



# ACHIEVEGLOBAL

## 1986-2013 Credit Recommendation Guide

The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: [ecampus.phoenix.edu/pla](http://ecampus.phoenix.edu/pla) or contact the department toll free at 866-440-4707.

There are fees associated with your PLA submission. However, you may be eligible for PLA benefits. Please contact your Finance Advisor for more information.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made by the University using current U.S. Department of Education standards.

**University of Phoenix Equivalency:** General Education or Elective category to which credit can be applied.

**Combinable:** Courses may only be combined with courses of similar content and General Education/Elective areas.

**Non-Academic:** Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

**Too Few Hours:** Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

**Applicable Hours:** Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Updated: 10/19/2018

\*\*Coursework is pre-evaluated by the American Council on Education (ACE). Students must submit an ACE transcript through the Office of Admissions and Evaluation.

\*\*Credit will be awarded for completion of the entire program, not individual modules.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
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### Leadership

	Interpersonal Managing Skills	Classroom	01/1986-03/2005	21 Hour(s)	*Please see ACE Website for Credit Award		
	Interpersonal Managing Skills	Classroom	04/2005-12/2006	16 Hour(s)	16	1.0	Interdisciplinary/Elective
	Facilitating For Results	Classroom	06/1994-03/2005	16 Hour(s)	*Please see ACE Website for Credit Award		
	Facilitating For Results™	Classroom	04/2005-12/2013	8-12 Hour(s)	8	0.5	Interdisciplinary/Elective
	Coaching: Bringing Out The Best In Others	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Conducting A Collaborative Performance Review	Classroom	01/2003-12/2003	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Correcting Performance Problems	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Expressing Yourself: Presenting Your Thoughts and Ideas	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

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	Gaining Commitment To Preset Goals	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Giving and Receiving Constructive Feedback	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Giving Recognition	Classroom	01/2003-12/2003	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Handling Emotions Under Pressure	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Identifying Work Priorities and Setting Verifiable Goals	Classroom	01/2003-12/2003	5.5 Hour(s)	5.5	Combinable	Interdisciplinary/Elective
	Influencing For Win-Win Outcomes	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Managing Your Priorities	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Moving From Conflict To Collaboration	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Moving The Organization Forward: Defining Your Team's Contribution	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Personal Strategies For Navigating Change	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Proactive Listening	Classroom	01/2003-12/2003	3 Hour(s)	3	Combinable	Communication Arts
	Select Interviewing	Classroom	01/2003-12/2003	12 Hour(s)	12	0.5	Communication Arts
	The Basic Principles For A Collaborative Workplace	Classroom	01/2003-12/2003	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	The Leader In Each Of Us	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Activating Change™: Manager Version	Classroom	01/2006-12/2013	1.5 Day(s)	12	0.5	Interdisciplinary/Elective
	The Principles and Qualities Of Genuine Leadership™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Profiles In Genuine Leadership™	Classroom	01/2010-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Activating Change™: Executive Version	Classroom	03/2011-12/2013	1 Day(s)	8	0.5	Interdisciplinary/Elective
	Activating Change™: Individual Contributor Version	Classroom	03/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Bridging Strategy To Outcomes®	Classroom	03/2011-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Generations In The Workplace: Leveraging Age Diversity™	Classroom	03/2011-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Leading Innovation: From Concept To Customer Value™	Classroom	03/2011-12/2013	1 Day(s)	8	0.5	Interdisciplinary/Elective
	Leading Virtually: A Framework For Results™	Classroom	01/2012-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Needs-Based Coaching™ Series

	Module 1: Shaping a Motivational Workplace™	Classroom	01/2012-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
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Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Module 2: Giving Needs-Based Feedback™	Classroom	01/2012-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Module 3: Realizing Talent In Others™	Classroom	01/2012-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Module 4: Offering Rewards and Recognition™	Classroom	01/2012-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective

### Coaching Others for Top Performance™

	Module 1: Building Trust Under Pressure: The Basic Principles™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Providing Constructive Feedback™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 3: Developing Others™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 4: Giving Recognition™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Managing the Performance of Others™

	Module 1: Planning For Performance Discussions™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Clarifying Performance Expectations®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 3 : Correcting Performance Problems™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 4: Conducting Performance Reviews™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Accelerating Team Productivity™

	Module 1: Building Team Pride and Purpose™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Developing Team Agility: Day-To-Day Tools™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 3: Resolving Conflicts Within Your Team™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 4: Negotiating Resources For Your Team™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Maximizing Your Supervisory Potential™

	Module 1: The Hallmarks Of Supervisory Success™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Delegating For Shared Success™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Problem-Solving Results: Solutions, Improvements, and Innovations™

	Problem-Solving Results: Solutions, Improvements, and Innovations™	Classroom	01/2006-12/2013	16 Hour(s)	16	1.0	Interdisciplinary/Elective
	Unit 1: Connecting People and Process	Classroom	01/2006-12/2013	4 Hour(s)	**Please see credit award above		
	Unit 2: Exploring Gaps, Causes, and Solutions	Classroom	01/2006-12/2013	4 Hour(s)	**Please see credit award above		

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Unit 3: Deciding On A Solution	Classroom	01/2006-12/2013	4 Hour(s)		**Please see credit award above	
	Unit 4: Making It Happen	Classroom	01/2006-12/2013	4 Hour(s)		**Please see credit award above	

### Connecting With Others: Listening and Speaking™

	Module 1: Listening In A Hectic World™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Communication Arts
	Module 2: Speaking To Influence Others™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Communication Arts

### Working Through Emotions and Conflict™

	Module 1: Addressing Emotions At Work™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Resolving Conflicts With Your Peers™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Workload Management

	Module 1: Identifying Work Priorities and Setting Verifiable Goals	Classroom	01/2012-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Managing Your Priorities	Classroom	01/2012-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Workskills: Steps To Your Success®

	Module 1: What It Takes To Succeed: The Basic Principles™	Classroom	01/2006-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Module 2: Getting The Information You Need™	Classroom	01/2006-12/2013	2 Hour(s)	2	Combinable	Communication Arts
	Module 3: Speaking With Confidence™	Classroom	01/2006-12/2013	2 Hour(s)	2	Combinable	Communication Arts
	Module 4: Positive Responses To Change™	Classroom	01/2006-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Module 5: Defusing Emotionally Charged Situations™	Classroom	01/2006-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Module 6: Helping Your Team Work™	Classroom	01/2006-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Module 7: Managing Life Outside Work: Handling Emergencies and Resisting Temptations™	Classroom	01/2006-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective

### Team Leadership

	Building A Foundation Of Trust	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Expanding Your Team's Capabilities	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Forward Thinking	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Helping Your Team Reach Consensus	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Launching and Refueling Your Team: Tools and Techniques	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Making The Most Of Team Differences	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	The Challenge Of Team Leadership	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### The Customer Experience Series™

	Session 1: Owning the Customer Experience - 1™	Classroom	01/2013-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Session 2: Owning the Customer Experience - 2™	Classroom	01/2013-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Session 3: Meeting Business Needs™	Classroom	01/2013-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Session 4: Meeting Human Needs™	Classroom	01/2013-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Session 5: Managing Difficult Conversations™	Classroom	01/2013-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective

### Customer Service

#### Coaching for Stellar Service®

	Module 1: Reaching For Stellar Service® : Coach's Version	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Developing Others For Stellar Service®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 3: Giving Constructive Feedback For Stellar Service®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 4: Recognizing Others For Stellar Service®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

#### Creating Stellar Customer Relations®

	Module 1: Reaching For Stellar Service®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 2: Caring For Customers®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 3: Healing Customer Relationships®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 4: Dazzling Your Customers®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

#### Meeting the Challenge of Stellar Service®

	Module 1: Guiding Customer Conversations®	Classroom	01/2006-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Module 2: Serving A World Of Customers®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Module 3: Teaming Up For Seamless Service®	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

#### Selling Through Stellar Service®

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Module 1: Guiding Customer Conversations®	Classroom	01/2006-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Module 2: Expanding Customer Relationships™	Classroom	01/2006-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Achieving Extraordinary Customer Relations-Skills and Strategies

	Module 1: Foundation For Customer Service	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective
	Module 2: Caring Customer Service	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective
	Module 3: A Model For Customer Relationships	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective
	Module 4: Your Impact On The Customer	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective
	Module 5: Reducing Stress	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective
	Module 6 : Building Rapport	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective
	Module 7: Creating Positive Outcomes	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective
	Module 8: Extraordinary Customer Relations	Classroom	01/1994-12/1994	5 Hour(s)	5	Combinable	Interdisciplinary/Elective

### Sales Effectiveness

	Account Development Strategies	Classroom	01/1986-03/2005	14 Hour(s)	*Please see ACE Website for Credit Award		
	Developing Team Plans	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Keeping Your Team On Course: Tools and Techniques	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Leading for Stellar Service™	Classroom	01/2003-12/2003	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Need Satisfaction Selling	Classroom	01/2003-12/2003	1 Day(s)	8	0.5	Interdisciplinary/Elective
	Playing A Vital Role In Team Decisions	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Professional Prospecting Skills™	Classroom	01/2006-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Professional Sales Coaching	Classroom	01/1986-12/1993	16 Hour(s)	*Please see ACE Website for Credit Award		
	Professional Sales Coaching	Classroom	01/1994-03/2005	15 Hour(s)	*Please see ACE Website for Credit Award		
	Professional Sales Coaching™	Classroom	01/2006-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Professional Sales Negotiations™	Classroom	01/1989-12/1993	21 Hour(s)	*Please see ACE Website for Credit Award		
	Professional Sales Negotiations™	Classroom	01/1997-03/2005	15 Hour(s)	*Please see ACE Website for Credit Award		
	Professional Sales Negotiations™	Classroom	04/2005-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Professional Sales Presentations™	Classroom	01/2003-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Professional Selling Skills Applications	Classroom	01/2003-12/2003	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Professional Selling Skills Core Multimediaplus	Self-Paced	01/2003-12/2003	8-12 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Professional Selling Skills Core	Classroom	01/2003-12/2003	3 Day(s)	24	1.5	Interdisciplinary/Elective
	Professional Selling Skills Follow-Up Audiotape	Self-Paced	01/2003-12/2003	2 Hour(s)	0	0.0	Non-Academic
	Professional Selling Skills Web Reinforcement Tool	Self-Paced	01/2003-12/2003	2 Hour(s)	0	0.0	Non-Academic
	Professional Selling Skills®	Classroom	01/1986-03/2005	21 Hour(s)	*Please see ACE Website for Credit Award		
	Professional Selling Skills®	Classroom	01/2006-12/2013	3 Day(s)	24	1.5	Interdisciplinary/Elective
	Professional Selling Skills® RX	Classroom	01/2012-12/2013	3 Day(s)	24	1.5	Interdisciplinary/Elective
	Professional Selling Skills® RX	Classroom	01/2003-12/2003	3 Day(s)	24	1.5	Interdisciplinary/Elective
	Professional Skills For Inside Selling™	Classroom	03/2011-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Professional Teleselling Skills	Classroom	01/2003-12/2006	16 Hour(s)	16	1.0	Interdisciplinary/Elective
	Raising Difficult Issues With Your Team	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Sales Presentation Skills ASSP	Classroom	01/2006-12/2006	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Selling Against The Competition	Classroom	01/2003-12/2003	1 Day(s)	8	Combinable	Interdisciplinary/Elective
	Selling In A Competitive World™	Classroom	01/2006-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective
	Successful Sales Through Service	Classroom	01/2003-12/2003	2 Day(s)	16	1.0	Interdisciplinary/Elective
	The Basic Principles Of Teamwork	Classroom	01/2003-12/2003	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	The Team Advantage	Classroom	01/2003-12/2003	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Time Management For Salespeople	Classroom	01/2003-12/2003	1 Day(s)	8	0.5	Interdisciplinary/Elective
	Winning Account Strategies™	Classroom	01/2006-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective

## Trainer Excellence

### Achieving Trainer Excellence™

	Adult Learning Techniques™	Classroom	01/2006-12/2013	1 Day(s)	8	0.5	Interdisciplinary/Elective
	Training Competency Demonstration™	Classroom	03/2011-12/2013	2 Day(s)	16	1.0	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
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The University's Central Administration is located at 4035 S. Riverpoint Parkway Phoenix, AZ 85040. University of Phoenix is accredited by The Higher Learning Commission and is a member of the North Central Association. For additional information, contact The Higher Learning Commission, [ncahlc.org](http://ncahlc.org).

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