



Catalog

LEARN COURSES



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Learn Course Catalog

Harassment

Diversity

- ▶ **A Manager's Guide to Diversity, Inclusion, and Accommodation**
Duration: 30 minutes
Languages: English
Target Audience: Managers
- ▶ **Diversity on the Job: The Importance of Diversity and the Changing Workplace**
Duration: 60 minutes
Languages: English
Target Audience: Employees
- ▶ **Global Diversity**
Duration: 30 minutes
Languages: English
Target Audience: Employees
- ▶ **Maintaining a Cohesive Multigenerational Workforce**
Duration: 25 minutes
Languages: English
Target Audience: Managers
- ▶ **Managing Multigenerational Employees**
Duration: 22 minutes
Languages: English
Target Audience: Managers
- ▶ **Managing Workforce Generations: Working with a Multigenerational Team**
Duration: 60 minutes
Languages: English
Target Audience: Managers



Harassment

- ▶ **Bullying and Hazing on Campus**
Duration: 35 minutes
Languages: English
Target Audience: Employees
- ▶ **Bullying and Violence in the Workplace**
Duration: 30 minutes
Languages: English
Target Audience: Employees
- ▶ **Preventing Harassment in the Global Workplace – Employee Edition ‡**
Duration: 30 minutes
Languages: English
Target Audience: Employees
- ▶ **Preventing Harassment in the Global Workplace – Manager Edition ‡**
Duration: 30 minutes
Languages: English
Target Audience: Managers
- ▶ **Sexual Harassment Prevention for Employees**
Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees
- ▶ **Title IX for Higher Education**
Duration: 30 minutes
Languages: English
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of California (SB 1343) ‡**
Duration: 75 minutes
Languages: English / Spanish
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Connecticut ‡**
Duration: 140 minutes
Languages: English / Spanish
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Delaware ‡**
Duration: 40 minutes
Languages: English
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Illinois ‡**
Duration: 55 minutes
Languages: English
Target Audience: Employees

Harassment *(cont'd)*

▶ **Workplace Harassment Prevention for Employees (Restaurant/Bar), State of Illinois ‡**

Duration: 60 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Workplace Harassment Prevention for Employees, State of Maine ‡**

Duration: 48 minutes
Languages: English
Target Audience: Employees

▶ **Workplace Harassment Prevention for Employees, State of New York and NYC ‡**

Duration: 55 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Workplace Harassment Prevention for Employees – Version 2.0 (Title VII)**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0 (Title VII)**

Duration: 120 minutes
Languages: English
Target Audience: Managers

▶ **Workplace Harassment Prevention for Managers, State of California (AB1825/2053/SB1343) ‡**

Duration: 120 minutes
Languages: English / Spanish
Target Audience: Managers

▶ **Workplace Harassment Prevention for Managers, State of Connecticut ‡**

Duration: 140 minutes
Languages: English / Spanish
Target Audience: Managers

▶ **Workplace Harassment Prevention for Managers, State of Delaware ‡**

Duration: 80 minutes
Languages: English
Target Audience: Managers

▶ **Workplace Harassment Prevention for Managers, State of Illinois ‡**

Duration: 90 minutes
Languages: English
Target Audience: Managers

▶ **Workplace Harassment Prevention for Managers (Restaurant/Bar), State of Illinois ‡**

Duration: 60 minutes
Languages: English / Spanish
Target Audience: Managers

▶ **Workplace Harassment Prevention for Managers, State of Maine ‡**

Duration: 80 minutes
Languages: English / Spanish
Target Audience: Managers

▶ **Workplace Harassment Prevention for Managers, State of New York and NYC ‡**

Duration: 80 minutes
Languages: English / Spanish
Target Audience: Managers



Compliance & Legal

Employment Law

▶ **EEO and Lawful Hiring**

Duration: 30 minutes
Languages: English
Target Audience: Managers

▶ **HIPAA for Non-Medical Employers**

Duration: 25 minutes
Languages: English
Target Audience: Managers

▶ **HIPAA Privacy Essentials**

Duration: 60 minutes
Languages: English
Target Audience: Employees

▶ **HIPAA – Privacy Rule for Business Associates**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **HIPAA – Privacy Rule for Covered Entities**

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **HIPAA – Security Rule for Business Associates**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **HIPAA – Security Rule for Covered Entities**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Privacy and Information Security**

Duration: 60 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Union Awareness**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Wage and Hour Awareness for Managers**

Duration: 60 minutes
Languages: English
Target Audience: Managers

▶ **Wage and Hour for Employees**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Workplace Management: Employment Laws and Regulations**

Duration: 110 minutes
Languages: English
Target Audience: Employees

Ethics

► Business Ethics

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Code of Conduct Awareness

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Code of Conduct Awareness – Higher Education Edition

Duration: 15 minutes
Languages: English
Target Audience: Employees

► Compliance Impact: Business Ethics – Adjusting the Figures

Duration: 6 minutes
Languages: English
Target Audience: Employees

► Financial Integrity

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Foreign Corrupt Practices Act

Duration: 60 minutes
Languages: English
Target Audience: Everyone

► Global Conflicts of Interest

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Integrity in the Workplace

Duration: 60 minutes
Languages: English
Target Audience: Employees

HR Compliance

► Campus Security Obligations Under Federal Law

Duration: 30 minutes
Languages: English
Target Audience: Employees

► FERPA for Higher Education

Duration: 30 minutes
Languages: English
Target Audience: Employees
Target Audience: Everyone

► Rightful Employment Termination

Duration: 30 minutes
Languages: English
Target Audience: Managers

Leaves of Absence

► FMLA Leave and More: An Overview of Legally Protected Leave

Duration: 30 minutes
Languages: English
Target Audience: Employees

Environment & Climate

Environmental Compliance

► Asbestos †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Environmental Regulations Overview †

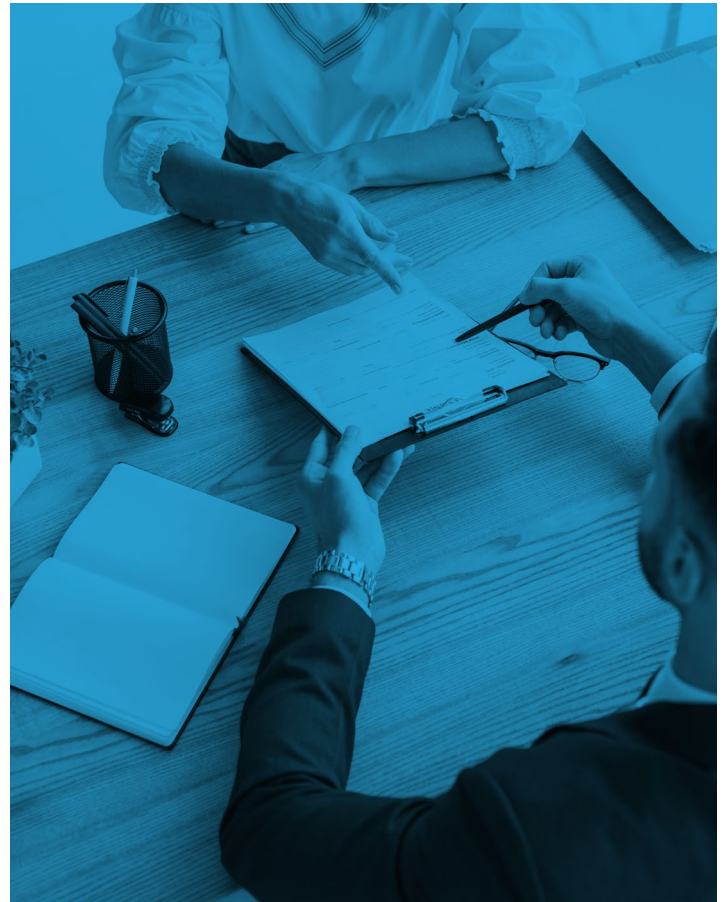
Duration: 30 minutes
Languages: English
Target Audience: Employees

► Lead Awareness in Construction †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Lead Awareness in General Industry †

Duration: 30 minutes
Languages: English
Target Audience: Employees



Hazard Communications

► Decontamination (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Emergency Response and Spill Control (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Fire and Explosion Hazards (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Globally Harmonized System of Classification and Labeling of Chemicals (GHS) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

Hazard Communication: An Employee's Right to Know †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

Hazard Communication (HAZWOPER) †

Duration: 17 minutes
Languages: English / Spanish
Target Audience: Employees

► Heat and Cold Exposure Management (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Site Safety and Health Plan Procedures (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Toxicology (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees



Hazardous Waste

► Biosafety Hazardous Waste Handling and Disposal †

Duration: 35 minutes
Languages: English
Target Audience: Employees

► Hazardous Material Handling and Storage †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Hazardous Materials in the Workplace †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Hazardous Waste Generator (RCRA) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Regulatory Overview (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Site Control (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Storm Water Pollution Prevention †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Universal Waste Rule Training †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Waste Minimization and Pollution Prevention for Employees †

Duration: 18 minutes
Languages: English
Target Audience: Employees

Workplace Safety

OSHA & General Safety

► Accident Investigation and Reporting †

Duration: 30 minutes
Languages: English
Target Audience: Managers

► Aerial Work Platforms †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Behavior-based Safety for Supervisors †

Duration: 30 minutes
Languages: English
Target Audience: Managers

► Chemical Process Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Chemical Process Safety Management †

Duration: 30 minutes
Languages: English
Target Audience: Managers

► Compressed Gas Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Contractor Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Crane Signaling and Communications †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Electrical Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Global Safety Principles: Indoor Hoisting and Rigging †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Hand and Power Tool Safety †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Hand and Power Tool Safety Impact: Pneumatic Tools †

Duration: 5 minutes
Languages: English
Target Audience: Employees

► Hydrogen Sulfide †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Introduction to Industrial Hygiene †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Introduction to OSHA †

Duration: 132 minutes
Languages: English
Target Audience: Employees

► Job Hazard Analysis †

Duration: 30 minutes
Languages: English
Target Audience: Managers

► Lead Awareness in General Industry †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Machine Guarding †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Mold Awareness †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► NFPA 1600 Disaster/Emergency Management †

Duration: 60 minutes
Languages: English
Target Audience: Managers

► NFPA 70E Electrical Safety in the Workplace 2015 Edition †

Duration: 120 minutes
Languages: English
Target Audience: Employees

► Office Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► OSHA 300 Recordkeeping †

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Regulatory Information †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Rigging Equipment and Inspection †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Safety at Work: A Systematic Approach †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Scaffolding and Ladder Safety †

Duration: 40 minutes
Languages: English
Target Audience: Employees

► Scissor Lifts †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Spill Prevention and Control †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Spill Prevention, Control, and Countermeasure Plan †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Trenching and Excavation Safety †

Duration: 25 minutes
Languages: English
Target Audience: Employees

► Warehouse Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Welding, Cutting, and Brazing †

Duration: 15 minutes
Languages: English
Target Audience: Employees

► Workplace Inspections †

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Workplace Safety Orientation †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Confined Spaces †

Duration: 60 minutes
Languages: English / Spanish
Target Audience: Employees

► Safety Data Sheets †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Slips, Trips and Falls †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

Personal Protective Equipment

► Hearing Conservation †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Personal Protective Equipment (HAZWOPER) †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► PPE: Eye and Face Protection †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► PPE: Foot and Leg Protection †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► PPE: Hand Protection †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► PPE: Head Protection †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► PPE: Personal Protective Equipment †

Duration: 60 minutes
Languages: English / Spanish
Target Audience: Employees

► Respiratory Protection †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Respiratory Protection Impact: Donning and Doffing †

Duration: 4 minutes
Languages: English
Target Audience: Employees



Personal Safety

► Back Safety and Injury Prevention †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Benzene Awareness †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Bloodborne Pathogen Awareness †

Duration: 60 minutes
Languages: English / Spanish
Target Audience: Employees

► Cold Stress †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Electrical Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Fall Protection †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Fire Safety and Prevention †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► First Aid: Basic †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► First Aid: Medical Emergencies †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Flammable Liquids †

Duration: 50 minutes
Languages: English
Target Audience: Employees

Personal Safety *(cont'd)*

▶ **Global Safety Principles: Silica in General Industry †**

Duration: 25 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Hazards to Outdoor Workers †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Heat Stress Recognition and Prevention †**

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Industrial Ergonomics †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Laboratory Safety †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Ladder Safety 2.0 †**

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Office Ergonomics †**

Duration: 25 minutes
Languages: English
Target Audience: Employees

▶ **Portable Fire Extinguishers †**

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Workplace Security Awareness †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Distracted Driving †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **DOT 1: Hazardous Materials Table †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **DOT 1: Introduction, Classification, and the Hazardous Materials Table †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **DOT 2: Packaging, Labeling, Marking, and Placarding †**

Duration: 60 minutes
Languages: English
Target Audience: Employees

▶ **DOT 3: Shipping Papers †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **DOT 4: Loading and Storage †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **DOT: Air Brakes †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **DOT: Drug and Alcohol Awareness †**

Duration: 120 minutes
Languages: English
Target Audience: Employees

▶ **DOT: Hours of Service †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **DOT: Inspections †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

Transportation

▶ **Accident Procedures Involving Large Vehicles †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Collision Avoidance †**

Duration: 30 minutes
Languages: English
Target Audience: Employees

▶ **Defensive Driving †**

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Defensive Driving Fundamentals †**

Duration: 60 minutes
Languages: English / Spanish
Target Audience: Employees

▶ **Defensive Driving: Truck Safety †**

Duration: 180 minutes
Languages: English
Target Audience: Employees



Transportation (cont'd)

► DOT: Security for Shipment of Hazardous Materials †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Emergency Situations While Driving †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Ergonomics and Injury Prevention for Commercial Vehicle Operators †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Flagging Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Flatbed Cargo Securement †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Forklift Operation 1: Safety Inspection and Maintenance †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Forklift Operation 2: Stability and Capacity †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Forklift Operation 3: Load Handling †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Forklift Operation 4: Traveling and Maneuvering †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Forklift Safety Awareness †

Duration: 45 minutes
Languages: English
Target Audience: Employees

► Hazardous Materials: Infectious Materials Transportation by Ground †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Hazardous Weather Driving for Commercial Vehicle Operators †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► IATA 1: Hazard Class Identification/Classification †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► IATA 2: Marking and Labeling †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► IATA 3: Packaging †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► IATA 4: Documentation †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► IATA 5: Limitations and Shipment Review †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► IMDG 1: Introduction, General Provisions, and Classifications †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► IMDG 2: Dangerous Goods List, Special Provisions and Exceptions †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation †

Duration: 90 minutes
Languages: English
Target Audience: Employees

► IMDG 4: Loading, Unloading, and Offering Dangerous Goods †

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Loading Dock Safety †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Negotiating Hazards for Commercial Vehicles

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Packaging Small Quantities †

Duration: 47 minutes
Languages: English
Target Audience: Employees

► Safe Vehicle Backing †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Trailer Coupling and Uncoupling †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Urban Driving †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► US Export Controls †

Duration: 60 minutes
Languages: English
Target Audience: Employees

Workplace Safety

► Active Shooter

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Active Shooter: Preparation, Warning Signs and Survival

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Emergency and Disaster Preparedness †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Food Allergen Safety †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Food Safety and Handling †

Duration: 60 minutes
Languages: English
Target Audience: Everyone

► Food Service Worker Safety †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Everyone

► Liquefied Petroleum Gas (LPG) Safety †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► Lockout/Tagout †

Duration: 30 minutes
Languages: English
Target Audience: Employees

► Lockout/Tagout for Authorized Persons †

Duration: 90 minutes
Languages: English / Spanish
Target Audience: Employees

► Workplace Safety Orientation †

Duration: 30 minutes
Languages: English / Spanish
Target Audience: Employees

► First Time Manager: Understanding a Manager's Role

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Leadership Essentials: Motivating Employees

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Leading Teams: Building Trust and Commitment

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Leading Teams: Dealing with Conflict

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Leading Teams: Developing the Team and its Culture

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Leading Teams: Establishing Goals, Roles, and Guidelines

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Leading Teams: Managing Virtual Teams

Duration: 60 minutes
Languages: English
Target Audience: Managers

► Leading Teams: Motivating and Optimizing Performance

Duration: 60 minutes
Languages: English
Target Audience: Managers

Human Resources

Leadership

► Achieve Your Objectives through Effective Delegation

Duration: 25 minutes
Languages: English
Target Audience: Managers

► Being an Effective Team Member

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Building and Leading Teams

Duration: 15 minutes
Languages: English
Target Audience: Managers



People Operations

► **A Manager's Guide to Discipline and Documentation**

Duration: 30 minutes
Languages: English
Target Audience: Managers

► **Compensation and Benefits: Managing Policies, Programs, and Activities**

Duration: 30 minutes
Languages: English
Target Audience: Managers

► **Management of People: Talent Acquisition and Retention**

Duration: 102 minutes
Languages: English
Target Audience: Managers

► **Managing Special Leaves of Absence Situations**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Retaining Your Talent Pool**

Duration: 120 minutes
Languages: English
Target Audience: Managers

► **Rightful Employment Termination**

Duration: 30 minutes
Languages: English
Target Audience: Managers

► **Strategies for Successful Employee Onboarding: Assessing Program Success**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Strategies for Successful Employee Onboarding: Getting Started**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **The Benefits and Challenges of Engaging Employees**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies**

Duration: 90 minutes
Languages: English
Target Audience: Managers



Performance Management

► **Human Resource Development: Performance Appraisal and Talent Management**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Monitoring and Improving Performance**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Performance Appraisal Essentials: 360-degree Appraisals**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Performance Appraisal Essentials: Conducting Traditional Appraisals**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Performance Appraisal Essentials: Planning for Appraisals**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Planning for Performance**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Strategies for Successful Employee Onboarding: An Introduction**

Duration: 60 minutes
Languages: English
Target Audience: Managers

Wellness

► Optimizing Your Work/Life Balance: Maintaining Your Life Balance

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Optimizing Your Work/Life Balance: Taking Control of Your Stress

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Pandemic Flu Awareness

Duration: 60 minutes
Languages: English
Target Audience: Employees

Computer & IT

Cybersecurity

► Cybersecurity: Practical Steps to Avoid Risk

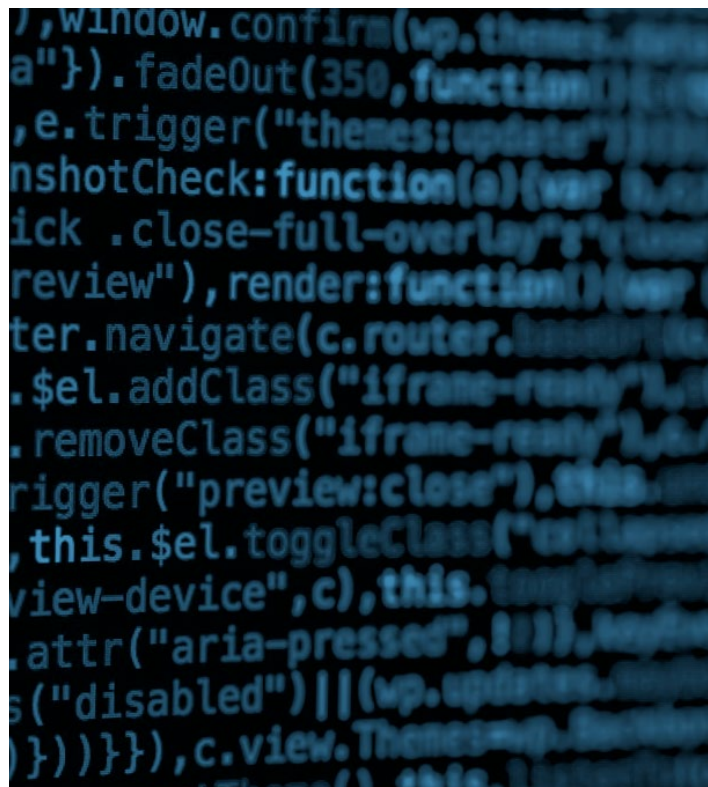
Duration: 45 minutes
Languages: English
Target Audience: Employees

► IT Security for End Users: IT Security Fundamentals

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Preventing Identity Theft †

Duration: 30 minutes
Languages: English
Target Audience: Employees



Customer Service

► Creating and Sustaining a Customer-focused Organization

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Customer Advocacy: Communicating to Build Trusting Customer Relationships

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Customer-driven Process Improvement: Identifying Customer Needs

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Customer Service Confrontation and Conflict

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Customer Service Fundamentals: Building Rapport in Customer Relationships

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Customer Service over the Phone

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Developing Your Customer Focus

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Essential Skills for Professional Telephone Calls

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Shaping the Direction of Customer Service in Your Organization

Duration: 60 minutes
Languages: English
Target Audience: Managers

► The Angry Caller: What's Your Plan?

Duration: 6 minutes
Languages: English
Target Audience: Employees

Professional Development

Meetings

► Dealing with Common Meeting Problems

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Managing Effective Business Meetings

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Preparing for Effective Business Meetings

Duration: 60 minutes
Languages: English
Target Audience: Employee

Workplace Skills

► Are You Listening to Your Customers?

Duration: 6 minutes
Languages: English
Target Audience: Employees

► Basic Presentation Skills: Creating a Presentation

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Basic Presentation Skills: Delivering a Presentation

Duration: 60 minutes
Languages: English
Target Audience: Employee

► Basic Presentation Skills: Planning a Presentation

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Business Writing: Editing and Proofreading

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Business Writing: How to Write Clearly and Concisely

Duration: 60 minutes
Languages: English
Target Audience: Employee

► Business Writing: Know Your Readers and Your Purpose

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Communicating Across Cultures

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Communication Methods that Make Sense and Make Your Point

Duration: 30 minutes
Languages: English
Target Audience: Employee

► Creating a Compelling Job Description

Duration: 6 minutes
Languages: English
Target Audience: Managers

► Creating a Positive Attitude

Duration: 120 minutes
Languages: English
Target Audience: Employees

► Emergency Response in the Workplace

Duration: 45 minutes
Languages: English
Target Audience: Employee

► Essentials of Interviewing and Hiring: Conducting an Effective Interview

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Getting Results without Direct Authority: Persuasive Communication

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Handling Difficult Conversations Effectively

Duration: 60 minutes
Languages: English
Target Audience: Employee

► Interpersonal Communication: Being Approachable

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Interpersonal Communication: Communicating Assertively

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Interpersonal Communication: Communicating with Confidence

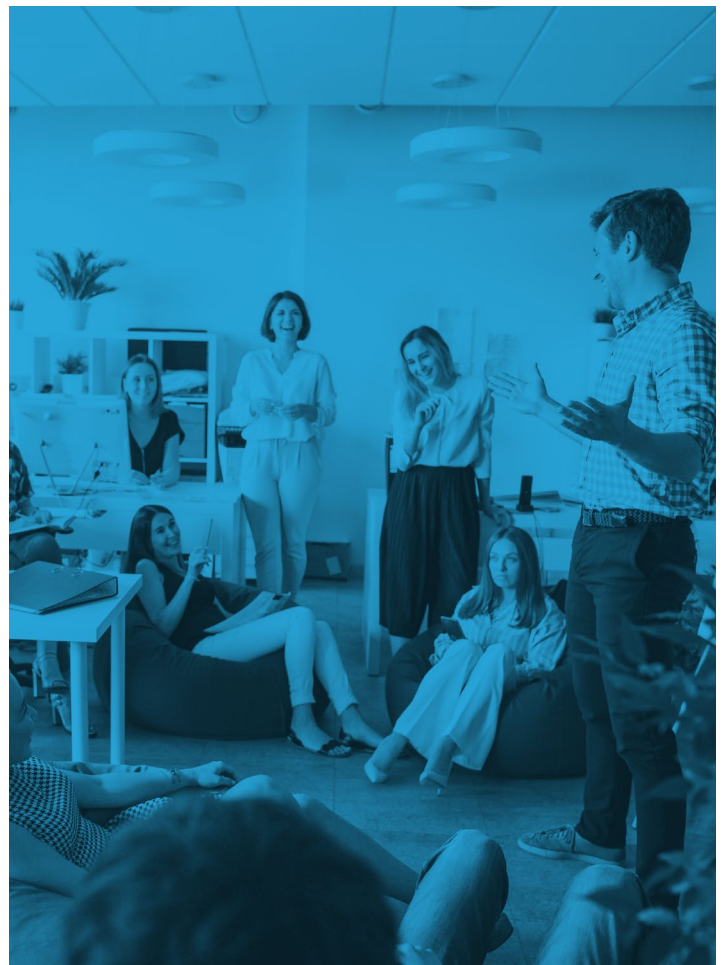
Duration: 60 minutes
Languages: English
Target Audience: Employee

► Interpersonal Communication: Listening Essentials

Duration: 60 minutes
Languages: English
Target Audience: Employees

► Interpersonal Communication: Targeting Your Message

Duration: 60 minutes
Languages: English
Target Audience: Employee



Workplace Skills *(cont'd)*

► **Interviewing: Doing it Right**

Duration: 30 minutes
Languages: English
Target Audience: Managers

► **Listening Essentials: Improving Your Listening Skills**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Listening Essentials: The Basics of Listening**

Duration: 60 minutes
Languages: English
Target Audience: Employee

► **Listening to Improve Conversation**

Duration: 6 minutes
Languages: English
Target Audience: Employee

► **Management Essentials: Confronting Difficult Employee Behavior**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Management of People: Total Rewards**

Duration: 75 minutes
Languages: English
Target Audience: Managers

► **Solving Problems: Framing the Problem**

Duration: 30 minutes
Languages: English
Target Audience: Employees

► **Techniques for Communicating Effectively with Senior Executives**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Telecommuting Basics: Communication Strategies for the Remote Employee**

Duration: 60 minutes
Languages: English
Target Audience: Employee

► **The Internet, Social Media, and Electronic Communication**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **The Voice of Leadership: Effective Leadership**

Duration: 60 minutes
Languages: English
Target Audience: Managers

► **Time Management: Analyzing Your Use of Time**

Duration: 60 minutes
Languages: English
Target Audience: Employee

► **Time Management: Avoiding Time Stealers**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Time Management: Planning and Prioritizing Your Time**

Duration: 60 minutes
Languages: English
Target Audience: Employee

► **Training and Development**

Duration: 120 minutes
Languages: English
Target Audience: Managers

► **Using E-mail and Instant Messaging Effectively**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Working with Difficult People: Dealing with Micromanagers**

Duration: 60 minutes
Languages: English
Target Audience: Employee

► **Working with Difficult People: How to Work with Aggressive People**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Working with Difficult People: How to Work with Manipulative People**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Working with Difficult People: How to Work with Negative People**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Working with Difficult People: How to Work with Procrastinators**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Working with Difficult People: How to Work with Self-serving People**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Working with Difficult People: Identifying Difficult People**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Workplace Conflict: Recognizing and Responding to Conflict**

Duration: 60 minutes
Languages: English
Target Audience: Employees

► **Workplace Conflict: Strategies for Resolving Conflicts**

Duration: 60 minutes
Languages: English
Target Audience: Employees



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