# **TRAINING COURSE CATALOG 2018**



### **Table of Contents**

-larassment	1
Compliance & Legal	2
Environment & Climate	
Norkplace Safety	
Human Resources	
Computer & IT	7
Customer Service	7
Professional Development	7

#### **Harassment**

#### **Diversity**

- · A Manager's Guide to Diversity, Inclusion, and Accommodation
- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Global Diversity
- · Maintaining a Cohesive Multigenerational Workforce
- Managing Multigenerational Employees
- Managing Workforce Generations: Working with a Multigenerational Team

#### Harassment

- · Bullying and Hazing on Campus
- Bullying and Violence in the Workplace
- · Conducting Investigations Based on Unfair Treatment or Harassment Claims
- Preventing Harassment in the Global Workplace Employee Edition
- Preventing Harassment in the Global Workplace Manager Edition
- Sexual Harassment Prevention for Employees (Also available in Spanish)
- Title IX for Higher Education
- Workplace Harassment Prevention for Employees version 2.0 (Title VII)
- Workplace Harassment Prevention for Managers Multi-State Edition, version 2.0 (Title VII)
- Workplace Harassment Prevention for Managers in California (AB1825/2053), Connecticut & Maine (Also available in Spanish)
- Workplace Harassment Prevention for Managers, State of New York ‡
- · Workplace Harassment Prevention for Employees, State of New York ‡



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† courses available only with Risk & Safety product

‡ availability based on contract

## **Compliance & Legal**

## **Employment Law**

- · EEO and Lawful Hiring
- Active HIPAA Privacy Rule for Covered Entities
- · HIPAA Security Rule for Business Associates
- HIPAA Security Rule for Covered Entities
- HIPAA Privacy Rule for Business Associates
- HIPAA for Non-Medical Employers
- HIPAA Privacy Essentials
- Privacy and Information Security
- Union Awareness
- Wage and Hour Awareness for Managers
- Wage and Hour for Employees
- Workplace Management: Employment Laws and Regulations

#### **Ethics**

- · Business Ethics
- Code of Conduct Awareness Higher Education Edition
- · Compliance Impact: Business Ethics-Adjusting the Figures
- Ethics at Work: Monitoring and Program Improvement
- Financial Integrity
- · Global Conflicts of Interest
- Integrity in the Workplace

#### **HR** Compliance

- · Campus Security Obligations Under Federal Law
- · FERPA for Higher Education
- Promoting a Substance-free Workplace
- Rightful Employment Termination

#### Leaves of Absence

• FMLA Leave and More: An Overview of Legally Protected Leave

## **Environment & Climate**

## **Environmental Compliance**

- · Asbestos †
- Environmental Regulations Overview †
- · Laboratory Safety †
- · Lead Awareness in Construction †
- · Lead Awareness in General Industry †
- Mold Awareness †

#### **Hazard Communications**

- · Crane Signaling and Communications †
- Decontamination (HAZWOPER) †
- · Emergency Response and Spill Control (HAZWOPER) †
- Fire and Explosion Hazards (HAZWOPER) †
- Globally Harmonized System of Classification and Labeling of Chemicals (GHS) †

2

- Hazard Communication (HAZWOPER) †
- Heat and Cold Exposure Management (HAZWOPER) †
- Site Safety and Health Plan Procedures (HAZWOPER) †
- Toxicology (HAZWOPER) †

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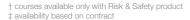
#### Hazardous Waste

- Biosafety Hazardous Waste Handling and Disposal †
- Hazardous Material Handling and Storage †
- Hazardous Materials in the Workplace †
- · Hazardous Waste Generator (RCRA) †
- Regulatory Overview (HAZWOPER) †
- Site Control (HAZWOPER) †
- Storm Water Pollution Prevention †
- Universal Waste Rule Training †
- · Waste Minimization and Pollution Prevention for Employees †

## **Workplace Safety**

## **OSHA & General Safety**

- · Accident Investigation and Reporting †
- · Aerial Work Platforms †
- · Behavior-based Safety for Supervisors †
- · Chemical Process Safety †
- · Chemical Process Safety Management †
- · Compressed Gas Safety †
- Contractor Safety †
- · Crane Signaling and Communications †
- · Electrical Safety †
- · Global Safety Principles: Indoor Hoisting and Rigging †
- · Hand and Power Tool Safety †
- · Hand and Power Tool Safety Impact: Pneumatic Tools †
- Hydrogen Sulfide †
- Introduction to Industrial Hygiene †
- Introduction to OSHA †
- Job Hazard Analysis †
- · Lead Awareness in General Industry †
- Machine Guarding †
- Mold Awareness †
- NFPA 1600 Disaster/Emergency Management †
- NFPA 70E Electrical Safety in the Workplace 2015 Edition †
- · Office Safety †
- OSHA 300 Recordkeeping †
- Regulatory Information †
- Rigging Equipment and Inspection †
- · Safety at Work: A Systematic Approach †
- Scaffolding and Ladder Safety †
- · Scissor Lifts †
- Spill Prevention and Control †
- · Spill Prevention, Control, and Countermeasure Plan †
- Trenching and Excavation Safety †
- · Warehouse Safety †
- · Welding, Cutting, and Brazing †
- Workplace Inspections †
- Workplace Safety Orientation †



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3



#### **OSHA 10-hour General Industry**

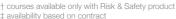
- Confined Spaces † (Also available in Spanish)
- Hazard Communication: An Employee's Right to Know † (Also available in Spanish)
- Safety Data Sheets † (Also available in Spanish)
- Slips, Trips and Falls † (Also available in Spanish)

#### Personal Protective Equipment

- · Hearing Conservation †
- Personal Protective Equipment (HAZWOPER) †
- PPE: Eye and Face Protection †
- PPE: Foot and Leg Protection †
- PPE: Hand Protection †
- PPE: Head Protection †
- PPE: Personal Protective Equipment † (Also available in Spanish)
- Respiratory Protection †
- Respiratory Protection Impact: Donning and Doffing †

#### Personal Safety

- Back Safety and Injury Prevention † (Also available in Spanish)
- Benzene Awareness †
- Bloodborne Pathogen Awareness † (Also available in Spanish)
- Cold Stress t
- Electrical Safety †
- Fall Protection † (Also available in Spanish)
- · Fire Safety and Prevention †
- · First Aid: Basic †
- · First Aid: Medical Emergencies †
- · Flammable Liquids †
- · Hazards to Outdoor Workers †
- Heat Stress Recognition and Prevention †
- Industrial Ergonomics †
- · Laboratory Safety †
- · Ladder Safety †
- · Office Ergonomics †
- Portable Fire Extinguishers †
- · Workplace Security Awareness †



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#### **Transportation**

- Accident Procedures Involving Large Vehicles †
- · Collision Avoidance †
- Defensive Driving † (Also available in Spanish)
- Defensive Driving Fundamentals † (Also available in Spanish)
- · Defensive Driving: Truck Safety †
- · Distracted Driving †
- DOT 1: Hazardous Materials Table †
- DOT 1: Introduction, Classification, and the Hazardous Materials Table †
- · DOT 2: Packaging, Labeling, Marking, and Placarding †
- DOT 3: Shipping Papers †
- DOT 4: Loading and Storage †
- · DOT: Air Brakes †
- DOT: Drug and Alcohol Awareness †
- · DOT: Hours of Service †
- · DOT: Inspections †
- DOT: Security for Shipment of Hazardous Materials †
- Emergency Situations While Driving †
- Ergonomics and Injury Prevention for Commercial Vehicle Operators †
- · Flagging Safety †
- Flatbed Cargo Securement †
- Forklift Operation 1: Safety Inspection and Maintenance †
- Forklift Operation 2: Stability and Capacity †
- · Forklift Operation 3: Load Handling †
- Forklift Operation 4: Traveling and Maneuvering †
- Forklift Safety Awareness †
- Hazardous Materials: Infectious Materials Transportation by Ground †
- Hazardous Weather Driving for Commercial Vehicle Operators †
- IATA 1: Hazard Class Identification/Classification †
- · IATA 2: Marking and Labeling †
- IATA 3: Packaging †
- IATA 4: Documentation †
- · IATA 5: Limitations and Shipment Review †
- IMDG 1: Introduction, General Provisions, and Classifications †
- IMDG 2: Dangerous Goods List, Special Provisions and Exceptions †
- IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation †
- IMDG 4: Loading, Unloading, and Offering Dangerous Goods †
- Loading Dock Safety †
- Negotiating Hazards for Commercial Vehicles
- Packaging Small Quantities †
- · Safe Vehicle Backing †
- Trailer Coupling and Uncoupling †
- Urban Driving †
- US Export Controls †



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5



#### Workplace Safety

- Active Shooter
- · Active Shooter: Preparation, Warning Signs and Survival
- Emergency and Disaster Preparedness (Also available in Spanish)
- Fall Protection (Also available in Spanish)
- · Lockout/Tagout
- Lockout/Tagout for Authorized Persons (Also available in Spanish)
- Workplace Safety Orientation (Also available in Spanish)

### **Human Resources**

#### Leadership

- · Achieve Your Objectives through Effective Delegation
- · Being an Effective Team Member
- · Building and Leading Teams
- · First Time Manager: Understanding a Manager's Role
- · Leadership Essentials: Motivating Employees
- · Leading Teams: Building Trust and Commitment
- · Leading Teams: Dealing with Conflict
- · Leading Teams: Developing the Team and its Culture
- · Leading Teams: Establishing Goals, Roles, and Guidelines
- · Leading Teams: Managing Virtual Teams
- · Leading Teams: Motivating and Optimizing Performance

#### **People Operations**

- A Manager's Guide to Discipline and Documentation
- · Compensation and Benefits: Managing Policies, Programs, and Activities
- · Management of People: Talent Acquisition and Retention
- Managing Special Leaves of Absence Situations
- · Retaining Your Talent Pool
- Rightful Employment Termination
- Strategies for Successful Employee Onboarding: Assessing Program Success
- · Strategies for Successful Employee Onboarding: Getting Started
- · The Benefits and Challenges of Engaging Employees
- · Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

#### Performance Management

- Human Resource Development: Performance Appraisal and Talent Management
- · Monitoring and Improving Performance
- Performance Appraisal Essentials: 360-degree Appraisals
- Performance Appraisal Essentials: Conducting Traditional Appraisals
- · Performance Appraisal Essentials: Planning for Appraisals
- Planning for Performance
- Strategies for Successful Employee Onboarding: An Introduction



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#### Wellness

- · Optimizing Your Work/Life Balance: Maintaining Your Life Balance
- Optimizing Your Work/Life Balance: Taking Control of Your Stress
- Pandemic Flu Awareness

## **Computer & IT**

#### Cybersecurity

- · Cybersecurity: Practical Steps to Avoid Risk
- IT Security for End Users: IT Security Fundamentals
- Preventing Identity Theft †

## **Customer Service**

- Creating and Sustaining a Customer-focused Organization
- Customer Advocacy: Communicating to Build Trusting Customer Relationships
- Customer-driven Process Improvement: Identifying Customer NeedsCustomer Service Confrontation and Conflict
- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Customer Service over the Phone
- Developing Your Customer Focus
- Essential Skills for Professional Telephone Calls
- Shaping the Direction of Customer Service in Your Organization
- The Angry Caller: What's Your Plan?

## **Professional Development**

### Meetings

- Dealing with Common Meeting Problems
- Managing Effective Business Meetings
- Preparing for Effective Business Meetings

#### Workplace Skills

- · Are You Listening to Your Customers?
- Basic Presentation Skills: Creating a Presentation
- Basic Presentation Skills: Delivering a Presentation
- Basic Presentation Skills: Planning a Presentation
- Business Writing: Editing and Proofreading
- Business Writing: How to Write Clearly and Concisely
- Business Writing: Know Your Readers and Your Purpose
- Communicating Across Cultures
- Communication Methods that Make Sense and Make Your Point
- Creating a Compelling Job Description
- Creating a Positive Attitude
- Emergency Response in the Workplace
- Essentials of Interviewing and Hiring: Conducting an Effective Interview
- Getting Results without Direct Authority: Persuasive Communication
- Handling Difficult Conversations Effectively
- Interpersonal Communication: Being Approachable
- Interpersonal Communication: Communicating Assertively
- Interpersonal Communication: Communicating with Confidence
- Interpersonal Communication: Listening Essentials
- Interpersonal Communication: Targeting Your Message

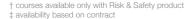
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- · Interviewing: Doing it Right
- · Listening Essentials: Improving Your Listening Skills
- Listening Essentials: The Basics of Listening
- Listening to Improve Conversation
- Management Essentials: Confronting Difficult Employee Behavior
- Management of People: Total Rewards
- Solving Problems: Framing the Problem
- Techniques for Communicating Effectively with Senior Executives
- Telecommuting Basics: Communication Strategies for the Remote Employee
- The Internet, Social Media, and Electronic Communication
- The Voice of Leadership: Effective Leadership
- Time Management: Analyzing Your Use of Time
- Time Management: Avoiding Time Stealers
- · Time Management: Planning and Prioritizing Your Time
- Training and Development
- · Using E-mail and Instant Messaging Effectively
- · Working with Difficult People: Dealing with Micromanagers
- · Working with Difficult People: How to Work with Aggressive People
- · Working with Difficult People: How to Work with Manipulative People
- Working with Difficult People: How to Work with Negative People
- Working with Difficult People: How to Work with Procrastinators
- Working with Difficult People: How to Work with Self-serving People
- · Working with Difficult People: Identifying Difficult People
- Workplace Conflict: Recognizing and Responding to Conflict
- · Workplace Conflict: Strategies for Resolving Conflicts



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8

