# Workforce

## All-Access libraries

# Content

# Business Skills

## About

These information-packed courses on writing reports and e-mails, leading meetings, improving listening skills, handling tough conversations, communicating through social media, taking customer calls, and much more can help your team members up their communication game in no time.
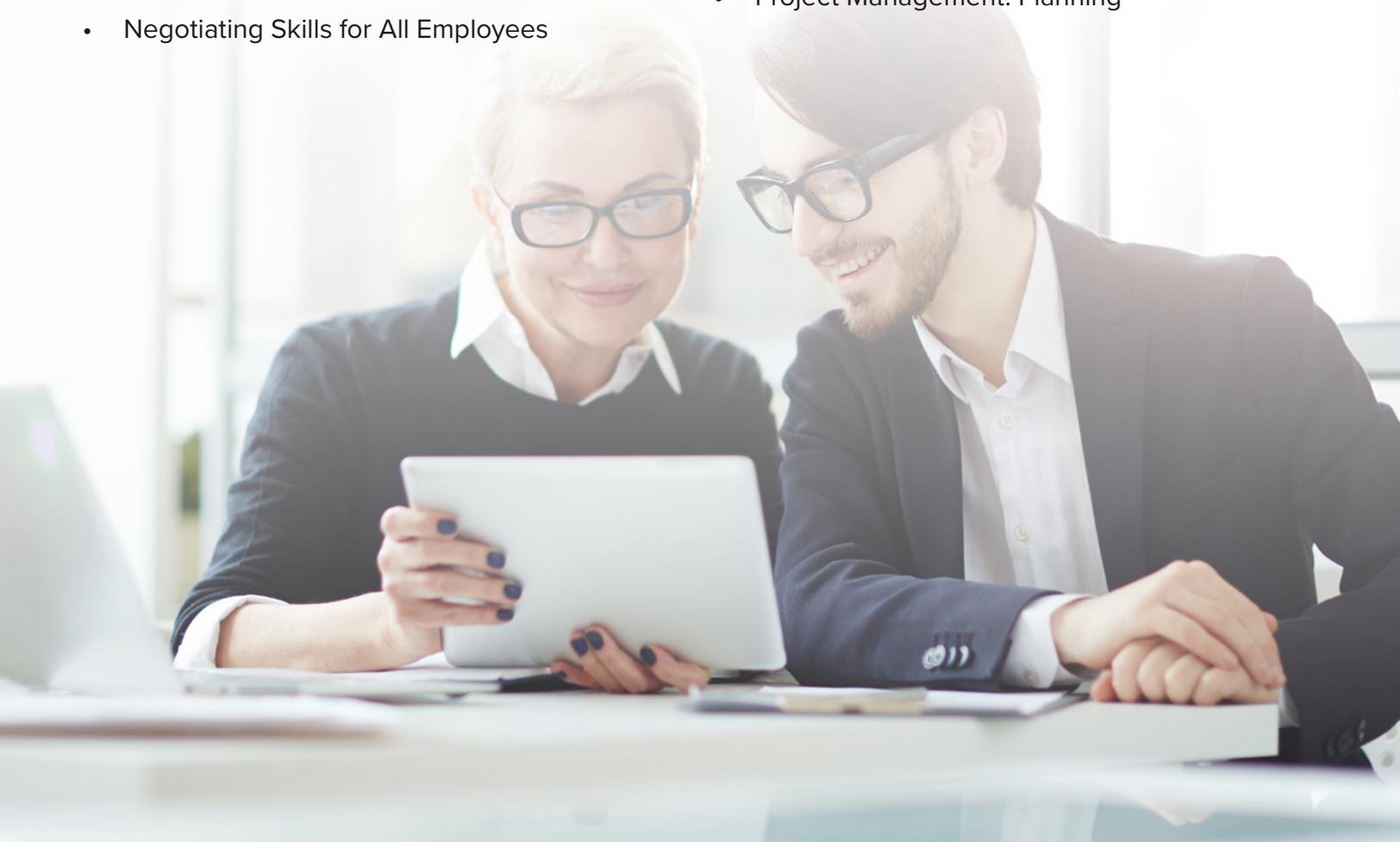
## Libraries

- Communicating Effectively at Work (16 courses)
- Cyber Security (12 courses)
- Leadership for Employees (23 courses)
- Leadership for Managers and Supervisors (32 courses)
- Project Management for Business (25 courses)
- Wellness (19 courses)

# Business Skills courses

- A Manager's Role in Wellness
- Adaptability and Resilience
- All About Nutrition
- Avoiding Back Injuries
- Avoiding Corruption, Including Bribery, Insider Trading, and Embezzlement
- Balancing Work and Home
- Building a Learning Culture
- Building Organizational Culture
- Business Ethics for Employees: Refresher
- Business Ethics: What Employees Need to Know
- Business Ethics: What Employees Need to Know (Spanish)
- Business Writing for Supervisors and Managers
- Business Writing Skills for Employees
- Change Management for Supervisors
- Change: What Employees Need to Know
- Coaching for Superior Employee Performance: Techniques for Supervisors
- Collaboration in the Workplace
- Communicating Effectively in Emergencies
- Communicating in a Global Workplace
- Communicating Through Social Media
- Communicating Up: How to Talk to High-Level Management
- Communication Between All Ages in the Workplace
- Communication Skills for Employees
- Conflict of Interest in the Workplace
- Conflict Resolution for Employees
- Conflict Resolution for Supervisors
- Creating a Successful Wellness Program: A Guide for Managers

- Critical Thinking for Employees
- Cross-Cultural Competency in the Workplace
- Cyber Security for Remote Workers
- Cyber Security Module 1: What is Cyber Security?
- Cyber Security Module 2: Types of Cyber Threats
- Cyber Security Module 3: Anatomy of a URL: How to Identify Web Links
- Cyber Security Module 4: Email Security: Recognizing a Cyber Attack
- Cyber Security Module 5: Safe Web Browsing: Identifying Malicious Webpages
- Cyber Security Module 6: Creating and Using Passwords
- Cyber Security Module 7: Protecting and Securing Your Data
- Cyber Security Module 8: Mobile Device Best Practices
- Data Protection Essentials
- Delegation
- Delegation for Project Management
- Driver Wellness (INT)
- E-Mail Best Practices for All Employees
- Effective Decision-Making Strategies for Employees
- Effective Meetings for Employees
- Effective Meetings: How-to for Supervisors
- Emotional Intelligence
- Employee Engagement
- Encouraging Employee Input
- Financial Wellness
- Fitness for Everyone
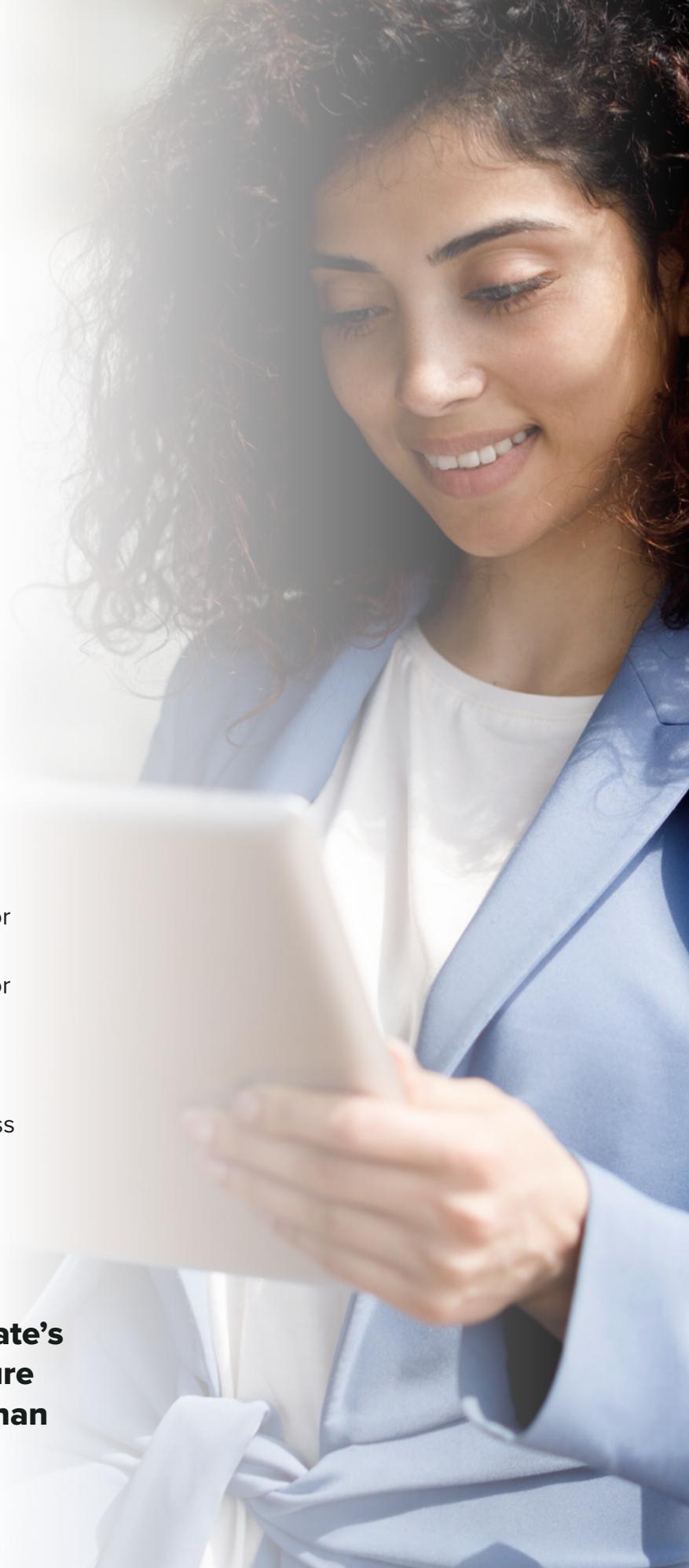- Giving and Receiving Feedback

- Handling Employee Complaints
- Healthy Aging
- Heart Health
- How to Manage Challenging Employees
- How to Manage Time Wisely: A Guide for Employees
- Information Security and Cyber Risk Awareness
- Keeping Yourself and Your Family Healthy
- Leadership Skills: What New Supervisors and Managers Need to Know
- Leading Innovative Teams
- Leading Without Authority
- Lean Project Management
- Mastering Your Presentation Skills: How to Speak in Front of People
- Motivating Employees: Tips and Tactics for Supervisors
- Negotiating Skills for All Employees

- Negotiation Skills for Supervisors
- New Supervisors' Guide to Effective Supervision
- Office Ergonomics
- Office Ergonomics (Spanish)
- Organizational Business Practices: CSR and ESG for Leaders
- Organizing and Planning for Success: What Employees Need to Know
- Performance Goals: How Goals Help Supervisors Manage Employees More Effectively
- Planning and Organizing Skills for Supervisors
- Power Dynamics in the Workplace
- Problem Solving for Employees
- Problem Solving for Supervisors
- Professional Behavior: What Supervisors Need to Know
- Professional Workplace Conduct for Employees
- Project Management: Planning

- Project Management: Stakeholders
- Project Management: The Beginning
- Project Management: Troubleshooting
- Project Planning: Budgeting
- Project Quality Management
- Project Risk Management
- Protecting Intellectual Property
- Recognizing and Avoiding Favoritism
- Self-Leadership and Accountability
- Stress Management
- Substance Abuse in the Workplace: What Employees Need to Know
- Supervising Special Groups
- Teambuilding for Employees
- Telephone Etiquette
- The Art of Listening for Enhanced Communication
- Time Management for Supervisors
- Top-Down Communication for Supervisors
- Training the Trainer: Effective Techniques for Dynamic Training
- Training the Trainer: Effective Techniques for Dynamic Training (Spanish)
- Understanding California Privacy Requirements Under the CCPA and CPRA
- Virtual Meetings: Etiquette and Effectiveness
- Wellness and You
- What You Need to Know About Headaches
- Workplace Ethics for Supervisors

**91% of managers** said a candidate's fit with the organizational culture is equal to or more important than their skills and experience.

- Robert Half

# Environmental Health and Safety

## About

These courses offer a comprehensive selection of safety and environmental compliance courses designed to meet OSHA standards and keep your workplace safe and compliant. These courses provide essential knowledge on hazard identification, regulatory updates, and best practices, empowering employees to maintain a safe working environment while ensuring adherence to all relevant safety and environmental regulations.

## Libraries

- Construction Safety (39 courses)
- Environmental Compliance (33 courses)
- HAZWOPER (19 courses)
- Laboratory Safety (17 courses)
- Pandemic Preparedness (11 courses)
- Safety Culture (8 courses)
- SPCC (5 courses)
- Transportation Safety (24 courses)
- Workplace Safety (122 courses)
- Workplace Safety CA (114 courses)
- Workplace Safety Refresher (14 courses)

## All-Access

- EHS All-Access (245 courses)
- EHS All-Access (Spanish) (89 courses)

# Environmental Health and Safety courses

- Accident Investigation
- Accident Investigation in California
- Active Shooter On-Site: What Every Employee Should Do
- Acute Respiratory Illness Pandemics: Prevention and Response
- Aerial Lift Safety
- Arc Flash Safety: Unqualified Person
- Asbestos Awareness
- Avoiding Back Injuries
- Avoiding Back Injuries (Refresher)
- Avoiding Exposure to Bloodborne Pathogens
- Avoiding Exposure to Bloodborne Pathogens (Refresher)
- Avoiding Exposure to Bloodborne Pathogens in California
- Avoiding Injuries in the Line of Fire
- Basic First Aid for Medical Emergencies
- Basic First Aid for Medical Emergencies (Refresher)
- Battery Safety
- Biosafety in the Laboratory
- Blasting and Explosives Safety
- Bloodborne Pathogens: Healthcare Workers
- California Guide to Working in Hot Outdoor Environments
- California Guide to Working in Hot Indoor Conditions
- California Hazard Communication
- Chain Saw Safety for Construction Workers
- Chemical Hygiene Plan
- Class C UST Operator Training for Gas Station Attendants

- CMV Accident Procedures
- Commercial Motor Vehicle Inspections
- Communicating in a Global Workplace
- Communicating Up: How to Talk to High-Level Management
- Communication Between All Ages in the Workplace
- Compressed Gas Cylinder Safety
- Compressed Gas Cylinders in the Laboratory
- Conflict Resolution for Employees
- Conflict Resolution for Supervisors
- Contractor Safety
- Contributing to a Culture of Safety
- Crane Rigging
- Crane Rigging in Construction
- Creating a Psychologically Safe Workplace
- Defensive Driving for Noncommercial Motorists
- Defensive Driving: Commercial Motor Vehicles
- Delegation for Project Management
- Dipping, Coating, and Cleaning Operations
- Disaster Planning: What Employees Need to Know
- Disaster Planning: What Supervisors Need to Know
- DOT Alcohol and Drug Training for Supervisors
- Driver Qualifications (INT)
- Driver Wellness (INT)
- Drug and Alcohol Testing: What Supervisors Need to Know
- Earthquake Preparedness
- Effective Decision-Making Strategies for Employees

- Effective Meetings: How-to for Supervisors
- Effective Safety Communication
- Electrical Safety for Unqualified Construction Workers
- Electrical Safety for Unqualified Workers in California
- Electrical Safety for Unqualified Workers: Refresher
- Electrical Safety: Unqualified Person
- Emergency Action and Fire Prevention
- Emergency Preparedness for Healthcare Workers
- Encouraging Employee Input
- EPA Inspections
- Ergonomics and Other Wellness Tips for Remote Workers
- Ergonomics for Healthcare Workers
- Ergonomics for the Laboratory
- Ergonomics: Industrial
- Excavation Safety for Construction Workers
- Exit Routes: Supervisors
- Extreme Weather Driving for All Drivers
- Eye Protection
- Fall Protection in Construction
- Final-Mile Delivery Safety
- Fire Extinguishers Safe Use and Handling
- Fire Extinguishers Safe Use and Handling (Refresher)
- Fleet Safety: Tips and Considerations
- Forklifts and Pedestrian Safety
- Gas Safety for Construction Workers
- Good Housekeeping
- Grounds Maintenance Safety
- Handling Medical Waste
- Hazard Communication and GHS: What Employees Need to Know

- Hazard Communication and GHS: What Employees Need to Know (Refresher)
- Hazard Communication and GHS: What Supervisors Need to Know
- Hazard Communication for Healthcare Workers
- Hazardous Materials Spill Cleanup
- Hazardous Materials Transportation
- Hazardous Waste Container Management
- Hazardous Waste Emergency Response: Generators and TSDFs
- Hazardous Waste Facility Operation and Maintenance
- Hazardous Waste Introductory Training
- Hazardous Waste Manifests
- Hazardous Waste Recordkeeping Requirements for Generators
- Hazardous Waste Safety in the Laboratory
- Hazardous Waste: Health Effects
- Hazmat Transportation: Hazardous Materials Table
- Hazmat Transportation: Packaging Safety
- Hazmat Transportation: Security Awareness
- Hazmat Transportation: Security Plans
- HAZWOPER: Donning, Doffing, and Decontamination
- HAZWOPER: Facility Operations
- HAZWOPER: First Responder Awareness Level
- HAZWOPER: Medical Surveillance
- HAZWOPER: On-Site Safety Considerations
- HAZWOPER: PPE for Emergency Response
- Hexavalent Chromium Safety: General Industry
- HIPAA Privacy Rule: What Healthcare Workers Need to Know
- Home Safety
- Hotel Housekeeping in California: How to Prevent Musculoskeletal Injuries

## Motor vehicle crashes are the #1 cause of workplace death.
- National Safety Council

- Hours-of-Service Rules
- How to Lift and Transfer Patients Safely
- How to Manage Time Wisely: A Guide for Employees
- How to Prevent Slips, Trips, and Falls for Healthcare Workers
- How to Prevent Workplace Violence: A Guide for Healthcare Workers
- How to Properly Inspect Oil Tanks
- Human Trafficking: Awareness and Response
- Hydrogen Sulfide Safety

- Identifying Hazardous Materials
- Industrial Ergonomics in California
- Infectious Materials Transportation
- Introduction to Industrial Hygiene
- Introduction to OSHA and the General Duty Clause
- Introduction to Rough Terrain Forklift Safety
- Job Hazard Analysis
- Laboratory Hazard Identification
- Laboratory PPE
- Laboratory Recordkeeping for Supervisors

- Laboratory Security
- Ladder Safety
- Ladder Safety (Refresher)
- Laser Safety in the Laboratory
- Lead Safety in Construction
- Lead Safety: General Industry
- Lean Project Management
- Lockout/Tagout for Affected Employees: Refresher
- Lockout/Tagout for Authorized Employees: Refresher
- Lockout/Tagout: Affected Employees
- Lockout/Tagout: Authorized Employee
- Machine Guarding
- Metalworking Fluids
- Mold Hazards and Prevention
- Motivating Employees: Tips and Tactics for Supervisors
- Negotiation Skills for Supervisors
- New Employee Safety Orientation
- New Employee Safety Orientation (Refresher)
- Noise and Hearing Conservation
- Office Ergonomics
- Organizational Justice and Safety Culture
- Organizing and Planning for Success: What Employees Need to Know
- OSHA Inspections, Citations, and Penalties
- Permit-Required Confined Space Rescue for Supervisors
- Permit-Required Confined Spaces in Construction: Attendant
- Permit-Required Confined Spaces in Construction: Authorized Entrant
- Permit-Required Confined Spaces: Attendant
- Permit-Required Confined Spaces: Entrant
- Personal Fall Protection Systems in General

- Industry: What Employees in California Need to Know
- Personal Fall Protection Systems in General Industry: What Employees Need to Know
- Personal Protective Equipment: Healthcare Workers
- Personal Protective Equipment: What Employees Need to Know
- Personal Protective Equipment: What Employees Need to Know (Refresher)
- Planning and Organizing Skills for Supervisors
- Portable Power Tool Safety
- Powered Platform Safety
- PPE: Foot Protection
- PPE: Hand Protection
- Preparing for Weather Emergencies
- Preventing Slips, Trips, and Falls at Industrial Sites: A Guide for Employees
- Preventing Slips, Trips, and Falls in California: A Guide for Employees
- Preventing Slips, Trips, and Falls: A Guide for Employees
- Preventing Slips, Trips, and Falls: A Guide for Employees (Refresher)
- Preventing Wildfire Smoke Exposure in California
- Preventing Workplace Violence: What Employees Need to Know (Refresher)
- Preventing Workplace Violence: What Employees Need to Know
- Problem Solving for Employees
- Problem Solving for Supervisors
- Process Safety Management
- Process Safety Management in California
- Project Management: Planning
- Project Management: Stakeholders
- Project Management: The Beginning
- Project Management: Troubleshooting
- Project Planning: Budgeting
- Project Quality Management
- Project Risk Management
- Radiation Safety in the Laboratory
- Reactive Chemicals
- Reasonable Suspicion and Responding to Substance Abuse for Supervisors
- Recordkeeping: Injury and Illness
- Refueling Equipment
- Respirable Crystalline Silica in Construction: Preventing Exposure
- Respiratory Protection
- Respiratory Protection for Healthcare Workers
- Respiratory Protection: How to Conduct Fit Tests
- Risk Management: Program 2 Prevention Program
- Risk Management: Program 3 Prevention Program
- Safe Chemical Handling
- Safe Driving Techniques for CMVs
- Safe Driving: Backing Up
- Safe Driving: Preventing Rear-End Collisions
- Safe Forklift Operation
- Safe Forklift Operation in California
- Safety as a Right and a Responsibility
- Safety Leadership
- Saving Energy at Work and Beyond
- Scaffolds in Construction
- Scissor Lifts: Operator Safety
- Shiftwork Safety
- Silica Dust in General Industry: Preventing Exposure
- Slips, Trips, and Falls: What Supervisors Need to Know

- Snow and Ice Removal Safety
- SPCC and FRPs
- SPCC: What to Expect from an EPA Inspection
- Spill Prevention, Control, and Countermeasure Plan (SPCC Plan)
- Stormwater Pollution Prevention Plan (SWPPP)
- Stress Management
- Teambuilding for Employees
- The Dangers of Distracted Driving: A Guide for CMVs
- The Paperless Office: Conservation for Employees
- Time Management for Supervisors
- Training the Trainer: Effective Techniques for Dynamic Training
- Trenching: Competent Person
- Underground Construction Safety
- Understanding Chemical Labels Under GHS
- Understanding the Safety Data Sheet (SDS)
- Universal Wastes: Large and Small Quantity Handlers
- Warehouse Safety
- Water Conservation: Making Every Drop Count
- Welding and Cutting Safety (INT)
- Welding and Cutting Safety for Construction Workers
- What Is Safety Culture?
- Whistleblower Protections
- Working in Cold Conditions
- Working in Hot Conditions
- Working Safely Around Heavy Equipment
- Working Safely Near Power Lines
- Working Safely Outdoors
- Working Safely with Benzene
- Working Safely with Corrosives
- Working Safely with Flammable Liquids

- Working Safely with Formaldehyde
- Working Safely with Solvents
- Working with Flammables and Reactives in the Laboratory
- Workplace Safety for Employees
- Workplace Safety for Employees: Refresher
- Workplace Violence Prevention for Health Care in California: What Employees Need to Know
- Workplace Violence Prevention in California
- Workplace Violence Prevention in New York: Retail Workers

# Environmental Health and Safety - Spanish

- Accident Investigation (Spanish)
- Active Shooter On-Site: What Every Employee Should Do (Spanish)
- Acute Respiratory Illness Pandemic Training for Healthcare Workers (Spanish)
- Acute Respiratory Illness Pandemics: Prevention and Response (Spanish)
- Aerial Lift Safety (Spanish)
- Arc Flash Safety: Unqualified Person (Spanish)
- Asbestos Awareness (Spanish)
- Avoiding Back Injuries (Spanish)
- Avoiding Exposure to Bloodborne Pathogens (Spanish)
- Basic First Aid for Medical Emergencies (Spanish)
- Battery Safety (Spanish)
- Blasting and Explosives Safety (Spanish)
- Chain Saw Safety for Construction Workers (Spanish)
- Compressed Gas Cylinder Safety (Spanish)
- Contractor Safety (Spanish)
- Crane Rigging in Construction (Spanish)
- Defensive Driving for Noncommercial Motorists (Spanish)
- Defensive Driving: Commercial Motor Vehicles (Spanish)
- Dipping, Coating, and Cleaning Operations (Spanish)
- Disaster Planning: What Employees Need to Know (Spanish)
- Electrical Safety for Unqualified Construction Workers (Spanish)
- Electrical Safety: Unqualified Person (Spanish)

- Emergency Action and Fire Prevention (Spanish)
- Ergonomics: Industrial (Spanish)
- Excavation Safety for Construction Workers (Spanish)
- Extreme Weather Driving for All Drivers (Spanish)
- Eye Protection (Spanish)
- Fall Protection in Construction (Spanish)
- Fire Extinguishers Safe Use and Handling (Spanish)
- Forklifts and Pedestrian Safety (Spanish)
- Gas Safety for Construction Workers (Spanish)
- Good Housekeeping (Spanish)
- Hazard Communication and GHS: What Employees Need to Know (Spanish)
- Hazmat Transportation: Security Awareness (Spanish)
- Housekeeper Safety (Spanish)
- Identifying Hazardous Materials (Spanish)
- Introduction to Rough Terrain Forklift Safety (Spanish)
- Job Hazard Analysis (Spanish)
- Kitchen Safety (Spanish)
- Ladder Safety (Spanish)
- Laundry Safety (Spanish)
- Lead Safety in Construction (Spanish)
- Lockout/Tagout: Affected Employees (Spanish)
- Lockout/Tagout: Authorized Employee (Spanish)
- Machine Guarding (Spanish)
- New Employee Safety Orientation (Spanish)

- Noise and Hearing Conservation (Spanish)
- Office Ergonomics (Spanish)
- Permit-Required Confined Space Rescue for Supervisors (Spanish)
- Permit-Required Confined Spaces: Attendant (Spanish)
- Permit-Required Confined Spaces: Entrant (Spanish)
- Personal Fall Protection Systems in General Industry: What Employees Need to Know (Spanish)
- Personal Protective Equipment: What Employees Need to Know (Spanish)
- Portable Power Tool Safety (Spanish)
- Powered Platform Safety (Spanish)
- PPE: Foot Protection (Spanish)
- PPE: Hand Protection (Spanish)
- Preparing for Weather Emergencies (Spanish)
- Preventing Food Contamination (Spanish)
- Preventing Slips, Trips, and Falls at Industrial Sites: A Guide for Employees (Spanish)
- Preventing Slips, Trips, and Falls: A Guide for Employees (Spanish)
- Process Safety Management (Spanish)
- Recordkeeping: Injury and Illness (Spanish)
- Refueling Equipment (Spanish)
- Respirable Crystalline Silica in Construction: Preventing Exposure (Spanish)
- Respiratory Protection (Spanish)
- Safe Chemical Handling (Spanish)
- Safe Driving: Backing Up (Spanish)
- Safe Driving: Preventing Rear-End Collisions (Spanish)
- Safe Driving Techniques for CMVs (Spanish)
- Safe Forklift Operation (Spanish)
- Scaffolds in Construction (Spanish)
- Scissor Lifts: Operator Safety (Spanish)

- Silica Dust in General Industry: Preventing Exposure (Spanish)
- Training the Trainer: Effective Techniques for Dynamic Training (Spanish)
- Trenching: Competent Person (Spanish)
- Underground Construction Safety (Spanish)
- Understanding Chemical Labels Under GHS (Spanish)
- Understanding the Safety Data Sheet (SDS) (Spanish)
- Warehouse Safety (Spanish)
- Welding and Cutting Safety for Construction Workers (Spanish)
- Working in Cold Conditions (Spanish)
- Working in Hot Conditions (Spanish)
- Working Safely Around Heavy Equipment (Spanish)
- Working Safely Near Power Lines (Spanish)
- Working Safely Outdoors (Spanish)
- Working Safely with Flammable Liquids (Spanish)
- Workplace Safety for Employees (Spanish)
- Workplace Security for Employees (Spanish)

# Healthcare

## About

From healthcare worker safety to HR's role in healthcare, our libraries are full of timely training topics designed to save you time and money so you can focus on what matters most.

## Libraries

- Active Shooter for Healthcare Environments (1 course)
- Coronavirus Prevention & Response for HCW (2 courses)
- Diversity and Unconscious Bias for the HC industry (3 courses)
- HR for Healthcare (13 courses)
- Pandemic Preparedness for HCW (9 courses)
- Safety for Healthcare Workers (19 courses)

# Healthcare courses

- Active Shooter for Healthcare Environments
- Acute Respiratory Illness Pandemic Training for Healthcare Workers
- Acute Respiratory Illness Pandemic Training for Healthcare Workers (Spanish)
- Bloodborne Pathogens: Healthcare Workers
- Compensation and Benefits in the Healthcare Industry
- Diversity for All Employees for Healthcare
- Electrical Safety: Unqualified Person
- Emergency Preparedness for Healthcare Workers
- Employee Retention and Morale for Healthcare Administrators
- Employee Training for the Healthcare Industry
- Ergonomics for Healthcare Workers
- Handling Claims in a Healthcare Setting
- Handling Medical Waste
- Hazard Communication for Healthcare Workers
- HIPAA Privacy Rule: What Healthcare Workers Need to Know
- Hiring Legally
- How to Lift and Transfer Patients Safely
- How to Prevent Slips, Trips, and Falls for Healthcare Workers
- How to Prevent Workplace Violence: A Guide for Healthcare Workers
- HR Laws in Health Care: An Overview
- Interrupting Unconscious Bias for Supervisors in the Healthcare Industry
- NLRA and Unions: What Supervisors Need to Know
- Performance Evaluations for Healthcare Workers

- Personal Protective Equipment: Healthcare Workers
- Personnel Counseling for Healthcare Workers
- Recognizing and Overcoming Unconscious Bias for Employees and Supervisors in the Healthcare Industry
- Recruiting for the Healthcare Industry
- Respiratory Protection
- Respiratory Protection (Spanish)
- Respiratory Protection for Healthcare Workers
- Safety and Sanitation in Health Care
- Stress Management
- Tracking Credentialing and Training of Healthcare Employees
- Workplace Violence Prevention for Health Care in California: What Employees Need to Know

# Hospitality

## Library

- Hospitality and food service safety library (37 courses)

## Hospitality Courses

- Avoiding Back Injuries
- Avoiding Back Injuries (Spanish)
- Avoiding Exposure to Bloodborne Pathogens
- Avoiding Exposure to Bloodborne Pathogens (Spanish)
- Customer Service Skills: How We Can All Improve
- Diversity for All Employees
- Diversity for All Employees (Spanish)
- Emergency Action and Fire Prevention
- Emergency Action and Fire Prevention (Spanish)
- Food Service Inspections
- Food Service Safety
- Food Service Sanitation
- Food Service Storage
- Front Desk Operations
- Guest Management
- Handling Customer Complaints
- Handling Money
- Housekeeper Safety
- Housekeeper Safety (Spanish

- How to Be a Great Restaurant Server
- Human Trafficking: Awareness and Response
- Kitchen Safety
- Kitchen Safety (Spanish)
- Laundry Safety
- Laundry Safety (Spanish)
- Personal Hygiene and Good Grooming
- Preventing Food Contamination
- Preventing Food Contamination (Spanish)
- Preventing Sexual Harassment: A Guide for Employees
- Safe Temperatures for Food Storage, Preparation, and Service
- Serving Alcohol Responsibly
- Sexual Harassment Prevention for Workers in Restaurants and Bars
- Sexual Harassment Prevention for Workers in Restaurants and Bars (Spanish)
- Sexual Harassment: What Employees Need to Know
- Sexual Harassment: What Employees Need to Know (Spanish)
- Violence in the Workplace: How to Prevent and Defuse for Supervisors
- Workplace Security for Employees

# Human Resources

## About

Courses in this section feature must-have courses on critical topics such as Sexual Harassment Prevention, Diversity and Inclusion, and HIPAA, alongside HR Best Practices to ensure your staff is well-informed about workplace policies and regulations. These courses are designed to help employees understand their rights and responsibilities, fostering a respectful, compliant, and inclusive work environment.

## Libraries

- Coronavirus Prevention & Response (2 courses)
- HR Employment (92 courses)
- HR Employment Refresher (13 courses)
- HR for Campus Employees (13 courses)
- HR for Healthcare (13 courses)
- HR Video Training for Supervisors (2 courses)
- Mental Health in the Workplace (10 courses)
- New Manager Micro eLearning Program (16 courses)*
- Preventing Sexual Harassment - National (13 courses)
- Preventing Sexual Harassment CA: Supervisors (2 courses)
- Preventing Sexual Harassment CA: Supervisors/Employees (3 courses)
- Preventing Sexual Harassment CA: Supervisors/Employees - Spanish (2 courses)
- Preventing Sexual Harassment Chicago (5 courses)
- Preventing Sexual Harassment CT (2 courses)
- Preventing Sexual Harassment CT - Spanish (2 course)
- Preventing Sexual Harassment DE (4 courses)

- Preventing Sexual Harassment IL (3 courses)
- Preventing Sexual Harassment IL - Spanish (3 courses)
- Preventing Sexual Harassment ME (4 courses)
- Project Management for Business (25 courses)
- Recruiting (5 courses)
- Remote Worker Training for Supervisor/ Employees (32 courses)
- Sexual Harassment Training for Supervisors/ Employees NY&NYC (2 courses)
- Sexual Harassment Training for Supervisors/ Employees NY&NYC - Spanish (2 courses)
- Sexual Harassment: Draw the Line (1 course)
- Unconscious Bias (2 courses)
- Wellness (19 courses)
- Workplace Harassment Microlearning (48 courses)*

All-Access

- Human Resources All-Access (248 courses)
- Humans Resources All-Access (Spanish) (31 courses)

*Add-Ons sold separately from All-Access library

# Human Resources courses

- A Manager's Role in Wellness
- Active Shooter On-Site: What Every Employee Should Do
- Affordable Care Act: What You Need to Know
- All About Nutrition
- Americans with Disabilities Act: Accessibility on Campus
- Americans with Disabilities Act: What Supervisors Need to Know
- Americans with Disabilities Act: What Supervisors Need to Know (Refresher)
- Attendance Management: What Supervisors Need to Know
- Avoiding Back Injuries
- Avoiding Corruption, Including Bribery, Insider Trading, and Embezzlement
- Avoiding Exposure to Bloodborne Pathogens
- Balancing Work and Home
- Basic First Aid for Medical Emergencies
- Building a Learning Culture Business Ethics for Employees: Refresher
- Business Ethics: What Employees Need to Know
- Coaching for Superior Employee Performance: Techniques for Supervisors
- Coaching for Superior Employee Performance: Techniques for Supervisors (Refresher)
- Codes of Ethical Conduct for Higher Education
- Collaboration in the Workplace
- Communicating in a Global Workplace
- Communicating Up: How to Talk to High-Level Management

- Communication Between All Ages in the Workplace
- Communication Skills for Employees
- Communication Skills for Employees (Refresher)
- Compensation and Benefits in the Healthcare Industry
- Conducting Effective Performance Appraisals
- Confident Supervisor: Difficult Conversations
- Conflict Resolution for Employees
- Conflict Resolution for Supervisors
- Creating a Successful Wellness Program: A Guide for Managers
- Data Protection Essentials
- Data Security on Campus
- Delegation for Project Management
- Detecting and Preventing Child Abuse
- Disaster Planning: What Employees Need to Know
- Disaster Planning: What Supervisors Need to Know
- Diversity for All Employees
- Diversity for Employees: Refresher
- Diversity Fundamentals for Supervisors
- Diversity on Campus
- Documentation
- Driver Wellness (INT)
- Effective Decision-Making Strategies for Employees
- Effective Meetings: How-to for Supervisors
- Emergency Action and Fire Prevention
- Employee Burnout: Supervisor Tools for Prevention and Response

- Employee Retention and Morale for Healthcare Administrators
- Employee Training for the Healthcare Industry
- Employment Law for Supervisors: What You Should and Shouldn't Do
- Encouraging Employee Input
- Essential HR: For Those Who Have Recently Assumed HR Responsibilities
- Exit Routes: Supervisors
- FERPA: How to Protect Student Privacy in Higher Education
- Financial Wellness
- Fitness for Everyone
- FLSA: What Supervisors Need to Know
- FMLA for Supervisors
- Grounds for Termination: What Managers and Supervisors Need to Know
- Handling Claims in a Healthcare Setting
- Handling Employee Complaints
- Healthy Aging
- Heart Health
- HIPAA Privacy Rule: What Healthcare Workers Need to Know
- HIPAA: What Employees Should Know
- HIPAA: Your Obligations Under the Privacy Rule
- HIPAA: Your Obligations Under the Privacy Rule (Refresher)
- Hiring Legally
- How to Conduct New Employee Orientation
- How to Explain the 401(k) to Your Employees
- How to Manage Challenging Employees
- How to Manage Military Leave
- How to Manage Time Wisely: A Guide for Employees
- How to Prevent and Respond to Bullying at Work

- How to Prevent and Respond to Bullying at Work: Refresher
- HR Laws in Health Care: An Overview
- Human Trafficking: Awareness and Response
- Information Security and Cyber Risk Awareness
- Interrupting Unconscious Bias for Supervisors
- Interviewing Skills for Supervisors
- Introduction to the FMLA for HR
- Job Descriptions: How to Write Them Effectively
- Keeping Yourself and Your Family Healthy
- Lean Project Management
- Leave and Lactation Issues for Supervisors in California
- Measuring Job Performance: What Supervisors Need to Know
- Mental Health Series: ADD and ADHD
- Mental Health Series: Bipolar Disorder
- Mental Health Series: Caregiver Syndrome
- Mental Health Series: Chronic Stress
- Mental Health Series: Depression
- Mental Health Series: Generalized Anxiety Disorder
- Mental Health Series: Insomnia
- Mental Health Series: Obsessive Compulsive Disorder
- Mental Health Series: Post-Traumatic Stress Disorder
- Mental Health Series: Substance Abuse
- Negotiation Skills for Supervisors
- NLRA and Unions: What Supervisors Need to Know
- Office Ergonomics
- Office Hazards (Multimedia)
- Onboarding: Setting Employees Up for Success

- Organizing and Planning for Success: What Employees Need to Know
- Organizing and Planning for Success: What Employees Need to Know (Refresher)
- Performance Evaluations for Healthcare Workers
- Personnel Counseling for Healthcare Workers
- Planning and Organizing Skills for Supervisors
- Pregnant Workers Fairness Act: What Supervisors Need to Know
- Preventing Bullying and Hazing on Campus
- Preventing Discrimination on Campus
- Preventing Sexual Harassment in California: Training for Supervisors (AB 1825)
- Preventing Sexual Harassment on Campus
- Preventing Sexual Harassment: A Guide for Delaware Employees
- Preventing Sexual Harassment: A Guide for Delaware Supervisors
- Preventing Sexual Harassment: A Guide for Employees
- Preventing Sexual Harassment: A Guide for Supervisors
- Preventing Sexual Harassment: Training for Supervisors
- Preventing Violence on Campus
- Preventing Workplace Sexual Harassment in Maine: A Guide for Employees
- Preventing Workplace Sexual Harassment in Maine: A Guide for Supervisors
- Preventing Workplace Violence: What Employees Need to Know (Refresher)
- Preventing Workplace Violence: What Employees Need to Know
- Problem Solving for Employees
- Problem Solving for Supervisors
- Professional Workplace Conduct for Employees

- Progressive Discipline
- Project Management: Planning
- Project Management: Stakeholders
- Project Management: The Beginning
- Project Management: Troubleshooting
- Project Planning: Budgeting
- Project Quality Management
- Project Risk Management
- Protecting Intellectual Property
- Reasonable Suspicion and Responding to Substance Abuse for Supervisors
- Recognizing and Avoiding Favoritism
- Recognizing and Overcoming Unconscious Bias for Employees and Supervisors
- Recordkeeping and Notice Requirements
- Recordkeeping: Injury and Illness
- Recruiting for the Healthcare Industry
- Recruiting: A Model for Targeting Top Talent
- Reducing Turnover and Increasing Retention
- Safety and Sanitation in Health Care
- Saving Energy at Work and Beyond
- Sexual Harassment for Employees: Refresher
- Sexual Harassment in the Digital Age
- Sexual Harassment Prevention and Response for Employees in California
- Sexual Harassment Prevention and Response for Employees in Chicago
- Sexual Harassment Prevention and Response for Employees in Illinois
- Sexual Harassment Prevention and Response for Illinois Supervisors/Employees: Restaurants & Bars
- Sexual Harassment Prevention and Response for Supervisors in California (AB 1825)
- Sexual Harassment Prevention and Response for Supervisors in Chicago

**In 2023, the average FMLA settlement was $80,000, with some severe cases surpassing $500,000.**

- Guardian 2023

- Sexual Harassment Prevention and Response for Supervisors in Illinois
- Sexual Harassment Prevention and Response in Chicago: Bystander Intervention
- Sexual Harassment Prevention and Response: Bystander Intervention
- Sexual Harassment Prevention for Workers in Restaurants and Bars
- Sexual Harassment Prevention Training for Employees in Connecticut
- Sexual Harassment Prevention Training for Supervisors in Connecticut
- Sexual Harassment Training for Supervisors and Employees in New York & NYC
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Extended)
- Sexual Harassment: Draw the Line
- Sexual Harassment: What Employees Need to Know
- Sexual Harassment: What Supervisors Need to Know
- Shiftwork Safety
- Strategies for Legally Avoiding Unions
- Stress Management
- Substance Abuse for Employees: Refresher
- Substance Abuse in the Workplace: What Employees Need to Know
- Substance Abuse in the Workplace: What Supervisors Need to Know
- Supervising Student Workers
- Teambuilding for Employees
- Teambuilding for Supervisors
- Telecommuting and Other Alternative Work Arrangements for Employees
- Telecommuting and Other Alternative Work Arrangements for Supervisors
- Terminating Employees: The Process
- The Clery Act: Campus Security and Crime

Data Reporting
- The Paperless Office: Conservation for Employees
- Time Management for Supervisors
- Title IX for Higher Education
- Title IX for Higher Education (Refresher)
- Tracking Credentialing and Training of Healthcare Employees
- Training the Trainer: Effective Techniques for Dynamic Training
- U.S. Foreign Corrupt Practices Act
- Understanding California Privacy Requirements Under the CCPA and CPRA
- Understanding COBRA/HIPAA for Supervisors
- Violence in the Workplace: How to Prevent and Defuse for Supervisors
- Vital Wage and Hour Issues for Supervisors in California
- Wellness and You
- What You Need to Know About Headaches
- What You Need to Know About Identity Theft
- Workers' Compensation: What Supervisors Need to Know
- Workplace Diversity for Employees
- Workplace Diversity for Supervisors
- Workplace Ethics for Supervisors
- Workplace Harassment: What Employees Need to Know (Refresher)
- Workplace Harassment: What Employees Need to Know
- Workplace Harassment: What Supervisors Need to Know
- Workplace Privacy: What Supervisors Need to Know
- Workplace Security for Employees

**60% of business owners say they struggle keeping up with compliance and regulations.**

- Babson College

# Human Resources - Spanish

- Active Shooter On-Site: What Every Employee Should Do (Spanish)
- Business Ethics: What Employees Need to Know (Spanish)
- Disaster Planning: What Employees Need to Know (Spanish)
- Diversity for All Employees (Spanish)
- Emergency Action and Fire Prevention (Spanish)
- HIPAA: Your Obligations Under the Privacy Rule (Spanish)
- Office Ergonomics (Spanish)
- Preventing Sexual Harassment: A Guide for Delaware Employees (Spanish)
- Preventing Sexual Harassment: A Guide for Delaware Supervisors (Spanish)
- Preventing Sexual Harassment: A Guide for Supervisors (Spanish)
- Preventing Workplace Sexual Harassment in Maine: A Guide for Employees (Spanish)
- Preventing Workplace Sexual Harassment in Maine: A Guide for Supervisors (Spanish)
- Sexual Harassment Prevention and Response for Employees in California (Spanish)
- Sexual Harassment Prevention and Response for Employees in Chicago (Spanish)
- Sexual Harassment Prevention and Response for Employees in Illinois (Spanish)
- Sexual Harassment Prevention and Response for Illinois Supervisors/ Employees: Restaurants & Bars (Spanish)
- Sexual Harassment Prevention and Response for Supervisors in California (AB 1825) (Spanish)
- Sexual Harassment Prevention and Response for Supervisors in Illinois (Spanish)
- Sexual Harassment Prevention and Response in Chicago: Bystander Intervention (Spanish)
- Sexual Harassment Prevention and Response: Bystander Intervention (Spanish)
- Sexual Harassment Prevention for Workers in Restaurants and Bars (Spanish)
- Sexual Harassment Prevention Training for Employees in Connecticut (Spanish)
- Sexual Harassment Prevention Training for Supervisors in Connecticut (Spanish)
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Extended) (Spanish)
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Spanish)
- Sexual Harassment: What Employees Need to Know (Spanish)
- Substance Abuse in the Workplace: What Employees Need to Know (Spanish)
- Training the Trainer: Effective Techniques for Dynamic Training (Spanish)
- Workplace Harassment: What Employees Need to Know (Spanish)
- Workplace Security for Employees (Spanish)
- Sexual Harassment: What Supervisors Need to Know (Spanish)

# Workplace Harassment Microlearning courses

- Workplace Is No Place for Retaliation
- Tables Turned, Lessons Learned
- Power Play Crosses the Line
- Don't Let Harassment Be Your Legacy
- Cuts Like a Knife Incivility Kills Morale
- Brush It Off or Speak Up: "Taking a Joke" at Work
- VIP: Very Inappropriate Purchaser
- To Coworker With Love
- Offsite Is Not Off the Record
- Technical Foul, No Holding!
- Bad Breakup Leads to Bad Business
- Girls Can't Code
- PR Nightmare on Elm Street
- Majority Doesn't Rule
- The Customer Isn't Always Right
- Don't Honey Me, Honey
- Off-Color Jokes Should Be off the Menu
- Bad Reference Is Bad Business
- Get Another Room
- Hands off the Repairman
- Turn that Frown Upside Down
- Lucky to Still Have a Job!
- Don't Just Go with What You Know
- A Woman's Work: Duties as Assigned
- The Big Reveal
- Is There an Echo in Here?
- Have a Complaint? You're Fired!
- An Invitation She Can't Refuse
- Pardon the Interruption

- Give Me a Break
- Job on the Rocks
- Relationship Status Awkward
- There's No Excuse for Bad Behavior
- Double Jeopardy
- No Room at the Table
- Not Your Story to Tell?
- Keep It to Yourself
- Leave Your Political Views at the Door
- Get Your Act Together
- Do Not Disturb
- From One Friend to Another
- Be a Manager Not a Matchmaker
- Unequal Enforcement Is a Bad Fit
- We Can Work it Out
- Can't Go Back Again
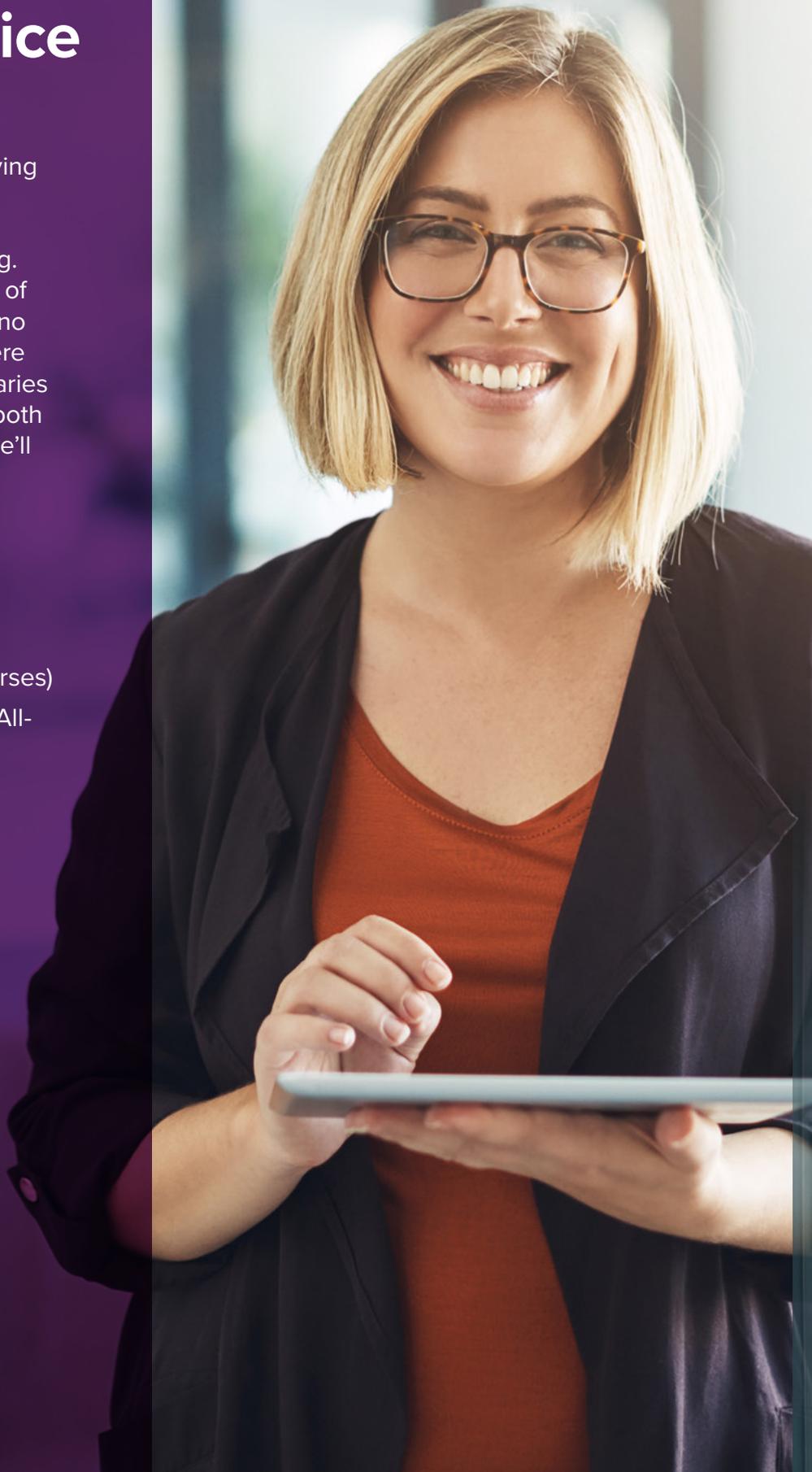- One Bad Apple
- Grab a Seat
- Can't Give a Compliment

# Sales and Service

## About

Perhaps the only thing worse than having a great sales rep walk out the door is watching them become frustrated and ineffective because of a lack of training. That's when you face the greatest risk of losing customers, which is something no organization can afford. But that's where TrainingToday's Sales and Service libraries shine. With library topics that include both sales and customer service training, we'll help you keep your team engaged.

## Libraries

- Customer Service (21 courses)
- Sales (12 courses)
- Sales & Service All-Access (32 courses)
- Sales & Services + Software Suite All-Access (198 courses)

# Sales and Service courses

- Business Writing Skills for Employees
- Closing Sales Techniques
- Coaching for Superior Employee Performance: Techniques for Supervisors
- Communication Skills for Employees
- Conflict Resolution for Employees
- Connecting with Customers
- Consultative Sales Techniques
- Customer Service Skills: How We Can All Improve
- Customer Service: How to Promote Excellent Service Among Your Staff
- E-Mail Best Practices for All Employees
- Gaining Leads and Referrals
- Handling Customer Complaints
- Handling Objections
- How to Maintain Customer Loyalty
- How to Manage Time Wisely: A Guide for Employees
- Identifying Customer Needs: A Guide for Sales

- Identifying Customers' Needs
- Maintaining a Positive Attitude
- Making Customers Feel Special
- Motivating Employees: Tips and Tactics for Supervisors
- Problem Solving for Employees
- Qualifying Prospects
- Recruiting: A Model for Targeting Top Talent
- Setting Sales Goals
- Stress Management
- Teambuilding for Employees
- Telephone Etiquette
- Telephone Sales Techniques: Cold Calls and Prospecting
- The Art of Listening for Enhanced Communication
- Turning Satisfied Customers into Repeat Customers
- Understanding Product Features and Benefits
- Upselling