

## Active Shooter

- Active Shooter
- Active Shooter: Preparation, Warning Signs and Survival

## Customer Communications

- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Customer Service over the Phone
- Developing Your Customer Focus

## Customer Relationships

- Creating and Sustaining a Customer-focused Organization
- Customer Advocacy: Communicating to Build Trusting Customer Relationships
- Customer Service Confrontation and Conflict
- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Customer-driven Process Improvement: Identifying Customer Needs
- Essential Skills for Professional Telephone Calls
- Shaping the Direction of Customer Service in Your Organization
- The Angry Caller: What's Your Plan?

## Cybersecurity

- IT Security for End Users: IT Security Fundamentals
- Cybersecurity: Practical Steps to Avoid Risk

## Disciplinary Action

- A Manager's Guide to Discipline and Documentation
- Rightful Employment Termination

## Diversity

- A Manager's Guide to Diversity, Inclusion, and Accommodation
- Bullying and Violence in the Workplace
- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Global Diversity
- Maintaining a Cohesive Multigenerational Workforce
- Managing Multigenerational Employees
- Managing Workforce Generations: Working with a Multigenerational Team

## Employment Law

- EEO and Lawful Hiring
- Active HIPAA - Privacy Rule for Covered Entities
- HIPAA - Security Rule for Business Associates
- HIPAA - Security Rule for Covered Entities
- HIPAA - Privacy Rule for Business Associates
- HIPAA for Non-Medical Employers
- HIPAA Privacy Essentials
- Privacy and Information Security
- Rightful Employment Termination
- Union Awareness
- Wage and Hour Awareness for Managers
- Wage and Hour for Employees
- Workplace Management: Employment Laws and Regulations

## Ethics

- Business Ethics
- Code of Conduct Awareness – Higher Education Edition
- Compliance Impact: Business Ethics–Adjusting the Figures
- Ethics at Work: Monitoring and Program Improvement
- Financial Integrity
- Global Conflicts of Interest
- Integrity in the Workplace

## Harassment

- Bullying and Hazing on Campus
- Bullying and Violence in the Workplace
- Conducting Investigations Based on Unfair Treatment or Harassment Claims
- Preventing Harassment in the Global Workplace – Employee Edition <sup>(1)</sup>
- Preventing Harassment in the Global Workplace – Manager Edition
- Sexual Harassment Prevention for Employees
- Title IX for Higher Education
- Workplace Harassment Prevention for Employees – version 2.0 (Title VII)
- Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0 (Title VII)
- Workplace Harassment Prevention for Managers in California (AB1825/2053), Connecticut & Maine <sup>(2)</sup>

### Spanish Courses:

<sup>(1)</sup> *Conocimiento sobre el acoso sexual de los empleados*

<sup>(2)</sup> *Prevención del acoso en el lugar de trabajo para gerentes en California (AB1825 / 2053), Connecticut y Maine*

## HR Compliance

- Campus Security Obligations Under Federal Law
- FERPA for Higher Education
- Promoting a Substance-free Workplace
- Rightful Employment Termination
- Wage and Hour Awareness for Managers
- Workplace Management: Employment Laws and Regulations

## Leadership

- A Manager's Guide to Discipline and Documentation
- Achieve Your Objectives through Effective Delegation
- Being an Effective Team Member
- Building and Leading Teams
- EEO and Lawful Hiring
- First Time Manager: Understanding a Manager's Role
- Leadership Essentials: Motivating Employees
- Leading Teams: Building Trust and Commitment
- Leading Teams: Dealing with Conflict
- Leading Teams: Developing the Team and its Culture
- Leading Teams: Establishing Goals, Roles, and Guidelines
- Leading Teams: Managing Virtual Teams
- Leading Teams: Motivating and Optimizing Performance
- Management of People: Talent Acquisition and Retention
- Retaining Your Talent Pool
- Strategies for Successful Employee Onboarding: Assessing Program Success
- Strategies for Successful Employee Onboarding: Getting Started
- Telecommuting Basics: Communication Strategies for the Remote Employee
- The Benefits and Challenges of Engaging Employees
- Wage and Hour Awareness for Managers
- Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

## Leaves of Absence

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

## Meetings

- Dealing with Common Meeting Problems
- Managing Effective Business Meetings
- Preparing for Effective Business Meetings

## People Operations

- Compensation and Benefits: Managing Policies, Programs, and Activities
- Managing Special Leaves of Absence Situations

## Performance Management

- Human Resource Development: Performance Appraisal and Talent Management
- Monitoring and Improving Performance
- Performance Appraisal Essentials: 360-degree Appraisals
- Performance Appraisal Essentials: Conducting Traditional Appraisals
- Performance Appraisal Essentials: Planning for Appraisals
- Planning for Performance
- Strategies for Successful Employee Onboarding: An Introduction
- Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

## Wellness

- Optimizing Your Work/Life Balance: Maintaining Your Life Balance
- Optimizing Your Work/Life Balance: Taking Control of Your Stress
- Pandemic Flu Awareness

## Workplace Skills

- Are You Listening to Your Customers?
- Basic Presentation Skills: Creating a Presentation
- Basic Presentation Skills: Delivering a Presentation
- Basic Presentation Skills: Planning a Presentation
- Business Writing: Editing and Proofreading
- Business Writing: How to Write Clearly and Concisely
- Business Writing: Know Your Readers and Your Purpose
- Communicating Across Cultures
- Communication Methods that Make Sense and Make Your Point
- Creating a Compelling Job Description
- Creating a Positive Attitude
- Emergency Response in the Workplace
- Essentials of Interviewing and Hiring: Conducting an Effective Interview
- Getting Results without Direct Authority: Persuasive Communication
- Handling Difficult Conversations Effectively
- Interpersonal Communication: Being Approachable
- Interpersonal Communication: Communicating Assertively
- Interpersonal Communication: Communicating with Confidence
- Interpersonal Communication: Listening Essentials
- Interpersonal Communication: Targeting Your Message
- Interviewing: Doing it Right
- Listening Essentials: Improving Your Listening Skills
- Listening Essentials: The Basics of Listening
- Listening to Improve Conversation
- Management Essentials: Confronting Difficult Employee Behavior
- Management of People: Total Rewards
- Solving Problems: Framing the Problem
- Techniques for Communicating Effectively with Senior Executives
- Telecommuting Basics: Communication Strategies for the Remote Employee
- The Internet, Social Media, and Electronic Communication
- The Voice of Leadership: Effective Leadership
- Communication Strategies
- Time Management: Analyzing Your Use of Time
- Time Management: Avoiding Time Stealers
- Time Management: Planning and Prioritizing Your Time
- Training and Development
- Using E-mail and Instant Messaging Effectively
- Waste Minimization and Pollution Prevention for Employees
- Working with Difficult People: Dealing with Micromanagers
- Working with Difficult People: How to Work with Aggressive People
- Working with Difficult People: How to Work with Manipulative People
- Working with Difficult People: How to Work with Negative People
- Working with Difficult People: How to Work with Procrastinators
- Working with Difficult People: How to Work with Self-serving People
- Working with Difficult People: Identifying Difficult People
- Workplace Conflict: Recognizing and Responding to Conflict
- Workplace Conflict: Strategies for Resolving Conflicts