and disability.

#### **Occupational Safety Library**

The Occupational Safety Library, delivered by New Horizons in partnership with Vivid Learning Systems, provides regulatory compliance training including: environmental, health, and safety training that maps to OSHA compliance regulations and other regulatory standards. Example topics include: first aid, office ergonomics, fire safety, forklift operator training, and food safety. This library will enable your organization to deploy a cost effective and efficient way to help you deliver centralized training to your entire organization, ensuring everyone receives consistent training. The tracking and reporting features allow you to verify completion dates and passing scores, thus allowing you to meet organization or government regulatory compliance requirements.





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### E-REFERENCE

#### **GetAbstract**

These concise business book summaries are ideal for busy professionals who want to expand their business management knowledge and stay abreast of the latest trends, but don't have the time to read books cover to cover. The comprehensive library includes more than 2,000 publisher-approved summaries of the most recognized books. Employees can find relevant content quickly on topics such as leadership, management, marketing, human resources, finance and strategy. Summaries are available both online and offline as a PDF, downloadable format for PDAs, or weekly email service based on personalized interest profiles.

#### **Online Reference Articles**

For employees who need an immediate answer to a defined work problem, Articles is the perfect product. Concise, available anytime online, and aimed at delivering a quick answer, Articles will help employees on the front lines attempting to complete time-sensitive projects. Articles provide step by- step instructions, full illustrations, task-based techniques, and time-saving tips. They offer the greatest benefit to those who have a working knowledge of a technology, and require task-specific information. Most Articles reference titles address a defined need or outcome, and are 4 to 6 pages in length. Users will have unlimited access to an extensive archive containing almost 5,000 reference Articles, with new titles added monthly.

#### **Online Reference Books**

New Horizons offers the convenience of a full-text, searchable e-Reference library containing thousands of reference books to support the learning experience. Our multi-publisher library includes access to a broad range of books covering business and computer skills, from their Tables of Content to their Indexes. Subject matter spans from technology theory and complex procedures to leading management and business ideas from true thought leaders. The format of references are also diverse, running from "Teach Yourself " books for the independent learner, to references packed with hundreds of command-line definitions and detailed data tables, to practical "how-to" books explaining management approaches, techniques and tips. Multiple formats allow for maximum flexibility in meeting the needs of the learner, and fitting within the training plan of each individual.

### BUSINESS

#### **Business Fundamentals Library**

The Business Fundamentals Library transcends core management and leadership topics to include functional skills that can be applied organization-wide, including sales, customer service, personal/professional development and HR. Courses in this library include conceptual materials, interactive quizzes, tools, as well as tools, resources, and work aides that can be downloaded for use in group discussion or collaboration.

#### **Case in Point™**

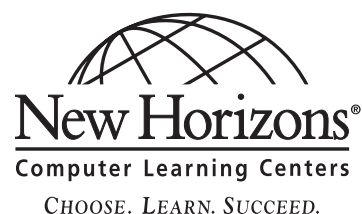
Case in Point from Harvard Business School Publishing is a collection of online cases, which provide blended leadership training. Designed for use in a classroom discussion, each case includes scenarios that are delivered online and a companion facilitation guide for student interaction.

#### **Harvard Business School Publishing Programs**

Co-developed with Harvard Business School Publishing and delivered by Element K, these executive-level development programs offer comprehensive solutions and targeted training towards employee development initiatives. Featuring graduate level business school curriculum - endorsed by leading industry experts, these programs establish theory and foundational concepts of the business world and contains interactive scenarios and role-plays that produce an outcome based on the learner choice and decision.

#### **Developing Leaders Library**

The Developing Leaders Library is designed to promote leadership, addressing the corporate need to make exceptional leaders out of great managers. The program library includes: Decision Making, Influencing and Motivating Others, Leadership Transitions, and What is a Leader?





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### **BUSINESS (Continued)**

#### **Developing Managers Library**

The Developing Managers Library is designed for the seasoned manager, addressing the corporate need to advance managers to the next level. The program library includes: Coaching for Results, Managing Direct Reports, Managing for Creativity and Innovation, Teams that Work, and Virtual Teams.

#### **Financial Acumen Library**

The Financial Acumen Library is designed to help managers understand finance. This library addresses the corporate need to bring knowledge of the finance discipline to all managers, while driving a sense of accountability and ownership for corporate business practices. The program library includes: Finance for Managers and Financial Accounting.

#### **Management Transition Library**

The Management Transition Library is designed specifically for the new manager. Help accelerate the learning curve for new managers with this program based on the field research of Harvard Business School Professor Linda Hill, author of the best-selling book, *Becoming a Manager*. Based on Hill's decade-long research on the experiences of managers as they master new job assignments, this eight-hour program covers 20 key management topics including: Managing Change, Leadership, Goal Setting, and Managing Performance.

#### **Organizational Development Initiatives Library**

The Organizational Development Initiatives Library addresses a broad range of the most common change management and company culture issues facing businesses today. This library features research and strategy by the leading minds at Harvard Business School, including topics such as: Managing Across Differences (& Diversity), Managing Change, Realizing Change, Managing Difficult Conversations, Productive Business Dialogue, Negotiating for Results, and Service Success.

#### **Harvard ManageMentor PLUS Library**

The Harvard ManageMentor PLUS Library, created by Harvard Business School Publishing and delivered online by New Horizons, contains 37 critical topics tied to key management, leadership, communication skills, strategy, and decision-making responsibilities. This library applies to supervisors and team leaders, project managers, mid-level managers, and functional managers who must complement their specific expertise with broader business capabilities. This superior collection of online business-related programs features a breadth of management and leadership content, the quality and reputation of its Harvard Business School authors, and the integration of curriculum, resources, and activities. It features interactive practices with a reality of on-the-job and workplace scenarios, audio, customized learning paths, and resources and tools to meet everyday business needs. Foreign language support available.