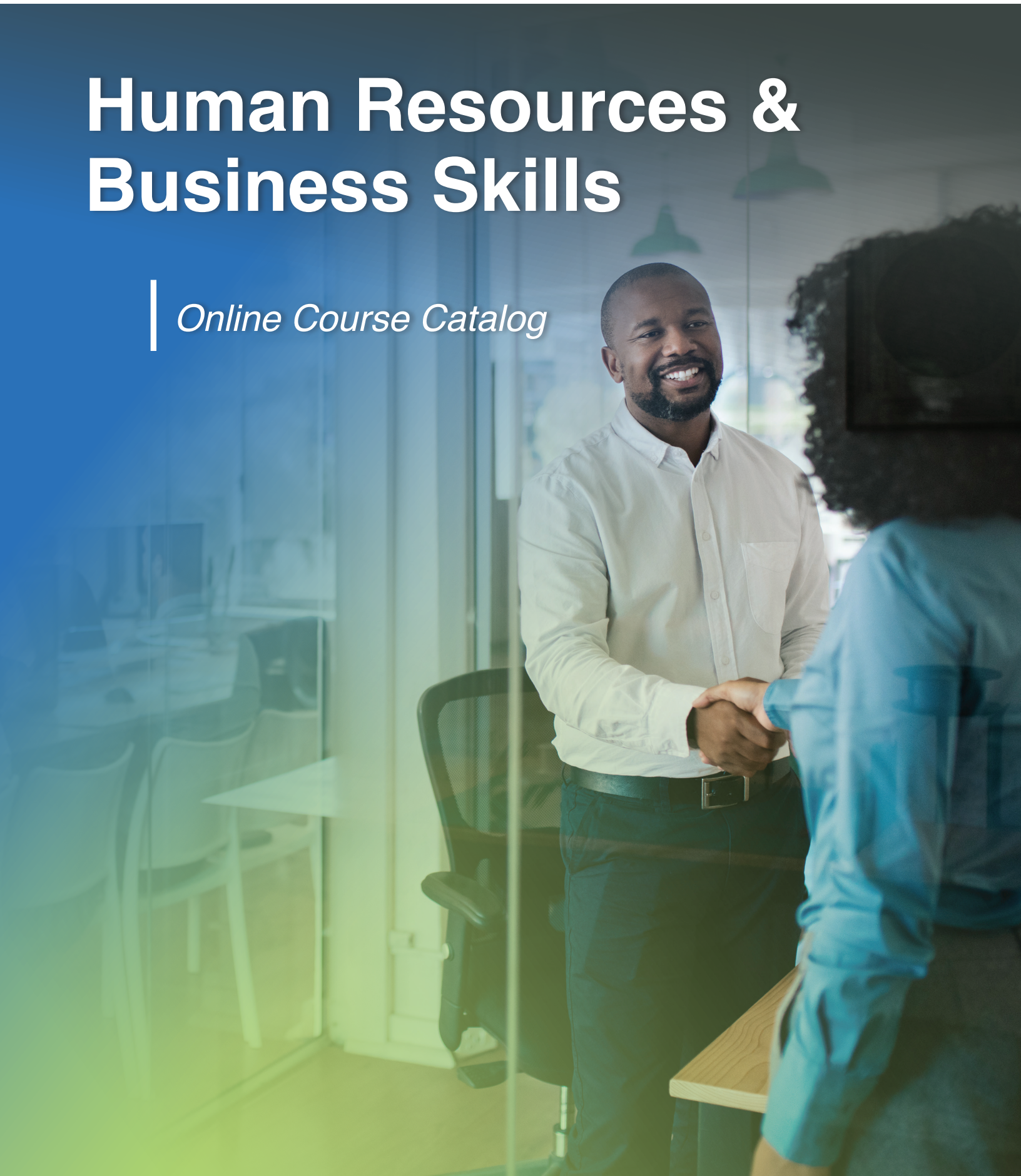**Vector**Solutions™

Human Resources & Business Skills

Online Course Catalog

Human Resources & Business Skills Course Catalog

Organizations can cost-effectively deliver quality courses to employees designed improve workplace culture, change unsafe behaviors, decrease claims, and take leadership and strategic thinking skills to the next level with Vector Solutions' online HR and Business Skills catalog. With thousands of courses spanning public safety industries, more than 10,000 public agencies rely on Vector Solutions to assign, deliver, track, and report online and in-person training in one place.

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- Proofreading

- Smart Business Writing: 4 Stages to Writing Your Best

- Smart Business Writing: Tackling the Technical Proposal

- Smart Business Writing: Writing Effective Emails

- Writing in Plain Language

Brain Bites - Writing Effective Emails (0.35-hour)

Send emails that are read, understood, and acted on. Let's face it, email is a fact of life. The average employee in the US receives 125 emails per day. The majority of professionals say email creates tension, confusion, and other negative consequences in their busy work days.

Proofreading (0.57-hour)

The tools and tricks to make your documents flawless and error-free!

Proofreading is an under-taught business skill that can make an enormous difference in how you are perceived as a professional. Make your documents error-free with simple tactics and the proper use of Microsoft tools. A quick, yet essential upskill for every business professional!

Smart Business Writing: 4 Stages to Writing Your Best (1-hour)

Some people thinks that in the grand scheme of things, excellence in writing isn't all that important as long as you get the General idea across. But the sentence above is a perfect illustration of why that simply isn't true: Did it make you wary to see that the first sentence of a course intended to teach you writing tips was full of errors? Good writing gives you and your ideas authority, visibility, and stature. Bad writing, on the other hand, can make readers question your credibility and/or expertise, can be costly to a business, and can even damage the career of the writer. Inefficient, unclear, misleading, irrelevant, sloppy or deceptive written communication costs companies across the board billions each year. This course will help you improve your skills and avoid careless errors by focusing on four stages of writing: preparing, planning, drafting, and editing (revising and finalizing).

Smart Business Writing: Tackling the Technical Proposal (0.5-hour)

Proposals are an integral part of the professional world. Proposal topics can range from a request for more department funding to a plan for redesigning a highway. Regardless of the subject, proposals are intended to persuade. A poorly written or dull document that doesn't present the critical components in logical order can mean your presentation or request is brushed aside or not taken seriously. This 1/2-hour interactive online course on writing business and technical proposals focuses on the Pyramid writing method as a foundation for written communication. Using the Pyramid method means you create a solid writing foundation and then build from the ground up – which is key to effective communication and a more credible and convincing proposal. The clearly defined parts of a pyramid make proposals easier for writers to write and, as a result, far easier for the readers to read. Once you have successfully completed this SmartTeam course, you will have the tools to significantly improve your proposal writing skills and help ensure the success of your company.

Smart Business Writing: Writing Effective Emails (0.57-hour)

In today's business world, email is often the preferred means of exchanging information, yet many organizations overlook this very important form of business communication. Because so much of our daily social and business interactions occur over the internet, it is very easy to take such an important means of communication for granted. However, in most businesses, email is the preferred interaction

over other forms of communication; therefore, utilizing email in a professional and efficient manner is vital for success. This course discusses ways to make this most important means of communication effective and efficient so you can produce stellar emails that grab your reader's attention. Tips for structuring emails and knowledge about proper professional email tone and language will be presented.

Writing in Plain Language (1.25-hour)

Write emails and documents that are read, understood, and acted on. We are overwhelmed with information today—in both our personal and business lives. Sometimes it's better to get straight to the point, in a way that doesn't waste your reader's time yet doesn't compromise your professionalism either. This course teaches you how to use plain language to address your reader's needs. What do they really need to know? What do you want them to do? We'll teach you how to think about your reader's purpose and to write for them so they get the message and your writing does its job.

COMMUNICATION

- 3-way Communication

- Brain Bites - Empathy: The Key to Active Listening

- Brain Bites - Let Them Know You're Listening

- Clear Communication

- Communication for Inclusion (Employees and Managers)

- Communication Skills for Supervisors

- Effective Presentation Skills

- Increase Your Listening & Communication Power

- Interpersonal Communication

- Persuasion: The Art of Communication

- Storytelling in Business

3-way Communication (0.25-hour)

Error is an innate part of all human activity. Error reduction tools enhance the ability to minimize errors, reduce frequency of errors, and reduce severity of errors. In this activity, you will explore the conditional 3-way Communication human performance tool and discover its guiding purpose of clear, concise communication and its impact on performance in the workplace.

Brain Bites - Empathy: The Key to Active Listening (0.25-hour)

Show that you are actively listening by using empathy. You have probably heard empathy described as "feeling someone's pain", but what if that is not helpful or possible? Empathy is an important skill to improve your active listening and make those around you feel heard. By the end of this course, you will be able to explain and practice empathy by noticing body language, voice, and tone. You will learn to communicate an awareness of what someone else is feeling and be a better active listener using empathy.

Brain Bites - Let Them Know You're Listening (0.25-hour)

Send the message that you are listening to understand. The truth is, it's easy to not listen. We are surrounded by distractions and the list of reasons we don't listen well is long. So we have to work on listening to make others feel heard—especially at work. By the end of this course, you will be able to describe how to become a better, more active listener through focusing your attention on the speaker and clarifying their message. You will learn to build trust and become more approachable.

Clear Communication (1-hour)

Clear Communication is a course designed to familiarize participants with ways to improve their basic communication skills. After completing this course, participants should be able to describe effective methods for improving listening skills, describe ways to ensure that listeners receive a message as the speaker intended, and describe techniques for effectively giving and receiving feedback.

Communication for Inclusion (Employees and Managers) (0.72-hour)

This course focuses on the importance of considering impact, not intent, when engaging with identity terminology and self-identification. Microaggressions are defined and explored, with an emphasis on the impact of unchecked microaggressions as well as on strategies for recipients, senders, and bystanders who want to mitigate the harm that microaggressions cause. The course ends by discussing microaffirmations and the way they can be used to counteract the negative impact of microaggressions.

Communication Skills for Supervisors (0.5-hour)

Communication skills are frequently cited as the most important skills for supervisors. To be an effective supervisor, you must be able to communicate with all levels of the organization. Poor communication can have many negative consequences, such as poor performance due to lack of alignment on expectations, and conflicts between individuals. This module will cover some essential skills for communicating effectively, with a focus on communicating with your subordinates.

Effective Presentation Skills (1-hour)

In the Effective Presentations video training, you will learn how to clearly convey your intended message, while overcoming fear and anxiety. You are provided with an essential overview to successful public speaking. This training highlights the skills needed to make presentations, and the necessary changes involved in presentations to blend personality with clear communication. The video will focus on the following topics: dealing with fears and anxieties, elements of a presentation, nonverbal communication, and how to prepare for a presentation.

Increase Your Listening & Communication Power (1-hour)

Employees, Projects, and Even Entire Businesses Fail Because They Don't Communicate Effectively. Communication can mean the difference between a raging success and a catastrophic failure. Examine the difference between truly successful businesses and those that are just average, and clear communication is part of the foundation. A great communicator can explain, motivate, unite, and inspire teams to achieve more than they thought possible.

Interpersonal Communication (1-hour)

Interpersonal Communication is a course designed to help supervisors apply the listening and speaking skills that are basics for good interpersonal communication on the job. After completing this course, participants should be able to describe three basic levels of listening, identify common mental habits that are barriers to effective listening, and describe how to use awareness of nonverbal communication to ensure effective interpersonal communication. They should also be able to describe common types of ineffective responses, explain what empathic responses are and how they can be used for effective interpersonal communication, explain what constructive feedback is and describe how it can be used for effective interpersonal communication, and describe techniques that can be used to deal with people who become emotional on the job.

Persuasion: The Art of Communication (1.25-hour)

All communication is persuasion! This course teaches you to communicate well and persuade effectively. There are many reasons why we communicate - to inform, to share our viewpoint, to educate, and to sell. Communications guru Barbara Evers would argue that all these forms of communication are in fact forms of persuasion. In this course Barbara Evers and Wofford Jones walk through tips and techniques to take advantage of when you need to communicate and persuade.

Storytelling in Business (1.4-hour)

Use the power of stories to connect with your team and your customers. Storytelling is a powerful tool you can use to improve presentations, share a vision, sell products, and connect with customers and colleagues. Join national award-winning storyteller, Andy Offutt Irwin, and leadership guru, Kelly Vandever, as they show you how to create, organize, and use stories to heighten your interactions with co-workers and customers.

CUSTOMER SERVICE

- Customer Service

- Smart Customer Service 1: Courtesies, Attitude, and Ethics

- Smart Customer Service 2: Listening for Understanding

- Smart Customer Service 3: Effective Verbal and Nonverbal Communication

- Smart Customer Service 4: 3 Steps to Successful Customer Interaction

- Smart Customer Service 5: Handling Customer Complaints

Customer Service (1-hour)

Successful organizations realize that customer service is at the core of their success and consequently must be at the core of their mission. Unfortunately, this does not automatically imply that customers at such organizations are having a positive customer experience. A recent survey found that 80% of companies believe they are providing customer experience of a superior quality. However, when customers of those same companies were surveyed, only 8% agreed with those claims (HBR, 2005). Clearly, customer service is an area that requires more attention, especially the kind of attention that places greater emphasis on understanding and listening to the customers. This course aims to reinforce the significance of customer service as a precondition to the success of any organization. Special emphasis is placed on understanding customers, creating a work culture that is customer service-oriented, and reviewing intuitive and not-so-intuitive customer service skills. The content is applicable to employees in many kinds of organizations, from commercial firms to educational institutions.

Smart Customer Service 1: Courtesies, Attitude, and Ethics (0.48-hour)

You are the face of your business; therefore, your company depends on you to present yourself well at all times. This interactive online course is designed to help you understand how to do that. You'll learn how to conduct yourself in first impression situations, speak and act courteously at all times, maintain a positive attitude, and act ethically and fairly with every customer you meet.

Smart Customer Service 2: Listening for Understanding (0.5-hour)

As a frontline employee you are the primary source of communication between your company and its customers. You can improve your ability to interact well by developing listening skills. When you hear and interpret a message correctly, you will be able to understand your customers' requests and that is the key to handling each and every customer successfully. This interactive online course is designed to help you improve your listening skills so that you will be able to interact well with all your customers, whether you handle them face-to-face or by telephone.

Smart Customer Service 3: Effective Verbal and Nonverbal Communication (1-hour)

Communication is the give and take exchange of information; therefore, effective verbal and nonverbal skills are crucial to understanding your customers completely. In the previous course in this series, you learned about listening for understanding, or the taking of information. In this course you will learn how to give information effectively by speaking well and using your nonverbal signals to enhance your message. This interactive online course is designed to help you improve your communication skills when you are the sender of the message, whether you handle customers face-to-face or by telephone.

Smart Customer Service 4: 3 Steps to Successful Customer Interaction (0.5-hour)

In this lesson you will learn how to combine the basics of customer service that will help you interact well with your customers: how to present yourself well, listen for understanding, and communicate effectively to complete your customer interactions successfully. Every customer interaction involves

three important steps that need to be completed in order to satisfy customers. This interactive online course is designed to help you to fully understand these three steps so that you will complete every customer interaction successfully, whether you handle customers in-person, by phone, over the Internet, or through self-service options.

Smart Customer Service 5: Handling Customer Complaints (1-hour)

This interactive online course is designed to help you understand why customers may complain, uncovers the special skills needed for handling customer complaints, and teaches an easy to learn step-by-step method for handling these types of customer contacts. At the end of this course you will apply the skills to your work environment to successfully handle any customer in any situation.

BACK

EMPLOYEE HEALTH & WELLBEING

- Brain Bites - Sharing a Workspace

- Diet & Nutrition

- Health & Wellness

- HIV/Aids Awareness

- Managing Stress at Work

- Smart Workplaces: Preparing for a Pandemic Flu Outbreak

- Stress Management and Prevention

Brain Bites - Sharing a Workspace (0.25-hour)

Learn to safely share a workspace to keep you and your coworkers healthy. The spread of COVID-19 led many offices to institute new rules and guidelines. This type of event underscores the importance of a clean environment in which employees are considerate about sharing space. By the end of this course, you will feel confident about sharing a workspace effectively to keep you and your coworkers healthy and safe.

Diet & Nutrition (1-hour)

This training course was designed to provide managers and employees with basic concepts of diet and nutrition. Your job is important to you and your family. Proper nutrition is a means of staying at a job so that one can provide for his or her family. These lessons are designed to give you information so that your life will be healthy.

Health & Wellness (1-hour)

This training course was designed to provide employees with basic concepts of health and wellness. Your job is important to you and your family. Good health is a means of staying at a job so that one can provide for his or her family. These lessons are designed to give you information so that your life will be healthy. Topics include mental health, stress, physical activity, stretching, burning calories and much more.

HIV/Aids Awareness (-hour)

According to the Center for Disease Control and Prevention, 2012 ended with over 35 million people worldwide living with HIV, the virus that causes AIDS. Each year, around 2.7 million people become infected with HIV and 2 million die of AIDS. The AIDS epidemic continues to be a serious public health problem with profound consequences for our society, as there is no vaccine or cure for this disease. This course provides information regarding this devastating disease as well as ways to protect yourself and your employees from this and other bloodborne pathogens.

Managing Stress at Work (0.5-hour)

Eu-stress and Di-stress. One positive, one negative. One can push us to new levels of achievement, the other can kill. In this course, learn the difference between positive and negative stress, and how to manage both to help you achieve the results you desire. Reduce the negative stress in your world by using application exercises and a rich multimedia process. Check process to identify pain points and take action to regulate the stress you experience.

Smart Workplaces: Preparing for a Pandemic Flu Outbreak (1-hour)

What if a third of our employees could not come to work because they were sick - or were caring for sick family members? What if the companies that we rely on to do business - suppliers, staffing companies, even banking - could not take care of our business due to flu absences in their own companies? An outbreak of influenza can cripple a business's productivity if a large percentage of

its employees are infected all at once. As the threat of a pandemic flu increases, business managers and HR professionals should take steps now to create and implement a pandemic influenza response plan. If done properly, an influenza response plan can help businesses reduce the risk of a large percentage of absenteeism and maintain crucial operations, as influenza is more widely transmitted. This course will explain the latest CDC and Occupational Safety and Health Administration guidelines, as well as provide checklists and sample communications to help business and HR professionals assemble a pandemic influenza response plan. The training provided in this course will help employers to determine how to avoid adverse effects on other entities in their supply chains while also reducing transmission among staff.

Stress Management and Prevention (0.25-hour)

Employees constantly encounter conflicts with bosses, changing responsibilities, financial pressures and many other situations that can lead to stress. Workplace stress can negatively affect a company due to decreased attendance, proficiency, and productivity. This course will help workers identify potential stressful situations, become aware of the effects stress can have on their health, relationships, and careers, as well as list ways to manage stress.

BACK

EMPLOYEE HEALTH & WELLBEING - MENTAL HEALTH

- Smart Mental Health: Core Values and Finding a Purpose in Life

- Smart Mental Health: Managing Anger and Emotions

- Smart Mental Health: Reducing Stress and Anxiety

- Workplace Stress

Smart Mental Health: Core Values and Finding a Purpose in Life (1-hour)

If you ever felt uncomfortable in a relationship or out of place in your company but didn't know why, it could be that the person or the corporation has core values that are different from yours. If this situation sounds familiar, or if you'd like to know more about values and how to get clearer on your life's purpose, then this is the course for you. We will guide you to define your core values and your life's purpose, and explore practical ways to create a personal and professional life in harmony with the inner you.

Smart Mental Health: Managing Anger and Emotions (1-hour)

The modern workplace is often thought of as a strictly professional, rational, logical environment. Cooperation is key—personal opinions and emotions must be put aside in the name of teamwork, which may be easier said than done! No one can expect to connect with fellow colleagues the way they do their own friends or family members. One crossed word or bad mood can damage corporate relations, sometimes irreparably. The uncertainty of the business environment of today, and resulting stress that follows only adds to the pressure workers feel in performing their level best. Feeling overworked and overwhelmed is natural in the workplace, especially when it comes to dealing with change. The purpose of this course is to illustrate ways you can overcome the emotional barriers you may face in the workplace. This course will guide you through various exercises and give you tips to help you manage your emotions at work so you can perform to the best of your abilities.

Smart Mental Health: Reducing Stress and Anxiety (1-hour)

Stress is our body's way of responding to physical, emotional, or mental demands. Although typically associated with negative circumstances, stress can be caused by both good and bad experiences. Our bodies react to stress by releasing chemicals into the blood to give us energy and strength to handle the situation. This evolutionary reaction can be a good thing when stress is caused by real physical danger; however, this survival response can wreak havoc if it builds up without a proper outlet. This interactive online course discusses signs and symptoms of stress, and explains the physical and emotional effects of built up stress, such as pain and anxiety. The course also describes stress management techniques, treatment options, and lifestyle changes to help alleviate stress.

Workplace Stress (1-hour)

Stress is one of the leading causes for reduced productivity in the workplace. Stress can also cause worker illness to the point of missing days of work, which makes it an important issue for employers as well as employees. Stress is present everywhere decisions are made, it becomes a problem when these decisions conflict. Actions and their consequences cause stress, although not all stress is negative, a certain amount of stress is necessary to survive. As you move through this training course, look for coincidence between the text and your life and you will be on the path to positive stress outlook.

EMPLOYMENT PRACTICES FOR SUPERVISORS

- Dealing with Issues of Alcohol and Substance Abuse

- Disabilities in the Workplace

- Discipline and Termination

- Diversity, Equity and Inclusion: Skills for Managers

- Employee or Independent Contractor: The Risk of Misclassification of Employees

- Employment Practices Overview

- Essentials of I-9 Compliance

- Federal Acquisition Regulation Overview 3.10

- General HIPAA Awareness

- Interviewing and Hiring

- Interviewing the Right Way

- Performance Management

- Preventing Discrimination in the Workplace

- Reasonable Suspicion of Alcohol for Supervisors

- Reasonable Suspicion of Drugs for Supervisors

- Skills for Hiring (Managers and Recruiters)

- Smart Health: HIPAA Privacy Standards for Everyone

- Smart Workplaces: Understanding the Family Medical Leave Act (FMLA)

- The Risk of Misclassification of Employees & Essentials of I-9 Compliance

- Understanding Employee Leave

Dealing with Issues of Alcohol and Substance Abuse (1-hour)

Substance abuse is a significant concern for employers. Most drug and alcohol abusers have jobs. The Substance Abuse and Mental Health Services Administration (SAMHSA) estimates that, of the 35.3 million illicit drug users aged 18 years or older in the United States in 2013, 25.9 million were employed either full- or part-time. This course will offer information for supervisors and managers on issues including drug and alcohol policies, employee assistance programs (EAPs), understanding federal laws dealing with substance abuse, and confronting employees who are suspected of abusing drugs and/or alcohol.

Disabilities in the Workplace (0.5-hour)

A disability is defined as a physical or mental impairment that substantially limits one or more of a person's major life activities. Employers often struggle with how to respond and cope with workers with disabilities, but learning the basics about etiquette, as well as rights and responsibilities as outlined by the American Disabilities Act, or ADA, can make the situation better for everyone. This course describes the ADA, the benefits of hiring workers with disabilities, types of disabilities, reasonable accommodations, interviewing and etiquette, as well as how to prevent and deal with discrimination.

Discipline and Termination (1-hour)

The issues of discipline and termination are rife with questions of fairness and legality and generally make supervisors uncomfortable. Clear standards need to be set for all employees, and each employee, whether the best or the most problematic, must be held to the same standard or the company risks facing legal issues. The best way to accomplish this task is to make sure that your organization's management is adequately trained to discipline employees properly and fairly and well versed in the laws regarding termination. This course will provide tips on how to discipline effectively, information on "at-will employment," and a discussion of some of the legal issues regarding termination.

Diversity, Equity and Inclusion: Skills for Managers (0.69-hour)

It's true that diversity, equity and inclusion can make teams stronger--maybe even boost the bottom line. But the sad reality is that the professional environment doesn't always make people feel included. In fact, it may exclude them based on a number of things, including race, ethnicity, ability, sexual orientation, gender identity, age and religion. This may cause them to feel like they have to alter aspects of themselves--like appearance, tone or dialect--just to fit in. That's why it's so important for employers to create and model a fair and inclusive work environment for everyone. But what does this look like? And how can we, as managers, contribute to this? This course is designed to show how managers can make the workplace both fair and welcoming to those who have historically faced discrimination for any one aspect of their identity. Topics covered include barriers to an inclusive work environment and actionable steps to foster inclusion in the workplace.

Employee or Independent Contractor: The Risk of Misclassification of Employees (0.5-hour)

A growing number of workers are trading in the corporate hierarchy for the freedom to be their own boss. These independent contractors can be found in nearly every profession, from lawyers and

business consultants to writers and yoga instructors. They set their own schedule and they enjoy a wide variety of work experiences, but they also pay their own taxes and secure their own health insurance. A problem arises, however, when employers misclassify workers who are employees under the law as independent contractors. Depending on the specific terms of the working arrangement with an independent contractor, such as hours worked, reporting structure, payment schedule, et cetera, you may be in violation of some very serious worker classification laws. In this interactive, online course, we will define the term independent contractor. We will describe tests used to classify workers as independent contractors, such as behavior controls, financial controls, and the actual working relationship, and we will discuss examples of independent contractors.

Employment Practices Overview (0.5-hour)

Supervisors and managers have to deal with issues of employment on a daily basis, yet many have never been trained to deal with these issues such as interviewing and hiring, discrimination, sexual harassment, conflict and violence, substance abuse, performance management, employee leave, and discipline and termination. And these issues can have legal implications. As the number of legal restrictions on employers increase, so do the numbers of employees who file lawsuits against their employers. Though employment lawsuits are often found to be without merit in the end, fighting the charges can be extremely costly, in money and time. This course will provide an overview of these topics, why they are so important to managers and supervisors, and what can result from an ignorance of these issues.

Essentials of I-9 Compliance (0.5-hour)

To many employers, a Form I-9 may appear to be a simple one-page piece of hiring paperwork. However, the one page Form I-9 comes with enough rules and regulations to fill a 69-page how-to manual, the M-274 Handbook for Employers. There are many common mistakes and human errors that can be made while completing and maintaining Form I-9 records. If an employer fails to complete or maintain I-9 documentation correctly, that employer may fall out of compliance and suffer harsh financial penalties. This interactive, online course contains valuable information on how to complete Form I-9, an important document used for employment eligibility verification. The Form I-9 is a valuable and easy-to-use tool. The use of Form I-9 helps protect jobs for authorized workers, and ensure a legal workforce.

Federal Acquisition Regulation Overview 3.10 (0.5-hour)

LearnSmart's Video Training Course for Federal Acquisition Regulation (FAR) was created to address ethical conduct in the development of government contracts. The course details how government employees, contractors and subcontractors should conduct themselves when working on projects that involve millions of dollars and hundreds, if not thousands, of jobs. Instituted by the Federal Acquisition Regulation System in December 2007, the Contractor Code of Business Ethics and Conduct gives extra protection to U.S. taxpayer dollars by requiring that contractors publish and adhere to a written code of ethics. This course explores the intricacies of the code, and explains the professional and ethical manner in which everyone involved in carrying out government contracts should conduct themselves when they do business.

General HIPAA Awareness (1-hour)

The Healthcare Insurance Portability and Accountability Act (HIPAA) was signed into law on 21st August 1996 as an Act to "improve the portability and accountability of health insurance coverage" for employees between jobs, to combat waste, fraud and abuse in health insurance and healthcare delivery. It was enacted after congress determined that the electronic transfer of billing and healthcare claims information increased the chances that personal medical information could be abused. HIPAA privacy regulations require that access to patient information be limited to only authorized personnel, and that authorized persons have access only to necessary information. The Omnibus Final Rule of 2013 enacted further legislation within HIPAA and more changes to the guidelines for protecting patient healthcare and payment information.

Interviewing and Hiring (1-hour)

Selecting new employees is an extremely important part of a manager's job responsibility. It is the goal of an interviewer to hire only the best, but there are many questions as to how to determine who that is. And there is often no formal training for interviewers, so the skills needed to conduct the process efficiently may be lacking. Poor interviewing skills can lead not only to a poor selection but also to discrimination charges. Increasingly, candidates who have not been selected for a position are filing claims with the EEOC. This is a very real concern. According to the EEOC, the hiring process leads to more discrimination claims than any other employment practice. This course will discuss the fundamentals of conducting an effective interview and the ways to avoid creating a potential liability in the process, including knowing which questions are good, which are bad, and which are illegal.

Interviewing the Right Way (0.5-hour)

There is nothing more important in the hiring process than the interview. The interview is an exchange of information between the candidate and the interviewer. It provides the candidate with the opportunity to sell him/herself, and management with the opportunity to sell the position and the organization. The importance of selecting the BEST person for a position cannot be over emphasized. The interview provides an opportunity for you to brand your company in the eyes of the potential employee, and to determine if the candidate is the right fit. The interview is a crucial process, that if done correctly, will ultimately help move your business forward. But if done incorrectly, could be very damaging to your company. This interactive, online course will discuss the employment interview. It will cover the different types of interviews, and planning strategies to help you conduct successful interviews. This course will illustrate steps for conducting an interview, and provide examples of types of evaluations to use so you can choose the best person for the position.

Performance Management (1-hour)

Supervisors and managers are responsible for giving feedback to and providing evaluations for their employees, yet proper training in how to do so is often lacking. The employee appraisal process is beneficial in that the employer can identify the employee's strengths and weaknesses, the employee can assess where he or she needs to improve, and together they can develop plans for improvement. The process can be dangerous, however, if the appraiser doesn't know how to properly conduct the appraisal to avoid liability issues.

Preventing Discrimination in the Workplace (1-hour)

Discrimination is one of the top three reasons for lawsuits against an employer. Discrimination can occur in various employment-related arenas, including interviewing and hiring, promotion opportunity, termination, compensation, and disability leave. Discrimination also includes several types of workplace harassment. This course will discuss the laws which prohibit discrimination and harassment, the ways to avoid bias while performing the essential functions of the job, how to squelch discrimination and harassment when they occur, and how to deal with a complaint of discrimination should one be made.

Reasonable Suspicion of Alcohol for Supervisors (1-hour)

The National Institute on Alcohol Abuse and Alcoholism (NIAAA) reports that businesses in the United States lose more than $86 billion dollars annually from lost productivity related to alcohol abuse by employees. The prevalence of alcohol abuse in the workplace is growing. As such, employers must be prepared to address its potential impact in the work environment. No business, regardless of size or location, is immune to the countless problems that alcohol abuse can cause. Most individuals who abuse alcohol and other drugs are employed, and when they arrive for work, they don't leave their problems outside the door. This course meets the DOT supervisor reasonable suspicion training requirements (49 CFR 382.603).

Reasonable Suspicion of Drugs for Supervisors (1-hour)

As a supervisor or manager, you have an important responsibility to the safety and security of the organization and the employees. In this course you will learn to identify if an employee is impaired by drugs and the appropriate ways to respond. Reasonable suspicion is a belief drawn from specific objective facts and reasonable inferences that an employee is using or may have used drugs in violation of work rules or regulations. Reasonable suspicion regulations are enforced by the U.S. Department of Transportation and administered by the Federal Motor Carrier Safety Administration (FMCSA). If drug use is suspected, it is every supervisor's and manager's responsibility to proactively assist the employee and protect others who may be affected by erratic or uncontrollable behavior due to drug use. This course meets the DOT supervisor reasonable suspicion training requirements (49 CFR 382.603).

Skills for Hiring (Managers and Recruiters) (0.5-hour)

This course addresses practical steps that recruiters and hiring managers can take to ensure that their organization attracts and retains diverse candidates. It defines microaggressions and helps course takers recognize them while providing practical ways to counter the harm they cause. This course identifies three guidelines and ten strategies companies should use for diversity-competent hiring searches and examines what those strategies look like in real scenarios.

Smart Health: HIPAA Privacy Standards for Everyone (1-hour)

We all have personal health information, and many of us are responsible for the health and personal information of others. Most of us agree that information should be private and therefore, protected.

The HIPAA Privacy Standards were created for that purpose. Criminal charges can be brought against anyone in healthcare who is not in compliance. You can be knowledgeable and better protected by being familiar with these standards. This interactive course gives you definitions and ways to recognize non-compliance. We'll discuss how to protect private health information and we'll give you examples of situations you could face and how to handle them correctly.

Smart Workplaces: Understanding the Family Medical Leave Act (FMLA) (0.5-hour)

There are times when life situations demand attention and people must take time away from work. An individual may be diagnosed with a serious health condition, welcome a new child into the family, or become a caregiver for a family member, so it is good to know what options are available if it becomes necessary to take a leave of absence. The Family Medical Act (FMLA) allows employees take reasonable unpaid leave for certain family and medical reasons so they can attend to the needs of family while also balancing work responsibilities. The purpose of FMLA is to accommodate the needs of employers and employees while minimizing the potential for employment discrimination on the basis of gender, and promoting equal opportunity employment for men and women.

The Risk of Misclassification of Employees & Essentials of I-9 Compliance (1-hour)

In the first module of this interactive, online program, we will define the term independent contractor. We will describe tests used to classify workers as independent contractors, such as behavior controls, financial controls, and the actual working relationship, and we will discuss examples of independent contractors. The second module of this program will discuss valuable information on how to complete Form I-9, an important document used for employment eligibility verification. The Form I-9 is a valuable and easy-to-use tool. The use of Form I-9 helps protect jobs for authorized workers, and ensure a legal workforce.

Understanding Employee Leave (1-hour)

Employee leave is one of the top three areas that prompt charges filed with EEOC. It is also one of the most difficult aspects of managing employees. The laws regarding employee leave can be difficult to grasp. Most supervisors new to the position have not had formal training in dealing with this issue, and possessing only a vague understanding of this issue can quickly lead to legal trouble. This course focuses on clarifying the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADA).

ETHICS

- Business Ethics: Quick Refresh

- Ethics in the Workplace

- Motivational Ethics

Business Ethics: Quick Refresh (0.5-hour)

Designed as a review to supplement a comprehensive business ethics course, you'll start out reviewing the definition of ethics and an understanding of how trust functions in our social interactions. We have an expectation of how others will behave towards us and how we will behave towards them. While engaging with each other, individuals behave unethically in ways that breach shared trust. You'll also look at some of the thinking errors associated with unethical behavior. From there, you will find brief descriptions on the different rules defining business ethics. For the sake of brevity, some information has been omitted, summarized, or simplified.

Ethics in the Workplace (0.33-hour)

Ethical conduct is important to the long-term health, legal conduct, and proper running of a business. It is the foundation for long-term success in any organization and promotes a strong public image. Ethical conduct on the part of all employees also maintains quality and productivity. This course defines ethical conduct, outlines processes to ensure ethical conduct, establishes policy guidelines, and promotes the long-term success of organizational health and well-being through ethical practice.

Motivational Ethics (1.75-hour)

A lot of "good" people find themselves getting fired, or even getting arrested, and have to ask, "How did I end up here?" You likely didn't wake up today and make a conscious decision to NOT steal a car or rob a bank. However, you already have made thousands of choices, and those choices will have an inevitable impact on your life, and the lives of others. This course shows how to recognize and understand HOW to be trustworthy, reliable, and honest in your professional and personal life. What determines your future has everything to do with the choices you make. Understanding ethics can do more than help you decipher what is right or wrong. If you understand and apply the laws of ethics, then you can consciously make decisions that will inevitably lead you to become very successful.

FINANCE

- Basic Business Finance

- Smart Finances: Creating a Budget that Works for You

Basic Business Finance (1-hour)

Confused by debits, credits, balance sheets, and other business accounting terms? This is the course for you! An understanding of basic finance is always useful, regardless of your role in an organization. Accountant Rayanne Buchianico will walk you through the fundamentals of understanding terminology and reading reports, and help you learn the basic accounting and finance concepts you need to be successful in modern business.

Smart Finances: Creating a Budget that Works for You (1-hour)

A budget can be a very effective financial tool. If used correctly, it can help you determine where your finances are, and forecast where they need to be. With the economy chugging slowly toward recovery, it's important to get a handle on your spending so you can make the best choices when allocating your money.   A good budget plan is one that makes sense to you, and one that YOU KNOW you will be able to maintain. This interactive online course will help you take a step towards doing just that. By discussing best practice methods and methodologies that have proven fruitful for many formerly harried individuals, you will learn tested strategies for establishing and maintaining a budget that works for you.

GENERAL

- Cell Phone Use in the Workplace

- Critical Thinking and Problem Solving

- Decision Making

- Diversity, Equity and Inclusion: Skills for Employees

- Engagement with Diversity (Employees and Managers)

- Intro to Data Literacy

- The Influence of Unconscious Bias (Employees and Managers)

- The Influence of Unconscious Bias In Decision Making (Managers and Recruiters)

- Unconscious Bias

Cell Phone Use in the Workplace (0.1-hour)

Cell phones have become a standard part of everyday life. They allow us to call or text, find directions, take and share pictures, schedule our lives, deposit money, listen to music, and keep up with social media. While cell phones have many positive aspects, there is a time and place for their use. Using a cell phone improperly at your job site can pose dangers to you and your coworkers. This course will cover these dangers as well as best practices associated with cell phone use.

Critical Thinking and Problem Solving (0.6-hour)

Are you constantly 'firefighting'? Does it seem as though problems always appear at the last minute or just before the weekend? In this course, you will learn strategic steps to prevent much chaos and solve new or recurring problems. Through the use of application exercises and rich multimedia process, your ability to think critically and solve problems effectively and in a timely manner will increase thus propelling your end results to new heights.

Decision Making (1-hour)

Decision Making is a course designed to familiarize participants with techniques for making informed decisions and implementing them successfully on the job. After completing this course, participants should be able to describe common examples of poor decision making, describe some general types of decisions, describe several questions that should be asked before a decision-making process begins, explain how to define the desired outcome for a decision, and describe how to gather information to make an informed decision. Participants should also be able to describe how to build consensus during the decision-making process, explain how to use an impact/effort grid and weighted voting in the decision-making process, and describe the steps for successfully converting a decision into action.

Diversity, Equity and Inclusion: Skills for Employees (0.6-hour)

It's true that diversity, equity and inclusion can make teams stronger--maybe even boost the bottom line. But the sad reality is that the professional environment doesn't always make people feel included. In fact, it may exclude them based on a number of things, including race, ethnicity, ability, sexual orientation, gender identity, age and religion. This may cause them to feel like they have to alter aspects of themselves--like appearance, tone or dialect--just to fit in. That's why it's so important for employers to create and model a fair and inclusive work environment for everyone. But what does this look like? And how can we, as coworkers, contribute to this? This course is designed to show how employees can make the workplace both fair and welcoming to those who have historically faced discrimination for any one aspect of their identity. Topics covered include barriers to an inclusive work environment and actionable steps to foster inclusion in the workplace.

Engagement with Diversity (Employees and Managers) (0.4-hour)

This course focuses on how employees define and engage with diversity, using the iceberg model to illustrate how some aspects of diversity are not readily observable. It examines how diversity resistance, reactions to difference, assumptions, and the ladder of inference can negatively impact

the workplace, while providing practical strategies, such as intentional exposure to difference, to help course takers engage more comfortably with diversity.

Intro to Data Literacy (0.65-hour)

Go From Data skeptic to data enthusiast! Are you a data skeptic? Are you overwhelmed by data? Do you find it difficult to make business decisions? This course is designed to turn data skeptics into data enthusiasts! Our certified analytics professional will prepare you to understand and engage in your organizations data strategy, create a common framework for problem solving with data, and employ a common language around basic tools.

The Influence of Unconscious Bias (Employees and Managers) (0.63-hour)

This course defines and examines unconscious bias as a challenge workers from all identity groups must face. Course takers will unpack a variety of commonly-held myths surrounding people with disabilities, women, and LGBTQ members of the workplace while identifying clear and specific strategies for counteracting these damaging assumptions and creating a welcoming hiring process and workplace.

The Influence of Unconscious Bias In Decision Making (Managers and Recruiters) (0.75-hour)

This course examines the role that unconscious bias plays in recruiting and hiring decisions. It examines a number of myths and stereotypes related to women, people of color, people with disabilities, and people who identify as LGBTQ. It also offers practical steps employers can take to confront and mitigate both covert and unconscious bias when making personnel decisions, and it establishes the value and benefit of creating a diverse workplace.

Unconscious Bias (0.75-hour)

Most people have heard the term unconscious bias as it has become a popular term or soundbite, but not everyone understands what the concept means. This course will provide you detailed insight into unconscious bias, the ways in which we gain our biases, as well as how we often display them. The purpose of this course is for you to understand what unconscious bias is, gain insight into the science behind the phenomenon, and ways we obtain our biases. You will be exposed to not only the science of unconscious bias but also ways we express our biases in the workplace. Understanding that we all have bias is one aspect of this course but also finding ways to mitigate bias is a tool that will assist us as we navigate in the workplace. Considering that we work with a variety of people from different backgrounds and cultures, it is important for us to understand that unconscious bias could potentially impact how we see them as well as how we engage with them.

HARASSMENT / SEXUAL HARASSMENT

- [Harassment Prevention for Employees](#)

- [Harassment Prevention for Supervisors](#)

Harassment Prevention for Employees (1-hour)

Harassment Prevention for Employees equips learners with the tools to identify, prevent, and address workplace harassment, and foster a respectful and productive work environment. By harnessing the power of narrative, this course uses memorable case studies to give employees an opportunity to explore real-world scenarios to understand the personal, professional, and organizational consequences of misconduct. Participants will gain a clear understanding of behaviors that constitute harassment, their roles in maintaining a harassment-free workplace, and the importance of proactive reporting—even when the type of misconduct is unclear. By enhancing engagement, this course ensures learners are empowered to drive positive workplace culture and comply with legal and organizational standards.

Harassment Prevention for Supervisors (2-hour)

Harassment Prevention for Supervisors equips learners with the tools to identify, prevent, and address workplace harassment, and fosters a respectful and productive work environment. By harnessing the power of narrative, this course uses memorable case studies to give supervisors an opportunity to explore real-world scenarios to understand the personal, professional, and organizational consequences of misconduct. Participants will gain a clear understanding of behaviors that constitute harassment, their roles in maintaining a harassment-free workplace, and the importance of proactive reporting—even when the type of misconduct is unclear. By enhancing engagement, this course ensures learners are empowered to drive positive workplace culture and comply with legal and organizational standards.

HUMAN RESOURCES

- Computer Security Awareness

- Red Flag Rules (Identity Theft Protection)

Computer Security Awareness (1-hour)

Due to the rapid growth of computer technology and the increase in potential online threats, computer security must be understood by every user. Failure to fully comprehend these issues can lead to loss of data and theft of personal and financial information. The increasing importance of computer technology and the information contained and transmitted by computers used both at work and at home make it essential for every computer user to learn about computer security, the problems computer usage can present, and the actions that can prevent breaches in computer security. This training is specifically designed to increase computer safety awareness, ensure online security, and protect all valuable information stored on computers. Remember -- security is every computer user's responsibility!

Red Flag Rules (Identity Theft Protection) (1-hour)

This course aims not only to increase awareness of the severe consequences of identity theft, but to propose solutions for preventing its occurrence at the organizational level in accordance with the Red Flag Rules issued by the Federal Trade Commission, the federal bank regulatory agencies, and the National Credit Union Administration. Approaching the regulations with the goal of achieving compliance, this course emphasizes the necessary elements of a comprehensive Identity Theft Program and the vital role of red flags in detecting, preventing, and mitigating identity theft.

LEADERSHIP

- Basics of Leadership: 01-Leadership Challenges
- Basics of Leadership: 02-Changes in Corporate Culture
- Basics of Leadership: 03-Keeping Employees Energized
- Basics of Leadership: 04-Knowledge Management
- Basics of Leadership: 05-Elements of Change in Business
- Basics of Leadership: 06-Leadership Dynamics
- Developing Your Leadership Style
- Leadership Development: Agile Leadership and Change Management
- Leadership Development: Building Resilience and Effective Conflict Management
- Leadership Development: Communication and Emotional Intelligence

- Leadership Development: Strategic Thinking and Problem Solving
- Leadership Development: Team Building and Collaboration
- Myths about Merit, Fit, and Leadership
- Smart Leadership: Leaders, Model the Way
- Smart Leadership: Part 1 - What Leaders Do
- Smart Leadership: Part 2 - Model the Way
- Smart Leadership: Part 3 - Inspire a Shared Vision
- Smart Leadership: Part 4 - Challenge the Process
- Smart Leadership: Part 5 - Enable Others to Act
- Smart Leadership: Part 6 - Encourage the Heart

Basics of Leadership: 01-Leadership Challenges (1-hour)

Leaders in the 21st century must accommodate themselves to today's rapidly evolving marketplace. Leadership Challenges will teach you about the characteristics of 21st century organizations. You will become familiar with current trends as they apply to business, and gain a better understanding of changing employee expectations and motivations in the workplace. This is the first course in a series of six courses on 21st century leadership.

Basics of Leadership: 02-Changes in Corporate Culture (1-hour)

A company's organizational structure has a significant impact on how well a company performs and how well its employees work together to achieve common goals. In this course, you will learn the characteristics of a healthy organizational culture. You will gain insight into understanding workplace behaviors and learn how to direct cultural change. This course will provide you with ideas on how to shape healthy organizations and the insight needed to lead cultural change in your organization. Changes in Corporate Culture is course number two in a series on 21st century leadership.

Basics of Leadership: 03-Keeping Employees Energized (1-hour)

Employees who are excited about being at work each day tend to be more conscientious, yield higher quality work, have more momentum, and are less likely to allow themselves to become distracted. In this course, you will learn about the right ways to energize employees. You will gain insight on how to effectively communicate with and empathize with employees. You will better understand how to build morale in the workplace and how to stimulate creativity and capitalize on employee energy. This course is part of a six-course series on 21st century leadership.

Basics of Leadership: 04-Knowledge Management (1-hour)

Knowledge is the most valuable asset most companies possess. Knowledge fuels innovation and represents a strong competitive advantage. Therefore, how companies manage their knowledge directly affects their productivity and capacity to compete. Knowledge Management looks at three different management styles and provides insight into how knowledge workers in the 21st century play an important role in today's workplace and how companies grow their intellectual capital. This is the fourth course in a six-course series on 21st century leadership.

Basics of Leadership: 05-Elements of Change in Business (1-hour)

Pushing for change can result in a more competitive organization. But change does not guarantee success and involves risk and cost. However, not doing anything can be risky and costly too. Elements of Change addresses the importance of change and why it's essential to speak up when you see something that can be done better or handled differently. This course will allow you to look at your organization with new perspective and contemplate how it can become more competitive and grow in the marketplace. This is the fifth course in a series of courses dedicated to taking a closer look at successful 21st century leadership.

Basics of Leadership: 06-Leadership Dynamics (1-hour)

Leadership Dynamics will introduce you to some of the common misperceptions about leadership. You will review the fundamental qualities of a great leader and learn how you can develop your own leadership style. You will learn the value of building strong relationships with bosses and co-workers, the power of influence, how to shape corporate culture, and how to build great teams. This is the final course of the Front Line Leadership series.

Developing Your Leadership Style (1-hour)

Want to know all the details? Prefer to oversee? Like to be involved? Everyone has a different style, whether in dress and music or in leadership. In this course you will learn to identify your personal leadership style and how to incorporate your style into any role through the use of application exercises and a rich multimedia process. Knowing your style will allow you to be more effective in choosing team members, managing up or down, and in getting your own work done.

Leadership Development: Agile Leadership and Change Management (0.27-hour)

Changes in the workplace can come hard and fast. As a leader, do you have the skills needed to adapt? Whether you are a leader or an aspiring leader, this interactive online course will present practical strategies to help you adapt to rapid workplace changes, lead through uncertainty, implement organizational change, promote innovation, and effectively empower team members, ensuring you are prepared and ready to apply the knowledge in your leadership role.

Leadership Development: Building Resilience and Effective Conflict Management (0.34-hour)

Do you know the qualities needed to become a good leader? Leadership is not the private reserve of a few charismatic people – it is a process that ordinary people use to bring out the best in themselves and others. This interactive online course will review effective verbal and written communication skills, relationship building, and active listening techniques. We will also discuss adapting communication styles, empathy and compassion in the workplace, as well as the importance of providing constructive feedback.

Leadership Development: Communication and Emotional Intelligence (0.43-hour)

What does it mean to be a leader? In today's workplace, it means communicating effectively with your team, building trusting relationships using active listening techniques, showing empathy and compassion, and knowing how to give and receive constructive feedback. In this interactive online course, we discuss techniques for creating great leaders and important strategies to strengthen communication in your team.

Leadership Development: Strategic Thinking and Problem Solving (0.3-hour)

If you are a leader or an aspiring leader, strategic thinking and problem-solving are critical skills that will help you make well-informed daily decisions for your team. This interactive online course will equip you with essential skills to think analytically and creatively. We will explore effective decision-making processes and techniques to help you be prepared to lead purposefully, adapt to change, and inspire your team to achieve meaningful objectives.

Leadership Development: Team Building and Collaboration (0.28-hour)

What is the best way to build a successful team, and what skills are needed to lead and motivate your team? In this interactive online course, we will discuss critical aspects of team leadership, including creating diverse and inclusive teams, fostering a collaborative culture, tips on mastering delegation techniques, and how to effectively lead remote and hybrid teams.

Myths about Merit, Fit, and Leadership (0.25-hour)

This course explores four common myths around hiring, retention, and advancement in the workplace, as well as strategies for combating these myths. The myth of the meritocracy favors candidates with similar credentials and hinders non-traditional candidates from advancement. The myth of bad fit can mask the role of unconscious bias in evaluation. The myth of the ideal leader makes it harder for non-traditional candidates to establish credibility when they step into a leadership role, and the myth of the single leadership style denies the value and success of more collaborative, less abrasive leadership styles. In addition to helping course takers identify the four myths, this course provides practical ways to level the playing field for all candidates.

Smart Leadership: Leaders, Model the Way (3-hour)

Introducing the five practices of exemplary leadership – model the way, inspire a shared vision, challenge the process, enable others to act, and encourage the heart. It sets the stage and uses actual case examples from real people who have achieved remarkable success. Finding your voice and serving as a role model for your constituents is critical to becoming an authentic leader. If you can't find your voice, you'll end up with a vocabulary that belongs to someone else, mouthing words that were written by some speechwriter, or mimicking the language of some other leader who's nothing like you.

Smart Leadership: Part 1 - What Leaders Do (1-hour)

Extraordinary results can occur in an otherwise ordinary setting, and the objective of this course is to help you to create the conditions that lead to those results. Leadership development is ultimately self-development, and this series of courses will help you meet that daily challenge. Leadership is not the private reserve of a few charismatic men and women - it is a process that ordinary people use when they are bringing forth the best from themselves and others. This series will inspire you to create a workplace that rejoices in celebration and encourages the best efforts from everyone.   This 1-hour interactive online course introduces the five practices of exemplary leadership - model the way, inspire a shared vision, challenge the process, enable others to act, and encourage the heart. It sets the stage for the remaining courses in the series and uses actual case examples from real people who have achieved remarkable success. You'll also find out what four qualities - from among 225 traits - people consistently look for in a leader they would willingly follow. This course series is adapted from the extensively researched and highly respected book, The Leadership Challenge, by James Kouzes and Barry Posner. It is recommended that you take this course before attempting later courses in the series.

Smart Leadership: Part 2 - Model the Way (2-hour)

What do Abraham Lincoln, Martin Luther King Jr., Susan B. Anthony, Cesar Chavez, the Dalai Lama, Eleanor Roosevelt, Mother Teresa, and Archbishop Desmond Tutu have in common? They all have, or had, strong beliefs about matters of principle and an unwavering commitment to a clear set of values. They all are, or were, passionate about their causes. Another thing they have in common is that while each of these people may have quoted someone else from time to time, they are all people who are more often quoted themselves.   Finding your voice and serving as a role model for your constituents is critical to becoming an authentic leader. If you can't find your voice, you'll end up with a vocabulary that belongs to someone else, mouthing words that were written by some speechwriter, or mimicking the language of some other leader who's nothing like you. And people most admire those who best articulate the principles they believe in. You can begin to achieve these aims by exploring the first of the five practices of exemplary leadership: 'Model the Way.' This is the second in a series of courses adopted from the highly respected book, The Leadership Challenge , written by James Kouzes and Barry Posner.

Smart Leadership: Part 3 - Inspire a Shared Vision (1.5-hour)

When the byproducts of a Ben & Jerry's ice cream plant overloaded a local waste treatment plant and nearly had to shut down, administrative assistant Gail Mayville found an unorthodox solution that saved people's jobs, kept the plant open, and jump-started a new and rewarding career. What Gail and thousands of other leaders share is the characteristic of being forward-looking - of being concerned not just about today's problems but also about tomorrow's possibilities. They see something out ahead, vague as it might appear from a distance, and they imagine that extraordinary feats are possible and that the ordinary could be transformed into something noble. Find out how Gail solved the problem - and why leaders need to be able to look beyond the present moment to see an ideal version of the future.   This course - which focuses on the third principle, 'Inspire a Shared Vision,' will help you learn to communicate your vision clearly and enlist others in making this dream a reality. This is the third in a series of courses adopted from the highly respected book, The Leadership Challenge , written by James Kouzes and Barry Posner.

Smart Leadership: Part 4 - Challenge the Process (2-hour)

If you keep your eyes open and periodically actually shut your mouth, and you have the courage to turn the mirror around on yourself, it's amazing what you can learn and how you can change things.' - Dick Nettell, corporate services executive for the Bank of America The leaders whose stories we excerpt talk about times when they turned around losing operations, started up new plants, developed new products or services, installed untested procedures, renewed operations threatened with closing, or released the creative spirit trapped inside stifling bureaucratic systems. The personal-best leadership cases were about radical departures from the past, about doing things that had never been done before, about going to places not yet discovered. In many cases, the magnitude of results was in the hundreds of percent.   In 'Challenge the Process,' you'll see how leaders understand that change is a constant, and proactive individuals seize the moment and use times of change to create something better than previously thought possible. This is the fourth in a series of courses adopted from the highly respected book, The Leadership Challenge, written by James Kouzes and Barry Posner.

Smart Leadership: Part 5 - Enable Others to Act (2-hour)

In the thousands of cases the course authors studied, they did not encounter a single example of extraordinary achievement that occurred without the active involvement and support of many people. Nor was there a single instance in which one talented person - leader or individual contributor - accounted for most, let alone 100 percent, of the success. Throughout the years, leaders from all professions, from all economic sectors, and from around the globe continue to say, 'You can't do it alone.' Leadership is not a solo act, it's a team effort.   This part of the series will teach you about the importance of fostering collaboration (and the methods for doing so), along with ways to empower and strengthen your team. This is the fifth in a series of courses adopted from the highly respected book, The Leadership Challenge, written by James Kouzes and Barry Posner.

Smart Leadership: Part 6 - Encourage the Heart (1.5-hour)

Most people rate 'having a caring boss' even higher than they value money or fringe benefits. In fact, how long employees stay at a company and how productive they are there is determined by the relationship they have with their immediate supervisor. This segment in the Leadership Challenge Series covers the last - but in no way least important - practice of exemplary leadership, 'Encourage the Heart.' You'll learn the best ways to recognize the contributions of others and reward those that deserve the appreciation. You'll take a close look at the theory that high expectations lead to high performance, and why you should set the bar higher as a result. When these positive expectations yield results, leaders then celebrate the values and victories in their organizations.   Exemplary leaders keep four essential points at the fore: focus on clear standards, expect the best, pay attention, and personalize recognition. Learn how to put these points into practice to stimulate and motivate each individual on your team! This is the sixth and last in a series of courses adopted from the highly respected book, The Leadership Challenge , written by James Kouzes and Barry Posner.

MANAGEMENT

- Change Management
- Conflict Management
- Co-worker Coaching
- Managing Yourself
- Smart Management: Coaching for Better Performance
- Smart Management: How to Handle Workplace Challenges
- Smart Management: Key Skills for Managing & Coaching Your Team
- Smart Management: Successfully Transitioning from Team Member to Manager

- Smart Management: The Art & Science of Delegation
- Smart Workplaces: Putting Your People First - Personnel Administration
- Strategies for Success in a Hybrid Workplace
- Stronger Together: Delegation and Task Management
- Successful Termination
- Successfully Managing Remote and On-Site Teams
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Change Management (0.5-hour)

Change is a constant in todays world. Business organizations are continually looking to improve performance by upgrading equipment, changing the organizational structure or job roles, or implementing new processes or procedures. The success of any change depends greatly on employees embracing the change. This course discusses several skills and tools necessary for supervisors to lead successful changes.

Conflict Management (0.25-hour)

When people work together, there will inevitably be disagreements. Some of these disagreements are minor, but some can turn into major conflicts. If conflicts are not resolved, they can lead to long-term tension and unhappiness among employees. This course illustrates how to resolve conflicts using the SLOW method, reasons for different points of view, and tips for face-to-face communication. Following the ideas in this course can help your team use conflict situations as an opportunity to solve work or personal problems, and therefore become more productive and unified.

Co-worker Coaching (0.15-hour)

Error is an innate part of all human activity. Error reduction tools enhance the ability to minimize errors, reduce frequency of errors, and reduce severity of errors. In this activity, you will explore the Co-worker Coaching human performance tool and discover its guiding purpose of positive control and its impact on performance in the workplace.

Managing Yourself (1-hour)

Managing Yourself is a course designed to familiarize participants with techniques for making a smooth transition from worker to supervisor and with some tools that can make a supervisor's job easier. After completing this course, participants should be able to describe techniques for starting off on the right foot as a new supervisor. They should also be able to describe how to use tools such as delegation and time management.

Smart Management: Coaching for Better Performance (1-hour)

There's no doubt about it. The workplace has changed drastically over the past two decades. In the past, leading an organization meant managing, directing or supervising. The individual in charge was known as "The Boss" and was responsible for directing all activities and making all decisions. Today's employees, however, do not respond well to bosses. They expect to be treated as full members of a team. Therefore, many managers today find themselves in the somewhat uncomfortable position of being a "coach." Unfortunately, they are typically lacking in the knowledge and skills to master their new role. This 1-hour online interactive course is designed to help you become a coach in the very best sense of the word. This course stresses the need for good coaching skills and provides practical suggestions for confronting poor performance by using a Performance Improvement Plan.

Smart Management: How to Handle Workplace Challenges (1-hour)

Regardless of how much effort an organization puts into creating an efficient and respectful work environment, challenging circumstances always arise. Rather than perceiving these problematic situations as a reflection of a personal or organizational failure, it is more effective to focus on establishing and following clear guidelines to resolve problems and appropriately handle workplace challenges. Whether your organization is currently facing a serious problem, or is seeking to put policies and procedures in place for the future, this interactive online course will guide you in handling the different challenges your organization might face. Instances for intervention including hostile behavior, substance abuse, and criminal activity will be discussed, as well as prevention and mitigation strategies for violation of workplace policies. While the types of challenges encountered in the workplace are too diverse to be discussed in one manual, this interactive online course will cover common types of problematic work situations most employers are likely to encounter. **This course is intended for managers in policy-making roles.

Smart Management: Key Skills for Managing & Coaching Your Team (0.5-hour)

Whether you are a newly promoted supervisor or an experienced manager, you know managing people is a big responsibility. It requires a special skill set. This course will help you develop the skills you need to be successful and to develop successful employees. This interactive online course teaches you how to coach employees through feedback, mentoring, and counseling. The touchy subjects of corrective counseling and employee discipline are covered as well as the methods of planning, conducting, and benefiting from employee meetings. You will find a template for time management for your work and personal life. The course concludes with a motivational and highly informative section, "Take Care of Yourself."

Smart Management: Successfully Transitioning from Team Member to Manager (1-hour)

Successful transition and successful leadership depends on identifying effective strategies for building a team around you as leader and manager. This interactive online course focuses upon the challenges and key strategies for transition from the position of team member to the role of team leader. During this course, we will explore key theories of career development and transition within the corporate environment, as well as theories about team dynamics and the role of leaders. We will also discuss challenges related to the transition from team member to team leader, and strategic and tactical solutions for successful transition within a corporate team. Career development plans, including how to create them, modify them, and apply them to different career scenarios will also be discussed.

Smart Management: The Art & Science of Delegation (1-hour)

Many think delegation is a way to load others with work, hopefully relieving themselves of both some work and, possibly, some responsibility. But that's a narrow and negative perspective on delegation that seldom leads to increased productivity or profitability. The true purpose of delegation is to get more accomplished in less time through the effective utilization of the talent and resources available. Used correctly, delegation allows us to work constantly on our business rather than merely working in it. It tell us when others can do needed activities, faster, cheaper, and better than we can ourselves.

The mastery of delegation is the highest form of personal leverage and the ultimate time management tool. It multiplies the number of projects we can effectively work on at once, and also shortens the time between concept and delivery of the product or service to the client or market. This 1-hour interactive online course defines delegation, explains its benefits, and guides the student through the process of delegating tasks and projects.

Smart Workplaces: Putting Your People First - Personnel Administration (2-hour)

The most important resource available to any organization is people. Organizations are made of people, and an organization cannot fulfill its intended mission without good employees. These employees need effective leadership to accomplish organizational goals and objectives. A good leader knows how to hire and keep good employees by following the rules and regulations that govern employment. This interactive online course will discuss several personnel issues of interest to all organizations. Whether you have 10 employees or 200 employees, just about every issue discussed in this course will, in some way, apply to your business. Issues discussed in this course include: Personnel Administration (Management and Leadership, Hiring and Firing Practices, and Employee Manual/Handbook) Sexual Harassment Equal Employment Opportunity (EEO) Drug Free Workplace The Americans with Disabilities Act of 1990.

Strategies for Success in a Hybrid Workplace (0.25-hour)

Explore effective strategies for thriving in the evolving landscape of hybrid workplaces. As organizations embrace the combination of remote work and in-person office presence, gain insights into the advantages of this model for both employees and employers. Discover how flexibility, increased talent acquisition, enhanced productivity, reduced expenses, and improved business continuity contribute to the sustainability and success of hybrid workplaces. Learn key practices, from creating dedicated workspaces and maintaining routines to setting goals, engaging proactively, prioritizing communication, and embracing technology, that empower individuals to excel in this dynamic work environment.

Stronger Together: Delegation and Task Management (0.5-hour)

YOU CAN'T DO IT ALL! It's time to delegate. Delegation is perhaps the most important skill for a manager of people to learn and master. You can't do everything yourself, and you'll go crazy if you try! At the same time, delegation is challenging and it takes both commitment and an investment of time to get it right. The good news is, once you start delegating well, you'll be surrounding yourself with capable and empowered team members. This course follows the story of child prodigy, Brianca, and "Play All Day", the toy company she started with children like herself. Brianca learns quickly that the only way to accomplish her goals is to delegate well to those around her. Watch and learn as the "Play All Day" team grows together into a high-functioning team where each member feels valued and important. The course finishes with a bonus module on task management tools to help you keep track of your team's work. By the end of this course, you'll be inspired to go forth and delegate!

Successful Termination (1.25-hour)

Designed specifically for managers to teach them how to handle those potentially awkward times when it becomes necessary to "pink slip" someone. More importantly, managers are provided with a number of helpful suggestions for meting out employee discipline. When the process is followed, it gives the employee multiple opportunities to stop or correct the improper behavior that would otherwise lead to termination – and that way, everybody wins. If termination is inevitable, managers need to understand the legal concepts and terminology connected with termination to apply actions that will lead to rightful termination. Study all the ins and outs to successfully terminate an employee.

Successfully Managing Remote and On-Site Teams (0.25-hour)

Explore the dynamics of successfully managing remote and on-site teams in today's evolving work landscape. Discover the benefits of a hybrid workplace, effective management strategies, and the importance of clear communication, social connections, training, and continuous assessment. Gain the skills to navigate the challenges of managing hybrid teams and create a productive and inclusive work environment.

MARKETING

Online Marketing 101 (1.5-hour)

This course is a must-take for anyone who wants to drive in more profits from your online business generators. You've heard of businesses making it big online, and others not making it at all and the difference is whether or not they can master online marketing techniques.

The Top 5 Marketing Mistakes (3-hour)

What is the difference between a marketing campaign that delivers average results, and one that boosts profits and changes your bottom line? (Hint: The keys to effective marketing are in this course). In this course, Rich Harshaw explains why his famous statement, "Everything You Know About Marketing Is Wrong" is so universally true, and what businesses can do to revamp their marketing strategies to achieve superior results.

BACK

PROCESS & QUALITY

Seven Basic Quality Tools (0.25-hour)

The seven basic quality tools are a set of commonly used graphical statistical analysis tools. They can be used to help solve many different types of problems, not just quality problems. The seven tools are: cause and effect diagrams, check sheets, control charts, histograms, Pareto charts, scatter plots, and data stratification. It is important to understand the purpose of each of these tools and how to interpret the information. This course provides a summary of each tool, including common uses.

Smart Quality: Building Quality Awareness (1-hour)

You expect quality from your vendors and your customers expect quality from you and your organization. In this course we will familiarize you, regardless of your level in your organization, with the meaning of quality, how it is critical, and how to begin to put it into motion in all of your work.

Smart Quality: Process Improvement (0.5-hour)

All work is a process—plain and simple. A process is a series of events, activities, decisions, or tasks that transform inputs into outputs. Processes can be very large, crossing many functions within your institution or organization; or small, existing within a department or unit. Smaller processes exist within the context of larger processes. It is imperative as you start that you are careful in what processes you select for improvement. This interactive online course discusses selecting, monitoring, and improving processes so you will be able to provide your products or services accurately and on time.

Smart Quality: Systematic Problem Solving (0.5-hour)

All organizations are challenged by problems that need to be fixed. You can become a master troubleshooter and problem solver. In this interactive online course we will instruct you in successful systematic problem solving, giving you methods and tools that you can use regardless of your position or organization.

PRODUCTIVITY

- Brain Bites - Email Management

- Brain Bites - Prioritizing Tasks

- Brain Bites - Time Management

- Get it Done: Managing Email

- Meetings That Get Results

- Smart Time Management: 7 Steps to Regaining Control of Your Day

- Smart Time Management: The 80/20 Rule for Making Every Minute Count

- The Science of Personal ProductivityTime Management Basics

- Time Management Basics (1.5-hour)

Brain Bites - Email Management (0.5-hour)

From a Frustrating Chore to a Powerful Tool Learn How To Make Email Work For You. More than ever before people rely on email in the workplace but we dread the amount of time it takes to read through and respond to all our messages. This course will give you the skills you need to tame your email mountain and use it as the effective tool its meant to be.

Brain Bites - Prioritizing Tasks (0.43-hour)

Gain control of your workload and your day! The truth is, many of us are overwhelmed with too much to do, and not enough time to do it. It's easy to get bogged down and lose track of what our priorities are, and what we should and should not be spending time on. In this course, you will follow along with Savvy as they learn how to prioritize tasks and conduct a time audit. Savvy and Jemeshia will also work through the process of setting SMART goals, both at a high level and at more detailed levels. Once goals are established, you'll learn how to create a to do list and prioritize the tasks on it. But a to do list is not enough. You'll also learn how to protect your time and build your team by delegating tasks and learning to say no when appropriate. By the end of this course, you'll be able to balance your workload, and hopefully your stress levels, by effectively prioritizing your tasks.

Brain Bites - Time Management (0.25-hour)

Take back your day - learn how to reduce distractions and focus on priorities to get more done. Everyone is given the same twenty-four hours every day. How you use them is up to you, and in this mini-course we'll look at tips from some of the world's top experts in time management, including Stephen Covey, Dave Crenshaw, Peter Drucker, and Tim Ferriss.

Get it Done: Managing Email (0.82-hour)

Take control of your Inbox! Professionals around the world spend multiple hours a day reading and answering emails. For many people, email is a huge source of stress. However, email can be a valuable communication tool if you know how to spend your time efficiently. In this course, we'll show you how to combine best practices with tools in Microsoft Outlook to effectively manage your email.

Meetings That Get Results (0.5-hour)

Frustrated with boring meetings that waste time? Never fear! This pivotal course will teach you how to shift from boring, ineffective meetings, to strategic meetings that get results! Through application exercises and a rich multimedia process, learn the specific components that make meetings worth the time and effort of everyone involved. But what if you are not in charge? Not a problem! This course will also take you through the steps and options to make meetings effective even when you are not the one conducting!

Smart Time Management: 7 Steps to Regaining Control of Your Day (1-hour)

Feeling out of control and overwhelmed by everything you need to accomplish each day? No matter how hectic your schedule appears, you can regain control of your day and increase your daily productive time. How? Effective time management is your tool to design success at work and at

home. This interactive online course details a complete, integrated time management system. This system contains just seven steps, which will assist you in developing an effective and efficient method for allocating time and regaining control of your life. In addition to honing your prioritization skills, you will also learn how best to use your reclaimed time and how to periodically reassess your time management process so you can maintain control of your day.

Smart Time Management: The 80/20 Rule for Making Every Minute Count (1-hour)

In 1897, Italian Economist Vilfredo Pareto found that 20 percent of any given population, of any country during any time period, accounted for 80 percent of the wealth. This pattern is repeated in many aspects of life, not just wealth. The 80/20 Rule as applied to time management reveals that there is generally a significant imbalance between our efforts and our results -- 20 percent of our efforts produce 80 percent of the results. Conversely, the other 80 percent of our efforts produce only 20 percent of the results.   This interactive online course explores how we can learn to channel our time and effort to get the greatest results with the least amount of effort and stress. It focuses on individual abilities, and teaches an entrepreneurial time management approach together with creative use of the 80/20 Rule. Implementing the tools presented in this course will help you prioritize so that you focus on the things you are best at and enjoy the most. You will learn to strive for excellence in a few things, rather than achieving mediocre performance in many.

The Science of Personal Productivity (0.85-hour)

Exploring the power of the mind to get more done. Do you start your day by checking your email and then get stuck? Do you let one big task loom over your head and get in the way of your productivity? Do you find yourself saying "Yes" to too many tasks and then not having enough time to do anything well? If any of these sound like you, this course from Dr. Rebecca Heiss will help you understand more about why we find ourselves in these situations, and teach you practical, science-based ways to be more productive at work or home.

Time Management Basics (1.5-hour)

You can improve the way you use time. You can avoid patterns and habits that make it difficult for you to get things done. Benjamin Franklin said, Dost thou love life? Then do not squander time, for that's the stuff life is made of.

PROJECT MANAGEMENT

- Project Management Essentials

Project Management Essentials (2-hour)

Are you a successful project manager? Do you know the criteria to prove it? This interactive online Project Management Essentials course provides you an in-depth look at the critical skills and capabilities for Project Management success. We begin by delving into the evolution and history of modern Project Management and how the foundation was established for today's key project elements and life cycle phases. We include the human element of Project Management and how to plan, manage, and control the project and resources to exceed customer expectations.

- <u>Pricing as a Professional</u>

Pricing as a Professional (2-hour)

This will not be a course in accounting. It will not rely on technical terms. It will be a common-sensical look at pricing with a keen eye to being practical and usable, using experienced-based methods. This 2-hour interactive online course provides an in-depth look at the elements of pricing that you as a contractor must consider if you are to operate on a successful professional level. Though the more prevalent common standard pricing considerations will be touched upon, the primary thrust of this course is to also consider the full panoply of pricing factors, including subjective and judgmental elements, that you must be aware of and use, if you are to be successful. This is a practical look, from an experienced contractors point of view, of often overlooked, but nevertheless important elements, that strongly influence your bottom line, and, perhaps, your ultimate success as a contractor. This course is written from the point of view of a contractor, but it contains information useful to many different professionals who deal with pricing issues.

SOCIAL MEDIA

- [Smart Workplaces: Code of Conduct - Ethics Education & Social Media Guidelines](#)

- [Smart Workplaces: Responsible Social Media for Team Members](#)

Smart Workplaces: Code of Conduct - Ethics Education & Social Media Guidelines (2-hour)

At last – a code of conduct educational program that addresses business and organizational ethics that has teeth but doesn't bite! While you probably know that having a code of conduct is necessary for your business, you may not know the best ways to impart the rules and make sure they are followed by staff – and you may not know the consequences if they don't.   A good code of conduct clearly communicates your company's values and imparts knowledge employees can use to make tough calls with confidence in the gray areas of business. This training presents interactive scenarios and activities that challenge employees to apply company values to ethical dilemmas and to resolve issues.   But just having a code of conduct isn't enough. You need to track and measure the training's success to optimize your legal protection!   This course does nothing less than let you ensure that your workforce understands and has electronically agreed to the company's expectations and standards for appropriate conduct. Its deployment company-wide can help you in the event of a lawsuit by demonstrating that the company took measures to prevent an environment that allowed any form of discrimination.

Smart Workplaces: Responsible Social Media for Team Members (0.5-hour)

It has become increasingly clear that social media is not just a fad. It is instead, not only a massive change in the way we socialize with others in a personal setting, but also the biggest shift in how we conduct business since the arrival of the Internet. Social media is quickly altering every aspect of corporate operations, such as hiring practices, training, marketing, and even risk management. The purpose of this course is to introduce you to social media, explore how we use social media personally vs. social media use in a business setting, how its use continues to evolve in the workplace, the benefits of social media, and of course the risks it can present to you personally and to companies.

TRAINING

- Adult Learning
- OJT Mentor

Adult Learning (0.25-hour)

People learn in a variety of different ways. That is why it is critical to understand the basics of adult learning when training people at work. This course explains how people learn and lists specific principles of adult learning. It also covers different learning styles and the importance of active learning, explains how information is stored in and later retrieved from the brain, and gives tips for aiding that process."

OJT Mentor (0.5-hour)

On-the-job training programs can be very productive when properly structured. This course provides tips to help make people more effective OJT mentors, including explaining the structure of an OJT team, providing four questions to ask before training begins, stressing the importance of a training plan, giving tips for being a good mentor, explaining how to evaluate the OJT mentor and program, and more. "

WORKPLACE SAFETY

- Alcohol-Free Workplace

- Drug-Free Workplace

- Risk Assessment Analysis

- Smart Workplaces: Designing Safe Workspaces & Preventing Injury

- Workplace De-Escalation

Alcohol-Free Workplace (1-hour)

Alcohol, a very simple molecule, is one of the most widely used drugs in the world. Like other general anesthetics, alcohol is a central nervous system depressant. When alcohol is consumed, it is distributed throughout the body and exerts most of its effects in the brain. In general, its effects are proportional to its concentration in the blood. It is estimated that alcohol abuse costs society an estimated $116 billion a year and is associated with up to half of all traffic fatalities. In the workplace, the costs associated with alcohol abuse include increased absences, accidents, and errors.

Drug-Free Workplace (0.5-hour)

Drug abuse can have dangerous and costly effects in the workplace. This course highlights these impacts, and provides useful information about the different types of drugs that are commonly abused and how to evaluate each element and subsidiary component of a safety and health program.

Risk Assessment Analysis (-hour)

This training program will present and discuss the three basic methods used to evaluate safety and health program effectiveness.

Smart Workplaces: Designing Safe Workspaces & Preventing Injury (1-hour)

Common workplace health and safety issues can take a toll on staff and the company budget, but it doesn't have to be that way. Many of the problems workers encounter on the job are preventable if steps are taken to avoid injuries before they happen. This online course explores methods used to design safe workspaces and examines work-related Musculoskeletal Disorders (MSDs), which are a leading cause of injury in the workplace. You'll also learn specific ergonomically correct techniques for heavy lifting, setting up a computer station and more.

Workplace De-Escalation (1-hour)

This course focuses on the fundamentals of de-escalation techniques/strategies in various work settings. Although the course discusses workplace de-escalation, these tips and strategies can be used anywhere de-escalation is needed because it focuses on identifiable and changeable behaviors. This course will provide you with a high-level overview of general de-escalation principles and best practices. Risk factors for workplace violence, aggression assessment, and the escalation cycle are also discussed. Verbal and non-verbal de-escalation techniques/interventions are explored in-depth, as well as emotional intelligence. Lastly, types of communication applicable to de-escalation are provided. The terms technique, response tools, and intervention are used interchangeably.

WORKPLACE SAFETY - WORKPLACE VIOLENCE

Active Shooter and Other Acts of Targeted Violence (1-hour)

Active shooter or threat suspects are bent on killing as many people as quickly as possible in most cases. Knowing how to react in a targeted violence situation can increase your chances of survival. This interactive online course will teach you about various types of targeted violence. You will learn how to improve your chances of survival by preparing for targeted violence. You will also learn about the precautions for targeted violence and the indicators and traits to look out for so you'll know what to expect in various situations. Finally, you'll be trained on how to react to targeted violence by identifying roles and responsibilities and relaying communication effectively so that you can calmly interact with first responders.

Active Shooter Response (0.25-hour)

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In many cases, active shooters use multiple firearms and there is often no pattern or method to their selection of victims. This course describes the best actions to take in an active shooter situation as well as the correct ways to interact with law enforcement officers.

Anger, Violence, and Conflict in the Workplace (1-hour)

Conflict and anger are common issues faced by supervisory staff. In some cases, conflict and anger can lead to violence. The Occupational Safety and Health Administration (OSHA) reports that 564 workplace homicides were committed in 2005. Management staff can create a healthier work environment and help prevent anger from escalating into violence by learning to manage employees with apparent or suspected behavioral problems, employees who are consistently angry or disgruntled, and employees who show signs of potential violence. This course will provide tips on resolving conflict, disciplining employees with anger or behavioral problems, and avoiding potential liability.

Protecting Your Team Against Workplace Violence (1-hour)

Workplace violence can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths. It can occur at any time and be perpetrated by anyone you may come in contact with at work. However it manifests itself, workplace violence is a growing concern for employers and employees nationwide. This interactive, online course will present the factors that contribute to violence in the workplace and how to spot problem behavior and prevent violent incidents.

Targeted Violence Considerations (1-hour)

Situations involving targeted violence have changed over time. Active shooters and firearms used to be the norm, but as of 2015, more acts of targeted violence have included knives or explosives. The change has prompted the use of the term: active threat. Knowledge of different types of targeted violence, shooter and threat profiles, and targeted violence environments will increase our awareness and help us prepare for these attacks. This course reviews training implementation and notification programs or systems employers use to educate employees on the known risks for targeted violence and the steps they can take to minimize acts of potential violence.

Violence in the Workplace (0.25-hour)

Workplace violence affects millions of people annually in the U.S., with over 50,000 cases involving injury and more than 500 resulting in death. Homicide is a leading cause of workplace fatalities, particularly for women, where it is the number one cause of death in the workplace. This interactive online course aims to help both employers and employees recognize the risk factors, warning signs, and methods to reduce the likelihood of workplace violence incidents. Participants will gain a deeper understanding of how to identify potential threats and take preventive actions to ensure a safer work environment.

Workplace Bullying (0.33-hour)

According to Comaford, "Workplace bullying is unwelcome behavior that humiliates or intimidates a co-worker or otherwise sabotages his or her performance. Bullying can take many forms, including hostile behavior, abuse (for example, harassment, humiliation and violence), abuse of power, deception and sabotage." Bullying is unacceptable, and types of bullying are against the law, yet it can happen in any type of workplace. This course addresses the responsibilities of the workplace and the worker, to recognize, deter, and or eliminate workplace bullying.

Workplace Violence (1-hour)

Workplace violence is violence or the threat of violence against workers. However, it manifests itself, workplace violence is a growing concern for employers and employees nationwide. Some 2 million American workers are victims of workplace violence each year. The Occupational Safety and Health Act's (OSH Act) General Duty Clause requires employers to provide a safe and healthful workplace for all workers covered by the OSH Act. This course addresses the responsibilities of the workplace and the worker, to recognize, prevent, and protect employees against Workplace Violence.

STATE MANDATED TRAINING – CALIFORNIA

- Anti-Harassment Training for All Employees - California (SB1343)

- Anti-Harassment Training for Supervisors and Managers - California (SB1343/AB1825)

- CA Local Agency Ethics (AB1234)

- California SB 553 Workplace Violence Prevention Definitions and Requirements

- Child Abuse: Mandated Reporter Training for California (General)

- Sexual Harassment Prevention for Supervisors (California AB 1825)

- SPANISH - Anti-Harassment Training for Supervisors and Managers - California

- SPANISH Anti-Harassment Training for All Employees – California

Anti-Harassment Training for All Employees - California (SB1343) (1-hour)

Recent news stories of the implications of workplace harassment has awakened the nation to a pervasive problem. What we have learned is that harassment comes in many forms. Through real life scenarios, this interactive course will illustrate to all staff members how to recognize inappropriate behavior such as sexual harassment, bullying, and gender discrimination as well as acceptable ways to address and report unwelcomed conduct. This training, combined with your company's policies and commitment to combat all forms of workplace harassment, meets the training requirements for the state of California. California has enacted a mandatory training law (SB 1343), requiring private employers of 5 or more employees to provide at least one hour of training to all non-supervisory workers by Jan. 1, 2020, and every two years thereafter. This course was designed to meet the requirements of AB 1825 as well as the mandates outlined in California AB 2053 on abusive conduct and California SB 396 on gender identity, gender expression, and sexual orientation. AB 1661 legislation requires this training to be approved by local entity counsel. For questions regarding approval for your entity, please contact your local human resources representative.

Anti-Harassment Training for Supervisors and Managers - California (SB1343/AB1825) (2-hour)

Sexual harassment is a constant presence in America's workplaces. To prevent harassment, we need to understand it. For many people, 'sexual harassment' is an emotionally-charged topic loaded with confusion and uncertainty. This interactive online course is designed to provide a comprehensive explanation of what sexual harassment is, how it can occur in the workplace, current legal positions, and how management can maintain a harassment-free workplace. Some of the topics that will be covered in this course include: behaviors that constitute sexual harassment, the different types of harassment including abusive conduct, what constitutes a hostile work environment, and how to handle complaints. If you are a supervisor or manager in California this course includes specific references to California laws regarding Sexual Harassment training. This course is designed to be compliant with California standards. California has enacted a mandatory training law (SB 1343), requiring private employers of 5 or more employees to provide at least two hours of training to supervisory personnel on prevention of sexual harassment. This course was designed to meet the requirements of AB 1825 as well as the mandates outlined in California AB 2053 on abusive conduct and California SB 396 on gender identity, gender expression, and sexual orientation. AB 1661 legislation requires this training to be approved by local entity counsel. For questions regarding approval for your entity, please contact your local human resources representative.

CA Local Agency Ethics (AB1234) (2-hour)

This online training meets the requirements of California Assembly Bill 1234 for Local Agency Officials. This course provides a brief overview of laws relating to personal financial gain by public servants, claiming prerequisites of office, government transparency, and fair government processes. Specifically covered are the Political Reform Act, the Brown Act, and the Public Records Act, and several other laws which govern the behaviors and practices of public servants. The primary goal of this course is to expose you to California ethics laws and allow you to identify potential conflict-of-interest situations. Once you identify a potential or actual conflict of interest, you should consult with your agency's legal counsel or other resources, which we will identify at the conclusion of this course.

California SB 553 Workplace Violence Prevention Definitions and Requirements (0.25-hour)

This course will examine the legal expectations spelled out in SB 553 and the responsibilities the legislation places on employers. After taking this course, you should know what violence in the workplace is, understand how to respond to it, be familiar with how to report it, and identify the legal obligations that an employer has to keep workers safe.

Child Abuse: Mandated Reporter Training for California (General) (1-hour)

Are you a mandated reporter in the state of California? If your employment entails working with children under the age of 18, it's likely that you are. Mandated reporters are obligated to report suspected child abuse, sexual abuse, and neglect, and failure to do so can carry steep consequences. This interactive online course meets the training requirements set forth in the Child Abuse and Neglect Reporting Act, or CANRA. Course takers will learn who qualifies as a mandatory reporter, the legal requirements and protections associated with mandatory reporting, signs of child abuse, sexual abuse, and neglect, and the appropriate ways to report concerns to authority.

Sexual Harassment Prevention for Supervisors (California AB 1825) (2-hour)

The goal of this training is to assist your agency in understanding sexual harassment in the workplace, including federal and state laws regarding harassment, the consequences of harassment, how to prevent sexual harassment, how to handle sexual harassment claims, and how to maintain a respectful workplace. California has enacted a mandatory training law, requiring private employers of 50 or more to provide at least two hours of training to supervisory personnel on prevention of sexual harassment. This course was designed to meet the requirements of this law (AB 1825) as well as the mandates outlined in California AB 2053 on abusive conduct and California SB 396 on gender identity, gender expression, and sexual orientation. AB 1661 legislation requires this training to be approved by local entity counsel. For questions regarding approval for your entity, please contact your local human resources representative.

SPANISH - Anti-Harassment Training for Supervisors and Managers - California (2-hour)

Sexual harassment is a constant presence in America's workplaces. To prevent harassment, we need to understand it. For many people, 'sexual harassment' is an emotionally-charged topic loaded with confusion and uncertainty. This interactive online course is designed to provide a comprehensive explanation of what sexual harassment is, how it can occur in the workplace, current legal positions, and how management can maintain a harassment-free workplace. Some of the topics that will be covered in this course include: behaviors that constitute sexual harassment, the different types of harassment including abusive conduct, what constitutes a hostile work environment, and how to handle complaints. If you are a supervisor or manager in California this course includes specific references to California laws regarding Sexual Harassment training. This course is designed to be compliant with California standards. California has enacted a mandatory training law (SB 1343), requiring private employers of 5 or more employees to provide at least two hours of training to supervisory personnel on prevention of sexual harassment. This course was designed to meet the requirements of AB 1825 as well as the mandates outlined in California AB 2053 on abusive conduct and California SB 396 on gender identity, gender expression, and sexual orientation. AB 1661 legislation requires this training to be approved by local entity counsel. For questions regarding approval for your entity, please contact your local human resources representative.

SPANISH Anti-Harassment Training for All Employees - California (1-hour)

Recent news stories of the implications of workplace harassment has awakened the nation to a pervasive problem. What we have learned is that harassment comes in many forms. Through real life scenarios, this interactive course will illustrate to all staff members how to recognize inappropriate behavior such as sexual harassment, bullying, and gender discrimination as well as acceptable ways to address and report unwelcomed conduct. This training, combined with your company's policies and commitment to combat all forms of workplace harassment, meets the training requirements for the state of California. California has enacted a mandatory training law (SB 1343), requiring private employers of 5 or more employees to provide at least one hour of training to all non-supervisory workers by Jan. 1, 2020, and every two years thereafter. This course was designed to meet the requirements of AB 1825 as well as the mandates outlined in California AB 2053 on abusive conduct and California SB 396 on gender identity, gender expression, and sexual orientation. AB 1661 legislation requires this training to be approved by local entity counsel. For questions regarding approval for your entity, please contact your local human resources representative.

BACK

- Anti-Harassment Training for All Employees - New York City and State

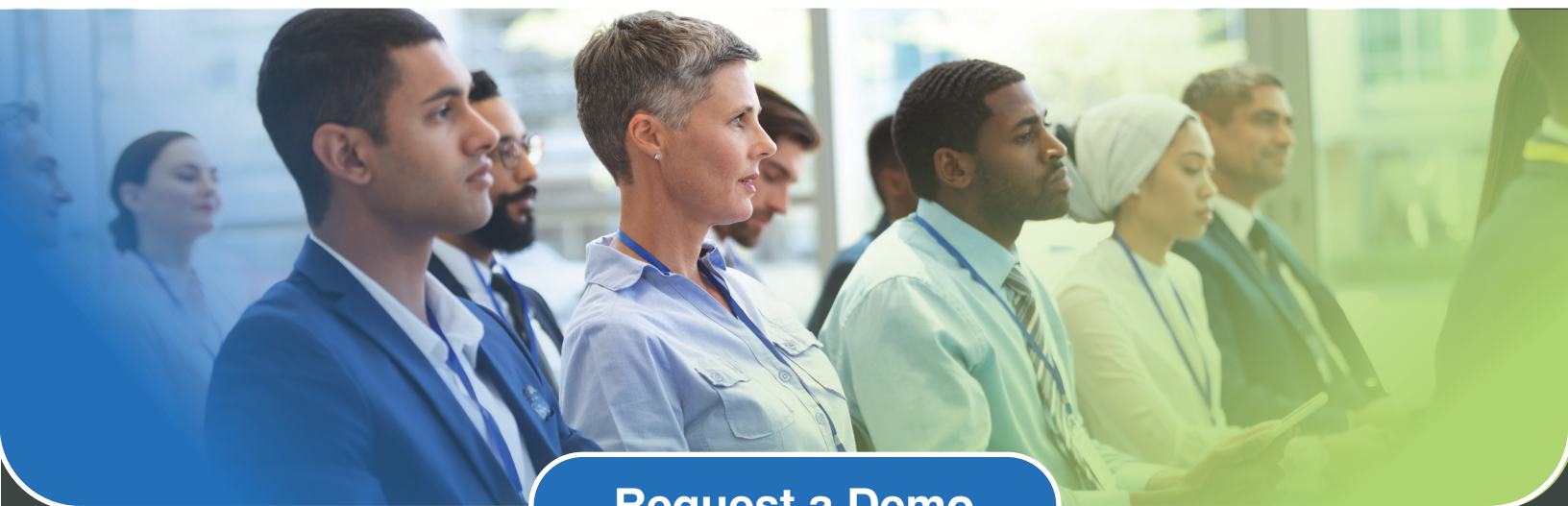- Anti-Harassment Training for Supervisors and Managers – New York City and State

Anti-Harassment Training for All Employees - New York City and State (1.5-hour)

Recent news stories of the implications of workplace harassment has awakened the nation to a pervasive problem. What we have learned is that harassment comes in many forms. Through real life scenarios, this interactive course will illustrate to all staff members how to recognize inappropriate behavior such as sexual harassment, bullying, and gender discrimination as well as acceptable ways to address and report unwelcomed conduct. This training, combined with your company's policies and commitment to combat all forms of workplace harassment, meets the training requirements for all of New York, including New York City.

Anti-Harassment Training for Supervisors and Managers – New York City and State (1-hour)

Sexual harassment is a constant presence in America's workplaces. To prevent harassment, we need to understand it. For many people, sexual harassment is an emotionally-charged topic loaded with confusion and uncertainty. This interactive online course is designed to provide a comprehensive explanation of what sexual harassment is, how it can occur in the workplace, current legal positions, and how management can maintain a harassment-free workplace. Some of the topics that will be covered in this course include: behaviors that constitute sexual harassment, the different types of harassment including abusive conduct, what constitutes a hostile work environment, and how to handle complaints. If you are a manager in New York this course includes specific references to New York requirements regarding Sexual Harassment reporting. This course is designed to be compliant with New York standards. This course is specifically for Managers and Supervisors that are currently working or have the potential to work in New York State and New York City.

BACK

Request a Demo

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Technology to
TRAIN | PREPARE | RETAIN
Your People

TRAIN | PREPARE | RETAIN

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