

# BLUE CROSS BLUE SHIELD OF LOUISIANA

## 2009 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: 07/25/2012

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

	The Principles and Qualities of Genuine Leadership: Manager's Version	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	The Hallmarks of Supervisory Success	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### The Workforce Development Certificate

	The Principles And Qualities of Genuine Leadership: Non-Manager's Version	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Listening In A Hectic World	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Communication Arts
	Speaking To Influence Others	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Communication Arts
	Addressing Emotions At Work	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Resolving Conflicts with your Peers	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

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### The Foundations of Leadership Certificate: Phase 1

	The Principles And Qualities of Genuine Leadership: Manager's Version	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Providing Constructive Feedback	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Developing Others	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Giving Recognition	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Building Team Pride and Purpose	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Developing Team Agility: Day-To-Day Tools	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Resolving Conflicts Within Your Team	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Delegating For Shared Success	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### The Foundations of Leadership Certificate: Phase 2

	Planning For Performance Discussions	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Clarifying Performance Expectations	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Correcting Performance Problems	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Conducting Performance Reviews	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Achieving Stellar Service Certificate

	Reaching For Stellar Service	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Caring for Customers	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Healing Customer Relationships	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Dazzling Your Customers	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Guiding Customer Conversations	Classroom	01/2009-12/2009	8 Hour(s)	8	0.5	Interdisciplinary/Elective

### Coaching for Stellar Service Certificate

	Reaching For Stellar Service: Coach's Version	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Developing Others For Stellar Service	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Giving Constructive Feedback For Stellar Service	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Recognizing Others For Stellar Service	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

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### Personal Development Courses

	What's My Communication Style?	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Understanding Your Style Using Disc	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Understanding Your Style Using MBTI	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Harnessing The Power of Emotional Intelligence	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Time Management	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective

### Career Development Courses

	What It Takes To Succeed: The Basic Principles	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Defusing Emotionally Charged Situations	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Getting The Information You Need	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Communication Arts
	Helping Your Team Work	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Managing Life Outside Work: Handling Emergencies And Resisting Temptations	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Positive Responses To Change	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Speaking With Confidence	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Communication Arts
	Presentation Skills	Classroom	01/2009-12/2009	3 Hour(s)	3	Combinable	Communication Arts
	Facilitation Skills Part I: The Role of The Facilitator	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Facilitation Skills Part II: Meeting Management	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Generations In The Workforce	Classroom	01/2009-12/2009	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Managing Generations In The Workforce	Classroom	01/2009-12/2009	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

### Business Writing

	Avoiding Errors in Usage and Punctuation	Self-Paced	01/2009-12/2009	4.5 Hour(s)	0	0.0	Non-Academic
	Avoiding Grammatical Errors in Business Writing	Self-Paced	01/2009-12/2009	4.5 Hour(s)	0	0.0	Non-Academic
	The Writing Process	Self-Paced	01/2009-12/2009	5 Hour(s)	2.5	Combinable	Communication Arts
	Writing With Intention	Self-Paced	01/2009-12/2009	4 Hour(s)	0	0.0	Non-Academic

### Communication Skills

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Communication Skills For The Workplace	Self-Paced	01/2009-12/2009	4.5 Hour(s)	0	0.0	Non-Academic
	Difficult People In The Workplace	Self-Paced	01/2009-12/2009	3.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Effective Team-Building Strategies	Self-Paced	01/2009-12/2009	4 Hour(s)	2	Combinable	Interdisciplinary/ Elective
	Enhancing Your Listening Skills	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Communication Arts
	Handling Conflict With Others	Self-Paced	01/2009-12/2009	6 Hour(s)	3	Combinable	Interdisciplinary/ Elective
	Listening For Comprehension	Self-Paced	01/2009-12/2009	5 Hour(s)	2.5	Combinable	Communication Arts
	Participating Effectively In Business Meetings	Self-Paced	01/2009-12/2009	5 Hour(s)	2.5	Combinable	Interdisciplinary/ Elective
	Perspectives On Conflict	Self-Paced	01/2009-12/2009	5.5 Hour(s)	2.75	Combinable	Interdisciplinary/ Elective
	Team Conflict: The Seeds Of Dissent	Self-Paced	01/2009-12/2009	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/ Elective
	The Individual's Role In A Team	Self-Paced	01/2009-12/2009	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/ Elective
	Working With Aggressive People	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Working with Negative People and Procrastinators	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective

### Critical Thinking

	Developing Fundamental Critical Thinking Skills	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Dynamic Decision Making	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Foundations Of Effective Thinking	Self-Paced	01/2009-12/2009	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/ Elective
	Framing The Problem	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Generating Alternatives In Problem Solving	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Implementing And Evaluating A Decision	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Problem Solving And Decision Making In Groups	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Strategies For Facilitating Critical Thinking	Self-Paced	01/2009-12/2009	4.5 Hour(s)	2.25	Combinable	Interdisciplinary/ Elective
	The Role Of Critical Thinking In Organizations	Self-Paced	01/2009-12/2009	4 Hour(s)	2	Combinable	Interdisciplinary/ Elective

### Financial Fundamentals

	Basics Of Budgeting	Self-Paced	01/2009-12/2009	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/ Elective
	Principles of Financial Management	Self-Paced	01/2009-12/2009	4 Hour(s)	2	Combinable	Interdisciplinary/ Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Understanding Financial Statements	Self-Paced	01/2009-12/2009	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/ Elective

### Facilitation Skills

	Facilitating Challenging Situations	Self-Paced	01/2009-12/2009	5 Hour(s)	2.5	Combinable	Interdisciplinary/ Elective
	Facilitating Work Groups And Meetings	Self-Paced	01/2009-12/2009	5 Hour(s)	2.5	Combinable	Interdisciplinary/ Elective
	Facilitative Fundamentals: Techniques And Tools	Self-Paced	01/2009-12/2009	5.5 Hour(s)	2.75	Combinable	Interdisciplinary/ Elective
	Leading Effective Business Meetings	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Planning Effective Business Meetings	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	The Role Of The Facilitator	Self-Paced	01/2009-12/2009	5 Hour(s)	2.5	Combinable	Interdisciplinary/ Elective

### Leadership

	Becoming A Manager	Self-Paced	01/2009-12/2009	6 Hour(s)	3	Combinable	Interdisciplinary/ Elective
	Building Relationships To Get Results	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Coaching Skills	Self-Paced	01/2009-12/2009	5.5 Hour(s)	2.75	Combinable	Interdisciplinary/ Elective
	Communicating A Shared Vision	Self-Paced	01/2009-12/2009	4.5 Hour(s)	2.25	Combinable	Interdisciplinary/ Elective
	Knowledge As Strategy: Performance Improvement	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Lead And Communicate Effectively As A New Manager	Self-Paced	01/2009-12/2009	6 Hour(s)	3	Combinable	Interdisciplinary/ Elective
	Leadership Without Authority	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Managing And Rewarding Top Performers	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Managing Through The Change	Self-Paced	01/2009-12/2009	4 Hour(s)	2	Combinable	Interdisciplinary/ Elective
	Process Management Skills	Self-Paced	01/2009-12/2009	4.5 Hour(s)	2.25	Combinable	Interdisciplinary/ Elective

### Personal Development

	Finding Your Life Balance	Self-Paced	01/2009-12/2009	4.5 Hour(s)	2.25	Combinable	Interdisciplinary/ Elective
	Perspectives On Organizational Change	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Strategies For Better Balance	Self-Paced	01/2009-12/2009	5 Hour(s)	0	0.0	Non-Academic
	Success Over Stress	Self-Paced	01/2009-12/2009	4.5 Hour(s)	2.25	Combinable	Interdisciplinary/ Elective

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### Strategic Planning

	Strategic Management- Analysis And Choice	Self-Paced	01/2009-12/2009	2 Hour(s)	1	Combinable	Interdisciplinary/ Elective
	Strategic Management- Corporate Implementation	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Strategic Management- Planning	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	The Imperatives of Innovation and Leadership in Strategy	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Sustaining Competitive Advantage	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Thinking Strategically	Self-Paced	01/2009-12/2009	2 Hour(s)	1	Combinable	Interdisciplinary/ Elective

### Process Improvement/Project Management

	Identifying What The Customer Wants	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Implementing Improvements	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Managing Process Improvements	Self-Paced	01/2009-12/2009	3 Hour(s)	1.5	Combinable	Interdisciplinary/ Elective
	Project Management Fundamentals	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Translating Requirements Into Process Goals	Self-Paced	01/2009-12/2009	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/ Elective
	Understanding Processes	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective
	Why Customer Driven?	Self-Paced	01/2009-12/2009	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/ Elective