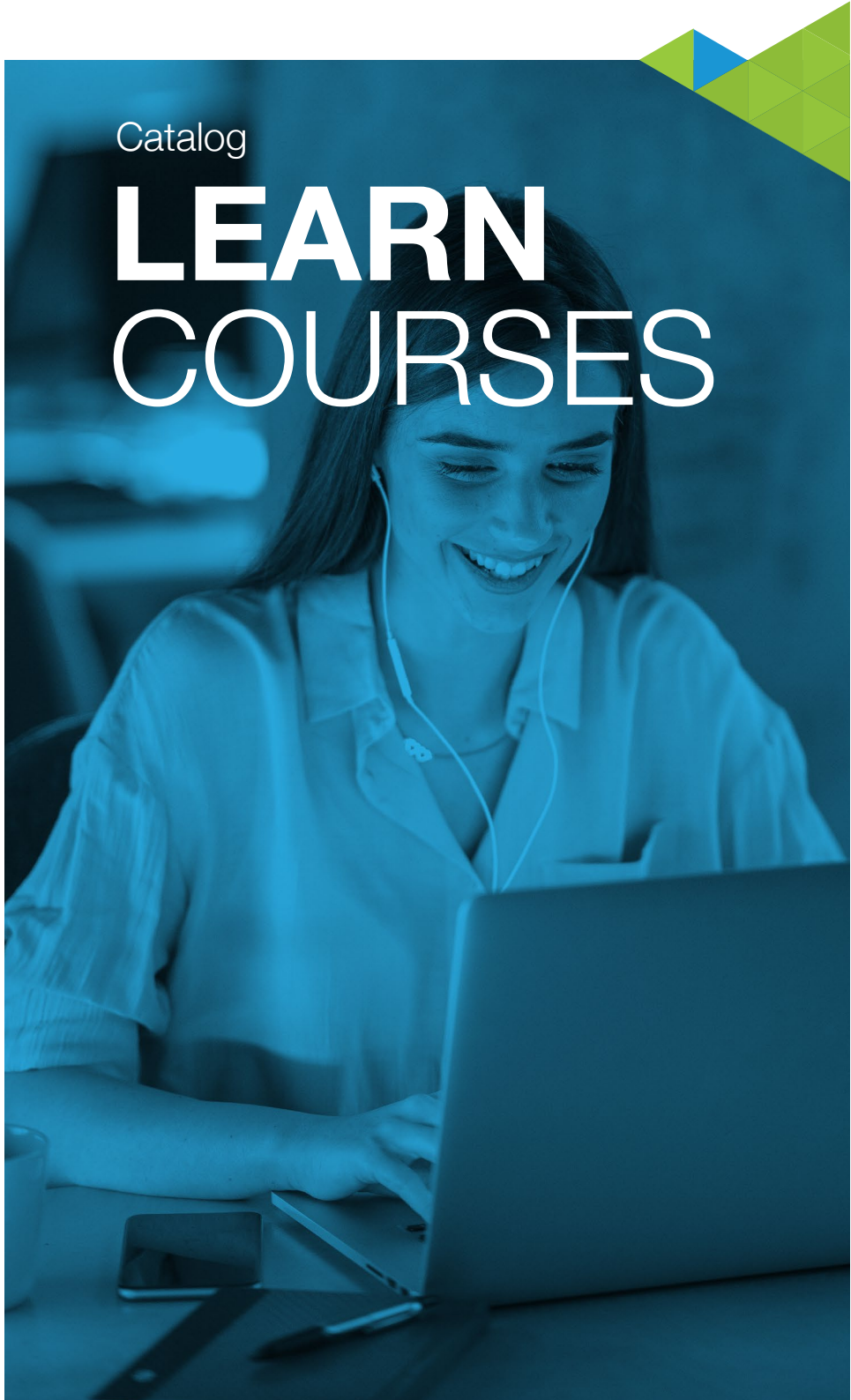




Catalog

# LEARN COURSES



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# Learn Course Catalog

## 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



## Harassment

- ▶ **Bullying and Hazing on Campus**  
Duration: 35 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Bullying and Violence in the Workplace**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Preventing Harassment in the Global Workplace – Employee Edition**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Preventing Harassment in the Global Workplace – Manager Edition**  
Duration: 30 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Sexual Harassment Prevention for Employees**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Title IX for Higher Education**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of California (SB 1343) ‡**  
Duration: 75 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Connecticut ‡**  
Duration: 140 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Delaware ‡**  
Duration: 40 minutes  
Languages: English  
Target Audience: Employees

## Harassment *(cont'd)*

### ▶ **Workplace Harassment Prevention for Employees, State of Illinois ‡**

Duration: 55 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Workplace Harassment Prevention for Employees, State of New York and NYC ‡**

Duration: 45 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Workplace Harassment Prevention for Employees – Version 2.0 (Title VII)**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0 (Title VII)**

Duration: 120 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of California (AB1825/2053/SB1343) ‡**

Duration: 120 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Connecticut ‡**

Duration: 140 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Delaware ‡**

Duration: 70 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Illinois ‡**

Duration: 90 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Maine ‡**

Duration: 140 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of New York and NYC ‡**

Duration: 60 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

## Compliance & Legal

### Employment Law

#### ▶ **EEO and Lawful Hiring**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

## 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 & Climate

### Environmental Compliance

#### ▶ Asbestos †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ▶ Environmental Regulations Overview †

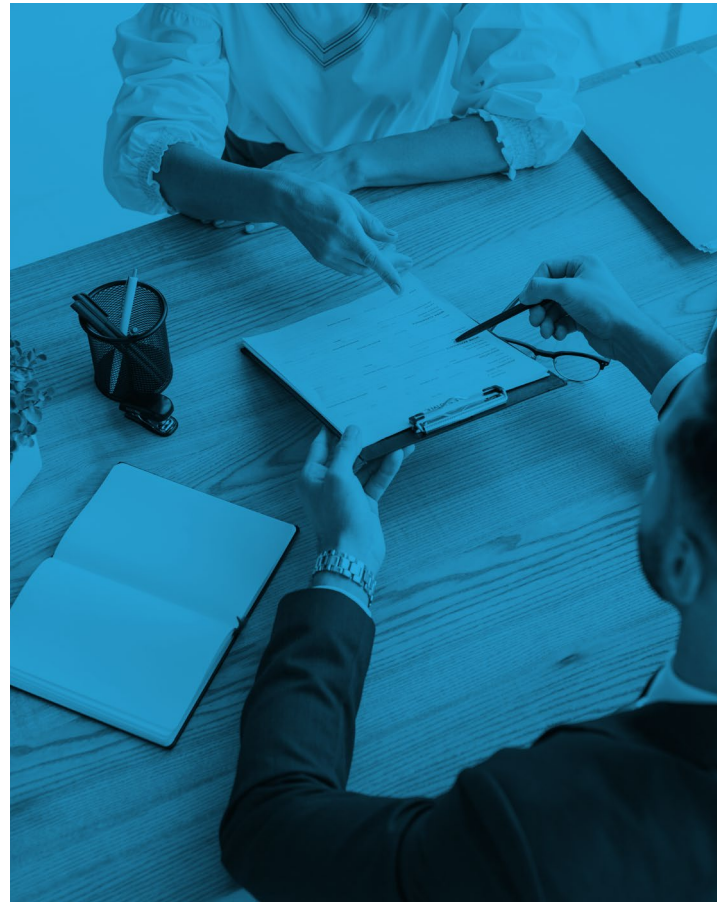
Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ▶ 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  
Target Audience: Employees

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

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Toxicology (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Hazardous Waste

### ▶ Biosafety Hazardous Waste Handling and Disposal †

Duration: 35 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Material Handling and Storage †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Materials in the Workplace †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Waste Generator (RCRA) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Regulatory Overview (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Site Control (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Storm Water Pollution Prevention †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Universal Waste Rule Training †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 18 minutes  
Languages: English  
Target Audience: Employees

# Workplace Safety

## OSHA & General Safety

### ▶ **Accident Investigation and Reporting †**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Aerial Work Platforms †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Behavior-based Safety for Supervisors †**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Chemical Process Safety †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Chemical Process Safety Management †**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Compressed Gas Safety †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Contractor Safety †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Crane Signaling and Communications †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Electrical Safety †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Global Safety Principles: Indoor Hoisting and Rigging †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Hand and Power Tool Safety †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Hand and Power Tool Safety Impact: Pneumatic Tools †**

Duration: 5 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Hydrogen Sulfide †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Introduction to Industrial Hygiene †**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Introduction to OSHA †**

Duration: 132 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Job Hazard Analysis †**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ **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  
Target Audience: Employees

### ▶ **Safety Data Sheets †**

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

### ▶ **Slips, Trips and Falls †**

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

# Personal Protective Equipment

## ▶ [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  
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  
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  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
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 & IT

### Cybersecurity

#### ▶ **Cybersecurity: Practical Steps to Avoid Risk**

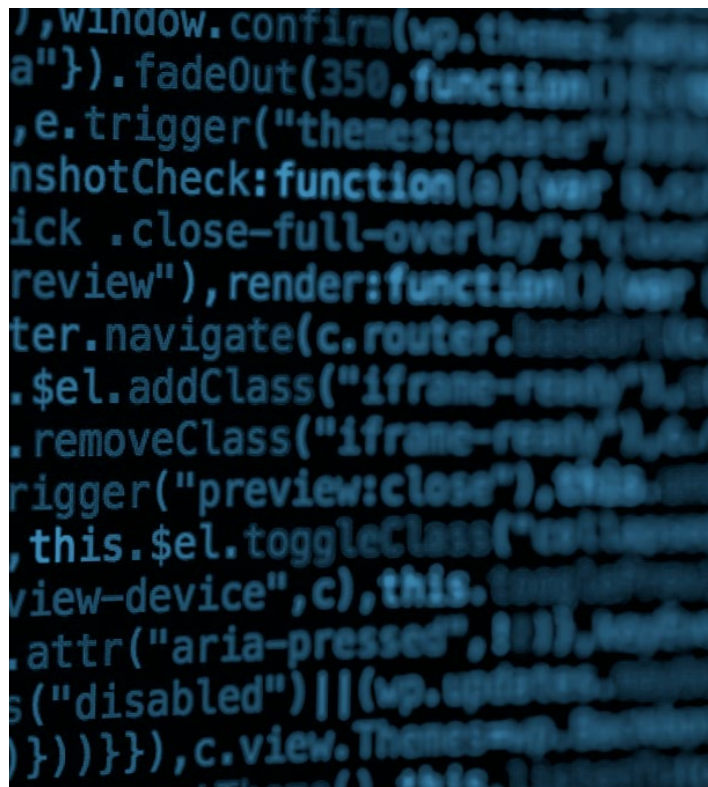
Duration: 45 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **IT Security for End Users: IT Security Fundamentals**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **Preventing Identity Theft †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Customer Service

### ▶ **Creating and Sustaining a Customer-focused Organization**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Customer Advocacy: Communicating to Build Trusting Customer Relationships**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Customer-driven Process Improvement: Identifying Customer Needs**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Customer Service Confrontation and Conflict**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Customer Service Fundamentals: Building Rapport in Customer Relationships**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Customer Service over the Phone**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Developing Your Customer Focus**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Essential Skills for Professional Telephone Calls**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Shaping the Direction of Customer Service in Your Organization**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **The Angry Caller: What's Your Plan?**

Duration: 6 minutes  
Languages: English  
Target Audience: Employees

## Professional Development

### Meetings

#### ▶ **Dealing with Common Meeting Problems**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **Managing Effective Business Meetings**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **Preparing for Effective Business Meetings**

Duration: 60 minutes  
Languages: English  
Target Audience: 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**

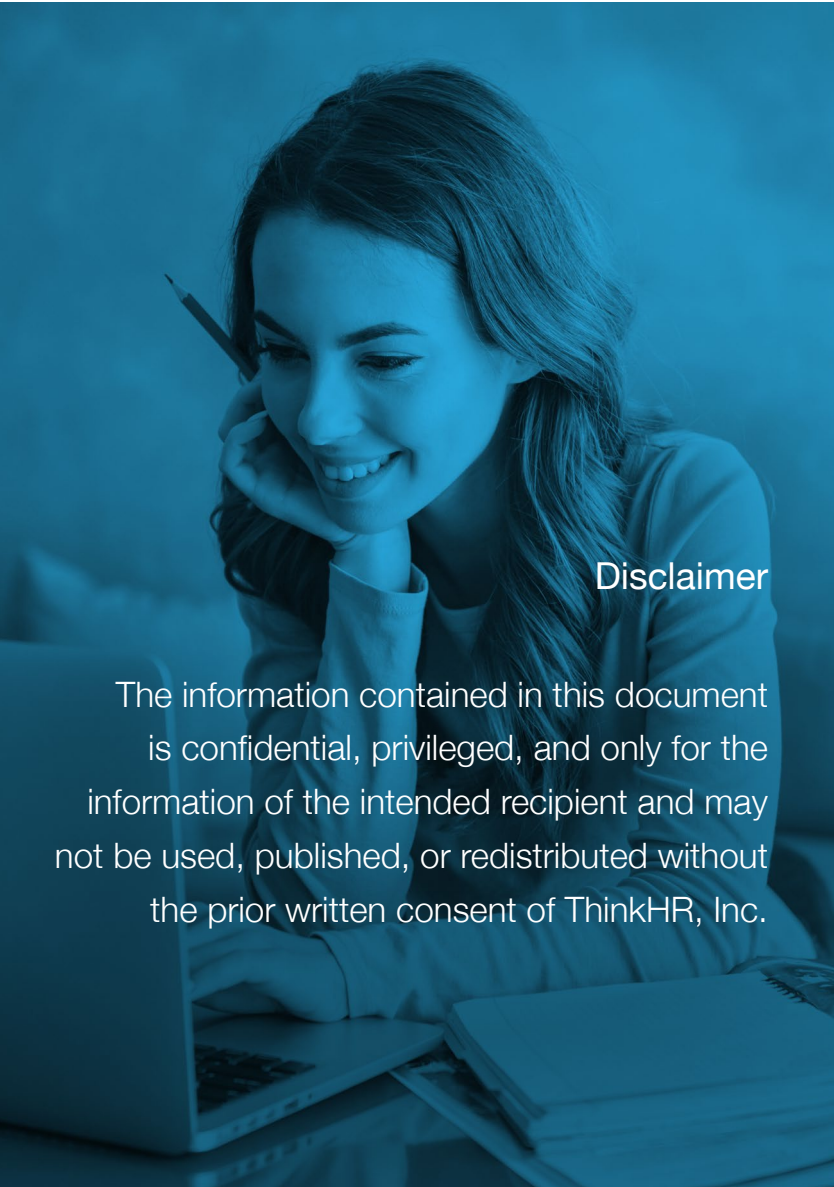
Duration: 60 minutes  
Languages: English  
Target Audience: Employees

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

Duration: 60 minutes  
Languages: English  
Target Audience: Employees



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