



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)

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



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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

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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 †



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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) †

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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 †



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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) †

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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?

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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

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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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