

## Active Shooter

- Active Shooter
- Active Shooter: Preparation, Warning Signs and Survival

## Customer Communications

- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Customer Service over the Phone
- Developing Your Customer Focus

## Customer Relationships

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

## Cybersecurity

- IT Security for End Users: IT Security Fundamentals
- Cybersecurity: Practical Steps to Avoid Risk

## Disciplinary Action

- A Manager's Guide to Discipline and Documentation
- Rightful Employment Termination

## Diversity

- A Manager's Guide to Diversity, Inclusion, and Accommodation
- Bullying and Violence in the Workplace
- 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

## 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
- Rightful Employment Termination
- Union Awareness
- Wage and Hour Awareness for Managers
- Wage and Hour for Employees
- Workplace Management: Employment Laws and Regulations

## Environmental Compliance

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

## 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

## Harassment

- Bullying and Hazing on Campus
- Bullying and Violence in the Workplace
- Conducting Investigations Based on Unfair Treatment or Harassment Claims
- Conocimiento sobre el acoso sexual de los empleados
- Preventing Harassment in the Global Workplace – Employee Edition
- Preventing Harassment in the Global Workplace – Manager Edition
- Sexual Harassment Prevention for Employees
- 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

## Hazard Communications

- Comunicación de peligros: el derecho a saber del empleado
- 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)
- Hazard Communication (HAZWOPER)
- Hazard Communication: An Employee's Right to Know
- Heat and Cold Exposure Management (HAZWOPER)
- Personal Protective Equipment (HAZWOPER)
- Regulatory Overview (HAZWOPER)
- Safety Data Sheets
- Site Control (HAZWOPER)
- Site Safety and Health Plan Procedures (HAZWOPER)
- Toxicology (HAZWOPER)

## Hazardous Waste

- Biosafety Hazardous Waste Handling and Disposal
- Hazardous Material Handling and Storage
- 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

## HR Compliance

- Campus Security Obligations Under Federal Law
- FERPA for Higher Education
- Promoting a Substance-free Workplace
- Rightful Employment Termination
- Wage and Hour Awareness for Managers
- Workplace Management: Employment Laws and Regulations

## Leadership

- A Manager's Guide to Discipline and Documentation
- Achieve Your Objectives through Effective Delegation
- Being an Effective Team Member
- Building and Leading Teams
- EEO and Lawful Hiring
- 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
- Management of People: Talent Acquisition and Retention
- Retaining Your Talent Pool
- Strategies for Successful Employee Onboarding: Assessing Program Success
- Strategies for Successful Employee Onboarding: Getting Started
- Telecommuting Basics: Communication Strategies for the Remote Employee
- The Benefits and Challenges of Engaging Employees
- Wage and Hour Awareness for Managers
- Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

## Leaves of Absence

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

## Meetings

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

## OSHA & General Safety

- Accident Investigation and Reporting
- Aerial Work Platforms
- Behavior-based Safety for Supervisors
- Benzene Awareness
- Bloodborne Pathogen Awareness
- Bloqueo/etiquetado por personas autorizadas
- Chemical Process Safety
- Chemical Process Safety Management
- Cold Stress
- Compressed Gas Safety
- Comunicación de peligros: el derecho a saber del empleado
- Confined Spaces
- Consciencia sobre patógenos hemotransmitidos
- Contractor Safety
- Crane Signaling and Communications
- Electrical Safety
- Emergency and Disaster Preparedness
- Escorregões, tropeços e quedas
- Espacios confinados
- Fall Protection
- Fire Safety and Prevention
- Flammable Liquids
- Forklift Safety Awareness
- Global Safety Principles: Indoor Hoisting and Rigging
- Globally Harmonized System of Classification and Labeling of Chemicals (GHS)
- Hand and Power Tool Safety
- Hand and Power Tool Safety Impact: Pneumatic Tools
- Hazard Communication (HAZWOPER)
- Hazard Communication: An Employee's Right to Know
- Hazardous Material Handling and Storage
- Hazardous Materials in the Workplace
- Hazards to Outdoor Workers
- Heat Stress Recognition and Prevention
- Hojas de datos de seguridad
- Hydrogen Sulfide
- Introduction to Industrial Hygiene
- Introduction to OSHA
- Job Hazard Analysis
- Laboratory Safety
- Ladder Safety
- Lead Awareness in General Industry
- Lockout/Tagout
- Lockout/Tagout for Authorized Persons
- Machine Guarding
- Mold Awareness
- NFPA 1600 Disaster/Emergency Management
- NFPA 70E Electrical Safety in the Workplace 2015 Edition
- Office Safety
- Orientación para la seguridad en el lugar de trabajo
- OSHA 300 Recordkeeping
- PPE: Personal Protective Equipment
- Preparación para emergencias y desastres
- Protección contra caídas
- Regulatory Information
- Rigging Equipment and Inspection
- Safety at Work: A Systematic Approach
- Safety Data Sheets
- Scaffolding and Ladder Safety
- Scissor Lifts
- Slips, Trips, and Falls
- Spill Prevention and Control
- Spill Prevention, Control, and Countermeasure Plan
- Storm Water Pollution Prevention
- Trenching and Excavation Safety
- Warehouse Safety
- Welding, Cutting, and Brazing
- Workplace Inspections
- Workplace Safety Orientation

## People Operations

- Compensation and Benefits: Managing Policies, Programs, and Activities
- Managing Special Leaves of Absence Situations

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

## Personal Protective Equipment

- EPP: equipo de protección personal
- 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
- Respiratory Protection
- Respiratory Protection Impact: Donning and Doffing

## Personal Safety

- Back Safety and Injury Prevention
- Benzene Awareness
- Bloodborne Pathogen Awareness
- Cold Stress
- Consciencia sobre patógenos hemototransmitidos
- Electrical Safety
- Fall Protection
- 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
- Preventing Identity Theft
- Protección contra caídas
- Protección de la espalda y prevención de lesiones
- Workplace Security Awareness

## Transportation

- Accident Procedures Involving Large Vehicles
- Collision Avoidance
- Conducción defensiva
- Defensive Driving
- Defensive Driving Fundamentals
- 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
- Packaging Small Quantities
- Principios fundamentales sobre conducción defensiva
- Safe Vehicle Backing
- Trailer Coupling and Uncoupling
- Urban Driving
- US Export Controls

## Wellness

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

## 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
- 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
- Communication Strategies
- 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
- Waste Minimization and Pollution Prevention for Employees
- 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

## Driving

- Defensive Driving
- Defensive Driving Fundamentals
- Hazard Communication: An Employee's Right to Know

- Conduccion defensiva
- Principios fundamentales sobre conduccion defensiva
- Comunicacion de peligros: el derecho a saber del empleado

## Harassment

- Preventing Harassment in the Global Workplace–Employee Edition
- Workplace Harassment Prevention for Managers in California (AB1825/2053), Connecticut & Maine

- Conocimiento sobre el acoso sexual de los empleados
- Prevención del acoso en el lugar de trabajo para gerentes en California (AB1825 / 2053), Connecticut y Maine

## OSHA 10-hour General Industry

- Confined Spaces
- Hazard Communication: An Employee's Right to Know
- Safety Data Sheets
- Slips, Trips and Falls

- Espacios confinados
- Comunicación de peligros: el derecho a saber del empleado
- Hojas de datos de seguridad
- Escorregones, tropecos e quedas

## Personal Protective Equipment

- PPE: Personal Protective Equipment

- EPP: equipo de proteccion personal

## Personal Safety

- Back Safety and Injury Prevention
- Bloodborne Pathogen Awareness

- Protección de la espalda y prevención de lesiones
- Consciencia sobre patógenos hemototransmitido

## Workplace Safety

- Emergency and Disaster Preparedness
- Fall Protection
- Lockout/Tagout for Authorized Persons
- Workplace Safety Orientation
- Preparación para emergencias y desastres
- Protección contra caídas
- Bloqueo/etiquetado por personas autorizadas
- Orientacion para la seguridad en el lugar de trabajo

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