



Learn Courses

Catalog



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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 Multi-generational Workforce

Duration: 25 minutes | Languages: English
Target Audience: Managers

Managing Multi-generational Employees

Duration: 22 minutes | Languages: English
Target Audience: Managers

Managing Workforce Generations: Working with a Multi-generational 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
Target Audience: Employees

Workplace Harassment Prevention for Employees, State of Delaware

Duration: 40 minutes | Languages: English
Target Audience: Employees

Harassment (cont’d)

Workplace Harassment Prevention for Employees, State of Illinois

Duration: 55 minutes | Languages: English
Target Audience: Employees

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

Duration: 60 minutes | Languages: English
Target Audience: Employees

Workplace Harassment Prevention for Employees, State of Maine

Duration: 48 minutes | Languages: English / Spanish
Target Audience: Managers

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

Duration: 45 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 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: 70 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
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: 60 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
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

Ethics (cont'd)

- 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

- 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
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
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

OSHA & General Safety (cont'd)

- **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 Safety

OSHA & General Safety (cont'd)

- **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 | 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 (PPE)

- **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

Personal Protective Equipment (PPE) (cont'd)

- **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
- **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

Workplace Safety

Personal Safety (cont'd)

- **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
Target Audience: Employees
- **Workplace Security Awareness †**
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
- **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

Transportation (cont'd)

- **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
- **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

Workplace Safety

Transportation (cont'd)

- **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

Transportation (cont'd)

- **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

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

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

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

People Operations (cont'd)

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



Human Resources

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: Employees

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: Employees

- **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: Employees

- **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: Employees

- **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

Workplace Skills (cont'd)

- **Emergency Response in the Workplace**

Duration: 45 minutes | Languages: English
Target Audience: Employees

- **Essentials of Interviewing and Hiring: Conducting an Effective Interview**

Duration: 60 minutes | Languages: English
Target Audience: Managers

- **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: Employees

- **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: Employees

- **Interpersonal Communication: Listening Essentials**

Duration: 60 minutes | Languages: English
Target Audience: Employees

- **Interpersonal Communication: Targeting Your Message**

Duration: 60 minutes | Languages: English
Target Audience: Employees

- **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: Employees

- **Listening to Improve Conversation**

Duration: 6 minutes | Languages: English
Target Audience: Employees

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

Duration: 60 minutes | Languages: English
Target Audience: Managers

Professional Development

Workplace Skills (cont'd)

- **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: Employees
- **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: Employees

- **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: Employees
- **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: Employees
- **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

Workplace Skills (cont'd)

- **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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