

Customer Communication

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

Customer Relationships

- › The Angry Caller: What's Your Plan?
- › 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

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
- › Managing Workforce Generations: Working with a Multigenerational Team

Employment Law

- › EEO and Lawful Hiring
- › HIPAA Privacy Essentials
- › HIPAA–Privacy Rule for Business Associates
- › HIPAA–Privacy Rule for Covered Entities
- › HIPAA–Security Rule for Business Associates
- › HIPAA–Security Rule for Covered Entities
- › HIPAA for Non-Medical Employers
- › 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
- › Preventing Harassment in the Global Workplace–Employee Edition
- › Preventing Harassment in the Global Workplace–Employee Edition (Spanish)
- › Preventing Harassment in the Global Workplace–Manager Edition
- › Sexual Harassment Prevention for Employees
- › Sexual Harassment Prevention for Managers and Supervisors–California AB 1825/2053
- › 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)

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)
- › Hazard Communication (HAZWOPER)
- › Hazard Communication: An Employee's Right to Know
- › Hazard Communication: An Employee's Right to Know (Spanish)
- › Heat and Cold Exposure Management (HAZWOPER)
- › Personal Protective Equipment (HAZWOPER)
- › Regulatory Overview (HAZWOPER)
- › Safety Data Sheets
- › Site Safety and Health Plan Procedures (HAZWOPER)
- › Site Control (HAZWOPER)
- › Toxicology (HAZWOPER)

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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 and Prevention
- › Universal Waste Rule Training
- › Waste Minimization and Pollution Prevention for Employees

HR Compliance

- › A Manager's Guide to Diversity, Inclusion, and Accommodation
- › 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
- › The Benefits and Challenges of Engaging Employees
- › 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
- › 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

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LEARN COURSE CATALOG

OSHA & General Safety

- › Accident Investigation and Reporting
- › Aerial Work Platforms
- › Benzene Awareness
- › Behavior-based Safety for Supervisors
- › Bloodborne Pathogen Awareness
- › Bloodborne Pathogen Awareness (Spanish)
- › Chemical Process Safety
- › Chemical Process Safety Management
- › Cold Stress
- › Compressed Gas Safety
- › Confined Spaces
- › Confined Spaces (Spanish)
- › Contractor Safety
- › Crane Signaling and Communications
- › Electrical Safety
- › Emergency and Disaster Preparedness
- › Emergency and Disaster Preparedness (Spanish)
- › Fall Protection
- › Fall Protection (Spanish)
- › 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
- › Hazard Communication: An Employee's Right to Know (Spanish)
- › Hazardous Material Handling and Storage
- › Hazardous Materials in the Workplace
- › Hazards to Outdoor Workers
- › Heat Stress Recognition and Prevention
- › 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
- › Lockout/Tagout for Authorized Persons (Spanish)
- › Machine Guarding
- › Mold Awareness
- › NFPA 1600 Disaster/Emergency Management
- › NFPA 70E Electrical Safety in the Workplace 2015 Edition
- › Office Safety
- › OSHA 300 Recordkeeping
- › PPE: Personal Protective Equipment
- › Regulatory Information
- › Rigging Equipment and Inspection
- › Safety at Work: A Systematic Approach
- › Safety Data Sheets
- › Safety Data Sheets (Spanish)
- › Scaffolding and Ladder Safety
- › Scissor Lifts
- › Slips, Trips, and Falls
- › Slips, Trips, and Falls (Spanish)
- › 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
- › Workplace Safety Orientation (Spanish)

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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

- › 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
- › PPE: Personal Protective Equipment (Spanish)
- › Respiratory Protection
- › Respiratory Protection Impact: Donning and Doffing

Personal Safety

- › Back Safety and Injury Prevention
- › Back Safety and Injury Prevention (Spanish)
- › Benzene Awareness
- › Bloodborne Pathogen Awareness
- › Bloodborne Pathogen Awareness (Spanish)
- › Cold Stress
- › Electrical Safety
- › Fall Protection
- › Fall Protection (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
- › Preventing Identity Theft
- › Workplace Security Awareness

Transportation

- › Accident Procedures Involving Large Vehicles
- › Collision Avoidance
- › Defensive Driving
- › Defensive Driving (Spanish)
- › Defensive Driving Fundamentals
- › Defensive Driving Fundamentals (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

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
- › The Internet, Social Media, and Electronic Communication
- › 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 Remote Employees
- › 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
- › The Voice of Leadership: Effective Leadership Communication Strategies
- › 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

LEARN COURSE CATALOG

ENGLISH COURSE NAME

SPANISH COURSE NAME

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

- › Conocimiento sobre el acoso sexual de los empleados

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 patogenos hemototransmitidos

Workplace Safety

- › Emergency and Disaster Preparedness
- › Fall Protection
- › Lockout/Tagout for Authorized Persons
- › Workplace Safety Orientation

- › Preparación para emergencias y desastres
- › Protección contra cai-das
- › Bloqueo/etiquetado por personas autorizadas
- › Orientacion para la seguridad en el lugar de trabajo

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