



IAAPA PROFESSIONAL DEVELOPMENT SUBSCRIPTION – COURSE LIST

Courses subject to change

Course	Cluster	Core Skill	CEUs
4 Communication Skills Everyone Needs	People	Communication Skills	0.5
A Civil and Respectful Workplace: Building a Strong, Affirmative Culture	Personal	Accountability	0.5
Better Business Behavior	Business	Business Acumen	0.5
Better Business Communication	People	Communication Skills	0.5
Business Ethics & Code of Conduct	Personal	Accountability	0.5
Business Execution: 01-Execution Strategies	Personal	Initiative	0.5
Communicating Effectively	People	Communication Skills	0.5
Creating an Incredible Company Culture	People	Interpersonal Effectiveness	0.5
Emotions versus Evidence	People	Interpersonal Effectiveness	1
Get Smarter With Goals	Business	Business Acumen	1
Getting Stuff Done	Personal	Initiative	0.5
Participating in a High-Performance Team	People	Team Focused	0.5
Satisfying Challenging Customers	People	Customer Service	1
Security Awareness	Business	Safety and Security	0.5
Setting Goals and Guidelines for High Performance	Business	Results Orientation	1.5
Solving Performance Problems	Business	Results Orientation	0.5
Strategies for Achieving Goals	Business	Results Orientation	0.5
Team Decision Making	People	Team Focused	1
Team Working Excellence	People	Team Focused	0.5
Telephone Doctor Customer Service: 01. The Service Mentality	People	Customer Service	1
Telephone Doctor Customer Service: 02. Listening Skills	People	Customer Service	1
The Power of One- Taking Accountability to Get Results	Personal	Accountability	1
Unconscious Bias	Personal	Diversity and Inclusion	0.5
Workplace Diversity, Inclusion, & Sensitivity	People	Diversity and Inclusion	0.5
Workplace Safety for Office Professionals	Business	Safety and Security	1