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

Customer Communications
- 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-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 (1)
- 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 (2)

Spanish Courses:

(1) Conocimiento sobre el acoso sexual de los empleados
(2) 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