



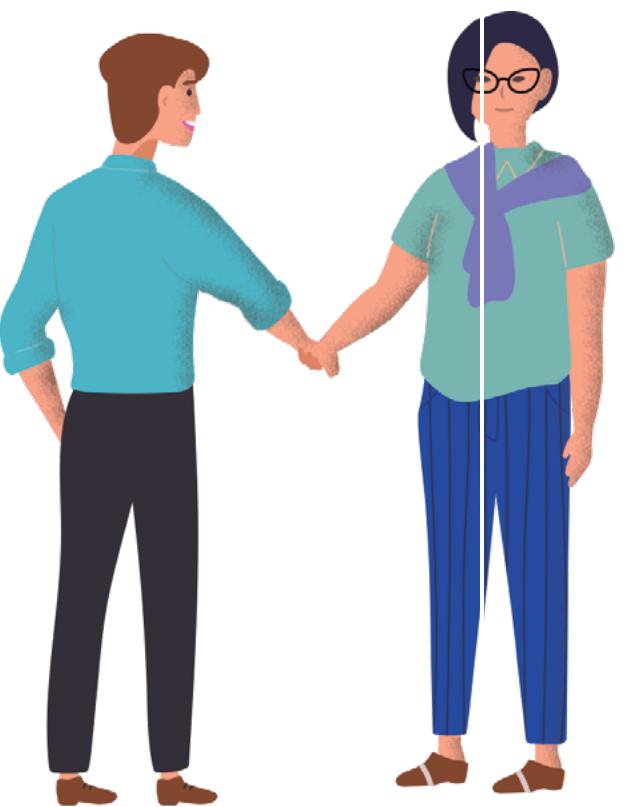
Learn Courses

Catalog | 2019



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Harassment

Diversity

01. A Manager's Guide to Diversity, Inclusion, and Accommodation
02. Diversity on the Job: The Importance of Diversity and the Changing Workplace
03. Global Diversity
04. Maintaining a Cohesive Multi-generational Workforce
05. Managing Multi-generational Employees
06. Managing Workforce Generations: Working with a Multi-generational Team



Harassment

01. Bullying and Hazing on Campus
02. Bullying and Violence in the Workplace
03. Conducting Investigations Based on Unfair Treatment or Harassment Claims
04. Preventing Harassment in the Global Workplace – Employee Edition
05. Preventing Harassment in the Global Workplace – Manager Edition
06. Sexual Harassment Prevention for Employees (Also available in Spanish)
07. Title IX for Higher Education
08. Workplace Harassment Prevention for Employees – Version 2.0 (Title VII)
09. Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0 (Title VII)
10. Workplace Harassment Prevention for Managers in California (AB1825/2053 / SB1343), Connecticut & Maine (Also available in Spanish)
11. Workplace Harassment Prevention for Employees, State of California (SB 1343) (Also available in Spanish)
12. Workplace Harassment Prevention for Employees, State of Delaware
13. Workplace Harassment Prevention for Managers, State of Delaware
14. Workplace Harassment Prevention for Employees, State of New York and NYC (Also available in Spanish)
15. Workplace Harassment Prevention for Managers, State of New York and NYC (Also available in Spanish)
16. Workplace Harassment Prevention Supplement, New York City (Also available in Spanish)

Compliance & Legal

Employment Law

- 01. EEO and Lawful Hiring
- 02. HIPAA – Privacy Rule for Business Associates
- 03. HIPAA – Privacy Rule for Covered Entities
- 04. HIPAA – Security Rule for Business Associates
- 05. HIPAA – Security Rule for Covered Entities
- 06. HIPAA for Non-Medical Employers
- 07. HIPAA Privacy Essentials
- 08. Privacy and Information Security
- 09. Union Awareness
- 10. Wage and Hour Awareness for Managers
- 11. Wage and Hour for Employees
- 12. Workplace Management: Employment Laws and Regulations



Ethics

- 01. Business Ethics
- 02. Code of Conduct Awareness
- 03. Code of Conduct Awareness – Higher Education Edition
- 04. Compliance Impact: Business Ethics – Adjusting the Figures
- 05. Financial Integrity
- 06. Global Conflicts of Interest
- 07. Integrity in the Workplace

HR Compliance

- 01. Campus Security Obligations Under Federal Law
- 02. FERPA for Higher Education
- 03. Promoting a Substance-free Workplace
- 04. Rightful Employment Termination

Leaves of Absence

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

Environment & Climate

Environmental Compliance

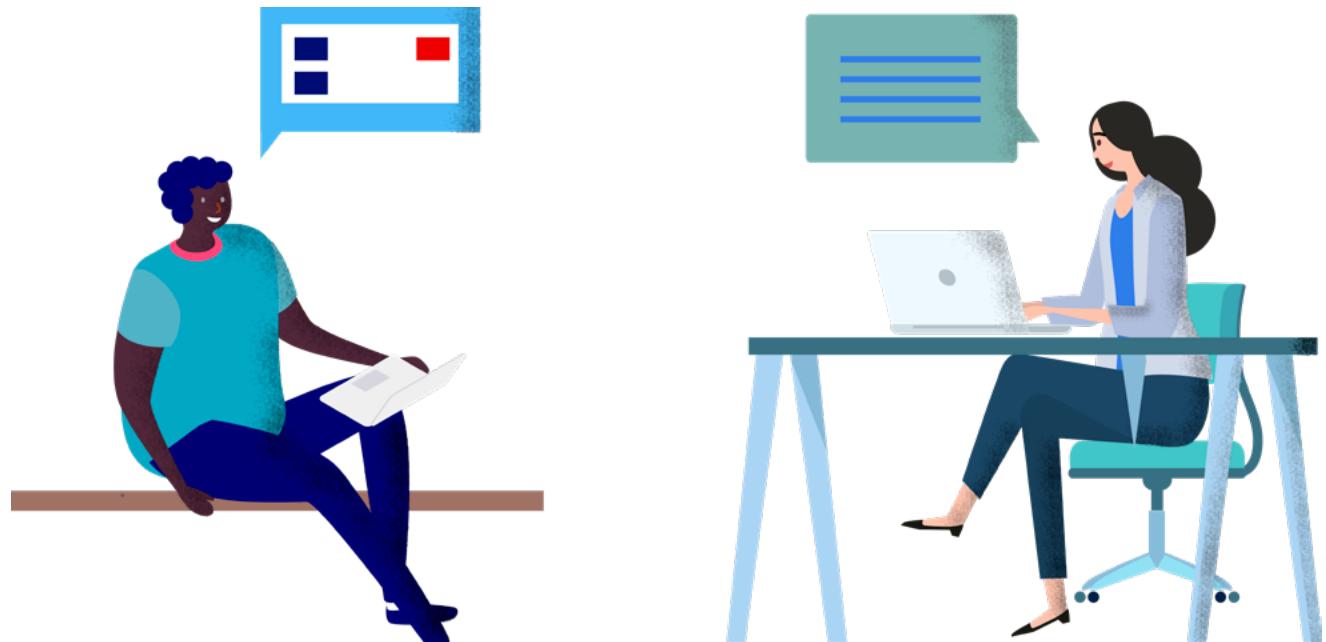
- 01. Asbestos †
- 02. Environmental Regulations Overview †
- 03. Laboratory Safety †
- 04. Lead Awareness in Construction †
- 05. Lead Awareness in General Industry †
- 06. Mold Awareness †

Hazard Communications

- 01. Crane Signaling and Communications †
- 02. Decontamination (HAZWOPER) †
- 03. Emergency Response and Spill Control (HAZWOPER) †
- 04. Fire and Explosion Hazards (HAZWOPER) †
- 05. Globally Harmonized System of Classification and Labeling of Chemicals (GHS) †
- 06. Hazard Communication (HAZWOPER) †
- 07. Heat and Cold Exposure Management (HAZWOPER) †
- 08. Site Safety and Health Plan Procedures (HAZWOPER) †
- 09. Toxicology (HAZWOPER) †

Hazardous Waste

- 01. Biosafety Hazardous Waste Handling and Disposal †
- 02. Hazardous Material Handling and Storage †
- 03. Hazardous Materials in the Workplace †
- 04. Hazardous Waste Generator (RCRA) †
- 05. Regulatory Overview (HAZWOPER) †
- 06. Site Control (HAZWOPER) †
- 07. Storm Water Pollution Prevention †
- 08. Universal Waste Rule Training †
- 09. Waste Minimization and Pollution Prevention for Employees †



Workplace Safety

OSHA & General Safety

- 01. Accident Investigation and Reporting †
- 02. Aerial Work Platforms †
- 03. Behavior-based Safety for Supervisors †
- 04. Chemical Process Safety †
- 05. Chemical Process Safety Management †
- 06. Compressed Gas Safety †
- 07. Contractor Safety †
- 08. Crane Signaling and Communications †
- 09. Electrical Safety †
- 10. Global Safety Principles: Indoor Hoisting and Rigging †
- 11. Hand and Power Tool Safety †
- 12. Hand and Power Tool Safety Impact: Pneumatic Tools †
- 13. Hydrogen Sulfide †
- 14. Introduction to Industrial Hygiene †
- 15. Introduction to OSHA †
- 16. Job Hazard Analysis †
- 17. Lead Awareness in General Industry †
- 18. Machine Guarding †
- 19. Mold Awareness †
- 20. NFPA 1600 Disaster/Emergency Management †



- 21. NFPA 70E Electrical Safety in the Workplace 2015 Edition †
- 22. Office Safety †
- 23. OSHA 300 Recordkeeping †
- 24. Regulatory Information †
- 25. Rigging Equipment and Inspection †
- 26. Safety at Work: A Systematic Approach †
- 27. Scaffolding and Ladder Safety (Also available in Spanish) †
- 28. Scissor Lifts †
- 29. Spill Prevention and Control †
- 30. Spill Prevention, Control, and Countermeasure Plan †
- 31. Trenching and Excavation Safety †
- 32. Warehouse Safety †
- 33. Welding, Cutting, and Brazing †
- 34. Workplace Inspections †
- 35. Workplace Safety Orientation (Also available in Spanish) †

OSHA 10-hour General Industry

- 01. Confined Spaces (Also available in Spanish) †
- 02. Hazard Communication: An Employee's Right to Know (Also available in Spanish) †
- 03. Safety Data Sheets (Also available in Spanish) †
- 04. Slips, Trips and Falls (Also available in Spanish) †

Workplace Safety

Personal Protective Equipment

- 01. Hearing Conservation †
- 02. Personal Protective Equipment (HAZWOPER) †
- 03. PPE: Eye and Face Protection †
- 04. PPE: Foot and Leg Protection †
- 05. PPE: Hand Protection †
- 06. PPE: Head Protection †
- 07. PPE: Personal Protective Equipment (Also available in Spanish) †
- 08. Respiratory Protection †
- 09. Respiratory Protection Impact: Donning and Doffing †

Personal Safety

- 01. Back Safety and Injury Prevention (Also available in Spanish) †
- 02. Benzene Awareness †
- 03. Bloodborne Pathogen Awareness (Also available in Spanish) †
- 04. Cold Stress †
- 05. Electrical Safety †
- 06. Fall Protection (Also available in Spanish) †
- 07. Fire Safety and Prevention †
- 08. First Aid: Basic †
- 09. First Aid: Medical Emergencies †
- 10. Flammable Liquids †

- 11. Hazards to Outdoor Workers †
- 12. Heat Stress Recognition and Prevention †
- 13. Industrial Ergonomics †
- 14. Laboratory Safety †
- 15. Ladder Safety †
- 16. Office Ergonomics †
- 17. Portable Fire Extinguishers †
- 18. Workplace Security Awareness †

Transportation

- 01. Accident Procedures Involving Large Vehicles †
- 02. Collision Avoidance †
- 03. Defensive Driving (Also available in Spanish) †
- 04. Defensive Driving Fundamentals (Also available in Spanish) †
- 05. Defensive Driving: Truck Safety †
- 06. Distracted Driving †
- 07. DOT 1: Hazardous Materials Table †
- 08. DOT 1: Introduction, Classification, and the Hazardous Materials Table †
- 09. DOT 2: Packaging, Labeling, Marking, and Placarding †
- 10. DOT 3: Shipping Papers †
- 11. DOT 4: Loading and Storage †



Workplace Safety

- 12. DOT: Air Brakes †
- 13. DOT: Drug and Alcohol Awareness †
- 14. DOT: Hours of Service †
- 15. DOT: Inspections †
- 16. DOT: Security for Shipment of Hazardous Materials †
- 17. Emergency Situations While Driving †
- 18. Ergonomics and Injury Prevention for Commercial Vehicle Operators †
- 19. Flagging Safety †
- 20. Flatbed Cargo Securement †
- 21. Forklift Operation 1: Safety Inspection and Maintenance †
- 22. Forklift Operation 2: Stability and Capacity †
- 23. Forklift Operation 3: Load Handling †
- 24. Forklift Operation 4: Traveling and Maneuvering †
- 25. Forklift Safety Awareness †
- 26. Hazardous Materials: Infectious Materials Transportation by Ground †
- 27. Hazardous Weather Driving for Commercial Vehicle Operators †
- 28. IATA 1: Hazard Class Identification/Classification †
- 29. IATA 2: Marking and Labeling †
- 30. IATA 3: Packaging †
- 31. IATA 4: Documentation †
- 32. IATA 5: Limitations and Shipment Review †
- 33. IMDG 1: Introduction, General Provisions, and Classifications †
- 34. IMDG 2: Dangerous Goods List, Special Provisions and Exceptions †
- 35. IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation †
- 36. IMDG 4: Loading, Unloading, and Offering Dangerous Goods †
- 37. Loading Dock Safety †
- 38. Negotiating Hazards for Commercial Vehicles
- 39. Packaging Small Quantities †
- 40. Safe Vehicle Backing †
- 41. Trailer Coupling and Uncoupling †
- 42. Urban Driving †
- 43. US Export Controls †



Workplace Safety

- 01. Active Shooter
- 02. Active Shooter: Preparation, Warning Signs and Survival
- 03. Emergency and Disaster Preparedness (Also available in Spanish) †
- 04. Fall Protection (Also available in Spanish) †
- 05. Lockout/Tagout †
- 06. Lockout/Tagout for Authorized Persons (Also available in Spanish) †
- 07. Workplace Safety Orientation (Also available in Spanish) †

Human Resources

Leadership

- 01. Achieve Your Objectives through Effective Delegation
- 02. Being an Effective Team Member
- 03. Building and Leading Teams
- 04. First Time Manager: Understanding a Manager's Role
- 05. Leadership Essentials: Motivating Employees
- 06. Leading Teams: Building Trust and Commitment
- 07. Leading Teams: Dealing with Conflict
- 08. Leading Teams: Developing the Team and its Culture
- 09. Leading Teams: Establishing Goals, Roles, and Guidelines
- 10. Leading Teams: Managing Virtual Teams
- 11. Leading Teams: Motivating and Optimizing Performance

People Operations

- 01. A Manager's Guide to Discipline and Documentation
- 02. Compensation and Benefits: Managing Policies, Programs, and Activities
- 03. Management of People: Talent Acquisition and Retention
- 04. Managing Special Leaves of Absence Situations
- 05. Retaining Your Talent Pool
- 06. Rightful Employment Termination
- 07. Strategies for Successful Employee Onboarding: Assessing Program Success

- 08. Strategies for Successful Employee Onboarding: Getting Started
- 09. The Benefits and Challenges of Engaging Employees
- 10. Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

Performance Management

- 01. Human Resource Development: Performance Appraisal and Talent Management
- 02. Monitoring and Improving Performance
- 03. Performance Appraisal Essentials: 360-degree Appraisals
- 04. Performance Appraisal Essentials: Conducting Traditional Appraisals
- 05. Performance Appraisal Essentials: Planning for Appraisals
- 06. Planning for Performance
- 07. Strategies for Successful Employee Onboarding: An Introduction

Wellness

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



Computer & IT

Cybersecurity

- 01. Cybersecurity: Practical Steps to Avoid Risk
- 02. IT Security for End Users: IT Security Fundamentals
- 03. Preventing Identity Theft †

Customer Service

- 01. Creating and Sustaining a Customer-focused Organization
- 02. Customer Advocacy: Communicating to Build Trusting Customer Relationships
- 03. Customer-driven Process Improvement: Identifying Customer Needs
- 04. Customer Service Confrontation and Conflict
- 05. Customer Service Fundamentals: Building Rapport in Customer Relationships
- 06. Customer Service over the Phone
- 07. Developing Your Customer Focus
- 08. Essential Skills for Professional Telephone Calls
- 09. Shaping the Direction of Customer Service in Your Organization
- 10. The Angry Caller: What's Your Plan?

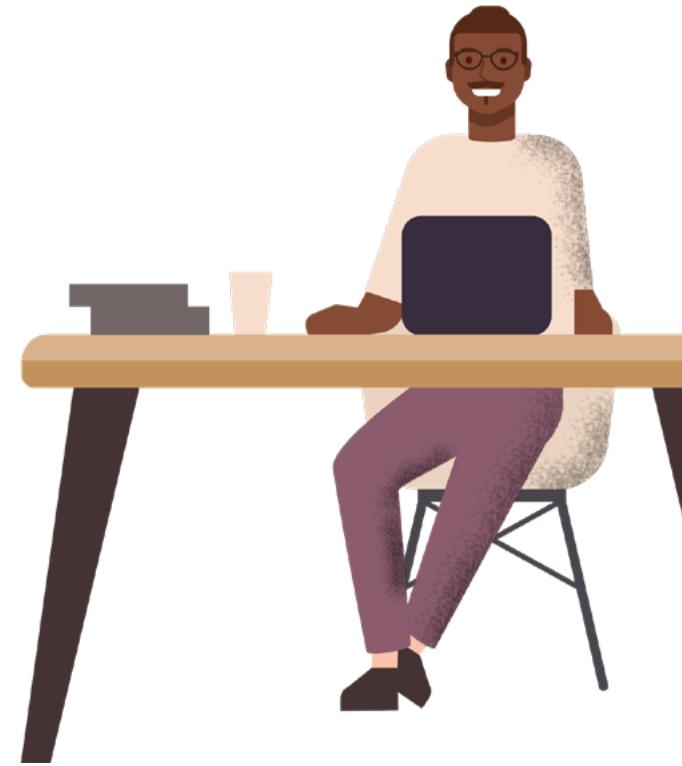
Professional Development

Meetings

- 01. Dealing with Common Meeting Problems
- 02. Managing Effective Business Meetings
- 03. Preparing for Effective Business Meetings

Workplace Skills

- 01. Are You Listening to Your Customers?
- 02. Basic Presentation Skills: Creating a Presentation
- 03. Basic Presentation Skills: Delivering a Presentation
- 04. Basic Presentation Skills: Planning a Presentation
- 05. Business Writing: Editing and Proofreading
- 06. Business Writing: How to Write Clearly and Concisely
- 07. Business Writing: Know Your Readers and Your Purpose
- 08. Communicating Across Cultures
- 09. Communication Methods that Make Sense and Make Your Point
- 10. Creating a Compelling Job Description
- 11. Creating a Positive Attitude
- 12. Emergency Response in the Workplace
- 13. Essentials of Interviewing and Hiring: Conducting an Effective Interview
- 14. Getting Results without Direct Authority: Persuasive Communication
- 15. Handling Difficult Conversations Effectively



Professional Development

Workplace Skills - continued

- 16. Interpersonal Communication: Being Approachable
- 17. Interpersonal Communication: Communicating Assertively
- 18. Interpersonal Communication: Communicating with Confidence
- 19. Interpersonal Communication: Listening Essentials
- 20. Interpersonal Communication: Targeting Your Message
- 21. Interviewing: Doing it Right
- 22. Listening Essentials: Improving Your Listening Skills
- 23. Listening Essentials: The Basics of Listening
- 24. Listening to Improve Conversation
- 25. Management Essentials: Confronting Difficult Employee Behavior
- 26. Management of People: Total Rewards
- 27. Solving Problems: Framing the Problem
- 28. Techniques for Communicating Effectively with Senior Executives
- 29. Telecommuting Basics: Communication Strategies for the Remote Employee
- 30. The Internet, Social Media, and Electronic Communication
- 31. The Voice of Leadership: Effective Leadership
- 32. Time Management: Analyzing Your Use of Time
- 33. Time Management: Avoiding Time Stealers
- 34. Time Management: Planning and Prioritizing Your Time
- 35. Training and Development
- 36. Using E-mail and Instant Messaging Effectively
- 37. Working with Difficult People: Dealing with Micromanagers
- 38. Working with Difficult People: How to Work with Aggressive People
- 39. Working with Difficult People: How to Work with Manipulative People
- 40. Working with Difficult People: How to Work with Negative People
- 41. Working with Difficult People: How to Work with Procrastinators
- 42. Working with Difficult People: How to Work with Self-serving People
- 43. Working with Difficult People: Identifying Difficult People
- 44. Workplace Conflict: Recognizing and Responding to Conflict
- 45. Workplace Conflict: Strategies for Resolving Conflicts





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