



Catalog

# LEARN COURSES



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# Learn Course Catalog

## Pandemic Response

### ▶ Assessing Your Organization's Risks

Duration: 30 minutes  
Languages: English  
Target Audience: HR, Managers

### ▶ Becoming a Successful Collaborator

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

### ▶ Contributing as a Virtual Team Member

Duration: 20 minutes  
Languages: English  
Target Audience: All Employees

### ▶ Establishing Effective Virtual Teams

Duration: 30 minutes  
Languages: English  
Target Audience: Managers, All Employees

### ▶ Facing Virtual Team Challenges

Duration: 25 minutes  
Languages: English  
Target Audience: Managers

### ▶ Forging Ahead with Perseverance and Resilience

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

### ▶ General Information: Coronavirus and COVID-19

Duration: 24 minutes  
Languages: English / Spanish  
Target Audience: Everyone

### ▶ Leading Teams: Managing Virtual Teams

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Managing in a Crisis

Duration: 20 minutes  
Languages: English  
Target Audience: HR, Managers

### ▶ Responding Effectively to Risks

Duration: 25 minutes  
Languages: English  
Target Audience: HR, Managers

The Pandemic Response training courses will be available through March 31, 2021 to help employers manage the impacts of COVID-19 on their workplaces.



# Harassment

## Diversity

- ▶ **A Manager's Guide to Diversity, Inclusion, and Accommodation**  
Duration: 30 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Diversity on the Job: The Importance of Diversity and the Changing Workplace**  
Duration: 60 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Global Diversity**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Maintaining a Cohesive Multigenerational Workforce**  
Duration: 25 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Managing Multigenerational Employees**  
Duration: 22 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Managing Workforce Generations: Working with a Multigenerational Team**  
Duration: 60 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Overcoming Your Own Unconscious Biases ‡**  
Duration: 24 minutes  
Languages: English  
Target Audience: Everyone

- ▶ **Unconscious Bias ‡**  
Duration: 6 minutes  
Languages: English  
Target Audience: Everyone
- ▶ **Understanding Unconscious Bias ‡**  
Duration: 24 minutes  
Languages: English  
Target Audience: Everyone
- ▶ **Your Role in Workplace Diversity ‡**  
Duration: 30 minutes  
Languages: English  
Target Audience: Everyone



## Harassment

- ▶ **Bullying and Hazing on Campus**  
Duration: 35 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Harassment Prevention for California Employees ‡**  
Duration: 75 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Harassment Prevention for California Managers**  
Duration: 143 minutes  
Languages: English / Spanish  
Target Audience: Managers
- ▶ **Harassment Prevention for Connecticut Employees ‡**  
Duration: 140 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Harassment Prevention for Connecticut Managers**  
Duration: 140 minutes  
Languages: English / Spanish  
Target Audience: Managers
- ▶ **Harassment Prevention for Delaware Employees ‡**  
Duration: 45 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Harassment Prevention for Delaware Managers ‡**  
Duration: 76 minutes  
Languages: English / Spanish  
Target Audience: Managers
- ▶ **Harassment Prevention for Illinois Employees ‡**  
Duration: 51 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Harassment Prevention for Illinois Employees (Restaurant/Bar) ‡**  
Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Harassment Prevention for Illinois Managers ‡**  
Duration: 79 minutes  
Languages: English / Spanish  
Target Audience: Managers
- ▶ **Harassment Prevention for Illinois Managers (Restaurant/Bar) ‡**  
Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Managers



## Harassment *(cont'd)*

### ► Harassment Prevention for Maine Employees ‡

Duration: 46 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ► Harassment Prevention for Maine Managers

Duration: 78 minutes  
Languages: English / Spanish  
Target Audience: Managers

### ► Harassment Prevention for New York State and New York City Employees ‡

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

### ► Harassment Prevention for New York State and New York City Managers ‡

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

### ► Harassment Prevention for US Employees

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

### ► Harassment Prevention for US Managers

Duration: 75 minutes  
Languages: English / Spanish  
Target Audience: Managers

### ► Preventing Bullying and Violence

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Preventing Harassment in the Global Workplace – Employee Edition ‡

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

### ► Preventing Harassment in the Global Workplace – Manager Edition ‡

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

### ► Title IX for Higher Education

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## Compliance and Legal

### Employment Law

#### ► EEO and Lawful Hiring

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

#### ► HIPAA for Non-Medical Employers

Duration: 25 minutes  
Languages: English  
Target Audience: Managers

#### ► HIPAA Privacy Essentials

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

#### ► HIPAA – Privacy Rule for Business Associates

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► HIPAA – Privacy Rule for Covered Entities

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

#### ► HIPAA – Security Rule for Business Associates

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► HIPAA – Security Rule for Covered Entities

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Privacy and Information Security

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

#### ► Union Awareness

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Wage and Hour Awareness for Managers

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

#### ► Wage and Hour for Employees

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Workplace Management: Employment Laws and Regulations

Duration: 110 minutes  
Languages: English  
Target Audience: Employees

## Ethics

### ► Business Ethics

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Code of Conduct Awareness

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Code of Conduct Awareness – Higher Education Edition

Duration: 15 minutes  
Languages: English  
Target Audience: Employees

### ► Compliance Impact: Business Ethics – Adjusting the Figures

Duration: 6 minutes  
Languages: English  
Target Audience: Employees

### ► Financial Integrity

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Foreign Corrupt Practices Act

Duration: 60 minutes  
Languages: English  
Target Audience: Everyone

### ► Global Conflicts of Interest

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Integrity in the Workplace

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## HR Compliance

### ► Campus Security Obligations Under Federal Law

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► FERPA for Higher Education

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

### ► Rightful Employment Termination

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

## Leaves of Absence

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

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## Environment and Climate

### Environmental Compliance

#### ► Asbestos †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Environmental Regulations Overview †

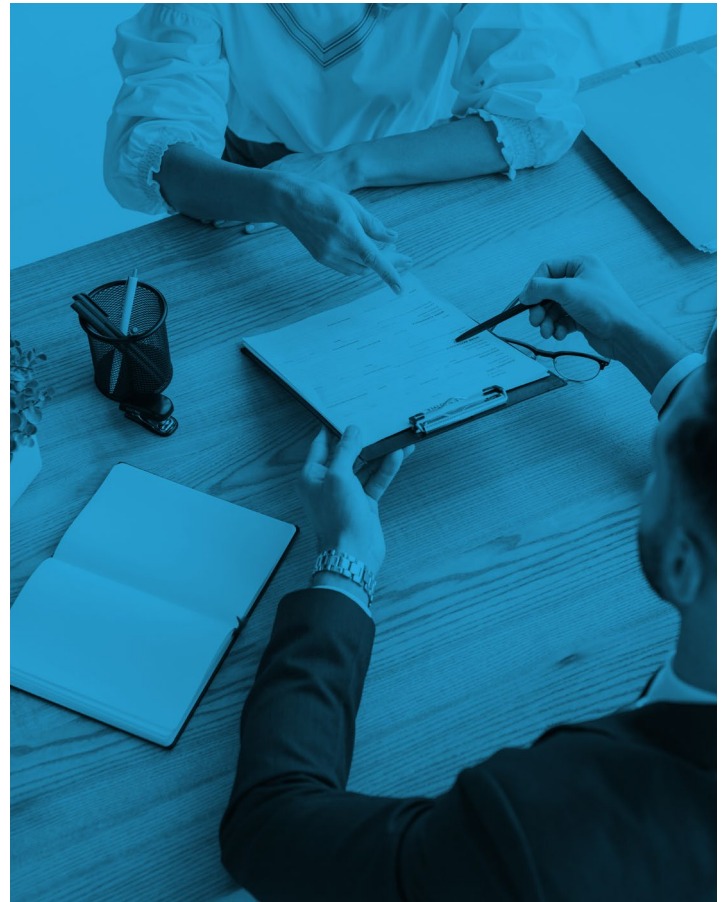
Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Lead Awareness in Construction †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Lead Awareness in General Industry †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Hazard Communications

### ► Decontamination (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Emergency Response and Spill Control (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Fire and Explosion Hazards (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### Hazard Communication: An Employee's Right to Know †

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

### Hazard Communication (HAZWOPER) †

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

### ► Heat and Cold Exposure Management (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Site Safety and Health Plan Procedures (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Toxicology (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Hazardous Waste

### ► Biosafety Hazardous Waste Handling and Disposal †

Duration: 35 minutes  
Languages: English  
Target Audience: Employees

### ► Hazardous Material Handling and Storage †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Hazardous Materials in the Workplace †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Hazardous Waste Generator (RCRA) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Regulatory Overview (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Site Control (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Storm Water Pollution Prevention †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Universal Waste Rule Training †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Waste Minimization and Pollution Prevention for Employees †

Duration: 18 minutes  
Languages: English  
Target Audience: Employees

# Workplace Safety

## OSHA and General Safety

### ► Accident Investigation and Reporting †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ► Aerial Work Platforms †

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

### ► Behavior-based Safety for Supervisors †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ► Chemical Process Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Chemical Process Safety Management †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ► Compressed Gas Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Contractor Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Crane Signaling and Communications †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Electrical Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Global Safety Principles: Indoor Hoisting and Rigging †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Hand and Power Tool Safety †

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

### ► Hand and Power Tool Safety Impact: Pneumatic Tools †

Duration: 5 minutes  
Languages: English  
Target Audience: Employees

### ► Hydrogen Sulfide †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Introduction to Industrial Hygiene †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Introduction to OSHA †

Duration: 132 minutes  
Languages: English  
Target Audience: Employees

### ► Job Hazard Analysis †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ► Lead Awareness in General Industry †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Machine Guarding †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Mold Awareness †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► NFPA 1600 Disaster/Emergency Management †

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 120 minutes  
Languages: English  
Target Audience: Employees

### ► Office Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► OSHA 300 Recordkeeping †

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Regulatory Information †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Rigging Equipment and Inspection †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Safety at Work: A Systematic Approach †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Scaffolding and Ladder Safety †

Duration: 40 minutes  
Languages: English  
Target Audience: Employees

### ► Scissor Lifts †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Spill Prevention and Control †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Spill Prevention, Control, and Countermeasure Plan †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Trenching and Excavation Safety †

Duration: 25 minutes  
Languages: English  
Target Audience: Employees

### ► Warehouse Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Welding, Cutting, and Brazing †

Duration: 15 minutes  
Languages: English  
Target Audience: Employees

### ► Workplace Inspections †

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Workplace Safety Orientation †

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

### ► Confined Spaces †

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

### ► Safety Data Sheets †

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

### ► Slips, Trips and Falls †

Duration: 18 minutes  
Languages: English / Spanish  
Target Audience: Employees



## Personal Protective Equipment

### ► Hearing Conservation †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Personal Protective Equipment (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► PPE: Eye and Face Protection †

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

### ► PPE: Foot and Leg Protection †

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

### ► PPE: Hand Protection †

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

### ► PPE: Head Protection †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► PPE: Personal Protective Equipment †

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

### ► Respiratory Protection †

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

### ► Respiratory Protection Impact: Donning and Doffing †

Duration: 4 minutes  
Languages: English  
Target Audience: Employees



## Personal Safety

### ► Back Safety and Injury Prevention †

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

### ► Benzene Awareness †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Bloodborne Pathogen Awareness †

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

### ► Cold Stress †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Electrical Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Fall Protection †

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

### ► Fire Safety and Prevention †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► First Aid: Basic †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► First Aid: Medical Emergencies †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Flammable Liquids †

Duration: 50 minutes  
Languages: English  
Target Audience: Employees

## Personal Safety *(cont'd)*

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

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

### ▶ **Hazards to Outdoor Workers †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Heat Stress Recognition and Prevention †**

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

### ▶ **Industrial Ergonomics †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Laboratory Safety †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Ladder Safety 2.0 †**

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

### ▶ **Office Ergonomics †**

Duration: 25 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Portable Fire Extinguishers †**

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

### ▶ **Workplace Security Awareness †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Distracted Driving †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT 3: Shipping Papers †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT 4: Loading and Storage †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT: Air Brakes †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 120 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT: Hours of Service †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT: Inspections †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## Transportation

### ▶ **Accident Procedures Involving Large Vehicles †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Collision Avoidance †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Defensive Driving †**

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

### ▶ **Defensive Driving Fundamentals †**

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

### ▶ **Defensive Driving: Truck Safety †**

Duration: 180 minutes  
Languages: English  
Target Audience: Employees



## Transportation (cont'd)

### ► DOT: Security for Shipment of Hazardous Materials †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Emergency Situations While Driving †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Ergonomics and Injury Prevention for Commercial Vehicle Operators †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Flagging Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Flatbed Cargo Securement †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Forklift Operation 1: Safety Inspection and Maintenance †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Forklift Operation 2: Stability and Capacity †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Forklift Operation 3: Load Handling †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Forklift Operation 4: Traveling and Maneuvering †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Forklift Safety Awareness †

Duration: 45 minutes  
Languages: English  
Target Audience: Employees

### ► Hazardous Materials: Infectious Materials Transportation by Ground †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Hazardous Weather Driving for Commercial Vehicle Operators †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► IATA 1: Hazard Class Identification/Classification †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► IATA 2: Marking and Labeling †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► IATA 3: Packaging †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► IATA 4: Documentation †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► IATA 5: Limitations and Shipment Review †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 90 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Loading Dock Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Negotiating Hazards for Commercial Vehicles

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Packaging Small Quantities †

Duration: 47 minutes  
Languages: English  
Target Audience: Employees

### ► Safe Vehicle Backing †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Trailer Coupling and Uncoupling †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Urban Driving †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► US Export Controls †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## Workplace Safety

### ► Active Shooter

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Active Shooter: Preparation, Warning Signs and Survival

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Emergency and Disaster Preparedness †

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

### ► Food Allergen Safety †

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

### ► Food Safety and Handling †

Duration: 60 minutes  
Languages: English  
Target Audience: Everyone

### ► Food Service Worker Safety †

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

### ► Liquefied Petroleum Gas (LPG) Safety †

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

### ► Lockout/Tagout †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Lockout/Tagout for Authorized Persons †

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

### ► Workplace Safety Orientation †

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

### ► First Time Manager: Understanding a Manager's Role

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Leadership Essentials: Motivating Employees

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Leading Teams: Building Trust and Commitment

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Leading Teams: Dealing with Conflict

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Leading Teams: Developing the Team and its Culture

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Leading Teams: Establishing Goals, Roles, and Guidelines

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Leading Teams: Managing Virtual Teams

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► Leading Teams: Motivating and Optimizing Performance

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

## Human Resources

### Leadership

#### ► Achieve Your Objectives through Effective Delegation

Duration: 25 minutes  
Languages: English  
Target Audience: Managers

#### ► Being an Effective Team Member

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

#### ► Building and Leading Teams

Duration: 15 minutes  
Languages: English  
Target Audience: Managers





## People Operations

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

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 102 minutes  
Languages: English  
Target Audience: Managers

### ► **Managing Special Leaves of Absence Situations**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► **Retaining Your Talent Pool**

Duration: 120 minutes  
Languages: English  
Target Audience: Managers

### ► **Rightful Employment Termination**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 90 minutes  
Languages: English  
Target Audience: Managers



## Performance Management

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► **Monitoring and Improving Performance**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► **Planning for Performance**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

## Wellness

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Pandemic Flu Awareness

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## Computer and IT

## Cybersecurity

### ► Global Cybersecurity Basics

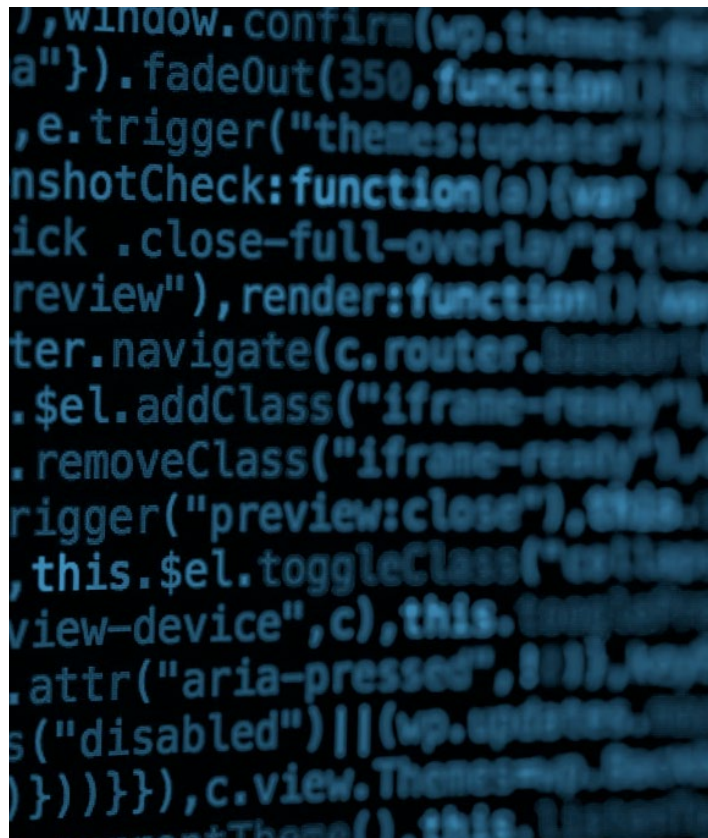
Duration: 12 minutes  
Languages: English  
Target Audience: Everyone

### ► IT Security for End Users: IT Security Fundamentals

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Preventing Identity Theft †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Customer Service

### ► Creating and Sustaining a Customer-focused Organization

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Advocacy: Communicating to Build Trusting Customer Relationships

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer-driven Process Improvement: Identifying Customer Needs

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Service Confrontation and Conflict

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Service Fundamentals: Building Rapport in Customer Relationships

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Service over the Phone

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Developing Your Customer Focus

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Essential Skills for Professional Telephone Calls

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Shaping the Direction of Customer Service in Your Organization

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► The Angry Caller: What's Your Plan?

Duration: 6 minutes  
Languages: English  
Target Audience: Employees

## Professional Development

## Meetings

### ► Dealing with Common Meeting Problems

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Managing Effective Business Meetings

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Preparing for Effective Business Meetings

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

# Workplace Skills

## ► Are You Listening to Your Customers?

Duration: 6 minutes  
Languages: English  
Target Audience: Employees

## ► Basic Presentation Skills: Creating a Presentation

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Basic Presentation Skills: Delivering a Presentation

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Basic Presentation Skills: Planning a Presentation

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Business Writing: Editing and Proofreading

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Business Writing: How to Write Clearly and Concisely

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Business Writing: Know Your Readers and Your Purpose

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Communicating Across Cultures

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Communication Methods that Make Sense and Make Your Point

Duration: 30 minutes  
Languages: English  
Target Audience: Employee

## ► Creating a Compelling Job Description

Duration: 6 minutes  
Languages: English  
Target Audience: Managers

## ► Creating a Positive Attitude

Duration: 120 minutes  
Languages: English  
Target Audience: Employees

## ► Emergency Response in the Workplace

Duration: 45 minutes  
Languages: English  
Target Audience: Employee

## ► Essentials of Interviewing and Hiring: Conducting an Effective Interview

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Getting Results without Direct Authority: Persuasive Communication

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Handling Difficult Conversations Effectively

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Interpersonal Communication: Being Approachable

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Interpersonal Communication: Communicating Assertively

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Interpersonal Communication: Communicating with Confidence

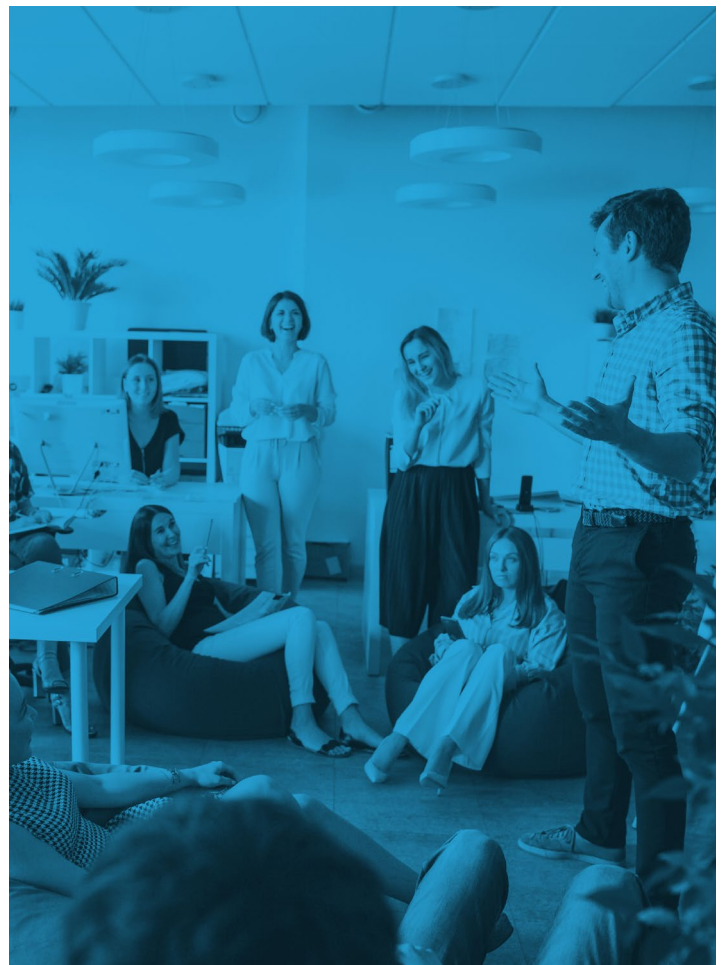
Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Interpersonal Communication: Listening Essentials

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Interpersonal Communication: Targeting Your Message

Duration: 60 minutes  
Languages: English  
Target Audience: Employee



## Workplace Skills *(cont'd)*

### ► **Interviewing: Doing it Right**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **Listening to Improve Conversation**

Duration: 6 minutes  
Languages: English  
Target Audience: Employee

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► **Management of People: Total Rewards**

Duration: 75 minutes  
Languages: English  
Target Audience: Managers

### ► **Solving Problems: Framing the Problem**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **Time Management: Avoiding Time Stealers**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **Training and Development**

Duration: 120 minutes  
Languages: English  
Target Audience: Managers

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees





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