



# Transcript

**Raúl Padilla** has successfully completed the following HP LIFE e-Learning courses on [www.life-global.org](http://www.life-global.org):

## Unique value proposition

Through this self-paced online course, totaling approximately 1 Contact Hour, the above participant actively engaged in an exploration of how to decide on a unique value proposition for the participant's business and how to conduct an effective web search.

Completed October 26, 2015

Certificate serial #1468580-153

## Maximizing capacity

Through this self-paced online course, totaling approximately 1 Contact Hour, the above participant actively engaged in an exploration of how to identify limits on the production capacity of the participant's business and how to customize a staff time capacity spreadsheet.

Completed September 10, 2014

Certificate serial #1468580-181

## Customer relationship management (CRM)

Through this self-paced online course, totaling approximately 1 Contact Hour, the above participant actively engaged in an exploration of the customer relationship management (CRM) process, learning why a CRM tool is beneficial and how to use contact management software as a CRM tool for the participant's own business.

Completed October 28, 2015

Certificate serial #1468580-423

## Setting prices

Through this self-paced online course, totaling approximately 1 Contact Hour, the above participant actively engaged in an exploration of how to set prices for products or services in their business and how to use word processing software to create tables.

Completed September 3, 2014

Certificate serial #1468580-511

## Sales forecasting

Through this self-paced online course, totaling approximately 1 Contact Hour, the above participant actively engaged in an exploration of the importance of sales forecasting, how to gather information to make a sales forecast, and how to use spreadsheet software to copy cells and use conditional formatting.

Completed May 28, 2015

Certificate serial #1468580-598

## Strategic planning

Through this self-paced, interactive online short course, totaling approximately 1 Contact Hour, the above participant successfully prioritized strategies based on a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis of a business and supported effective strategic planning through integrating word processing and spreadsheet documents.

Completed October 27, 2015

Certificate serial #1468580-40540



Jeannette Weisschuh  
Director, Economic Progress  
HP Corporate Affairs



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