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BUSINESS SKILLS

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- How to Be Assertive - Not Aggressive
- Making Your Point
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- Interpersonal Communication Skills
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- Vocabulary Retention Tips and Tricks
- Grammar Guide Series
- The Effective Business Writer
- Write Effective and Appropriate Emails
- Effective and Appropriate Email Use

Functional
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- Chemical Hazard Communication (HAZCOM 2012)

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For over 20 years, organizations have relied on Syntrio's knowledge, experience, and support to deliver and manage their business and compliance training with complete eLearning solutions and in-depth expertise in online learning design, standards, and technology.

Syntrio has recently merged with Lighthouse Services to become the premier ethics and compliance solution provider to build and sustain a more responsible, aspirational company culture.

Our comprehensive platform of products and services reinforces your organization's code of conduct and related policies.

It empowers employees with the newest training content and design, and a confidential and anonymous means to raise concerns and manage them.

It also provides you with the ability to analyze data and make the necessary changes to accelerate the performance of your workforce.

Syntrio provides high-value, technology-based solutions that enable its customers to build and maintain winning corporate cultures. When companies get it right, risks are reduced, reputations are reinforced, and results improve. We create a more engaged workforce - engaged in mission and value with employees who will do extra for their company.
ABOUT SYNTRIO
The Syntrio Solution

Manage Risk.

Syntrio’s solutions help organizations to identify, understand, address, and prospectively manage risks to improper conduct so a specific risk doesn’t derail business operations and success.

Empower Culture.

Syntrio’s solutions help organizations to build and improve workplace cultures where employees are treated respectfully, comfortable raising concerns, and encouraged to advance the organization’s commitment to responsible conduct.

Accelerate Performance.

As an organization better manages risk and improves its culture, it strengthens its performance. Syntrio’s solutions help it to increase employee and organizational competencies that improve operations and, in turn, better serve customers and other stakeholders.
Syntrio believes that a learning continuum is the most improving means of effecting actual cultural change within your organization. Think of a learning continuum as a program of training, consisting of training curriculum, communication campaign, and learning and performance aids, not merely a one-time learning opportunity.

The Learning Continuum: Training Curriculum

The training curriculum serves as the center point of a learning continuum. A curriculum consists of a series of instruction that occurs over time. The series keeps the topic and its importance in front of the learner continuously, allowing them to absorb and integrate initial learning before deepening it with more advanced instruction.

A curriculum involves training with different learning modules and lengths, blended to gain the benefits of different modalities: longer courses for in-depth instruction or shorter and microlearning focused on short lessons.

**FOUNDATION COURSES**

Syntrio's Foundation courses are longer in duration and used as comprehensive instruction on a topic.

**MICROLEARNING COURSES**

Syntrio's Microlearning courses are shorter in duration and used to introduce, reinforce, review, or provide ongoing awareness on a topic.

Syntrio's courseware is one piece of a larger puzzle designed to provide you with a complete end-to-end solution for your organization's compliance needs. Our courses are developed by subject matter experts and designed to engage a millennial workforce with interactive, customizable, instructional design that can be translated into over 50 languages for a global audience.

Our Client Success team assists with curriculum development, deployment, analytics, reporting and annual modifications to training programs.
Syntrio Methodology

ETHICS & COMPLIANCE LIBRARY
Syntrio offers a series of highly customizable courses on a range of ethics and compliance topics commonly addressed in corporate codes of conduct.

EMPLOYMENT LAW LIBRARY
Syntrio’s employment law courses help organizations address important HR and workplace compliance concerns. The library includes harassment, anti-discrimination, diversity and other important training topics.

BUSINESS SKILLS LIBRARY
Syntrio’s business skills courses are intended to help your organization succeed in today’s highly competitive, fast-changing environment, focusing on core competencies that drive professional excellence, organizational performance, and business results.

HEALTH & SAFETY LIBRARY
Syntrio’s health and safety courses are designed to meet OSHA, EPA, DOT, and other regulatory requirements and help your organization meet regulatory requirements, reduce loss and risks, prevent injuries, and potentially save lives.

CYBERSECURITY LIBRARY
Syntrio’s security courses have interactive and engaging awareness training courses that will help you pass your audit and prevent breaches, giving your employees a security-minded culture throughout the year.

Syntrio Subject Matter Experts

Syntrio works with subject matter experts in employment law, ethics and compliance, health and safety, and other areas to develop and update our training, communications, and other products. These experts ensure that all courses meet mandatory training requirements flowing from EEOC-compliance guidelines, landmark cases, federal sentencing guidelines, and applicable federal and state regulations.

We also partner with these experts to provide advisory services to customers that support our products and services and help our customers build highly functioning initiatives that advance responsible business objectives.
The Learning Continuum: Communication Campaigns

Effective learning communication campaigns succeed because they can be delivered to employees in their daily work life and build interest for upcoming training events, especially when the messaging points to how the employee will personally and professionally benefit.

Second, communications build greater and continued awareness of the respective topic's risks and benefits, exemplify leadership's commitment, pinpoint the importance of the training to the organization.

These communications may be delivered by leadership and managers through speeches, announcements, emails, intranet content, and other internal communication methods, while reinforcing the organization's ongoing commitment to risk management and performance improvement.

ETHICAL SNAPSHOTSHOTS

Ethical Snapshots are short videos to use as marketing and communication tools within your organization to pique interest regarding training or reinforce the learning topics.
The Learning Continuum: Learning & Performance Aids

Learning and performance aids serve several purposes as part of the learning continuum and come in many different forms. They can support training when used as takeaways from courses. For example, a poster on a bulletin board which includes warning signs for harassing behavior in effect, providing instruction to employees.

When included in communication campaigns, these aids can function as training themselves and extend an employee’s training outside of a formal course.

Finally, they can also serve as a performance support tool to help employees when making decisions about how to act. For instance, an employee confronted with certain behaviors may use a job aid that includes evaluation criteria to determine whether the conduct is inappropriate.
Syntrio courses are designed for a global audience with translations available in over 50 languages.

### eLearning Courseware Features

**Global-Oriented**  
Courses are developed for learners around the globe and available in 50 languages.

**Accessibility Compliant**  
Compliant with US 508 and European WCAG 2.0 standards for greater learner accessibility

**Microlearning Focus**  
Provides greater flexibility for configuring training assignments & a more targeted learning experience

**Situation-Based**  
Scenarios, exercises & other instruction to better capture learner attention and trigger reflection.

**Interactive**  
Frequent activities & exercises keep learners engaged in instruction & have an active role in the process.

**Competency-Focused**  
Works to build broad-based competencies to influence learner behavior.

**Responsive Design**  
Configured to play effectively on all devices, including mobile devices.

**Multimedia Rich**  
Live-action and motion graphics videos, narration, voiceovers & other features.

**Contemporary Design**  
Contemporary visuals & course template design.
Syntrio's Learning Management System (LMS) is a high-value, low-cost, easy-to-deploy platform, which allows your organization to host a nearly endless variety of learning material. Your organization can collect learning material from Syntrio as well as third-party vendors to deploy personalized curricula to the necessary groups within your organization.

Our full-featured, hosted system offers employees and administrators 24x7 access to learning resources as well as tracking and reporting on employee training data. Provide your users the learning material they need and want, anytime and anywhere they need it.

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<td><strong>Flexible User Interface</strong></td>
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<td>A responsive design allows users to organize course catalog displays across different devices and displays.</td>
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<td>Load Syntrio courses and/or those purchased from other third-party vendors.</td>
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<td><strong>Communication</strong></td>
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<td>Provide customized announcements as well as send notifications to users using the built-in inbox.</td>
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<td><strong>Data Management</strong></td>
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<td>Customizable user groups, activity log tracking, and infinite reporting possibilities.</td>
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<td><strong>Personalized Dashboard</strong></td>
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<td>From training plans to in-progress training and emails, view what needs to be addressed at a glance.</td>
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<td><strong>Customized Formats</strong></td>
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<td>Fully customize the learning content based on different learning styles and processes used at your organization.</td>
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<td><strong>Flexible Search Features</strong></td>
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<td>Set different search features based on the organization's emphasis. Search all fields or set only some fields.</td>
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<td><strong>Reference Material</strong></td>
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<td>Link to intranet or external locations and decide whether these resources are tested, untracked, or tracked upon launch.</td>
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<tr>
<td><strong>Accessibility Compliant</strong></td>
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<td>Learning paths meet both 508 and WCAG standards</td>
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Our reporting hotlines, powered by Lighthouse Services, are ideal for all types and sizes of business and meet all regulatory compliance reporting obligations.

We monitor your business through the eyes of your employees, shareholders, vendors, and customers with a customized, affordable, and secure hotline.

We help protect your assets, board of directors, management, and employees. We are an independent, third-party hotline provider, which ensures your employees will feel confident their anonymity will be protected, as studies show that witnesses to internal fraud prefer to remain anonymous when reporting wrongdoing.

### Reporting Hotline Features

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<td><strong>24-Hour Access</strong></td>
<td>Ready for calls 24 hours a day, seven days a week, 365 days a year. Available whenever your employees need us.</td>
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<td><strong>Flexible Contact Options</strong></td>
<td>Employees can choose from any of our six contact methods: Web, fax, mail, email, text, and toll-free 1-800 live telephone service.</td>
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<td><strong>Quick Implementation</strong></td>
<td>One business day setup requires minimal customer involvement. Implementation guide, templates, and program materials.</td>
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<td><strong>Specialized Operators</strong></td>
<td>Professionally trained staff accustomed to dealing with caller concerns, stress, and frustration.</td>
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<td><strong>Worldwide Access</strong></td>
<td>To meet the needs of companies engaged in operations around the globe, we offer 24/7/365 worldwide access.</td>
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<td><strong>Multi-Language Services</strong></td>
<td>Our specialized representatives are available in English and Spanish as well as over 140 other languages with our interpreter services.</td>
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<td><strong>Easy-to-Use Reports</strong></td>
<td>Actionable incident reports, easy to understand monthly summary and quick access to every detail of each reported incident.</td>
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<td><strong>Independent Vendor</strong></td>
<td>When you offer independent third-party hotline services, your employees feel safer and are more likely to report concerns.</td>
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<td><strong>Report History</strong></td>
<td>All your reports and supporting data are permanently retained and easily retrieved.</td>
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**ABOUT SYNTRIO**

**Reporting Hotlines**

We help protect your assets, board of directors, management, and employees. We are an independent, third-party hotline provider, which ensures your employees will feel confident their anonymity will be protected, as studies show that witnesses to internal fraud prefer to remain anonymous when reporting wrongdoing.
For companies with high call-volume, tracking and analyzing hotline reports can be complicated and highly labor-intensive. Overlooked or missing information can lead to inefficient investigations and leave you vulnerable to potential litigation.

Our powerful and efficient Case Management System (CMS) is a secure, web-based tool that allows you to manage and collaborate on all hotline reports and investigations. Track every issue from a report's receipt through resolution, optimize investigations, reduce administrative oversight, and ensure due diligence.

Case Management System Features

View Report Online
Access report information online even when away from the office with no software to download.

Assign Incidents
Assign the report automatically to the appropriate individual quickly.

Analytics Dashboard
View all key metrics and trends using the advanced and comprehensive dashboard to drill down into data.

Assign Priority
Defining risk level, priority, and status ensures that the most urgent or sensitive cases receive top priority.

Dialog with Reporter
Carry on an anonymous dialog with the reporter, allowing for the continuous exchange of information.

Create & Manage Reports
Develop a variety of reports that can be issued to key personnel within your organization.

Record Follow-up
Input all actions taken as well as each report’s ultimate resolution to create an audit trail.

Easy Collaboration
Easily share either detailed or summary information about a report with appropriate personnel or outside parties.

Link Reports
Adding a Link ID will associate a report with other previously received reports you identify as having similar issues.

ABOUT SYNTRO
Case Management System

For companies with high call-volume, tracking and analyzing hotline reports can be complicated and highly labor-intensive.

Overlooked or missing information can lead to inefficient investigations and leave you vulnerable to potential litigation.

Our powerful and efficient Case Management System (CMS) is a secure, web-based tool that allows you to manage and collaborate on all hotline reports and investigations. Track every issue from a report's receipt through resolution, optimize investigations, reduce administrative oversight, and ensure due diligence.
Bribery: Recognizing and Avoiding Improper Business Incentives

Bribery takes many forms, not just a payment to expedite business. A bribe is never called a bribe. Instead, it's labeled many other things; making bribery in the workplace a challenging issue. To complicate matters, in a global marketplace, bribery has different implications. Here, learners explore how to prevent or respond to a bribery attempt in ways that protect themselves and their organization.

Core
Audience: All employees
Code: sccg306
Time: 8 min

Summary
Audience: All employees
Code: scsg306
Time: 4 min

FCPA: Anti-Corruption and Bribery

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

Audience: All employees
Code: scomp118
Time: 45 min
Preventing Bribery and Corruption in a Global Economy

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 Cooperation and Development (OECD), and newly enacted and pending legislation in Brazil, Russia, India and China (BRIC nations). This legislation addresses the purpose of protecting individuals and their companies from accusations of corrupt payment and the severe 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

Time: 45 min
Gifts and Entertainment

In the business world, gifts and entertainment are often offered to show appreciation to partners or customers. However, doing so without careful consideration can raise questions of ethics and leave those involved vulnerable to unethical or even unlawful conduct. In this course, you will learn to identify ethical issues associated with the offering of gifts or entertainment, use a guided process to decide whether a gift or offer of entertainment is appropriate, distinguish between a gift and a bribe, and how best to respond to unethical gifts or entertainment professionally.

Audience: All employees  
Code: scomp156  
Time: 45 min

Gifts, Hospitality, and Entertainment

Gifts, hospitality, and entertainment can help to build and sustain business relationships by fostering better interactions. But they may also lead to improper benefits that compromise one's decision-making and duty to the organization. Here, learners will explore when gifts, hospitality, and entertainment can become a gray area that involves careful attention and management.

Core  
Audience: All employees  
Code: sccg310  
Time: 8 min

Summary  
Audience: All employees  
Code: scsg310  
Time: 4 min
Ethics and Code of Conduct

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. Learners apply “the code” to a series of ethical issues common in the workplace. This course also discusses responsibilities, procedures, and “whistleblower” protections associated with reporting ethics and/or legal violations.

Audience: All employees
Code: comp160
Time: 30 min

Ethics and Code of Conduct for Colleges and Universities

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.

Audience: College and university faculty and staff
Code: scomp120
Time: 50 min

Ethics and Code of Conduct for Government Contractors

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 and the legal requirements of government contractors concerning ethics and compliance. It highlights the organization’s Code of Ethics (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 legal violations.

Audience: All employees working on government contracts
Code: scomp165
Time: 50 min
FlexCode

An organization’s Code of Conduct is a keystone for driving responsible actions that align with organizational goals and other expectations of proper conduct, all while minimizing risk.

Syntrio’s FlexCode gives ethics and compliance professionals maximum flexibility in configuring meaningful, behavior-changing Code of Conduct training, coordinated with your organization’s specific risk areas. You build your organization’s custom Code of Conduct training based on your key focus areas.

FlexCode’s modular, scalable, custom-rich structure permits an organization to tailor a course to its specific needs, so the training best resonates with employees and effectively represents your Code of Conduct. Course modules may also be used as standalone for ongoing microlearning.

FlexCode’s multi-faceted approach raises the bar on Code of Conduct education. Its structure, content, instructional and visual design work together to:

- Promote understanding of and commitment to your organization’s core tenets.
- Augment the Code of Conduct’s key principles.
- More deeply engage employees in learning.
- Build competencies that support better recognition, evaluation and resolution of ethics issues.
- Encourage employees’ efforts toward more aspirational conduct.
Avoiding Conflicts of Interest

When conflicts of interest arise in the workplace, they 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 such situations or disclosing them through appropriate channels.

Audience: All employees
Code: scomp162
Time: 15 min

Conflicts of Interest: Properly Managing Work and Personal Interests

It’s not unusual for people to feel pulled between duty to their employer and loyalty to their family and friends or other personal interests. Sometimes, the choice is an easy one. Other times, these situations can raise concerns if employees compromise their ability to act objectively. Here, learners are helped to recognize and address such situations to avoid allegations of improper conduct.

Core
Audience: All employees
Code: sccg305
Time: 8 min

Summary
Audience: All employees
Code: scsg305
Time: 4 min
Avoiding Antitrust Violations

Antitrust laws exist to ensure that consumers can 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  
Time: 20 min

Business Fraud: Avoiding Deceptive Business Practices

Fraud is a widespread yet often misunderstood topic that ensnares many businesses and businesspeople, partly due to ignorance about it. Fraud involves intentional deception to deprive others of something valuable or personally enrich another. Employees need an understanding of how to recognize and prevent fraud, whether it occurs within, by their organization, or against it. This course covers two types of business fraud: a) occupational fraud, or fraud against one's employer, and b) general business fraud, or fraud conducted by or against a business, its customers, suppliers, or another outside party.

Foundation  
Audience: Managers  
Code: scfg316M  
Time: 32 min

Core  
Audience: Managers  
Code: sccg316M  
Time: 10 min

Summary  
Audience: All employees  
Code: scsg316  
Time: 4 min
Fair Competition: Maintaining Proper Marketplace Practices

Everyone knows that winning business can be competitive. Sometimes, overly aggressive competition may override our sense of fairness, leaving some organizations questioning how far they’ll go to be on top. Here, learners explore the value of fair business competition and how honestly promoting the quality and value of their products and services is the most reliable long-term strategy.

Core
Audience: All employees
Code: sccg311
Time: 8 min

Summary
Audience: Managers
Code: scsg311
Time: 4 min
Anti-Money Laundering

This course discusses what money laundering is, how it works, key responsibilities under anti-money laundering laws, penalties for compliance failures, and “red flags” to help detect money laundering if it occurs.

Audience: All employees
Code: scomp167
Time: 20 min

Working Financial Integrity: Ensuring that Numbers Tell the Truth

Financial records may take various forms. Regardless of the form, it’s essential that employees properly prepare, maintain, keep, submit, and (when authorized) destroy financial and related records. Here, learners explore the types of ethical challenges that can arise with preparing, completing, or changing financial or operational records. Because the more employees are aware of these risks, the more quickly they can recognize and successfully resolve them.

Core
Audience: All employees
Code: sccg309
Time: 8 min

Summary
Audience: All employees
Code: sccg309
Time: 4 min
Avoiding Insider Trading Risk

Insider Trading is one of those terms that many people have heard of, but few really understand. Most people associate insider trading with headlines about greedy high-level executives, but the truth is that anyone with access to business information can run afoul of insider trading laws and risk severe penalties. This course explores the circumstances and types of transactions that can lead to violations of federal securities laws enforced by the Securities and Exchange Commission (SEC) as well as who is at risk of insider trading violations and key responsibilities for minimizing those risks.

Audience: All employees
Code: scomp163
Time: 15 min

Inside Information & Insider Trading: Building Trust with the Marketplace

The careful handling of confidential, nonpublic information is an essential duty for every organization and employee. Many employees may not understand what data is considered to be “inside information” and the proper ways to work with and safeguard it. Also, employees need to know how inside information may be communicated in respect to securities trading. This course provides an important introduction to these challenging issues.

Core
Audience: All employees
Code: sccg313
Time: 8 min

Summary
Audience: All employees
Code: scsg313
Time: 4 min
International Trade: Properly Managing Cross-Border Business

Organizations that conduct business globally need to pay attention to rules regarding international trade, namely exports, imports, and economic embargoes and boycotts. Failing to understand and adhere to these rules can quickly cripple business activities that cross borders. Even some activities that may not appear to involve international trade can run afoul of the rules.

Core
- Audience: All Employees
- Code: sccg312
- Time: 8 min

Summary
- Audience: All employees
- Code: scsg312
- Time: 4 min

Introduction to Export Compliance

This course provides a general overview of US export rules that must be followed by companies that export to destinations outside the US or that take other actions that qualify as an export. Knowing your company’s responsibilities under the law can help avoid potential errors and costly legal sanctions arising from violations.

- Audience: All employees
- Code: scomp168
- Time: 20 min
Data Privacy: Managing the Security and Proper Use of Personal Information

Personal information can be used to identify a specific individual. It can belong to customers, consumers, people using the Internet, employees, suppliers, business partners, and third parties. Certain personal information is often considered private under the law. Therefore, organizations and their employees must safeguard any personal information in their care. Here, learners explore the many considerations regarding the handling of personal information and the practical steps to take to protect it from theft and misuse.

Core
Audience: All employees
Code: sccg308
Time: 8 min

Summary
Audience: All employees
Code: scsg308
Time: 4 min

Employee Privacy: Balancing a Manager’s Right to Know

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 & supervisors
Code: scomp048
Time: 45 min
GLBA Privacy Laws and Practices

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
Time: 30 min

U.S. Family Educational Rights & Privacy Act (FERPA)

This course covers the U.S. Family Educational Rights & Privacy Act (FERPA) and its requirements regarding handling and disclosure of student education records. All college and university employees, including faculty and administrators, need to understand FERPA and its restrictions in disclosing this information to third parties.

Audience: College & university faculty & staff
Code: scomp177
Time: 20 min
Working with Third Parties: Partnering Responsibly for Shared Advantage

Businesses need to leverage the skills and resources of their vendors, contractors, consultants, distributors, and other partners to increase their chance of success and best serve customers. But organizations have their own values, culture, standards, objectives. These differences can cause conflicts among partners, sometimes leading to conduct that others find questionable or illegal. A business needs to carefully manage its relations with its third parties to avoid or reduce risks of unethical conduct and increase the chance of success. Each individual has a vital role in helping the organization to manage these third-party relationships.

Core

Audience: All employees
Code: sccg321
Time: 8 min

Summary

Audience: All employees
Code: scsg321
Time: 4 min
To successfully address ethical issues that arise in the workplace, it's helpful for employees to understand some key foundations regarding ethics and compliance. This module introduces employees to important concepts such as expectations of responsible conduct, responsibilities to stakeholders, challenges they are likely to face in a business setting, and the importance of building competencies at recognizing, evaluating and resolving questions and concerns. This course provides an important foundation for ensuing ethics and compliance instruction.

Core
Audience: All employees
Code: sccg301
Time: 8 min

Summary
Audience: All employees
Code: scsg301
Time: 4 min

Employee Core Competencies: Addressing Ethics & Compliance at Work

Knowing when workplace behavior is right or wrong, what to do about it, when to seek help, and then raise concerns about improper behavior—the four actions are as important in an organization as they are in one’s personal life. Here, learners explore the basic competencies needed to support their organization's ethics and compliance efforts.

Core
Audience: All employees
Code: sccg302
Time: 8 min

Summary
Audience: All employees
Code: scsg302
Time: 4 min
Manager Core Competencies: Managing Ethics & Compliance at Work

Employees who manage others have important responsibilities to guide their subordinates’ actions. They need to demonstrate ethical behavior. They are accountable for setting and reinforcing a strong culture of ethical conduct within their workgroup. And they are their subordinates’ principal resource for guidance and concerns about ethical conduct, among other responsibilities. In this course, managers explore the key competencies that lead to and reinforce a responsible workplace.

**Core**
Audience: Managers
Code: sccg303
Time: 8 min

**Summary**
Audience: Managers
Code: scsg303
Time: 4 min

Responding to Ethics Complaints

Maintaining an 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 often dictates whether the ethical culture is strengthened or whether the reputation and health of the organization are being 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 & supervisors
**Code:** scomp159
**Time:** 20 min
Resolving Ethical Issues

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: All employees
Code: scomp157
Time: 25 min

Speak Up! Addressing Ethics Concerns

Legal and ethical missteps can occur in any organization. Addressing and resolving these behaviors can head off devastating effects on 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 report misconduct if it arises.

Audience: All employees
Code: scomp155
Time: 15 min
Social Media Ethics

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 organizations. It also raises many challenging ethical and legal issues. This course provides an overview of social media ethics in the workplace.

Audience: All employees
Code: scomp161
Time: 25 min
Meal & Rest Break Training

This course is intended 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 and hour training for those managers interested in the nuances of meal and rest break laws.

Audience: California managers and supervisors who supervise hourly W-2 employees in California
Code: scomp140
Time: 15 min

Understanding the Family Medical Leave Act (FMLA)

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 intended 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 that employees are entitled to while on leave, and responsibilities for record-keeping and posting notices regarding FMLA procedures.

Audience: Managers & supervisors
Code: scomp057
Time: 45 min
Wage & Hour Basics

This course is intended 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
Time: 30 min

Audience: California managers who supervise hourly W-2 Employees
Code: scomp139
Time: 45 min
Avoiding Wrongful Termination

This course will help managers to understand the principle of "at-will" employment and the notable exceptions to the rule. After completing 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 & supervisors
Code: scomp047
Time: 40 min

Employee Discipline

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 & supervisors
Code: sprod096
Time: 45 min
Creating a Bully-Free Workplace

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 behavior to ensure it is appropriate at all times and the importance of promoting a culture of mutual respect in the workplace.

**Audience:** Managers
**Code:** sprod097
**Time:** 45 min

**Audience:** All employees
**Code:** sprod099
**Time:** 30 min

Disability Discrimination and Accommodation

The Americans with Disabilities Act (ADA), as amended by the ADA Amendment Act (ADAAA), and state and local laws prohibit employment discrimination against qualified individuals with a disability. Using hypothetical scenarios and practical exercises, this course teaches managers how to effectively and legally manage individuals with disabilities, including the obligation to provide reasonable accommodations, if necessary. It also teaches preventive steps that a manager can take to avoid a claim of disability discrimination.

**Audience:** Managers & supervisors
**Code:** scomp040
**Time:** 30 min
Preventing Age Discrimination

Workers of all ages can make substantial contributions to a productive and effective workforce. Still, a recent study found that nearly two in three 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 & supervisors
Code: scomp127
Time: 20 min

Preventing Employment Discrimination: College and University Edition

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 guides faculty, staff, managers and supervisors in college and university setting 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, staff, managers & supervisors
Code: scomp130
Time: 45 min
Preventing Employment Discrimination

Everyone in the United States has a right to equal opportunity employment. Every company must be committed to preventing employment discrimination. To achieve this all managers, supervisors and the company staff must educate themselves about anti-discrimination policies and regulations. This course focuses on recognizing laws, regulations and policies that prohibit discrimination. It disseminates understanding regarding protected classes and the type of conduct that may be necessary to avoid harassment and discrimination. It has information about how to prevent discrimination and deal with retaliation properly. There are numerous examples that will make your learning experience very engaging.

Audience: All employees
Code: scomp189
Time: 45 min

Audience: Managers and supervisors
Code: scomp105
Time: 45 min

Audience: Federal Agencies
Code: scomp125
Time: 45 min

Religious Discrimination and Accommodation

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 & supervisors
Code: scomp129
Time: 20 min
Diversity and Inclusion: Valuing Differences for Mutual Success

Respect among coworkers provides an important but not complete foundation for a successful workplace. An organization also must acquire a breadth and wealth of competencies to fulfill its promise. This begins with recruiting and hiring employees with diverse characteristics, backgrounds, experiences, and perspectives. It continues by harnessing this diversity by actively involving employees in efforts to envision, develop, and promote successful solutions. These efforts at diversity and inclusion ensure that the organization benefits from a broad base of ideas and solutions that best serve customers and address other stakeholder expectations. This course provides an overview of key elements of promoting workplace diversity and inclusion.

Core
Audience: All employees
Code: sccg322
Time: 8 min

Summary
Audience: All employees
Code: scsg322
Time: 4 min

Valuing Diversity

To realize the most significant competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is adequately 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 to maximize the potential of all employees.

Audience: Managers
Code: scomp089
Time: 40 min

Audience: All employees
Code: scomp061
Time: 30 min

Audience: Managers in Canada
Code: scomp113
Time: 40 min

Audience: All employees in Canada
Code: scomp114-CAN
Time: 30 min

Audience: Government Contractors: Manager
Code: scomp141
Time: 35 min

Audience: All employees (Flash)
Code: scomp114
Preventing and Addressing Sexual Harassment

Sexual harassment continues to hurt organizations. This illegal conduct leaves emotional and psychological scars on targeted employees. Further, it also hurts overall team morale, productivity, collaboration, and other important objectives for a constructive workplace. Even perpetrators may not appreciate the risks they take when engaging in this conduct. A workplace that allows, and even encourages, this improper conduct cannot promote respect for all employees to obtain their best performance.

This scenario-led training offers strategies for preventing unlawful harassment and helps employees understand how to respond appropriately if they witness or learn about this conduct. Finally, it provides employees with guidance about how to seek guidance or raise concerns regarding workplace harassment.

Objectives:

- Identify sexual harassment when it arises.
- Provide examples of how to act responsibly when observing suspected harassment.
- Indicate how to respond confidently and safely as a bystander when you suspect harassment is occurring.
- Identify retaliation for raising concerns when it occurs.
- Indicate how best to report suspected harassment with confidence.

Topics:

- Harassment Impacts Everyone
- What is Harassment?
- Types of Sexual Harassment
- Other Forms of Harassment
- Harassment in Context
- Dealing with Harassment Complaints
- Retaliation
- Remedies

Audience: All employees
Languages: English
Code: setu232
Time: 30 min
Preventing Sexual Harassment

Sexual harassment continues to remain a real workplace problem. Media stories and studies clarify the high toll that this misconduct takes on targeted employees, coworkers, and the overall work environment. A workplace that allows—and even encourages—such conduct cannot promote respect for all employees to obtain their best performance. The United States Congress, state legislatures, and local lawmakers all have enacted laws that require most employers to train all employees on sexual harassment prevention and response. All employees need to understand their role in promoting a healthy workplace, preventing sexual harassment, and effectively responding to such misconduct when it occurs. This course does not fulfill the specific requirements of any one state and should not be used as a substitute for state-specific training in a jurisdiction that has a legislative training requirement.

Audience: Managers & supervisors
Code: setu206
Time: 70 min

Audience: All employees
Code: setu207
Time: 60 min

Preventing Workplace Harassment

Sexual and other harassment due to protected classes, such as gender, race, and age continue to hurt organizations. This illegal conduct leaves emotional and psychological scars on targeted employees. Further, it also hurts overall team morale, productivity, collaboration, and other important objectives for a constructive workplace. Even perpetrators may not appreciate the risks they take when engaging in this conduct. A workplace that allows—and also encourages—this improper conduct cannot promote respect for all employees to obtain their best performance. This scenario-led training offers strategies for preventing unlawful harassment and helps employees and managers understand how to respond appropriately if they witness or learn about this conduct.

Audience: Managers
Code: setu208
Time: 70 min

Audience: All employees
Code: setu209
Time: 60 min
Workplace Harassment and Bullying: Managing Threats to a Respectful Work Culture

Harassment and bullying threaten a respectful workplace, including the effect on targeted individuals, coworkers, the work environment, and the organization. This course introduces quid pro quo sexual harassment, hostile environment harassment, and bullying. It provides instruction on ways that individuals can help prevent harassment and bullying or respond to this conduct if it occurs. It also addresses retaliation against individuals who report improper conduct or assist in an investigation.

Objectives:

• Identify quid pro quo harassment, hostile environment harassment, or bullying when it arises.
• Demonstrate awareness of the effects of harassment and bullying in the workplace and the benefits of a harassment-free and bullying-free workplace.
• Indicate how best to respond when observing suspected harassment or bullying.
• Indicate how to recognize retaliation when it occurs and how to avoid it in one's behavior.
• Indicate how best to avoid actions that may suggest retaliation for reports of harassment or bullying.

Topics:

• Introduction to Harassment and Bullying
• Forms of Harassment and Bullying
• Costs of Workplace Harassment and Bullying
• Benefits of a Respectful Workplace
• Standards Regarding Harassment and Bullying
• Quid Pro Quo Sexual Harassment
• Hostile Environment Harassment
• Personal Characteristics
• Workplace Bullying
• Addressing Harassment and Bullying
• Preventing Workplace Harassment and Bullying
• Responding to Harassment and Bullying
• Addressing Retaliation
• Manager Responsibilities
This course discusses the federal and California anti-discrimination laws (AB 1825, AB 2053, and SB 396) and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, learners are guided on how to recognize and prevent workplace harassment and retaliation and are provided practical steps that should be taken to correct workplace harassment.

Objectives:

- Understand your responsibilities to prevent, recognize and resolve instances of suspected harassment at work.

Course Outline:

- Module 1: Introduction
- Module 2: Sexual Harassment Impacts Everyone
- Module 3: What is Sexual Harassment?
- Module 4: Types of Sexual Harassment
- Module 5: Sexual Harassment in Context
- Module 6: Other Forms of Workplace Harassment (Managers)
- Module 7: Preventing Abusive Conduct
- Module 8: Dealing with Harassment
- Module 9: Remedies
- Module 10: Conclusion and Company Policy
Connecticut Preventing Sexual Harassment

This course, designed for Connecticut (CT) managers and 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: Connecticut managers & supervisors
Code: scomp152
Time: 120 min

Audience: Connecticut employees
Code: scomp226
Time: 60 min

Delaware Preventing Sexual Harassment

Sexual harassment continues to remain a real workplace problem. Media stories and studies clarify the high toll that this misconduct takes on targeted employees, coworkers, and the overall work environment. A workplace that allows—and also encourages—such conduct cannot promote respect for all employees to obtain their best performance. Delaware enacted laws that require most employers to train all employees on sexual harassment prevention and response. This course helps all employees understand their responsibility to promote a workplace free of sexual harassment, prevent such improper conduct, and effectively respond to instances.

Audience: Delaware managers & supervisors
Code: setu218
Time: 70 min

Audience: Delaware employees
Code: setu205
Time: 60 min
Maine Preventing Sexual Harassment

This course, designed for Maine managers, supervisors, and employees, discusses the federal and Maine state anti-discrimination laws and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, learners are guided on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance that should be taken to correct sexual harassment.

Audience: Maine managers & supervisors
Code: scomp176
Time: 120 min

Audience: Maine employees
Code: scomp188
Time: 60 min

New York Preventing Sexual Harassment

Sexual harassment continues to remain a real workplace problem. Media stories and studies clarify the high toll that this misconduct takes on targeted employees, coworkers, and the overall work environment. A workplace that allows—and even encourages—such conduct cannot promote respect for all employees to obtain their best performance. New York State and City both have enacted laws that require most employers to train all employees on sexual harassment prevention and response. This course helps all employees understand their responsibility to promote a workplace free of sexual harassment, prevent such improper conduct, and effectively respond to instances.

Objectives:
• Appreciate why harassment is so debilitating to targeted individuals and the workplace.
• Understand the types of harassment and how to prevent improper conduct.
• Recognize harassment in the workplace.
• Know when and how to intervene in suspected harassment.
• Know how to effectively respond to instances and complaints.
• Know how to promote a workplace free of sexual harassment.

Audience: NY managers & supervisors
Code: setu201
Time: 70 min

Audience: NY employees
Code: setu202
Time: 60 min
Campus Aware: Sexual Violence Prevention

Domestic, dating, and sexual violence are problems on many college campuses. It is estimated that one in five 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. It is also intended to meet the mandatory training requirements of the Campus SaVE Act (Campus Sexual Violence Elimination Act) and address Title IX concerns. Further, the course 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
Time: 45 min

Harassment: Ensuring a Respectful Workplace

Our collective understanding of harassment now goes way beyond just sexual harassment, also including harassment based on personal characteristics and bullying. In any form, harassment prevents employees and organizations from doing their best. Here, learners come to understand that all employees have the responsibility to address harassing behavior, be it verbal or non-verbal, whether as a victim or witness.

Core
Audience: All employees
Code: sccg304
Time: 8 min

Summary
Audience: All employees
Code: scsg304
Time: 4 min
Preventing Unlawful Harassment for Colleges and Universities

This course discusses the human characteristics that are protected by antidiscrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of illegal 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.

Regulations: Title VII of the City Rights Act of 1984 | Federal Protected Classes of Discrimination Title IX

Audience: Faculty, staff managers, and supervisors in colleges and universities
Code: scomp106
Time: 45 min

Audience: All employees in colleges and universities
Code: scomp107
Time: 30 min

Preventing Unlawful Workplace Harassment for Federal Agencies

To realize the most significant competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is adequately 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: Federal Sector managers & supervisors
Code: scomp124
Time: 45 min

Audience: Federal Sector employees
Code: scomp123
Time: 30 min
Legal Aspects of Interviewing and Hiring

A company’s strength lies in its employees but hiring the right employee for the job every time is not simple. It can cost thousands of dollars to search for, hire, and train new people. If a new hire does not work out, this investment is lost. Good hiring must be done with objectivity, care, and an eye toward the law. The process takes time, but remember, when you find the right person for the job, both staff performance and morale improve! This course looks at effective strategies for finding and hiring the best person for any position.

Audience: Hiring managers
Code: scomp133
Time: 60 min
Preventing Unlawful Retaliation in the Workplace

The 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. Unlawful retaliation occurs when an employer imposes adverse consequences on an employee for exercising his or her rights or engaging in certain activities “protected” by law. Using scenarios and case studies, this course discusses the types of work-related activities that are protected by law, 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
Code: scomp119
Time: 45 min
Managing Substance Abuse in the Workplace

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 toward a drug-free workplace, and recognizing and understanding 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. The Manager edition also covers how to sensitively deal with employees who have a suspected problem and where they can turn for help if they have a substance abuse problem.

Audience: Managers
Code: sprod194
Time: 45 min

Audience: All employees
Code: sprod193
Time: 45 min
An Introduction to Effective Leadership

Leadership is many things, so it's important to start with the basics. In this introductory course, explore the four basic leadership responsibilities and the importance of how you choose to approach others.

Audience: Leadership
Code: pls15053
Time: 4 min

Leaders Learning: How Not to Manage

Oftentimes, a leader succeeds by following best practices. There are times, though, that knowing the warning signs of ineffective managing is just as important. This course explores management warning signs to avoid and how best to evaluate what not to do in a leadership position.

Audience: Leadership
Code: pls15610
Time: 4 min

Leaders Working with Leaders: Building Your Team

A highly effective leadership team does not simply come together on its own. It takes time, development, and a big picture view to form a great team. Do you have the tools you need? This course explores the key factors that go into building a highly effective leadership team.

Audience: Leadership
Code: pls15066
Time: 4 min
GENERAL LEADERSHIP SKILLS

Understanding Power, Influence, and Leadership

Being in a position of authority comes with certain powers. If misused, power can hinder your leadership, curtail your career, and hurt your employees and organization. This course explores the seven types of power and how power can be exercised to support leadership or perpetuate a toxic work environment.

Audience: Leadership
Code: pls15067
Time: 2 min

What Every Leader Needs

Do you wish your employees willingly follow your lead? In this course, encounter five core principles of leadership that, regardless of your personal style, are critical to your success.

Audience: Leadership
Code: pls15065
Time: 3 min

What Makes a Leader?

Leadership is one of the most studied attributes. Most experts agree on what makes a good leader and how leaders demonstrate key qualities. In this course, explore leadership as a development process and determine where you are and how far you can go.

Audience: Leadership
Code: pls15064
Time: 3 min
EMOTIONAL INTELLIGENCE (EQ)

Dealing with Anger and Emotions: Quick Tips

Do you have those days when you feel like your anger and emotions are being challenged? This course provides you with three tips to gain control of your emotions and be on your way to a productive workday.

Audience: All employees
Code: pls15031
Time: 3 min

The Basics of Emotional Intelligence

Understanding your own and others’ emotions is critical to business and leadership success. This course explores the four key areas of emotional intelligence (EQ) and identifies examples of each area.

Audience: All employees
Code: pls15074
Time: 3 min
Emotional Intelligence (EQ) Toolbox Series

Emotional intelligence (EQ) refers to the capability of a person to manage and control his or her emotions and possess the ability to understand and control the emotions of others as well. EQ is often described by its five main elements: awareness, self-regulation, motivation, empathy, and social skills. This 15-minute series covers each of these elements and more.

Audience: All employees
Time: 10 min

**Becoming Socially Aware**
Do you inspire others and recognize their accomplishments? This course explores the difference of an optimistic versus a pessimistic approach to managing in the workplace and offers practical ways to cultivate an optimistic approach with employees for a more motivated and encouraging work environment.

Code: pls15077  Time: 4 min

**How to Express Empathy**
Do you empathize with your colleagues and coworkers? This course presents seven, empathy-developing tips to avoid mistakes with employee development and coaching.

Code: pls15078  Time: 4 min

**How to Be More Self-Aware**
Do you practice self-awareness? In this short course, you will explore what self-awareness is, its impact on the workplace, how to assess yourself, and what you can do to practice self-awareness in and out of the workplace.

Code: pls15075  Time: 3 min

**Managing Your Relationships**
Do you connect with people and understand your influence over others? This course offers insight into the cost of mismanaged relationships and low EQ before exploring what an emotionally intelligent person looks like.

Code: pls15076  Time: 4 min
Goal-Setting in the Workplace

Goals are important to guide individuals and organizations to fulfill their mission and responsibilities. Goals set an endpoint to achieve and improve oneself and his or her organization. Without goals, many people lack motivation, are stuck in old ways, and may not feel a part of a group.

This course explores the characteristics of effective goals, the steps involved in the goal-setting process, and ways to overcome barriers to achieving goals.

Objectives:

- Identify the qualities of a good work goal.
- Indicate the benefits of goal-setting.
- Identify what makes a challenging yet realistic goal.
- Identify what a SMART goal means.
- List the steps of the goal-setting process.
- Indicate ways to overcome goal barriers.

Topics:

- Performance management
- Performance review
- Goal-setting
- Goals
- SMART
- Benefits of goal-setting
- Ethics and goal-setting
- Ensuring success

Audience: All employees
Code: sprod214
Time: 45 min
Critical Thinking: Asking Effective Questions

At its heart, critical thinking involves asking relevant and effective questions in order to dissect an issue, which often leads to problem-solving and decision-making. This course explores the critical thinking elements you need to address a work-related question or problem.

Audience: All employees
Code: pls15613
Time: 5 min

Six-Step Process to Problem-Solving

This course explores the steps involved in effective problem-solving to understand and solve a work problem, including developing evaluation criteria to determine what solution is the best one.

Audience: All employees
Code: pls15615
Time: 3 min

Strategic Planning: A Definition

Solid, strategic planning is essential to an organization’s success. This course describes what strategic planning is and lists the key elements of a strategic planning process.

Audience: All employees
Code: pls15616
Time: 3 min
Budgeting: How to Budget Expenses

Careful and accurate budgeting is critical to any project’s success. This course focuses on how to budget expenses.

Audience: Managers, supervisors, & project managers
Code: pls15607
Time: 4 min
CONTROL YOUR WORK DAY: 9 GOOD TIME MANAGEMENT TIPS

Without question, time management is essential to increased productivity. This course provides nine time-management tips and explains the roles of contingency planning and communication in effective time management.

Audience: All employees
Code: pls15612
Time: 4 min

HANDLING STRESS

This course explores the underlying cause of stress and offers eight tips to handle it.

Audience: All employees
Code: pls15446
Time: 4 min

HOW TO MANAGE YOUR TIME EFFECTIVELY

Do you struggle to get through all of the tasks you set for yourself? This course provides a three-step strategy sure to help you prioritize and complete daily tasks. Encounter time management approaches and great tips to successfully manage your day.

Audience: All employees
Code: pls15084
Time: 4 min
It's About Time

Time is unyielding. We can't stop it, slow it down, or save it for later. Many people make this situation worse by stalling, being disorganized or distracted, multi-tasking, overloading one's day, or failing to keep track of time. Think of important deadlines that were missed because of poor time management, or a task that was rushed or incomplete, again due, in part, to poor time-management skills. The good news is that we can improve how we manage and utilize our time.

This course provides invaluable time-management skills.

Objectives:

• Define time management.
• Identify examples of poor time management.
• Identify time-management tools such as scheduling and planning.
• Indicate the benefits of a task list.
• Identify ways to prioritize tasks.
• Define the Pareto Principle.
• Identify time-management barriers.
• Identify time-management strategies.
• Indicate how best to manage interruptions.

Topics:

• Time management
• Task list
• Prioritization
• Time management barriers
• The Pareto Principle
• Scheduling
• Planning
• Time-management strategies
• Managing interruptions.
Managing Information Overload

Consider how much information each of us has to process on an hourly, daily, weekly, and monthly basis. Whether in print or paperless, we are bombarded with information, some of it relevant and some of it a waste of our time. Studies show that people can only keep six or seven items in their head before forgetfulness and confusion comes into play. Worse yet, being buried by information can lead to stress and negative emotions and health results.

This course explores how to organize an information management system that works for you. Utilizing easy-to-use strategies and controls, you will be able to manage information and avoid information overload.

Objectives:

- Identify ways one is overloaded with too much information.
- Identify the risks associated with information overload.
- List ways to effectively manage and reduce clutter.
- Indicate the benefits of creating a filing system.
- List steps to effectively organize information.

Topics:

- Managing information
- Information overload
- Avoiding mental "burn out"
- Managing clutter
- Reducing clutter
- Filing
- Organizing information
TIME & STRESS MANAGEMENT

The Time of Your Life

Do you ever ask yourself, “How can I stay on top of all my tasks?” This course explores how you can realistically plan your days more efficiently. Identify how you work best and face challenges to better prioritize your hectic schedule and play to your strengths, so you can soon start to have the time of your life.

Audience: All employees
Code: pls15088
Time: 3 min

Understanding Stress

This course explores the underlying cause of stress and how you physically and emotionally react to it.

Audience: All employees
Code: pls15447
Time: 4 min
Don't drown in a messy and unproductive environment. Discover a variety of tips and techniques to stay sane, organized and productive in the workplace. This 17-minute series was developed to help you keep a positive workplace vibe.

Audience: All employees
Time: 10 min

**7 Tips to Improve Your Work-Life Balance**
This course explores the signs that you need to improve your work-life balance and provides the seven tips for improving work-life balance.

Code: pls15421   Time: 3 min

**8 Tips to Control Your Email**
This course explores why email management is important and offers tips to better manage your email.

Code: pls15422   Time: 3 min

**Tips for an Organized Workspace**
This course explores the costs of a cluttered workspace and how to take immediate steps to begin decluttering and maintaining an organized workspace over time.

Code: pls15420   Time: 3 min

**Tips to Increase Productivity**
This course explores what to do when your productivity is dropping due to overwork, including how best to ask for help or delegate tasks.

Code: pls15419   Time: 4 min

**Tips to Remain Sane**
This course explores ways to manage stress and stay sane, recognizing the benefits of taking breaks from work for "me" time.

Code: pls15418   Time: 4 min
DELEGATION & ACCOUNTABILITY

ACCOUNTABILITY SERIES

Holding your team to specific standards keeps everyone on task and creates responsibility and ownership. This 30-minute series of courses will help managers develop a work culture that centers on accountability, thus benefiting you, your team, and your organization.

Audience: Managers & supervisors
Time: 10 min

What Is Accountability?
What do you do when team members don't meet expectations? Do you reprimand them? Do you share the responsibility? How do you help ensure they meet expectations the next time?
This course explores the benefits of an accountable workplace culture as well as a five-step process you can follow to develop that culture.

Code: pls16402  Time: 5 min

3-Step Formula to Setting Clear Expectations
Can you recall a time that someone didn't meet your expectations? Or you didn't meet someone else's expectations? Chances are those expectations weren't the same for both parties because they hadn't been clearly defined at the start. This course offers three simple steps to ensure expectations are clear for everyone on your team.

Code: pls16403  Time: 5 min

Ask Better Questions - Get Better Answers
Would you like to have specific answers to the questions you ask? If you aren't already getting those specific answers, it could be because of the questions you're asking. You can follow a few simple steps to ask better questions, develop clear channels of communication and increase accountability on your team.

Code: pls16404  Time: 5 min

The Secret to Help Your Team Get Better – Faster
How can you support your team to improve their performance faster? The secret lies with effective feedback. In this course, explore the components of effective feedback and how to host a feedback session that will quickly move your team toward great success.

Code: pls16406  Time: 5 min

Turn Your Team into Problem Solvers
Sometimes it's easy to solve problems for others—but does that really help the people involved? Instead of solving problems for your team, you may need to help them become problem-solvers. Which is why this course offers ways for you to provide support and help your team increase their accountability.

Code: pls16405  Time: 5 min
Effective Delegation Skills

Do you struggle with successfully delegating tasks? This course presents six self-assessing questions to ask for successful delegation.

Audience: Managers & supervisors
Code: pls15097
Time: 5 min

Tips for Effective Delegation

This course explores some of the barriers to delegation and how to remove them. It also discusses the role of fear in preventing delegation that, overcome, may bring benefits to you and your team.

Audience: Managers & supervisors
Code: pls15443
Time: 5 min
Meeting the Delegation Challenge

Managers have a number of important responsibilities. They manage projects and workers. They need to achieve leadership goals. They must lead individuals and teams through change and conflict. They organize work and delegate tasks. They comply with company rules, policies, and procedures. They create what hopefully is a respectful and civil work environment.

This course explores 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.

Objectives:

• Define a manager’s role and responsibilities as a leader.
• Indicate the challenges of a first-time manager.
• Identify tasks common to a manager.
• List the core skills of a successful manager.
• Identify ways for managers to conduct productive meetings.
• Indicate how best a manager can manage him- or herself.

Topics:

• Leadership
• First-time manager
• Being a manager
• Management
• Manager role and responsibility
• Manager core skills
• Managing meetings
• Managing oneself

Audience: Managers & supervisors
Code: sprod196
Time: 45 min
Preparing and managing change effectively is an asset for all managers and supervisors. There will come a time when you will not only be affected by the change but will also be the one who announces that change. This 18-minute series will take you through multiple steps in the change process such as how to prepare for change, working through change and analyzing your change management plan.

Audience: Managers & supervisors  
Time: 10 min

An Introduction  
This course provides key facts about change and the key activities of change management. It’s a good place to start your change management training.  
Code: pls15423  Time: 2 min

Preparing for Change  
This course explores why preparing for change is so important, it also presents the stages of the ADKAR model of change.  
Code: pls15425  Time: 3 min

Analysis  
In this course, learn to apply the ADKAR change model to analyze your change management plan.  
Code: pls15429  Time: 3 min

Making the Announcement  
In this course, learn to apply the ADKAR change model to analyze your change management plan.  
Code: pls15426  Time: 3 min

After the Announcement  
This course explores why it is important to confront resistance after announcing a change. It also provides tips for listening and responding to change-resistant employees.  
Code: pls15427  Time: 2 min

The Phases of Change  
This course explores the emotions and activities that employees may express during times of change and actions that managers can take to address different employee reactions.  
Code: pls15424  Time: 3 min

Working Through the Change  
This course explores how to transition employees from resistance to acceptance. It also offers tips on how to build acceptance with employees.  
Code: pls15428  Time: 2 min
Leader’s Toolbox: The Change Environment

It’s common to resist change, no matter the inevitability of it. How far along are YOU in the change agent process? This course explores how to refute resistance with facts and logic.

Audience: Managers & supervisors
Code: pls15105
Time: 4 min

LEADING & COACHING

A Coach’s Guide to Embracing Leadership Styles

Do you feel like your team lacks competence or commitment? Are you committed to coaching all of your employees – from the enthusiastic to the disillusioned? This course explores the four styles of leadership coaching for greater performance maturity.

Audience: Managers & supervisors
Code: pls15042
Time: 5 min

A Coach’s Guide to Feedback

Do you struggle to present employee performance feedback in a constructive or positive way? This course explores two types of feedback and constructive approaches to improve staff performance.

Audience: Managers & supervisors
Code: pls15041
Time: 4 min
Adapting Your Coaching Style

Not all employees are built the same – from how they communicate to how they are best coached. This course explores employee personality types and tips on how to best coach each employee to success.

Audience: Manager & supervisors
Code: pls15040
Time: 4 min

An Introduction to Coaching

Do you help team members meet their maximum potential? Do you know others who are underperforming, and you are at a loss on how to correct the issue? This course explores the four key elements of excellent coaching.

Audience: Managers & supervisors
Code: pls15039
Time: 3 min

Coaching with a Process

What do you know about the performance skill gap? Do you struggle identifying or closing the gap for your employees? In this course, explore the performance skill gap with four cohesive steps and help employees reach their full potential.

Audience: Managers & supervisors
Code: pls15043
Time: 3 min
Leading a High-Performance Team

Increasingly, organizations 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.

Objectives:

• List the qualities of a good team leader.
• Identify the benefits of working as a team.
• Indicate how best to coach team members.
• Indicate how best to lead a team meeting.
• List common team challenges.
• Indicate how best to deal with team conflicts.
• Identify how best to deal with common team challenges.

Topics:

• Teambuilding
• Team leader
• Benefits of teams
• Team requirements
• Leading a team
• Coaching a team
• Conducting meetings
• Common team pitfalls
• Conflict resolution
• Removing team members
• Dealing with resignations
• Hiring new team members

Audience: Leadership, managers & supervisors
Code: sprod223
Time: 60 min
Managing Conflict: A Collaborative Approach

In business, conflict is avoidable. Some would argue that conflict is actually productive because it makes people see things in new ways. Today, there is an emphasis on finding collaborative solutions to workplace conflicts, which can result in strengthened workplace relationships and a more innovative work environment. Managing conflict is not easy because it involves people's emotions, opinions, experiences, backgrounds, and priorities.

This course focuses on this approach, teaching managers how to mediate a collaborative solution in any workplace conflict.

Objectives:

• Define workplace conflict.
• Identify how workplace conflict typically happens.
• List ways that conflict becomes destructive to individuals and organizations.
• Indicate how a manager can best deal with conflict.
• Identify the benefits of mediation.
• Define what a collaborative solution to conflict means.

Topics:

• Leadership
• Management
• Leader
• Manager
• Supervisor
• Conflict
• Conflict resolution
• Conflict causes
• Unresolved conflict
• Preventing conflict
• Meditation
• Arbitration

Audience: Managers & supervisors
Code: sprod191
Time: 45 min
LEADING & COACHING

Mentoring: The What and the Why

Have you been asked to mentor someone? Would you like to develop an employee through mentorship? Are you unsure of what mentorship entails or how to get started? This course examines core values of a written mentoring agreement to maximize successful collaboration and coaching.

Audience: Managers & supervisors
Code: pls15096
Time: 4 min

What Every Mentor Needs

Entering into a mentorship role? This course provides a list of actions a mentor must be willing to do for his or her protégé. Could your organization (or you) benefit from a mentorship program?

Audience: Managers & supervisors
Code: pls15095
Time: 3 min

NEW MANAGERS

Going from Coworker to Boss

This course explores some of the challenges encountered when transitioning from coworker to boss and what best practices make the change easier.

Audience: New managers & supervisors
Code: pls15431
Time: 3 min
A Manager’s Core Skills

Managers are not born to succeed. Over time, through trial and error, helped by coaches, mentors, and training, managers develop the skills required of the job. Although there are many, many skills required of different managers, at its core there are five skills needed by all managers. Although there is no replacement for real managerial experience, certain managerial skills, if honed properly, will elevate your success as a manager.

The core skills of a manager are problem-solving and decision-making, planning and delegating, communicating, managing meetings, and managing oneself. Lacking confidence and competencies in even one skill may make the difference between success and failure. This course explores these five core skills every manager needs.

Objectives:

• Identify the five core skills required of a manager
• Indicate when each respective core skill should be used by a manager

Topics:

• Manager core skills
• Five managerial skills
• Problem-solving
• Decision-making
• Planning
• Delegating
• Communicating
• Managing meetings
• Managing oneself

Audience: New and existing managers & supervisors
Code: sprod225
Time: 20 min
A Manager’s Many Roles

Many managers believe their only role is managing resources. Yet, whether they know it or not, a manager’s role changes daily, hourly, sometime minute by minute. One moment, the manager is involved in planning project milestones, tasks, or assignments. Another moment, the manager is organizing work groups or teams. Other times a manager needs to be the leader, coach, and monitor. Each role comes with its own set of responsibilities and competencies.

Many of the roles are overlapping and interrelated. Success in one area often spurs effectiveness in others. No one role is more important than another because it’s the effective combination which is at the heart of good management. This course explores the five critical roles and how best to maximize each one on behalf of the manager, his or her work group, and organization.

Objectives:

- Identify a manager’s roles and responsibilities
- Indicate when a manager should use one of his or her many roles.

Topics:

- Manager roles
- Managers as planners
- Managers as organizers
- Managers as leaders
- Managers as coach
- Managers as monitor

Audience: New and existing managers & supervisors
Code: sprod224
Time: 20 min
Manager's Toolbox Series

As a manager, focus should be spent on building a successful team, which is explored in this 32-minute series. Add some additional tools to your toolbox in order to further build your management skills.

Audience: Managers, supervisors & team leaders
Time: 10 min

Employee Termination Checklist
Explore the five key elements of employee termination to protect you and your organization. Gain insight into what you can do before a justified termination to reduce emotional distress and unintended consequences.
Code: pls15020 Time: 2 min

Background Checks
This course explores the different types of background checks, their benefits, and requirements in order to conduct them.
Code: pls15028 Time: 3 min

Understanding Employee Privacy
Do you know where the employee's right to privacy begins and ends? This course examines the three determinations of invasion of privacy per the US National Labor Relations Board (NLRB). As a manager, this knowledge could prevent uncomfortable gray areas or legal action regarding employee privacy.
Code: pls15047 Time: 3 min

Time Management and Your Team
Do you know how to effectively prioritize and time-manage your team? In this course, explore how to effectively do so by the use of some quick tips and tricks, resulting in the overall productivity of your team.
Code: pls15085 Time: 3 min

Interviewing Checklist
This course explores how an interview checklist can help protect an organization if part of the hiring process is questioned or if there is ever a lawsuit filed. It's not fun to think about, but it is important to document your fair, legal process.
Code: pls15115 Time: 4 min

Battling a Toxic Environment
This course describes how to recognize a toxic environment, examine five strategies for battling a toxic environment and explain what you can learn from a toxic environment.
Code: pls15413 Time: 4 min

Building an Engaged Team
This course explores the concept of team engagement, the cost of low team engagement, and what steps to take to increase engagement.
Code: pls15414 Time: 4 min

Building an Engaged Organization
This course explores elements of team engagement and questions to assess the level of team engagement in your group.
Code: pls15415 Time: 4 min

The Power of Positive Language
This course explores the benefits of using positive language, examples of positive language, and why changing your patterns to positive language is difficult but essential to successful communication.
Code: pls15416 Time: 2 min

Modeling Engagement Behaviors
This course explores the benefits of modeling engagement behaviors, guidelines for engaging employees and possible actions that both increase and decrease engagement.
Code: pls15417 Time: 3 min
Conducting a Performance Review with a Poor Performer

It’s never easy telling an employee that his or her performance is well beyond expectations. This course explores the steps to prepare for a review with a poor performer.

Audience: Managers & supervisors
Code: pls15441
Time: 4 min

Effective Performance Reviews: Self-Assessment

This course explores why self-assessment is important when preparing for a performance review because a manager must objectively review his or her own performance before reviewing others.

Audience: Managers & supervisors
Code: pls15606
Time: 4 min

Manager’s Guide to Employee Performance Improvement

As a manager, you are responsible for productivity and team morale. This can be a problem for you when you have a poor performer on your team. This course explores the four steps in confronting poor performance. Failing to confront the problem can lead to turnover, loss of productivity, and morale issues. So, don’t wait, start now and turn your poor performer around.

Audience: Managers & supervisors
Code: pls15015
Time: 4 min
Maximizing Employee Performance

Managers have a vital role to play in the successful performance of each individual in a workgroup and of the group as a whole. To get the very best of individuals and workgroups, the successful manager sets clear expectations, adds formal and informal support in the guise of a coach or mentor, and knows how to deal with subpar workers.

This course explores how to set goals with your employees, define job responsibilities, effectively use coaching, counseling, and discipline to improve performance, and how to evaluate and further develop employee performance over time.

Objectives:

- Identify a productive goal-setting process.
- Indicate how best to manage performance.
- List the steps in an effective performance review.
- Define the "Performance Cycle."
- Indicate how best to set expectations for individuals and workgroups.
- Identify a coaching process to improve individual and workgroup performance.
- Indicate how to deal with poor performers.
- List ways to develop individuals and workgroups.

Topics:

- Performance management
- Performance review
- The Performance Cycle
- Setting expectations
- Coaching for performance
- Poor performers
- Developing employees

Audience: Managers & supervisors
Code: sprod221
Time: 60 min
Performance Gap Series

This 33-minute series offers strategies to help you uncover and manage performance gaps before they get out of hand.

Audience: Managers & supervisors
Time: 10 min

A Diagram for Success: Find the Right Solution to Improve Performance
You’ve discovered the reasons for performance gaps on your team. What do you do next? This course explores how the root causes for performance gaps may lead you to the solutions that will be most effective.

Code: pls16412  Time: 4 min

Got Gaps? Discover the Real Reason for Performance Gaps
Have you ever asked a team member to complete a task, only to find the task goes unfinished? Even after several reminders? This course explores the Five Whys Technique to get to the root cause of the performance gap.

Code: pls16411  Time: 5 min

Setting Clear Expectations: What You Say & What They Hear
Why do your team members sometimes seem to misunderstand expectations? You may need to ask yourself how clear the expectations are, as well as how well they’ve been communicated. This course provides a few examples to help you look at situations from different points of view.

Code: pls16413  Time: 5 min

Solve Performance Gaps: When They Can’t Do It
When a team member continues to have difficulty with a certain task or skill, it’s important to ensure they have the training needed to meet expectations. But what happens when that training doesn’t improve performance? This course explores when your team members can be successful in a particular role and when they may need a change.

Code: pls16414  Time: 5 min

Solve Performance Gaps: When They Won’t Do It
Sometimes team members fail to meet expectations because they aren’t able to; sometimes they fail to meet expectations because they don’t want to. This course explores seven techniques to help get that team member on the right track.

Code: pls16415  Time: 5 min

Uncover What You Don’t Know About Your Team’s Performance Gaps
When your team doesn’t meet expectations, there’s a gap between what you expect from them and how they actually perform. Why might your team be having difficulty meeting expectations? There could be many reasons! This course offers three strategies to help you uncover and manage performance gaps before they get out of hand.

Code: pls16410  Time: 4 min

Performance Reviews: 7 Steps to Prepare
This course explores the typical steps to conducting effective performance reviews, including ways to prepare for and minimize stress during the review.

Code: pls15445  Time: 5 min
PERFORMANCE MANAGEMENT

Managing People

Retaining Distressed Employees

This course explores the fine line separating support for a distressed employee while also respecting his or her privacy.

Audience: Managers & supervisors
Code: pls15448
Time: 4 min

The Secret to Employee Motivation

How do you motivate your employees? This course explores what employees want and how managers can miss the mark. It also presents the four principles of creating a motivational environment.

Audience: Managers & supervisors
Code: pls15098
Time: 4 min

The Why Behind Poor Performance

Are you prepared to pay the cost of poor performance? This course explores the four types of performers and how to recognize them. Work to properly analyze poor performance to turn problems into solutions.

Audience: Managers & supervisors
Code: pls15094
Time: 4 min
Handling Conflict: An Employees’ Guide

Like it or not, conflict is unavoidable at work. There can be conflict among workers, between workers and management, between organizations and business partners, suppliers, and customers. There can even be conflict within oneself. The key is to understand the conflict’s origins, competing priorities, and context and taking steps to avoid, manage, or resolve it.

This course focuses on a collaborative approach to conflict resolution, helping employees to resolve workplace conflicts so that everyone “wins.”

Objectives:

• List typical workplace conflicts.
• Identify an individual’s role and responsibilities during conflict.
• List likely outcomes of not managing workplace conflict.
• Define the collaborative approach to conflict resolution.

Topics:

• The roots of conflict
• An individual’s responsibilities during conflict
• Team building
• Engagement
• Conflict management
• Managing conflict
• Conflict resolution
• Resolving conflict

Audience: All employees
Code: sprod192
Time: 45 min
GENERAL INTERPERSONAL RELATIONS

Introduction to Negotiation

Whether in our professional or personal life, we try to reach an agreement with other people. When it doesn't work well, we may end up disappointed, defeated, or hostile. When it goes well, we leave believing both you and the other party get what they want. This course explore what negotiation is and its ideal outcome.

Audience: All employees
Code: pls15440
Time: 2 min

Manage Yourself in the Midst of Conflict

How many of us have been in the moment of conflict and suddenly wondering “How did I get myself here?” In the workplace, conflict happens. This course explores why most people react the way they do in a conflict situation and how you can effectively manage yourself in the moment.

Audience: All employees
Code: pls15050
Time: 4 min

Managing Conflict in Special Circumstances

Conflict is complicated. When conflict happens with a boss or customer, there can be a lot at stake. This course explains the MEANS method to address conflict in special situations, leading to a quicker, more effective resolution that builds stronger relationships and team.

Audience: All employees
Code: pls15051
Time: 4 min
Lose the Meeting Blues

In today’s workplace, meetings often garner a poor reputation, typically because many individuals don’t know how to plan and conduct efficient, effective meetings that achieve real results.

This course teaches the three steps to effective meetings: planning, orchestrating, and following up. These steps will empower you to use meetings as a tool for accomplishing group and personal goals in any setting.

Objectives:

• Indicate how to develop objectives for a proposed meeting.
• List ways to ensure the correct attendees, the appropriate time to schedule the meeting and the needed location and resources based on the meeting’s objectives.
• Indicate how best to develop an effective agenda for the meeting.
• Identify methods to orchestrate a meeting, including its content, interaction, and structure.
• Indicate how best to effectively manage any conflict that occurs during a meeting.
• Indicate how best to appropriately follow up after the meeting to ensure its objectives are achieved.

Topics:

• Evaluating meetings
• Characteristics of effective meetings
• The meeting cycle
• Meeting preparation
• Meeting orchestration
• Meeting follow-up

Audience: All employees
Code: scomm012
Time: 45 min
Managing Conflict Step by Step

Conflict, you may want to avoid it. However, avoiding conflict can make a situation go from bad to worst. This course presents the three steps to confront and manage conflict in your team.

Audience: All employees
Code: pls15052
Time: 3 min

Styles of Negotiation

This course explores the five styles of negotiation: Accommodation, Avoidance, Competing, Collaborative, Compromising, and how they operate in the context of advocacy, content, listening, and relationships.

Audience: All employees
Code: pls15442
Time: 4 min
Take a moment to consider how often you consciously or unconsciously try to reach agreement or settle dispute with other people. All of us negotiate dozens, if not hundreds, of times a day. Who's taking out the garage? Who is walking the dog? Who is minding the children? What would make you happy? How can we enjoy a vacation if you're always working? What TV program should we watch? All of these situations, and more, involve working with others to reach (or fail to reach) a mutually workable solution. This course explores how to become a more proficient negotiator using a win-win approach. Further, it provides the characteristics of a successful negotiator and the six steps of every negotiation.

Objectives:

• Identify the importance of negotiation to business success.
• Indicate ways to become a successful negotiator.
• Define a “win-win” situation.
• Indicate what makes a successful negotiator.
• List the six steps of every negotiation.
• Indicate how accommodation may lead to a successful negotiation.
• List different approaches to negotiation.

Topics:

• Negotiating
• Becoming a successful negotiator
• Win-win
• Accommodation
• Avoidance
• Competing
• Collaborative
Participating in a High-Performance Team

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. This course explores the unique skills and techniques necessary to be a highly successful part of any team.

Objectives:
• Identify what makes a high-performance team.
• Differentiate working alone and working as a team.
• List ways to become a productive team member.
• Identify ways to cope with change either inside or outside the team.
• Indicate how best to conduct oneself in team meetings.

Topics:
• Teamwork
• Team meetings
• Team decision-making
• Team problem-solving
• Team conflict

Audience: All employees
Code: sprod222
Time: 45 min
The Truth About Conflict

Conflict in the workplace is inevitable. Conflict can increase stress, decrease morale, and zap productivity. This course explores the five truths about conflict and provides tips that result in a quicker conflict resolution.

Audience: All employees
Code: pls15049
Time: 4 min

The Value of Diversity

Does your organization embrace diversity? Diversity within the workplace brings value to the workplace. In this video, learn how you can ensure diversity within your organization.

Audience: All employees
Code: pls15092
Time: 4 min

Valuing Diversity in the Workplace

Do language differences get in the way of your team's communication? This course explores the seven barriers to communication that affect workplace relationships and morale. This course offers insight into the differences that exist in the workplace, why those differences can become barriers, and how to change how you view diversity.

Audience: All employees
Code: pls15022
Time: 4 min
Are You Really Listening?

Individuals often fail to gather important information and understand others’ perspectives because they lack strong listening skills. Fortunately, good listening is a competency one can develop. Learn deep listening skills. Discover and overcome your own listening blocks.

This course teaches you how to become a more effective listener; helping you to better understand and respond to others, complete assignments with accuracy, settle disagreements before they escalate, and establish rapport with difficult people.

Objectives:

- Identify the three levels of listening.
- List four listener responsibilities.
- Define the CORE listening model.
- Indicate ways to truly listen to others.
- List ways to have open communication with others.
- Indicate how best to reflect a message’s essence.

Topics:

- Three levels of listening
- Four listener responsibilities
- Five listening blocks
- The CORE listening model
- Choosing to listen to others
- Opening communication with others
- Reflecting a message’s essence
- Expanding communication with others

Audience: All employees
Code: scomm003
Time: 60 min
Create Your Own Memory Hooks

A memory hook is something you present that so vividly describes something, people will be able to clearly visualize it. This course explores how to create your own memory hooks and, by doing so, enhance your communication.

Audience: All employees
Code: pls15450
Time: 4 min

Foundations of Assertive Communication

Think back to a situation where you behaved too aggressively or too passively. What could you have done differently? In this course, learn the key principles to stay assertive and the four suggested behaviors to respond assertively and respectfully.

Audience: All employees
Code: pls15030
Time: 4 min

Generational Differences

Roughly speaking, a new generation occurs every twenty years or so. Meaning today’s organizations are a mix of the last of the Baby Boomers, Generation Xers, and Millennials. This course explores what distinguishes one generation from another, with the goal of helping you understand and better communication with coworkers, business partners, and customers.

Audience: All employees
Code: pls15432
Time: 4 min
How to Be Assertive - Not Aggressive

Do you gravitate toward an aggressive communication style? Are you new to management and struggling to communicate effectively with your team? This course explores the preferred communication styles and tools to communicate assertively.

Audience: All employees
Code: pls15029
Time: 3 min

Making Your Point

The course explores the five steps to making a point and the different ways to support your point. In addition, it helps you know how to end a conversation after making your point.

Audience: All employees
Code: pls15608
Time: 3 min

Powerful Listening Skills

With practice, one can become an effective listener, which is a pillar of successful communication. This course discusses how to enhance your skills by mastering the four steps to active listening and notice the benefits in your relationships both personally and professionally.

Audience: All employees
Code: pls15032
Time: 3 min
Interpersonal Communication Skills

It may sound obvious, but there is no avoiding interacting with other people. Effectively communicating with others is the basis of any positive, interpersonal action. Interpersonal skills involve actively listening to others, making them comfortable that you receive their message, and clearly and respectfully responding. When we fail to communicate effectively it results in stress, strained relationships, and lowered productivity.

This course explores how to convey your ideas effectively, deal with criticism in a positive way, avoid misunderstandings, and minimize arguments.

Objectives:

• Define ways that people communicate with one another.
• Indicate what makes for effective, person-to-person communication.
• Identify the barriers to good communication.
• Indicate the risks and outcomes of poor communication.
• List ways to improve interpersonal communication.
• Indicate how best to deal with criticism.

Topics:

• Communication
• Listening
• Active listening
• Criticism
• Interpersonal
• Barriers to communication
• How do we communicate?
• Getting the message across
• Techniques to better communication
The Art of Nonverbal Communication

It's often said that nonverbal communication is as important if not more important as verbal communication. This course provides helpful hints to diffuse conflict situations, exhibit confidence, and build trust in relationships through your nonverbal communication.

Audience: All employees
Code: pls15107
Time: 3 min

The Secret to Effective Communication

Research shows that our communications are not fully effective 60% of the time! The course explores the key to effective communication and shares the proven, four-step process of successful communicators.

Audience: All employees
Code: pls15106
Time: 4 min

Vocabulary Retention Tips and Tricks

Fairly or not, we are often judged by the extent of our vocabulary. This course offers tips on learning and incorporating new words in your vocabulary without sounding like a pompous professor.

Audience: All employees
Code: pls15449
Time: 4 min
Your Body Is Talking: What Is It Saying?

Actions speak louder than words. What does your nonverbal language say about you? In this course, explore what nonverbal cues you may be signaling to others and the simple best practices to make a positive impact.

Audience: All employees  
Code: pls15108  
Time: 4 min
Grammar Guide Series

Learn and review punctuation, verbs, word usage and other grammar rules. Whether you’re a grammar guru or not, it never hurts to catch up on some of the grammar rules you likely learned in grade school. This 41-minute series can be used as both a refresher and as a first-time grammar primer.

Audience: All employees

**Abbreviations**
This course defines abbreviation and acronym and explains the rules for using them.
Code: pls15197  Time: 3 min

**Active & Passive Verbs**
Learn when to use active and when to use passive voice.
Code: pls15200  Time: 2 min

**Adjectives**
This course defines what an adjective is and explain how to use adjectives correctly.
Code: pls15202  Time: 1 min

**Adverbs**
This course defines what an adverb is and explain how to use adverbs correctly.
Code: pls15204  Time: 2 min

**Apostrophes**
This course explains what apostrophes are and how to use them correctly.
Code: pls15203  Time: 2 min

**Colons & Semicolons**
This course explains the differences between a colon and a semicolon and when to use each.
Code: pls15201  Time: 3 min

**Common Error**
This course identifies common errors grammar and writing, so you may avoid them.
Code: pls15198  Time: 3 min

**Commas**
Learn the multiple ways one can use commas properly.
Code: pls15199  Time: 2 min

**Interrogative Pronouns**
Learn how to select the appropriate interrogative pronoun (who, what, where, when, why) when asking questions.
Code: pls15210  Time: 2 min

**Irregular Verbs**
The course helps you recognize irregular verbs and conjugate them correctly.
Code: pls15209  Time: 2 min

**Misused Words**
Explore the ten most commonly misused words, so you may eliminate these mistakes in your own writing.
Code: pls15195  Time: 5 min

**Plural Nouns**
This course explains how to form plural nouns correctly.
Code: pls15212  Time: 2 min

**Quotation Marks**
This course describes the three main functions of quotation marks which may help you apply the grammatical rules correctly when using quotation marks.
Code: pls15207  Time: 2 min

**Regular Verbs**
This course describes the difference between the two kinds of verbs. Choose the appropriate tense for the verbs you use.
Code: pls15213  Time: 1 min

**Sentence & Paragraphs**
This course explains how to eliminate fragments from your writing. The result? Write clear, effective sentences and paragraphs.
Code: pls15196  Time: 2 min

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The Effective Business Writer

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 explores how to write with more clarity and precision.

**Audience:** All employees  
**Code:** scomm007  
**Time:** 45 min

Write Effective and Appropriate Emails

You can make your writing clearer, more concise, and more powerful by using active voice instead of passive voice. In this Skills and Drills lesson, you’ll learn how to use active voice. From there, you can test your new knowledge on several examples, making sure your new skills really stick.

**Audience:** All employees  
**Code:** pls15104  
**Time:** 1 min
The proper and effective use of the written word is an essential skill for many business workers. Think about the many ways we communicate through writing in any given day: emails, chat, social media, agreements and contracts, memos, reports, or proposals. How well we write contributes to communication, revenue, legal compliance, being hire, and professional advancement. 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 explores how to write with more clarity and precision.

Objectives:

- Indicate how effective business writing contributes to successful communication.
- Indicate the important of effective business writing in proposal and emails.
- Identify the qualities of effective business writing components.
- Define active voice as it pertains to business.
- List the steps in the effective writing process.

Topics:

- Communication
- Business writing
- Proposals
- Email
- Concise
- Wordiness
- Clarity
- Active voice
- Organization
- Writing process
- Planning
- Rough draft
- Editing

Audience: All employees
Code: sprod084
Time: 50 min
1 to 1: Customer Service Success

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.

**Objectives:**

- Define what great customer service looks like.
- Identify customers service key facts.
- List a typical customer’s personal needs.
- Indicate how best to greet customers.
- Identify effective examples of active listening.
- Indicate how best to respond to a customer to help create positive relationships.
- Define customers’ common expectations.
- Indicate the phone skills needed to be an effective customer service representative.

**Topics:**

- Customer service
- Call centers
- Customer service facts
- Five personal needs
- Greeting customers
- Listening
- Responding appropriately
- Relationships
- Customer expectations
- Phone skills

Audience: All employees
Code: scust210
Time: 45 min
A Customer Complains: Now What?

It may be cliché, but the customer is always right. It’s important to understand how customer complaints impact business. Effectively handling a customer complaint results in a satisfied and more dedicated customer. In this course, discover what you should be doing to handle customer complaints effectively.

Audience: All employees  
Code: pls15093  
Time: 4 min

Delivering a Powerful Customer Experience

As a point of contact with the customer, you have an opportunity to make a big impression and keep that customer coming back. This course explores the five steps for a great customer conversation.

Audience: All employees  
Code: pls15033  
Time: 1 min

Turning Around an Angry Customer

Do you lead with empathy? This course explores the steps to turn an angry customer into a loyal one by handling a challenging situation with confidence and creating a positive experience for your customer.

Audience: All employees  
Code: pls15087  
Time: 4 min
Effective Business Proposals

This course explores the importance of proposals to the marketing and sales process. Further, it explores the primary elements of a winning business proposal.

Audience: All employees
Code: pls15609
Time: 3 min

Sell for Success: What You Need to Know about Selling

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

Audience: All employees
Code: ssale013
Time: 45 min
Sales Series

Sales is an essential function no matter the business. This 20-minute series covers sales basics.

Audience: All employees
Time: 10 min

**Attitude Is Everything**
This course explores why a positive attitude is so important in sales and tips for adjusting your attitude to be more positive.

Code: pls15435  Time: 2 min

**Boost Your Selling Power**
This course explores the key questions to make sure you know what you are selling and why.

Code: pls15434  Time: 3 min

**Create Sales Proposals**
This course explores why customizing your proposals is important to closing sales and why options and outcomes are critical elements of your proposal.

Code: pls15439  Time: 3 min

**Qualifying Prospects**
This course explores why qualifying prospects is an important part of the sales process and what you should do once you qualify a prospect.

Code: pls15436  Time: 3 min

**Set Goals and Manage Time**
This course explores what a Sales Activity Plan is and what it contains.

Code: pls15437  Time: 3 min

**Tips for Successful Sales**
This course provides tips for successful sales meetings and explores specific actions you can take to move a prospect forward.

Code: pls15433  Time: 3 min

**Overcoming Objections**
This course explores different ways to counter the most common objections that sales associates encounter.

Code: pls15438  Time: 3 min
Chemical Hazard Communication (HAZCOM 2012)

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. Businesses must supply 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 who work with hazardous chemicals
Code: scomp132
Time: 45 min
Defensive Driving

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: ssfty190
Time: 45 min

DOT: Classification

The US Department of Transportation (DOT) regulates all modes of transportation in the US including highway, rail, air, and water. The department 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 hazardous material before packaging, marking, loading, or shipping.

Audience: Employees involved in the transport of hazardous materials
Code: ssfty050
Time: 30 min
DOT: Hazardous Materials Transportation: General Awareness

The US Department of Transportation (DOT) regulates all modes of transportation in the US including highway, rail, air, and water. The department 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
Time: 60 min

DOT: Loading and Unloading

The US Department of Transportation (DOT) regulates all modes of transportation in the US including highway, rail, air, and water. The department 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
Time: 30 min
DOT: Marking, Labeling, and Placarding

The US Department of Transportation (DOT) regulates all modes of transportation in the US including highway, rail, air, and water. The department 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
Time: 30 min

DOT: Packaging

The US Department of Transportation (DOT) regulates all modes of transportation in the US including highway, rail, air, and water. The department 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 of an appropriate container for specific hazardous material.

Audience: All employees working on government contracts
Code: ssfty045
Time: 30 min
DOT: Shipping Papers

The US Department of Transportation (DOT) regulates all modes of transportation in the US, including highway, rail, air, and water. The department 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
Time: 30 min
Bloodborne Pathogens for Healthcare Workers

Exposure to blood and other potentially infectious materials occurs daily for many healthcare workers. Information provided in this course helps minimize serious health risks to healthcare workers who may be exposed to these materials. After completing this course, learners will be able to describe bloodborne pathogens and their transmission, control exposure to bloodborne pathogens, and apply appropriate procedures in the event of an exposure.

Audience: All healthcare workers potentially exposed to blood or other infectious materials
Code: ssfty041
Time: 30 min

Controlling Workplace Exposure to Bloodborne Pathogens

Exposure to blood and other potentially infectious materials is a significant 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 discusses how to follow procedures in an exposure plan for cleanup, disinfection, decontamination, and follow up.

Audience: All employees who may be exposed to blood or other body fluids.
Code: ssfty172
Time: 45 min
HIPAA: Privacy and Security for Healthcare Workers

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 employees who handle Personal Health Information
Code: scomp126
Time: 60 min

HIPAA: Privacy and Security Basics

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 breaches.

Audience: Employees who handle Personal Health Information
Code: scomp128
Time: 50 min
Confined Spaces

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
Time: 45 min

Ergonomics for Manufacturing

This course provides an overview of musculoskeletal disorders, their signs and symptoms, and associated ergonomic risk factors. Also, 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
Time: 45 min
Hazardous Energy Control (Lock Out/Tag Out)

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 lock out/tag out the equipment and safely work on both electrical and non-electrical energy sources (moving/rotating, hydraulic, pneumatic, chemical, or thermal).

Audience: Authorized employees who perform lock-out/tag-out operations
Code: ssfty020
Time: 30 min

Personal Protective Equipment: Eye & Face

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. After completing this course, the learner should be able to describe different types of eye and face protection, identify potential eye and face hazards, understand their responsibilities for using 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
Time: 30 min
Personal Protective Equipment: Foot

This course discusses the proper use and maintenance of personal protective equipment (PPE) for the foot. After completing this course, learners will be able to describe different types of foot protection and identify potential hazards. This course will help employees understand their responsibilities with respect for foot protection and the importance of ensuring proper fit and use.

Audience: All employees exposed to hazards of the head
Code: ssfty219
Time: 30 min

Personal Protective Equipment: General Awareness

This course provides a general overview of 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 and their proper fit and limitations. This course is for all who are required to wear PPE or who are exposed to hazards in their workplace. After completing this course, the learner should be able to describe the role and limitations of PPE as part of overall safety strategy, identify workplace hazards and match the appropriate types of PPE, understand their responsibilities concerning PPE, and appreciate the importance of properly fitting PPE.

Audience: All employees exposed to hazards in the workplace
Code: ssfty187
Time: 30 min
Personal Protective Equipment: Hand & Arm

This course explores the proper use and maintenance of personal protective equipment (PPE) for hands and arms. After completing this course, workers will be able to identify potential hazards and know the appropriate time to wear gloves. This course will help employees understand their responsibilities for 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
Time: 30 min

Personal Protective Equipment: Head

Injuries to the head can be devastating. In many instances, they are permanent, even fatal. Without head protection, the 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. After completing this course, the learner should be able to identify 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
Time: 30 min
Powered Industrial Truck Safety (Forklift Safety)

This module teaches prospective operators about how to safely use a powered industrial truck in accordance with OSHA training requirements. Employees will learn the principles and procedures for the 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
Time: 30 min
Electrical Safety Awareness

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, SubpartS and the regulation that only 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

Time: 60 min

Environment, Safety, and Health @ Work

This course discusses Environmental, Health, and Safety (EH&S) information that new employees need to know. After completing 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 also 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

Code: ssfty038

Time: 45 min
Ergonet: A Training Guide for Healthy Office Work

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: ssfty173
Time: 45 min

Fall Protection

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 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: ssfty199
Time: 45 min
Fire Extinguisher Safety

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: ssfty186
Time: 45 min

Hearing Conservation: Protecting Yourself from Hearing Loss

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, its harmful effects, 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
Time: 45 min
Introduction to Accident Investigation

Accidents occur every day in workplaces all over the United States. This course instructs those responsible on how to prevent the recurrence of accidents by discovering what happened and 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
Time: 45 min

Introduction to Laser Safety

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
Time: 60 min
**Laboratory Safety**

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 explore the methods and observations that may be used to detect the presence or release of hazardous material and understand exposure control measures.

Audience: Research laboratory personnel  
Code: ssfty037  
Time: 60 min

**Ladder Safety**

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: ssfty185  
Time: 45 min
Managing Workplace Safety and Health

Supervisors are responsible for the safety of their employees. Besides their legal and moral responsibilities, supervisors must protect their company from expensive workplace accidents. This course instructs supervisors how they can protect their employees while supporting the company’s Environmental, Health, and Safety policies.

Audience: Managers, supervisors and ESH personnel
Code: ssfty031
Time: 45 min

Preventing Workplace Violence

Unfortunately, workplace violence has become a safety and health issue in the workplace. This course discusses common types of workplace violence and risk factors for experiencing violence at work. It explores 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 violent situation.

Audience: Managers
Code: ssfty158
Time: 30 min

Audience: All employees
Code: ssfty019
Time: 30 min
Radiation Safety

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
Time: 30 min

Respiratory Protection

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
Time: 45 min
Slip, Trip, and Fall Prevention

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 on how to report potentially hazardous maintenance-related issues.

Audience: All employees
Code: scomp174
Time: 45 min
Workplaces are prone to many different risks. Emergencies are unexpected, often chaotic events when rational thinking often does not prevail. In recent years, the US has faced a proliferation of workplace-intruder incidents due to several factors, including domestic problems spilling into work, worker revenge, mental instability, and terrorism. Just as workplaces prepare for fires with emergency drills, employees also can ready themselves for other emergencies such as workplace intruders. When emotions risk overshadowing a careful response, employees can best prevent, mitigate, or protect themselves from violent incidents through preparation.

Objectives:

- Indicate the signs of a distressed coworkers who may be prone to violence.
- Define the framework to run, hide, or fight in the event of an intruder.
- Provide examples of how best to follow law enforcement’s and emergency responders’ direction.
- List ways to help others who are injured from an intruder event.
- Indicate how best to take care of yourself following an intruder event.

Topics:

- The risk of workplace intruders to personal safety
- Preventing workplace violence
- Preparing for a workplace intruder
- Responding to law enforcement or emergency responders
- Taking care of others and yourself
- Manager Responsibilities
Avoiding Phishing Threats

Learn to recognize phishing message threats such as being wary of email links and attachments, verifying message source of unsolicited email, emails that request money, and urgent requests in emails. While mobile, stay mindful of these threats by recognizing phishing messages, making sure you know you know who you’re chatting with, avoiding links in unsolicited text messages and sing the security practices used for computers. Also learn about protecting your devices by the using antivirus protection and firewalls, configuring the email client for security and protecting email login credentials.

Audience: All employees
Code: GLS-4295
Time: 10 min

Browsing the Web Securely

Avoid unsafe websites by checking and detecting suspicious URLs, using the Contact Us page to determine legitimacy, downloading software from only well-known, secure websites and checking the properties of questionable links. Learn the best practices of securing your browser by avoiding add-on software, configuring the browser’s security settings, clearing cache and cookies, logging out of sites after using them, keeping the pop-up blocker on and installing the latest software updates.

Audience: All employees
Code: GLS-4303
Time: 9 min
Cyber Security Basics

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  
Time: 30 min

Cyber Security: Securing Technology from Cyber Risk

Every month brings headlines about another organization reeling from its digital network being compromised, resulting in unauthorized release of confidential information. On a personal level, everyone likely knows someone who suffered identify theft. Here, learners explore the many ways that hackers and other criminals gain access to an organization's technology and how best to frustrate these attempts while protecting sensitive organizational, customer, and personal information.

Core  
Audience: All employees  
Code: sccg307  
Time: 8 min  
Summary  
Audience: All employees  
Code: scsg307  
Time: 4 min
Introduction to PCI DSS

This comprehensive course covers the latest information on PCI DSS version 3.1 so that learners have instant access to important standards and regulations. It contains not only the basics of PCI DSS – such as its purpose, evolution, and benefits – but also advanced content such as compliance requirements, consequences of noncompliance, responsibilities of each department, and best practices for employees to ensure compliance.

Audience: All employees
Code: GLS-5610
Time: 15 min

Journey to GDPR

The General Data Protection Regulation (GDPR) came into effect May 25, 2018. The new rules have a broad definition of personal data and a wide reach, affecting any company that collects personal information of individuals in the EU. This module offers the proven power of gamified learning to engage and prepare employees in organizations worldwide to prepare for the huge change.

Audience: All employees
Code: GLS-7101
Time: 25 min
Privacy and Data Protection Essentials

In this course, you’ll learn the importance of privacy in the workplace, including the three common categories of protected information. You will also learn the five-step process for handling private information and variations in privacy laws in the United States and abroad.

Audience: All employees
Code: GLS-5358
Time: 35 min

Safeguarding Your Office Network

Learn to secure your office network by defending your computer! Steps include being wary of baiting, emails with downloads and attachments, and installing software updates. Learn to manage a security compromise and computer problems. Be mindful of protecting company data by avoiding the sharing of sensitive information over unencrypted email/text messages, using password protection on devices and accounts and how to protect mobile devices with company information in public places.

Audience: All employees
Code: GLS-4348
Time: 8 min
Safe Social Networking

In this course you review the behaviors to safe social networking. Learn to avoid risky behavior, such as sharing non-public company information, sharing personal information, connecting with unknown people and unfamiliar links. Learn to take various privacy precautions including avoiding posting personally identifiable information, adjusting privacy and security settings, and avoiding use of third-party applications.

Audience: All employees
Code: GLS-3962
Time: 9 min

Securing Information at the Office

This course teaches you how to maintain physical security. Prevent tailgating, protect devices, data, and sensitive documents. Avoid unauthorized disclosure by being wary of unsolicited callers, limiting disclosure of sensitive information, using confidential information only as authorized and avoiding discussion of sensitive information in public places.

Audience: All employees
Code: GLS-4301
Time: 7 min
Securing Information During Travel

In this course learn the steps to securing information while you travel. From the initial precautions one needs to take before travelling, learning how to be secure while at the airport and safety precautions to consider at your final destination.

Audience: All employees
Code: GLS-3494
Time: 7 min

Securing Information in the Cloud

This course outlines the steps to securing information on the cloud. Identify the risks to data security and safer use of the cloud. Learn to avoid these risk on the cloud by setting up appropriate access, encrypting sensitive files, sharing files properly, backing up files and using strong and long passwords.

Audience: All employees
Code: GLS-4347
Time: 10 min
Securing Your Mobile Devices

Learn how to secure your mobile device by securing system setting and using secure data practices. This course covers the use of PINs/passcodes, network connections, location tracking, disposing of a device, downloading apps, installing operating systems, unsolicited emails and texts, as well as accessing and storing sensitive information.

Audience: All employees
Code: GLS-3866
Time: 9 min

Securing Your Work at Home

This course outlines the multiple issues to consider when working from home. Learn how to secure your home network, your computing devices, as well as learning to follow safe Internet practices.

Audience: All employees
Code: GLS-3863
Time: 11 min
Setting Up a Secure Password

Learn how to create strong passwords and avoid weak ones. This course will also help you to keep passwords secure, learn why it is best to use multiple passwords, set up password recovery and why one should protect and change passwords frequently.

Audience: All employees
Code: GLS-4221
Time: 7 min

Working Securely in a Public Place

This course will help you identify what you need to securely use Wi-fi in public places. Learn about firewalls, antivirus software, when to avoid working on sensitive information in public, using public computers and VPN connections. You will also learn about securing sensitive information, be it in discussion, printed material, or data.

Audience: All employees
Code: GLS-3864
Time: 6 min
Syntrio is an industry-leading provider of ethics and compliance solutions that has helped thousands of organizations of all sizes across many industries. Our compliance solution of training courses, reporting hotline, learning management and case management system meets the demand of complex regulatory and ethical challenges, providing organizations with a holistic view of risk management insights to support the expanding need for risk-based business intelligence and analytics.