COURSE INDEX

For more than a decade, Lighthouse Services has helped clients across all types of industries manage risk and maximize performance by providing award-winning online training programs.
Our full library courses in the areas of Ethics and HR Compliance, Business Skills, and Health and Safety.

**ETHICAL CONDUCT AND BEHAVIOR/GENERAL COMPLIANCE**
This series includes highly customizable courses on general ethics, code of conduct, data privacy, anti-corruption and bribery.

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**EMPLOYMENT LAW COMPLIANCE**
HR compliance courses help organizations address important HR and workplace compliance concerns.

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**HIPPA/PRIVACY/CYBER SECURITY**
Lighthouse’s cyber security course gives your employees a security-minded culture throughout the year.

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Lighthouse’s health and safety courses are designed to help your organization meet regulatory requirements, reduce loss and risks, prevent injuries, and potentially save lives.

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Lighthouse’s business skills courses are intended to help your organization succeed in today’s highly competitive, fast-changing environment.

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ETHICAL CONDUCT AND BEHAVIOR/GENERAL COMPLIANCE

CODE OF CONDUCT

Ethics and Code of Conduct

50 minutes
Ethics is about doing the “right” thing. In a business setting, ethics also involves ensuring that company values are shared and upheld by all members of the organization. This course introduces the concept of business ethics and highlights the company code of ethics and/or business conduct describing company values and standards of conduct. Students learn by applying “the code” to a series of “ethical dilemmas” typical of the workplace. Students also learn of the channels for reporting code violations should the need arise.

Audience: All employees
Code: scomp111

Ethics and Conduct of Conduct for Government Contractors

45 minutes
Business ethics involves educating and aligning the actions of individuals with relevant laws and the preferred values of the organization. This course discusses the many benefits of promoting business ethics as well as the legal requirements of government contractors with respect to ethics and compliance. It highlights the organization’s Code of Ethics and/or Business Conduct and asks learners to apply the Code to a series of hypothetical scenarios in which ethical issues may arise in the workplace. It also discusses responsibilities, procedures, and “whistleblower” protections associated with reporting ethics and/or legal violations.

Audience: All employees working on government contracts
Code: scomp109

Ethics and Code of Conduct for Colleges and Universities

50 minutes
This course will introduce you to the College’s Code of Conduct and challenge you to apply the Code to a few scenarios. The purpose is to provide an overview of the College’s expectations of its Members and representatives. The College expects its Members and their representatives to adhere to the highest ethical standards, including honesty, integrity, respect for others, fair dealing, diligence, and prudence and accountability in the use of the College’s resources. If you have questions or discover gaps or inconsistencies in policy and application, please share your observation with your supervisor.

Audience: All employees
Code: scomp120
Resolving Ethical Issues

30 minutes
Resolving ethical issues requires advanced decision-making skills and keen moral sensibilities. To help you effectively address and resolve ethical issues that arise in the workplace, this course introduces a four-step model for ethical awareness, assessment, decision-making, and action.

**Audience:**
Managers and Supervisors

**Code:**
scomp157

Responding to Ethics Complaints

30 minutes
Maintaining and ethical and legally compliant culture is essential to our long term success, however, unethical and unlawful behavior can occur in any organization. How quickly the organization responds to such behavior often dictates whether the ethical culture is strengthened or whether the reputation and health of the organization is are put at risk. Managers and supervisors have a responsibility to respond promptly and effectively to ethics and compliance complaints in the workplace. This course discusses a manager's role responding to ethics complaints as well as procedures for investigating and appropriately resolving ethics concerns.

**Audience:**
Managers and Supervisors

**Code:**
scomp159

Speak Up! Addressing Ethics Concerns

15 minutes
Legal and ethical missteps can occur in any organization. Addressing and resolving these behaviors on a regular basis can head off devastating effects to the organization and its reputation. This course teaches employees the importance of speaking up on ethics concerns and their responsibility to hold each other accountable for maintaining the high ethical standards of the organization. It also discusses actions employees can take to question and/or report misconduct if it arises.

**Audience:**
All employees

**Code:**
scomp155

Gifts and Entertainment

15 minutes
Gifts and entertainment are often given and received in a business setting. They are also a hotbed for ethics and legal concerns. This course discusses what can be considered a gift and provides a framework for determining when gifts and entertainment are appropriate and when they can raise ethics issues.

**Audience:**
All employees

**Code:**
scomp156
Avoiding Conflicts of Interest

15 minutes
Conflicts of interest arise in the workplace can undermine the reputation and integrity of the individual(s) involved and the organization. This course teaches employees to recognize potential conflicts of interest, or situations that could be perceived as conflicts of interests, and respond appropriately by avoiding or disclosing the situation through appropriate channels.

Audience:
All employees

Code:
scomp162

Social Media Ethics

25 minutes
The rise of social media has impacted society and culture, including the workplace, in profound ways. By revolutionizing the way people communicate and socialize, social media offers many opportunities and benefits to individuals and to organizations. It also raises many challenging ethical and legal issues. This course provides an overview of the social media ethics in the workplace.

Audience:
All employees

Code:
scomp161

ANTITRUST & COMPETITION LAW

Avoiding Antitrust Violations

20 minutes
Antitrust laws exist to ensure that consumers are able to enjoy the benefits of choice between providers in a competitive marketplace. This course provides an overview of antitrust laws and the anticompetitive agreements and behaviors with customers and competitors that can lead to violations.

Audience:
All employees

Code:
scomp164

BRIBERY AND CORRUPTION

FCPA: Anti-Corruption and Bribery

45 minutes
This course is designed for personnel authorized to negotiate contracts with and make payments to foreign officials. It discusses key anti-bribery provisions of the Foreign Corrupt Practices Act (FCPA) with the purpose of protecting individuals and their companies from accusations of corrupt payment to foreign officials along with the serious civil or criminal penalties that can ensue.

Audience:
Anyone authorized to negotiate contracts or make payments to foreign officials

Code:
scomp118
Preventing Bribery and Corruption in a Global Economy

45 minutes
This course is designed for personnel authorized to negotiate contracts with and make payments to foreign officials and other global entities inside and outside the United States of America. It discusses the key anti-bribery provisions of the Foreign Corrupt Practices Act (FCPA), UK Bribery Act of 2010 (Act), legislation flowing from the Organization for Economic Co-Operation and Development (OECD) and newly enacted and pending legislation in Brazil, Russia, India and China (BRIC Nations) with the purpose of protecting individuals and their companies from accusations of corrupt payment and the serious civil or criminal penalties that can ensue.

Audience:
Personnel authorized to negotiate contracts with and make payments to foreign officials and other global entities inside and outside the United States of America.

Code:
scomp132

INSIDER TRADING

Avoiding Insider Trading Risk

15 minutes
This awareness course discusses insider trading and the circumstances and types of transactions that can lead to violations of federal securities laws enforced by the Securities and Exchange Commission (SEC). Using a story-based format, the course describes what is and is not insider trading and outlines key responsibilities for minimizing risks of insider trading violations.

Audience:
All employees

Code:
scomp163
EMPLOYMENT LAW COMPLIANCE

CALIFORNIA HARASSMENT (AB 1825 & AB 2053)

AB 1825: CA Sexual Harassment Training for Supervisors (Video-Enabled) Second Edition

120 minutes
This course, designed for managers and/or supervisors, discusses the federal and state anti-discrimination laws (AB 1825 and AB 2053) and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance on the steps that should be taken to correct sexual harassment. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.

Audience: CA Managers and Supervisors
Code: scomp150

AB 1825: Harassment Prevention for Managers (First Edition)

120 minutes
This course, designed for managers and/or supervisors, discusses the federal and state anti-discrimination laws and company policies prohibiting sexual harassment and other forms of unlawful harassment. Using all-new hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent harassment and retaliation and are provided with practical guidance on the steps that should be taken to correct it. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.

Audience: CA Managers and Supervisors
Code: scomp094

HARASSMENT

Workplace Harassment Prevention: Manager and Supervisor Edition (2 hrs, with Video)

120 minutes
This course, designed for managers and/or supervisors, discusses anti-discrimination laws and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance on the steps that should be taken to correct sexual harassment. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.

Audience: All Managers and Supervisors
Code: scomp151

Connecticut Sexual Harassment Training for Supervisors

120 minutes
This course, designed for Connecticut managers and/or supervisors, discusses the federal and CT state anti-discrimination laws and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance on the steps that should be taken to correct sexual harassment. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.

Audience: CT Managers and Supervisors
Code: scomp152
Preventing Unlawful Workplace Harassment: Manager Edition

45 minutes
This video-enhanced course teaches managers and supervisors about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of unlawful workplace harassment. It offers strategies for preventing unlawful harassment and teaches managers how to respond appropriately when they learn of it. It also discusses the risk of liability to both the company and a manager if he or she fails to stop harassment or personally engages in harassing behavior.

Audience: Managers and/or Supervisors
Code: scomp154

Preventing Unlawful Workplace Harassment: Employee Edition

30 minutes
This video-enhanced course teaches employees about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of unlawful workplace harassment. It also discusses the steps employees can take to prevent workplace harassment and what to do in the event that they witness or experience it.

Audience: All employees
Code: scomp153

SEXUAL HARASSMENT

Preventing Sexual Harassment: Manager Edition

45 minutes
This course teaches managers and supervisors to recognize and prevent sexual harassment, to respond appropriately when they learn of it, and to deal with and prevent retaliation against victims and witnesses. It also discusses the risk of liability to both the company and a manager if he or she fails to stop harassment or engages in harassing behavior.

Audience: Managers and Supervisors
Code: scomp101

Preventing Sexual Harassment: Employee Edition

30 minutes
This course teaches employees to recognize conduct and circumstances that can give rise to a claim of sexual harassment including those which create a hostile work environment. It also discusses the dangers of engaging in office relationships and the steps to take if one witnesses or experiences sexual harassment.

Audience: All employees (Also available in Spanish)
Code: scomp102 (scomp102_sp)
**EMPLOYMENT DISCRIMINATION**

Preventing Employment Discrimination

45 minutes
Title VII of the Civil Rights Act of 1964 and other federal and state equal employment opportunity (EEO) laws protect employees and job applicants from discrimination based on their race, color, religion, national origin, sex, disability, and other protected grounds. This course teaches managers and supervisors to make employment decisions that adhere to anti-discrimination laws, promote respect, improve morale, and, in turn, prevent claims of discrimination and employer liability.

**Audience:** Managers and Supervisors  
**Code:** scomp105

Disability Discrimination and Accommodation

30 minutes
This course, designed for managers and/or supervisors, discusses the federal and state anti-discrimination laws and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance on the steps that should be taken to correct sexual harassment. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.

**Audience:** Managers and Supervisors  
**Code:** scomp040

Religious Discrimination and Accommodation

20 minutes
Everyone in the United States has a right to equal opportunity in hiring and employment regardless of their religious beliefs. This course familiarizes managers and supervisors with their ethical and legal responsibilities under Title VII of the Civil Rights Act prohibiting religious discrimination and harassment in the workplace. It also discusses approaches to religious accommodation, allowing employees to adhere to religious customs and practices while at work.

**Audience:** Managers and Supervisors  
**Code:** scomp129

Preventing Age Discrimination for Managers

20 minutes
Workers of all ages can make strong contributions to a productive and effective workforce. Still, a recent study found that nearly 2 in 3 workers ages 45-74 reported having seen or experienced age discrimination in the workplace. This course familiarizes managers and supervisors with their ethical and legal responsibilities under the Age Discrimination in Employment Act (ADEA) and other anti-discrimination laws. Knowledge of the law is essential to avoid potentially costly lawsuits and can help to build a company culture rooted in trust and fairness.

**Audience:** Managers and Supervisors  
**Code:** scomp127
Valuing Diversity: Manager Edition

40 minutes
In order to realize the greatest competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is fully represented and that a culture of inclusion and respect is promoted and maintained. This course discusses the advantages and pitfalls of working in and managing a diverse workforce. It also offers strategies to help managers recognize and value individual differences so as to maximize the potential of all employees.

**Audience:** Managers and Supervisors (Canadian Version also available)
**Code:** scomp089 (scomp113_CAN)

Valuing Diversity: Employee Edition

30 minutes
In order to realize the greatest competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is fully represented and that a culture of inclusion and respect is promoted and maintained. This program explores the realities of working in a diverse environment and discusses strategies to help you recognize, accept, and value individual differences in your workplace. Users will learn about the concept of diversity and how to recognize diversity issues that can lead to legal liability under anti-discrimination and harassment laws. Also covered are the positive steps that can be taken to embrace diversity and promote a culture of inclusion in the workplace.

**Audience:** All employees (Canadian Version also available)
**Code:** scomp061 (scomp114_CAN)

Creating a Bully-Free Workplace: Employee Edition

30 minutes
Workplace bullying can have devastating effects on victims, witnesses, and on organizations. In this course, employees will learn how to recognize and address workplace bullying, as well as common prevention strategies to keep their work area bully-free. They will learn how to analyze their own behavior to ensure it is appropriate at all times and the importance of promoting a culture of mutual respect in the workplace.

**Audience:** All employees
**Code:** sprod099

Creating a Bully-Free Workplace: Manager Edition

45 minutes
Workplace bullying can have devastating effects on victims, witnesses, and on organizations. In this course, managers and supervisors will learn how to recognize and address workplace bullying, as well as common prevention strategies to keep their work area bully-free. They will learn how to analyze their own behavior to ensure it is appropriate at all times and the importance of promoting a culture of mutual respect in the workplace.

**Audience:** Managers and Supervisors
**Code:** sprod097
Legal Aspects of Interviewing and Hiring

60 minutes
The pre-employment process (i.e. recruitment, interviewing and hiring) is filled with legal pitfalls. As such, individuals involved in the recruitment, interviewing and hiring process need to be familiar with effective techniques and knowledgeable of federal, state, and local laws restricting hiring practices that could be considered discriminatory or invasions of privacy. This course discusses legal issues related to writing job descriptions, recruitment methods, interviewing, testing, and evaluating candidates as well as issues related to reference and background checks and offers of employment.

Audience: Managers with hiring authority
Code: scomp133

Wage & Hour Basics

30 minutes
This course is designed for managers who supervise employees subject to the FLSA and state minimum wage, overtime, and meal and rest break laws. In addition to learning the basic parameters of the laws governing the payment of minimum wages and overtime, managers will learn the essential "flash points" that lead to wage and hour lawsuits, including (but not limited to): scheduling; record keeping; supervision and policing (or lack thereof) of break times; and the distinction between exempt and non-exempt status with respect to state and federal overtime requirements.

Audience: Managers who Supervise Hourly W-2 Employees
Code: scomp136

Wage & Hour Basics: CA Manager and Supervisor Edition

45 minutes
This course is designed for California managers who supervise employees subject to the FLSA and California state minimum wage, overtime, and meal and rest break laws. In addition to learning the basic parameters of the laws governing the payment of minimum wages and overtime, managers will learn the essential "flash points" that lead to wage and hour lawsuits, including (but not limited to): scheduling; record keeping; supervision and policing (or lack thereof) of break times; and the distinction between exempt and non-exempt status with respect to California overtime requirements.

Audience: Managers and Supervisors who supervise hourly W-2 employees in California
Code: scomp139

Meal & Rest Break Training: CA Manager and Supervisor Edition

15 minutes
This mini-module is designed for California managers who supervise employees subject to California meal and rest break laws. In addition to learning the basic parameters of the laws governing the provision of mandatory rest breaks, managers will learn the essential “flash points” that lead to expensive class action lawsuits, including (but not limited to): scheduling; record keeping; supervision and policing (or lack thereof) of break times. Managers should take this course as a supplement to California wage & hour training for those managers interested in the nuances of meal and rest break laws.

Audience: Managers and Supervisors who supervise hourly W-2 employees in California
Code: scomp140
Employee Discipline

45 minutes

Employee discipline is an important managerial responsibility. In this course, managers and supervisors will learn how to use a disciplinary system that corrects problem behavior and creates and maintains a productive, responsive workforce, while protecting the company from liability. Through interactive scenarios and exercises, managers will learn how and when to use informal versus formal disciplinary techniques, what the progressive steps of discipline are, the importance of documentation, and how to handle disciplinary meetings.

Audience: Managers or Supervisors
Code: sprod096

Preventing Unlawful Retaliation in the Workplace

45 minutes

There are many laws governing the workplace that guarantee rights to individual workers, such as the right to be free from discrimination, the right to be paid minimum and overtime wages, and the right to join a union etc. Unlawful retaliation occurs when an employer imposes adverse consequences on an employee for exercising his or her rights or engaging in certain activities that are “protected” by law. Using scenarios and case studies, this course discusses the types of work-related activities that are protected by law, the types of behavior that can lead to a charge of retaliation, and the risks of failing to take steps to prevent unlawful retaliation in the workplace.

Audience: Managers and Supervisors
Code: scomp119

Understanding the Family Medical Leave Act (FMLA)

45 minutes

The course is designed for managers or supervisors whose employees may request or require leave. It also provides an “advanced path” with more detailed information designed for FMLA-leave administrators (i.e., staff responsible for designating and qualifying leave requests as FMLA-qualifying). Users will learn about eligibility requirements, circumstances under which employees qualify for FMLA leave, pay and benefits employees are entitled to while on leave, and responsibilities for record keeping and posting notices regarding FMLA procedures.

Audience: Managers or Supervisors
Code: scomp057

Avoiding Wrongful Termination

40 minutes

This course will help managers to understand the principle of “at-will” employment and the important exceptions to the rule. At the completion of this course, managers will be able to identify practices that could create liability and identify methods for effectively handling terminations to minimize the risk of a lawsuit. Preventive measures outlined in this course can be used to help avoid a costly wrongful termination claim.

Audience: Managers and Supervisors
Code: scomp047

Employee Privacy

45 minutes

This course provides an overview of employee privacy in the workplace. Managers should know their state’s regulations on privacy to achieve a balance between their need-to-know, with employees’ right to freedom from undue intrusion into their personal lives. This course is for managers who wish to avoid litigation for invasion-of-privacy or defamation claims, yet who must sometimes consider drug testing, searches, discussion of an employee’s behavior, or examination of an employee’s after-hour activities. This course may also interest company executives who initiate company policy regarding privacy.

Audience: Managers and Supervisors
Code: scomp048
Campus Aware: Sexual Violence Prevention

45 minutes

Domestic, dating and sexual violence are problems on many college campuses. It is estimated that 1 in 5 college females will experience some form of sexual abuse during her college career. Men can also be victims. More often than not, sexual assault is perpetrated by someone known to the victim. This program is intended to raise awareness of these issues and help reduce incidence of violence within the campus community. Designed to meet the mandatory training requirements of the Campus SaVE Act (Campus Sexual Violence Elimination Act) and address Title IX concerns, it discusses important subjects including sexual harassment and violence, concepts of consent, and bystander intervention and instructs members of the campus community how to respond to and prevent sexual violence.

Audience: Students, faculty, staff managers, and supervisors in colleges and universities
Code: scomp131

Preventing Unlawful Harassment: Colleges and University Edition for Managerial Staff

45 minutes

This course teaches faculty and staff managers and supervisors about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of unlawful harassment. It offers strategies for preventing unlawful harassment and teaches faculty and staff managers how to respond appropriately when they learn of it. It also discusses the risk of liability to both the institution and a manager if he or she fails to stop harassment or personally engages in harassing behavior.

Audience: Faculty, staff managers, and supervisors in colleges and universities
Code: scomp106

Preventing Unlawful Harassment: Colleges and University Edition for Non-Managerial Staff

30 minutes

This course for non-managerial college employees, including student-employees, discusses the human characteristics that are protected by anti-discrimination laws and school policy and the type of conduct related to the “protected classes” that can lead to a claim of unlawful harassment. It also discusses the steps employees can take to prevent workplace harassment and what to do in the event that they witness or experience it.

Audience: All employees
Code: scomp107

Preventing Employment Discrimination: College and University Edition

45 minutes

Title VII of the Civil Rights Act of 1964 and other federal and state equal employment opportunity (EEO) laws protect employees and job applicants from discrimination based on their race, color, religion, national origin, sex, disability, and other protected grounds. This course teaches faculty and staff managers and supervisors in College and University settings to make employment decisions that adhere to anti-discrimination laws, promote respect, improve morale, and, in turn, prevent claims of discrimination and employer liability.

Audience: Faculty and Staff Managers and Supervisors
Code: scomp130

Ethics and Code of Conduct for Colleges and Universities

50 minutes

This course will introduce you to the College’s Code of Conduct and challenge you to apply the Code to a few scenarios. The purpose is to provide an overview of the College’s expectations of its Members and representatives. The College expects its Members and their representatives to adhere to the highest ethical standards, including honesty, integrity, respect for others, fair dealing, diligence, and prudence and accountability in the use of the College’s resources. If you have questions or discover gaps or inconsistencies in policy and application, please share your observation with your supervisor.

Audience: All employees
Code: scomp120
FEDERAL GOVERNMENT HARASSMENT AND DISCRIMINATION

Ethics and Conduct of Conduct for Government Contractors

45 minutes
Business ethics involves educating and aligning the actions of individuals with relevant laws and the preferred values of the organization. This course discusses the many benefits of promoting business ethics as well as the legal requirements of government contractors with respect to ethics and compliance. It highlights the organization’s Code of Ethics and/or Business Conduct and asks learners to apply the Code to a series of hypothetical scenarios in which ethical issues may arise in the workplace. It also discusses responsibilities, procedures, and “whistleblower” protections associated with reporting ethics and/or legal violations.

**Audience:** All employees working on government contracts
**Code:** scomp109

Preventing Unlawful Workplace Harassment for Federal Agencies: Employee Edition

30 minutes
This course teaches employees who work in federal government departments and agencies about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of unlawful workplace harassment. It also discusses the steps employees can take to prevent workplace harassment and what to do in the event they witness or experience it.

**Audience:** Federal Sector employees.
**Code:** scomp123

Preventing Unlawful Workplace Harassment for Federal Agencies: Manager Edition

45 minutes
This course teaches managers and supervisors who work in federal government departments and their agencies about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of unlawful workplace harassment. It offers strategies for preventing unlawful harassment and teaches managers how to respond appropriately when they learn of it. It also discusses the risk of liability to federal agencies and managers who fail to stop harassment or personally engage in harassing behavior.

**Audience:** Federal Sector Manager and Supervisors.
**Code:** scomp124

Preventing Employment Discrimination for Federal Agencies: Manager & Supervisor Edition

45 minutes
Equal employment opportunity (EEO) and other anti-discrimination laws protect federal sector employees and job applicants from discrimination based on protected grounds such as race, color, national origin, religion, sex and sexual orientation, pregnancy, age, mental and physical disability, genetic information, status as a parent, marital status, or political affiliation. This course teaches managers and supervisors working in federal government agencies to make employment decisions that comply with anti-discrimination laws, promote respect and fairness, and, in turn, prevent claims of discrimination and employer liability.

**Audience:** Federal Sector Managers and Supervisors
**Code:** scomp125

The No FEAR Act: The Notification and Federal Employee Anti-discrimination and Retaliation Act

Audience for Federal Sector Employees

40 minutes
This ethics and code of conduct training course provides an overview of the provisions of the Notification and Federal Employee Anti-discrimination and Retaliation (No FEAR) Act and presents the rights and remedies available to federal employees under Whistleblower Protection Laws.

**Audience:** Federal Sector employees
**Code:** aterias002
HIPAA: Privacy and Security for Healthcare Workers

60 minutes
This training course helps healthcare workers who handle confidential health-related information at work understand and interpret their responsibilities under the Privacy and Security Rules of HIPAA’s Title II. By learning about requirements under the law, employees can help foster a culture of compliance and protect against costly privacy breaches.

Audience: Healthcare workers who handle personal health information (PHI)
Code: scomp126

HIPAA: Privacy and Security Basics

60 minutes
This training course helps workers who handle protected health information at work understand and interpret their responsibilities under the Privacy and Security Rules of HIPAA’s Title II. By learning about requirements under the law, employees can help to foster a culture of compliance and protect against costly privacy breaches.

Audience: All employees who handle personal health information (PHI)
Code: scomp128

GLBA: Privacy Laws and Practices

30 minutes
This course provides an overview of the Gramm-Leach-Bliley Act (GLBA) and other privacy regulations relevant to insurance companies. It defines key privacy terms and concepts, and identifies best practices with regard to consumer concerns.

Audience: All employees in insurance industry who manage personal data
Code: scomp060

Cyber Security Basics

30 minutes
Security breaches occur every day and all organizations, large and small, are at risk. This course provides an overview of key cyber and information security concepts. It discusses measures that can be taken by all employees to help protect and defend computer systems and sensitive information from attack, damage, or unauthorized access in a digitally connected world.

Audience: All employees
Code: scomp137
HEALTH AND SAFETY COURSES

Back Injury Prevention

45 minutes
We depend on our back for so many activities. Unfortunately, back problems are so common that 60-80% of adults will complain of back pain at some point in their lives. An injured or sore back can make everyday life difficult and painful. Maintaining a healthy back is vital to ensure a good quality of life and our ability to do our job. This course presents lifting rules that will help prevent back injuries, as well as preventative methods to maintain a healthy back. Strategies to prevent strains and injuries during static activities such as seated and standing work are also provided.

Audience: All employees
Code: ssfty091

Bloodborne Pathogens

45 minutes
Exposure to blood and other potentially infectious materials is a major concern for organizations and employees, particularly for those who respond to medical incidents. This course teaches how to identify bloodborne pathogens and how they are transmitted. Employees will know how to control exposure to bloodborne pathogens and the procedures to follow in the event of an exposure incident. They will also learn how to minimize the chances of contracting HIV, HCV, and HBV by using appropriate exposure controls such as Universal Precautions, PPE, and vaccines. The course teaches how to follow procedures in an exposure plan for clean up, disinfection, decontamination, and follow up.

Audience: All employees who may be exposed to blood or other body fluids.
Code: ssfty021

Bloodborne Pathogens for Healthcare

45 minutes
Exposure to blood and other potentially infectious materials occurs on a daily basis for many healthcare workers. Information provided in this course helps minimize serious health risks to healthcare workers who may be exposed to these materials. Upon completion of this course, learners will be able to describe bloodborne pathogens and how they are transmitted, control exposure to bloodborne pathogens, and apply appropriate procedures in the event of an exposure incident.

Audience: All healthcare workers potentially exposed to blood or other infectious materials
Code: ssfty041

Chemical Hazard Communication (HAZCOM 2012)

45 minutes
OSHA’s Hazard Communication Standard (HCS), updated in 2012, requires employees to be provided with information on the chemicals and chemical hazards they are exposed to while working. This information must be provided through safety data sheets (SDSs), container labels, and appropriate training. This course provides an overview of the health and physical hazards associated with chemical substances and mixtures, information on chemical container labeling standards and SDS formats, and safe work procedures to minimize the risk of harmful chemical exposures in the workplace.

Audience: All employees that work with hazardous chemicals
Code: ssfty200

Confined Spaces

45 minutes
In this course employees will learn about the OSHA standards that apply to permit and non-permit confined spaces. Upon completion of this course, employees will have an understanding of the OSHA requirements to classify and enter a confined space. They will be able to recognize the dangers and hazards associated with confined spaces, the entry requirements of permit and non-permit confined spaces, and the roles and training required for workers.

Audience: All employees who may enter permit or non-permit confined spaces
Code: ssfty022
Defensive Driving  
45 minutes

Learning to drive defensively is the best protection against becoming involved in a potentially life-threatening accident. By understanding and adhering to the safety tactics and practices, employees will be better prepared to protect themselves and their passengers. After taking this course, employees will be able to prepare a vehicle for operation, avoid distractions in a motor vehicle, develop five defensive driving tactics and practices, identify five potential accident situations, and avoid aggressive driving behavior and aggressive drivers.

Audience: All employees who drive for work purposes
Code: ssfty068

DOT Hazardous Materials Transportation: General Awareness  
60 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness training for all HAZMAT employees. This course provides a general overview of hazardous materials transportation and provides a foundation for more detailed job-specific training for HAZMAT employees. After taking this course, employees will be able to recognize DOT hazard classes and packing groups, identify containers certified for hazardous materials shipment, interpret DOT container markings, labels and placards, recognize critical information on shipping papers and recognize safe and unsafe loading and unloading procedures. General awareness of DOT regulatory scheme, sections from 49 CFR 171.180, (172.704) (172.101)

Audience: Employees involved in the transport of hazardous materials
Code: ssfty039

DOT: Classification  
30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function-specific training for all HAZMAT employees. This course guides the learner through information on how to correctly classify the contents of a hazardous material before packaging, marking, loading, or shipping the material.

Audience: Employees involved in the transport of hazardous materials
Code: ssfty050

DOT: Loading and Unloading  
30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function-specific training for all HAZMAT employees. It describes tasks and regulations related to the last step in preparing hazardous materials for shipment—the loading of bulk and non-bulk containers on a vehicle.

Audience: Employees involved in the transport of hazardous materials
Code: ssfty043

DOT: Marking, Labeling and Placarding  
30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function specific training for all HAZMAT employees. This course guides the learner on how to correctly identify the contents of a hazardous material shipment through required marking, labeling, and placarding.

Audience: Employees involved in the transport of hazardous materials.
Code: ssfty044
DOT: Packaging

30 minutes
The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function-specific training for all HAZMAT employees. This course describes tasks and regulations related to the selection an appropriate container for the given hazardous material.

**Audience:** Employees involved in the transport of hazardous materials  
**Code:** ssfty045

DOT: Shipping Papers

30 minutes
The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function-specific training for all HAZMAT employees. This course describes the process of preparing shipping papers for hazardous materials in compliance with DOT regulatory requirements.

**Audience:** Employees involved in the transport of hazardous materials.  
**Code:** ssfty046

Electrical Safety Awareness

60 minutes
This course is designed to present an overview of electrical energy and the hazards of systems operating at 50-600 Volts, as well as workplace practices to prevent injuries, fires and arc flashes. This course will assist employers in meeting the training requirements of 29 CFR 1910, Subpart S, and the regulation that allows only a “qualified person” to work on or test energized electric circuit parts or equipment that carry more than 50 volts of electricity.

**Audience:** Workers who may be exposed to or work with electrical equipment on the job  
**Code:** ssfty036

Environment, Safety and Health @ Work

45 minutes
This course discusses Environmental, Health and Safety (EH&S) information that new employees need to know in their new position. Upon completion of this course, employees will be familiar with their company’s EH&S policy and procedures, their roles and responsibilities related to ESH, and general safety precautions related to their work environment. Employees will know what to do in case of an emergency, how to properly report and investigate an accident, and the training requirements for their job task.

**Audience:** All employees, especially new hires  
**Code:** ssfty023

Ergonet: A Training Guide for Healthy Office Work

45 minutes
This course teaches employees how to improve their interaction with their work environment and reduce the risk of common work-related musculoskeletal disorders, also known as MSDs. Students learn the risk factors involved in MSDs, what signs and symptoms to watch for, and how to correct problems by utilizing sound ergonomic practices.

**Audience:** All employees who work in an office environment  
**Code:** ssfty008
Ergonomics for Manufacturing

45 minutes
This course provides an overview of Musculoskeletal Disorders, their signs and symptoms, and ergonomic risk factors. In addition, it illustrates how industrial workers and supervisors can apply ergonomic principles in the workplace to reduce injury and increase human performance.

**Audience:** All employees who perform manufacturing and manual tasks  
**Code:** ssfty026

Fall Protection

45 minutes
Working safely at elevations can be a matter of life or death. Falls are the fourth leading cause of workplace fatalities in general industry. Working at elevated locations requires knowledge of fall hazards and fall protection equipment in order to prevent serious injury. This course introduces when and how to use fall protection equipment and the hazards associated with working at heights or on a roof.

**Audience:** Construction workers who work at elevations  
**Code:** ssfty058

Fire Extinguisher Safety

45 minutes
Employees who use fire extinguishers must be familiar with the general principles of their use and the hazards involved in fighting incipient-stage fires. They should also know the company’s policy regarding fire extinguishers and their expected role in an emergency. Employees will learn how to properly select and use a fire extinguisher plus the critical three stages of a fire.

**Audience:** All employees  
**Code:** ssfty033

Hazardous Energy Control (Lock-out/Tag-out)

30 minutes
This course describes the features and implementation of OSHA’s Control of Hazardous Energy standard (29 CFR §1910.147). The material is intended for all “affected workers” and provides the essential information for “authorized workers” to safely perform work on both electrical and non-electrical energy sources (moving/rotating, hydraulic, pneumatic, chemical, or thermal). Note that affected workers are those who operate or use equipment on which servicing or maintenance is being performed under lockout or tag-out, or whose job requires him/her to work in an area in which such servicing or maintenance is being performed. “Authorized workers” are those who actually perform the maintenance and repair activities and need to practice lockout and/or tag-out procedures.

**Audience:** Authorized employees who perform lock-out/tag-out operations  
**Code:** ssfty020

Hearing Conservation: Protecting Yourself from Hearing Loss

45 minutes
The ability to hear is an important communication tool, and one that is often taken for granted. Exposure to high levels of noise can result in permanent hearing damage if proper ear protection is not taken. This course will teach employees what noise is, the sources of noise, the harmful effects of noise, how to measure noise levels and hearing damage, and how to choose and properly wear hearing protection.

**Audience:** Employees exposed to loud noise at work  
**Code:** ssfty032
Introduction to Accident Investigation

45 minutes
Accidents occur every day in workplaces all over the United States. This course teaches those responsible how to prevent the recurrence of accidents by discovering not only what happened in an accident, but how and why it happened. Upon completion of this course, learners will be able to identify 1) the goal of accident investigation, 2) the difference between major and minor accidents, 3) direct, indirect, and root causes of accidents, and 4) basic steps in accident investigation.

Audience: Managers and supervisors who have safety responsibilities for accident prevention
Code: ssfty049

Introduction to Laser Safety

60 minutes
With the advent of a wider variety of more powerful lasers integrated into many areas of modern life, the issues involving laser safety are of even greater importance. People working with lasers, or with equipment containing lasers, need to understand the hazards associated with laser light, and know what precautions are in place to control these hazards. After taking this course, laser operators, and those working with equipment containing lasers will be able to identify the nature and hazards of laser radiation, describe safety issues associated with the use of lasers in industrial and research environments, become familiar with standards and guidelines in order to control laser hazards, and identify and follow exposure controls and emergency procedures.

Audience: Employees who use lasers or operate laser systems
Code: ssfty053

Laboratory Safety

60 minutes
This course examines workplace safety in laboratory environments, including health hazards, exposures, physical hazards, hazard recognition, exposure controls and emergency procedures. This course also includes optional sections on biological hazards. The course will assist employers in meeting the training requirements of 29 CFR 1910.1450, Occupational Exposure to Hazardous Chemicals in Laboratories. When employees complete this course, they will understand the physical and health hazards of materials commonly used in laboratories. They will also understand the methods and observations that may be used to detect the presence or release of a hazardous material and understand exposure control measures.

Audience: Research laboratory personnel
Code: ssfty037

Ladder Safety

45 minutes
Ladders are practical tools that are utilized every day in a variety of tasks, both at work and at home. Unfortunately, accidents related to the use of ladders result in thousands of ER visits, and a number of deaths every year. This course identifies the risks involved in utilizing the portable ladder and offers steps to safe use including selection, inspection, set up, and rules for use.

Audience: All employees
Code: ssfty092

Maintaining a Drug-Free Workplace: Employee Edition

45 minutes
This course discusses the benefits of a drug-free workplace. You will learn the damage caused by drug and alcohol abuse, the advantages of working towards a drug-free workplace and to recognize and understand your company policy for sustaining a drug-free workplace. You will also learn when and why drug and alcohol testing can be used in the workplace and what action you should take if you or a co-worker has a substance abuse problem.

Audience: All employees
Code: scomp072
Maintaining a Drug-Free Workplace: Manager Edition

45 minutes

More than 70 percent of illicit drug users actually hold down part- or full-time jobs. Substance abuse in the workplace causes serious damage to productivity, as well as increased health-care costs, thefts and the risk of accidents. Managers need to be aware of this critical and current concern and what they can do to reduce it. Maintaining a Drug-Free Workplace: Manager's Edition outlines the realities behind substance abuse in the workplace; the benefits of keeping the workplace drug-free and how managers can proactively assist in achieving a drug-free workplace.

Audience: Managers and Supervisors
Code: scomp073

Managing Workplace Safety and Health

45 minutes

Supervisors are responsible for the safety of their employees. Besides their legal and moral responsibilities, supervisors also have an obligation to protect their company from expensive workplace accidents. This course will teach supervisors how they can protect their employees while supporting the company’s Environmental, Health and Safety polices.

Audience: Managers, supervisors and ESH personnel
Code: ssfty031

Personal Protective Equipment (PPE): General Overview

30 minutes

This course provides a general overview on the use of personal protective equipment (PPE). By taking this course, you will understand what PPE is and the laws surrounding protection systems. This course provides an introduction to the different types of PPE’s, their proper fit and limitations. This course is intended for all personnel who are required to wear PPE or are exposed to hazards in their workplace. Upon completion, the learner should be able to describe the role and limitations of PPE in an overall safety strategy, recognize workplace hazards and match the appropriate types of PPE, understand their responsibilities with respect to PPE, and recognize the importance of properly fitting PPE.

Audience: All employees exposed to hazards in the workplace
Code: ssfty063

Personal Protective Equipment (PPE): Eye and Face Protection

30 minutes

This course is about the proper use and maintenance of eye and face personal protective equipment (PPE). By understanding the role and limitations of eye and face PPE in an overall safety strategy, workers will be able to recognize workplace hazards and match the appropriate types of PPE. This course will help employees understand his/her responsibilities with respect to PPE and the importance of properly fitting eye and face protection. Upon completion, the learner should be able to describe types of eye and face protection, recognize potential eye and face hazards, understand their responsibilities with respect to PPE, and recognize the importance of properly fitting eye and face protection.

Audience: All employees exposed to hazards of the eyes and face
Code: ssfty064

Personal Protective Equipment (PPE): Foot Protection

30 minutes

This course is about the proper use and maintenance of personal protective equipment (PPE) for the foot. Upon completion of this course, workers will be able to describe types of foot protection and recognize potential hazards. This course will help employees understand their responsibilities with respect to foot protection and the importance of ensuring proper fit and use.

Audience: All employees exposed to hazards of the head
Code: ssfty066
Personal Protective Equipment (PPE): Hand and Arm Protection

30 minutes
This course is about the proper use and maintenance of personal protective equipment (PPE) for hands and arms. Upon completion of this course, workers will be able to recognize potential hazards and know the appropriate time to wear gloves. This course will help employees understand their responsibilities with respect to hand and arm protection and the importance of ensuring proper fit and use of gloves.

**Audience:** All employees exposed to hazards of the hand and arm

**Code:** ssfty067

Personal Protective Equipment (PPE): Head Protection

30 minutes
Injuries to the head can be devastating. In many instances, they are permanent, even fatal. Without head protection, chances of surviving a serious accident are slim. This course is about the proper use and maintenance of head personal protective equipment (PPE). By understanding the role and limitations of head PPE in an overall safety strategy, workers will be able to recognize workplace hazards and ensure proper use of his/her hard hat. Upon completion, the learner should be able to recognize the potential “head hazards”, describe the types of hard hats and how they work, inspect and properly maintain a hard hat, and ensure proper fit and use of a hard hat.

**Audience:** All employees exposed to hazards of the head

**Code:** ssfty065

Powered Industrial Truck Safety (Forklift Safety)

30 minutes
This module teaches prospective operators how to safely use a powered industrial truck in accordance to the OSHA training requirements. Employees will learn the principles and procedures for safe operation of these vehicles, safety practices to prepare a truck for use, principles of stability when operating a powered industrial truck, inspection protocols, and safe driving procedures.

**Audience:** All industrial truck operators

**Code:** ssfty030

Preventing Workplace Violence: Employee Edition

30 minutes
Unfortunately, workplace violence has become an important safety and health issue in the workplace today. Homicide is the second leading cause of fatal occupational injury in the United States and is the leading cause of occupational fatalities among women. This course discusses common types of workplace violence and risk factors for experiencing violence at work. It discusses warning signs of potential violence, techniques for diffusing violent situations, and what to do in a violent or potentially violent situation. It also discusses critical steps to take in response to an active shooting or other actively violent situation.

**Audience:** All employees

**Code:** ssfty019

Preventing Workplace Violence: Manager Edition

30 minutes
This course designed with managers and supervisors in mind, discusses common types of workplace violence and the risk factors for experiencing violence at work. It discusses the steps managers and supervisor can take when dealing with the warning signs of potential violence, techniques for diffusing violent situations, and what to do in a violent or potentially violent situation. It also discusses critical steps to take in response to an active shooting or other actively violent situation.

**Audience:** Managers and Supervisors

**Code:** ssfty158
Radiation Safety

30 minutes
New employees will learn about ionizing and non-ionizing radiation in the workplace. This module teaches the health hazards that may be presented by radiation producing industrial equipment and how to control workplace exposure to radiation through safe handling. Note that this course does not cover radioactive isotope usage.

Audience: Workers in facilities with radiation-producing industrial equipment.
Code: ssfty025

Radioisotope Safety

45 minutes
Radiation exposure from use of radioactive materials can cause adverse health effects. Using exposure controls and following safe work practices help minimize radiation exposures and prevent radiation contamination of work areas and equipment. After completing this course, learners will be able to identify safety issues associated with radioisotopes commonly used in the laboratory environment, describe health hazards associated with radiation, identify exposure control methods and monitoring techniques, and follow appropriate emergency procedures.

Audience: All employees who work around radioisotopes commonly used in a laboratory environment
Code: ssfty051

Respiratory Protection

45 minutes
Respiratory protection, or the use of respirators, can protect employees from a multitude of respiratory hazards that include chemical, biological and radiological agents as well as oxygen-deficient atmospheres. After taking this course, employees will be aware of the types of respirators and when to use them, the capabilities and limitations of respirators and the medical requirements for using respirators. Employees will also learn how to fit test and leak test respirators and their proper care and maintenance procedures.

Audience: Employees who may be exposed to airborne contaminants
Code: ssfty034

Slip, Trip, and Fall Prevention

45 minutes
Slip, trip and fall accidents are serious business. Millions of these accidents occur each year, resulting in billions of dollars in lost production, medical, legal, and insurance costs. This course teaches practical steps that can be taken to identify, correct, and mitigate slip, trip, and fall hazards. It also provides information to help prevent falls from lower heights and details how to report potentially hazardous maintenance-related issues.

Audience: All employees
Code: ssfty090
BUSINESS SKILLS COURSES

1 to 1: Customer Service Success
45 minutes
Research verifies that the only way to achieve customer loyalty is to consistently meet and exceed their expectations. Every time you interact with a customer, you have a unique “moment of truth” opportunity to build the relationship or fall short. This module will help you understand your customers’ needs so you can better serve them through each and every interaction.

Audience: All employees involved with sales
Code: scust004

Are You Really Listening?
30 minutes
Sadly, very few people know how to listen well. Listening is not simply agreeing – it is much more. This module teaches “deep listening” skills, which will lead to greater productivity and understanding in the workplace.

Audience: All employees (Also available in Spanish)
Code: scomm003 (scomm003)

Effective and Appropriate E-Mail Use
60 minutes
E-mail is a powerful communication tool that transcends time zones and continents. Its applications are wide-ranging and it can contribute greatly to productivity if used effectively and appropriately. This course will show you how to write compelling and concise e-mails, successfully manage your e-mail, and know when e-mail should or should not be used. You will also learn how to overcome the risks associated with e-mail, such as lost productivity, legal issues, security breaches, viruses, and junk e-mail.

Audience: All employees
Code: sprod084

Goal-Setting in the Workplace
45 minutes
Learning how to effectively set goals at work will help you become more productive and will give you a greater sense of pride and satisfaction in your job. In addition, you will be able to transfer many of your goal setting skills from the workplace to other areas of your life. This will allow you to take greater control over your personal and career development. This course will teach you the characteristics of effective goals, the steps involved in the goal setting process, and ways to overcome barriers to achieving goals. Through scenarios, exercises, and engaging interactivities, this course will help you take your goal setting skills to the next level.

Audience: All employees
Code: sprod086

Handling Conflict: An Employees’ Guide
45 minutes
This course focuses on a collaborative approach to conflict resolution, teaching employees how to resolve workplace conflicts so that everyone “wins.” Students will learn how to use good listening and communicating skills to keep conflict constructive, identify natural conflict-handling styles, resolve conflict collaboratively, and when and how to ask for help in the resolution process.

Audience: All employees
Code: sprod077
Interpersonal Communication

45 minutes
Everyone has the ability to become a more effective communicator. This course teaches how to identify and overcome the barriers to good communication, the importance of communicating with clarity, and the steps involved in the communication process. It also teaches a number of easy-to-use techniques to enhance daily interactions through real-life scenarios, interactivities, and exercises. Interpersonal Communication is ideal for both managers and employees alike, who work in any business setting.

**Audience:** All employees  
**Code:** sprod074 (sprod074_sp)

It’s About Time

30 minutes
Time is unyielding. We can’t stop it, slow it down, or save it for later. But we can improve how we manage and utilize our time. This program will help you learn invaluable time management skills.

**Audience:** All employees  (Also available in Spanish)  
**Code:** sprod005 (sprod005_sp)

Leading a High-Performance Team

60 minutes
Increasingly, companies are turning to team-based workforces, which have been shown to outperform traditional work groups. How successful teams are, however, depends directly on how well they are led. Though traditional management skills are useful in any leadership situation, team leadership requires a new mindset. This course focuses on a team leader’s approach to leading meetings, setting team goals, hiring team members, training team members, and resolving team conflict. Students will learn the benefits of teams to their organization, the five-team requirements, and how to recognize and address common team pitfalls so that teams can reach a high level of performance.

**Audience:** Managers, team leaders and team facilitators. (Also available in Spanish)  
**Code:** sprod080 (sprod080_sp)

Lose the Meeting Blues

30 minutes
This course helps improve the quality of the meetings you lead or participate in. In this course, you will learn how to plan, organize, orchestrate, and improve meetings. This knowledge will empower you to use meetings as a tool for accomplishing group and personal goals in any setting.

**Audience:** All employees (Also available in Spanish)  
**Code:** scomm012 (scomm012_sp)

Management Basics

60 minutes
This course was designed with both the new and the more experienced manager in mind. It explains the many roles and responsibilities a modern day manager must take on board, from the more traditional planning and organizing to the intangible such as leading and coaching. Through scenarios, exercises and interactivities, the module presents both detailed methods and handy tips for successful mastery of these roles. Managers will also learn about the skills they need to perfect to support them in their roles and maximize their effectiveness.

**Audience:** New or inexperienced Managers and Supervisors  
**Code:** sprod083
Managing Conflict: A Collaborative Approach

45 minutes
This course focuses on this approach, teaching managers how they can mediate a collaborative solution in any workplace conflict. Students will learn how to recognize and reduce the catalysts of destructive conflict, how to identify when intervention is needed, and how constructive conflict can be used to benefit an organization, while always maintaining the focus on a ‘win-win’ solution.

Audience: Managers and Supervisors
Code: sprod075

Managing Information Overload

30 minutes
This course helps you organize an information management system that works for you. By providing easy-to-use strategies and controls, you will be able to manage information and avoid information overload.

Audience: All employees
Code: sprod011

Maximizing Employee Performance

60 minutes
This course teaches managers how to bring out the best performance possible in their employees by using a hands-on, straightforward performance management process. Managers have a vital role to play in the successful performance of each individual in a work group and of the group as a whole. With a strong focus on employee participation and positive reinforcement, this module outlines how to set expectations, coach for performance, solve performance issues, and develop employee performance. If used effectively, these techniques will result in extremely motivated, productive, and satisfied employees. Through the use of interactivities and fictional scenarios, managers will learn how to set goals with their employees, define job responsibilities, effectively use coaching, counseling, and discipline to improve performance, and how to evaluate and further develop employee performance over time.

Audience: Managers and Supervisors (Also available in Spanish)
Code: sprod078 (sprod078_sp)

Meeting the Delegation Challenge

60 minutes
This course explains, through the use of engaging content, interactivities, and exercises, how to effectively debrief the delegate, follow up, give feedback positively, and what to do if something goes wrong. Throughout this process the focus remains on utilizing, empowering, and developing employees to bring maximum benefit to managers, employees, and the organization.

Audience: Managers and Supervisors (Also available in Spanish)
Code: sprod076 (sprod076_sp)

Negotiation: Your Road to Success

30 minutes
This course helps you learn how to become a more proficient negotiator. It includes steps to guide you through any difficult transaction or trade. This course teaches the importance of developing a win-win philosophy, characteristics of a successful negotiator, and the six steps of every negotiation.

Audience: All employees
Code: scomm014
Participating in a High-Performance Team

45 minutes
For team members, there are few professional experiences as exciting and rewarding as being on a highly successful team. However, before you can reap the benefits that can come from being on a successful team, you must learn how to be a truly productive team member. Being on a real team may involve some changes in the way you work. In this course, you will learn the unique skills and techniques necessary to be a highly successful part of any team.

**Audience:** All employees who participate in teams  
**Code:** sprod079

Power Speaking

30 minutes
More than ever, good presentation skills are vital to business and career success. This program will help you plant your feet, look’em in the eye, and deliver a clear message. You will learn presentation skills and techniques that will bolster your success.

**Audience:** All employees (Also available in Spanish)  
**Code:** scomm002 (scomm002_sp)

Sell For Success: What You Need to Know About Selling

30 minutes
This course teaches you techniques to become a successful salesperson in any sales setting.

**Audience:** All employees (Also available in Spanish)  
**Code:** ssale013 (ssale013_sp)

The Effective Business Writer

30 minutes
In business writing, it is always the writer’s responsibility to make sure his or her message is understood. Communicating your thoughts in a concise, logically organized manner is invaluable in business writing. This course will teach you how to write with more clarity and precision.

**Audience:** All employees  
**Code:** scomm007