CAI
CHANGE AGENTS
INSTITUTE

Our course catalog offers 300+ unbranded professional development courses designed to help individuals and organizations enhance skills, improve performance, and drive success.

These courses cover a broad range of topics, from leadership and business skills to technical training and compliance, ensuring there's something for every learning need. Each course can be customized and branded to reflect your organization's unique identity, allowing you to offer high-quality, tailored training without the hassle of developing content from scratch.

www.ChangeAgentsInstitute.com

CHANGE AGENTS *INSTITUTE*

At **Change Agents Institute**, we offer a diverse catalog of professional development courses designed to empower individuals and organizations with the skills they need to thrive in today's fast-paced world. Whether you're looking for:

- ✓ **Leadership training to enhance management skills**
- ✓ **Technical skills development to stay ahead in your field**
- ✓ **Workplace compliance education to meet industry standards**

Our course library provides high-quality, ready-to-use learning solutions that cater to a wide range of professional needs.

For Businesses & Organizations
We offer unbranded courses that can be:

- ✓ **Customized and rebranded to match your organization's training goals**
- ✓ **Integrated into your existing learning platform**
- ✓ **Tailored into a structured training program for your team**

This flexible approach allows you to offer high-value training without the time and expense of developing courses from scratch.

For Individuals
Are you looking to:

- ✓ **Sharpen your skills and gain a competitive edge?**
- ✓ **Advance your career with industry-relevant training?**
- ✓ **Explore new professional opportunities in leadership, communication, business strategy, IT, and more?**

No matter where you are in your career journey, our extensive course catalog has something to help you grow.

EMPOWER. EDUCATE. ELEVATE

👉 Explore our courses and start learning today!

Our extensive course catalog features **300+ professional development courses** across a variety of high-impact categories. These unbranded courses are ready to be customized, branded, and tailored to meet the unique needs of your organization.

Browse the full list below to see which courses fit your needs. Whether you're looking for leadership training, technical skills, or business development, our catalog provides comprehensive learning solutions for individuals and organizations alike.

COURSE *CATEGORIES*

- **Leadership and Management (21 courses)**
  - This category includes courses focused on enhancing leadership qualities and management skills. Topics range from strategic leadership and change management to inclusive leadership practices and transformational leadership in a digital age.
- **Communication and Collaboration (20 courses)**
  - Courses in this category are designed to improve interpersonal communication and collaboration skills. It includes training on active listening, effective team building, stakeholder engagement, and mastering public speaking.
- **Customer Service and Support (19 courses)**
  - This set of courses is tailored to those in customer service roles, emphasizing techniques to enhance customer experience, manage crises, and turn service challenges into advocacy opportunities.
- **Emotional Intelligence (6 courses)**
  - These courses focus on developing emotional intelligence in professional settings, including nurturing healthy relationships, fostering resilience, and cultivating self-care practices.
- **Excel and Data Management (14 courses)**
  - Targeted at improving proficiency in Excel, these courses cover everything from basic to advanced Excel functions, data manipulation, and visualization techniques.
- **Health and Wellness (13 courses)**
  - Courses that cover the essentials of medical coding, billing, HIPAA compliance, and the broader aspects of health information technology fall under this category.
- **Cloud Computing and IT (20 courses)**
  - This category offers foundational to advanced courses in cloud computing and IT infrastructure, including AWS and Azure certifications, cloud security, and serverless computing.
- **Diversity and Inclusion (13 courses)**
  - These courses are designed to foster workplace diversity and inclusion, covering topics like cultural competency, building diverse teams, and implementing inclusive practices.
- **Project Management (8 courses)**
  - Courses here focus on methodologies and skills necessary for effective project management, including Agile practices, risk management, and project planning.
- **Business Skills and Professional Development (38 courses)**
  - A comprehensive category covering a broad spectrum of business and professional skills, from basic business fundamentals to advanced digital communication proficiency and strategic marketing.
- **Marketing and Media (11 courses)**
  - This category delves into the strategies for effective advertising, content mastery, social media engagement, and comprehensive marketing campaign planning.
- **Health, Safety, and Compliance (20 courses)**
  - Courses in this category address various aspects of workplace safety, health standards, emergency preparedness, and compliance with safety regulations.
- **Advanced Professional Skills (39 courses)**
  - This broad category includes training on personal development, advanced business acumen, leadership in various settings, and courses designed to enhance personal and professional growth, integrating technical skills and software development.

Leadership and Management
- 80/20 Rule of Management
- Adaptive Leadership: Thriving in a Dynamic Environment
- Adapting Prompts for Multimodal Generation: Text, Image, and Audio
- Aligning Financial Goals in Healthcare
- Applying Transformational Leadership in the Digital Environment
- Change Management and Innovative Leadership
- Change Management Leadership
- Inclusive Leadership
- Innovate to Elevate: Business Training for Progressive Leadership
- Introduction to Leadership Communication
- Introduction to Strategic Leadership
- Leadership Across Borders: Managing Multicultural Team
- Leadership and Team Dynamics in Project Management
- Leadership Coaching and Mentoring
- Leading with Emotional Intelligence: Building Resilient Teams
- Mastering Strategic Leadership
- Organizational Leadership
- Strategic Leadership
- Strategic Leadership Excellence: Navigating Change and Innovation
- Team Leadership and Collaboration
- Transformational Leadership in the Digital Age: Adapting to Technological Shifts

LeaCommunication and Collaboration
- Active Listening and Empathy
- Advanced Interpersonal Communication
- Building Cross-Cultural Communication Skills for Effective Team Collaboration
- Collaborative Prompt Engineering: Teamwork and Communication Strategies
- Communication Ethics In the Medical Industry
- Communication for Leaders
- Cross-Cultural Communication
- Developing and Applying Active Listening
- Developing Interpersonal Skills
- Effective Team Building and Collaboration: A Leadership Perspective
- Empowering Your Verbal Presence: Cultivating Confidence in Communication
- Enhancing Interpersonal Effectiveness: Mastering Personal Communication Skills
- Influencing and Trust Building Through Communication
- Mastering Leadership Communication: Inspire, Influence, and Impact
- Navigating Challenging Dialogues: Strategies for Successful Difficult Conversations
- Nonverbal Communication Mastery
- Professional Communication through Nonverbal Cues: Mastering the Art of Body Language
- Stakeholder Engagement and Communication in Project Management
- Speak with Confidence and Impact
- The Art of Public Speaking

COURSE *TITLES*

Customer Service and Support
- Advanced Customer Support Techniques: Beyond the Basics
- Crisis Management in Customer Service
- Customer Experience Design: Crafting Memorable Interactions
- Customer Service Excellence
- Customer Service Fundamentals
- Customer Service in the Health Care System
- Customer-Centric Excellence: Building Lasting Relationships
- Developing Customer Support: Beyond the Basics
- Digital Customer Service
- Elevate Your Customer Service Game: Proven Methods for Satisfaction
- Empathy in Customer Service: Understanding and Meeting Customer Needs
- Ensuring Customer Service Excellence
- Introduction to Customer Service
- Introduction to Customer Service Excellence
- Mastering Customer Interactions: A Comprehensive Course
- Preparing for the Future of Customer Service
- Problem-solving and Cultivating Customer Loyalty
- Service Beyond Satisfaction: Mastering the Art of Customer Delight
- Service Recovery: Turning Dissatisfied Customers into Loyal Advocates

Emotional Intelligence
- Emotional Intelligence and its Effect on Management
- Emotional Intelligence for Leaders
- Emotional Intelligence: Nurturing Healthy Relationships and Coping Skills
- Mastering Emotional Intelligence and Customer Retention Strategies
- Resilience and Empathy in Leadership
- Self-Compassion and Self-Care: Cultivating Kindness Towards Yourself

Excel and Data Management
- Advanced Excel Techniques
- Advanced Excel Techniques and Summary
- Advanced Formatting and Data Management in Excel
- Advanced Navigation and Data Management in Excel
- Advanced Save Options and Data Handling
- Configure worksheets and workbooks to print or save in Excel
- Create worksheets and workbooks in Excel
- Data Manipulation and Visualization in Excel
- Format cells and ranges in Excel
- Format worksheets and workbooks in Excel
- Insert data in cells and ranges in Excel
- Mastering Navigation in Excel Workbooks and Worksheets
- Mastering Ranges and Formulas in Excel
- Navigating through worksheets and workbooks in Excel

Health and Wellness

- Adherence to HIPAA Privacy and Security guidelines for billers and coders
- Auditing Excellence: Compliance and Accuracy in Medical Coding
- Billing Coding Updates: Ensuring Compliance in Medical Reimbursement
- Compliance and Ethics: Cornerstones of Medical Revenue Cycle Management
- Compliance in Medical Billing
- Decoding Healthcare: Fundamentals of Medical Coding (ICD-10 and CPT)
- Ergonomics in the Workplace: Creating Comfortable and Efficient Workspaces
- Essential Medical Billing: From Claims Submission to Reimbursement
- Introduction to Insurance Billing and Coding
- Introduction to Medical Coding
- Introduction to the Medical Billing Process
- Mastering Advanced Medical Coding: Specialties and Complex Cases
- Revenue Cycle Management: Best Practices in Medical Billing

Cloud Computing and IT

- AWS Certified Solutions Architect – Associate
- AWS Certified Solutions Architect: Beginner's Path
- AWS Database Solutions, Cost Optimization, and Deployment
- Azure Fundamentals: Microsoft Cloud Computing Platform Overview
- Cloud Computing Fundamentals: A Comprehensive Introduction
- Cloud Deployment Models: Public, Private, and Hybrid
- Cloud Security Essentials: Protecting Your Data in the Cloud
- Cloud Storage Solutions: Overview and Comparison of Providers
- Containerization with Docker: Simplifying Cloud Deployment
- Deep Dive into AWS Security, Storage, and Networking
- Deep Dive into AWS Service
- Designing, Implementing, and Securing Azure Solutions
- Google Cloud Platform (GCP) Essentials: Getting Started with GC
- Intro to AWS Architecture and Design Principles
- Intro to Azure Solutions Architect Expert
- Introduction to Azure Solution Architect
- Introduction to Cloud Computing: Basic Concepts and Terminology
- Introduction to Cloud Security
- Microsoft Azure Solutions Architect: Introduction
- Microsoft Certified: Azure Solutions Architect Expert
- Serverless Computing with AWS Lambda: Building Scalable Applications

Project Management

- Agile Project Management: An Introduction
- Effective Project Management in Business Operations
- Earned Value Management (EVM)
- Project Closure and Post-Implementation Review
- Project Planning PMP
- Quality Management in Projects
- Risk Management in Business
- Risk Management PMP

Professional Development and Leadership

- Importance of Business Leadership
- Inclusive Leadership
- Innovative Business Models
- Insert data in cells and ranges in Excel
- Interactive Prompting: Engaging Users in Co-Creation
- Intro to Azure Solutions Architect Expert
- Introduction to Azure Solution Architect
- Introduction to Business Management
- Introduction to Cloud Security
- Introduction to Computer-Assisted Coding (CAC) Systems
- Introduction to Emotional Intelligence in Leadership
- Introduction to Excel and Cell Basics
- Introduction to Excel Cells and Ranges
- Introduction to Excel Workbook Formatting
- Introduction to Team Dynamics and Leadership Styles
- Introduction to Time Management: Setting Goals and Prioritizing
- Introduction to Transformational Leadership
- Introduction to Workbook Configuration and Management
- Leveraging Analytics for Business Success
- Leveraging Meta-Learning for Prompt Engineering: Adaptive Strategies
- Microsoft Excel for Beginners
- Microsoft Office Specialist Certification
- Navigate through worksheets and workbooks in Excel (duplicated in Excel section)

Advanced Professional Skills

- Order and group cells and ranges in Excel (duplicated in Excel section)
- Organizational Leadership
- Payer Policies Demystified: Navigating the Maze in Medical Billing
- Preparing for the Future of Customer Service
- Printing and Protecting Your Workbooks
- Problem Resolution Strategies in Customer Service
- Professional Project Management
- Profitable Paradigms: Unleashing Potential through Advanced Business Acumen
- Project Closure and Post-Implementation Review
- Project Planning PMP
- Prompt Design Principles: Crafting Effective Prompts for Text Generation
- Prompt Engineering for Specific Tasks: NLP Applications and Use Cases
- Quality Management in Projects
- Resilience Building: Strategies for Overcoming Adversity
- Revenue acceleration in health care industry
- Revenue Cycle Management: Best Practices in Medical Billing
- Revenue Mastery in Healthcare
- Risk Management in Business
- Risk Management PMP
- Safe Work Practices: Guidelines for Preventing Accidents and Injuries
- Safety Culture in the Workplace: Building a Positive Environment

Advanced Professional Skills (Continued)

- Self-Compassion and Self-Care: Cultivating Kindness Towards Yourself
- Serverless Computing with AWS Lambda: Building Scalable Applications
- Service Beyond Satisfaction: Mastering the Art of Customer Delight
- Service Recovery: Turning Dissatisfied Customers into Loyal Advocates
- Sleep Hygiene: Improving Sleep Quality for Better Health
- Social Well-being: Building Supportive Networks and Communities
- Speak with Confidence and Impact
- Stakeholder Engagement and Communication in Project Management
- Strategic Business Proficiency: Developing Essential Skills for Success
- Strategic Communication for Social Media
- Strategic Financial Planning for Modern Healthcare Organizations
- Strategic Leadership
- Strategic Leadership Excellence: Navigating Change and Innovation
- Strategic Platform Mastery and Optimization Techniques
- Strategic Selling
- Summary and Data Import/Export in Excel
- Summary: Emotional Intelligence in Decision Making
- Sustainable Business Practices

Diversity and Inclusion

- Building and Leading Diverse Team
- Cultural Adaptability for Expatriates: Thriving in International Assignments
- Cultural Awareness in Customer Relations: Enhancing Client Interactions
- Cultural Competency in Sales: Strategies for Global Market Success
- Cultural Intelligence in the Workplace: Navigating Diversity and Inclusion
- Cultural Sensitivity in the Workplace
- Cultural Sensitivity Training: Fostering a Respectful Work Environment
- Diversity and Inclusion Strategies for HR Professionals: Creating a Culture of Belonging
- Diversity, Equity and Inclusion Training
- Implementing and Evaluating Inclusive Practices
- Inclusive Leadership: Fostering Diversity and Collaboration
- Introduction to Inclusive Leadership
- Team Collaboration, Cultural Competence and Service Recovery

Marketing and Media

- Advertising Campaign
- Advertising Campaign Planning and Execution
- Content Mastery and Engagement
- Creating a Social Media Strategy
- Digital Customer Service
- Market Research for Effective Advertising
- Measuring Success and Campaign Optimization
- Measuring Success and Managing Challenges
- Strategic Business Proficiency: Developing Essential Skills for Success
- Strategic Communication for Social Media
- The Art of Engagement: Strategies for Social Media Success

Health, Safety, and Compliance (189-208)
- Chemical Safety: Handling and Storage of Hazardous Materials
- Cloud Security Essentials: Protecting Your Data in the Cloud
- Coping with Burnout: Recognizing Signs and Implementing Self-Care Practices
- Emergency Preparedness and Response: Protocols for Crisis Situations
- Fire Safety and Prevention: Strategies for Reducing Fire Risks
- Hazard Identification and Risk Assessment: Recognizing Potential Dangers
- Health and Safety in a Work Environment
- Introduction to Health and Well-being: Foundations for a Balanced Life
- Introduction to Workplace Safety: Understanding Risks and Responsibilities
- Machine and Equipment Safety: Operating Procedures and Maintenance
- Medical Billing Software Essentials
- Medical Coding Compliance
- Mind-Body Connection: Understanding the Link between Physical and Mental Health
- Mindfulness and Stress Management: Techniques for Inner Peace
- Monitoring and Troubleshooting in the Cloud: Tools and Techniques
- Multi-channel Support and Personalization
- Multichannel Customer Support: Strategies for a Seamless Experience
- Nutritional Essentials: Building a Healthy Plate
- Personal Protective Equipment (PPE): Selection, Use, and Maintenance
- Presentation Skills

Ethics and Compliance
- Business Ethics and Social Responsibility
- Ethical Communication: Fostering Integrity and Responsibility in Interpersonal Exchange
- Ethical Considerations in Prompt Engineering: Bias and Fairness
- Ethical Leadership: Guiding with Integrity and Purpose

Business Skills and Professional Development
- Basic Business Skills
- Becoming a Google Power User: Advanced Tips and Tricks for Workspace Applications
- Beyond the Basics: Emerging Trends in Medical Coding and Classification Systems
- Business and Society
- Business Communication
- Business Writing
- Creative Strategies and Media Execution
- Crisis Communication and Conflict Resolution
- Cross-Cultural Communication and Collaboration
- Cultural Sensitivity in the Workplace
- Customer Feedback and Continuous Improvement
- Digital Channels Mastery: Optimize for Effective Marketing
- Digital Communication Proficiency
- Diversity and Inclusion in Management
- Effective Communication in Customer Service
- Efficient Billing Workflow

COURSE *TITLES*

Business Skills and Professional Development (Continued)

- Efficient Collaboration with Google Workspace: A Practical Training Course
- Entrepreneurial Mindset in Business Management
- Evaluating Prompt Performance: Metrics and Assessment Methods
- Exceptional Customer Service: Strategies for Success
- Exploring Prompt Variations: Strategies for Diverse Outputs
- Fine-Tuning GPT Models: Techniques and Best Practices
- Foundation of Advertising Campaigns
- Foundation of Digital Marketing Channels
- Foundations of Medical Billing
- Getting Started with AWS: Amazon Web Services Basics
- G Suite for Business: Optimizing Workflows and Streamlining Communication
- G Suite Productivity Hacks: Time-Saving Strategies for Enhanced Work Efficiency
- Generating Text with GPT Models: Foundations of Prompt Engineering
- Goal Getter: A Guide to Achieving More in Less Time
- Google Certified User Bootcamp: Comprehensive Training for Certification Success
- Google Certified User Training: Proficiency in G Suite Applications
- Google Workspace Certification Prep: A Deep Dive into G Suite Applications
- Google Workspace Essentials: Boosting Workplace Efficiency with Cloud-Based Tools
- Google Workspace Mastery: Advanced Techniques for Productivity and Collaboration
- Handling Challenging Situation and turning Negative Experiences Positive
- Health Information Technology in Revenue Cycle
- Holistic Wellness: Integrating Physical, Mental, and Spiritual Health

Technical Skills and Development

- Analytics-driven Revenue Enhancement in Healthcare Systems
- Automating Tasks with Macros
- AWS Database Solutions, Cost Optimization, and Deployment
- Azure Fundamentals: Microsoft Cloud Computing Platform Overview
- Containerization with Docker: Simplifying Cloud Deployment
- Continuous Improvement Strategies and Implementing Changes
- Cost Management in the Cloud: Strategies for Optimizing Spending
- CPT Coding for Healthcare Professionals
- Creating a Collaborative Culture
- Customizing options and views for worksheets and workbooks in Excel (duplicated in Excel section)
- Debugging Prompts: Troubleshooting Common Issues
- Designing, Implementing, and Securing Azure Solutions
- Ethical Considerations in Prompt Engineering: Bias and Fairness
- Excel Workbook Formatting and Integration with Other Applications
- Financial Wellness: Budgeting, Saving, and Planning for a Secure Future
- Fitness Fundamentals: Exercise for Physical and Mental Well-being
- Format cells and ranges in Excel (duplicated in Excel section)
- Format worksheets and workbooks in Excel (duplicated in Excel section)
- Foundation of Exceptional Customer Service

Technical Skills and Development (Continued)

- How to use CYPHER Copilot to Help Create Engaging Course in Minutes
- Implementing and Evaluating Inclusive Practices
- Insert data in cells and ranges in Excel (duplicated in Excel section)
- Integrating and Evolving with Digital Channels
- Introduction to Advanced Excel Functions
- Introduction to Amazon Web Services
- Introduction to Azure Solution Architect
- Introduction to Creating a Customer-Centric Culture
- Introduction to Creating Worksheets and Workbooks in Excel (duplicated in Excel section)
- Introduction to E-business
- Introduction to Workbook Configuration and Management

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Need Something More Tailored? Let's Build It Together!

If you don't see a course that fits your specific needs, we've got you covered! Our team can help you modify existing courses or even develop a brand-new course that aligns with your organization's goals. Reach out to us, and let's create a customized learning experience designed just for you.

📩 **Contact us today to explore customization options!**

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Request a Consultation

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