

Learn: Core

Course Catalog - 2021



Contents

PANDEMIC RESPONSE

COMPLIANCE AND LEGAL

EMPLOYMENT LAW

ETHICS

HR COMPLIANCE

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COMPUTER AND IT

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HARASSMENT

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HARASSMENT

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Interpersonal Communication

Listening Essentials

Time Management

Working with Difficult People

Workplace Conflict

WORKPLACE SAFETY

PERSONAL SAFETY
WORKPLACE SAFETY



Pandemic Response



Assessing Your Organization's Risks

© 30 minutes

English

Becoming a Successful Collaborator

© 30 minutes

English

Contributing as a Virtual Team Member

18 minutes

English

Establishing Effective Virtual Teams

(9 30 minutes

English

Facing Virtual Team Challenges

© 24 minutes

Forging Ahead with Perseverance and Resilience

© 30 minutes

English

General Information: Coronavirus and COVID-19

(9) 36 minutes

Managing in a Crisis

18 minutes

Responding Effectively to Risks

© 24 minutes

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

Compliance and Legal

EMPLOYMENT LAW

EEO and Lawful Hiring

© 30 minutes

English

HIPAA Privacy Essentials

9 66 minutes

English

HIPAA for Non-Medical Employers

② 24 minutes

English

HIPAA - Privacy Rule for Business Associates

© 24 minutes

HIPAA - Privacy Rule for Covered Entities

© 30 minutes

English

HIPAA - Security Rule for Business Associates

© 24 minutes

English

HIPAA - Security Rule for Business Associates

© 24 minutes

English

Privacy and Information Security

60 minutes

Union Awareness

© 42 minutes

Wage and Hour Awareness for Managers

© 60 minutes

English

Wage and Hour for Employees

© 30 minutes

English

Workplace Management: Employment Laws and Regulations

© 108 minutes



Compliance and Legal (continued)

ETHICS

Business Ethics

© 30 minutes

Code of Conduct Awareness

© 12 minutes

English

Code of Conduct Awareness – Higher Education Edition

(9) 12 minutes

Compliance Impact: Business Ethics-Adjusting the Figures

© 6 minutes

Financial Integrity

© 24 minutes

English

Foreign Corrupt Practices Act

48 minutes

Global Conflicts of Interest

• 18 minutes

Integrity in the Workplace

60 minutes

English

HR COMPLIANCE

FERPA for Higher Education

(9) 30 minutes

Promoting a Substance-free Workplace

© 30 minutes

Rightful Employment Termination

(9) 30 minutes

LEAVES OF ABSENCE

FMLA Leave and More: An Overview of Legally Protected Leave

© 30 minutes



Computer and IT



CYBERSECURITY

Global Cybersecurity Basics

© 12 minutes

English

Global Privacy and Information Security

© 24 minutes

English

IT Security for End Users: IT Security Fundamentals

54 minutes

English

Customer Service

Creating and Sustaining a Customer-focused Organization

© 60 minutes

Customer Advocacy: Communicating to Build Trusting Customer Relationships

© 60 minutes

English

Customer Service Confrontation and Conflict

© 60 minutes

English

Customer Service Fundamentals: Building Rapport in Customer Relationships

60 minutes

English

Customer Service over the Phone

© 60 minutes

English

Customer-driven Process Improvement: Identifying Customer Needs

60 minutes

Developing Your Customer Focus

12 minutes

Essential Skills for Professional Telephone Calls

60 minutes

English

Shaping the Direction of Customer Service in Your Organization

60 minutes

English

The Angry Caller: What's Your Plan?

6 minutes

Harassment

DIVERSITY

Diversity on the Job: The Importance of Diversity and the Changing Workplace

© 60 minutes

English

Global Diversity

30 minutes

English

A Manager's Guide to Diversity, Inclusion, and Accommodation

© 30 minutes

HARASSMENT

Bullying and Hazing on Campus

© 35 minutes

English

Harassment Prevention for California Managers

(9) 143 minutes

English and Spanish

Harassment Prevention for Connecticut Managers

(9) 140 minutes

Harassment Prevention for Maine Managers

© 78 minutes

English and Spanish

Harassment Prevention for US Employees

© 30 minutes

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Harassment Prevention for US Managers

© 75 minutes

English and Spanish

Managing Workforce Generations: Working with a Multigenerational Team

© 60 minutes

English

Managing Multigenerational Employees

© 24 minutes

English

Maintaining a Cohesive Multigenerational Workforce

© 24 minutes

Preventing Bullying and Violence

⊕ 30 minutes

Preventing Harassment in the Global Workplace, Employee Edition

© 30 minutes

English and Spanish

Preventing Harassment in the Global Workplace, Manager Edition

© 30 minutes

English and Spanish

Title IX for Higher Education

© 30 minutes

Human Resources

LEADERSHIP

Achieve Your Objectives through Effective Delegation

© 24 minutes

Being an Effective Team Member

60 minutes

English

Building and Leading Teams

© 12 minutes

English

First Time Manager:

Understanding a Manager's Role

© 60 minutes

Leadership Essentials: Motivating Employees

60 minutes

English

Leading Teams: Building Trust and Commitment

60 minutes

English

Leading Teams: Dealing with Conflict

60 minutes

Leading Teams: Developing the Team and its Culture

60 minutes

Leading Teams: Establishing Goals, Roles, and Guidelines

42 minutes

Leading Teams: Motivating and Optimizing Performance

60 minutes

Leading Teams: Managing Virtual Teams

60 minutes

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PEOPLE OPERATIONS

A Manager's Guide to Discipline and Documentation

(9 30 minutes

English

Compensation and Benefits: Managing Policies, Programs, and Activities

30 minutes

English

Management of People: Talent Acquisition and Retention

© 102 minutes

English

Managing Special Leaves of Absence Situations

© 102 minutes

English

Retaining Your Talent Pool

© 120 minutes

Strategies for Successful Employee Onboarding: Assessing Program Success

60 minutes

English

Strategies for Successful Employee Onboarding: Getting Started

60 minutes

English

The Benefits and Challenges of Engaging Employees

60 minutes

□ English

Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

90 minutes

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WELLNESS

Optimizing Your Work/Life Balance: Maintaining Your Life Balance

60 minutes

English

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

60 minutes

English

Pandemic Flu Awareness

© 72 minutes

PERFORMANCE MANAGEMENT

Human Resource Development: Performance Appraisal and Talent Management

© 60 minutes

English

Monitoring and Improving Performance

© 60 minutes

English

Performance Appraisal Essentials: 360-degree Appraisals

© 60 minutes

English

Performance Appraisal Essentials: Conducting Traditional Appraisals

© 60 minutes

Performance Appraisal Essentials: Planning for Appraisals

60 minutes

English

Planning for Performance

© 60 minutes

Strategies for Successful Employee Onboarding: An Introduction

60 minutes

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Dealing with Common Meeting Problems

60 minutes

English

Managing Effective Business Meetings

60 minutes

English

Preparing for Effective Business Meetings

© 60 minutes

English

WORKPLACE SKILLS: GENERAL COURSES

Are You Listening to Your Customers?

6 minutes

English

Communicating Across Cultures

© 60 minutes

English

Communication Methods that Make Sense and Make Your Point

© 60 minutes

English

Creating a Compelling Job Description

6 minutes

English

Creating a Positive Attitude

120 minutes

English

Emergency Response in the Workplace

(9 42 minutes

English

Essentials of Interviewing and Hiring: Conducting an Effective Interview

• 60 minutes

English

Getting Results without Direct Authority: Persuasive Communication

© 60 minutes

English

Handling Difficult Conversations Effectively

© 60 minutes

Interviewing: Doing it Right

© 30 minutes

Management Essentials: Confronting Difficult Employee Behavior

60 minutes

Management of People: Total Rewards

© 78 minutes

English

Solving Problems: Framing the Problem

© 30 minutes

Techniques for Communicating Effectively with Senior Executives

9 60 minutes

English

Telecommuting Basics: Communication Strategies for the Remote Employee

© 60 minutes

English

The Internet, Social Media, and Electronic Communication

60 minutes

English

The Voice of Leadership: Effective Leadership Communication Strategies

60 minutes

Training and Development

© 120 minutes

English

Using E-mail and Instant Messaging Effectively

60 minutes

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Basic Presentation Skills: Creating a Presentation

60 minutes

Basic Presentation Skills: Delivering a Presentation

60 minutes

Basic Presentation Skills: Planning a Presentation

© 60 minute

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WORKPLACE SKILLS: BUSINESS WRITING

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Business Writing: How to Write Clearly and Concisely

(9) 30 minutes

English

Business Writing: Know Your Readers and Your Purpose

30 minutes

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Interpersonal Communication: Being Approachable

60 minutes

English

Interpersonal Communication: Communicating Assertively

© 60 minutes

English

Interpersonal Communication: Communicating with Confidence

60 minutes

English

Interpersonal Communication: Listening Essentials

© 60 minutes

Interpersonal Communication: Targeting Your Message

© 60 minutes



Professional Development (continued)

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60 minutes

English

Listening Essentials: The Basics of Listening

© 60 minutes

English

Listening to Improve Conversation

6 minutes

English

WORKPLACE SKILLS: TIME MANAGEMENT

Time Management: Analyzing Your Use of Time

60 minutes

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Time Management: Avoiding Time Stealers

© 60 minutes

English

Time Management: Planning and Prioritizing Your Time

60 minutes

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60 minutes

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Working with Difficult People: How to Work

with Manipulative People 60 minutes

English Working with Difficult People: How to Work

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English

Working with Difficult People: How to Work with Procrastinators

© 60 minutes

Working with Difficult People: How to Work with Self-serving People

60 minutes

English

Working with Difficult People: Identifying Difficult People

60 minutes

Enalish

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© 60 minutes

Workplace Conflict: Strategies for Resolving Conflicts

(9 60 minutes

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© 30 minutes

Electrical Safety

© 30 minutes

Fall Protection

© 30 minutes

English and Spanish

Fire Safety and Prevention

© 30 minutes

English

Flammable Liquids

© 50 minutes

English

Heat Stress Recognition and Prevention

© 30 minutes

English and Spanish

Industrial Ergonomics

© 30 minutes

English

Ladder Safety

© 30 minutes

English and Spanish

Office Ergonomics

© 25 minutes

English

Portable Fire Extinguishers

(9 30 minutes

English

Workplace Security Awareness

(9 30 minutes

English

WORKPLACE SAFETY: WORKPLACE SAFETY

Active Shooter

(9 30 minutes

Active Shooter: Preparation, Warning Signs and Survival

② 20 minutes



Learn: Workplace Harassment Prevention

Course Catalog - 2021

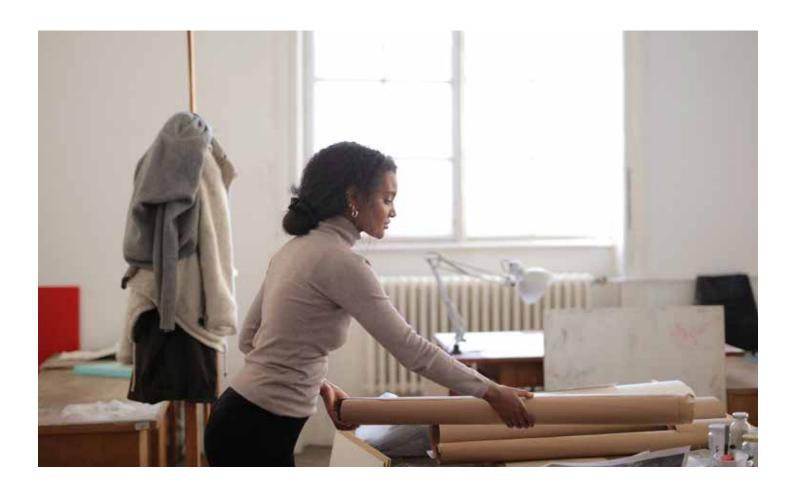


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WORKPLACE HARASSMENT PREVENTION

DIVERSITY

HARASSMENT



DIVERSITY

Overcoming Your Own Unconscious Biases

© 24 minutes

 ${\color{red} {\Large \boxdot}} \, {\color{blue} {\sf English}}$

Overcoming Unconscious Bias in the Workplace

© 24 minutes

Unconscious Bias

© 6 minutes

 \bigcirc English

Understanding Unconscious Bias

© 24 minutes

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© 30 minutes

Workplace Harassment Prevention

HARASSMENT PREVENTION

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© 36 minutes

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© 78 minutes

English and Spanish

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© 144 minutes

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18 minutes

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Preventing Harassment in the Global Workplace – Employee Edition

(9) 30 minutes

English and Spanish

Preventing Harassment in the Global Workplace – Manager Edition

© 24 minutes

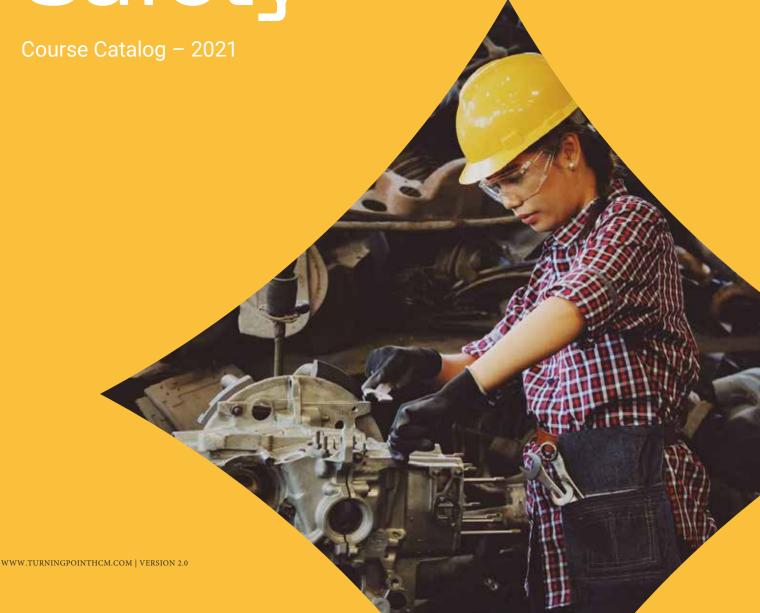
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Learn:
Workplace
Safety



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HAZARDOUS WASTE

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PERSONAL SAFETY
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Forklift Operation

International Air Transport Association (IATA)

International Maritime Dangerous Goods (IMDG)



Environment & Climate

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© 30 minutes

Lead Awareness in Construction

© 30 minutes

Lead Awareness in General Industry

© 30 minutes

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© 24 minutes

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© 24 minutes

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Personal Protective Equipment (HAZWOPER)

© 42 minutes

English

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© 24 minutes

Site Safety and Health Plan Procedures (HAZWOPER)

© 18 minutes

Toxicology (HAZWOPER)

© 24 minutes

English

Regulatory Overview (HAZWOPER)

© 24 minutes

English

Site Control (HAZWOPER)

© 30 minutes

English



*HAZWOPER stands for Hazardous Waste Operations and Emergency Response

Environment & Climate (continued)



HAZARDOUS WASTE

Biosafety Hazardous Waste Handling and Disposal

© 36 minutes

English

Hazardous Material Handling and Storage

© 54 minutes

□ English

Hazardous Material Handling and Storage

© 60 minutes

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(9 30 minutes

□ English

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© 36 minutes

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© 36 minutes



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□ English)

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© 30 minutes

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© 30 minutes

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(9 30 minutes

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© 30 minutes

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© 30 minutes

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© 30 minutes

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© 30 minutes

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PPE: Foot and Leg Protection

© 30 minutes

English

PPE: Hand Protection

© 30 minutes

English and Spanish

PPE: Head Protection

© 30 minutes

English

PPE: Personal Protective Equipment

© 30 minutes

English and Spanish

Respiratory Protection

© 30 minutes

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© 30 minutes

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© 30 minutes

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© 36 minutes

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© 54 minutes



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48 minutes

English

DOT 1: Introduction, Classification, and the Hazardous Materials Table

© 48 minutes

English

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© 54 minutes

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© 30 minutes

DOT 4: Loading and Storage

© 36 minutes

English

DOT: Air Brakes

© 30 minutes

English

DOT: Drug and Alcohol Awareness

(9) 132 minutes

DOT: Hours of Service

© 36 minutes

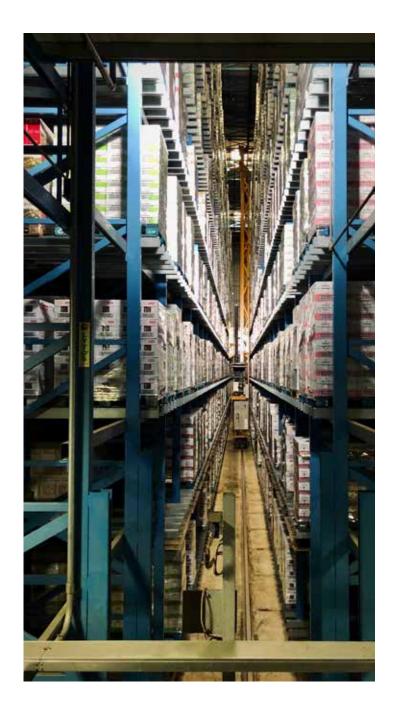
English

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© 24 minutes

DOT: Security for Shipment of Hazardous Materials

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TRANSPORTATION: FORKLIFT OPERATION

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© 36 minutes

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© 18 minutes

English

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IMDG 2: Dangerous Goods List, Special Provisions and Exceptions

© 72 minutes

English

IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation

© 90 minutes

English

IMDG 4: Loading, Unloading, and Offering Dangerous Goods

60 minutes





Have questions? Let's connect.

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About

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