



Accredited Master Automotive Manager (AMAM)

180 Credits - Collision

You will need to take the ACE, AAM and AMAM courses to reach your 180 credits.

ACE Courses

8 Keys to a More Respectful Workplace - Act Ethically
8 Keys to a More Respectful Workplace - Champion Diversity
8 Keys to a More Respectful Workplace - Demonstrate Appreciation
8 Keys to a More Respectful Workplace - Disagree Constructively
8 Keys to a More Respectful Workplace - In Doubt? Find Out!
8 Keys to a More Respectful Workplace - Listen for Understanding
8 Keys to a More Respectful Workplace - Neutralize Bullying
8 Keys to a More Respectful Workplace - Stop Workplace Harassment
AMi Shop Foreman Series - Building a Technician Training Plan
AMi Shop Foreman Series - Developing a Mentoring Program
AMi Shop Foreman Series - Quality Control Inspection
AMi Shop Foreman Series - Shop Equipment and Inventory Management and Maintenance
AMi Shop Foreman Series - Test Drive: Diagnosing the Customer Concern
Basic Selling Skills From A to Z - Ask for Time to Talk
Basic Selling Skills From A to Z - Benefits
Basic Selling Skills From A to Z - Closing
Basic Selling Skills From A to Z - Discipline
Basic Selling Skills From A to Z - Echo Questions
Basic Selling Skills From A to Z - Four Killer Words
Basic Selling Skills From A to Z - Go Home Ready to Begin
Basic Selling Skills From A to Z - Humor
Basic Selling Skills From A to Z - Irritates
Basic Selling Skills From A to Z - Jerry's Pet Peeve
Basic Selling Skills From A to Z - Know Your Objective
Basic Selling Skills From A to Z - Let's
Basic Selling Skills From A to Z - Monogram the Call
Basic Selling Skills From A to Z - Naturally Inquisitive
Basic Selling Skills From A to Z - One-Word Answers
Basic Selling Skills From A to Z - Practice Being Positive
Basic Selling Skills From A to Z - Qualifying
Basic Selling Skills From A to Z - Rejection
Basic Selling Skills From A to Z - Smile
Basic Selling Skills From A to Z - Tiedowns
Basic Selling Skills From A to Z - Understanding Needs
Basic Selling Skills From A to Z - Vary Your Responses
Basic Selling Skills From A to Z - Weak, Wimpy Words
Basic Selling Skills From A to Z - X-Out Credibility Busters
Basic Selling Skills From A to Z - You Buy or They Buy
Basic Selling Skills From A to Z - Z ?
Customer Service Series - Business Friendly Customer Service
Customer Service Series - Five Forbidden Phrases
Customer Service Series - How to Handle theirate Customer

Customer Service Series - Killer Words of Customer Service
Customer Service Series - Proactive Customer Service
Customer Service Series - Questioning Techniques
Customer Service Series - Service Mentality
Customer Service Series - Six Cardinal Rules of Customer Service
Customer Service Series - Six Steps to Service Recovery
Difficult People: Basic Training
Difficult People: Changing Your Attitude & Graduation
Difficult People: Grenade Tantrums
Difficult People: Know-It-Alls
Difficult People: No People (Negativity)
Difficult People: Nothing People
Difficult People: Orientation
Difficult People: Projecting Positive Intent to Bring Out the Best in People
Difficult People: Snipers
Difficult People: Tank Attacks
Difficult People: Think-They-Know-It-Alls
Difficult People: Whiners
Difficult People: Yes & Maybe People
Difficult People: Your 4 Choices and Why Do People Act the Way They Do
Diversity and Inclusion: Valuing Differences for Mutual Success
Effective Conflict Resolution: Conflict Discussion Guidelines
Effective Conflict Resolution: Conflict Styles
Effective Conflict Resolution: Levels of Conflict
Effective Conflict Resolution: Quiz
Effective Conflict Resolution: Types of Conflict
Email Matters™ The Art of Better Service Series - Address Fields
Email Matters™ The Art of Better Service Series - Authoring Emails When Angry
Email Matters™ The Art of Better Service Series - Composing a Message
Email Matters™ The Art of Better Service Series - Confidentiality
Email Matters™ The Art of Better Service Series - Handling Irrate Customers
Email Matters™ The Art of Better Service Series - Humor in Email
Email Matters™ The Art of Better Service Series - Inappropriate Topics
Email Matters™ The Art of Better Service Series - Internal Customer Service
Email Matters™ The Art of Better Service Series - Introduction
Email Matters™ The Art of Better Service Series - Jargon and Shortcuts
Email Matters™ The Art of Better Service Series - Message Length
Email Matters™ The Art of Better Service Series - Opening and Closing Lines
Email Matters™ The Art of Better Service Series - Proofreading
Email Matters™ The Art of Better Service Series - Replying to All
Email Matters™ The Art of Better Service Series - Respond Promptly
Email Matters™ The Art of Better Service Series - Subject Line
Email Matters™ The Art of Better Service Series - Synchronous vs Asynchronous
Email Matters™ The Art of Better Service Series - Tools For Emphasis
Email Matters™ The Art of Better Service Series - Writing with Conviction
Essential Elements of Internal Customer Service
Ethics & Business Conduct
Fire Extinguisher Safety
How to be a Terrible Team Member™ Terrible Team Member Introduction
How to be a Terrible Team Member™ The Change Allergic

How to be a Terrible Team Member™ The Close
How to be a Terrible Team Member™ The Downer
How to be a Terrible Team Member™ The Excuse Maker
How to be a Terrible Team Member™ The Gossip
How to be a Terrible Team Member™ The Knowledge Hog
How to be a Terrible Team Member™ The Lone Wolf
How to be a Terrible Team Member™ The Prima Donna
How to be a Terrible Team Member™ The Socially Inept
How to be a Terrible Team Member™ The Tornado
Influencing the Interaction
Internal Customer Service Series - Internal Service is Everyone's Responsibility
Internal Customer Service Series - Know Your Organization's Mission and Your Role
Internal Customer Service Series - Recognize and Appreciate Coworkers
Internal Customer Service Series - Recognize the Personal Space of Others
Internal Customer Service Series - Respect and Embrace Differences
Internal Customer Service Series - WACTEO Recap
Internal Customer Service Series - What is WACTEO?
Internal Customer Service Series - Work to Resolve Conflict with Others
Managing Workplace Safety & Health Part 1
Managing Workplace Safety & Health Part 2
Management's Guide to Scanning and New Technologies
Performance Management: Accountability and Corrective Action
Performance Management: Difficult Conversations
Performance Management: Performance Management Basics
Performance Management: Quiz
Performance Management: The Art of Providing Feedback
Performance Management: Typical Disciplinary Model
Personal Protective Equipment Overview
Selling Skills from A-Z Part 1
Selling Skills from A-Z Part 2
Selling Skills from A-Z Part 3
Service Matters Series - Advice for new team members
Service Matters Series - Building Rapport
Service Matters Series - Demonstrating You Care
Service Matters Series - Excellent Customer Service Natural or Learned?
Service Matters Series - Handling Bad Days
Service Matters Series - Handling Varied Customer Styles
Service Matters Series - Is the Customer Always Right?
Service Matters Series - Motivation to Excel
Service Matters Series - Taking Ownership
Service Matters Series - What's in it for you?
Service Matters Series - Who Would Replace You?
ServiceSims Challenge Series - Back to the Future
ServiceSims Challenge Series - Extremely Loud & Incredibly Close
ServiceSims Challenge Series - Just the Facts, Ma'am
ServiceSims Challenge Series - Les Miserables
ServiceSims Challenge Series - Look Who's Talking
ServiceSims Challenge Series - Raging Bull
ServiceSims Challenge Series - Reality Bites
ServiceSims Challenge Series - Rules of Attraction

ServiceSims Challenge Series - Show Me the Money
ServiceSims Challenge Series - The Hangover
ServiceSims Challenge Series - The Terminator
ServiceSims Challenge Series - Top Gun
That's Just Rude!SM Exploring the Rudeness Matrix Series - Accidental Rudeness by Commission
That's Just Rude!SM Exploring the Rudeness Matrix Series - Accidental Rudeness by Omission
That's Just Rude!SM Exploring the Rudeness Matrix Series - Intentional Rudeness by Commission
That's Just Rude!SM Exploring the Rudeness Matrix Series - Intentional Rudeness by Omission
That's Just Rude!SM Exploring the Rudeness Matrix Series - Introducing the Rudeness Matrix
That's Just Rude!SM Exploring the Rudeness Matrix Series - That's Just Rude! Recap
What to Say WhenSM Conflict Resolution Series - A Co-Worker is Too Social
What to Say WhenSM Conflict Resolution Series - A Team Member is Uncooperative
What to Say WhenSM Conflict Resolution Series - It's Someone Else's Fault
What to Say WhenSM Conflict Resolution Series - Someone Breaks a Commitment
What to Say WhenSM Conflict Resolution Series - Someone Criticizes You
What to Say WhenSM Conflict Resolution Series - Someone Disagrees with You
What to Say WhenSM Conflict Resolution Series - The Boss Keeps Changing Priorities
What to Say WhenSM Conflict Resolution Series - You Need to Break a Commitment
What to Say WhenSM Conflict Resolution Series - You're Asked to Compromise Your Ethics
What to Say WhenSM Conflict Resolution Series - Your Boss Doesn't Notice Your Contributions
What to Say WhenSM Team Building Series - A Co-Worker Has an Embarrassing Problem
What to Say WhenSM Team Building Series - A Co-Worker is Negative
What to Say WhenSM Team Building Series - Someone Resists Change
What to Say WhenSM Team Building Series - There's a New Team Member
What to Say WhenSM Team Building Series - You Have a Personality Clash with a Co-Worker
What to Say WhenSM Team Building Series - You Need Help with Work
What to Say WhenSM Team Building Series - You Need to Persuade a Colleague
What to Say WhenSM Team Building Series - You See an Opportunity to Do Things Better
What to Say WhenSM Team Building Series - You're Asked to Host a Meeting
What to Say WhenSM Team Building Series - You're New on the Job

AAM – Collision Courses

Avoiding Wrongful Termination
Basics of Business Insurance
Bookkeeping Basics
Budgeting Basics
CIECast Webinar Quiz - Embracing Technology to Be Successful in the Collision Industry
CIECast Webinar Quiz - Top Collision Industry Trends to Watch in 2024
Cyber Security Basics
Email and Internet Security
Employee Discipline
Handling Conflict: An Employee Guide
Improving CSI - Check-In and During Repair
Improving CSI During the Sale
Improving CSI on the Phone
Interpersonal Communication
Job Costing for Collision Repair
KPI Basics for Collision Repair
Leading a High-Performance Team
Legal Aspects of Interviewing & Hiring

Leveraging the Potential of Millennials Series: Attract and Coach
Leveraging the Potential of Millennials Series: Bridging the Divide
Leveraging the Potential of Millennials Series: Connections
Leveraging the Potential of Millennials Series: Empower and Retain
Leveraging the Potential of Millennials Series: Final Thoughts
Leveraging the Potential of Millennials Series: Introducing Tim
Leveraging the Potential of Millennials Series: Labeling
Leveraging the Potential of Millennials Series: Work Styles
Maintaining Customer Relationships
Management Basics
Maximizing Employee Performance
Parts Management for Collision Repair
Preventing Workplace Harassment for Managers
Preventing Employee Discrimination
Preventing Sexual Harassment for Employees
Profitability for Collision Repair
Scheduling Best Practices
Social Media Management
Successful Negotiation
The Effective Business Writer
Three Steps to Successful Marketing
Time Management
Understanding Financial Statements
Wage & Hour Basics
Website & SEO Basics

AMAM courses

A Civil and Respectful Workplace (Foundation Manager)
Attitude for Service
Controlling Workplace Exposure to Bloodborne Pathogens
Cornice Technology - F & I Strategy for EV - Customer Segment Webinar
Disability Discrimination and Accommodation
Effective Conflict Resolution: Conflict Discussion Guidelines
Effective Conflict Resolution: Conflict Styles
Effective Conflict Resolution: Levels of Conflict
Effective Conflict Resolution: Quiz
Effective Conflict Resolution: Types of Conflict
Effective Interviewing Techniques
Effective Use of Email in the Workplace
Employee Privacy
From Doing to Leading
Goal Setting in the Workplace
Harassment in the Workplace Series
Houndville Animated Workplace Series
How to Market, Sell and Service Today's "Connected Customer"
How to Ruin a Virtual MeetingSM Series - Awkward
How to Ruin a Virtual MeetingSM Series - Fresh from the Market
How to Ruin a Virtual MeetingSM Series - Good Morning Sunshine
How to Ruin a Virtual MeetingSM Series - It Might Get Loud
How to Ruin a Virtual MeetingSM Series - It's My Party

How to Ruin a Virtual MeetingSM Series - Making Moves
How to Ruin a Virtual MeetingSM Series - Monkeying Around
How to Ruin a Virtual MeetingSM Series - Peekaboo
How to Ruin a Virtual MeetingSM Series - Presentation Probs
How to Ruin a Virtual MeetingSM Series - Too Much vs Not Enough
How to Ruin a Virtual MeetingSM Series - Vacation On My Mind
How to Ruin a Virtual MeetingSM Series - Wait, You Heard That?
It's About Time
M.A.D. about Generating Referrals
Managing Conflict
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Addressing Performance Problems
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Communication
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Creativity
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Feedback
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Helping Staff Succeed
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Managing Team Time
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Motivation
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Onboarding
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Reviewing Performance
Managing Remote TeamsSM: Keys to Supporting a Hybrid Workforce - Setting Objectives
Managing Substance Abuse in the Workplace: Employee Edition
Negotiating with Integrity
Neurodiversity at WorkSM Series - Environment
Neurodiversity at WorkSM Series - Introduction
Neurodiversity at WorkSM Series - Neurodiversity at Work Recap
Neurodiversity at WorkSM Series - Supporting Clients
Neurodiversity at WorkSM Series - Supporting Coworkers
Neurodiversity at WorkSM Series - What is it?
Newmarket LearningSM Management Series - A Question of Evidence
Newmarket LearningSM Management Series - Coaching: The Power of Questions
Newmarket LearningSM Management Series - Delivering Feedback
Newmarket LearningSM Management Series - Gaining Commitment
Newmarket LearningSM Management Series - Setting Performance Objectives
Newmarket LearningSM Management Series - Using Competencies Successfully
Rapid Fire Web Presence Updates Article Quiz
Recruiting & Hiring: Avoiding Common Recruiting Mistakes
Recruiting & Hiring: Behavioral Interviewing Techniques
Recruiting & Hiring: Hiring Retention Problem
Recruiting & Hiring: Legal Interviewing Guidelines
Recruiting & Hiring: Preparing for the Interview
Recruiting & Hiring: Quiz
Understanding the Family Medical Leave Act
You Don't Know What You Don't Know

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