

# Business Skills Training Catalog

## **01. Concept Evaluation: Identifying Opportunities**

Discover how to identify opportunities to grow or change your business strategy. Identifying opportunities is a tremendous skill for any employee or manager, allowing learners to become true contributors to their organization.

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## **01. Feedback: Feedback Basics**

How's your customer satisfaction doing? Are you improving or declining? Holding steady? How do you know? You might THINK you're doing well, but you don't REALLY know. Do you? So let's fix that! In these programs we'll explore the importance of feedback, different ways to get valid feedback, who to get feedback from, and how to take action on it.

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## **01. Problem Solving: Introduction to Problem Solving**

Although a "problem solving" series is for those with broken systems, flawed processes or team failures, it is also for you. Unless your team is doing 100% of their job, 100% right, 100% of the time, then you have a problem to solve.

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## **02. Concept Evaluation: Finding Support**

Finding and utilizing support while building a business case is key to success. Learn how to identify potential supporters and how to engage your support team.

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## **02. Feedback: Surveys**

You may not realize how your customers view your company until you ASK them. One of the

more popular ways of doing this is to gather feedback by conducting surveys. There are many different types of survey methods: phone, email, online -- and even more reasons why a business might conduct them.

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## **02. Problem Solving: Define the Problem**

You can't solve a problem without first knowing what your problem is. That's why the first step in problem solving is defining the problem.

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## **03. Concept Evaluation: Making Decisions**

Deciding to move forward on a business case can be one of the most daunting parts of the process. This course will help you evaluate your idea and come to a conclusion.

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## **03. Feedback: Social Media Feedback**

According to Pew Research, 24% of American adults post comments or reviews online. The Touch Agency tells us that there are something like a MILLION tweets regarding customer service every single week. Of those tweets, nearly 80% of them are negative. Entrepreneur Magazine states that 38% of users who shared or favorite an item on Facebook, Twitter, or Pinterest went on to purchase the item. What does this mean for your company?

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## **03. Respect: How to Work with Someone You Dislike**

We're all different. We have diverse backgrounds, skills, and experiences, and sometimes those differences create conflict. Disliking someone doesn't mean they're a bad person. In fact, some

of the best ideas are results of a difference of opinion. This program will give you some guidance on how to work with someone you don't like and still get the job done.

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#### **04. Gathering Data: Costs and Benefits**

Learn strategies for identifying costs and benefits while building a business case for your new idea or initiative.

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#### **05. Gathering Data: Identifying and Addressing Risks**

Discover the four types of risks associated with a new business idea or concept. A careful evaluation of risk is essential to any business case proposal.

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#### **06. Gathering Data: Understanding Financial Matters**

Understanding ROI and other financial metrics is an essential part of building your business case. This course will guide you through ROI basics, while giving you other figures to consider as you gather data.

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#### **07. Gathering Data: SWOT Analysis**

Building a successful business case depends on understanding how your idea or initiative fits into the current company status. By conducting a SWOT analysis, you'll not only discover how to market your idea to decision-makers - but you might just find an opportunity to refine the concept itself.

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#### **08. Telling the Story: Writing a Proposal**

Now that you've gathered all of your data, it's time to write your business case proposal. In this course, you'll learn the sections that should be

included as well as some important writing advice.

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#### **10. Telling the Story: Presentation**

Presenting a new idea to others can be a terrifying proposition. Let the course guide you through the basics, calming your nerves and preparing you to lead a successful business case proposal meeting.

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#### **Acting as Gatekeeper**

You are the gatekeeper to your business. You decide who enters and who doesn't. You choose which phone calls to put through, and which ones to send to voicemail. You save or delete emails, turn away or accept solicitors, and sift through the people, communication, or information that impacts or interrupts your business. In this course, we'll discuss why this type of filtering is so important and go over ways to improve your role as a gatekeeper.

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#### **Advancement for Women: Salary Negotiation**

Negotiating your salary can be really intimidating. Talking compensation in general makes many people uncomfortable. Whether you're a prospective employee looking for a job, or if you're looking to renegotiate your salary, it doesn't need to be scary. In this program, we'll talk about how to confidently negotiate your salary. We'll talk about the what, why, when, and how of salary negotiation, so you feel empowered to ask for the salary you deserve, based on the value you offer your organization.

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#### **Advocating for Equal Pay for Equal Work**

"Women make up about half of the workforce, yet they get paid less than men in almost

every occupation. In this program, we'll discuss the gender pay gap and go over statistics

that compare men's and women's salaries. We'll talk about how to self-advocate for equal

pay for equal work by understanding your worth and identifying your strengths. We'll go

over how to have this conversation with your manager. We'll also talk to managers

directly, to help them ensure that hiring and promotions are done equitably. Lastly, we'll

take a look at how the gender pay gap also affects nonbinary employees."

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### **Agile Methodology for Project Management**

If you work in project management, then you know that getting bogged down, becoming bottlenecked, or simply spending too much time on any one thing is bad for business. So, in 2001, a group of software developers came together in an effort to streamline their project management processes and created the Agile Manifesto.

These principles have been adopted and utilized by many industries, and that's what we'll cover here in this course. We'll discuss the four agile values, the twelve agile principles, and the overall methodology, so your organization can work on improving your product development and management.

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### **Alcohol Abuse: 01. Training Responsibilities**

In 1991, the United States Congress passed the Omnibus Transportation Employee Testing Act. The act, enforced by the many agencies of the U.S. Department of Transportation (DOT), is the reason why your company is required to have a drug and alcohol testing program. It's also the reason for this video and any other alcohol

training opportunities you've likely received. The DOT requires that all employees receive alcohol training. Company management is responsible for providing this education at no cost to their employees.

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### **Alcohol Abuse: 03. Who Should I Test?**

Initiating alcohol testing is probably one of the more uncomfortable tasks associated with being a supervisor. But you can alleviate some of the discomfort by knowing the federal rules and regulations regarding testing -- so you never feel like you're making split-second decisions. The U.S. Department of Transportation (DOT) carefully outlined these rules for you, according to the stipulations of the 1991 Omnibus Transportation Employee Testing Act. This course provides the specifics of when you're required to send an employee for alcohol testing.

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### **Alcohol Abuse: 05. What Are the Testing Procedures?**

In this section, we'll discuss the procedures for your alcohol testing program. Even if you aren't conducting testing onsite, which means you're referring testing to a different facility, you should have an idea of how the tests should be performed.

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### **Alcohol Abuse: 07. What Happens if My Employee Refuses an Alcohol Test?**

If you're a supervisor managing an alcohol testing program, it is very likely that -- at some point -- you'll have an employee refuse alcohol testing. As you probably already know, the U.S. Department of Transportation (DOT) mandates alcohol testing. Every industry under the DOT's oversight has to comply with the testing rules, which include both testing if there is reasonable

suspicion of alcohol misuse and a random testing program that includes all employees.  
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### **Alcohol Abuse: 09. Employee Training**

If you're performing safety-sensitive work, you're going to be drug tested. The US Department of Transportation has a no-tolerance policy when it comes to alcohol. If your blood alcohol content is above 0.02%, you will be pulled off duty. If it's above 0.04%, you're in violation of the DOT's rules.

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### **Analyzing Employee Performance: Motivating Won't Do's Using the Can Do, Will Do Grid**

By now you should be familiar with the Can Do, Will Do grid and how it applies to analyzing the performance of each of your employees. Moving an employee out of a Can't Do or Won't Do quadrant is difficult, requiring a lot of encouragement and training. In this course, we'll talk about how to motivate your employees to make that change. We'll go over the four types of motivation and discuss their pros and cons.

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### **Anticipating Needs**

As an administrative assistant, part of your job will be to anticipate the needs of others. In order to be effective at this, you need to have psychic abilities. Just kidding. This is a skill that you can learn and improve upon with practice and time. In this course, we'll show you some helpful ways to know what those around you need before they ask. We'll discuss how to acquaint yourself with the specific needs of your supervisor and the things you should take notice of to better serve them. This includes knowing their schedule, understanding your workplace processes so you can stay prepared, and having open

communication.

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### **Anti-Racism: Colorblindness Doesn't Work**

Seeing people's race is innate. To say that we "don't see color" undermines society's influence on us, which is an inconspicuous, endless force. Interestingly, most people promoting the notion of colorblindness are white. In this course, we'll go over why colorblindness, though a beautiful dream, isn't our reality. We'll discuss alternatives to colorblindness. Specifically, we will look at how to get educated, things you can do to be anti-racism, and how to be "color kind," not colorblind.

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### **Anti-Racism for Leaders: Creating and Implementing Policy**

As a leader, you are in a prime position to enact real change and mitigate racism in your organization. In order to do this successfully, you need to start with your company's policies. In this course, we'll talk about why taking anti-racism steps is vital to your business. We'll discuss how to assess your company's current values and integrate anti-discrimination and anti-racism policies into your culture. We'll tell you about various resources you can use to craft policies that will protect your company and all its employees. Lastly, we'll cover how to implement these policies.

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### **Anti-Racism for Leaders: Evaluating Your Organization**

The effort needed to become a truly anti-racist organization is considerable. But it's also worth it. Study after study shows that diverse organizations are more productive and ultimately more profitable, and those are great things for a business. But more importantly, you should search for ways to become more anti-racist

simply because it's the right thing to do. Evaluating your own organization will help give you an idea of where you are and how far left you have to go. In this program, we'll talk about how to survey your company, what to do with those results, and questions you need to consider as you lead your company in these efforts.  
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### **Anti-Racism for Leaders: Mitigating Bias**

It's become clear to corporate leaders and business owners around the world that we need to do more to fight racial inequality in the workplace. Not only is this work aligned with the ethics and moral values of the labor force, but it's a fact that racially and ethnically diverse companies outperform industry norms by 35%. So why has it taken the corporate world so long to wake up to this reality? Unfortunately, many expressions of racial prejudice are hard to spot, even in ourselves. This is known as unconscious bias, and it's been deeply impactful on hiring practices and workplace relations for decades. The good news is, we can uncover our own unconscious biases and actively work against them. In this course, we'll talk about two types of common biases and how to mitigate those in the workplace.  
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### **Anti-Racism: Maintaining Momentum**

What we're seeing right now are signs of progress. What we're working toward is real, longlasting change. How do we move from progress to change? That happens through continued hard work and a sustained commitment to the cause. Which means that as you see the passion toward change fade within your community, you're going to have to find ways to keep yourself motivated. That's what we're going to talk about here. We'll discuss committing to realistic goals, holding yourself

accountable, and building a community. We'll also go over supporting minorityowned businesses; diversifying the toys, shows, and books in your home; and other ways to support minority communities.

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### **Are You a Boss or a Leader?**

Leading your team is not just about being the boss. It's about inspiring and empowering your team members to achieve their goals and succeed. It includes supporting, coaching, and motivating your employees by understanding their needs and strengths. In this course, we'll break down the differences between being a boss and being a leader. From creating a positive work environment to investing in your team's development, we'll cover all the ways to successfully lead your team.  
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### **Asbestos Safety 101**

You've probably been warned to exercise extreme caution when working in close proximity to asbestos. But in order to fully appreciate why it's important to do so, you need to understand exactly what asbestos is and how it can affect your health. You should also know what training you need to stay safe. In this program, we'll talk all things asbestos. We'll go over where asbestos is found and asbestos-containing materials, or ACM. We'll also cover the permissible exposure limit or PEL for asbestos. Lastly, we'll talk about the four classes of asbestos work.  
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### **Asking Great Sales Questions**

Asking the right kind of questions at the right time is how deals happen. Executing this successfully takes skill and practice. It shouldn't be an interrogation, but you definitely need to do more than scratch the surface to get to the

customer's true needs. Let's go over different types of questions, including when and how they should be used. After that, we'll discuss the do's and don'ts of asking sales questions, and then cover some example questions to ask your prospects and get them talking.  
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### **Assertive Verbal Skills: Dealing with Manipulation**

Manipulators. They love to prey on passive people; to bully, control, and persuade us to do or think things that we normally wouldn't. This program will help you recognize these people and their manipulative ways, so that you can better assert yourself and create more functional relationships. Here, we'll talk about why people manipulate and the different types of manipulation. We'll also discuss common characteristics of manipulators and how to deal with these types of people.  
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### **Avoiding Mistakes in Decision Making**

If you've ever made a bad business decision, it can haunt you forever. Whether it was financially detrimental, ethically unwise, or just a bad choice with a negative outcome, you're left to pick up the pieces and start over. You can avoid making these mistakes in decision making by remembering your ABCs: active, balanced, and conscientious. In this program, we'll talk about how to be all three of these things, in order to avoid making crucial decision-making mistakes.  
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### **Back of the House: 01. Introduction to Restaurant Cuisine**

In this course, we provide the basic information on restaurants, in general. For starters, we'll present common styles of cuisine and service. Then we'll move to the courses of a meal and

their order. We'll finish up with the list of tasks that allow you to be efficient and prepared.  
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### **Back of the House: 03. Making the Menu: Presentation**

Plating and presentation techniques are the bridge between the promise of what's on the menu and the fulfillment of that promise. So, understanding how to present food is vital. In this course, we'll cover everything you need to know, starting with choosing tableware, moving on to designing place settings, and ending with how to plate food beautifully and consistently.  
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### **Back of the House: 05. Knife Safety**

The knife is one of the most common restaurant tools, and it's also potentially one of the most dangerous. In this course, you'll learn how to stay safe while using a knife and some first aid tips, if you or a colleague is injured.  
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### **Back Smarts: 01. Back Science**

If you've been lucky enough to go without a back injury, like a pinched nerve, torn ligament, or some other type of injury, you probably know of someone who has been laid up from back pain, right? It's debilitating and can keep you in bed for long periods, away from work, and making several trips to the doctor. The goal is to prevent back injuries before they happen, so in this course, we'll start by looking at the structure of the back and how it works.  
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### **Back Smarts: 03. Lifting and Lowering**

I'm sure you've heard "lift with your legs, not your back." But very few of us actually do that, or even know exactly what it means. Whether you're in a labor job or an office job, we've all got to lift

things from time to time. So, in this course, we'll cover the basics of lifting and lowering properly. We'll discuss checking the weight of the item and using proper foot, back, leg, and neck placement when lifting and lowering.

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### **Balance Sheets 01: Introduction to Balance Sheets**

The balance sheet is one of the three components that make up a company's financial report. It indicates a company's assets, liabilities, and owner's equity. It's used to help a company evaluate its financial health and to communicate that information to interested parties. In this course, we'll go over the parts of a balance sheet, how to create one, and how to ensure that your balance sheet is "balanced."

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### **Balance Sheets 03: Assets and Liabilities**

We know that assets and liabilities are two important sections that make up a balance sheet. But what exactly constitutes an asset? Or a liability? There are many things that may or may not qualify, so this course is designed to help you determine what should not be included. We'll discuss the two categories of assets and two categories of liabilities.

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### **Becoming Detail Oriented**

A detail-oriented person is always looking for ways to improve themselves, thinking carefully about how their actions might affect the future, and keeping track of important dates and times. You might know people like this at work and admire the way they're organized and prepared. Being detail oriented can help position you as a reliable and trustworthy person, make it easier to achieve your goals, and allow you to pull key details and insights out of large amounts of data.

While some people are naturally detail oriented, others need to work on developing that skill. That's what we'll talk about in this course. We'll cover communication, organizing your workspace, to-do lists, reviewing your work, and more.

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### **Be the Point Person**

A point person is a spokesperson and someone people go to for answers and information. A point person represents the company and acts as a point of contact or direction for clients, customers, and internal staff. As an administrative assistant, you take care of details, absorb a variety of information, and may even serve as a gatekeeper to decision makers in your organization. You're the perfect point person. In this course, we'll talk about what that role means to you and how to do it well.

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### **Beverage: 02. Beer and Spirits 101**

In this course, we'll cover a short history of beer and spirits, how they're made, and some basic vocabulary.

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### **Beverage: 04. Bartending Fundamentals**

In this course, we break down the basics of bartending, so you're fully prepared with the right attitude, vocabulary, tools, and techniques.

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### **Beverage: 06. Bartending: The Pour**

In this course, you'll learn how to pour and serve wine, beer, and spirits properly. In pouring the correct way, you'll translate a respect for these liquids into happy, loyal customers.

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### **Big Ideas for Small Business: Tips for Building Your Website**

You need a website. There is no way around that. No matter how small your business is, people want to find you online. Your website represents who you are and potential customers want to learn about you, they want to see your products and service offerings, find your contact information, and much more. The good news is that you do not have to build your website all by yourself using HTML. This program walks you through several tips to build a website that is manageable to you and gives the customers what they want.

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### **Big Ideas for Small Business: Tips for Printing**

Thankfully, printing has evolved from the old laborious process that it used to be, requiring rubber plates and months of work. With on-demand printing and 3D printing, a small business can quickly and easily have almost anything printed and shipped to themselves or directly to a customer. Whether you need thank you cards, flashlights with logos, calendars, or point of sale materials, having your materials printed is an easy and affordable option.

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### **Big Ideas for Small Business: Tips for Technology Management**

It's an understatement to say that technology has changed the way we work. It has given us the ability to do so much more in a shorter amount of time than anyone could have ever imagined. As a small business owner it might be hard to justify investing in a new software program because you have always done things one way. But as you grow, it will become more and more difficult to manage everything on pen and paper or through spreadsheets. Here we will review some of the technology options that can help you streamline the management of your business.

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### **Bloodborne Pathogens: Bloodborne Pathogens for Employers**

The Occupational Safety and Health Administration, or OSHA, identifies bloodborne pathogens as "infectious microorganisms present in blood that can cause disease in humans." OSHA created their Bloodborne Pathogens Standard in order to help keep employees safe. OSHA's Bloodborne Pathogens Standard identifies what an employer is required to do to protect its employees who are "occupationally exposed to blood or other potentially infectious materials," or OPIMs. In this course, we'll talk about what your responsibilities are as an employer. We'll discuss creating an exposure control plan. We'll go over preventative measures and implementing the use of universal precautions. We'll also cover reactive measures that must be taken if there's an exposure incident.

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### **Brainswarming**

Generating solutions to problems can be a difficult process. Brainstorming by yourself often produces the same ideas over and over, and you might miss out on other people's perspectives. BrainSWARMing, on the other hand, can help you get the answers you're looking for. In this program, we'll introduce this concept and discuss why and how it works. We'll also cover how to put this problem-solving process to use in your workplace.

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### **Brand Management: 02. Promoting Your Brand**

You've come up with a brand that you're passionate about. You've got brand standards in place and your messaging is ready. Now what do you do? If you want your brand to stand out, you have to promote it and you need to distinguish your brand from its competitors. In this program, we'll go over how to get your business noticed.

We'll cover how to be seen, becoming your brand's authority, networking, using social media, and interacting with customers.

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#### **Brand Management: 04. Brand Statement**

If you're struggling on where to start when it comes to building your brand or managing your brand, you need to start with creating a brand statement. A brand statement combines all your thoughts about your business mission, values, promise, and character into a concise statement. A brand statement defines what you do, how you are different from your competition, and what you want to deliver to your customers. Let's go over how to create a brand statement for your company, discuss how to test it, gain feedback, and apply that feedback.

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#### **Bring a Solution, Not Just the Problem**

Mistakes happen. Perhaps you inadvertently send a customer the wrong information. Or maybe you notice a colleague's error. Reporting these mistakes is often essential to having them corrected. However, coming to your supervisor with nothing but an issue isn't ideal. Your boss has a lot on their plate, and now you're adding a problem to it. What can you do to change that? Offer a solution! In this course, we'll talk about how to do exactly that. We'll discuss ways to approach your boss with a concern. We'll look at why the problem occurred and help you determine solution ideas.

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#### **Budgeting Essentials 02: Budgeting Methods**

It's important to understand which types of budget will work best for your purposes. This course takes a look at the different types of budgets that are used depending on the strategy. We'll go over the most common types of business

budgets. Zero-based, Top-Down, Bottom-Up, Value Proposition, and Incremental. Each budgeting method has its pros and cons, and understanding the strengths and weaknesses of each one can help you determine which is the most appropriate for your company at any given stage.

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#### **Budgeting Essentials 04: Budgeting Expenses**

Expense budgeting plays an integral part in ensuring that a company can turn revenue into profit, while still being able to pay the costs associated with running the business. In this program, we'll talk about what budgeting expenses means and why it's important. We'll also discuss the difference between fixed and variable costs, and what costs may fall into both categories. Having a solid understanding of these terms will help you to properly estimate total expenses in a given budgetary period and aid in better profit generation.

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#### **Budgeting Essentials 06: Budgeting Discounts**

Discounts on products or services are a part of every business. Perhaps you're running a promotion to increase sales, or lowering prices to move overstock off the shelves. Whatever the case, it's important that you understand how discounts can impact your budget. In this course, we'll take a look at planning and writing discounts into your budget and looking at your company's history of discount patterns. We'll also discuss friends and family discounts, reward programs, and wholesale discounts.

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#### **Building Accountability: Managing Yourself**

Do you manage yourself? Do you start your day knowing exactly what needs to be done? Or do you go into work, go through your emails and let

your work manage you? Managing yourself is a huge part of building trust, which in turn, builds accountability. That's what this program is all about: how to manage yourself to become more accountable. We'll discuss the five-step process for creating a personal mission statement, we'll talk about how to set micro-goals for yourself, task management, personal rewards, and more. SCORM | Updated 10.2025

### **Building Accountability: Trust and Performance at Work**

If you're in a leadership position, ask yourself: "Do my employees trust me?" There are several studies that show a widening in the trust gap between employees and leadership. This is a huge problem because trust at work is closely linked to engagement, collaboration, and an organization's ability to achieve its goals. Trust leads to high performance. In this course, we'll talk about the importance of employee trust and how it impacts organizations. We'll also discuss what you can do to build employee trust so that your team is engaged and performing at its best. SCORM | Updated 10.2025

### **Building an Emotionally Intelligent Team**

Emotional intelligence is the ability to identify, understand, and manage emotions. It involves being aware of your own emotions, as well as the emotions of those around you, and using that awareness to guide your thoughts and actions. In this course, we'll talk about why emotional intelligence is important, and how you can build a team of employees that model this characteristic. SCORM | Updated 10.2025

### **Building A Sales Process**

A sales process is a systematic series of steps that converts a prospective buyer into a customer. Many companies follow different methodologies, but the actual process is usually

pretty similar across the board. We'll talk about what steps make up a successful sales process and why having one tailored to your business is important. We'll also discuss different sales process formats, CRMs, metrics, and things to avoid when it comes to building your sales process.

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### **Building Relationships**

What does your business network look like? Is it vast, reaching across multiple industries and various levels? Is it small but rich in talent? Is it really small and in need of development? Regardless of its size, you should always be building your business network. This could include mentors and people you call on for help, direction, and insight. It could include prospective clients or references. Perhaps it's fostering connections within your own company. In order to grow your network, you must know how to successfully build relationships. That's what this course is all about. We'll look at using engagement and selectivity to create valuable business relationships that last. SCORM | Updated 10.2025

### **Building Trust Through Communication**

Trust is the foundation for healthy relationships, both personal and business. No matter who you're communicating with, you want to trust them. And you want them to trust you. When trust is present, people are more open, honest, and willing to collaborate and work together toward common goals. However, trust is not something that is easily earned, and it must be continually nurtured and maintained. Communicating well is one way to build that trust, so in this course, we'll go over strategies for successful communication. We'll talk about transparency, active listening, showing respect and empathy, and knowing how

to give and receive feedback.  
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### **Business Attire Basics for Men: Black Tie Optional Attire**

Have you received an invitation that calls for black tie optional attire and you don't know what that means exactly? Don't fret! We're here to help! We took this information straight from the etiquette gurus at the Emily Post-Æ Institute. Some people may never attend this type of formal work-related function, but you might in your personal life, so these tips may come in handy.  
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### **Business Attire Basics for Men: Business Formal Attire**

Are you unsure about what business formal attire means exactly? Don't fret! We're here to help! We took this information straight from the etiquette gurus at the Emily Post-Æ Institute. Your appearance plays a critical role in how others perceive you at work, so knowing the different types of dress isn't just about proper etiquette, it's an essential part of doing good business.  
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### **Business Attire Basics for Men: Semi-Formal/Cocktail Attire**

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### **Business Meals: Hosting a Business Meal**

What's the purpose of hosting a business meal? In part one of this series we will explore what it means to host a business meal, along with how to plan and execute a successful meal .  
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### **Business Travel: Before Leaving**

There are a lot of things to do to prepare for

business travel. This program is going to help you check some of those items off your list.

SCORM | Updated 10.2025

### **Business Travel: International Business Travel**

International travel is complicated. You have to deal with the language barrier, the jet lag, foreign customs, and exotic cuisine. Here's some advice to help remove some of the stress of international travel.

SCORM | Updated 10.2025

### **Business Travel: Safe Travels**

Part of preparing for any trip is planning for your safety. This course gives you tips on how to stay safe while traveling.

SCORM | Updated 10.2025

### **Business Travel: Technology Security**

If you plan to travel internationally with your laptop, tablet, or smartphone, then you need to understand how privacy and surveillance works while you are abroad.

SCORM | Updated 10.2025

### **Business with Family and Friends**

When doing business with friends and family, there are typically more feelings involved. Therefore, the rewards can be greater. But so can the conflict. What are some strategies you can apply to business with friends and family? And how can you overcome issues when they do arise? That's what this course is all about. We'll talk about defining people's roles and responsibilities and go over two basic methods for resolving conflicts. We'll also discuss the importance of healthy communication and setting clear expectations and policies.

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### **Call Center Training: Asking Good Questions**

As a call center representative, you'll learn quickly that every call and every caller are unique. A

solution may work for some, but not for others. New problems and complaints arise all the time and you must learn to quickly and effectively troubleshoot these issues. You might even be required to sell or upsell. To do any of this well, you have to ask the right questions. You need to get to the root of the customer's issues to find a resolution, or you need to determine the customer's unmet needs in order to sell them a product that will meet those needs. In this course, we'll go over how to ask good questions. We'll discuss basic troubleshooting and how to use the TED approach in your questioning. We'll talk about more advanced troubleshooting techniques and how the funnel questioning method works. We'll also go over questions you can ask to find more sales opportunities.

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### **Call Center Training: Duties of the Customer Service Representative**

A customer service rep takes calls from customers. That's not hard to figure out. But there's so much more to this role than you might realize, if you've never worked in a call center. In this course, we'll go over the various responsibilities to this essential role. Whether you're called a customer service agent or associate, your duties might include solving customer problems, answering questions, offering technical support, documenting issues and requests, meeting call quotas, and most importantly, being a positive representative for your company.

SCORM | Updated 10.2025

### **Call Center Training: Handling Angry Callers**

Dealing with angry customers is a brutal, yet unavoidable, part of your job as a call center representative. As you grow more experienced, you'll find that there are helpful techniques that will allow you to handle these customers with

ease. That's what we'll be covering in this program. We'll discuss listening, apologizing, and taking responsibility on behalf of the company. We'll talk about how to deal with customers who are really upset and swearing. We'll also go over some things you want to avoid when talking to an angry customer.

SCORM | Updated 10.2025

### **Call Center Training: Skills of the Service Representative**

In our last course, we talked about what to do as a call center representative. Here, we'll discuss HOW you'll accomplish those things. In other words, the skills you'll need to excel at your job. We'll cover the knowledge you should have in order to do your job well. We'll talk about the importance of paying attention to details, taking thorough notes, and developing emotional intelligence. We'll also discuss getting creative, staying organized, and being flexible.

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### **Career Change**

So, you're not so sure about your current job, and you're thinking about getting a new one. But not just at a different company: in a different field, or in a totally different capacity than your current job. You're looking at a career change, and it can be daunting. Luckily, there are ways you can plan and prepare for a career change, to increase your odds of success. That's what we'll cover here. We'll discuss getting focused and narrowing down your options. We'll go over preparing your resume to put your best foot forward, and we'll cover how to get prepped and ready for interviewing.

SCORM | Updated 10.2025

### **Cash Flow Management 02: Managing Payables**

A payable is money that your company owes to someone. When you receive a bill from a

company that has provided you with a service, that money owed is considered an account payable. Managing these accounts is another important part of cash flow management, so that's what we'll be covering in this short program. We'll discuss prioritizing payables and go over some strategies for managing them.

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### **Cash Flow Management 04: How to Read Cash Flow Statements**

Cash flow statements paint a picture of how money is flowing through a company, both in and out, from one period of time to another. They can be difficult to follow, but hold a wealth of valuable financial information. In this course, we'll go over how to interpret a cash flow statement. We'll discuss the four main sections that make it up, go over some key things to look for, and talk about the valuable analytics that come from this important statement.

SCORM | Updated 10.2025

### **Chainsaw Safety: Types of Chainsaws and Safety Precautions**

It goes without saying that chainsaws are dangerous, but useful tools. You need to be familiar with how your chainsaw works, which chainsaw to use for the job, proper safety gear, and the best ways to maintain your chainsaw. In this course, we're going to talk about the different types of chainsaws, their designs and functions, and what sets each one apart. We'll also go over safety precautions that you should be aware of, including protective gear, built-in safety features, and chainsaw maintenance.

SCORM | Updated 10.2025

### **Change Management: Change for Managers**

Not only are you trying to manage YOUR response to the change, but you also have to help your team work through the change, as well. It's a

tough job. So in this course, we'll talk through what you can do to help manage change for others. We'll talk about how to handle your team's concerns. We'll discuss various reasons that your team may resist change. We'll talk through how to properly communicate change, how to anticipate your employee's reactions, and how to manage negative responses.

SCORM | Updated 10.2025

### **Change Management: Change Phases**

Change is constant. Change is happening all the time to everyone. Things will always change. You can count on it. So, if change is happening all the time, why aren't we better at handling it? That's what we'll discuss in this course. We'll talk about common reasons that people resist change. We'll also dive into the three phases most people experience when dealing with a change.

SCORM | Updated 10.2025

### **Change Management Models: Kotter's 8-Step Change Model**

Kotter's 8-Step change management model was introduced in 1995 by Dr. John Kotter, a professor at Harvard Business School. It's one of the most popular and adopted change management models in the world, because it focuses on preparing employees for change rather than change implementation itself. The model consists of eight stages: 1. Create a sense of urgency, 2. Build a guiding coalition, 3. Form a strategic vision and initiatives, 4. Enlist a volunteer army, 5. Enable action by removing barriers, 6. Generate short-term wins, 7. Sustain acceleration, and 8. Institute change. In this course, we'll go through all eight stages and talk about how to use this model to implement change in your workplace.

SCORM | Updated 10.2025

### **Change Management Models: Lewin's Change Management Model**

Kurt Lewin was an influential psychologist who is generally considered to be the founding father of change management. He developed one of the cornerstone models for understanding organizational change back in 1947. The model is still widely used today and is regarded as the "fundamental" or "classic" approach to managing change. In this course, we'll go over this three-step model known as unfreeze, change, and refreeze. We'll talk about how to apply these practices to an organizational change. We'll discuss how to communicate a change initiative, implement it, and then institutionalize the change. We'll also go over the change curve and leading through change.

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### **Change Management Models: The Bridges Transition Model**

The Bridges Transition Model was introduced in 1991 in the book "Managing Transitions," by William Bridges. It's based on the premise that change will only be successful if leaders and organizations address the transition that people experience during change. In order to do this effectively, one must know the difference between change and transition, so in this course, we'll discuss this distinction. We'll also go over how the Bridges Transition Model works, which includes the three stages of transition that people experience during change.

SCORM | Updated 10.2025

### **Change Management Models: The McKinsey 7S Framework**

The McKinsey 7S Framework is a management model that was developed and introduced in the late 1970s by former McKinsey consultants, Tom Peters and Robert Waterman. The model is often used as an organizational analysis tool, but it can

be applied in a wide variety of situations. The McKinsey 7S framework is also effective for gap assessments, future strategy decisions, and organizational change initiatives. It's a theoretical framework that looks at seven key elements of an organization, which we'll go over in this course. The framework is based on the theory that, for an organization to perform well, or manage change successfully, these seven elements need to be aligned and mutually reinforcing.

SCORM | Updated 10.2025

### **Change Management Models: The Satir Change Model**

The Satir Change Model was developed by Virginia Satir, who was an American author and psychotherapist. The model was introduced in 1991 and was quickly embraced by change management and organizational leaders as an impactful tool for predicting, understanding, and managing employee reactions to change and transformation initiatives. The Satir Change Model was designed to help people improve the way they cope with significant or unexpected change. In this program, we'll take you through the five stages that make up the Satir Change Model to help improve the way you process change. This methodology will also enable you to offer the right support to your team as they adopt change.

SCORM | Updated 10.2025

### **Character 02. Developing Your Character**

Character is not something that you're born with. It's something that you can grow and cultivate over time. In this course, we'll discuss the six ways to build your character: 1. Defining your values and using them 2. Learning from your past 3. Evaluating the company you keep 4. Being nice when tempted not to be nice 5. Practicing humility and 6. Giving back. We'll also go over different ways to handle difficult situations and

what to do when your character is attacked.

SCORM | Updated 10.2025

### **Clashing with Your Boss**

How well do you and your boss get along? Pretty well? Not great? Can't stand the guy? Well, join the club, because between 50% and 70% of U.S. workers quit their jobs because of their bosses. As a matter of fact, 75% of Americans think their boss is the most stressful part of their workday. Clearly, your relationship with your boss is key to your fulfillment at work, but you're not always going to be compatible with them. This course is designed to help you reduce conflicts with your superiors, so you can start working well together. We'll go over some tips and things to avoid, discuss the types of difficult bosses, and determine what you can do to calm the situation.

SCORM | Updated 10.2025

### **Coaching Skills: Introduction to Coaching Skills**

How do you get your employees to be better than they were yesterday? What can you do, as their manager, to help them improve? It can be useful to look to another form of leadership for advice in this area: coaching. Coaches have to handle all types of players, to get them to work together to achieve their collective goal. It's the same setup in the workplace. Coaching is a skill that we can learn and then follow as a process with all of our employees, and that's what we'll be covering in this series of courses. In this first program, we'll introduce you to the various types of "players" you may encounter on your team, and how to adapt your coaching to successfully manage each type.

SCORM | Updated 10.2025

### **Coaching Skills: The Coaching Conversation**

The coaching objective is to move employees from Rookie to Contributor to Key Player to Captain. It's important, as a manager, that you

know how to coach these people from point A to point D. A coaching conversation is one that helps your employees improve and moves them to the next level of skill and competence.

SCORM | Updated 10.2025

### **Coaching Skills: The Key Player**

When an Everyday Player becomes successful at their job and can work independently with little direction or guidance, they become a Key Player. This person understands the "how" and the "why" of their job. As a result, they're an important part of your team and serve in a key role or position. In this program, we'll talk about how to effectively coach your Key Players. We'll also talk about where they land on the coaching axis and what you should do to keep them successful.

SCORM | Updated 10.2025

### **Cold Calling**

For many salespeople, cold calling is one of their least favorite parts of their job. There are only so many times a person can hear, "Now is not a good time," "I'm not interested," or "No, thanks." Salespeople are trying to build business relationships, and the classic cold call has a reputation of feeling...cold. In this course, we'll cover several cold calling tips and talk about what you can do to make each sales call more successful. This includes preparing for the call, having a strong sales message, handling objections and rejections gracefully, and following up.

SCORM | Updated 10.2025

### **Commercial Driver's License: Basic Vehicle Control**

The general knowledge section of the commercial driver's license exam includes a thorough assessment of your driving skills. The test will cover everything from how to accelerate to the importance of staying alert behind the wheel. In

this program, we'll talk about the basic vehicle control portion of the exam. Before you take the CDL exam, make sure you've thoroughly studied your state's CDL manual - particularly the sections on driving safety. We'll cover the basics here, which should help build a solid foundation, as you begin your studying.

SCORM | Updated 10.2025

### **Commercial Driver's License: Hazardous Driving Conditions**

As every motorist knows, driving conditions make all the difference, whether it's driving in the pouring rain, or driving through clear skies and warm weather. As a commercial driver, you've got to know how to operate a larger vehicle in all conditions, no matter what's going on outside. In this course, we'll go over driving at night and the safety checks that requires. We'll talk about driving in fog, and we'll also go over what you need to do when heading into snowy or icy conditions. We'll discuss mountain driving, railroad crossings, equipment failures, and more.

SCORM | Updated 10.2025

### **Commercial Driver's License: Transporting Hazardous Materials**

Hazardous materials are products that pose a safety risk during transport. As a result, transportation of hazardous materials is highly regulated. Not only do you need to be educated on how to safely move these materials, but you also need an endorsement on your commercial driver's license. In this program, we'll give you a general overview of transporting hazardous materials, including training requirements, shipper/carrier/driver responsibilities, and hazmat labels and placards. We'll also discuss loading and unloading procedures, as well as some critical accident safety protocols.

SCORM | Updated 10.2025

### **Common Sense and Management**

There are so many management methodologies, it can be overwhelming. Many of them are great, but how do you even know which style is right for you and your team? Where do you start, with the thousands of resources available? Rather than get caught up in the complicated theories of management, we recommend taking a step back, and focusing on common-sense management. In this course, we'll talk about what that looks like.

We'll discuss diversity, setting goals, communication, and more.

SCORM | Updated 10.2025

### **Common Time Management Problems: 01. Procrastination**

Take a look at your to-do list. Is there anything on the list that you've been avoiding for one reason or another? If you're like most people, you probably procrastinate occasionally. But how do you recognize that you're procrastinating? And what can you do to get yourself back on track? Let's find out.

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### **Communicating with Confidence**

In every interaction, it's not what you communicate, but how you communicate that can make all the difference. Do you communicate with confidence? What does that even mean?

Well, you must be able to cultivate the emotional control, insight, charisma, and courage to voice your ideas. In this program, we want to discuss confident communication and the steps you can take to be great at it. We'll cover identifying and controlling your emotions, identifying goals, having clear views, preparation, and respect.

SCORM | Updated 10.2025

### **Communicating with the C-Suite: Around the Coffee Machine**

Smalltalk. Chat. Gab. Whatever you call it, some

people find this type of conversation comes easily -while others don't. If you find yourself one of the latter type, don't fret. A lot of people find public speaking to be a breeze and yet get sweaty palms over approaching the CEO near the coffee machine. In this program, we'll talk about how to join a conversation, what to talk about, and how to leave conversations gracefully with C-Suite members.

SCORM | Updated 10.2025

### **Communicating with the C-Suite: If You Want to Impress**

"It's safe to say that impressing the corporate team is something everyone hopes to do. Earning admiration and respect at work can lead to a better working environment and even career advancement. While you can't completely control what others think of you, there are many practical steps you can take to influence their opinion.

That's what we'll be discussing in this program. We'll go over dressing the part, acting the part, and talking the talk."

SCORM | Updated 10.2025

### **Communicating with the C-Suite: Saying You Disagree**

Dealing with conflict is tricky enough, but what do you do when you disagree with a leader in your organization? It's tempting to just take their side and avoid any potential career fallout. But what if you have to speak up? In this course, we'll discuss effective ways to raise your concerns and voice disagreements while keeping your working relationships with your superiors intact.

SCORM | Updated 10.2025

### **Communicating with the C-Suite: When They're New**

Who you work for matters. Having "bad leadership" is frequently cited as a reason for leaving an organization. However, even if you like

who you're working for when you start a new job, there's no guarantee for the future. In fact, in the workplace, there's nothing quite so constant as change. So in this program, we'll talk about how to successfully handle a change in leadership.

SCORM | Updated 10.2025

### **Communicating with the C-Suite: When You're New**

Congrats on the new gig! You're now heading into the transition period of every new job. It can be fun and exciting. It can also be awkward and rocky as you try and navigate a new culture along with your new role. Let's talk about how to make a graceful entrance into your new position. We'll go over making a good first impression, taking initiative, and getting integrated. We'll also talk through some things to avoid as you begin your new role.

SCORM | Updated 10.2025

### **Communication Essentials: Communicating With Different Audiences**

Communication involves a whole set of skills—verbal and nonverbal. But there's another major layer to communication: communicating with different people...since we're all unique individuals. Whether this means people at different levels of your organization or people outside your organization, such as clients or customers. Or maybe it means speaking to people with different personalities and communication styles. In this program, we'll go over the basics of communicating with different people at work by tailoring your message and delivery, whether you're talking to them in person, through text, telephone, or video conference.

SCORM | Updated 10.2025

### **Communication Essentials: Types of Communications**

Communication is a broad topic. Heck, there are

whole degrees and career fields devoted to it. But how can we break it down into the basics? One way is to look at the types of communication.

Reviewing these and how to use them effectively can help you improve your communication skills.

There are four, and in this program, we'll briefly go over all of them: verbal, nonverbal, visual, and written communication.

SCORM | Updated 10.2025

### **Compliance, Safety, Accountability: CSA for Managers**

"As a manager, it's imperative that you keep your drivers safe on the road. Quality training is essential to ensure every one of your drivers is competent behind the wheel. Your company's culture should always emphasize safety. In this program, we'll take a more in-depth look at the main elements of CSA and what those mean to your company. We'll take a look at the interventions process and cover the types of interventions and investigations. We'll also go over the Safety Fitness Determination program, how to handle inaccurate records, and third-party entities. "

SCORM | Updated 10.2025

### **Compliments: How to Give a Compliment**

People want to feel valued at work. They want to know they're doing a good job. It's very important that these employee needs are validated, because it boosts morale and creates a positive work environment. Delivering a compliment is a great way to let someone know that their work is appreciated and even admired. It's important to note that there is a right and a wrong way to give a compliment. In this program, we talk about how to correctly and appropriately praise and offer flattery. We'll also cover some things that you may want to avoid.

SCORM | Updated 10.2025

## Compressed Gas Cylinders

"When used and handled properly, compressed gas cylinders are a safe and valuable tool.

Whether braising, welding, or performing another function, it's important to understand

and respect the potential hazard associated with compressed gas cylinders. All that

pressurized air can release, and along with it, a tremendous amount of potentially

dangerous energy. Because of the potential hazards, safe work practices are essential. In

this program we'll discuss how to safely work with these potentially hazardous items.

We'll go over how to examine, inspect, secure, and transport a compressed gas cylinder.

Then, we'll touch on the proper protection to wear and how to use it, as well as the

dangers you'll want to avoid. "

SCORM | Updated 10.2025

## Conducting an Audit

You're thinking of going green, but where do you start? You can either jump right in by replacing appliances, changing infrastructure, and implanting new policies or you can be more strategic and do an energy audit of your current consumption and waste, and make changes according to audit feedback.

SCORM | Updated 10.2025

## Confined Spaces for Employees: 01. Personnel Responsibilities

"Every year, more than a million and a half American workers perform duties in confined spaces. And, every year, more than 100 people die as a result. These statistics are disturbing. You

need to understand the importance of this course and all the confined

space courses. In this program, we're going to cover how having the right personnel in place, with proper training, can enhance safety! We'll also discuss permit-required confined spaces and key roles and responsibilities."

SCORM | Updated 10.2025

## Confined Spaces for Employees: 03.

### Atmospheric Hazards

Atmospheric hazards can range from reduced oxygen levels, noxious fumes, flammable gases, combustible dust, or potentially lethal gases that can be undetectable by even the most experienced workers. They can render a person unconscious within seconds or minutes. In this course, we want to take you through each of the possible hazards and discuss what they are, how they originate, what the impacts are, and the testing that the Occupational Safety and Health Administration (OSHA) requires to detect them. We'll also go over what to do if dangerous levels are found.

SCORM | Updated 10.2025

## Confined Spaces for Employees: 05. Confined Spaces for Construction

In 2015, when the Occupational Safety and Health Administration (OSHA) decided to create a separate confined spaces standard for the construction industry, officials said they hoped to save 780 lives every year. With the development of the rule, the administration recognized that construction is a unique industry with its own unique challenges. It's recommend that all construction employees participate in the full training on confined spaces for general industry. This course is essential for construction because it points out the differences between the two standards. However, you'll still need to view these

other courses to ensure full compliance.  
SCORM | Updated 10.2025

### **Confined Spaces for Employers: 02. Emergency Procedures and Rescue**

When it comes to confined space rescues, emergency planning and rescue protocols can greatly influence the outcome. In fact, proper planning could mean the difference between a rescue and an avoidable tragedy. The federal Occupational Safety and Health Administration (OSHA) estimates there are about 100 deaths in confined spaces every year. These occur across a variety of industries, but more than 60% of the fatalities are would-be rescuers. And while we all know that different confined spaces have their own unique challenges, OSHA points to poor planning as a leading cause of fatalities. Some rescues are unsuccessful because the rescuers don't fully understand the environment they're entering or the on-site team is unprepared to help. In this course, we're going to talk about what employers need to know when planning for a rescue. It's important to begin by noting that, regardless of your industry, a documented, written emergency response plan is required by OSHA for permit-required c  
SCORM | Updated 10.2025

### **Controlling Disruptive People**

Every manager will deal with difficult workplace behavior at some point. Even if you have the best hiring process in the world, it's still possible to end up working with a disruptive employee. Disruptive people can consume a lot of your time and negatively impact your team's productivity. It takes strong management to control disruptive behavior and prevent it from affecting your team's functioning. In this program, we'll discuss the various types of disruptive behaviors, equipping you with the skills, processes, and confidence to

handle this type of person in your workplace.  
SCORM | Updated 10.2025

### **Coronavirus Precautions and Prevention: Common Sense Hygiene**

You've heard of COVID-19, or the coronavirus, and its rapid spread around the globe. Perhaps one of the first things that came to mind was, "How do I prevent myself and my family from getting the virus?" This program compiles expert advice on how to prevent the spread of coronavirus and keep yourself and loved ones healthy. We'll talk about how the virus spreads and go over personal and environmental hygiene tips.  
SCORM | Updated 10.2025

### **Coronavirus Precautions and Prevention: Stay Calm, Stay Informed**

There's a lot of information out there that might make you anxious about a coronavirus pandemic. But while it's important to be prepared and prevent the virus's spread as much as possible, it's also important to keep some perspective. There have been far deadlier viruses that have spread more widely throughout human history, and with the benefit of modern science and medicine, we will do much better than in the past. In this course, we'll talk through what exactly we know about the virus and any treatment options currently being developed. We'll also discuss where to find the most accurate, up-to-date information. Lastly, we'll touch on the impact of the coronavirus on the global economy.  
SCORM | Updated 10.2025

### **Corporate Social Responsibility**

Corporate social responsibility, or CSR, is the idea that a business has a responsibility to the society that exists around it. It's a form of self-regulation where an organization contributes to societal goals through philanthropy or activism, for example. CSR may seem like a lot of effort with

little to no profit to show for it, but it has many benefits to an organization that affect revenue in the long term. In this course, we'll talk about what those benefits are, go over the four basic approaches to enacting CSR programs, and discuss how to put those methods into action. SCORM | Updated 10.2025

### **Creating an Ethical Sales Environment**

Salespeople are a naturally competitive breed, whether they're vying for President's Club, or securing the largest account. Friendly competition is a healthy motivator for sales reps, However, it can also send salespeople down the slippery slope of unethical sales practices. This kind of behavior puts you and your company at risk. So in this course, we'll go over the importance of creating an ethical work environment and how to set those expectations for your sales team. SCORM | Updated 10.2025

### **Creating a Work Plan**

Many companies these days are using work plans to keep their employees focused, productive, and accountable. A work plan is just what it sounds like: a plan of what you will accomplish at work during a specific time. Typically, work plans are built to support the broader company goals. Next, it cascades down to the department level. It defines what each department is responsible for achieving. Then, finally, it trickles down to the management level. With a work plan, you'll know how to manage your team to achieve department goals that ultimately support the company's goals. In this course, we'll discuss how to create a work plan by looking at all of the components involved: goals, resources, obstacles and solutions, milestones, due dates, and results. SCORM | Updated 10.2025

### **Creating Collaboration: The Process**

Working with other people to complete a task or accomplish something is collaboration. But collaborating is a bit more complex than that definition makes it seem. In this program, we'll discuss the many advantages to collaborating with others. We'll go over the five steps to effective collaboration and the importance of communication in the collaboration process. SCORM | Updated 10.2025

### **Creating Your Elevator Pitch**

You have 60 seconds to sell your product or service. How do you make the most of it? That's what this course is all about. An elevator pitch is a short, memorable description of what you sell and its benefits. It comes from the idea of succinctly presenting your product or service on an elevator ride, thereby enticing your audience, or fellow passengers. The goal isn't to sell right away, but to gain interest. In this video, we'll talk about both writing and delivering your elevator pitch. SCORM | Updated 10.2025

### **Creativity: 01. Getting Creative**

Do you ever feel stuck in a rut? Like you've lost that "lightbulb" feelin'? Getting creative isn't always easy. And it's not always about brand new ideas. It's a skill that can be learned, molded, and improved upon. But it helps to follow some basic rules. And then to break some rules. Here, we talk you through the process of nurturing, and then conjuring, the creative in you. SCORM | Updated 10.2025

### **Creativity: 03. Techniques**

""Imagination is more important than knowledge."" - Albert Einstein

Do you use your imagination? Or did you abandon it long ago, with your Winnie-the-Pooh bear or

Raggedy Ann doll? Well, it's time to reconnect. With this course as your faithful companion, explore new (or forgotten) ways of tapping in to your playful, curious, and creative self."  
SCORM | Updated 10.2025

### **Creativity: 05. Generate and Evaluate**

Okay, so you have all your amazing ideas, now what? Play a quick game of "eeny, meeny, miny, mo"? No!! If you want to decide with confidence, you need to analyze your options. Let us introduce you to three user-friendly tools of evaluation that will help you discern between your options, and move full steam ahead, knowing you're on the right track.  
SCORM | Updated 10.2025

### **Crisis Management: 01. Creating a Crisis Management Plan**

You've likely heard the saying, "Hope for the best; plan for the worst." This could've been written with crisis management in mind. In business, this is about being prepared for worst-case scenarios. In this program, we'll talk about what these worst-case scenarios might be, including the various types of crises that impact organizations. We'll also go over how to plan and coordinate a response to a crisis. This includes having an emergency response plan, a crisis communications plan, and an IT disaster plan.  
SCORM | Updated 10.2025

### **Crisis Management: 03. Responding to Natural Disasters**

"Natural disasters come in many forms. There are thunderstorms, blizzards, hurricanes, and heat waves to consider. Then there are geological disasters, like earthquakes and volcanoes to contend with. How organizations should prepare for these types of events

varies greatly depending upon location, industry, and other factors. However, there are some similarities in response strategies, regardless of the type of disaster. In order to respond, you must know what to do before, during, and after the event. That's what we'll cover in this program. "  
SCORM | Updated 10.2025

### **Crisis Management: 05. Business Continuity During a Crisis**

"If something catastrophic happened to your organization, would you be able to continue serving your customers and paying your employees? Of course, it's dependent on the type and severity of the crisis, but in general, do you have a plan in place to continue doing business? In this course, we'll talk about how to get a solid business continuity plan in place. We'll go over assessing risks and doing a business impact analysis. We'll also cover the various components of a business continuity plan, so your organization can keep things running smoothly if disaster strikes. "  
SCORM | Updated 10.2025

### **Crisis Management: 07. Brand Management During a Crisis**

"Many companies have dealt with crises and taken hits to their brands, as a result. Workplace catastrophes, data breaches, executive scandals, etc., can all deeply impact a company's reputation, resulting in loss of trust and revenue. Organizations can't

necessarily prevent crises, but they can manage the way they respond and protect the brand. In this program, we'll talk about managing your brand's image during and after a crisis. We'll go over analyzing the company's current brand and tone, creating and maintaining a crisis messaging plan, and monitoring and responding to comments and reactions from the public. "

SCORM | Updated 10.2025

### **Critical Path Method Basics**

Planning project deadlines can be tedious, and they're sometimes hard to determine. One solution to this problem is found through the critical plan method. This method produces a planned schedule for all essential tasks, one after another, to tell you how long a project will take overall. Usually, these tasks will flow from one into another in one smooth path, but sometimes a project will have multiple paths going on at the same time. In this course, we'll talk about the benefits of using the critical path method, or CPM. We'll discuss the steps to using CPM, go over how to draw a critical path analysis chart, and cover how to estimate time for tasks.

SCORM | Updated 10.2025

### **Cross-Cultural Considerations: Cultural Intelligence**

Working effectively with different cultures or people of different cultures requires a certain level of cultural intelligence. If you're not familiar with this term, that's okay. That's what this course is all about. We'll discuss what it takes to adapt to different cultures in order to live and work comfortably and successfully.

SCORM | Updated 10.2025

### **Cross-Cultural Considerations: What is Culture?**

You hear the word "culture" a lot; in the news, in conversation, in referring to travel, and in the workplace. But what is "culture" and what does it have to do with you in the workplace? Well, there's "workplace culture," which is the dynamics and values system that determines your workplace priorities or behaviors, and then there's "culture" in the broader sense. That's what we'll be focusing on in this program.

SCORM | Updated 10.2025

### **Cross-Cultural Considerations: Workplace Basics**

Working together to build a safe and productive environment, where people of all backgrounds and cultures can thrive, is part of having a successful organization. It might be that you are part of the cultural majority and that you have new cultures coming into your workplace that you have never met or worked with before, or it might be that you are partnering with an organization in another country or even another part of your own country. Interacting with different cultures is inevitable in the modern workforce. And, frankly, including different cultures means being forced to view things from different perspectives, which means building a stronger organization as a whole. The goal of this program is to help you engage with people of any culture respectfully and successfully.

SCORM | Updated 10.2025

### **Curriculum Design: 02. Helping L&D With Curriculum Design**

When your organization creates training programs, usually with a learning and development team, they might not always have curriculum design in mind. This means they could end up creating training programs and learning initiatives that fail to meet the overall standards or goals for you and your team. This is especially true if you work in a large organization, where

different departments don't normally work closely with each other. Departments must come together to ensure the viability and value of new and updated training programs. If you're working with the L&D team to design a curriculum that works for you, what should you focus on? What are the most important factors to consider during curriculum design? That's what we'll cover here. We'll go over knowing your target audience, identifying performance or knowledge gaps, and more.

SCORM | Updated 10.2025

### **Customer Service: 01. Service Quality Indicators**

Customers like to buy from people they like. How do you get people to like you? Well, you must be honest and reliable. You must offer fair and competitive pricing, and you must be competent and friendly. However, there's more to it than being well liked when it comes to satisfied customers. In this course, we'll look at the FedEx Corporation and their approach to customer satisfaction. Through their creation of Service Quality Indicators (SQIs), FedEx has the ability to discover what their customers value the most. We'll discuss how to apply their system to your customers.

SCORM | Updated 10.2025

### **Customer Service: 03. Helping Customers Decrease Expenses**

We've covered Service Quality Indicators and the things that you can do to increase your customers' revenue. The final component to providing valuable customer service is helping your customers decrease expenses. In this course, we'll cover the five things that make up expenses and discuss the three largest expense items for organizations: Cost of goods, cost of labor, and direct expenses. We'll also go over the different ways that you can help reduce those

numbers for your customers.

SCORM | Updated 10.2025

### **Customer Service Chat**

The customer service chat function can be effective and efficient, when handled properly. However, if the customer service chat representative isn't familiar with, or able to access, the information they need, it's frustrating for both parties. In this course, we'll help to ensure your chat service is helpful and proficient. We'll discuss the four basic skills needed for a successful online chat experience: soft skills, writing skills, platform skills, and product knowledge.

SCORM | Updated 10.2025

### **Customer Service Later**

When it comes to customer service, you want to satisfy customer needs so that they keep coming back. But how many times have you heard "Go the extra mile" or "Underpromise and overdeliver"? If you go beyond meeting customer needs, the customer is extra happy, and that's a good thing, right? The short answer is no. Setting the bar too high can hurt you in the end. In this course, we want to talk about why that's the case. We want to help retrain your customer service brain to simply satisfy, not exceed expectations, so your customers are happy, but don't expect more than they should.

SCORM | Updated 10.2025

### **Cybersecurity While Traveling**

The goal of cybersecurity is to protect your devices and your data. How does that work when you're traveling? What are the precautions that you need to take to keep your information safe? What happens if one of your devices gets stolen? What about unsecure Wi-Fi networks? What do you need to be aware of when using public networks? We'll answer these questions and

more. We'll also discuss what you should do before you travel, while you're away, and what to do once you're back home.

SCORM | Updated 10.2025

### **Dealing with Difficult Coworkers: The Gossip**

We've all been caught up in office gossip at some point or another, whether participating in spreading rumors or being the target of those rumors. Office gossip seems like an unavoidable part of the workplace, and it may be. But YOU don't have to participate in it. There's likely one person or a group of people who thrive on spreading office gossip in your workplace. You'll be much happier with your work environment if you can learn to work with them, while avoiding the gossip. In this course, we'll discuss the characteristics of a gossip and why their behavior can be toxic. We'll also talk about what you should and shouldn't share with these people, and how to react if they spill office secrets to you.

SCORM | Updated 10.2025

### **Dealing with Difficult Coworkers: The Nonresponder**

Have you experienced reaching out to a coworker for a status update and you get no reply? Or you have a question for your boss that needs a quick answer, and... nothing. You know these types: the Nonresponders. They avoid responding to emails, don't answer or return phone calls, or they may even respond nonchalantly in person. What gives? And how do you handle these situations? That's what we'll discuss here in this program on dealing with difficult coworkers. We'll cover ways to customize your communications to receive a response and talk about when you need to get higher ups involved when communicating with Nonresponders.

SCORM | Updated 10.2025

### **Decision Makers and Influencers**

Decision makers have the power and authority to make a sale happen. Influencers have the power to influence and persuade the decision makers. Who should you pitch to? Who should you spend more time talking to? How do you determine who the decision makers and influencers are? That's what this course is all about. We'll discuss the differences between these two customer types and what role they play in the sales process.

SCORM | Updated 10.2025

### **Decision Making Basics: 02. Understanding Motivation**

Motivation is defined as the activation of goal-pursuing behavior. Motivation is the drive that pushes people to get things done. Over the years, much research has been conducted to find out what gets people motivated, and what helps them stay that way. To maximize workplace motivation, an employer must remove causes of dissatisfaction AND provide opportunities for satisfaction. In this course, we'll look at what truly drives people by discussing two types of motivation. We'll also walk viewers through hidden motivators, also known as cognitive biases, which tend to run in the background, yet still greatly impact decision making.

SCORM | Updated 10.2025

### **Decision Making Basics: 04. Facts vs Opinions**

Opinions are a flimsy and unreliable basis for business decisions. All too often, however, people do just that: base their workplace decisions upon the shaky foundation of their own or others' opinions. When what they really should be doing is basing their decisions on facts. Many struggle with even knowing if what they're hearing is a fact or an opinion. In this program, we'll talk about the difference between the two, and go over the various types of facts and opinions. We'll discuss how to use both in your decision making, and

teach you how to test yourself, so you know that what you're basing your decision on is factual.  
SCORM | Updated 10.2025

### **Decision Making Basics: 06. Decision-Making Models**

Over the last few decades, experts have studied and analyzed how decisions are successfully made. These models provide a framework for the decision-making process. In this program, we'll give you a brief introduction to two of these models and go over when we recommend utilizing them. When making quick decisions, we recommend using the TDODAR decision model. And for decisions that require deep analysis, we recommend using the Kepner-Tregoe matrix. Keep in mind, these models are adaptable and not set in stone. They can be used in different scenarios than traditionally recommended.  
SCORM | Updated 10.2025

### **Defining Cybersecurity**

Cybersecurity is essentially the measures taken to protect against criminal or unauthorized use of electronic data. What steps are taken to prevent these crimes? What exactly are the threats? How and who do they attack? We'll answer these questions and more in this course on the basics of cybersecurity. We'll define key terms like cybercriminals, cyberattacks, cyberterrorism, etc. We'll also review the high-level history of cybersecurity in the United States.  
SCORM | Updated 10.2025

### **Deskercises: Chest, Neck, and Back**

Sitting improperly at your desk can cause many physical problems. However, research shows that stretching or light exercise at work can relieve symptoms of both physical and mental stress. These Deskercises will work your chest, back, and neck.  
SCORM | Updated 10.2025

### **Deskercises: Legs and Backside, While Standing**

Sitting improperly at your desk can cause many physical problems. However, research shows that stretching or light exercise at work can relieve symptoms of both physical and mental stress. These Deskercises will work your legs and backside, while you're standing.  
SCORM | Updated 10.2025

### **Detail-Oriented Skills Development**

Would you consider yourself a detail-oriented person? Or far from it? Most of us sit somewhere in between, but not to worry. This is a skill that can be easily developed. That's what this course is all about. We'll go over ways to become more detail-oriented and discuss things like making lists, dealing with distractions, and providing quality over quantity. With these skills, you'll be able to perform higher quality tasks by adding more care, thought, and detail into what you do.  
SCORM | Updated 10.2025

### **Determining the Styles of Others**

In this fourth program of the DISC series, we're going to teach you a very quick way to determine someone else's style. Things to look at include pace, language, how they ask questions, conflict approach, and even the appearance of their desk. \*Be sure to watch this series in order.  
SCORM | Updated 10.2025

### **Developing a Learning Culture**

Learning often takes a back seat to other business functions, when it really should be in the driver's seat. Without a culture of learning, how does your company improve and expand? How do you beat the competition? It won't and you won't, not to your full potential, anyway. With this course, we can help you change that. We give you the keys to formalizing your training and creating structure to it, so you can steer your way to

Successville!

SCORM | Updated 10.2025

### **Developing Your Business Plan**

If you're embarking on a significant endeavor that's likely to consume a substantial amount of time, money, and resources, then you need a business plan. A business plan is a guide, a roadmap, for your business that outlines goals and details how you plan to achieve those goals. This isn't only applicable to new businesses or applying for new business loans. Existing businesses should have business plans that they maintain and update over time. In this course, we'll go over how to create, maintain, and update a business plan.

SCORM | Updated 10.2025

### **Difficult Conversations**

Difficult conversations are an unavoidable part of any professional environment. These types of conversations can be challenging because they often involve discussing sensitive or controversial topics, addressing conflicts or misunderstandings, and potentially delivering negative feedback. However, having these conversations is important in order to maintain a healthy and productive work environment. They're often necessary for resolving conflicts, addressing concerns, or moving forward with a project. In this program, we'll explore some strategies for having difficult conversations at work, in a way that promotes understanding and respect between parties. We'll go over the STAR method and cover some general tips for these challenging talks.

SCORM | Updated 10.2025

### **Digital Marketing: 02. Types of Digital Marketing**

How do you optimize on a search engine? What is pay-per-click? Why would you share content for free? There are many new questions with digital

marketing, and it can seem overwhelming at first. Never fear, eJ4 is here! In this program, we'll list and explain the main aspects of marketing digitally. Then, in the following programs, we'll break those down individually, helping you choose the best tools for your company.

SCORM | Updated 10.2025

### **Digital Marketing: 04. SEO**

Where do you rank? When someone searches those precious keywords, does your company show up? Or are you three pages back, twiddling your digital thumbs? This is what search engine optimization (SEO) addresses, and we're here to help you get up to speed. We'll go through the key(word) aspects of SEO, so you'll know best how to hit that coveted first page!

SCORM | Updated 10.2025

### **Digital Marketing: 06. Email Marketing**

According to the Direct Marketing Association, for every \$1 spent on email, the average return on investment (ROI) is \$40. Not too shabby! If you want to increase revenue, or even just reach out personally to your customer, you'll want to check out this course. We go through the uses and advantages of this very effective (and oftentimes, lucrative!) marketing tool.

SCORM | Updated 10.2025

### **Digital Marketing: 08. Five Things Everyone Needs to Know**

There's no avoiding the digital movement. It's everywhere, with everyone, including your customer. If you have a business, online or not, you'll want to get familiar (maybe even friendly) with these five terms.

SCORM | Updated 10.2025

### **Digital Transformation Basics: Going From Vision to Execution**

Even though each business is unique in the way

digital capabilities will benefit them, there are clear steps that all leaders wanting to embark on their digital transformation journey should think about. That's what we'll cover in this course. We'll discuss redefining your businesses processes by looking at newly available technologies. We'll talk about the types of people you need onboard to help with this digital venture. We'll talk about understanding your customer's needs and how you can gain that information. Lastly, we'll go over how to define your outcomes and tie those back to your overall business strategy.  
SCORM | Updated 10.2025

### **Digital Transformation Basics: What is Digital Transformation?**

A digital transformation is something that every business, regardless of size or industry, needs to consider. If you're unfamiliar with what exactly a digital transformation is, then this series is for you. It's a broad term, but it fundamentally changes how you operate internally and how you deliver value to your customers. In this first program, we'll take a deeper look at what digital transformation really means and go over the history of digitization. We'll also discuss how to reimagine your workplace to uncover the potential of a digital overhaul.  
SCORM | Updated 10.2025

### **Digital Transformation for Leaders: Business Leaders - What's Your Role?**

According to Tech Republic, 41% of senior leaders surveyed said their digital transformation efforts have been a "waste of time." Yikes. The whole point of digital transformation is to improve your customer experience and gain a good return on investment. How do we succeed at this and avoid the waste of time and money? That's what this course will dive into. As a leader, you should be a key player, continually, throughout the digital transformation process. Your role might involve

many things like doing research, creating a vision, getting buy-in, and finding the right people to do the work. Here, we'll discuss these actions more in depth, and go over what and how much influence you should have over the digital transformation process.  
SCORM | Updated 10.2025

### **Digital Transformation for Leaders: Enhancing Your Customer Experience**

A digital transformation isn't only for your internal operations. One of its biggest benefits is to transform the way customers interact with you, your products, and your entire ecosystem. You first have to determine what your customers want from your business. Fortunately, there have been some great studies on what customers want out of digital technologies in the businesses they interact with. In this course, we'll talk about what some of those survey results show and what they mean to your business.  
SCORM | Updated 10.2025

### **Digital Transformation for Leaders: Utilizing Your Data**

As you're digitally transforming your company, accumulating multiple new channels of communications, you're going to be presented with data. Lots and lots of data. Daunting? Yes, but highly profitable when used to your advantage. In this course, we'll discuss Big Data and the various ways you can collect and arrange it. We'll also go over what it can do for your company, including improving your customers' experiences, your employees' performance, and your customer service capabilities.  
SCORM | Updated 10.2025

### **Digital Transformation for Tech Leaders: Dispersing the Data**

Throughout your company's digital transformation, you'll be communicating with

more and more customers, partners, vendors, and employees. With each new channel that opens up, whether it's social media, the internet of things, or a new application, you're going to be presented with lots and lots of data. In this program, we'll discuss where to go with that data, and how to enable interoperability and collaboration. We'll talk about data-centric architectures and what they allow companies to do. We'll take a look at breaking down data silos so your data isn't getting stuck, and discuss sharing your data so it gets to the right place at the right time.  
SCORM | Updated 10.2025

### **Digital Transformation for Tech Leaders: Tech Leaders - What's Your Role?**

As a tech leader, a large part of the ongoing digital transformation process will fall under your supervision. Even if it's not something you're directly overseeing, the acquisition of new technologies, the adoption of those technologies into various departments, the recommendations of technology-based processes, skills training, and so much more are all things other leaders may come to you for. Which is why it's important that we talk about your role in a digital transformation. In this program, we'll discuss what you may be doing throughout the process, including gaining commitment from your teams, researching and planning, defining roles, responsibilities, and priorities, and more.  
SCORM | Updated 10.2025

### **DISC: Leading High C**

In this course, we'll discuss the basic C characteristics and what you can expect in managing a High C. We'll also go over how to lead them, so that you're getting the most out of your C team members. The goal of this program is to help you modify your style so you can lead a High C person successfully. Notice we say to modify YOUR style. You're not going to be able to get

them to change. You have to change to lead them.  
SCORM | Updated 10.2025

### **DISC: Leading High I**

In this course, we'll discuss the basic I characteristics and what you can expect in managing a High I. We'll also go over how to lead them, so that you're getting the most out of your I team members. The goal of this program is to help you modify your style so you can lead a High I person successfully. Notice we say to modify YOUR style. You're not going to be able to get them to change. You have to change to lead them.  
SCORM | Updated 10.2025

### **DISC Leading Skills: Leading the High C**

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SCORM | Updated 10.2025

### **DISC Leading Skills: Leading the High I**

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SCORM | Updated 10.2025

### **Discovery Calls: Advanced Questioning Techniques**

Asking prospects questions is like mining for gold. You ask detailed questions and then dig and sift through the information to find what you're looking for: those gold nuggets of data that you can use to make a sale. You're burrowing down to find the true needs of the customer. Sure, it might be tedious, but with the right plan, can be smooth and painless. That's what this course is designed to help you with. We'll take you through some advanced questioning techniques to help you gain insight on the true needs of your prospects. SCORM | Updated 10.2025

### **DISC: Questionnaire**

In this second program of the DISC series, we'll help you determine your DISC style. Download and take the self-assessment, completing all three sections. As you fill it out, consider your behavior at work. Rate each answer with a four, three, two, or one (four being the most like you, one being the least). Be honest, and remember there is no right or wrong, better or worse DISC style. \*Be sure to watch this series in order. SCORM | Updated 10.2025

### **DISC: Selling High D**

When you're selling to someone, especially someone with decision-making power, you need to understand their value set, and their value set varies by personality type. In this course, we talk about how you can sell to a High D. SCORM | Updated 10.2025

### **DISC: Selling High S**

When selling to a High S, your goal is the same as when selling to anyone, and that is to meet their unmet need. Here, we'll talk about the needs of a High S and how you can better sell to them. SCORM | Updated 10.2025

### **DISC Selling Skills: Selling the High D**

When you're selling to someone, especially someone with decision-making power, you need to understand their value set, and their value set varies by personality type. In this course, we talk about how you can sell to a High D. SCORM | Updated 10.2025

### **DISC Selling Skills: Selling the High S**

When selling to a High S, your goal is the same as when selling to anyone, and that is to meet their unmet need. Here, we'll talk about the needs of a High S and how you can better sell to them. SCORM | Updated 10.2025

### **DISC Style: High D**

Now that you have a basic understanding of DISC and the different personality styles, we want to take a more in-depth look at each specific style, so we've created a separate program for each DISC type. This course will discuss the High D's and cover their strengths, weaknesses, fears, and needs. We recommend that you start with your dominant style. Then view the remaining three programs to help you understand how each type works and how to work with each type. SCORM | Updated 10.2025

### **DISC Style: High S**

Now that you have a basic understanding of DISC and the different personality styles, we want to take a more in-depth look at each specific style, so we've created a separate program for each DISC type. This course will discuss the High S's and cover their strengths, weaknesses, and needs. We recommend that you start with your dominant style. Then view the remaining three programs to help you understand how each type works and how to work with each type. SCORM | Updated 10.2025

### **Distance Selling: How to Influence Over the Phone**

Possibly the greatest challenge of distance selling is that you have to do it without one of the most powerful tools a salesperson has. Your physical presence. The prospect can't see your expressions or your body language. Heck, they can't even shake your hand. So how can you inspire trust and confidence from a buyer without these essential tools? That's what we'll talk about in this program. We'll discuss body language, posture, and breathing for phone conversations. We'll talk all about your voice, including your volume, pitch, tempo, and inflection. And lastly, we'll go over your attitude and how that can impact your calls.

SCORM | Updated 10.2025

### **Distance Selling: The Virtual Presentation**

Presenting to an audience can be nerve-wracking. And that's true whether you're in-person or virtual. In fact, virtual presentations may require more preparation. There's a lot of pressure in designing a cohesive presentation and ensuring that your mode of presentation functions properly for everyone participating. In this course, we want to talk about making unique, virtual presentations that resonate with your audience. We'll discuss content, timing, and the various ways to structure your content. We'll cover creating a strong opening and a memorable ending to your presentation. We'll also run through some basic rules for creating a visually pleasing presentation.

SCORM | Updated 10.2025

### **Documenting Performance: Documentation Do's and Don'ts**

Documenting your employees' performance is always important. It helps to create a history of critical events and decisions that happen during the lifecycle of the employee. Proper employee documentation is also necessary and critical in

litigation and other proceedings such as unemployment hearings, grievances, arbitrations, EEO complaints, or information requests. These documents are often seen as credible by a judge or arbitrator. Good documentation may deter costly and risky legal action and reduce your exposure as a leader. In this course, we'll talk through some of the do's and don'ts of proper documentation.

SCORM | Updated 10.2025

### **Documenting Performance: Tips to Make Performance Reviews a Breeze**

Creating good documentation of your interactions with your team should not be seen as an extra chore. It should be an easy way to create a record of the interactions you have with them. By using some simple tricks, technology, and templates, you can have all the things you need as a leader to promote, coach, or terminate a member of your team. We'll discuss keeping handwritten and electronic records and the most efficient ways to store them. We'll also go over how to organize your notes for each employee and how to use keywords and dates for quick retrieval.

SCORM | Updated 10.2025

### **Don't Burn Your Bridges**

At some point in your career, you'll change jobs. Changing jobs can come in many forms. You can stay with your current employer, but change jobs or departments; you can leave your current employer to start over somewhere new; or you could be asked to leave your current employer. In the first two scenarios, it was your decision. In the last scenario, it was the company's decision. No matter who makes the decision you need to handle it with tact, diplomacy, and professionalism. In other words, you don't want to burn any bridges. Let's talk about why leaving on a good note is so important, and go over some great ways to end your employment with a

company.

SCORM | Updated 10.2025

### **Driving Distractions**

Have you ever gotten to work and realized you don't really remember driving in? You know you got there, but you went on autopilot. That's a scary thought, isn't it? In this course, we'll talk about common driving distractions: what they are, how to avoid them, and safe driving tips.

SCORM | Updated 10.2025

### **Effectively Challenge the Status Quo**

Status quo is defined as "the current state of things," and in this case, it refers to the way your business operates. Maybe you've had the same sales strategy for years and years, or maybe you haven't changed your workflow since you started. As new technologies arise, and as your customers develop new needs, following the status quo only leads to complacency and stagnation. Your resistance to change means you'll miss out on opportunities for growth, because growth requires change. In this program, we'll discuss the importance of exploring all perspectives, supporting new ideas, and having a forward-thinking mindset.

SCORM | Updated 10.2025

### **Effective Meetings: Informational Meetings**

Informational meetings typically includes a facilitator who delivers a presentation while the rest of the audience listens and observes. Despite the boring reputation, informational meetings are essential in exchanging knowledge and information between departments and across an organization. So how can meeting facilitators effectively deliver information to a lot of people within a relatively short timeframe? This program gives viewers tips on delivering effective and engaging informational meetings.

SCORM | Updated 10.2025

### **Effective Meetings: Problem-Solving Meetings**

Problem-solving meetings bring diverse perspectives, people, and departments together to troubleshoot issues that get in the way of success. Some examples of this could include problems with operations, efficiency, productivity, or even problems with employment, such as turnover or retention. But if you're not careful, your problem-solving process can make or break the success of your business. In this course, we'll talk through how to structure your problem-solving meetings for success.

SCORM | Updated 10.2025

### **Effective Meetings: Tips to Facilitate Effective Meetings**

As a meeting facilitator, you want your meetings to be intentional and efficient, and to leave people feeling like they accomplished something that they couldn't have done alone. When a meeting is run well, it can increase engagement, productivity, and clarity within your organization. In this course, we'll discuss the key factors to running an effective meeting using the five P's: Purpose, People, Preparation, Promptness, and sticking to the Point.

SCORM | Updated 10.2025

### **Effective Time Management: Bullet Journaling Basics**

Do you prefer a physical planner or calendar to a digital one? Well, bullet journaling, which is usually done in a physical notebook, allows you to customize every element of your planning to suit your needs and manage your time better. Using this approach may take some getting used to, but for anyone feeling like simple to-do lists and weekly planners aren't cutting it anymore, bullet journaling could be the answer. In this course, we'll talk about how to create, customize, and use a bullet journal.

SCORM | Updated 10.2025

### **Effective Time Management: The Four D's of Time Management**

Do you find yourself running out of time every day? Do you go through to-do lists, and try weekly planners without ever feeling like they make a difference? Managing your time doesn't need to be a painful process. The simple, effective solution is the four D's of time management. In this course, we'll cover what the D's are, and how to put them to work for you.

SCORM | Updated 10.2025

### **Effective Time Management: Time Blocking and Focus Time**

Our time is valuable, yet we spend so much of it trying to do TEN things at once, leaving us too busy to actually focus and get through the work. Making time in your day for the things you need to get done is something you have to deliberately put into action, and time blocking is a good way to do it. In this course, we'll talk about the steps to put time blocking into action. We'll also discuss how to make the most of your time blocks using focus time.

SCORM | Updated 10.2025

### **Election Day**

If you're a new voter, you might wonder what actually happens when you show up to the polls on election day. What should you bring with you? What are the different types of ballots? What if you don't complete your ballot? What if you have a disability that requires assistance? In this course, we'll discuss the answers to these questions and talk about what you can expect when you arrive to the polls.

SCORM | Updated 10.2025

### **Electrical Safety: 02. Safe Work Practices and PPE**

"Unsafe work practices are one of the most common causes of electrical accidents. Failing

to de-energize equipment prior to service, allowing unqualified personnel to work on

energized equipment, using tools too close to energized equipment, and neglecting to

post warnings and barricades around a work area are some examples of unsafe work

practices. What can we do to work safer? That's what this program is about. We will go

over the Occupational Safety and Health Administration (OSHA) regulations regarding

electrical safety, electrical work permits, using insulated tools, how to create a written

safety program, and personal protective equipment."

SCORM | Updated 10.2025

### **Electrical Safety: 04. Understanding Grounding**

"Grounding is the most common safety measure related to electricity. What does

""grounding"" really mean? What are the different types of grounding? How do they work?

What requirements are there? In this program, we'll answer each of these questions and

more. In order to understand the importance of grounding, one must first understand

how electricity works, so this course will also provide a brief explanation of how electricity flows."

SCORM | Updated 10.2025

### **Electrical Safety: 06. Wiring, GFCI, and Extension Cords**

"As we all know, wires, cables, and extension cords form pathways for electricity. But it's

easy to discount the safety hazards these common tools can carry. Poorly installed, faulty, or damaged pathways create a serious hazard. To protect workers from electric shock, certain wiring methods and safety devices have been developed and must be used according to OSHA requirements. In this course, we'll go over these requirements to

keep electrical workers safe."  
SCORM | Updated 10.2025

### **Electrical Safety: 08. OSHA Requirements for Employers**

"Workers have a right to a safe workplace. To this end, OSHA requires employers to take

certain steps in order to create and maintain safe working environments. OSHA's

requirements can be divided into two basic categories: 1. Making it safe to work, and 2.

Making it safe to speak up. Construction sites, factories, power plants, and other

worksites where workers might be exposed to electricity are inherently hazardous. Under

OSHA law, employers have a host of responsibilities. That's what this program will cover."

SCORM | Updated 10.2025

### **Email Etiquette: 02. Spelling and Grammar Check**

Every email you send is a representation of your level of professionalism and character, so sending messages that use proper spelling and grammar are highly important. In this course, we'll talk through the different ways to proofread your writing and also discuss specific things to avoid when drafting emails.

SCORM | Updated 10.2025

### **Email Etiquette: 04. Formatting Your Email**

As a form of professional communication, each email needs to contain a greeting, a body, and a closing. Your company culture will dictate how formal or informal you can be. In this course, we'll go over the different ways to write formal and informal greetings and closings, and how to properly format the body.

SCORM | Updated 10.2025

### **Email Etiquette: 06. Reply Time**

How quickly should you reply to an email? It might be sooner than you think. In this program, we'll go over the appropriate time frame for replying to emails. Other topics include: what you should do when emails are complicated, responses that can't fit into the time frame, what to do when you can't reply to emails for a few days, and the proper steps to awaiting a reply from someone else.

SCORM | Updated 10.2025

### **Email Etiquette: 08. Using Reply All**

"Reply all" is a blessing and a curse. The intent of "reply all" was to provide a quick way to respond to everyone on an email without having to type in everyone's email address again. Sure, it can be a great feature, but the problem is, it tends to get overused. In this program, we'll go over what you need to do before you "Reply all."

SCORM | Updated 10.2025

### **Embracing Candor**

Have you ever felt like some of your coworkers were hiding the truth or acting too nice or that leaders in your organization were lacking transparency? The opposite of this kind of dishonesty is candor, or being candid, which is the quality of being open, honest, and sincere. Candor is a key element of a healthy workplace culture. It means putting forward your true personality, saying what you mean, being honest

and genuine about your work, and being direct and transparent. In this course, we'll talk about how to embrace and apply candor in the workplace.

SCORM | Updated 10.2025

### **Emotional Intelligence: Developing Effective Relationships**

Mastering the abilities of the first four competencies paves the way for attaining greater relationship skills. Effective relationships are about successfully interacting with people, managing your emotions, and helping others manage their emotions. In this course, we'll talk about the importance of effective relationships and how to develop the relationships you already have. We'll go over dealing with peoples' differences, analyzing your current relationships, and understanding what you can do to make those relationships stronger.

SCORM | Updated 10.2025

### **Emotional Intelligence: Developing Self-Awareness**

How well do you know yourself? We've defined self-awareness as the ability to accurately sense and identify your own feelings. It's the foundation that supports all the other emotional intelligence competencies. Here, we'll discuss how to develop your self-awareness. We'll also introduce the self-awareness triangle, which helps you identify how you see yourself, how comfortable you are with being who you are, and what motivates you. We'll also talk about the importance of measuring your self-awareness.

SCORM | Updated 10.2025

### **Emotional Intelligence: Developing Self-Regulation**

Your emotions will always be there, and the challenge is learning to manage the way you respond to them. That's what self-regulation is;

it's managing your responses to emotions by understanding them and using that understanding to direct your behavior. It helps you act intentionally, rather than reactively. In this course, we'll talk about how to develop this skill of self-regulation and why it's important.

SCORM | Updated 10.2025

### **Emotional Intelligence: Using DISC to Anticipate Emotions**

DISC can help you better understand the emotions of both yourself and other people. This allows you to anticipate and avoid bad situations, while setting yourself up for success, knowing what works better for you. In this course, we're going to talk about DISC personality styles and how you can use them to improve your emotional intelligence. Typically, you would complete a full DISC questionnaire, and the result would give you your DISC profile, describing how you behave in most situations. Rather than going through the whole questionnaire, we're going to walk through each of the four DISC styles and how they relate to emotional intelligence.

SCORM | Updated 10.2025

### **Emotional Selling and Storytelling**

"Two little mice fell in a bucket of cream. The first mouse quickly gave up and drowned. The second mouse, wouldn't quit. He struggled so hard that eventually he churned that cream into butter and crawled out. Gentlemen, as of this moment, I am that second mouse." Christopher Walken spoke this memorable, motivational quote in the movie "Catch Me If You Can." Stories, quotes and having a passion for what you sell invoke feelings and emotions in your customers. Emotions are what drive people to buy. This is a powerful tool that every salesperson should be leveraging. That's what we'll discuss in this course on Emotional Selling and Storytelling.

SCORM | Updated 10.2025

### **Empathy in the Workplace**

At its core, empathy is the ability to recognize emotions in others and to understand their perspectives. In order to work in a cohesive, productive environment, it's critical that we have a better understanding of each other and how we can best work together. To be a successful empathizer, three things are required: listening, openness, and understanding. These aren't always easy to do, so in this course, we'll discuss how to develop empathy, by introducing the three stages of empathy.

SCORM | Updated 10.2025

### **Employee Recognition: Launching an Employee Recognition Program**

You understand and appreciate the benefits of an employee recognition program and now you're ready to implement it. Where do you start? In this course, we'll walk you through those steps, which include getting buy-in, deciding on a program structure, determining budgets, setting program goals, and communicating the program.

SCORM | Updated 10.2025

### **Employee Recognition: The Basics of Employee Recognition Programs**

Employee recognition is the way in which an organization recognizes employee achievements, contributions, and successes. Employee recognition programs provide structures, systems, and processes for this recognition, and there are many types ranging from monetary awards to shoutouts. Employee recognition programs can be broken down into two categories: structured and unstructured programs. In this course, we'll discuss these two categories and how they work to help you decide if they're right for your workplace.

SCORM | Updated 10.2025

### **Employee Recognition: Your Role in Recognizing Employees**

Whether your company has a structured or unstructured employee recognition program, or uses a vendor or doesn't, knowing your role as a manager might be confusing. How do you observe and evaluate employee contributions in a remote workplace? What are the best ways to recognize your employees? In this course, we'll answer these questions and clarify your role as a manager in employee recognition programs.

SCORM | Updated 10.2025

### **Employee Retention and Turnover: The Manager's Role in Reducing Employee Turnover**

As a leader, one of the most challenging tasks you have to face is reducing employee turnover. How do you keep your company strong, and retain your best employees? That's what this program is all about. In this course, we'll discuss how to properly screen candidates and how to survey existing staff. We'll also talk about pay, perks, and promotions, as well as some non-monetary ways to keep your employees engaged and connected.

SCORM | Updated 10.2025

### **Employees: Connecting with Colleagues**

Our work worlds have drastically changed over the last several weeks. Perhaps you've been working from home, or maybe you were furloughed. Even if you were working, maybe some of your colleagues were furloughed. Whatever the case, you're finally all back together in your workplace. How do you go about reconnecting? What if some of them are going through hardships caused by the virus? What if they even lost a loved one to COVID? In this program, we'll talk about how to connect in various ways with your colleagues in this post quarantine work world.

SCORM | Updated 10.2025

### **Employees: How to Handle a Lack of Organizational Transparency**

As you return to work following the COVID-19 quarantine, you likely have many questions. What's going to change? Is my job secure? What are the ongoing risks of continuing my work? What is my company's long-term plan for staying safe and successful? Is your employer answering these questions? If not, then you're maybe lacking organizational transparency in these hard times. This program is designed to help you find the answers you need. We'll talk about asking the right questions, going to the proper sources, staying engaged with your coworkers, and preparing for bad news.

SCORM | Updated 10.2025

### **Employees: Remote Work as a Way of Working**

Your company, like many others, probably scrambled to make sure that everyone could continue working safely from home. But now that things are starting to return to normal, you're wondering, "What if I made working from home a permanent thing?" Well, there are many pros and cons to working from home full-time, and it's not a decision to take lightly.

SCORM | Updated 10.2025

### **Employees: The Emotions of Returning to Work**

Going back to work after COVID-19 lockdowns is going to bring on a flood of different emotions, and that's okay. It's perfectly normal to feel everything from joy to anger to guilt to gratitude. But how do you balance those emotions so you can continue to work effectively? In this program, we'll talk through some of the emotions you might be feeling. We'll talk about ways to reframe these emotions so you can continue to be a productive worker, but also remain mentally strong.

SCORM | Updated 10.2025

### **Empowering Employee Decisions**

Empowering employees to make decisions is becoming more common in the workplace, especially with the increase in remote workers. When employees are empowered to make choices, they gain confidence, feeling more invested in their work and the success of the company. Their work progresses more efficiently, without the need to continually stop and wait for approval. It puts a stop to the "I've got to check with my supervisor" conversations, which cause annoyance and dissatisfaction with customers. In this course, we'll talk about how to empower your employees. We'll talk about setting clear boundaries and giving your team the information they need to become more empowered. We'll also go over how to support empowered decision making.

SCORM | Updated 10.2025

### **Equity in the Workplace: Implementing Equitable Practices at Work**

In this program, we'll talk about how you can advocate for, and implement, equitable practices at work. We'll review the definitions of equality and equity, explaining why having these practices in place can benefit any company. We'll discuss creating equity at work by looking at pay equity, ensuring all demographics are represented, reviewing the hiring process, and offering equitable opportunities for advancement. We'll also include some discussion on making reasonable accommodations and having equitable benefits.

SCORM | Updated 10.2025

### **Ergonomics: Chairs 101**

Sitting in an uncomfortable, poorly designed chair can cause pain and fatigue. In addition, sitting in an ergonomically designed chair improperly can also cause pain and fatigue. This course will go over the features of an ergonomically designed

chair and how to properly sit in that chair.  
SCORM | Updated 10.2025

### **Ergonomics: Reducing Eyestrain**

If you work on a computer for much of the day, then you're at risk for eyestrain. Eyestrain can cause fatigue, headaches, dry eyes, and more. Thankfully, there are ways to reduce or prevent eyestrain by making simple adjustments to your workspace. That's what this course is all about.  
SCORM | Updated 10.2025

### **Establishing Credibility**

Congratulations! You offer a great product or service! You know that, but how do you convince your customers of that? You need to establish credibility as a trustworthy person to buy things from. Despite what your parents told you, Just being yourself doesn't always work. In this course, we'll discuss the importance of relationship selling. We'll go over creating an effective sales pitch, doing your research, verbal and nonverbal communication, and how to prove your expertise.  
SCORM | Updated 10.2025

### **Ethics for Managers**

Ethics are a top priority when you're a manager. Every day, you make key decisions that affect your company, its stakeholders, and society as a whole. It's critical to understand and adhere to these ethical and legal obligations, in order to meet expectations and to set an example for your employees. In this course, we'll define business ethics and your ethical responsibilities as a manager. We'll discuss the benefits of acting ethically, go over how to solve ethical dilemmas, and cover business law in terms of ethical conduct.  
SCORM | Updated 10.2025

### **Evaluating Your Own Leadership Performance**

A leader's role is to guide their organization toward success, but how do they know if they're doing a good job? In this course, we'll explore the key areas that a C-suite leader should consider when evaluating their own performance. These competencies include communication, emotional intelligence, decision-making, vision, and coaching and mentoring. If you're an executive, this course will help you determine the best ways to evaluate your performance against these competencies by receiving feedback and identifying areas for growth.  
SCORM | Updated 10.2025

### **Eye Safety**

"According to the CDC, 2,000 workers a day sustain eye injuries at work that require a visit to the hospital. These can come from physical injuries, hazardous materials exposure, or chemical burns. Your eyes and sight are precious, so it's important to know how to protect them. In this program, we'll go over proper eye safety in the workplace. We'll discuss the rules of protecting your eyes, common hazards to look out for, and what type of eye protection is needed for which jobs. "  
SCORM | Updated 10.2025

### **Failure: Moving Forward and Learning from Failure**

Henry Ford said, "Failure is simply opportunity to begin again, this time more intelligently." In the moment, certain failures can seem catastrophic, earth-shattering, and devastating, but it's important to maintain a healthy perspective and positive mindset. As Nelson Mandela once said, "Do not judge me by my successes, judge me by how many times I fell down and got back up

again." This takes endurance, grit, and determination; these are the qualities we want defining our lives. In this course, we'll talk about what it takes to move forward from a mistake and how to learn from past failures to ultimately find success.

SCORM | Updated 10.2025

### **Fighting For Your Team**

Going to bat for your team is part of being a manager. You may need to defend their work. You might need to endorse their ideas. You may need to guard them from certain scrutiny. This could be from customers, other departments, or even company leadership. This takes courage on your part, but when you fight for the right things, you'll wind up with a team that's more productive and freed from bureaucracy. In this course, we'll talk about how to fight for your team. We'll discuss going up against bureaucracy, taking one for the team, and fighting for their future.

SCORM | Updated 10.2025

### **Fighting the Flu: Call for Backup**

The best way to reduce your chances of getting the flu or that you'll pass the flu to others is by getting a flu vaccination. The more people who have the vaccination, the fewer the people who can spread the flu. In fact the CDC recommends that everyone over the age of 6 months get the flu vaccine each year.

SCORM | Updated 10.2025

### **Fighting the Flu: Get to Know Your Opponent**

Flu is the common name for the influenza virus. It's a contagious respiratory illness. There are three types of the flu, and within each of those three types are subtypes, meaning there are many different flu strains. In this program, we'll get to know our influenza opponent and its unpredictable nature.

SCORM | Updated 10.2025

### **Fighting the Flu: Throw in the Towel**

There's something serious that we have to talk about when discussing the flu. This tends to be a touchy subject for both employers and employees. Sometimes when you're too sick for work, you have to throw in the towel, admit defeat, and stay home.

SCORM | Updated 10.2025

### **Finance as a Tool 02: Investing Using Metrics**

Anyone looking to pour money into a company is looking for a good return on their investment. In this program, we'll go over three metrics a company can focus on to attract investors: liquidity, growth, and return on assets. We'll take a look at what each of these metrics mean and what you can do to positively impact those numbers to help your business become a more desirable investment.

SCORM | Updated 10.2025

### **Financial Ratios 02: Cost of Goods Sold and Gross Margin**

The cost of goods sold ratio and the gross margin ratio are two very helpful indicators of a company's efficiency. They provide valuable information that can reveal trends, help you budget and help you calculate product markup. In this program, we'll talk about these two important financial ratios. We'll discuss what they are, how to calculate them, and what they mean for your business.

SCORM | Updated 10.2025

### **Financial Wellness: Budget Sample**

If you're having trouble budgeting, it's not the end of the world. Staying on track can be tough, so here are some additional tips to make it easier for you.

SCORM | Updated 10.2025

### **Financial Wellness: Debts**

Debt is the part of financial wellness that no one likes to talk about. It's what keeps many of us up at night, and can feel very isolating. Although you might think you're the only one facing this problem, you're not alone. Furthermore, there are steps you can take to get control. This course explores the initial steps.

SCORM | Updated 10.2025

### **Financial Wellness: How to Save at Home**

Most likely, your home is your biggest expense. You need a place to live. There's no way around that. So what can you do? This course explores ways to save on the cost of your home, while maintaining the value of it.

SCORM | Updated 10.2025

### **Financial Wellness: How to Save on Food**

Food expenses are probably the highest expense after the mortgage. You cannot live without food, so it's an unavoidable expenditure. But there are ways you can save, and this course explores just that.

SCORM | Updated 10.2025

### **Financial Wellness: How to Save on Your Car**

This course explores ways to save on your vehicle and transportation in general.

SCORM | Updated 10.2025

### **Finding a Mentor Like You**

Having a mentorship brings many wonderful benefits. As a mentee, you gain an advisor and a sounding board, as well as someone who encourages and champions you. They may help build your network and grow your career. Oftentimes, however, the toughest part of embarking on a mentorship is actually finding the right mentor. In this course, we'll talk about why mentorships are beneficial and how to find the best match in a mentor. We'll also go over some

common do's and don'ts of mentorship.

SCORM | Updated 10.2025

### **First Aid: AED Training**

If you've ever watched a medical show on television, then you've likely seen a defibrillator in action. A defibrillator is used to shock a person's irregular heart rhythm back into normal rhythm. An Automated External Defibrillator, or AED, is a miniature version of that. AEDs are placed strategically in public places like schools, gyms, restaurants, and offices, in case of emergencies. An AED device will measure someone's heart rate and rhythm on its own to determine if a shock is needed. In this program, we'll go over when and how to use an AED. We'll discuss what to do if someone becomes unconscious, including checking for breathing and performing CPR. We'll go over who you can use an AED on and the steps to using one properly.

SCORM | Updated 10.2025

### **First Aid: Bug Bites and Stings**

Whether you work inside or outside, dangerous insects can be found anywhere. It's important that you know what these bugs are, how they look, and where they reside. You should also be aware of the symptoms of their bites and stings, and how to administer first aid for them. In this course, we'll discuss some of the most common dangerous bugs in North America and help you understand how to treat their bites and stings.

SCORM | Updated 10.2025

### **First Aid: Choking**

Choking is a serious situation, and while the chances of successfully helping a victim are high, it can be life threatening. You need to know exactly what to do in order to help the person. This course is designed to walk you through how to determine if someone is choking, and what to

do to assist them.

SCORM | Updated 10.2025

### **First Aid: EpiPens and Allergic Reactions**

Allergic reactions are very commonplace. Some people react mildly to certain products or foods. Perhaps they're left with only a rash, or itching and hives. Others have severe reactions, like anaphylaxis, which if left untreated, can lead to death. How do you know if someone is experiencing anaphylaxis? What can cause it? What are EpiPens, and how do they work? That's what this program will teach you.

SCORM | Updated 10.2025

### **First Aid: Mammal Bites and Scratches**

Whether you're working in someone else's yard or on your own property, you should be aware of the dangers of bites and scratches from various mammals, the most common being dogs and cats. In this program, we'll go over how to treat such wounds, when to seek professional medical attention, and what to do about rabies.

SCORM | Updated 10.2025

### **First Aid: Snake Bites**

If you work outdoors, especially if you work with debris or moving rocks and logs, there's a chance you'll encounter a snake at some point. You might even be bitten by one. Luckily, only 20% of snakes in North America are venomous. But if you do happen to get bitten by a venomous snake, the results can be deadly. In this course, we'll talk about proper first aid for a venomous snake bite.

SCORM | Updated 10.2025

### **First Aid: Toxic Plants**

If you work outdoors, you may have encountered toxic plants at some point. The kind that give you a rash and leave you with that terrible itch for a week. No one wants that. In this program, we'll talk about the plants you ought to avoid, how to

take precautions to avoid being harmed, and the first aid steps you should take if you or someone else IS exposed to these plants.

SCORM | Updated 10.2025

### **Focus: Focusing in a Noisy Workplace**

Your colleagues are having a conversation about the woes of potty training. Sally is listening to thrash metal and filing her nails. Rick is doing a sales call on speakerphone. All in the same room. Meanwhile, you're trying to write a proposal and absolutely cannot concentrate. How do you focus in a noisy work environment? If you're working in cubicles or an open office plan, this can be a real struggle. So in this program, we'll take a look at some tactics to try to help you focus in a loud workplace. We'll go over setting expectations, using headphones, finding a quiet space, working remotely, and more.

SCORM | Updated 10.2025

### **Focusing Your Perspective: 01. Locus of Control**

Looking at your own successes and failures, what do you attribute those to? Your own actions? Or things that are outside of your control, like your boss's decisions, the economy, or just random chance or luck? This is known as your locus of control, and it has an enormous impact on your life. In this course, we'll discuss the origin of this idea and the two components that make up your locus of control.

SCORM | Updated 10.2025

### **Food and Beverage: 01. In-Room Dining**

Welcome to our series on Food and Beverage, a guide on how to operate any food related services in a hotel. This course covers in-room dining or room service. It's a personalized service where guests have the opportunity to order and enjoy food and beverages in their own rooms. Why would a hotel offer room service? For starters, it provides guests with an intimate and private

dining experience. In fact, some guests actually prefer to order room service. It gives the guest a chance to eat in private in the comfort of their own rooms. In this program we are going to cover the basics of room service. We'll start with the equipment you'll need, to the spaces you'll occupy, and then wrap up with how to conduct room service.

SCORM | Updated 10.2025

### **Food and Beverage: 03. Food Safety Plans**

Food safety is a huge responsibility and one that you'll have to embrace fully now that you are part of a hotel's food and beverage team. In this course, you'll receive a primer on your legal and safety requirements, including what you must know to keep guests safe from foodborne illness and other hazards.

SCORM | Updated 10.2025

### **For Employees: Getting a Job: Your Social Media Presence**

Did you know that social media screening is a common part of nearly every hiring process these days? Our online profiles are just as important as what's on our resume. Prospective employers often turn to social media to get a sense of what a candidate is like behind their on-paper qualifications. So when was the last time you considered what your social media presence says about you? In this course, we'll walk through some ideas for making your social media presence more attractive to potential employers.

SCORM | Updated 10.2025

### **For Employees: Social Media Privacy Settings**

You wouldn't run around on city streets, handing your phone number and email address to strangers, would you? Of course not! But when it comes to social media, if your privacy settings aren't set properly, strangers CAN access that information. Not only do social media privacy

settings help to protect your data, but they also make sure you're in control of who sees what. When it comes to using social media at work, that protection is vital. In this program, we'll walk through privacy setting best practices for any social media platform you may use.

SCORM | Updated 10.2025

### **For Employees: Using Social Media at Work**

Social media is such a big part of many of our lives, so it's only natural that we spend at least a little bit of time scrolling while at work. Of course, there's a fine line between a casual bit of social media use and letting it get in the way of your job. So, how do you know where that line is? In this course, we'll answer that question. We'll talk about the benefits and disadvantages to using social media at work. We'll also discuss how to safely engage on social media for work purposes.

SCORM | Updated 10.2025

### **For Employees: What Are My Rights?**

It's likely you've heard stories of people making comments, posts, or tweets that have landed them in hot water at work, or worse, fired. To prevent these types of situations, it's crucial that you understand your rights when you're online. In this course, we'll discuss those rights, including the first amendment, social media policies, and how you're protected under these items. We'll also talk about company policies, and what can and cannot be done, in terms of accessing and acting on what you post.

SCORM | Updated 10.2025

### **Forklift Best Practices: Pedestrian Traffic Concerns**

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to talk about pedestrian traffic concerns. These are things like knowing who has the right of way, when it's

necessary to notify or warn pedestrians and how to do so, and using a spotter. We'll also discuss OSHA, or Occupational Safety and Health Administration's, special considerations for managers when it comes to pedestrian traffic. This includes particular safety precautions and requirements.  
SCORM | Updated 10.2025

### **Forklift Best Practices: Ramps and Grades**

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to talk about ramps and grades. Tipover risk is increased on ramps and grades, so you need to follow the best practices that we're going to cover in order to stay safe. This includes turning, traveling with and without a load, when to use a spotter, and working with pallet trucks.  
SCORM | Updated 10.2025

### **Forklift Best Practices: Travel Practices**

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to cover safe travel practices. When you don't follow this type of safety protocol when operating a forklift, potential hazards include overturning the forklift, falling loads, being struck or crushed by the forklift, and collisions.  
SCORM | Updated 10.2025

### **Forklift Safety: Forklift Operations for Employees: Traveling and Maneuvering**

Operating a forklift is a big responsibility. If you don't follow safety guidelines and instructions, you could do major damage to the machinery, merchandise or, even worse, to yourself or fellow employees. Now that we're in the work phase of our operations class, let's go over some of the main traveling and maneuvering actions, as well as, their hazards and recommended practices.

We'll cover mounting and dismounting, starting and stopping, operating at speed, steering, turning and changing direction, traveling on inclines, and parking.  
SCORM | Updated 10.2025

### **Forklift Safety: Introduction to Forklifts for Managers**

Forklifts can be an incredible tool for workers, but they're also a tremendous safety hazard. Knowing the fronts, backs, ins and outs, upside downs and right side ups of forklifts is vital to doing your job effectively and, most importantly, safely. In this course, we'll cover forklift basics, including the types of forklifts, the power sources they use, and their parts, so you can ensure your employees stay safe.  
SCORM | Updated 10.2025

### **For Managers: Engaging With Employees on Social Media**

Social media is pervasive and affects all of our lives. Inevitably, there will be some overlap between your own and your employees' social media, even if it's not directly related to your job. To avoid any missteps in this potential gray area, we'll look at some best practices for engaging with employees online by addressing some common questions.  
SCORM | Updated 10.2025

### **For Managers: Using Social Media for Hiring**

Social media accounts can tell a prospective employer a lot about a person, but it's important to know the legal implications before you dive in. There are certain things you can and cannot do when using social media throughout the hiring process. On top of that, there are also certain best practices that can help to make sure the process goes smoothly for both your organization and the prospective employee. We'll discuss both

here.

SCORM | Updated 10.2025

### **Front Desk Customer Service: 01. Etiquette & Presentation**

You've heard of the saying, "You never get a second chance to make a good first impression." That couldn't be any truer with welcoming someone to your hotel. You might be the first person a guest interacts with when they step foot into your hotel. You don't want their stay to get off to a rocky start. Etiquette and presentation at the front desk is crucial to working in a successful hotel. In this course, we'll discuss dress codes, how to properly greet guests using basic etiquette rules, and certain things to avoid when working at the front desk.

SCORM | Updated 10.2025

### **Front Desk Customer Service: 03. Communicating with Guests**

Communicating with guests in your hotel can be hard. The guest experience at your hotel is directly related to the customer service that they receive during their stay. No matter what part of the hotel you are working in, there should be an overall common standard of excellent customer service. Since we are focusing on the front desk, that's the part of the customer service and communication we're going to focus on in this program. We'll go over basic etiquette, empathy, consistency, and the different means of communication.

SCORM | Updated 10.2025

### **Front Desk Customer Service: 05. Handling Upset Guests**

When it comes to working the front desk, you will have to deal with guest complaints. You need to handle those complaints professionally. Remember, your hotel only exists because of the guests that stay in it. A guest could no longer

stay at your hotel by being dissatisfied just one time. In this program, we are going to cover tips to help you turn guest complaints into resolutions.

SCORM | Updated 10.2025

### **Front of the House: 01. Introduction to Restaurants**

In the restaurant industry, your customers will have high expectations for service and low tolerance for error. They may not notice how hard restaurant employees work to keep things running smoothly, but they are quick to notice any error or delay. The truth is, working in the restaurant industry can be tough, but it can also be a rewarding career. This series of courses is designed to prepare you for the opportunity before you. In this program, we'll focus on a few basic questions: What are the different types of restaurants? What are some common restaurant jobs? What is the usual service process? The answers to these questions will introduce you to the inner workings of a restaurant. The rest of the series will build upon this foundation.

SCORM | Updated 10.2025

### **Front of the House: 03. Interacting with Guests: Fundamentals**

If you're a server, you probably don't need to be told of the importance of customer service. It's right there in your job title. You serve customers. To do so successfully, you'll need to understand the basic principles of customer service. That's what we'll cover in this course. We'll discuss what it means to have good people skills, professionalism, the necessary know-how, attentiveness, and flexibility.

SCORM | Updated 10.2025

### **Front of the House: 05. Interacting with Guests: Difficult People**

Everyone makes mistakes. It's an unavoidable

fact of life. As much as you want to deliver perfect service to each and every customer, there will be times when your efforts fall short. In addition, there will be customers who are just...difficult. Difficult to please, difficult to communicate with, difficult to serve. What's a server to do? In this course, we'll look at tips and tricks for what to do when things go wrong. We're going to do this by examining three common scenarios.

SCORM | Updated 10.2025

### **Front of the House: 07. Understanding the Menu: Writing Menu Descriptions**

The menu is defined as the "list of foods available at a restaurant," but a well-written menu is more than a simple list. Your menu can and should be a persuasive selling tool that sets your restaurant apart. A few extra words and a little more description makes a difference, doesn't it? In this course, we'll look at some best practices for writing menu descriptions. This knowledge can come in handy. Menus are updated frequently and chalkboards that many restaurants use to advertise specials are updated even more often. You could easily be tasked with writing a few descriptions yourself.

SCORM | Updated 10.2025

### **Front of the House: 09. Serving Guests: Taking Orders**

Depending on the restaurant, servers may have the opportunity to take each guests' order up to three times over the course of a meal. Once for the drink, once for the meal, and sometimes a third time for dessert. Multiply this process by the number of guests a server sees during a shift and...well, that's a lot of orders! In this course, you will learn how to efficiently and effectively transfer the customer's words to the kitchen team.

SCORM | Updated 10.2025

### **Front of the House: 11. Serving Guests: Time Management**

The timeline for serving a table of guests is tight. In this course, we'll go over the timeline of an entire meal-starting from the moment the guests are seated to when they leave the restaurant. We'll also discuss ways to manage your time wisely when serving in a restaurant, including multitasking and prioritizing tasks.

SCORM | Updated 10.2025

### **Front of the House: 13. Tips for Tipped Employees**

At restaurants in the United States, it's typical to tip. That is, customers usually leave a little extra money for the server when they pay their bill. Sometimes called a gratuity, the "extra" left behind varies widely depending on the customer and how they feel about the service. However, it's usually between 10-20% of the bill, so a customer who owes \$20 for their food and drink may leave an extra four dollars for the server as a tip. While four dollars may seem like small change, in truth tips are a big deal for servers. In this course, we'll learn why this is and what your responsibilities are.

SCORM | Updated 10.2025

### **Fun at Work: 02: What's Funny?**

Being funny at work is tricky. When it's funny, it's FUNNY! When it's supposed to be funny and it's not, it can get really awkward! Professional comedians will tell you that you need to know your audience; you need to read the room, and timing is everything! We can't all have the same sense of humor. So how do we know what's funny?

SCORM | Updated 10.2025

### **Gantt Chart Basics**

Gantt charts are one of the oldest tricks in a project manager's playbook, and there's a reason

they've been utilized for so long. Gantt project planning is a great way to visually represent all of the tasks your team has to complete for a project, as well as how the timeline for each task aligns. They're useful for all kinds of projects, but particularly for simplifying complex ones that have a lot of moving parts. In this course, we'll discuss the structure of the Gantt chart, how to build a chart and the programs you can use to create it, and the pros and cons to using them.

SCORM | Updated 10.2025

### **Gender Equality in Hiring and Promotions: Promotions for All**

When it comes time to promote someone, you want to give the job to the most qualified person. But what does that person look like? According to statistics, men are more often promoted as leaders. Among midlevel managers, there are more women, but they're still underrepresented. And nonbinary people are often left out of the representation conversation entirely. In this program, we'll look at some strategies to ensure that the right person gets the job, regardless of gender. We'll also talk about how to set up a promotional pathway for every employee, by offering training and mentorships.

SCORM | Updated 10.2025

### **Gender Equality in Hiring and Promotions: Supporting Leaders of All Genders**

When you think of a leader, a C-suite executive, who do you picture? Did you imagine a white man? If you did, you're not alone. Despite diversification efforts in recent years, white men are still predominately the CEOs, presidents, etc. While white men CAN make excellent leaders, they're not the ONLY people who can. In this program, we'll talk about why gender equality is needed and how to support and hire executive-level leaders of all genders.

SCORM | Updated 10.2025

### **Generation Z: 02. Generation Z vs. Millennials**

We're still learning about who millennials are in the workplace. And now, look out! Here comes Generation Z! Now you need to be knowledgeable about both. This course will go through the differences between the Yers and Zers so you know how to adjust your business, marketing, and leadership accordingly.

SCORM | Updated 10.2025

### **Givers, Takers, and Matchers**

You're probably familiar with the idea of givers, takers, and matchers in your social life, but it also applies to your coworkers and the way you interact with them. This is especially true in a competitive work environment, where people often take more than they give. So, is it better to be a giver, a taker, or a matcher, and which one are you? That's what we'll cover in this course.

SCORM | Updated 10.2025

### **Giving Feedback**

We, as managers, often shy away from giving feedback or we approach it in the form of discipline. The goal of feedback is to clarify the employee's current status and determine what the best next steps are. It's an opportunity to help your team develop and become more successful.

SCORM | Updated 10.2025

### **Green Purchasing**

Part of your green policy at work should also include Environmentally Preferable Purchasing, or Green Purchasing. By investing in green products and appliances throughout your facilities, you're not only making your facility more energy efficient, but also more cost efficient.

SCORM | Updated 10.2025

### **Habits: 02. Micro Habits**

As you may have already learned in our course titled "What are Habits?," habits are the typical

ways you respond to stimuli. In fact, your habits make up much of how you respond to the world. They're the way you've trained your body and brain to react to common scenarios—so you don't have to think through every small event every single time it happens. In this course, we're going to start talking about habit design. Habit design is the intentional creation or maintenance of the habits that we want in our lives. There are, of course, many ways to begin habit design—one of which is focusing on micro habits, which we'll define and discuss how to integrate.  
SCORM | Updated 10.2025

#### **Habits: 04. Breaking Habits**

If you've participated in other courses in this series, you've learned about habit design. Habit design is the intentional creation or maintenance of the habits that we want in our lives. But we'd be remiss if we didn't talk through one other important aspect of habit formation—getting rid of the habits we don't want in our lives. In this program, we'll talk about various strategies for removing or replacing habits we no longer want.  
SCORM | Updated 10.2025

#### **Hand and Power Tool Safety: Using Tools Safely**

If you want to be a skilled craftsman, it's also important to be a safe craftsman. After all, if you have an accident on a job site, that won't be good either for your own health, your coworkers, or your productivity. So, in this program, we'll address how to safely use hand and power tools, for a more productive and secure work environment. We'll discuss tool safety, electrical safety, pneumatic safety, and proper tool storage.  
SCORM | Updated 10.2025

#### **Handling Objections: Defeating Stalls**

"Let me sleep on it." "I need to talk it over with my boss." I bet you've heard these once or twice. When they don't say yes, and they don't say no,

they're stalling. In this course, we'll talk about how to defeat sales stalls. We'll discuss the different stall tactics customers use. We'll also go over the various objection types and how to get around them to avoid a stall.

SCORM | Updated 10.2025

#### **Handling Objections: Handling Objections Basics**

You're not really selling until you hear the word "no." Until then, you're only giving a presentation. "No" is where the real dialogue begins. In this series of programs, we'll talk about the different objections you hear in sales, and how to overcome those. In this course, we'll briefly review the basic sales process and sales psychology. Then we'll go over the four categories of objections and how to react when a customer initially rejects what you're offering. We'll also discuss the importance of identifying and categorizing objections when you hear them.  
SCORM | Updated 10.2025

#### **Handling Objections: Misunderstanding**

"The worst distance between two people is misunderstanding." Unknown It's terrible to be misunderstood, particularly when it impacts your livelihood. If the customer misconstrues the data you've provided, or the client simply doesn't fully understand what you're offering, how do you clear that up and overcome a misunderstanding objection? That's what this course is all about.  
SCORM | Updated 10.2025

#### **Handling Sales Rejection**

Sales rejection is an inevitable part of any sales professional's job. Whether you're selling a product or service, there will always be times when a potential customer will say no to your offer. Handling rejection can be tough, but it's an important skill to learn if you want to be successful in sales. In this program, we'll explore

some strategies that can help you do just that.  
SCORM | Updated 10.2025

### **Has My Device Been Compromised?**

Imagine you're at the computer, working on a project that's due at the end of the day, when suddenly, your project closes, and a bunch of pop-ups appear saying your data was stolen and you can't get it back until you pay the cyber attacker. What do you do? While that's a pretty extreme example, and things like this can happen, it's normally a slower process. In fact, it's possible for your computer to become compromised without you noticing at all. There are several ways for a computer to get infected by a virus, so in this program, we'll cover how and why this happens. We'll tell you what to look for, and what symptoms to be aware of that could indicate your computer has been compromised. Lastly, we'll explain what steps to take if you suspect your computer's been infected.

SCORM | Updated 10.2025

### **Hazard Communication for Employees: 02. Understanding Labels and Pictograms**

When dealing with chemicals, there is no room for confusion. You need to know what you're dealing with, and how to deal with it. That is where labels and pictograms come in, and we'll explore them in this course. We'll go through the Occupational Safety and Health Administration (OSHA) standards for labels, and the separate elements. We'll also go through pictograms and what each of them mean, helping you be best prepared when time is of the essence.

SCORM | Updated 10.2025

### **Hazard Communication for Employers: 01. Creating an Effective Program**

Creating a hazard communication program can seem intimidating, but it doesn't have to be. Here, we'll walk you through, step by step, how to

develop a plan that is clear, comprehensive, and most importantly, effective.

SCORM | Updated 10.2025

### **Hazard Communication for Employers: 03. SDS**

Safety data sheets (SDSs) are there to help. But they can't help if they're outdated or inaccessible. This course goes over OSHA's Hazard Communication Standard on SDSs, and what's required of us, as employers. This includes a list of the 16 sections, as well as the responsibilities on collecting, storing, and maintaining these very important documents.

SCORM | Updated 10.2025

### **HAZWOPER Overview**

The Hazardous Waste Operations and Emergency Response, or HAZWOPER, is a set of guidelines maintained by OSHA, which protects workers and enables them to handle hazardous substances safely and effectively. In this program, we'll talk about the dangers of working with or around hazardous substances, discuss the five operations required by the HAZWOPER standard, and go over some general business applications.

SCORM | Updated 10.2025

### **Healthy Hygiene: Hand Hygiene**

Practicing proper hand hygiene is very important, particularly with the transmission of germs and viruses, and especially in the workplace. There are a handful of important elements to be aware of when it comes to keeping your hands clean, which is what we'll cover in this course. We'll go over various topics like how your hands get dirty in the first place, when to wash your hands, and how to wash your hands properly.

SCORM | Updated 10.2025

### **Healthy Hygiene: The Benefits of Wearing a Mask**

Airborne diseases can spread very easily from

one person to another in close proximity, but we know that wearing a face mask helps slow the spread of germs and viruses in the air. In this program, we're going to talk about the benefits of wearing a mask. We'll discuss why and how they're helpful and go over how to properly wear a mask.

SCORM | Updated 10.2025

### **Hiring for Small Business: Conducting the Interview**

You've posted a job ad and received resumes from applicants who are interested. What's next? Hopefully, you've sorted these submissions into yes, no, and maybe piles, so now it's time to conduct interviews. In this course, we'll go over the interview process. We'll include how to do a screening interview over the phone, how to determine who should do the interviewing, and how to pitch your company. We also cover what questions to ask to really get to know the candidates and their qualifications. And lastly, we'll discuss checking references and extending an offer.

SCORM | Updated 10.2025

### **Hiring for Small Business: Posting the Job**

As a small business owner, the responsibility of hiring people likely falls on you. This course is designed to help you with that task by going over how to post a job opening. We'll give you tips on how to recruit. We'll discuss what to put in your job ad including how to write a clear job description and learning how to sell your company to potential employees. Lastly, we'll talk about where to post your job ad. We'll go over using some different social media sites, using your company website, and reaching out to local business groups.

SCORM | Updated 10.2025

### **Hot and Cold Weather Safety: 01. Heat Stress**

Some of us work in hot conditions, whether outdoors or indoors. Two things we need to be aware of and prevent when working in hot conditions are heat stress and, an even more serious version of this, heat stroke. In this course, we'll walk through the symptoms of both conditions and discuss what happens to the body as your internal temperature rises. We'll also go over how to respond when you or a coworker experience the warning signs of heat stress and heat stroke.

SCORM | Updated 10.2025

### **Hot and Cold Weather Safety: 03. Working in Hot Weather**

When we work in hot weather or hot indoor conditions, our bodies become fatigued more quickly, and we increase our risk of accidents. The most serious issue caused by working in hot conditions is heat stress, leading to a possible heat stroke. But there are other risks and concerns to working in hot conditions. And they can apply to either outdoor work in hot weather OR indoor work in hot conditions, such as a warehouse without air conditioning, a foundry, or any number of warm interior spaces. In this course, we'll talk about the hazards and go over ways to safely work in these places.

SCORM | Updated 10.2025

### **Housekeeping: 01. Cleaning Guest Rooms**

Welcome to our series on housekeeping. You are part of creating a happy environment for guests. There are a lot of moving parts when it comes to this job, and there are certain protocols and procedures you need to follow. Throughout this series, you'll learn all of the basics on housekeeping. We'll talk about everything from cleaning guest rooms and public spaces, to doing your job safely, all while making sure customers and guests stay satisfied. In this first program,

we're going to focus on cleaning guest rooms. We'll go over stocking the trolley, entering guests' rooms, and procedures for cleaning rooms.  
SCORM | Updated 10.2025

### **Housekeeping: 03. Working Safely with Ergonomics**

Housekeeping can be hard on your body. You're constantly moving, walking, standing, reaching, and bending. You're carrying heavy towels and sheets. You're pushing and pulling your trolley. You need to make sure that you're doing all of these functions safely. The Occupational Safety and Health Administration, or OSHA, has set guidelines for you to follow when it comes to performing your job. That's what this program is all about. We'll go over ergonomics and other basic definitions you'll need to know in the event that you're injured at work.  
SCORM | Updated 10.2025

### **How Customers Want to Be Treated**

Most customers want their order to be fulfilled or their service to be done correctly, and that's it, right? Wrong. Customers want to be appreciated. They want you to value their business. They want a relationship with companies they do business with. So in this course, we'll take a good look at the ideal customer/business relationship in the eyes of the customer. We'll talk about providing exceptional customer service, understanding customer expectations, and personalizing the customer experience.  
SCORM | Updated 10.2025

### **How to Apologize: 02. The Audience**

We've discussed what a good apology looks and sounds like. We've gone over what each apology should include: expressing remorse, accepting responsibility, offering a solution, and changing your behavior. In this course, we want to demonstrate how to apologize to the different

people that you work with. This includes apologizing to your boss, your colleagues, your employees, and your customers. We'll also talk about when you should not apologize, as we often over-apologize, even when we aren't to blame.  
SCORM | Updated 10.2025

### **How To Be a Socially Responsible Company**

Are you proud to work for your company? Does your organization have high ethical standards and environmental practices? If not, this reputation can have a huge impact on your company's long-term success. If this concept of social responsibility isn't something you've ever considered, now's the time to start. In this program, we'll define what being a socially responsible organization looks like, we'll discuss various corporate social responsibility (CSR) strategies other companies are adopting, and we'll talk about how to make your efforts last.  
SCORM | Updated 10.2025

### **How to Break Bad News**

Delivering bad news is inevitable. The thought of delivering bad news can keep you awake at night. Having to look someone in the eye and say something that will hurt them, disappoint them, or anger them can be scary, awkward, and sad. In this program, we'll prepare you for sharing unpleasant news. We'll talk about controlling your own emotions, planning the right time and place, and properly delivering the message. We'll also cover empathy and how you should react to the other person's response.  
SCORM | Updated 10.2025

### **How to Deal with Workplace Changes: How to Avoid Getting Laid Off**

If you're watching this, there's probably a high likelihood that job security is important to you. Companies cut jobs for many reasons, and companies approach layoffs in many different

ways. By watching this course, we're not saying there's a sure-fire way to avoid a layoff entirely. However, there are things you can do to make yourself more invaluable to your team and your company. That's what we'll cover in this program. We'll talk about getting recognized, staying flexible, having a positive attitude, and more.  
SCORM | Updated 10.2025

### **How to Finish What You Start**

Are you the person who starts a text message but forgets to send it? Do you have a half-finished DIY project waiting for you at home? Do you have a to-do list with many things left unchecked? Yes, some of us may lack the time, focus, desire, or motivation to finish what we've started. But who can blame us when studies show that we get interrupted nearly every three minutes? Whatever your reason for being a non-finisher, this course is designed to help you push through and complete your unfinished tasks. We'll go over procrastination, common fears, and why we tend to start and stop. We'll also touch on perfectionism and making a plan.  
SCORM | Updated 10.2025

### **How to Receive Feedback**

Supervisors and peers give feedback so you know what you're doing well and where you need to improve. It's an opportunity to help you develop and become more successful. That feedback can either be positive or negative. Whether it's positive or negative, some of us need help accepting feedback.  
SCORM | Updated 10.2025

### **How to Work a Room: After the Event**

You've attended the event. You've mingled. You avoided the hot wings. You met Marty's close-talker wife who didn't avoid the hot wings. You're done, right? Not quite. After all of the preparation and thought you've put into attending this event,

you need to close it out with some follow-up. In this last program, we'll talk about what you need to do to leave a lasting impression on the connections you've met and talked with, and how to best continue those relationships.  
SCORM | Updated 10.2025

### **How to Work a Room: Preparing for an Event**

Successfully attending a business event doesn't mean just showing up. In most cases, there's a reason why you're there and a goal that needs to be accomplished. Maybe you're attending a corporate function and need to make face time with potential clients. Or perhaps you're going to a networking event to meet relevant professionals in your industry. Maybe it's an educational seminar or community gathering. Whatever the case, these types of situations require interacting enthusiastically with other attendees. This comes naturally to some, and not at all to others. The aim of this program is to help you project a professional image for you and your organization, while getting the most value out of your event.  
SCORM | Updated 10.2025

### **Hybrid Work Environments: Communication in a Hybrid Work Environment**

Think of all the little moments in a physical workplace that you spend talking with others. Of course, you have presentations, meetings, and so on. But you also have watercooler moments and casual chats by someone's desk or during lunch. Having these interactions from afar can pose new challenges, so in this course, we'll cover some tips and tricks for communicating in a hybrid work environment. We'll talk about using different platforms and being intentional in your communication. We'll also discuss inclusivity, transparency, and more.  
SCORM | Updated 10.2025

### **Hybrid Work Environments: How to Be a Great Hybrid Work Employee**

Professional relationships are crucially important in hybrid workplaces where employees might be working from remote locations, or even different countries. And although you may not see team members daily, you can still have excellent working relationships. You just have to change how you approach relationship building. It all starts with evaluating how you're showing up for your colleagues. In this course, we'll discuss some tips for how you can be a great teammate, no matter what your company setup looks like. We'll talk about creating effective communication, utilizing video meetings, including casual conversation, using GIFs/emoji, and more.

SCORM | Updated 10.2025

### **Hybrid Work Environments: Time Management in a Hybrid Work Environment**

Time management is one of the most important professional skills you can have. It applies to everyone, from leadership to interns. Those who master it can move through work efficiently and productively, -improving their work-life balance and professional success. In this course, we're going to focus on the challenges you might face managing your time in a hybrid work environment. We'll talk about planning and prioritization, as well as effective and efficient communication.

SCORM | Updated 10.2025

### **Identifying Unintended Consequences**

When we make decisions in business, our actions have intended consequences. But they also have unintended consequences. In other words, we decide to do something for a particular outcome, but many times there are other outcomes that we don't anticipate or expect. So how do we identify and understand unintended consequences of our decisions? In this course, we'll discuss a theory by American sociologist, Robert K. Merton and

talk about what causes unintended consequences. We'll also go over the various types and learn how to identify possible unintended consequences.

SCORM | Updated 10.2025

### **Identity Theft**

According to the Department of Justice, identity theft and identity fraud refer to all types of crime in which someone wrongfully uses another person's personal data in some way that involves fraud or deception, typically for economic gain. If you pay attention to the news, there's often reports of large banks or companies being hacked and thousands of personal records being compromised. In fact, you've likely had your debit card replaced at least once or twice as a result of your bank being proactive when they suspect your account might have been compromised. Unfortunately, identity theft has become commonplace. In this course, we'll go over the different ways that your financial standing may be impacted as a result of identity theft. We will also discuss credit bureaus, how to protect yourself, and what to do if your identity is stolen.

SCORM | Updated 10.2025

### **Imposter Syndrome**

Have you ever felt like you're in way over your head, or been afraid that you'll be exposed for not knowing what you're doing? Most of us experience something like this at some point in our careers. It's called imposter syndrome, and it can make you feel like a fraud when, in fact, you're fully deserving of your accomplishments. In this program, we'll take a deeper look at this phenomenon, discussing what it is and how it affects people. We'll also cover some various ways to overcome your doubts and lulls in self-confidence.

SCORM | Updated 10.2025

### **Improving Memory: 02. Tips and Tricks to Help Improve Your Memory**

We all can use a little help with memory, right? Well, look no further! This course eagerly provides tricks you can use to assist your memory. Soon you'll be amazing yourself and others, as you pull names and trivia from your brain, much like a rabbit from a hat. Abracadabra!

SCORM | Updated 10.2025

### **Income and Expenditures 02: Income Streams**

You're hopefully making money from your products or services, but have you thought about other potential income streams to help your company achieve its financial goals? In this course, we take a more in-depth look at income and the various ways that companies can bring in revenue besides simply selling their products and services. We'll talk about calculating net income and go over the most common types of income streams.

SCORM | Updated 10.2025

### **Income and Expenditures 04: Benchmarking Ratios**

We've gone over some various ways to analyze a company's financials, but a good analyst doesn't stop there. In this program, we'll cover four more ratios to evaluate whether or not a company is on track to hit their financial goals. We'll discuss revenue growth, profitability, operating cost breakdown, and return on assets. We'll talk about benchmarking and how to compare a company's performance to itself or other businesses or categories. We'll also go over trends and what you should be looking out for.

SCORM | Updated 10.2025

### **Indoor Air Quality for Managers**

The quality of the air in your workspace is more important than you might think. Indoor air quality,

or IAQ, is the air quality within and around buildings and structures. It's easy to overlook something as mundane as air quality, but breathing low-quality air throughout your workday can lead to many health problems over time. In this course, we'll discuss those issues, and go over the benefits of having high-quality air in your workplace. We'll also talk about how pollutants enter your building, and discuss solutions to improve your air quality.

SCORM | Updated 10.2025

### **Innovating Inside the Box**

When you think of innovation, what do you picture? Probably brand-new ideas that break the mold, that go outside the box. And that's often the case. But did you know that, even if you have constraints on what you can do, even if you have a box you HAVE to stay in, you can still innovate? In fact, a lot of times working within constraints leads to some of the best innovative solutions. In this course, we'll discuss how this works by embracing your limitations, thinking creatively, and remaining agile.

SCORM | Updated 10.2025

### **Innovation: Innovation Basics**

Behind every great idea is a million bad ideas. Throw in loads of failure, time, energy, hard work, and tedious planning. Sounds like fun, right? This is what innovation looks like. So, in this program, we'll discuss the basics of innovation. We'll cover stages of innovation, types of innovation, strategies to innovate, and ways to create a culture of innovation in your organization.

SCORM | Updated 10.2025

### **Interpreting Data**

Interpreting data is essentially analyzing and making sense of the information you've gathered so you can use it to make informed decisions and take appropriate actions. Seems simple enough,

but there's much more to it. You need to evaluate the quality of your data, choose the right analysis method, recognize trends and patterns, and more. In this course, we'll cover some practical steps for interpreting data and go over some useful tips to help you make sense of this important organizational information.  
SCORM | Updated 10.2025

### **Introduction to Authentic Leadership**

What makes a leader great? What makes a manager respected and valued by their employees? What most employees want from their managers is a genuine connection and honesty. In other words, they want an authentic leader. In this course, we'll talk about how to embody authenticity at work, while also demonstrating solid work ethic, performance, and leadership. We'll cover some common questions regarding how to show your authentic self to your team, and why it's beneficial to do so.  
SCORM | Updated 10.2025

### **Introduction to Intentional Leadership**

Intentional leadership is a rising trend among forward-thinking managers. At its core, this type of leadership is about awareness. The move toward more intentional leadership was spurred by a desire to better understand performance issues or obstacles in the workplace. By understanding hidden problems better, intentional leaders can tackle the root cause of issues, creating a healthier, more productive workplace. In this course, we'll talk about how to put this into practice. We'll discuss having a better understanding of people, reading different group dynamics and situations, communicating your observations, and taking action.  
SCORM | Updated 10.2025

### **Introduction to Math: Choosing the Right Operation**

Once you've finished with school, most of the math problems you encounter will likely come in the form of word problems. In word problems, you're not told explicitly how to solve them. Instead, you have to use the clues given to you in the words that make up the problem itself. In this program, we'll learn what sort of words to look for to help you choose the right operation to successfully solve the problem.  
SCORM | Updated 10.2025

### **Introduction to Math: Fighting the Fear**

If you took math in high school or college, you probably reached a point where you thought, "When am I ever going to use this?" Well, in the business world, you might be surprised by how often you do use math. If you didn't enjoy math back in school, and especially if you struggled with it, this may seem intimidating. In this course, we're going to help with that. We'll discuss how math is important in business and discuss strategies for overcoming your fears.  
SCORM | Updated 10.2025

### **Introduction to Math: Inequalities**

In this program, we're going to discuss inequalities and comparing numbers in terms of being greater than or less than one another.  
SCORM | Updated 10.2025

### **Introduction to Math: Positive and Negative Numbers**

In this program, we're going to discuss what positive and negative numbers are and how they're used, so you can get more comfortable with both the concept and practical applications.  
SCORM | Updated 10.2025

### **Introduction to Math: Understanding Fractions**

In math, we often deal in whole numbers. But what happens when things don't end up quite even? What do we do with a remainder in

division? Perhaps more importantly, how do we split up that extra slice of pizza? In this course, we'll talk about how to do just that, with a type of number called a fraction. First, we'll define the parts of a fraction, and then we'll talk about how we can use them.

SCORM | Updated 10.2025

### **Introduction to Math: Understanding the Metric System**

In the United States, we typically use the English or Imperial system of measurement for everyday purposes, but in most other countries around the world, the metric system of measurement is the standard. Because of this, the metric system is being used more and more often here in the States, so it's vital that you understand it and know how to use it. In this program, we'll go over basic vocabulary and definitions, as well as some common conversions between the Imperial and metric systems.

SCORM | Updated 10.2025

### **Introduction to VUCA Framework**

VUCA may sound like a snappy acronym straight out of a sci-fi film, but it's actually a useful way to approach challenges. Originally used by the U.S. Army in the early 90s, the term is often used as a catchall for big challenges. When applied correctly, however, there's a lot to be gained from putting the VUCA framework into action. Just keep in mind that VUCA is actually better-suited as a checklist for organizations to ensure that they're ready to survive whatever is thrown at them. So, in this course, we'll discuss what VUCA is, how it works, and what it can do for your organization.

SCORM | Updated 10.2025

### **Intro to Finance 02: Finance Terms**

Finance jargon is a language all its own. In order to really delve into the study of finance, you'll

need to know and understand some important terms. This course will cover some common terminology including assets and liabilities, expenses and cash flow, capital gains and losses, ROI, and more. These courses will give you a solid foundation of knowledge as you move forward in your study of finance, helping you to comprehend more complex financial concepts.

SCORM | Updated 10.2025

### **Intro to Quality Assurance and Quality Control**

Whether you produce a physical product or something less tangible, like software, you still want to deliver a quality product to your clients. But how do you make sure that happens? That's where quality management comes in. Two key aspects of the overall quality management of a product are quality assurance (QA) and quality control (QC). While these terms are sometimes incorrectly used interchangeably, we'll teach you about what they each specifically are and why both are important for your products. We'll go over the PDCA cycle, as well as some different quality control standards that businesses rely on.

SCORM | Updated 10.2025

### **Introverts and Extroverts: Managing Extroverts**

Extroverts are social and have a lot to say. In your office, these are the people who are quick to speak up with ideas, they get into lively debates, they have the most fun at the holiday parties, and generally keep the energy up around your office. You know who the extroverts are on your team, so this program will help you learn how to best manage them.

SCORM | Updated 10.2025

### **Is it Better to Be Agreeable or Disagreeable?**

Imagine your coworker is running way behind on their project, again, and they ask you to stay late and help. Assuming you don't have any other obligations, would you just say yes and help them

out, or would you say no? In this scenario, the degree to which you're agreeable or disagreeable will influence your response. People who are highly agreeable would probably accept the project, just because their coworker asked them to, or because they know the project is important to the company's success. And somebody who is disagreeable might say, "That's something you should've done sooner" or, "I already helped you last week, ask somebody else." So, what are the differences between agreeable and disagreeable, and which one's better? That's what we'll discuss here.

SCORM | Updated 10.2025

### **Isms: Exploring Isms in the Workplace**

Merriam-Webster defines "ism" as an "oppressive and especially discriminatory attitude or belief." Terms like this do not belong in the workplace, but unfortunately, people engage in these kinds of discrimination without even realizing it. This happens due to a fear of the unknown, or failing to understand the issue. In this program, we'll educate viewers by focusing on six isms of discrimination and some stereotypes that accompany them. We'll also discuss how these attitudes are detrimental to organizations.

SCORM | Updated 10.2025

### **ISO 14000**

Your organization's impact on the environment should be top of mind, and luckily, there are standards to help to make your operations more environmentally friendly. ISO 14000 is a family of environmental management standards that help organizations minimize how their operations negatively affect the environment, and comply with applicable laws, regulations, and other environmentally-oriented requirements. In this course, we'll take a look at various environmental standards, discuss certification with ISO 14001:2015, and how to prove conformity. We'll

talk about the benefits to businesses that meet these requirements and discuss the basic principles of ISO 1400, which are based on the Plan-Do-Check-Act (PDCA) cycle.

SCORM | Updated 10.2025

### **It's Okay Not to Know**

It doesn't matter what industry you work in, or how long you've been there, there will be times when someone asks you a question that you don't know the answer to. This is completely okay. It doesn't make you stupid, inadequate, or even a disappointment to the person you're speaking with. It makes you human! So, in this course, we'll discuss what to do or say when you don't know the answer. We'll go over getting clarification, knowing when and how to say, "I don't know," doing your research, and following through on following up.

SCORM | Updated 10.2025

### **Job Offer Math: Cost of Living Comparisons**

If you've ever taken a good look at your budget, you probably know how much money you need to make in order to afford the life you have. But if you're entering a new geographic market, or even thinking about it, it's important to understand that your salary may translate to a very different way of life compared to what you're used to. In this course, we discuss the best way to determine the average cost of living for wherever you end up.

SCORM | Updated 10.2025

### **Job Offer Math: Understanding a Job Offer**

Not all job offers are created equal. There are many factors to consider when determining whether a job offer is fiscally appropriate for your life. In this course, we'll go over the main components that comprise the total compensation package, in other words, what you'll be getting in exchange for your time and expertise. We'll also go over some other non-

compensation elements that go into evaluating a job offer.

SCORM | Updated 10.2025

### **Keep Your Cool: Changing Perspective**

Keeping your cool is a decision. Like we mentioned earlier in this series, you CAN control your anger. Are you tired of being angry? Being mad all the time is exhausting. So, if you want things to change, you need to commit to it - and the first step in that process is changing your perspective. In this course, we'll go over various tips to help you with this, including increasing your self-awareness, identifying problems as they happen, and examining your circle of concern.

SCORM | Updated 10.2025

### **Keep Your Cool: Preventing Anger**

Wouldn't it be nice if you were able to just not get angry? That's kind of ridiculous, right? Well, that's actually what we're going to talk about in this course. It's normal to feel angry, and it's healthy for you to express your emotions. Preventing your anger IS possible - and it has a lot to do with knowing how to respond in those tense situations. In this program, we'll talk about the importance of using assertive communication, rather than being passive or aggressive, in how you address conflict with others.

SCORM | Updated 10.2025

### **Keep Your Cool: Warning Signs**

We all get angry. It's a natural human response. But some of us tend to get angrier than others and later regret our reactions. If you fall into this category, then this course is for you. Here, we'll discuss the warning signs to watch for when we feel anger coming on, including the physical symptoms we experience. We'll also talk about internal and external agitators to be aware of, which include things that you can and cannot control. Then we'll go over how to navigate these

situations to avoid an eruption of anger. Lastly, we'll do an exercise to help you determine your own agitators.

SCORM | Updated 10.2025

### **Key Performance Indicators**

Have you ever been given specific performance numbers from your boss on a regular basis? Numbers that relate to your company, like year-over-year sales growth, monthly website traffic, or customer retention rate? If so, you've dealt with Key Performance Indicators, also known as KPIs. But what exactly ARE these, and how do they impact you, whether you're a frontline worker or a C-suite executive? In this program, we'll explain what these measures can specify, how to use them, and how to create them specifically for you and your organization.

SCORM | Updated 10.2025

### **Knowledge Transfer: 02. Barriers to Knowledge Transfer**

We know that transferring knowledge is essential in any organization, but it's not always an easy process to put into place. In this course, we'll talk about some of the barriers that businesses run into, how to identify these issues, and how to overcome them, so you can share information effectively and efficiently.

SCORM | Updated 10.2025

### **Know Your EAP: Promoting Your EAP**

As a leader or manager, the mental health of your employees should be front and center in your mind. Not only because it's right to care about your employees' wellbeing, but because mental and physical health are both directly linked to employee, and thus company, productivity. So, caring about the overall wellness of your staff is a win-win. One of the key ways you can manage for better overall wellness within your company is through subscribing to, and promoting, an

Employee Assistance Program, or EAP. What exactly is an EAP, what can it do for your staff, and how can you promote its usage to your employees? That's what this program is all about.  
SCORM | Updated 10.2025

### **Know Your Numbers: Blood Pressure**

When you go to the doctor, or if you donate blood, it's customary to check your weight, temperature, your pulse, your oxygen level, and blood pressure. The nurse or doctor then rattles the results back to you like a newscaster delivers the winning lottery numbers. These numbers are important, but do you really know what they mean?  
SCORM | Updated 10.2025

### **Know Your Numbers: Cholesterol**

Cholesterol is one of the modified risk factors that you do have control over. Meaning, it's a number you should know.  
SCORM | Updated 10.2025

### **Ladder Safety: Positioning and Climbing Ladders**

Accurate ladder positioning is imperative for its safe use. It first must be stable and secure. So in this course, we'll discuss how to inspect, set, and raise a ladder correctly and safely. We'll go over how to properly climb a ladder and cover some ladder safety do's and don'ts. Before you set and climb a ladder, you should be familiar with the components of ladders and the different types available, so be sure to watch this series in order.  
SCORM | Updated 10.2025

### **Ladder Safety: The World of Ladders**

Falls, injuries, and even death from ladders are much more common than you think, and they're almost always preventable. There are several ways that injuries can occur with ladder use, so in this series, we'll go over general information about types of ladders and their components, how to safely position and climb a ladder, and

how to properly store, carry, and transport a ladder. In this first course, The World of Ladders, we'll dive into the different kinds of ladders available and choosing the correct one for your job. We'll talk about using accessories, go over duty ratings, and discuss the Occupational Safety and Health Administration (OSHA's) requirements for ladder use.

SCORM | Updated 10.2025

### **Leadership and Power: 01. The Bases of Power**

All leaders have power. Have you ever thought about where that power comes from? There are various sources, or bases, of power. When you possess these, you have the ability to influence the behavior of others. In this course, we'll discuss the six different bases of power and why it's important to understand where your power comes from.

SCORM | Updated 10.2025

### **Leadership and Power: 03. Using Your Power in Your Community**

When you're a leader in an organization or even a small business, it's possible you may become the face of your business, or at least, one of the recognizable faces. This recognition may come from inside your company or from customers and people in your community. When people know who you are, they take notice of your actions. One way you can use this power as a leader is by helping your community. In this program, we're going to talk about ways in which your power can be used to make change for those outside your organization.

SCORM | Updated 10.2025

### **Leadership: Creating a Culture of Gratitude**

One thing that's become evident during the COVID-19 pandemic is how much companies rely on their employees, and as we return to business as usual, making real changes to ensure your

employees feel valued and appreciated is a great first step toward creating your new normal in the workplace. Here we will look at the ways you can cultivate a culture of gratitude in the workplace going forward.

SCORM | Updated 10.2025

### **Leadership: Evaluating Remote Work and Flexible Schedule Policies**

During the COVID-19 pandemic, many companies across the nation found themselves quickly finding ways to pivot their day-to-day operations in order to stay in business. One of the many strategies companies found was to encourage employees to work from home. The additional closure of schools across the nation then led many companies to allow for flexible schedules to ensure employees could care for their children while still getting their work done as much as possible. Now that the nation is returning to its new normal, many business owners and employees alike are looking at the "great work-from-home experiment" as an opportunity to evaluate policies regarding remote work and flexible schedules. Let's talk about what this could look like for your business going forward.

SCORM | Updated 10.2025

### **Leadership Fundamentals: Becoming a Followable Leader**

Who are the most followable leaders? Who are the people that everyone wants to work for? What are their behaviors? Their characteristics? What makes them so likable? That's what we'll be covering in this program. Then we'll talk about the skills you can develop to become a more followable leader yourself.

SCORM | Updated 10.2025

### **Leadership Fundamentals: Developing Yourself**

You may know everything there is to know about being a good leader. You may have had a lot of

success in leading others and helping them develop. But have you ever thought about developing YOURSELF as a leader? Leaders often get so focused on their company or their staff that they forget about themselves. And while it's great to put others first, sometimes you need to step back and see what you can do to develop yourself into a better leader. In this course, we'll go over some questions you should be asking yourself and discuss ways to make improvements. We'll also cover some important things to avoid.

SCORM | Updated 10.2025

### **Leadership Fundamentals: How to Inspire as a Leader**

To inspire means to "fill someone with the urge or ability to do or feel something." Inspiration takes it one step further than motivation. If you've ever had an inspirational leader, you know what we mean by this. In this course, we'll talk about what it takes to be an inspirational leader. We'll also walk you through some do's and don'ts of inspiring as a leader.

SCORM | Updated 10.2025

### **Leadership Fundamentals: The Leadership Toolkit**

A leader is someone who leads or commands a group of people. Most people believe that some are born leaders while in fact most leaders are MADE. Being a leader is not only about directing someone or something, but about giving guidance.

SCORM | Updated 10.2025

### **Leadership of a Diverse Group**

A lot of people think diversity is about being politically correct, or saying things in a way that doesn't offend someone. Well, it's not. It's about a whole host of factors: personal, professional, and social. It's about asking questions like, "Do

differences create problems or do our differences make us stronger as a team?" and "What do we have in common that unites us?" In this course, we'll discuss how to celebrate differences. We'll also talk about how organizations are making cultural shifts toward diversity and inclusivity. And we'll go over leadership's role in pursuing and embracing diversity among its workforce.  
SCORM | Updated 10.2025

### **Leadership: Reconnecting with Clients**

"The COVID-19 pandemic forced many businesses to take a hard look at how or even if they could continue operations while keeping employees and customers safe. So, you may feel like you're starting from scratch when it comes to connecting with your clients. The truth is, the pandemic affected all of us in some way, shape, or form, and that means any business that hopes to retake or make a new space afterwards will need to reacquaint itself with past clients in a new world."  
SCORM | Updated 10.2025

### **Leading a Team: 02. Team Building and the Tuckman Model**

According to the Tuckman Model, there are four stages to team development: forming, storming, norming, and performing. If a leader understands the stages, they can better guide the team along. Forming is the first stage, when team members are getting acquainted. The next stage is Storming and typically involves conflict and issues of power. Norming occurs when teammates settle into their roles and learn to work cohesively. The Performing stage happens when the team works together to accomplish their goals. Let's take an in-depth look at the four stages and focus on how you, the leader, can intervene and support.  
SCORM | Updated 10.2025

### **Leading With Authenticity: What Is Authentic Leadership?**

Authentic leadership is a style of leadership that focuses on transparent and ethical behavior, while encouraging open collaboration with your team. It's about being you, and making room for others, too. In this course, we'll talk about what today's workers are looking for in a leader, and how authentic leadership fits into current workplaces. We'll also discuss the characteristics of an authentic leader, which includes showing integrity, empathy, and humility  
SCORM | Updated 10.2025

### **Learning Styles: Different Learning Styles**

Do you know what your learning style is? Many of us have no idea or have never put much thought into it. Understanding how your brain comprehends the world around you can be really beneficial. When it comes to storing and recalling information, picking up new skills, or taking on a challenge, having this knowledge can help you utilize your strongest learning styles, so you can do these tasks effectively and efficiently. In this course, we'll go over the seven learning styles. As you watch, think about which styles apply to you.  
SCORM | Updated 10.2025

### **Learning to Lead**

What does it take to be a good leader? The answers may vary depending on who you ask, but this question should really be broken down into two parts: 1. What traits and skills does a good leader possess? And 2. What is the leader's process for success? Or, more simply, how do they lead? You can find thousands of book and philosophies on this subject, but they typically all reveal the same findings, and that's what we'll cover here. We'll discuss the three common traits that excellent leaders share. We'll also go over the core skills that all good leaders must possess. And lastly, we'll talk about the process

for success, and give you a general guideline that can be applied to any situation. With this information, you can start to develop or fine-tune your leadership skills and create a leadership strategy that works for you.

SCORM | Updated 10.2025

### **Liars: How to Spot Liars**

Have you ever been lied to? Did you know it in the moment? Or did you discover later that the person lied? Either way, it's a terrible feeling and whether we know it or not, the impacts of a lie can ripple beyond just one incident. It betrays your trust. It makes you feel foolish. It leaves you feeling distrustful of others. The good thing is, there are ways to spot when someone is being dishonest. That's what we'll cover here. We'll discuss physical reactions, specific behaviors, and verbal responses to be aware of so you can spot if someone is lying.

SCORM | Updated 10.2025

### **Listening Skills: 02. Listening Even When It's Difficult**

Listening to other people can be difficult when you're distracted or when the other person isn't speaking clearly, but it's even more difficult if you don't agree with what they're saying. In situations like this, it requires more than just active listening, which focuses on what the other person is saying and confirming your understanding. In order to truly listen through a disagreement, we need empathetic listening. In this course, we'll define empathetic listening and explore tips on how to effectively and empathetically communicate with people, even when you disagree.

SCORM | Updated 10.2025

### **Lockout Tagout: Advanced Lockout Tagout for Employers**

As you've learned in our previous training, a basic

energy control program contains procedures for preparing to shut down equipment, shutting down the equipment, properly applying lockout tagout devices, removing lockout tagout devices, and communicating to employees that the energy source will be restored. The importance of these elements cannot be overstated. However, there are a few more details and exceptions that you need to consider as you design your energy control procedure. In this program, we'll go over shift changes, group lockout tagout, testing locked out equipment, and lock and tag requirements. We'll also discuss the minor servicing exception.

SCORM | Updated 10.2025

### **Lockout Tagout: Lockout Tagout Basics for Employers**

The presence of power equipment or machinery on your worksite will always pose a risk to those who may come into contact with it. As a result, the Occupational Safety and Health Administration, OSHA, has come up with a set of procedures to help make sure you and your employees are kept safe. These procedures are called lockout tagout, and function with the main goal of ensuring ALL energy sources to dangerous machines are disabled during maintenance or repair work. This course is an introduction to lockout tagout standards. You'll learn more about the requirements, and why they're necessary for a safe and productive workplace.

SCORM | Updated 10.2025

### **Making Employees Feel Heard**

Building inclusive teams, where everyone feels heard, boosts productivity and profitability. As a matter of fact, 74% of employees report that they're more effective at their job when they feel like they have a voice. It's obviously beneficial to ensure that your team feels heard, so in this

course, we'll talk about how to do that. We'll go over ways to generate employee engagement and discuss how to encourage open communication. We'll also talk about getting feedback from your team, go over the importance of transparency, and cover ways to reward good ideas.  
SCORM | Updated 10.2025

### **Making Positive Assumptions**

Our daily interactions with coworkers, customers, and vendors can be a source of joy and satisfaction, or they can be a cause of stress and conflict. One factor that makes a big difference in these interactions is our mindset – specifically, whether we assume positive or negative intent from the other person. What does it mean to assume positive intent? Simply put, it means giving people the benefit of the doubt. It means trusting they have good intentions, that they're doing their best, and that they're not trying to harm us or sabotage our efforts. In this course, we'll talk about why this concept is important and how to execute it successfully.  
SCORM | Updated 10.2025

### **Making Travel Arrangements**

Making travel arrangements requires excellent planning, organization, and communication. If your job requires you to make travel arrangements for others, particularly your boss, then there are many things to consider. You want to ensure a safe, stress-free, pleasant experience for your traveler, so that's what this course is all about. We'll go over the four categories of making travel arrangements: gathering personal information, doing travel research, getting confirmation and booking, and preparation. This course will help put your mind at ease when it comes to the stress and worry of making travel plans for others.  
SCORM | Updated 10.2025

### **Malware Basics**

Malicious software, or malware, is intended to damage, disable, steal or remove data from your devices, computers, or computer systems. Malware is a massive threat to businesses, costing companies millions every year. In this course, we'll talk a little bit about the history of malware and how it originated. We'll discuss what you can do to protect your organization by understanding and recognizing various malware threats. We'll also cover how to respond if you're concerned about a malware infection or attack.  
SCORM | Updated 10.2025

### **Managers: Embracing Remote Work**

In recent weeks you've had a crash course in managing a remote team. You had to make quick decisions about policies, meetings, and communication techniques. You had to scurry to ensure everyone had the equipment they needed, the security clearances, and VPN access. You made it work. And now that things are calming down a little, it's time to take a breath and look at how you and your team have fared during this time. In this course, we'll talk about different areas of remote work that you want to focus on and even embrace, so you can create more reliable remote processes moving forward.  
SCORM | Updated 10.2025

### **Managers: Guiding Teams Through Stress**

"We've all been feeling the stress of this situation. At one point or another, we've all probably felt isolated, overwhelmed, anxious, worried about loved ones, or frantic about finances or job security. In this program, we'll talk about acknowledging this stress with your team, and then guiding them through the phases of stress recovery. We'll talk about the hierarchy of needs and determining where your employees land on that. We'll go over the phases of the Tuckman Model and how to help your team resettle into

normalcy. We'll also provide some practical ways to restore your team to its full potential."  
SCORM | Updated 10.2025

### **Managers: Managing the Whole Person**

Your team of employees is made up of a group of multidimensional individuals all navigating the strange new world around them. And right now, in order to be a good manager, you have to invest the time to get to know where they are, what's going on with their family, what their unique experience has been during the COVID-19 quarantine, and what it will take to get them back on track to becoming a contributing member to your team. In this program, we'll talk about how to guide and support your team through this season of hardship and unpredictability. We'll discuss understanding where your team is mentally and emotionally, determining their schedule and availability, giving them ways to connect, and discovering what their current motivators are.  
SCORM | Updated 10.2025

### **Managers: Spreading Positivity**

These days, everything you see, hear, or read is doom and gloom. The constant barrage of information regarding COVID-19 is enough to cause major stress in anyone's life. How can you help your team understand that disaster doesn't always mean doom, and find a way to maintain a positive outlook? In this program, we'll go over some simple, but helpful ways to spread positivity and bring joy to your team.  
SCORM | Updated 10.2025

### **Managing a Hybrid Team: Managing Culture in a Hybrid Team**

A positive culture is vital for any organization and team, hybrid or not. It keeps employees connected, encourages loyalty, and has even been shown to improve productivity. However, developing a positive culture for a hybrid team is

different than developing one for a traditional workplace - although it's still very possible. It's all about building up a sense of shared purpose, even when employees are physically separated. And creating this culture starts with you, the manager. In this course, we'll talk about ways you can work to build and nurture the culture of your hybrid team.  
SCORM | Updated 10.2025

### **Managing a Hybrid Team: Tools for a Hybrid Workforce**

Managing a hybrid team requires excellent communication, task management, and organization. To help you stay on top of all this, there are some great tools designed specifically for remote or hybrid working. Here, we'll break down some of the top ones. We'll take you through some helpful communication tools for messaging, training, onboarding, and more. Then, we'll discuss some project management tools that will keep your entire team up-to-speed on various milestones within a project. These include time-tracking tools to ensure proper client-billing and time management.  
SCORM | Updated 10.2025

### **Managing Difficult People**

Have you ever worked with that person who technically doesn't do anything wrong but is just... awful? It might be someone with a difficult attitude, someone who whines, someone who's manipulative, someone who lies, someone who's lazy, someone who spreads gossip, or maybe you just can't put your finger on what's "off" about them. How do you manage someone like this? What should you do if their behavior borders on inappropriate? In this program, we'll discuss how to address these issues.  
SCORM | Updated 10.2025

### **Managing Enterprise Accounts: Finding Unmet Needs**

You can't force a customer to want what you're selling. You can't charm them into having a need for your product. You have to first determine their needs, and see if your product or service provides a solution for them. Establishing their needs can be difficult, so let's talk through some ways to do it. In this course, we'll go over great questions to ask to uncover a customer's unmet needs. We'll discuss mapping your customer journey. And we'll touch on some ways to differentiate yourself from your competition.

SCORM | Updated 10.2025

### **Managing Enterprise Accounts: Introduction**

Enterprise accounts are those key customers you can count on for bigger, more valuable sales, and a steady stream of income from consistent purchases. These are reliable clients who will stay with you long-term, so you need to take good care of these people. How you do that is what we'll be covering in this series of courses. In this first program, we'll give a brief overview of what enterprise accounts are and why they're so valuable to you and your company.

SCORM | Updated 10.2025

### **Managing Enterprise Accounts: No Push Selling**

Traditional sales techniques have fallen by the wayside as technology continues to improve, providing customers with more information and buying power. Aggressive selling doesn't have the same way that it used to. No Push Selling takes almost the opposite approach because the idea is to serve, rather than to sell. In this course, we'll take you through the basics of this sales method, and discuss the importance of educating your customers, building relationships, and moving the process along slowly.

SCORM | Updated 10.2025

### **Managing Enterprise Accounts: Selling Benefits**

Selling features of your product or service won't get you very far. Selling benefits means selling solutions to your customer's unmet needs. That's the sweet spot, and that's what we'll be covering here. In this course, we'll talk about knowing the difference between features and benefits. We'll go over turning features into benefits. And we'll also talk about how to illustrate benefits.

SCORM | Updated 10.2025

### **Managing Enterprise Accounts: Value Added Selling**

Adding value for your customer doesn't come with discounting prices or persuading them with your sales pitch. Enterprise customers want relationships. They want partnerships. They want honest, genuine communication because buyers are well-informed, with product and service data available at their fingertips. In this course, we're going to discuss value added selling and how to stand out from the competition by offering a solution only you can provide.

SCORM | Updated 10.2025

### **Managing for Accountability**

Accountability is often thought of as something negative- the consequence for a task not having been finished, or a deadline that was missed. Unfortunately in many organizations, that's what accountability is. The good news is that it doesn't have to be that way.

SCORM | Updated 10.2025

### **Managing for Engagement: Engagement Matters**

Engagement is having an emotional connection to the work you do, to the people you work with, and the organization itself. It's a willingness to continue to improve and stay dedicated to your work. And it's a critical component to employee satisfaction and productivity. But according to a Gallup poll, less than 20% of employees are

engaged. Yikes! In this course, we'll talk about the importance of improving this statistic among your team. We'll discuss how not increasing this number can directly impact your bottom line, and why disengagement is so prevalent. We'll also go over ways to measure and track engagement.  
SCORM | Updated 10.2025

### **Managing Interns**

As an intern manager, the educational environment of an internship program calls for you to take on a variety of different roles. You'll be a supervisor, a mentor, a gatekeeper, and an educator. Effective intern management can improve your bottom line and talent pipeline. You can train these interns to do the work you need all while vetting them to see if they would be a good fit for your company. In this course, we'll talk about how to guide, teach, and train your interns to leave a lasting impression on them and a positive impact on your company.  
SCORM | Updated 10.2025

### **Managing People Offsite**

Chances are, if you don't already manage remote employees, you will in the future. Even if you've been managing employees in the office for years, you'll find there are several differences in the way that you manage remote employees. This program provides some helpful advice on how this can be done.  
SCORM | Updated 10.2025

### **Managing Time Versus Energy**

We all know that time management is the ability to use your time effectively or productively, especially at work. And it's important to do so. We're not here to tell you not to manage your time. In this course, we're going to talk about some different ways to channel your energy, instead of time, in a positive way—based on who you are as a person. We'll discuss sleep habits

and managing your energy and ability to focus.  
SCORM | Updated 10.2025

### **Managing Up: The Art of Managing Your Manager**

Managing Up is the idea that you can create a productive relationship by being assertive and taking control of your career. This course will explain how to proactively work to create a better relationship with your boss.  
SCORM | Updated 10.2025

### **Managing Your Employee's Work-Life Balance**

Work-life balance is the balance that an employee needs between time allocated for work and other areas of their life such as family, friends, hobbies, and other personal interests. The term balance makes employees think it needs to be an even 50/50 split, but that's not it. Work-life balance is about spending time on priorities. Those priorities can change over time and for some employees, even daily. That's why you can't take a "one size fits all" approach to managing your employee's work-life balance. In this program, we want to show you the importance of this concept and how you play an integral part in it for your employees.  
SCORM | Updated 10.2025

### **Marketing Essentials: 01. Understanding Marketing**

To consumers, marketing can seem like a mystery. We buy things and don't realize how much marketing impacted our decision to buy this brand over that brand. For a business, marketing is an essential function. For those of us outside of the marketing department, marketing can seem complicated and confusing. Yet while it can be tricky, marketing can make your life a lot easier, and your company more profitable. You just have to be familiar with it, which is what this series is in place to help you

with. In this course, we'll define marketing for the non-marketer. We'll cover marketing orientations, common marketing terms, and provide a general overview of this complicated, yet critical part of running a successful business.

SCORM | Updated 10.2025

### **Marketing Essentials: 04. What Everyone Needs to Know**

In most businesses, employees are expected to learn the ins and outs of the company. From the company values to the rules to the processes to the employee's duties and expectations, there's a lot to know. What should always be included in this list, is marketing. Any employee who comes into contact with a customer or client is performing marketing, whether they know it or not. They are brand ambassadors, and every employee should know how to represent the organization accurately and positively. Here are some key things EVERY employee must know about marketing.

SCORM | Updated 10.2025

### **Marketing for Small Business: Tracking Marketing Metrics**

Tracking your marketing results will show you what methods are working, and which ones are not. It allows you to see where your marketing time, money, and efforts are best spent. It also helps you to create a plan that grows and develops with your business. In this course, we'll discuss marketing channels, key performance indicators (KPIs) and return on investment (ROI). We'll also go over how to monitor and review your marketing activities.

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### **Marketing Strategy: 02. Developing a Strategy**

We've all heard of the K.I.S.S. principle, which encourages us to "Keep It Super Simple." This applies well to creating your marketing strategy.

In this course, we'll take you through five simple steps to get you started. Then, we'll explore the unique selling proposition, which is the base concept for all good marketing. Finally, we'll go over the seven sentences you'll write to complete your strategy. Sweet and simple.

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### **Marketing Strategy: 04. Defining Your Target Audience**

There's a joke about a marketing client that says: "Our target market is males and females aged zero and up." We can bet with good odds that this client is spending way too much on marketing. Defining your market (with specific parameters) is crucial for your marketing budget and bottom line. This course helps you hit the bullseye, by first focusing on your current base, then demographics, and on to psychographics. By zeroing in on your customer, you'll avoid zeroing out your profits!

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### **Marketing to Millennials**

When marketing to millennials, you have to drill down deep into the generation and the corresponding characteristics. In this course, we'll do just that, enabling you to create an effective and targeted marketing campaign.

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### **Mediating Employee Conflicts**

Conflicts can arise in the workplace anywhere, and at any time. As a manager, it's helpful to try and diffuse the situation before things get out of hand, and HR needs to get involved. In this course, we'll talk about how to mediate employee conflict. We'll define what mediation is, giving you tips on how to mediate effectively, and in a way that's helpful to both parties. We'll also take viewers through the six steps of successful

mediation.

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### **Media Training: Introduction to Media Training**

The media is a convoluted place, to say the least. You've got television and radio stations, podcasts, streaming media, newspapers, and magazines telling stories and giving their opinions. It's hard to know what or whom to believe, and it's hard to understand which medium will best represent your business. In this series, we're going to talk all-things-media, so you can understand how to better utilize the media to your company's advantage. Here in this first course, we'll discuss the history of media and where people get their news today.

SCORM | Updated 10.2025

### **Mental Health: Coping With Addiction Disorders at Work**

Content Warning: This video references addiction, substance and alcohol use, and depression. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived experiences. Addiction can have a major impact on your well-being and relationships, as well as your performance at work. Coping with addiction can be very difficult because it has a way of altering brain function in ways that perpetuate cravings and weaken self-control. So, if you have an addiction disorder, or if you have trouble setting priorities, taking too many risks, feeling withdrawals, or just feeling out of control, this course might be able to help. Here, we'll go through the symptoms of addiction disorders, discuss how to cope with these symptoms at work, and cover when and how to disclose your addiction, if necessary.

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### **Mental Health: Coping With Mood Disorders at Work**

Content Warning: This video references depression, mania, anxiety, drug and alcohol abuse, and suicide. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived experiences. If you have a mood disorder, you're not alone. As our understanding of mood disorders grows, so does the list of people impacted by them. Mood disorders include major depressive disorder, bipolar disorder, seasonal affective disorder, premenstrual dysphoric disorder, and depression or bipolar disorder caused by medication. If you have a mood disorder, you may be concerned with how you can best function in the workplace while still taking care of yourself. Your mental health is important, but so is your job. So how do you perform at your best while also coping with a mood disorder at work? In this course, we'll walk through the most common mood disorders, their symptoms, and way

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### **Mental Health: Coping With Personality Disorders at Work**

Content Warning: This video references personality disorders, paranoia, anxiety, and distress. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived experiences. Approximately 9% of the U.S. population has a personality disorder. Even though that sounds like a high number, many people with personality disorders don't know they have one, let alone understand how to cope with it. A personality disorder

involves one or more pathological personality traits that are consistent over time, consistent across situations, and which create significant impairment in a person's life. So, learning how to cope with a personality disorder is key to functioning at your best, both for your well-being and to improve your performance at work. In this program, we'll go through common personality disorders, which are separated into three clusters, and their accompany

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### **Mental Health: Coping With PTSD at Work**

Content Warning: This video references PTSD, panic attacks, flashbacks, and triggered responses. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived experiences. Coping with post-traumatic stress disorder and its symptoms can be extremely difficult. If you have PTSD, or if past experiences cause you to have intrusive thoughts or flashbacks, avoidant behavior, negative thoughts and feelings, or strong reactions like panic attacks, this course might be able to help. Here, we'll discuss ways to cope with PTSD while at work. We'll talk about knowing your triggers and using breathing and grounding techniques when you need to. We'll also go over disclosing your PTSD to your employer.

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### **Mental Health: Disclosing a Physical or Mental Health Condition**

Content Warning: This video references anxiety and mood disorders. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived

experiences. Having a physical or mental health condition can certainly have an impact on your performance and general well-being while at work. Conditions like anxiety, asthma, epilepsy, hearing loss, and autoimmune disorders can affect your ability to focus, type, communicate, or carry out physical work duties. How do you know if and when you should disclose your condition to your employer? Are you required to disclose that information? How much should you tell them? That's what we'll cover in this program, as we discuss your rights under the Americans with Disabilities Act or ADA. We'll also go over how to seek necessary workplace accommodations for your condition.

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### **Mental Health: Navigating Your Own Mental Health**

Many people experience the debilitating symptoms of mental illness, but they don't recognize the signs. In many instances, they're left untreated or will self-medicate through unhealthy measures. In this program, we'll talk about the symptoms of mental illness and why these disorders affect certain people. We'll discuss different types of treatment options and when it's time to explore those. Lastly, we'll cover searching for a medical professional who suits your needs and what you can expect from therapy.

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### **Mental Health: Supporting Coworkers With Addiction Disorders**

Content Warning: This video references addiction, substance and alcohol use, and depression. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived experiences. Most people will

experience some form of addiction during their lives, with tens of millions of Americans suffering from addiction disorders each year. If you know someone who's struggling with addiction, then you know it can have a major impact on their well-being, as well as their performance at work. In this course, we'll talk about how you can support a coworker who either you know or suspect has an addiction disorder. We'll go through the various addiction disorders that exist, the symptoms of those disorders, and what you can do to be a helpful friend and colleague.  
SCORM | Updated 10.2025

### **Mental Health: Supporting Coworkers With OCD**

Content Warning: This video references obsessive-compulsive disorder (OCD), anxiety, and depression. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived experiences. You might hear a perfectionist say something like, "I'm a little OCD." But comments like this make light of a serious disorder. When said in the workplace, this can be harmful to coworkers or direct reports who may be living with true obsessive-compulsive disorder, unbeknownst to those working with them. In this course, we'll talk about what it's really like to live with OCD. We'll define the disorder and share the differences between perfectionism and true OCD. We'll also go over ways to support colleagues with OCD. This includes having good communication, expressing care and support, and modifying the work environment, when necessary.  
SCORM | Updated 10.2025

### **Mental Health: Supporting Coworkers With Psychosis**

Content Warning: This video references psychosis, psychotic disorders, hallucinations,

delusions, and substance abuse. Please be advised, as this content may be upsetting to some learners. We acknowledge the learners who engage with this content come from across the globe and approach it from a wide range of lived experiences. If you've heard the word "psychosis" before, you might have a negative association with it, perhaps from some portrayal in the media. The reality is that psychosis is a mental health condition that affects millions of Americans every year. And depending on the severity of symptoms, many are able to work and be very productive. This course is designed to help educate you on what psychosis is, the disorders it applies to, and how you can help coworkers or direct reports living with this condition.  
SCORM | Updated 10.2025

### **Mentoring: 01. What is a Mentoring Program?**

You can probably learn how a car engine works in a few hours by reading a book, right? But it takes years to be able to listen to an engine and know what's wrong with it just by the sound. How do you start to gain that kind of experience? How do you transfer knowledge? You need a mentoring program! In this course, we'll look at what a mentoring program is, including the mentor/mentee relationship and the different types of mentors. We'll also go over the benefits of a mentoring program and why every organization should have one.  
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### **Mentoring: 04. Making a Mentoring Agreement**

You've heard the saying, "If it's not in writing, it never happened." Well, this applies to your mentoring program. A written mentoring agreement ensures that your mentors and mentees are on the same page throughout the entire mentoring process. In this course, we'll discuss the eight steps that your mentoring

agreement should include.  
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### **Mentoring: 06. Creating a Successful Mentoring Relationship**

So, you're a part of a mentoring program, and you've been successfully paired up. What's next? How do both the mentor and mentee actually take advantage of this opportunity? How do you create a successful mentoring relationship that bears fruit? In this course, we'll discuss the keys to a successful mentoring relationship, including establishing trust, setting clear expectations, being prepared, and giving/receiving feedback. We'll also touch on some do's and don'ts for both mentors and mentees to follow.

SCORM | Updated 10.2025

### **Minimizing Insider Threats**

According to statistics, insider threats are responsible for more than half of all data breaches. Insiders are part of the team in some way. It could be employees, vendors, third party affiliates, contractors, business partners, or former employees. It could be anyone who currently has or previously had privileged access to confidential or important data. An insider threat is the threat of malicious behaviors coming from someone who's a part of one of these insider groups. The cost to you could be enormous, so the purpose of this course is to help you minimize the risk.

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### **Mission, Vision, Values: 02. Vision Statements**

A vision statement is an aspirational statement made by an organization that articulates what they would like to achieve. It's a broad interpretation of your goals, guiding the direction of your efforts. Just like your mission statement, writing your vision statement requires some research. This includes asking why your

organization exists, and what hopes or ideas led to its founding. With these in mind, you can begin to craft a meaningful vision statement. That's what we'll discuss in this course.

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### **Mixing DISC Styles**

By now you have a basic understanding of the DISC personality types. You know their tendencies, and you know how to identify different personality types in the people you interact with. Just knowing someone's personality is a great place to start working together more efficiently, but it's also helpful to have an understanding of the common outcomes when certain types work together. That's what we'll cover in this final program of this DISC series. \*Be sure to watch this series in order.

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### **Moving Up: 02. Maintaining Your Resume**

Maintaining your resume, even in a job that you're completely satisfied with, is something that everyone should do regularly. This helps you to remember to include any awards or recognitions, to expand on any job duties that may change, and to keep your contact information up-to-date. In this course, we'll discuss when and how you should update your resume. We'll go over what information to include, as well as how to maintain your LinkedIn profile.

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### **Moving Up: 04. Asking for a Raise**

Another version of moving up could mean asking for a salary raise. This requires negotiation, which may come easier to some than others. If you believe career advancement is overdue, don't let a little discomfort keep you from asking for something you deserve. In this course, we'll discuss the best ways to ask for a raise. This includes what you should do to prepare, knowing

the right time to ask, and how to present your pitch.

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### **Nailer Safety**

Nailers are essential tools on construction sites. There are several tools that perform similar jobs, like nailers, staplers, and other tools that apply fasteners, but for simplicity's sake, we'll just refer to all these tools as nailers. Some experts estimate that nailers cause more injuries than any other tool. The Occupational Health and Safety Administration, or OSHA, reports that 2 out of 5 residential carpenter apprentices experienced a nailer injury over a four-year period. Many of these injuries, while painful, were relatively minor. However, some nailer accidents can result in serious injury and even death. In this course, we'll discuss how to prevent nailer injuries. We'll go over common and uncommon hazards associated with these tools and cover OSHA's six recommendations to increase nailer safety.

SCORM | Updated 10.2025

### **Navigating Your Emotions: Practicing Emotional Intelligence**

Having strong emotional intelligence means having the ability to understand and manage our own emotions, recognize other people's emotions, and use that ability to guide behavior and decision making. Being skilled in this results in several advantages, at home and at work. In this course, we'll discuss the benefits of having strong emotional intelligence and how to put it into practice. We'll go over having self-awareness, practicing mindfulness, setting healthy boundaries, and more.

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### **Negotiating: 02. Framing**

There's a saying that goes, "When you look at a field of dandelions, you can either see a hundred

weeds, or a thousand wishes." Although this statement is about being positive, it's also about framing. What you focus on determines your outcome. This can be especially true in negotiating. So take a stroll with us, as we explore the structure, pros and cons, and use of this very helpful technique.

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### **Negotiating: 04. Identifying Leverage**

Former NBA player Jalen Rose says, "You never get what you deserve; only what you have the leverage to negotiate." This may not always be the case, but it often is. So, do you know what your leverage is, in any given situation? Do you know how to identify it? Well, we're here to help! This course goes through the four types of leverage and tips on developing them to your best advantage.

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### **Negotiating: 06. Planning for Negotiations**

We're guessing you'd like your negotiations to go smoothly. If we're right, you'll want to watch this very helpful course! It goes through all the last-minute steps you should take to make sure that you're "ready to roll" on negotiation day.

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### **Negotiating: 08. Reaching Agreement**

As the saying goes, "Almost only counts in horseshoes and hand grenades." The whole point of negotiating is to get to the agreement. So, this course surveys the scenarios where you might get stuck, and then provides tools for breakthrough.

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### **Negotiating: 10. DISC Styles**

Way back in 1976, ABBA sang, "Knowing Me, Knowing You." The song was about a breakup, but the title phrase notes a good way to approach negotiations. Knowing the personalities of the

involved parties, and how they would potentially mesh (or not), is extremely helpful. So, in this lesson, we'll use the DISC personality model, and go through each type. You'll learn its common characteristics and behaviors, and what types harmonize with it best.

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### **Neurodiversity: Misconceptions About Neurodiversity**

Neurodiversity is a relatively new idea in the sociological and medical fields. Because of this, there's a lot of misconception and a lack of clarity surrounding the movement. In this course, we'll walk through some of the core ideas, as well as the criticisms, of neurodiversity. We'll discuss the social versus medical models of disability, as well as some of the misconceptions surrounding the neurodiversity movement.

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### **Neurodiversity: Working With Neurodiverse People**

People with neurovariations may spend a lot of time trying to adjust to their work environment by managing their social behavior or finding ways to block out distractions. Over time, this extra effort can take a toll on their work performance, as well as their physical and mental health. Expecting neurodiverse people to work under difficult circumstances sets up an unfair situation, where their neurotypical coworkers might ignore their needs or preferences. Adopting the ideas of neurodiversity at work helps immensely, reducing the stigma and stress that affects neurodiverse workers. Let's talk about what this looks like.

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### **New Employee Math: How to Fill Out a W-4**

You've been offered a job, negotiated your salary and benefits, and now you've accepted! Next comes the paperwork. One of the forms you can

expect to fill out for any U.S.-based job is the IRS Form W-4. Upon first glance, this form can look pretty complicated. In this course, we'll try to simplify it by walking through it together.

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### **New Employee Math: Retirement Savings Basics**

If you've been in the workforce for any length of time, odds are you might have daydreamed once or twice about retirement. Unless you plan to work for your entire life, the earlier you start planning and saving for retirement, the better. Today, we'll cover the basics to help set you on that path, including the following topics: Social Security, 401(k)s, Individual Retirement Accounts (IRAs), and Roth IRAs.

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### **New Employee Math: Taxation Basics**

Taxes serve a very important purpose in society. We all pay taxes in some way, shape, or form, whether it's income tax from our paychecks, property taxes on our homes or automobiles, or sales tax on items we purchase. These taxes all go to fund initiatives for the greater good, including schools, roads, libraries, and government operations. In this course, we'll focus mostly on income tax. There are two types of income tax: earned income tax and unearned income tax. Each is taxed at different rates at federal, state, and local levels.

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### **News Literacy**

In 2014, The New York Times picked up a fake news story about Kanye West's declaration of love for his own butt which, while believable, was a complete fabrication. Even professional journalists fall prey to misleading or entirely false information. Fake news articles are becoming increasingly sophisticated, with fake news sites mimicking the exact design of well-known news

outlets. If we're not careful, these dubious sites can be hugely impactful in politics and democracy moving forward. So in this course, we'll show you what to be on the lookout for. We'll talk about finding trusted news sources that contain factual information, so you can make more informed political decisions.  
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### **Nonbinary People at Work**

"When it comes to gender equality at work, what typically comes to mind is treating both men and women fairly. But the reality is, that doesn't cover all people. Some consider

themselves nonbinary and are neither men nor women. In a poll by Harvard Business

Review, 56% of people in Gen Z say they know someone who uses nonbinary pronouns.

So, the number of nonbinary people who are in the workforce is only going to grow. How

do we include these folks in our workplace? That's what we'll cover in this course. We'll go

over important terms to know, discuss using pronouns, and talk about ways to create

more inclusive workplace policies. "  
SCORM | Updated 10.2025

### **Nonverbal Communication: Appearance**

By now you understand that nonverbal communication is important to communicating in the workplace. But you might be confused as to how exactly nonverbal communication can be used to establish yourself in an organization. In this program, we're going to suggest some standards for nonverbal communication in the workplace as it applies to your appearance.  
SCORM | Updated 10.2025

### **Nonverbal Communication: Leveraging Nonverbals for Success**

Being able to align your nonverbal actions with your intentions in the best way to leverage them for success. If you want to be successful, your nonverbals must communicate that you're successful. Physical changes happen within our bodies and brains when we change our body language. Research shows that tweaking our posture to powerful poses not only changes how we're perceived, but it changes who we are, helps us get better jobs, and helps us feel more confident and successful.  
SCORM | Updated 10.2025

### **Note-Taking: Note-Taking Basics**

Whether you're a business professional trying to recall what happened in a meeting or a student keeping track of a lecture, you're going to need to know how to take notes. Research suggests that you forget about 50% of what happened within 24 hours. Within two weeks, you've forgotten 80%. And within one month, you've forgotten 95% of what happened in any of those events. Long-term, you remember nothing if you don't do something to bring it back to mind. So in this course, we'll discuss the importance of good note-taking, including recall and recognition. We'll also cover some different ways to take notes and give you some helpful tips for effectiveness.  
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### **Note-Taking: Producing Official Minutes**

Sometimes note-taking isn't just about personal notes for you. Perhaps your organization needs an official record of a meeting. This requires a special type of notes called minutes. So what do you need to do if you're the one creating minutes for the meeting? In this course, we'll cover exactly that. We'll talk about the materials you need to gather in preparation, go over what official minutes typically contain, and discuss how to

keep minutes.

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### **Not Every Great Employee is Management Material**

You have a great employee. She's on time. She exceeds the performance of her peers. She's likeable, and she's maxed out her potential salary in her job. After five years in that role, the next logical move is a promotion to management, right? Well, is it logical? Will her skillset translate into management? Does she possess the skills of an ideal management candidate? Does she even want to be a manager? Those are the questions you need to be asking, and that's what we'll be covering in this course. We'll talk about Peter's Principle, employee skill sets, ideal management characteristics, and what to do if you determine your employee isn't quite suited for management.

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### **Office Etiquette: Environment**

With the growing popularity of open office layouts, environmental etiquette has become increasingly more important. This course is designed to help employees be more considerate and less...annoying. We'll discuss things like speaking volume, phone etiquette, personal space, inappropriate desk decor, cleanliness, and people in Speedos. This program will help build employee awareness of surroundings and other people's needs.

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### **Office Etiquette: Interactions**

Isn't it wonderful that every workplace is harmonious, where we can all hold hands, braid each other's hair, and do trust falls? That's not your workplace? Of course it isn't. We're all very different and we all have to get along. This course is designed to help employees interact respectfully with one another in the office. We'll

go over some tips on eavesdropping, attending meetings, collecting donations, office parties, and other tricky situations.

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### **Opioid Addiction for Employees**

You've heard it on the news, or you've read about it online, but if you think our nation's opioid epidemic could never affect your workplace, you're wrong. The opioid crisis isn't only causing pain to those who have lost loved ones; it's impacting employers as well. Every day, more than 115 people in the United States die after overdosing on opioids. According to the National Safety Council, more than 70% of U.S. employers are reporting they feel a direct impact of prescription drug misuse in the workplace. In this course, we want to train you on the warning signs of addiction, possible drug side effects, and what you should do if you believe a coworker is showing signs of addiction.

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### **Organizational Dysfunction: Eight Signs of a Dysfunctional Organization**

Nobody wants to work for a dysfunctional organization. We all want to be a part of a healthy, efficient, prosperous company. But dysfunction is a sneaky thing. Without warning, it can seep into your culture, your processes, and the way that you manage. And before you know it, systems start to fail, and employees (or even customers) are on the first flight out. So we created this program to help you check the status of your organization. Here, we'll discuss the 8 signs of a dysfunctional organization.

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### **Organization: Calendars**

As an administrative professional, you're balancing multiple responsibilities and maybe even others' calendars, but getting control of your

calendar is an essential element of your own time management. In this course, we'll discuss different scheduling methods, planning your work week by your energy level, time blocking, building unstructured time in, using the right tools, and much more. Skilled calendar management is key to productivity and allows you to own your time within the workspace so you can clear the clutter and focus on the tasks at hand.

SCORM | Updated 10.2025

### **Organization: Taking Inventory**

As an administrative professional, you are likely the point person for organizing, ordering, stocking, and storing office inventory. It's a difficult task to keep shared supplies and where they're stored tidy. Creating an efficient system to stock and store them requires thought and skill as well. In this course, we'll help you transition your stockroom or supply room from a chaotic black hole into an organized space that allows for ease of use. It will help coworkers find specific supplies quickly, but mostly it will help you- the organizer.

SCORM | Updated 10.2025

### **OSHA Recordkeeping: 01. General Recordkeeping Criteria**

While it may not be an exciting topic, it's imperative that you know what's required in recordkeeping on work-related injury and illness. This series will provide a thorough examination of the when, what, how, and who of reporting and recordkeeping. In this first course, learn OSHA's general criteria, as well as the special cases, for creating and keeping records. And since we're so nice, we've done our best to make it "painless" for you.

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### **OSHA Recordkeeping: 03. First Aid**

In this course, learn what's considered "first aid"

by OSHA for recordkeeping purposes, and what is not.

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### **OSHA Recordkeeping: 05. Reporting Requirements for Serious Events**

Learn about OSHA's reporting requirements for serious events, including what needs reported, in what manner, and how quickly.

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### **Overcoming Gender Bias at Work**

"A female engineering candidate is passed over because, "Women aren't good in STEM

fields." A male actuary is made fun of for crying at work over the death of a pet. A

nonbinary sales rep is told their gender expression is "odd." What do all of these

situations have in common? They're all examples of gender bias in the workplace. This

type of bias can affect people of any gender, and it's harmful to morale and your

company overall. In this course, we'll discuss how to overcome gender bias in the

workplace. We'll go over different forms of bias to look out for, we'll cover policies that

need to be reviewed and possibly changed, and we'll discuss how gender bias should be

handled, if it occurs. "

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### **Passwords**

Passwords are your first line of defense against cybercriminals — protecting everything from your personal data and work information to any organizational or customer information your company holds. In this course, we'll explore a couple of topic areas related to those passwords.

First, we'll go over expert recommendations for creating safe passwords. Then we'll discuss password management and other ways to protect your passwords from would-be hackers.  
SCORM | Updated 10.2025

### **PCI DSS for Point of Sale: Identifying Card Security Features**

As someone who works with a POS machine, you'll be processing payments via credit or debit cards. The PCI Data Security Standard regulates many security features that these cards must have, so you should be familiar with and able to identify the different security features on a credit or debit card. In this course, we'll go over what these are and what they look like. We'll discuss the cards' front features including cardholder names, card numbers, expirations dates, and Smart Chips. We'll also discuss the back features of credit and debit cards, which include the signature panel, the Card Verification Value, or CVV, and the hologram.  
SCORM | Updated 10.2025

### **PCI DSS for Point of Sale: Protecting Customer Data**

At the core of PCI's Data Security Standards is the notion that businesses that accept credit and debit cards must be responsible for keeping that sensitive customer data secure. While a lot of this is the responsibility of your IT department, your boss, and the people who maintain and choose your POS devices, some of it does fall on you. As a POS operator, you will come in contact with sensitive customer data, and you must keep it secure. In this course, we'll talk about how to keep this information safe. We'll go through some PCI DSS-related terms you should be familiar with. We'll also talk about why this matters and how it impacts you directly.  
SCORM | Updated 10.2025

### **People-First Language**

Language is powerful. Words can inspire, lead, guide, and shape the attitudes people hold about themselves and others. At work, we interact with diverse groups of people, like our coworkers, employees, customers, and vendors—and research has shown that the language we use to communicate has great impact. In this course, we'll talk about a concept known as "people-first language," or it's also called "person-first language." This idea can be applied in the workplace, at home, or in your community.  
SCORM | Updated 10.2025

### **Perceptions: Rebuilding Your Reputation**

Sometimes, often without even realizing it, we misrepresent ourselves. Our intentions are simply misread or misunderstood. You may find yourself in a situation where you're back-peddling, trying to "dig yourself out of hole" you never meant to be in. Whether you've created a mess and need to fix it, or you're in the middle of a serious misunderstanding, this course is designed to help you repair or rebuild your reputation to a more positive state. We'll discuss apologies, false rumors, and learning how to let your work speak for itself.  
SCORM | Updated 10.2025

### **Performance Reviews for Employees: Handling a Bad Performance Review**

You've done your self-assessment, you've kept track of the work you've done throughout the year, and you just had your review. But what if, even though you've prepared for your review, it wasn't a positive one? Whether you knew the bad review was coming, or it was a complete surprise, there are things you can do to improve the situation. In this program, we'll talk about how to keep your emotions in check, discuss getting clarification on your manager's concerns, and go over creating

a performance improvement plan.  
SCORM | Updated 10.2025

### **Performance Reviews for Employees: Self-Assessments**

Self-assessments can be difficult to write. You might feel like you're bragging about your performance and find it challenging to be objective. For your manager, though, it's an opportunity to be reminded of your successes and challenges from your own perspective. Performance reviews help keep everyone on track, provide clear expectations, and set reasonable goals for the year, and self-assessments play a critical role in that. In this course, we'll go over some pointers to keep in mind before writing your assessment. We'll talk about what information should go into your assessment and discuss how to review the assessment with your manager.

SCORM | Updated 10.2025

### **Personality Assessments: Choosing a Personality Assessment**

There is a lot that goes into bringing a personality assessment into your workplace. You may need to gain buy-in by selling the benefits, and then you need to choose the right assessment to meet the needs of your organization. In this program, we'll cover how to make the case for using an assessment, how to choose the best assessment for your company, and how to manage any associated vendor relationships.

SCORM | Updated 10.2025

### **Personality Assessments: Overview of Personality Assessments**

Personality assessments are used in a good variety of job functions. They can be used for hiring, constructing teams, promotions, or just as a fun team-building activity. But how do you figure out which assessment is right for you, when there

are so many out there? In this series, we'll go through the top assessment types and how to put them to use in your workplace. In this first course, we'll walk you through the major personality assessments. We'll cover the Big Five, the Myers-Briggs Type Indicator, the DISC Assessment, the Caliper Assessment, the Hogan Assessment, and the CliftonStrengths Assessment by Gallup.

SCORM | Updated 10.2025

### **Personality Assessments: Personality Assessments for Hiring**

If you're looking for a personality assessment to use during the hiring process specifically, you'll want to watch this course. Here, we'll talk through the legalities surrounding this practice. We'll discuss the pros and cons of using assessments when acquiring talent, and we'll go over what to do if a candidate refuses to take one. Lastly, we'll cover which personality assessments are recommended during the hiring process, and why.

SCORM | Updated 10.2025

### **Personal Protective Equipment: 02. Hand and Arm Protection**

Your hands and arms work hard lifting, typing, measuring, painting, steering, pushing, pulling, carrying, etc. Depending on the job, your hands and arms can also be exposed to many risks. This might include chemical or thermal burns, electric shock, bruises, abrasions, carpal tunnel syndrome, fractures, and more. In this course, we'll cover everything you can do to keep your hands and arms safe from harm. We'll talk about the various types of protective gloves available and choosing the correct PPE for the hazards you face at work.

SCORM | Updated 10.2025

### **Personal Protective Equipment: 04. Head Protection**

Head protection is essential to employee safety.

Head injuries can impair someone for life or can even be fatal. Keeping your head safe is critical, and there are various ways you can and should protect yourself with personal protective equipment. In this course, we'll discuss the industries and jobs that often require head protection. We'll go over the various features of hard hats and the three industrial categories they're divided into. Lastly, we'll cover how to maintain and care for your head protection.

SCORM | Updated 10.2025

### **Personal Protective Equipment: 06. Hearing Protection**

Excessive, loud noise is a common problem in many workplaces. Thousands of workers every year suffer from preventable but irreversible hearing loss due to high levels of noise in the workplace. Since occupational hearing loss can be a gradual process, it's often less noticeable than other types of workplace injuries. In this course, we'll talk about the effects of noise exposure and how to reduce that through the use of noise controls and hearing protection.

SCORM | Updated 10.2025

### **Personal Protective Equipment: 08. Construction Industry PPE**

OSHA estimates that nearly 6.5 million people work at construction sites across the country every day. Unfortunately, the construction industry is also one of the more hazardous industries. OSHA recently reported that the rate of fatalities in construction is higher than the national average of all other industries. In this course, we'll talk about why that statistic is so staggering and what construction companies and workers can do to stay safe. We'll discuss OSHA's PPE requirements specifically for the construction industry and the mandatory types of PPE.

SCORM | Updated 10.2025

### **Persuasive Communication**

Have you ever met someone who seems to have the ability to convince anyone to do anything? What is that magical charm they have? Effective persuasive communication is an important skill to have, whether you're trying to sell a product, convince a coworker to agree with your solution to a problem, or simply get someone to see from your point of view. In this program, we'll discuss several key elements of persuasive communication that can help you make your case more effectively. These include knowing your audience, establishing credibility, appealing to both emotions and logic, using persuasive language, and utilizing nonverbal cues.

SCORM | Updated 10.2025

### **Phishing: 02. How to Avoid Phishing Attacks**

Phishing attacks can come in many forms: email, text, social media, phone call, etc. As the methods become more sophisticated, it can feel overwhelming trying to discern phishing attacks from legitimate messages. Fortunately, there are several things you can do to avoid falling prey to phishing, which is what we'll go over here. We'll cover things like clicking web links, downloading attachments, giving out personal information, dealing with spoofed information, and more.

SCORM | Updated 10.2025

### **Planning and Coordinating Events**

Holiday parties, departmental conferences, company-wide meetings, and team building events. All of these things require careful planning and coordination, and if these responsibilities fall on you, then you'll want to check out this course. We'll talk about the difference between event coordinating and planning. We'll go over what you need to know before planning your event, including how and when to assemble a planning committee. We'll also discuss budgets, entertainment, menus,

photos, technology, themes, invitations, and more.

SCORM | Updated 10.2025

### **Planning for a Pandemic: External Communications**

Media presence after and during a pandemic crisis is unavoidable. Reporters report, it's as simple as that. The treatment your company receives by the media and the resulting public opinion, however, is within your control. In this program, we'll go over some best practices for handling media inquiries in the event that a pandemic outbreak affects your company. We'll discuss naming a spokesperson, preparing media statements, holding press conferences, and handling interviews. We'll also cover what should be included in a media kit, how to manage social media, and general tips for communicating with the media.

SCORM | Updated 10.2025

### **Planning for a Pandemic: Internal Communications**

In the event of a pandemic, one of the most important things you'll need to manage is internal communications with your staff. They may be frightened, worried, or confused about what this event means for both their personal lives and work projects. How are they going to do their jobs? What do you expect of them? Should they come into the office or stay home? And what about your customers? Will their orders be delayed? It's up to your business to have a plan in place for internal communications during a pandemic, so you can answer all these questions for your staff and customers in a timely manner. In this course, we'll discuss how to establish a communication team and communication procedures for a pandemic.

SCORM | Updated 10.2025

### **Planning for Maternity Leave: The First Trimester**

In this series, we'll cover how to plan for an upcoming maternity leave and walk you through what's recommended at work during each trimester. In this first program, we'll discuss what to do during your first trimester of pregnancy. We'll cover when it's okay to tell your boss and colleagues, determining what your rights are, and understanding your company's leave. We'll also discuss career goals and finding the right work-life balance for you and your family.

SCORM | Updated 10.2025

### **Planning for Maternity Leave: The Third Trimester**

In this series, we'll cover how to plan for an upcoming maternity leave and walk you through what's recommended at work during each trimester. In this final program, we'll discuss what to do during your third trimester of pregnancy. We'll cover what to communicate internally and externally, how to ensure that things continue to flow smoothly in your absence, and a checklist of things to do before you leave.

SCORM | Updated 10.2025

### **Political Parties 101**

"Every single U.S. President has belonged to one of two political parties: identifying as either Democrat or Republican. No third-party candidate has ever won. Why is that? And how did these two parties form? And what do they stand for? What are the other third-party options? That's what we're going to talk about in this course. Here's everything you need to know about U.S. political parties in under five minutes."

SCORM | Updated 10.2025

### **Portable Fire Extinguishers for Managers**

In this course, learn how to protect your employees and your business from the most

common emergency in the U.S.  
SCORM | Updated 10.2025

### **Preparing a Room for a Meeting**

You may not put a lot of thought and time into preparing rooms for meetings, but doing so can help create more productive and effective meetings. There are different meeting styles and formats that need to be considered. You may need to organize guest lists, catering, meeting spaces, necessary materials, and technology. It can be an overwhelming task, so this course is designed to help you focus on what's important, get organized, and plan a successful meeting.  
SCORM | Updated 10.2025

### **Preparing for Pumping at Work**

The logistics for a nursing mother can be overwhelming, but they are not impossible. It takes commitment and extra planning on your part, but it can be done. This program is designed to give you insight and tips to make the process easier for you when you return to work.  
SCORM | Updated 10.2025

### **Presentation Skills Basics: Closing and Q&A**

You've completed your presentation, hitting every point, working through any technical snafus, and keeping your audience engaged. Now it's time to bring it all home. You need a great closing to leave your audience with a good lasting impression. You might even consider including a Q&A as part of your closing. In this course, we'll go over how to wrap up your presentation and run a successful question and answer session. We'll discuss the different ways to close, and go over some tips and common missteps when it comes to Q&A.  
SCORM | Updated 10.2025

### **Presentation Skills Basics: Designing Handouts**

You just gave an amazing presentation! Everyone

was engaged. The content was relevant, succinct, and creative. You captured everyone's attention with your charismatic delivery. By tomorrow, 90% of the information you shared will be forgotten. Sorry to burst your bubble, but it's true! Unless you can find a way to reinforce what you covered, or provide a post-learning refresh, the attendees will not remember the content. In this program, we'll talk about what these learning reinforcements should look like, why and how they're helpful, and how much time you need to invest in creating them.  
SCORM | Updated 10.2025

### **Presentation Skills Basics: Know Your Audience**

When you're tasked with delivering a presentation, the first thing you need to understand is your audience. Not every presentation is suitable to every audience. You may in fact have to have different versions of the same presentation, based on the audience you're talking to at a given event. So how do you get to know your audience? And once you do, how does that affect your basic outline for your presentation? In this program, we'll talk about getting to know your audience, so you can craft a presentation specific to them.  
SCORM | Updated 10.2025

### **Presentation Skills Basics: Punching Up Your Presentation**

Unfortunately, not every topic is going to be an exciting one to present. How do you keep people engaged when you're talking about big data, budget forecasting, or employee benefits? That's what this course is all about. We'll go over things you can do to punch up your presentation. We'll discuss breaking up the content to maintain interest. We'll also talk about how to incorporate visuals and humor into your presentation.  
SCORM | Updated 10.2025

### **Presentation Skills Basics: Setting Up Your Presentation**

A well-organized, prepared presentation is the best way to ensure the audience remains engaged and your message gets across. In this program, we'll talk about some key strategies and tips to setting up your successful presentation. We'll go over getting the room ready, including lighting, seating, and temperature. We'll also discuss audio-visual components and talk about getting yourself presentation-ready.

SCORM | Updated 10.2025

### **Pre-Vacation Planning**

Taking vacation should be a relaxing time away from your chaotic work life. However, lack of preparation could have you returning and feeling more stressed than you did when you left! So, it's important to set ourselves up for success before leaving. In this course, we'll talk about how to effectively plan and prepare for your time away from the office. We'll go over being strategic when choosing which dates to travel and talk about what information to communicate. In addition, we'll discuss prioritizing your workload and even tidying up your workspace.

SCORM | Updated 10.2025

### **Principles of Accounting 02: Common Accounting Terms**

Accounting jargon is a language all its own. If you're not familiar with the terminology, having an accounting-based conversation is virtually impossible. In this program, we'll help you learn to translate common financial terms so you can feel more comfortable interpreting and even engaging in corporate finance discussions. We'll go over four useful terms to give you a solid foundation for understanding and discussing company finances.

SCORM | Updated 10.2025

### **Principles of Accounting 04: Fraud**

Fraud is a biggie in the financial world. It can affect companies of every size, so one of the biggest concerns for any company should be the avoidance of fraud. Understanding what constitutes fraud can help make sure you have procedures in place to avoid it. In this program, we'll be discussing what fraud is, why it happens, and what can be done to prevent it.

SCORM | Updated 10.2025

### **Privilege: Privilege Scenarios**

Understanding your own privileges involves studying the life around you and seeing where you fit in. It requires you to take inventory of your own privileges. Before viewing this course, please complete the questionnaire provided to reveal your areas of privilege. Then, as you watch this course, we'll show you how some of those areas listed on the questionnaire impact career opportunities.

SCORM | Updated 10.2025

### **Privilege: What is Privilege?**

"A special right, advantage, or immunity granted or available to a particular person or group." This is the definition of privilege, a contentious word that often conjures anger, defensiveness, and divisiveness. Why is this? In this course, we'll start to answer this question by discussing exactly what privilege is, how it shows up in our lives, why it's such a sensitive topic for many, and how we can use our privilege to elicit change.

SCORM | Updated 10.2025

### **Productivity Through Praise**

Exactly as the name implies, productivity through praise is all about increasing your team's productivity by praising and recognizing them. Based on a well-known psychological theory, this proven methodology looks at basic human needs, and how satisfying those needs motivates

people. In this course, we'll discuss Maslow's Hierarchy of Needs and how to use this theory to help your team reach their fullest potential.

SCORM | Updated 10.2025

### **Product Management and Development**

Have you ever wondered how Apple comes out with new iPhones as often as they do, with all their new features, and they still manage to meet such high demand? It's a very successful product because it's been properly managed from the early development stages all the way through to delivery. So how does that work? It's called product management, and it starts with ideation and ends with getting the product into the hands of the consumer. For different companies and industries, this process can look very different. So, in this course, we'll give learners an overview of what product management and development typically look like.

SCORM | Updated 10.2025

### **Professional Boundaries: Conflicts of Interest**

Conflicts of interest can create ethical problems within a workplace. These can include issues with employees, managers, customers, vendors, competitors, and so forth. In this course, we'll take a look at what exactly qualifies as a conflict of interest. We'll go over some common scenarios where these conflicts may arise and talk about how to avoid them in the first place. We'll address disclosing conflicts of interest and why it's important to do so. Lastly, we'll talk about what to do when a conflict of interest occurs and how to properly handle it.

SCORM | Updated 10.2025

### **Professional Boundaries: Office Romances**

Office romances happen. In fact, they're probably much more common than you think, which is why most companies have policies on them. In this program, we'll discuss how to manage romantic

relationships among your employees. We'll talk about understanding and communicating your policies, including relationships between different levels or within the same department. We'll also discuss the fine line between flirting and sexual harassment. We'll go over the importance of disclosing these relationships, setting workplace boundaries, and dealing with the fallout of an office romance breakup.

SCORM | Updated 10.2025

### **Project Management: Communicating**

For most jobs, it's important to be an excellent communicator. That's particularly true when it comes to being a project manager. As a project manager, you're going to spend a huge chunk of your time communicating, so you need to be good at it. Everything in a project is based on how efficiently we communicate. In this course, we'll briefly go over the communication process, different ways to communicate, and the advantages and disadvantages of communication mediums used in project management.

SCORM | Updated 10.2025

### **Project Management: Handling Change**

As a project manager, you're going to be wearing a lot of hats. One of those hats will be a magic genie hat for predicting the future. I know what you're thinking. It's not possible, but in fact, as a project manager, this WILL be one of your responsibilities. Some projects require you to anticipate what will happen in the next 6 months, 12 months, or even 24 months. And some projects will require you to make predictions based on what happened in the past. Scopes are going to change: whether it's because a stakeholder wanted a change, because a client missed a deadline, or because the team fell behind for reasons outside of your control. As a project manager, you need to be prepared for change and you need to know how to handle it.

That's what we'll go over in this program.  
SCORM | Updated 10.2025

### **Project Management: Negotiating**

Negotiating is an important part of being a project manager. Anytime someone reaches an agreement, a change, a commitment, an action, a result, or a price, negotiation is taking place. There will be projects when you need to use negotiation skills frequently, and sometimes there will be projects where you don't negotiate at all. It all will depend on the project and every project will be different. A successful project management negotiation is a win-win situation, so that's what we'll be focusing on in this program. We'll discuss preparation, making offers, deadlocks, concessions, agreement documents, and things that you'll want to avoid when negotiating.

SCORM | Updated 10.2025

### **Project Management: People Problems**

If you aren't prepared for people problems as a project manager, you're going to struggle. You need to be prepared to deal with people. This might be issues with lack of teamwork, inadequate communication, unclear roles, little or no motivation, conflicting priorities, clashing personalities, or changing of job roles mid-project. These people problems can be reduced if you take action before problems arise. They can be reduced by paying close attention to three things: the design of the project, the selection of key personnel, and how you define project roles.

SCORM | Updated 10.2025

### **Project Management: Timelines**

If you've ever worked on a project with a poorly-set, or tight deadline, you know it can be a high stress situation. You may have different people trying to meet different deadlines and any number of variables can get in the way. You may get

pressure from the stakeholders to meet specific deadlines that seem impossible to achieve. When you're a project manager, you need to be aware of timelines and how they affect the outcome of your project. In this course, we'll discuss how to estimate timelines. We'll go over task lists, project management software, and using your project charter to accurately estimate deadlines for deliverables.

SCORM | Updated 10.2025

### **Promoting Learning and Development to Employees**

We spend a lot of time and energy on employee learning and development and for good reason. Modern work environments present more and more new challenges, and we address those challenges with new and improved training. So why aren't employees participating in your training programs? Maybe it's employee time constraints, or maybe it's due to a lack of marketing and promotion of your training offerings. Whatever the reason, there are several ways to get your teams motivated to learn and develop their skills. In this course, we'll go over simple ways to promote training through communicating benefits, knowing what your employees want and need, understanding obstacles that exist, and getting people engaged.

SCORM | Updated 10.2025

### **Proofreading: How to Proofread**

How you write a business document, whether it's a resume, email, or a client proposal impacts the way others view you. We all want to be perceived as professional, credible, and knowledgeable at work. Proofreading is essential to writing properly, particularly in business. It helps you pinpoint areas that need rewriting and it minimizes errors with grammar, punctuation, spelling, and wording. Yes, spellcheck is great but it doesn't catch everything. In this first program

on Proofreading, we'll go over exactly how to proofread to help you perfect your writing.  
SCORM | Updated 10.2025

### **Proofreading: Top 10 Writing Mistakes**

There are a lot of rules to remember when it comes to writing, and beyond just the rules, it takes voice, tone, and organization to create an effective piece. You've probably heard the adage, "Rules are made to be broken," but today we're going to talk about ten mistakes you should avoid at all costs.  
SCORM | Updated 10.2025

### **Proper Introductions: Virtual Introductions**

Business introductions don't just happen in person anymore. You may need to introduce yourself and others via email or over the phone. Conference calls, video conference calls - what are the rules? Who introduces whom? How can you determine priority? What happens when someone is late? In this course, we'll go over the correct way to make introductions in these virtual business settings. This includes managing conference calls with multiple people in the room, video conference call etiquette, and making proper email introductions.  
SCORM | Updated 10.2025

### **Protecting Your Mobile Device**

Many of us forget that our phones are computers that are vulnerable to the same cyber threats as our desktops and laptops. There are things you can do to keep your mobile devices safe, and we discuss them here.  
SCORM | Updated 10.2025

### **Protecting Your Mobile Devices: Malware**

Malware, or malicious software, can find its way onto your mobile devices in a number of ways. In this course we'll cover some recommendations

for how to keep your mobile devices safe.  
SCORM | Updated 10.2025

### **Psychological Safety for Managers**

If you're a manager and you're unfamiliar with the term "psychological safety," you should watch this course. Psychological safety is the belief that that one won't be punished or humiliated for speaking up with ideas, questions, or concerns. This speaks to the comfortability of your employees asking for help, expressing disagreement with you, or admitting to mistakes. Are you aware of your team's sense of psychological safety? If not, you should be. In this program, we'll talk about why this concept matters and how you as a manager can develop a more psychologically safe work environment.  
SCORM | Updated 10.2025

### **Public Relations: 02. Press Releases**

A press release is the quickest, easiest, and most cost effective way to get free publicity. If the press release is well written, it can result in multiple published articles about your company and your products. In this program, we are going to talk about writing press releases, what it takes to write a good one, and the steps you need to take. But also, just as important as writing a press release, we're going to talk about how to send them. If your writing isn't getting in front of anybody, what's the point in writing it?  
SCORM | Updated 10.2025

### **Public Relations: 04. How to Handle Bad Press**

"You've heard the saying, ""There's no such thing as bad press."" That's only true to an extent. You will have to deal with negative stories and bad press, but how you overcome these can make or break a company. As a public relations professional, it's your job to

handle disasters. No two situations are the same, but in this course, we'll talk about some tips for handling a PR nightmare. We'll discuss getting in front of the story, controlling the "spin," shortening the news cycle, and when it's best to take no action."

SCORM | Updated 10.2025

### **Punctuation: Apostrophes**

Apostrophes can get confusing because they serve many different purposes. In this course we'll discuss all of their uses and teach you when and how they should appear in sentences.

SCORM | Updated 10.2025

### **Punctuation: Ending Sentences**

When reading and writing, there are three ways to end a sentence. In this course, we'll go over those marks: the period, the exclamation point, and the question mark. We'll discuss what they mean and how to use them effectively. This is a great refresher course and is also helpful for ESL learners.

SCORM | Updated 10.2025

### **Punctuation: Semicolons and Colons**

Periods, question marks, exclamation points, and commas will get you through a lot of sentences. But to take your writing to the next level, you'll want to consider a couple more options. Enter the semicolon and colon. In this course, we'll go over the purpose of both of these punctuation marks and how you should and shouldn't use them.

SCORM | Updated 10.2025

### **Putting Yourself First**

When it comes to work, it's often natural to use phrases like, "There's no I in team" or "Take one for the team." And while it may be tempting to follow these mantras, we suggest you do something different: put yourself first. This might sound crazy, but putting yourself first in both your

job and your personal life can lead to some fantastic benefits for everyone. And yes, this idea applies to all team members: from the CEO to the frontline worker. We'll discuss why and how, in this course.

SCORM | Updated 10.2025

### **Quality: Criteria**

In this program, we're going to talk about the requirements to become excellent. This is a checklist program where you can look at the factors required to improve the overall performance of your organization.

SCORM | Updated 10.2025

### **Quality: Roadblocks**

When it comes to understanding the mistakes organizations make in their performance excellence initiatives, the easy answer comes from the previous program. There are also some common mistakes that organizations make in trying to transform their organization.

SCORM | Updated 10.2025

### **Quality: What It Costs**

What is the cost of poor performance? If you think of the previous program as the payoff of performance excellence, then what about the cost of not doing anything about it?

SCORM | Updated 10.2025

### **QuickSell-Æ**

These days, we all live in a constant state of too busy, too hectic, too impatient, and too much to do in too little time. Because of this, many customers are much less relationship-oriented than they used to be. It's all about business. In fact, some customers even have rules about not creating a personal relationship with sellers.

When you encounter this kind of customer, you really have to speed things up, get down to business, and skip the rapport building. In this

course, we'll discuss the QuickSell-Æ, which is a fast, logical, and honest approach to selling. We'll go over the four steps to the QuickSell-Æ and how to use it successfully.

SCORM | Updated 10.2025

### **Ransomware**

Ransomware is malware that infects your system and either locks it down or encrypts your files, and then demands a ransom for those files to be unlocked or restored. You know you have a ransomware attack when you receive a pop-up window demanding a ransom of a certain amount. It may also provide a way to contact the hacker and detail how that ransom should be paid. In this course, we'll discuss the different types of ransomware, what you should do if you receive a ransomware message, and how to protect yourself from it.

SCORM | Updated 10.2025

### **Recordkeeping: Recordkeeping Basics**

Good salespeople keep good records. Yes, recordkeeping is not the most thrilling task, but it's essential to avoid customer issues. When you have a poor recordkeeping system, orders can get lost. Customers aren't called back when promised. Proposals are sent out incorrectly. Referral business opportunities get missed. As a salesperson, you want to keep your customers happy and avoid situations like these. In these courses, we'll take you through the basics of good recordkeeping, using your CRM effectively, and internal sales communication.

SCORM | Updated 10.2025

### **Recovering From Mistakes**

It can be very difficult to deal with the aftermath of making mistakes at work, especially when it has a big impact on the organization. You might feel overwhelmed, and even scared, afterward, but rest assured, there's a way to recover from

making mistakes. In this course, we'll talk about how to handle these situations. We'll discuss things like accepting responsibility, making amends, preventing future mistakes, and staying positive as you forge ahead through this situation.

SCORM | Updated 10.2025

### **Recruiting and Hiring: 02. The Hiring Process**

Having a well-thought-out, documented, repeatable hiring process will help you to hire qualified candidates. Not only does it take the guesswork out of the hiring decision, but it also keeps you compliant with employment law. The process you use needs to make sense for the amount of hiring you do and the type of company you work for. In this program, we're going to look at an in-depth process broken down into three sections: what happens before posting a job, sourcing candidates, and verifying your candidates.

SCORM | Updated 10.2025

### **Recruiting and Hiring: 04. Using Social Media to Recruit**

One way to improve hiring is to incorporate social media into your recruitment strategy. Why's that? According to Kepios, digital consulting firm, there are 4.74 billion people on social media. That's more than half the world's population. So, that's a lot of people you can reach for your recruiting needs, if you know how to use social media effectively. Believe it or not, using this format can save you time and money. It doesn't usually cost to create an account or to post jobs. The question is where and how should you post? That's what we'll cover here.

SCORM | Updated 10.2025

### **Recruiting and Hiring: 06. Reviewing Resumes**

One of the most important parts of the recruiting and hiring process is looking at applicant

resumes. But this is also one of the trickiest parts of the process. In this course, we'll talk about how to fairly evaluate the resumes you get during recruitment. We'll discuss using applicant tracking systems, go over what to look for in resumes, and touch on how to reduce bias. SCORM | Updated 10.2025

### **Recruiting and Hiring: 08. Unacceptable Interview Questions**

There comes a time in practically every interview when you want to ask a specific question, but you know you can't. But you really, REALLY want to. If you know you shouldn't be asking that type of question, don't do it! You can land your company in a lot of trouble. Just like there are great questions to ask in an interview, there are also questions you should NEVER ask. In this course, we'll go through questions that may seem perfectly innocent but are on the borderline of discriminatory, intrusive, and just plain inappropriate.

SCORM | Updated 10.2025

### **Recycling in the Workplace**

Today we're going to talk about the benefits of recycling, how to set up a recycling program, and what common office items can be recycled.

SCORM | Updated 10.2025

### **Relationship-Building with Colleagues**

You spend a lot of time with your coworkers. For many, developing interpersonal connections with these people is an essential part of workplace satisfaction. We're not saying everyone needs to be the best of friends, but building trust and rapport with your coworkers is important. It helps foster creativity, collaboration, and overall contentment. In this course, we will discuss how to build healthy relationships with your colleagues through effective communication,

being respectful, socializing, and more.

SCORM | Updated 10.2025

### **Remembering Names and Faces**

Have you ever met a bunch of people at one time and at the end of the introductions, you don't even remember your OWN name? Or have you ever had the experience where you meet someone and then two hours later you run into them and you can't remember their name? The goal of this program is to make sure you can attach a name to all the faces you meet. We'll introduce you to a five-step process for remembering names along with some other tricks to help with memorization. SCORM | Updated 10.2025

### **Remote Employee Mental Health: Maintaining Your Mental Health as a Remote Employee**

There are many benefits to working remotely, for both workers and companies. Employees experience the comfort and flexibility of working from home, while businesses save money on office space and overhead. But what's not discussed as often is the downside to remote work: the impact on employee mental health. Many remote workers report feeling lonely and disconnected from their coworkers and bosses. Thankfully, there are steps you can take to actively nurture your mental health while working from home, and that's what we'll discuss in this course. We'll go over understanding your benefits and the advantages of utilizing Employee Assistance Programs (EAPs). We'll talk about the importance of having open communication with your team, both online and in person. And lastly, we'll discuss how to create an effective work-life balance.

SCORM | Updated 10.2025

### **Researching Prospects**

Prospects are potential buyers of your products or services, but they have not yet engaged with

you to buy or negotiate. They haven't entered the sales cycle yet, so your first impression could make or break this connection. Researching prospects helps you learn key information about clients, while learning how to speak to them. In this course, we'll talk about how to research your prospects and stand out among your competitors. We'll go over where to look and what resources to use. We'll also cover how to speak the language of your prospects.

SCORM | Updated 10.2025

### **Retail Conflict Management: Maintaining Control**

When you're in a difficult situation, it can be easy to let things get out of hand. Maybe you feel too convinced that "the customer is always right." Or perhaps you just don't know what to do with your own emotions. Whatever your personal struggle may be, you're not alone. Maintaining control over tense and argumentative situations isn't easy. So, in this course, we'll go over some tips to help simplify things. We'll talk about the importance of being prepared and how to best equip yourself for conflict. Then, we'll cover how to stay in control and react properly when you're confronted by an angry customer.

SCORM | Updated 10.2025

### **Retail Conflict Management: Preparation and Scenarios**

When you're dealing with stressful situations at work, one of the best things you can do is to prepare yourself for those scenarios ahead of time. It boils down to knowing your company policies, being aware of difficult scenarios that might arise, and knowing how to handle them before they happen. Then, you'll be better positioned to respond in the appropriate manner. In this course, we'll talk about ways to prepare for difficult situations at work by going over common retail scenarios you might run into and how they

should be handled.

SCORM | Updated 10.2025

### **Retailer Hot Buttons: Sales Traffic**

The key to selling is understanding the keys to buying. And the keys to buying come from the retailer's point of view. That's why it's important to consider hot buttons. These are problems, needs, desires, or pains that motivate your customer to take action to solve those problems and make purchases. Understanding retailer hot buttons helps sellers like us to identify unique problems that buying our products can solve. Retailers are in business to make money, but there are only two ways to do that, and those are the hot buttons. Hot button number one is sales traffic, and hot button number two is transaction size. In this course, we'll focus on sales traffic and how to align your sales pitches to being the solution to this retailer hot button.

SCORM | Updated 10.2025

### **Retailer Profitability Model for Retailers: 01. Introduction**

Revenue is your lifeblood. You're constantly looking for ways to create more revenue or cut your expenses as much as possible. Revenue minus expenses equals profit, so how do you create more revenue? How do you cut expenses? The first step is understanding what makes up your revenue and expenses, and how reducing or increasing those things impacts your profit. That's what this series is all about. In it, we introduce you to the Retailer Profitability Model, or RPM. This model breaks down the individual parts of a retailer's operating expenses and revenue. In this first course, we'll give you a brief overview of RPM and some common vocabulary that you'll run into throughout the series.

SCORM | Updated 10.2025

### **Retailer Profitability Model for Retailers: 03. Reducing Expenses**

We know that revenue minus expenses equals profit which means there are two ways to increase profit: reducing expenses and creating revenue. In this course, we'll look at the many ways to cut costs. We'll go over reducing the costs of goods sold, labor costs, direct expenses, general and administrative costs, and advertisement expenses.

SCORM | Updated 10.2025

### **Retailer Profitability Model for Retailers: 05. Reach**

The Retailer Profitability Model, or RPM, explains how a retailer makes profit and it's fairly simple. Retailers generate both revenue and expenses. Expenses are subtracted from revenue to get profit. Revenue is made up of traffic multiplied by transaction size, and traffic is made up of reach multiplied by frequency. In this course, we'll take a look at one part of the traffic equation, reach, how it can impact profit, and how to very inexpensively improve customer reach.

SCORM | Updated 10.2025

### **Retailer Profitability Model for Vendors: 01. Introduction**

Revenue is the lifeblood of the retailer. They're constantly looking for ways to make more money or cut expenses. As their vendor, where do you fit in? Do your clients see you as a way to help with those functions? How do you get them to see you as an ally rather than just a salesperson? This series will address these questions, helping you take retailer relationships to the "next level."

SCORM | Updated 10.2025

### **Retailer Profitability Model for Vendors: 03. Reducing Expenses**

We know that revenue minus expenses equals profit which means there are two ways to

increase profit: reducing expenses and creating revenue. In this course, we'll look at the many ways to cut costs for your retailers. We'll go over reducing the costs of goods sold, labor costs, direct expenses, general and administrative costs, and advertisement expenses.

SCORM | Updated 10.2025

### **Retailer Profitability Model for Vendors: 05. Reach**

The Retailer Profitability Model, or RPM, explains how a retailer makes profit and it's fairly simple. Retailers generate both revenue and expenses. Expenses are subtracted from revenue to get profit. Revenue is made up of traffic multiplied by transaction size, and traffic is made up of reach multiplied by frequency. In this course, we'll take a look at one part of the traffic equation, reach, how it can impact a retailer's profit, and how to help improve your retailers' reach.

SCORM | Updated 10.2025

### **Retailer Profitability Model for Vendors 07. Price Per Item**

The Retailer Profitability Model, or RPM, explains how a retailer makes profit and it's fairly simple. Retailers generate both revenue and expenses. Expenses are subtracted from revenue to get profit. Revenue is made up of traffic multiplied by transaction size, and transaction size is made up of price per item and items per customer. In this course, we'll take a look at price per item specifically, how this can impact profit, and how to increase price per item.

SCORM | Updated 10.2025

### **Rethinking Brainstorming**

"Be open-minded." "No idea is a bad idea." "Just say what comes to mind." You've probably heard that before when brainstorming, right? Well, forget all that. You might be surprised to learn that the way we typically brainstorm isn't the most

effective. The usual format often leaves the best ideas unsaid, or worse, not even thought of. In this course, we'll talk about why our usual brainstorming sessions need a major overhaul, and what you should be doing to generate far better, and far more, ideas. We'll discuss group versus individual brainstorming, the specific confines that you should have brainstormers stay within, and the importance of defending ideas.  
SCORM | Updated 10.2025

### **Returning to Work After a Gap: 02. Interviewing After a Gap**

It used to be that a gap in employment was very difficult to overcome professionally. The good news is that times have changed! With more people entering the workforce, while also caring for children or elders, or going back to school, gaps are becoming more commonplace. In this module, we'll discuss these gaps and focus on how to address them during an interview, so you're fully prepared to jump back into the workforce. We'll discuss the best way to position yourself for the job, and talk about some various options for addressing the gap. We'll also cover some examples to help you put your best foot forward.  
SCORM | Updated 10.2025

### **Returning to Work After a Loss: When a Coworker Loses a Loved One**

Your coworker just returned to the office after losing a loved one. Everyone in the office is treading lightly and whispering, "Have you seen them?" and "What did they say?" and "What are we supposed to do?" In this course, we'd like to discuss with you how to meet the needs of your coworker while showing compassion and support to them during a difficult time.  
SCORM | Updated 10.2025

### **Returning to Work After Vacation**

Going back to work after vacation can be difficult, especially if you had a great vacation, or if you have a lot of work to catch up on. So, what's the secret to keeping your spirits high while transitioning back to work? Is that even possible? It is, and that's what we'll discuss in this program. We'll go over how to plan accordingly, so you can ease back into the office. We'll talk about priorities to get from your boss as you're returning to work and where to place most of your focus. We'll also give you some tips on organization, so your transition is as seamless as possible.  
SCORM | Updated 10.2025

### **Riding Along with Sales Reps**

Ride-alongs. Reps don't love them, but they're a must. The only way to observe your team is to actually see them in action. In this course, we'll talk about the best ways to conduct a ride-along. We'll discuss when and how to schedule one, creating predetermined goals, and setting clear expectations. We'll also go over planning your day, informing clients of your participation, and how much involvement you should have on the sales calls. Lastly, we'll touch on how to have a helpful follow-up conversation regarding their performance, and what it should entail.  
SCORM | Updated 10.2025

### **Risk Management Basics: Decision Making**

Often, decisions in business are based on assumptions, gut reactions, or tradition. Risk-based decision making is a process that helps people make more informed, logical choices. In this course, we'll go over the framework, which provides a systematic structure for considering a wide array of factors and outcomes when making decisions. That way, you're not just guessing - you're making an informed decision. We'll go over the benefits to this strategy, the steps to risk-

based decision making, and some tips to successfully implement this method.  
SCORM | Updated 10.2025

### **Risk Management Basics: Embedding Risk Management Processes**

A lot of companies have risk management initiatives. However, many struggle to fully integrate risk management processes into employees' daily routines. Risk management is often perceived as an annoying "add-on" to an already-packed schedule. Or it's seen as being overly cautious at the expense of efficiency and convenience. For risk management processes to be truly embedded in an organization, they must be second nature. Not an extra annoyance, but simply a part of doing business. In this course, we'll talk about how to successfully integrate and communicate these strategies to your organization.

SCORM | Updated 10.2025

### **Risk Management Basics: Financial Basics**

Financial risk. It's quite a scary term, isn't it? It's a risk that hits very near and dear to our hearts - our pocketbooks. When it comes to financial risks in business, thankfully we have accountants who oversee our finances. But it shouldn't stop there. It's a good idea for everyone in the company to have a basic understanding of financial terms and risks. In this program, we'll cover basic financial terms, like assets, liabilities, and cash flow. We'll talk about profit and loss statements, as well as the debt-to-equity ratio. We'll also discuss sources of financial risk, so that employees at all levels can be aware and help protect the financial health of their organization.

SCORM | Updated 10.2025

### **Risk Management Basics: Preventative Maintenance**

Preventative maintenance is simply taking care of

your things. For some organizations, this may look like software updates. For others, it might be regular checks on industrial equipment.

Regardless of the industry, preventative maintenance maintains usability and prevents failure of your company's most important tools. In this program, we'll talk about how to avoid reactive maintenance and the costs associated with making these types of repairs. We'll go over the benefits of preventative maintenance, the importance of proper planning, creating maintenance schedules, and understanding preventative maintenance triggers.

SCORM | Updated 10.2025

### **Risk Management Basics: Risk Assessment**

A risk assessment allows you to objectively categorize and prioritize risks. It's a crucial component of your risk management strategy and involves analyzing each risk to determine the probability of that risk causing a loss. Then, you analyze the potential severity of that loss. Without this assessment, time and resources cannot be properly allocated to manage risks. So, how is a risk assessment accomplished? Here, we'll discuss the answer to that. We'll go over two risk assessment methods: risk register and risk matrix.

SCORM | Updated 10.2025

### **Risk Management Basics: Safety**

A recent study by the Occupational Safety and Health Administration estimated that, on average, more than 3 million U.S. employees are injured at work every year. Worse than that, nearly 5,000 Americans die on the job annually. These startling figures are enough to demonstrate a big gap between the ideal and the reality. Clearly, more can be done to promote safety in the workplace. So how can your organization manage safety risk? In this course, we'll talk about ways to ensure a safe work environment for you and your

colleagues. We'll go over doing a risk assessment, coming up with strategies to manage risks, and putting safety controls in place.

SCORM | Updated 10.2025

### **Risk Management Basics: Violence Awareness**

You can't turn on the news these days without hearing about another incidence of violence - whether it be in schools, churches, grocery stores, or workplaces. Of course, we all hope that we're safe when we come to work. But the reality is that safety is equal parts planning and awareness - with a little bit of luck. This course is designed to help you with the planning and awareness pieces of that equation. We'll discuss the different types of violence that workplaces commonly experience. We'll go over risk exposures to various industries, warning signs you should always take note of, and what to do if you see these warning signs.

SCORM | Updated 10.2025

### **Root Cause Analysis**

When you complete this lesson, you will understand the process of root cause analysis and how to properly identify a root cause. In addition, you will understand the common tools used in determining root cause.

SCORM | Updated 10.2025

### **Running a Sales Meeting**

Everyone loves meetings. Morning meetings, mid-morning meetings, lunch meetings, brunch meetings: the more meetings, the merrier! Nope. Nope. Nope. No one feels that way. Most people think meetings, especially regularly scheduled meetings, are pointless time wasters. But in sales, meetings are essential. This program talks about the best ways to effectively plan your meetings to make them motivating, engaging, and productive. We'll cover agendas, recognition,

collaboration, and more.

SCORM | Updated 10.2025

### **Safely Surfing the Web on a Work Device**

Surfing the web has become a staple in our lives. We use the internet to work, shop, pay bills, check social media, and more. While the web has many personal and professional uses, it's also home to countless threats to our privacy and our information. How do we safely navigate the web without opening our work devices up to cyberattacks? That's what we'll cover here in this course. We'll talk about common threats we're seeing, and then discuss how to safely surf the web to avoid those threats. We'll include information on web browser and software updates, using browser extensions, handling warning messages and prompts, creating complex passwords, and more. Remember to always refer to your employee handbook for specifics regarding your organization's internet policies.

SCORM | Updated 10.2025

### **Safety Culture for Leaders**

As a leader, you have a key role to play in promoting a safe and healthy work environment. Developing a culture of safety can lead to lower rates of accidents and injuries, improved morale, and increased productivity. An effective safety culture is one where every single person understands and adheres to safety initiatives, in addition to prioritizing safety on a daily basis. In this program, we'll discuss how to develop an effective safety culture. We'll cover creating awareness of risks, safety hazards, and control measures in your workplace. We'll talk about having clear safety policies and procedures, providing adequate resources and training, and more.

SCORM | Updated 10.2025

### **Safety for Employees: Carbon Monoxide for Employees**

Carbon monoxide is a common industrial hazard. It's the byproduct of internal combustion engines, like the ones we find in regular vehicles, diesel engines, or forklifts. Carbon monoxide, or CO, is also the result of the incomplete burning of natural gas and any other material containing carbon. This means that some pretty standard appliances, like water heaters, space heaters, propane cooking ranges, or blast furnaces might have a carbon monoxide risk -- especially if they aren't properly maintained.  
SCORM | Updated 10.2025

### **Safety for Employees: Machine Guard Safety for Employees**

Modern machinery offers us incredible advantages in the workplace. American workers are able to work faster and more efficiently than ever before. However, working with these machines carries an inherent risk. Take the safety steps recommended here and in your on-the-job training seriously -- every time you use a machine.  
SCORM | Updated 10.2025

### **Safety for Managers: Carbon Dioxide for Managers**

You likely learned about carbon dioxide, or CO<sub>2</sub>, in middle school chemistry. It's one part carbon and two parts oxygen. Because it's a part of the carbon cycle, CO<sub>2</sub> is in very low concentrations all around us. This program will help you keep your workplace safe from carbon dioxide exposure.  
SCORM | Updated 10.2025

### **Safety for Managers: Flammable and Combustible Liquids for Managers**

If your employees are working with flammable and combustible liquids, the stakes are high. As a manager or supervisor, it's your role to ensure

that all of these volatile liquids are stored, handled, and used safely.  
SCORM | Updated 10.2025

### **Safety for Managers: Propane Gas Safety for Managers**

Propane is a cost-effective, efficient, and highly flammable fuel used at many facilities across the United States. As an employer, you have some hefty responsibilities when it comes to propane in the workplace.  
SCORM | Updated 10.2025

### **Sales Forecasting for Managers**

Accurate sales forecasting is essential for companies to operate efficiently. It enables you to make more informed business decisions, like managing your workforce, cash flow, and resources. It allows you to predict short- and long-term performance. There are many things you can base your forecasts on, and there are several uses for these forecasts. That's what we'll discuss in this program. We'll talk about why and how sales forecasts are beneficial, what you need to create one, and the various forecasting methods available.  
SCORM | Updated 10.2025

### **Sales Management Basics**

Sales managers have vast responsibilities: establishing quotas and objectives, sales forecasting, budgeting, recruitment, training, compensation, and evaluation. The list goes on and on. However, the most important role is managing the people who make the sales. At its most basic, sales management is the process of developing a sales force, coordinating sales operations, and implementing sales techniques. Besides helping your company reach its sales objectives, the sales management process allows you to stay in tune with your industry as it grows.

In this course, we'll discuss this process.  
SCORM | Updated 10.2025

### **Sales Prospecting: How to Get Past Gatekeepers**

"YOU SHALL NOT PASS!" Isn't that how it feels every time you try to make a sales call? It's the gatekeeper's job to keep salespeople like you out. It's your job to persuade them to let you through and give you access to the decision-makers, so you can sell. This program is all about how to get past the gatekeepers. We'll talk about the importance of getting to know these people. We'll go over the proper ways to communicate and how to gain important information from them. We'll also cover some tips on how to get around gatekeepers and reach decision-makers directly.  
SCORM | Updated 10.2025

### **Sales Prospecting: Sales Analytics and Metrics**

Metrics. Analytics. Numbers. Math. Blah. Yes, this is not the most fascinating stuff to most people. However, these numbers are how quotas are set. These numbers help companies determine whether or not employees receive raises. The use of analytics in sales allows you to provide better products and make offers customers are more likely to accept. Boring content? Perhaps. Directly impactful to your bank account? You bet. In this course, we'll discuss some of the many important analytics and key measurements that you can use to improve your sales process.

SCORM | Updated 10.2025

### **Sales Prospecting: The Flipped Sales Funnel**

Now that we've covered the sales funnel, we're going to flip it around and look at approaching it in the opposite way. Wait, what? How can that work? Well, rather than casting a wide net and narrowing down prospects until you get into sales, this method has you connecting with your current customers. You use them and their word

of mouth to expand your sales opportunities. In this course, we'll talk about the rationale behind turning the funnel upside-down. We'll go over why this method may work for you, and the steps you should follow to flip the funnel successfully.

SCORM | Updated 10.2025

### **Sales Prospecting: The Original Sales Funnel**

The sales funnel represents the steps your prospects go through, starting with their first awareness of your company and ending with a purchase. You start with a wide base of people, and the funnel narrows down your prospects with each step in the process. It's your job to set up your sales process to guide your prospects toward a closed deal, and maximize the number of prospects that make it to the bottom and become customers. In this course, we'll discuss the four steps of the sales funnel, going through some examples of what this looks like and how it applies to you.

SCORM | Updated 10.2025

### **Sales Time Management**

There's always so much to do and so little time. Between researching prospects, keeping in touch with leads, writing proposals, sending in expense reports, not to mention actual sales calls, it's hard to know where to start. In this course, we'll help you out with all of that. We'll cover setting goals, weekly planning, prioritizing, getting organized, and much more. We'll also go over things to avoid and the importance of taking breaks.

SCORM | Updated 10.2025

### **Say Less, Sell More**

As a salesperson, it's easy to get carried away talking about your benefits, pushing details, and offering discounts, especially when you're nervous or excited about the sale! Sometimes we just keep rambling, but that prevents the customer from responding to the sale! So, saying

less and being quiet at the right time can be the difference between making the sale and walking away with nothing. In this program, we'll talk about the importance of allowing the customer to do the talking. We'll cover the steps of the sale and how to use silence to your advantage. We'll also go over different personality types of customers and why saying less is often the best approach.

SCORM | Updated 10.2025

### **Scrum Framework Basics**

The scrum framework is designed for teams building software or new products that need frequent updates. It's one of the most popular frameworks within the Agile software development model, with a heavy focus on short-term project deliverables. So, if you're the leader of a product development team expecting to produce multiple iterations throughout your product's lifecycle, scrum is what you need. In this course, we'll cover the origins of scrum and its basic terminology. We'll talk about building a scrum team and how to put the framework into practice.

SCORM | Updated 10.2025

### **See Something, Say Something**

From cybercrime to human trafficking to workplace violence, we all know the catastrophic damage and pain these crimes can leave in their wake. Yet, many of these situations can be prevented if people speak up and report the unusual activity they witness. Suspicious activity can be many things. It can be subtle and seemingly inconsequential. It can be obvious and lead to disaster. In this course, we talk about certain things we should all pay attention to. For example, unauthorized visitors, body language, or out of place packages or vehicles. We'll discuss signs of drug and alcohol abuse, indicators of human trafficking, and how to report these things

when you see them.

SCORM | Updated 10.2025

### **Selling Strategies: Consultative Selling**

Selling is all about relationships. Certainly you've heard this before. This idea is the core motivation behind consultative selling, as this approach is rooted in creating trustworthy and honest relationships. It puts the focus on the customer and their experience. In this program, we'll discuss how consultative selling works, and why it works. We'll talk about the importance of authenticity, listening, and delivering on your promises. We'll also go over some common mistakes to avoid.

SCORM | Updated 10.2025

### **Selling Strategies: Field Sales**

Field sales, or outside sales, is a type of selling strategy where representatives meet prospects face-to-face, or outside of the office. This is an ever-changing landscape due to digital communication. That doesn't mean, however, that outside sales has lost its value in our remote world; it just needs to keep up with the technology. In this program, we'll go over the role of a field sales rep. We'll discuss the difference between inside and outside sales, why face-to-face sales is important in certain industries, and how to successfully sell in person.

SCORM | Updated 10.2025

### **Selling Strategies: Tiered Selling**

Tiered selling is a way to bundle features into multiple packages, where each package is sold at a different price. A common approach is basic, standard, and premium offerings, or "Good-Better-Best" packaging. While the perception of bundled packages is favorable in the eyes of the buyer, this gives the advantage to you, the seller. In this course, we'll use a shopping mall theme to talk about the benefits of a tiered selling approach

and how to best implement it to increase your growth and revenue.

SCORM | Updated 10.2025

### **Selling To Different Customer Roles**

When you're in sales, your objective is always to find the customer's unmet need and figure out how your product or service fills that unmet need. But what do you do when the people you're selling to are in wildly different roles, from ground-level employees to C-suite leaders? Doesn't that affect their needs? Of course it does! Which in turn affects your ability to sell to them. If you can pinpoint the different kinds of unmet needs that each customer role tends to have, your sales pitches will be better. They'll be more customized. And, ultimately, they'll be more successful. In this program, we'll discuss which unmet needs to look for, depending on the role your potential customer plays in their organization. We'll cover business-to-business sales and selling directly to consumers.

SCORM | Updated 10.2025

### **Setting Priorities**

You're working on an important task at work. Then, your boss gives you a project that needs to be done ASAP. A colleague stops by to tell you that they need your help with something that they're working on. Then word comes down that an error has been made and it's an all-hands-on deck situation. What do you do, and where do you start? We've all been in situations like these where we're inundated with seemingly top-priority tasks. This course is designed to help you determine which tasks are the most urgent and important so you can successfully do your job and lower your stress levels.

SCORM | Updated 10.2025

### **Single Issue Voting**

A democracy is all about having a voice and a

way to influence the decision-making process for issues that matter deeply to you. You might be voting directly on these issues, such as when you have a local or state vote about a sales tax to support new school construction. Or you could be electing representatives to make these choices for you, knowing that their stances on issues align with yours. Would you consider yourself a single-issue voter? Or do you vote based on the political party that you're most loyal to? Let's talk about the advantages and disadvantages of both single-issue voting and voting within party lines.

SCORM | Updated 10.2025

### **Situational Awareness: 02. Developing Situational Awareness**

Situational awareness is essential to being safe and successful at work. So, in this course, we'll cover some actionable steps that can help you and your coworkers further develop your situational awareness capabilities. We'll discuss actively observing your work environment, utilizing your senses, understanding safety guidelines, and practicing regular communication.

SCORM | Updated 10.2025

### **Six Sigma: Six Sigma and Kaizen**

Sometimes Six Sigma and Kaizen are launched together and can be part of a powerful quality model. Kaizen is a philosophy that focuses on continuous improvement. Six Sigma is a very specific methodology that drives quality. This program will give you an overview of the Kaizen process and terminology and discuss the similarities and differences between Kaizen and Six Sigma.

SCORM | Updated 10.2025

### **Six Sigma: Six Sigma Basics**

Watching this program will not make you a Six Sigma Master Black Belt. This program is not the

beginning of your journey to a Six Sigma certification. What will this program do? This program will get you familiar with what Six Sigma is, it will get you familiar with terms, process, and tools that are used within Six Sigma. This program will give you a basic understanding so if your company starts using Six Sigma, or if you're invited to be part of a Six Sigma project, you'll have a baseline understanding of the philosophy. SCORM | Updated 10.2025

### **Six Sigma: Six Sigma Industry Applications**

Six Sigma was originally developed in the manufacturing industry, and there are certainly a lot of applications for its methodologies there. Six Sigma can also be applied to other industries as well, and that's what we'll explore in this program. We'll talk about how Six Sigma methods and tools can improve quality control, not only in manufacturing, but in finance and accounting as well as in healthcare.

SCORM | Updated 10.2025

### **Six Wrong Ways to Manage**

When it comes to managing a team, you don't have to look far to find management tips and advice. There are literally thousands of books, articles, and podcasts on leadership styles, coaching methods, and getting the most out of your team; the list goes on and on. This course is designed to inform you of what NOT to do. We're going to talk about six common pitfalls that some managers make, particularly when they're new to a leadership role. We'll discuss what to do if you find yourself in one of these situations, and how to avoid them altogether.

SCORM | Updated 10.2025

### **Small Business Benefits & Compensation: Fringe Benefits**

As a small business owner, federal law requires you to offer certain benefits to your employees. In

this course, we'll discuss what those laws are and what they mean to your business. We'll go over time off, the Family Medical Leave Act (FMLA), Workers' Compensation, Medicare and Social Security, unemployment insurance, and healthcare. State laws often have local benefit requirements as well, so be sure to check with an employment attorney to ensure that you're aware of local laws. In our other courses on this topic, we'll discuss optional and fringe benefits to consider.

SCORM | Updated 10.2025

### **Small Business Benefits & Compensation: Required Benefits**

As a small business owner, federal law requires you to offer certain benefits to your employees. In this course, we'll discuss what those laws are and what they mean to your business. We'll go over time off, the Family Medical Leave Act (FMLA), Workers' Compensation, Medicare and Social Security, unemployment insurance, and healthcare. State laws often have local benefit requirements as well, so be sure to check with an employment attorney to ensure that you're aware of local laws. In our other courses on this topic, we'll discuss optional and fringe benefits to consider.

SCORM | Updated 10.2025

### **Small Business Finance: Accounting Part 2**

If you weren't an accounting major, then some of its terminology may seem like a totally different language. So in this second course, we'll define some basic accounting terms. We'll go over various accounting documents that every business needs, including balance sheets, income statements, cash flow statements, and revenue forecasts. We'll also discuss the four general types of taxes and what the government requires of small businesses, from both a state and

federal level.

SCORM | Updated 10.2025

### **Small Business HR Laws: For 100 or More Employees**

One of the most difficult tasks of owning a small business is understanding the federal HR laws that apply to you. These laws differ depending on the amount of employees your company has. If your small business has grown to 100 or more employees, there are new laws that apply to you in addition to the ones we covered in the previous programs. Be sure to watch those courses to know what those laws are. In this program, we'll discuss the two new laws that apply specifically to companies that have grown to 100 or more employees.

SCORM | Updated 10.2025

### **Small Business HR Laws: For 20 or More Employees**

One of the most daunting tasks of owning a small business is understanding the federal HR laws that apply to you. These laws differ depending on the size of your business. If your small business has grown to 20 or more employees, there are new laws that apply to you in addition to the ones we covered in the previous programs. Be sure to watch those courses if you haven't already. Here we'll talk about the two new laws that apply specifically to companies with 20 or more employees.

SCORM | Updated 10.2025

### **Small Business HR Laws: For All Sizes of Businesses**

One of the most daunting tasks of owning a small business is understanding the federal HR laws that apply to you. These laws differ depending on the size of your business. This series is designed to help you understand the various laws so you're able to stay compliant. Your state or city may

have additional requirements that you'll need to follow as well, so always consult with an employment attorney in your area to make sure you are in compliance with all relevant laws. In this first program, we'll discuss the federal laws that apply to businesses of every size.

SCORM | Updated 10.2025

### **Smile!**

Smiling can be very powerful. Not only does it provide benefits to the person being smiled at, but also to the person smiling. In this course, we'll discuss the vast advantages of smiling. We'll talk about the importance of smiling at work and the impact it leaves on coworkers and customers. And if you're someone who doesn't naturally carry a grin very often, we'll also cover the basics of a good smile.

SCORM | Updated 10.2025

### **So You Have a New Boss**

You're comfy in your role, you like what you're doing, you work well with your boss, and then boom. That boss is moving on. Maybe they're leaving the company or have been promoted, but they're getting replaced, and you're reporting to someone new. How do you deal with this monumental change? The first thing you must do is stay calm, and think of this as an opportunity for positive change rather than a terrifying ordeal. In this program, we'll give you some helpful tips on working with a new boss. We'll talk about some ways to get your relationship off on the right foot, go over setting healthy expectations with each other, and learning to accept differences that may arise.

SCORM | Updated 10.2025

### **Specialized Math: Calculating Production Costs**

For businesses that sell products, knowing how to calculate the cost associated with creating those products is a vital part of understanding

how to reduce costs and maximize profits. Here we'll cover the two kinds of production costs: fixed costs and variable costs. Then we'll use that information to calculate unit costs and do a break-even analysis.

SCORM | Updated 10.2025

### **Specialized Math: Determining Pricing**

Figuring out what to charge for your products is one of the most important parts of running a successful business. If your price is too high, your sales will suffer. If you underprice your products, you won't earn as much money as you should, and you'll sacrifice potential for growth. In this program, you will learn effective strategies for pricing your products.

SCORM | Updated 10.2025

### **Specialized Math: Mark-ups and Mark-downs**

In the world of marketing, one of the most important skills is understanding mark-ups and mark-downs. These two factors help determine potential for profits and drive potential sales. After watching this course, you'll understand how to calculate mark-ups and mark-downs to maximize profits.

SCORM | Updated 10.2025

### **Specialized Math: Payroll Basics**

For many employees, one of the major motivations for showing up to work is getting paid. The responsibility of making sure everyone gets paid on time and the correct amounts is called payroll. In this course, we'll discuss the basics of payroll, including setting pay periods and pay dates, dealing with taxes, timekeeping, and ensuring payroll is being done according to federal, state, and local laws.

SCORM | Updated 10.2025

### **Specialized Math: Understanding Loans**

Sometimes in life we encounter situations where

we need a little more cash than we have on hand. Whether it's to buy a car or a house or to make a large purchase, when we take advantage of the availability of someone else's money for a set period of time, it's called a loan. In this course, we're going to learn how loans work so you can make informed decisions about when it's wise to take out a loan and when it's not.

SCORM | Updated 10.2025

### **Specialized Math: Understanding Ratios, Proportions, and Percentages**

Ratios, proportions, and percentages are all methods of comparing data. In this program, we'll define each one and discuss their purposes.

SCORM | Updated 10.2025

### **Statistics: Data Analysis Basics**

When something starts going wrong at work, you don't want to just throw metaphorical spaghetti at a wall, hoping a solution sticks. No, you need to follow a methodical process that defines the problem, hypothesizes causes, collects and analyzes information, identifies solutions, and tests them. In short, you need data analysis. In this program, we're going to cover the basics so you can solve problems at work quickly and efficiently.

SCORM | Updated 10.2025

### **Statistics: Organizing Data**

Collecting data using sound, strategic methods is vital to doing effective research. But without strategies in place for organizing that data, you won't be able to interpret or communicate the story your data is telling, and that makes it essentially useless. In this course, we'll learn how to avoid such a scenario by going over terminology and principles for organizing data.

SCORM | Updated 10.2025

### **Staying Positive**

Staying Positive at work can be quite the task. It's easy to get bogged down by negative factors that contribute to your mood. You have to learn how to handle these negative influences so they don't take over your day.

SCORM | Updated 10.2025

### **Stop Throwing People Under the Bus**

When things goes wrong or mistakes are made, sometimes people place blame on someone or something else. This is also known as throwing someone under the bus. They blame the process, the circumstance, the client, or another coworker. This is harmful behavior, done for selfish gain and to avoid looking bad, but the side effects of doing this can ripple far beyond just one act of office scapegoating. In this program, we'll take a look at the adverse impact that throwing someone under the bus can have on one's team, reputation, and career. We'll talk about why this happens, and what you, as a manager, can do to put a stop to it, and even avoid doing it yourself.

SCORM | Updated 10.2025

### **Straight Talk on Bad Language**

Where do you stand on cursing at work? Are you a casual curser and let the f-bombs fly whenever it suits your conversation? Do you keep work curse-free, but at home, it's fine? Of course, the answers to these questions will differ based on personality, workplace culture, relationships with who you're speaking with, etc. But you might be surprised to learn that over half the population believes it's not okay to curse at work. That's a lot of people and likely includes many of your coworkers. So, in this course, we'll address both sides of the workplace cursing argument. We'll discuss why people do it and go over the drawbacks of using bad language in the workplace. We'll also touch on free speech and whether it protects employees who swear at

work.

SCORM | Updated 10.2025

### **Stress Management: Avoidable Stress**

Stress is a part of life, but some stress can be avoided with the right attitude. In this program, we'll discuss the four most common sources of workplace stressors: role, workload, responsibilities, and conflict. Then we'll go over the steps you need to take to avoid stress relating to these matters.

SCORM | Updated 10.2025

### **Stress Management: Managing Stress**

Stress depends on the duration of the stressor, the intensity of the stressor, and the capacity of the individual to withstand the stress. Some people withstand stress better than others. This is something that you can learn to do, or learn to do better, and that's what this course is all about. We'll go over four simple steps you can take when managing your stress. We'll also review the seven signs of stress and how to handle each one. And lastly, we'll discuss how to better manage stress in the workplace.

SCORM | Updated 10.2025

### **Stress Management: Understanding Stress**

Welcome to our series on stress management. Eighty percent of workers feel stress on the job, and nearly half of those people say they need help learning how to manage it. But in order to manage stress, you must first understand it. In this program, we'll discuss the different types of stress, common stressors, and the seven signs that indicate you're stressed.

SCORM | Updated 10.2025

### **Study Skills: Studying in Groups**

Welcome back to our series on Study Skills. In this course we'll talk about studying in groups. Used properly, study groups can greatly improve

and speed up learning.  
SCORM | Updated 10.2025

### **Study Skills: When to Study**

Welcome to our series on study skills and this program, choosing a productive study time. When is the best time to study?  
SCORM | Updated 10.2025

### **Substance Abuse: 02. Rules and Regulations**

In 1991, the United States Congress passed the Omnibus Transportation Employee Test Act, which outlines how the U.S. Department of Transportation (DOT) should standardize drug and alcohol testing. This course is a primer, designed to help you understand why subsequent training is so important. The Omnibus Transportation Employee Testing Act applies to everyone under the DOT's jurisdiction.  
SCORM | Updated 10.2025

### **Substance Abuse: 04. How Do I Know if Someone is Impaired?**

The transportation industry impacts nearly everyone, because the drivers are on the roads, rails, waterways, and airways day and night. Because of this fact, the government has mandated that all industry employers maintain drug and alcohol-free workplaces. The 1991 Omnibus Transportation Employee Testing Act requires that supervisors receive training regarding the signs and symptoms of drug use. It might sound simple enough, if someone appears to be under the influence you should test, but drugs impact individuals differently. It's up to you, as a supervisor, to recognize the signs of drug use and to get your employees tested, hopefully before an accident occurs.  
SCORM | Updated 10.2025

### **Substance Abuse: 06. What Happens if My Employee Fails a Drug Test?**

When it comes to managing a drug and alcohol testing program, there's likely nothing more disappointing than having an employee fail a test. In this video, you'll learn more about what it means to fail a drug test, as well as your obligations as a supervisor when it comes to the U.S. Department of Transportation's (DOT) rules for drug testing.  
SCORM | Updated 10.2025

### **Substance Abuse: 08. Record Keeping**

Record keeping rules are part of the U.S. Department of Transportation regulations for substance abuse testing. Your company must maintain program administration and test result records in a secure location with controlled access.  
SCORM | Updated 10.2025

### **Successful Delegation**

Successful delegation at work gives you more time to focus on other tasks. It also helps you grow and develop your direct reports by sharing opportunities with them. The more successful they are, the more successful you are. In this course, we'll talk about why delegation is difficult for some, go over creating a process for passing off work to others, and explain how to use that process to delegate effectively.  
SCORM | Updated 10.2025

### **Successful Employee Onboarding: 02. Before They Start**

Onboarding can reduce turnover and increase employee retention. It can reduce job dissatisfaction and increase employee engagement. It can reduce stress and increase productivity. All of this sounds great, but onboarding is only successful if it's done correctly and consistently. In this program, we'll look at some of the best practices, and

specifically, what to do before the new hire starts.  
SCORM | Updated 10.2025

### **Successful Employee Onboarding: 04. Their First Week**

Have you ever heard someone talk about their first day and say that it was "information overload"? That's the experience for many people. Of course, you're eager to get your new employee up and running, but throwing loads of information at someone in a short time frame isn't the answer. In this program, we'll look at the new hire checklist and see what you can do to make the first week meaningful and successful. We'll go through a sample orientation agenda, and we'll discuss some tips for the first week, including scheduling their days and the important paperwork that should be completed.

SCORM | Updated 10.2025

### **Succession Planning: Creating a HiPo Policy**

When developing your succession plan, you need to have a HiPo policy in place. This provides some rules around who is considered a HiPo and how to find progression opportunities. This policy will be unique to your organization, but there are some general things to keep in mind when you create it, starting with business planning and strategic thinking. In this course, we'll discuss what this policy should include, so you can find and develop the best high-potential employees.

SCORM | Updated 10.2025

### **Succession Planning: Retaining and Developing HiPos**

HiPos are some of the most sought-after employees in the job market. Their individual value is easy to understand, even outside of their own organizations. That means there's competition, so you have to work to keep your HiPos in your organization. You must find ways to keep them committed to your business. That's

what we'll cover in this program. We'll talk about personalizing a HiPo's development, as well as how to keep them motivated and engage

SCORM | Updated 10.2025

### **Supervising a Narcissist**

Have you worked with someone who had an inflated sense of self-importance? Someone who has a skewed sense of reality, and who ignores the needs of others, while serving only their own interests? This type of person is a narcissist, and supervising them can be challenging, if you're unprepared. In this course, we'll talk about how to manage a narcissist. We'll discuss the traits that make them difficult to work with, but also the positive attributes they can bring to the workplace. We'll also go over Kurt Lewin's Change Management Model, which will help you coach narcissists to better handle criticism and discipline.

SCORM | Updated 10.2025

### **Supply Chain Management: Inventory Management**

Inventory management is a critically important part of the supply chain. It includes several different aspects, such as controlling and overseeing purchases from suppliers, maintaining storage of stock, controlling the amount of product for sale, and order fulfillment. It's a step in the supply chain where inventory and stock quantities are tracked in and out of the business. This course teaches the basics about inventory, and the importance of effectively managing it.

SCORM | Updated 10.2025

### **Supply Chain Management: Logistics**

Logistics is arguably the most important component of the supply chain, because it's all about delivering against your customers' expectations. Logistics refers to the physical movement of goods between supply chain points.

This course teaches what logistics encompasses, and the importance of managing this supply chain component effectively.

SCORM | Updated 10.2025

### **Supply Chain Management: The Role of Supply Chain**

Any business that sells a finished product or service to a customer manages a supply chain, and that supply chain impacts almost every other business function. Salespeople wouldn't have anything to sell without a supply chain supplying products. Finance wouldn't be able to measure profitability without a supply chain managing supplier and manufacturing costs. Supply chain management is a make-or-break factor when it comes to being competitive in the marketplace. This course teaches what a supply chain is, and the role that it plays in business.

SCORM | Updated 10.2025

### **Supporting Coworkers With ADHD**

According to the National Resource Center on ADHD founded by the CDC, around 10 million adults have attention-deficit/hyperactivity disorder. The odds of working with an adult with this condition are, therefore, pretty high. But what is ADHD exactly, how does it look in adults, and how might people with ADHD be affected by it in the workplace? In this program, we'll answer these questions and discuss some tips on how to support your coworkers or direct reports who have ADHD.

SCORM | Updated 10.2025

### **Supporting LGBTQ+ Coworkers: 02. Understanding Pronouns**

A pronoun is a word that refers to either the people who are talking, or someone or something that is being talked about. These are words like "she," "he," "they," "them," etc. We use feminine, masculine, and gender-neutral pronouns in

everyday conversations all the time. However, for those who have gender identities or expressions that are different than the conventional binary genders, using improper pronouns when referencing them can be hurtful and disrespectful. In this program, we'll discuss how to avoid these situations by recognizing and respecting other people's identities. We'll go over commonly used pronouns, how to establish your own pronouns, and how to determine the preferred pronouns of others.

SCORM | Updated 10.2025

### **Supporting LGBTQ+ Coworkers: 04. Coming Out at Work**

Being open about your personal life at work can be intimidating and uncomfortable, and that's especially true if you choose to come out at work. You may have concerns about harassment or job security because of who you are. However, with the right support and understanding from your coworkers and your employer, coming out can be positive and empowering. In this course, we'll talk about the benefits of being open at work. We'll go over the process of deciding to come out and provide some tips on sharing your identity safely and comfortably.

SCORM | Updated 10.2025

### **Supporting LGBTQ+ Coworkers: 06. Supporting a Coworker Coming Out**

Supporting a coworker coming out is not just the right thing to do, it's also a good business decision. If an LGBTQ+ employee leaves their job, it's typically because they're not supported by their employer or their coworkers. Ensuring that they're supported during this time can help the company retain this valued team member, along with their skills, experience, and knowledge. In this program, we'll discuss ways to champion a direct report who's chosen to come out. We'll also

talk about providing support as a coworker.  
SCORM | Updated 10.2025

### **Supporting Working Parents and Caregivers**

"As a leader, it can be easy to get so involved in the advancement of your organization

that you overlook the individual needs of your employees, especially working parents and

caregivers. These are people that support someone who depends on them outside of

work, like their children or other relatives. In this program, we'll talk about what life looks

like for these people outside of the office, where their time, energy, and focus is often

going, and the strain they may feel getting tugged between work and home. We'll also go

over what companies and managers can do to better support parents and caregivers."

SCORM | Updated 10.2025

### **Swallowing Your Pride**

Pride manifests in many ways. Even if you don't go on and on about how awesome you are, pride may still be a barrier between where you are now and the success you'd like. In this course, we'll explore this concept and what you can do about it.

SCORM | Updated 10.2025

### **Taking Control of Your Career: 01. Planning**

"The most successful professionals are the ones who take charge of their careers. Your

goals are only as effective as the plan you create to accomplish them. In this program,

we'll go over what that plan should look like and the small steps you can take in the next

week, month, or six months to get closer to achieving your goals. We'll discuss your work

bucket list, "dream storming", finding inspiration, creating a timeline, and sharing and

comparing your bucket list. We'll also go over some concrete steps you can take to help

you achieve your goals."

SCORM | Updated 10.2025

### **Taking Control of Your Career: 03. Taking Action**

"Taking control of your career is all about taking action. Individuals who have the most

career success are the ones who take full ownership and invest in themselves. In this

course, we're going to look at some points that will help you take control of your career

including strengthening your skills for you as an individual, not for a corporation,

avoiding career complacency, dodging the corporate bubble, neglecting your network,

and communicating with your higher-ups."

SCORM | Updated 10.2025

### **Team Building: 01. What is Team Building?**

Almost all of us work or play or serve on teams in some capacity, so this topic is an important one.

A team is a group of people who are mutually dependent on one another to achieve a common goal. A team recognizes and leverages the different talents and experiences each individual brings to the table, and uses that to achieve their shared goal. We're going to spend some time talking about the characteristics that make a great team, how to develop a successful team, and then how to lead them.

SCORM | Updated 10.2025

### **Team Building: 03. Effective Team Members**

What traits make up a good team member? This is important to learn for two reasons: 1. To know what to look for if you're adding people to your team. And 2. To learn whether YOU possess the traits of a good teammate. In this program, we'll talk about the common features found in the best team players: from being constructive communicators to solution-oriented, from reliability to adaptability, and everything in between.

SCORM | Updated 10.2025

### **Team Building: 05. Characteristics of a Successful Team**

We've looked at the characteristics of good team players and the traits that people should possess to contribute successfully as individuals. A team, as a whole, should also possess characteristics that create a climate for success. In this course, we'll discuss those essential team traits, including how conflict should be handled, how to agree on a shared purpose, acknowledging people's value and responsibilities, our views on diversity, making decisions, communication, recognition, and much, much more.

SCORM | Updated 10.2025

### **Telephone Techniques: Angry Callers**

Dealing with angry callers can be a burdensome part of your job. While these situations may be difficult, or even unpleasant, for you, they're also great opportunities to change these unhappy callers into satisfied customers. Yes, this really can happen. Here, you'll gain some tips to help you turn the unhappy into happy! We'll discuss the importance of listening, sincerity, and taking responsibility. We'll also go over finding solutions and fully resolving their issues.

SCORM | Updated 10.2025

### **Telephone Techniques: Hold, Please**

No one likes being put on hold. But sometimes, it's an inevitable part of handling the phones. Maybe someone walks physically into your office. Maybe you need to get further information. Whatever the reason, sometimes when you're running the phones for a business, you have to put people on hold. So how do you avoid angering them when you do? In this course, we'll learn some techniques that research says makes it easier for the caller when they're placed on hold.

SCORM | Updated 10.2025

### **Telephone Techniques: Taking Calls**

Taking a phone call at work might seem simple. After all, you probably take phone calls in your daily life and muddle through just fine, right? But, these days, people don't actually make as many calls as they used to, with texting and video chatting in the mix. Or maybe you just have phone phobia when it comes to a professional setting. No matter what your situation is, there are some tips that can help you to be a better call-taker at work. That's what we'll cover in this course. We'll go over how to speak courteously, and we'll discuss what not to say. We'll also touch on staying informed on your business and how to actively listen.

SCORM | Updated 10.2025

### **Territory Management: Analyzing a Territory**

Yes, it's important to attack your territory and generate as many sales as possible. But it's equally as important to analyze your region on a regular basis. You need to know it inside and out, so in this course, we'll talk about the best ways to do that. We will go over understanding the geography, customer and lead data, and knowing your competition. We'll talk about SWOT analyses, coming up with a plan of attack, and setting reachable benchmarks.

SCORM | Updated 10.2025

### **Thank You Notes**

There are many situations in the business world that will call for a personal handwritten thank you note. The good people at Hallmark had some great tips on how to write a thank you note. Here are six quick steps on how to properly compose a meaningful thank you note.

SCORM | Updated 10.2025

### **The Art of Saying No**

The humorist Josh Billings said, "Half of the troubles of this life can be traced to saying yes too quickly, and not saying no soon enough." If you've done either of these things, you are not alone. Many of us, on regular occasion, have trouble saying no. Enter this course. We'll explore why we tend toward "Yes," and then break down how to get to the "No" more easily, and with less guilt. And we'll all be feeling better in "no" time.

SCORM | Updated 10.2025

### **The Benefits of Laughter**

Who doesn't love a good laugh? We've all experienced eruptions of laughter at a celebration when a funny story is told. Or a spontaneous chuckle when you hear a great joke. Laughter is an expression of amusement and enjoyment, so it shouldn't come as a huge shock that it benefits your physical, mental, and social health. In this program, we'll discuss how getting the giggles can improve your overall health, and we'll go over ways to bring more laughter into your life.

SCORM | Updated 10.2025

### **The Craft of Winning Over Others**

How do you feel when you're in a room full of strangers? Overwhelmed and nervous? Excited to meet new people? If you're new to a small group or team, do you look forward to engaging them? Or does it give you anxiety? If you're NOT one of those people who can work a room or can initiate casual conversations, this course is designed to

help you woo others and win them over. We'll discuss the importance of body language, listening, and gaining trust. We'll also go over some tips on how to relate well to others and earn their respect.

SCORM | Updated 10.2025

### **The Five Whys**

The 5 Whys is a tool that can be used to determine the root cause of a problem. This tool can be used as a stand-alone, but it is also often used during the Analyze phase of a larger Six Sigma project. The tool is easy to administer because it does not require statistical analysis or data collection like other root cause tools. It does not require a large budget and does not keep employees away from their other responsibilities. It relies simply on asking "why" questions until a root cause is discovered. So, in summary, we are literally asking "why" five times to determine what process is broken.

SCORM | Updated 10.2025

### **The Four Ps For Creating Loyal Customers**

Experts say that acquiring new customers can cost anywhere from five to 25 times more than retaining new ones. So, customer loyalty is very important. When it comes to gaining said loyalty, are you minding your Ps and Qs? How about just your Ps? In this course, we look at the four Ps for keeping that precious customer. These include products, processes, performance, and last, but not least, your polite and professional people.

SCORM | Updated 10.2025

### **The Growth Mindset: 02. Developing Growth Mindset**

Carol Dweck's book called, Mindset: The New Psychology of Success explains how having a growth mindset opens the doors to success and self-development. When you approach challenges with a growth mindset, you understand that you

can develop the skills necessary and that failure is not permanent. The growth mindset can be applied in all areas of life, including education, physical abilities, artistic skills, relationships, and the workplace. In this course, we'll discuss the four steps to developing a growth mindset: 1. Learning to hear your fixed mindset voice. 2. Recognizing that you have a choice. 3. Talking back with your growth mindset voice. 4. Taking the growth mindset action.

SCORM | Updated 10.2025

### **The Leader as a Coach: Improving Your Coaching Skills**

In this series of courses, we walked viewers through eight different coaching models and talked about the importance of incorporating coaching skills into your management style. Each model follows the same basic sequence, but how do you know which model works best for you and your team? That's what we'll go over in this last program on The Leader as a Coach.

SCORM | Updated 10.2025

### **The Leader as a Coach: The ACHIEVE Model**

The ACHIEVE model is a logical extension of the popular GROW model. It's a systematic seven-step framework for coaching that includes added flexibility and feedback-reactivity, as compared with GROW. In this course, we'll walk viewers through the seven-step process of ACHIEVE.

SCORM | Updated 10.2025

### **The Leader as a Coach: The CLEAR Model**

The CLEAR model is designed to help individuals achieve transformational change based on new values, behaviors, or convictions, as opposed to simply helping them achieve a goal. Just like many other coaching models, CLEAR is an acronym that's used to define the five stages of the process. The stages include contracting, listening, exploring, action, and review. In this

program, we'll look at each of these stages, and discuss how to employ this process to drive tangible change.

SCORM | Updated 10.2025

### **The Leader as a Coach: The GROW Model**

The GROW model is one of the most recognized and influential coaching models in use today. Its relative simplicity and logic make it easy to understand and use, rendering it a favorite among executive coaches and managers. The GROW model's four-step approach is used to help teams and employees improve performance, solve problems, make better decisions, learn new skills, and reach career goals. In this course, we'll teach you how to put this coaching model into action with your own team.

SCORM | Updated 10.2025

### **The Leader as a Coach: The STEPPPA Model**

The STEPPPA Model of coaching was developed in 2003 and is based on the fact that behaviors are driven by emotion, which means that action is motivated by emotional commitment. The intent of this technique is to repurpose the emotions of a problem or situation, to lead the way for creating new objectives, outcomes, and paths to success. In this program, we'll walk through each step of STEPPPA.

SCORM | Updated 10.2025

### **The Leadership Ladder**

You're a manager now! Congratulations! But what exactly does that mean? What's the difference between a supervisor and a manager? And what's the difference between a manager and a director? And what does being a leader mean? These are all great questions and in this program, we'll cover the roles and responsibilities of a supervisor, manager, director, vice president, and the leaders in the C-suite.

SCORM | Updated 10.2025

### **The Myth of Multitasking: Multitasking**

More now than ever, we are constantly shuffling between things, switching gears, and refocusing. This is what we call multitasking. But science shows the human brain is not capable of multitasking. After spending years multitasking, we have actually reduced our ability to focus, therefore reducing our productivity and increasing our errors. In this course, we take a new look at multitasking and whether or not it's actually serving us.

SCORM | Updated 10.2025

### **The New Foreman: Adjusting on the Fly**

As a foreman, your ability to adapt and adjust on the fly is crucial for ensuring the smooth operation of a project. Working and leading on-site is dynamic and unpredictable, often presenting unforeseen challenges. Being prepared to tackle these challenges head-on is essential to maintain productivity and meet project deadlines. So, in this program, we'll talk about what kind of things you might need to adjust to on the fly as a foreman, and how to do it.

SCORM | Updated 10.2025

### **The New Foreman: Conflict Resolution as a Foreman**

We'd all love to work in an environment completely free of conflict. Unfortunately, conflicts will arise in every workplace. That includes on your job site. And now as a foreman, it's your job to help resolve these conflicts, no matter who they're between. So how should you approach different conflict scenarios? What should you do to resolve them? That's what we'll cover in this course.

SCORM | Updated 10.2025

### **The New Foreman: On-Site Customer Service**

As a foreman, in addition to handling the work on-

site and managing your crew, you'll also have to provide quality customer service. In this course, we'll discuss how to provide excellent on-site service that reflects well on your company and team. We'll go through several steps, including greeting the clients, reviewing work orders, giving site walkthroughs, communicating effectively, handling unexpected issues, and more.

SCORM | Updated 10.2025

### **The New Foreman: Safety Leadership**

As a foreman, it's not just your job to make sure the work on your job site gets done. You also have a responsibility to make sure it's done safely. You will set the example for your crew. If you don't value safety, your team won't value it either. So how do you step into the role of a safety leader? What are the steps you can take to make sure you're keeping your crew safe, even in the face of outside pressures? That's what this program is all about.

SCORM | Updated 10.2025

### **The Order-Taker and the Professional**

"Never settle for the path of least resistance." Yes, in sales, it's possible to meet your quotas, keep your boss off your back, and do as little work as possible to get by. You can also surpass your quotas, keep your sales funnel full, meet or exceed your customers' expectations, and rise up the ranks. Who would you rather be: the order-taker or the professional?

SCORM | Updated 10.2025

### **The Plan, Do, Study, Act Model**

Plan, Do, Study, Act, or PDSA, is a four-stage problem-solving model used for improving a process, testing possible solutions, or implementing a change. It goes like this: you plan for a change, do or implement that change, study the effects of what you did, and then act according to the results of your analysis. In this

course, we'll discuss how to use this valuable tool to develop solutions that address problems and opportunities for improvement in your workplace. SCORM | Updated 10.2025

### **The Problem with Toxic Masculinity**

"Toxic masculinity refers to cultural norms that are associated with excessively dominant behavior, misogyny, racism, and homophobia. These traits are harmful to society, and are considered toxic due to their promotion of violence, including sexual assault and domestic violence. The effects of toxic masculinity are harmful to women, racial and ethnic minority groups, those who identify as LGBTQ+, and men themselves. And if ignored, toxic masculinity will ruin an organization's culture. In this program, we'll take a hard look at how toxic masculinity shows up in the workplace, and why it happens in the first place. We'll explore how to confront this issue, and how to shift your organization's culture away from it. " SCORM | Updated 10.2025

### **The RACI Matrix: Tips and Rules for the RACI Matrix**

In our first course, The RACI Matrix, we talked about how the RACI Matrix works and gave you an example of how to set it up and how to fill it out. We also discussed the benefits of using these matrices for any project. In this program, we'll go over some additional rules and tips that will help as you start utilizing a RACI Matrix. We'll talk about knowing when and whom to assign tasks to, go over projects that will benefit from using the matrix, and projects that won't. We'll also

discuss some common variations to the matrix. SCORM | Updated 10.2025

### **The Science of Sleep: How Much Sleep Do You Need**

Most of us don't get enough sleep at night. We burn the candle at both ends, trying to do more, which results in less sleep. How much sleep do you need? There's no one size fits all answer to that question, but this course will help give you an idea. SCORM | Updated 10.2025

### **The Science of Sleep: Sleeping for Shift Work**

Getting a good night's sleep is important. However, depending on your schedule, you might work at night and therefore need to sleep during the day. Getting enough sleep is vital to your physical and mental health, no matter when your bedtime is. In this program, we're going to look at some strategies you can use to help you prepare for a change in your sleep schedule. SCORM | Updated 10.2025

### **The Toxic Work Environment: Fixing a Toxic Workplace**

Working in a toxic environment is detrimental to employees at all levels of an organization. But if you're in leadership, you have the power to help restore things to a sounder and more comfortable working environment. In this program, we'll talk strategies to fix a toxic workplace from the top down. We'll go over acknowledging the problem, surveying your team, seeking outside assistance, coming up with a solution, and working to create a safer workplace for your employees. SCORM | Updated 10.2025

### **The Toxic Work Environment: Surviving a Toxic Workplace**

If you're an employee stuck in a toxic workplace, it can seem oppressive at times. It's easy to get

caught up in the negative energy, the gossip, the tendency to be a workaholic - whatever your toxic workplace is like, you can become like that, too. So how do you survive a toxic workplace like this without getting caught up in it? This program will look at some important tactics for surviving a toxic workplace. We'll discuss avoiding toxic elements, establishing boundaries, and protecting yourself when you're experiencing toxicity at work.

SCORM | Updated 10.2025

### **The Virtual Interview: During Your Virtual Interview**

Everyone knows that during an in-person interview, you shake hands, introduce yourself, and try to establish rapport. You use nonverbal communication to supplement your stories and responses, and to better convey your personality, skills, and ideas. Unfortunately, most of this goes out the window when you interview virtually. In this course, we'll talk about how to make up for that loss of live, personal connection. We'll discuss how to use nonverbal communication successfully while interviewing virtually. We'll talk about your voice and how to speak at a proper volume and tempo. We'll go over scripting, screen sharing, and troubleshooting technical issues that may arise. And lastly, we'll cover what to do after the interview.

SCORM | Updated 10.2025

### **The Water Cooler for Remote Teams**

Whether it's an actual "water cooler," kitchen, or employee lounge, most workplaces have a gathering spot where employees can hang out and get to know each other better. They can chat about work duties but also their families, pets, hobbies, sports, and other interests. This informal type of communication helps build relationships and increase morale, so it plays an important part of workplace culture. In this program, we'll

discuss ways to experience these bonding moments within our remote teams.

SCORM | Updated 10.2025

### **This vs. That: Assertive vs. Aggressive**

Some situations call for you to be assertive. And some people are better at being assertive than others. Have you ever hesitated out of fear that your assertiveness will come across as aggression? In this program, we'll take a look at how you can be assertive without being perceived as aggressive.

SCORM | Updated 10.2025

### **This vs. That: Concise vs. Curt**

This probably happens more in written word versus the spoken word, but it can happen in either instance. You receive a quick communication from your boss or coworker and think, "Wow, that was rude." Because we are forced to interpret the mood and meaning of the message without the aid of body language, tone of voice, or facial expression, things are often miscommunicated. So in this course, we teach on how to send messages that are short, yet still sweet.

SCORM | Updated 10.2025

### **This vs. That: Finished vs. Flawless**

You have a deadline, but in order to meet it, you would have to skimp on quality. Do you do it to meet your deadline? Or would you miss your deadline and turn in a high-quality project? Time versus quality is something we have all struggled with, but there's no alliteration in that title, so let's talk about work that's flawless versus work that's finished.

SCORM | Updated 10.2025

### **This vs. That: Reserved vs. Rude**

Sometimes reserved people get a bad rap. Their lack of boisterousness gives them the reputation

of being rude or snobby, when in fact, they're perfectly nice people who are often misread. Truly rude people do exist, and there is no room for rudeness in the workplace. Yes, it's not always sunshine and rainbows, and being cheerful isn't always possible, but employees should always be courteous and respectful. In this program, we'll discuss the difference between someone who is reserved and someone who is rude, and why rudeness at work is unacceptable.

SCORM | Updated 10.2025

### **Time Management**

As an administrative assistant, how many times a day do you get interrupted? An unannounced visitor arrives, your boss needs you to run an errand, the phone rings twice, the copier is out of ink, and the conference room needs to be stocked before the morning meeting. Sound familiar? Your role is vital to the office, but to be truly effective, time management is critical. This course takes a look at ways to get organized, manage your workload, eliminate interruptions, and create a healthy, productive balance at work

SCORM | Updated 10.2025

### **Tips for New Messaging Formats**

Using new messaging formats, such as chat, video calling, and texting while at work can be a great way to stay connected and productive. But it's important to use these tools effectively, in order to get the most out of them. In this program, we'll walk through some helpful tips for using these tools, regardless of the brands or names of your specific tools. We'll discuss tone and keeping conversations professional, we'll go over equipment and testing, and we'll also cover when it's appropriate to use each format.

SCORM | Updated 10.2025

### **Toolbox Talks: 01. What's a Toolbox Talk?**

Not all projects are simple or easy. It helps to

have someone explain the details of what needs to happen before starting a project, and how to do it safely. So, in this program, we're going to cover a crucial aspect of working on-site: toolbox talks. These are meetings where important safety topics related to an upcoming job are discussed, designed to heighten employee awareness of workplace hazards and OSHA regulations. We'll discuss why these meetings are important, how participants can benefit from them, and how to structure a toolbox talk if you need to lead one.

SCORM | Updated 10.2025

### **Top Productivity Apps**

Staying productive at the office can be hard. You've got phones ringing, people stopping by your office, meetings, files on your desktop, you name it. Part of being a good employee is staying organized and productive. So, we've found the best apps for office productivity.

SCORM | Updated 10.2025

### **Tough Customers: The Entitled**

One of the most common tough customers is the entitled customer. They expect special treatment, and often, they don't play fair. You cannot let them walk all over you. So, how do you handle this tough customer? It involves lots of efficient communication, treating customers equally, and setting reasonable expectations for their high demands. In this course, we'll cover all that needs to be done to successfully deal with the entitled customer.

SCORM | Updated 10.2025

### **Tough Customers: The Grump**

You'll find tough customers in any industry, and sooner or later, you're going to have angry customers. We all know them - the grumps. These are people who feel their needs should be prioritized above all others. They have trouble containing their emotions, are usually stubborn,

and are likely to start ranting. Sometimes grumps will even cause a scene, so with these types, your job is to take control of the situation and start offering solutions. Dealing with a grump is a several step process and that's what we'll cover here.

SCORM | Updated 10.2025

### **Tourist Attractions: 01. Overview**

Tourism is a diverse industry. When we talk about tourist attractions, we could be talking anything from Niagara Falls, to the Eiffel Tower, to the Golden Gate Bridge, and the Great Wall of China, or the Taj Mahal. These are just a few examples of major tourist attractions in the world. You could also classify casinos, ski resorts, and national parks as tourist attractions. In this series, we are going to talk all things tourism. This program is designed as an overview to the tourism industry.

SCORM | Updated 10.2025

### **Training Needs Assessments: 01. What Are Training Needs Assessments?**

Within the world of learning and development, it can be difficult to make decisions about who needs training, what that training should be, and how to measure your success. That's what a training needs assessment is for. It can help you bridge the gap between your current performance and the goals you want to achieve. In this course, we'll discuss more in detail what a training needs assessment is and how you can use it.

SCORM | Updated 10.2025

### **Training Needs Assessments: 03. How To Conduct a Training Needs Assessment**

A training needs assessment identifies the current degree of competency, skill, or knowledge in one or more areas, and compares that to a goal that you want to reach. It maps out a path from your current performance to your target

performance, and it can happen at three different levels: individual, operational, and organizational. Generally speaking, a training needs assessment process goes through five steps: identify business needs; gather data; perform a gap analysis; assess training options; and implement a training plan. In this program, we'll take an in-depth look at these steps and talk about how to conduct an assessment to address the needs of your company.

SCORM | Updated 10.2025

### **Train the Trainer: Becoming a Subject Matter Expert**

Have you ever been to a training session that made you want to fall asleep after 5 minutes? Were you forced to go and look at the back of someone's head as they read off the PowerPoint slides? Did you leave there saying you could have done it better yourself? Whether you've been tasked with training your co-workers in-house or total strangers in public venues, there are steps you can take to prevent training session disasters. Let's start with the basics of becoming the subject matter expert (SME).

SCORM | Updated 10.2025

### **Train the Trainer: Managing the Audience**

You've got the content for your presentation prepped and ready, but before you can share it with a live audience, you need to work through some logistics. You want to think about the room layout. You have to consider people's learning styles and how to meet their needs. You should understand different audience types and how to handle their personalities. You need to come up with various ways to keep your audience engaged throughout your presentation. It's a lot to think about and we'll cover all of this and more in our Managing the Audience program.

SCORM | Updated 10.2025

### **Train the Trainer: What Is Your Role?**

If you're new to standing in front of people and sharing information, you might think that the roles of a trainer, presenter, or facilitator are interchangeable. However, these roles are actually very different depending on how you wish to connect with your audience. In this program, we'll talk about the differences between these roles and what's expected of you if you're asked to share to a group.

SCORM | Updated 10.2025

### **Transformational Leadership: Transforming the Organization**

Customer needs are expanding, markets are changing, new products and technology are coming out. You have to adapt to these changes. If you don't adapt, your competitor will. How do you make things happen as a leader? How do you TRANSFORM the organization into a better version of itself? That's what this program is all about. We'll discuss various types of organizations and the elements at play when making a transformation, including managing process and cultural changes.

SCORM | Updated 10.2025

### **Troubleshoot Before Calling the IT Helpdesk**

My screen went blank! Why aren't my documents printing correctly? I'm not able to get any sound from my speakers! Why can't I connect to Wi-Fi?! Don't you just love technology? These issues pop up all the time, and before you call IT for help, you need to try troubleshooting the problem first. In this course, we'll talk about why it's important to fix minor technical issues on your own, and then we'll discuss how to do it.

SCORM | Updated 10.2025

### **Turning an Internship into Full-time**

"Internships are an invaluable way to gain real world experience in the industry that you're

pursuing. You gain a clear picture of the ins and outs of your desired field, you pick up

real life knowledge that you wouldn't get by sitting in a classroom, and you can make

great connections to help stretch your business network. For many, the goal at the

completion of an internship is to be hired on by the company that you've been working

with. In this course, we'll discuss how to give yourself a competitive advantage to getting

hired off of your internship. We'll go over what companies are looking for in new, young

talent, we'll help you discover what your selling points are, we'll also discuss acting the

part, goal setting, and more."

SCORM | Updated 10.2025

### **Two-Wheeled Handcart**

A two-wheeled handcart is great to move a few boxes or a small piece of furniture. It seems simple enough to use, but if not done correctly, you risk injuring someone or damaging whatever it is you're moving. In this program, we'll go over a few key things you need to know when loading and moving the cart.

SCORM | Updated 10.2025

### **Unconscious Bias: 01. What is Unconscious Bias?**

Nearly 60% of CEOs in Fortune 500s are six feet tall. However, less than 15% of Americans are six feet tall. Does that mean that tall people are smarter and make better leaders? No, of course not. It's a reflection on how we view power and authority, and it's a prime example of unconscious bias. In this course, we'll define what unconscious bias is, and discuss how it permeates society, workplaces, and even our own

thoughts. We'll go over where these biases come from and how we can recognize them within our own perceptions. We'll go through some examples of how unconscious bias shows up at work. And lastly, we'll discuss micro-affirmations, micro-aggressions, conscious and unconscious discrimination, and the legal consequences associated with these issues.

SCORM | Updated 10.2025

### **Unconscious Bias: 03. Overcoming Unconscious Bias**

Unconscious bias is a result of our brain's natural processes. In fact, it's what allows us to make quick decisions, even with limited information. However, in a successful and ethical work environment, we still have to limit the decisions that we make unconsciously. The reality is that it's difficult to overcome biases, because it intuitively feels correct when you reach a conclusion based on them. It's hard to recognize when to fix something that doesn't feel wrong. In this program, we'll talk about how to address this situation. We'll go over ways to become more aware of your bias blind spots. Then, we'll discuss how to overcome those unconscious biases, turning them into conscious, intentional thoughts and decisions.

SCORM | Updated 10.2025

### **Understanding Hazardous Waste**

It's no surprise that as our population increases, so does the amount of waste that we create. And it only makes sense that when waste increases, the amount of hazardous waste also increases. You need a waste program that provides a cradle-to-grave management for your hazardous waste. This is necessary for employee and community safety.

SCORM | Updated 10.2025

### **Understanding Headaches: Understanding Headaches**

Most headaches aren't the result of a serious illness, but some may result from a life-threatening condition. Yet, we all get them. If we can understand headaches, we can prevent them.

SCORM | Updated 10.2025

### **Understanding Intersectionality at Work**

Intersectionality is a framework for understanding how different aspects of a person's identities intersect and overlap, creating different dynamics and challenges, particularly for those in disadvantaged groups. These factors include someone's race, gender, sexual orientation, class, disability status, or neurodiversity status. In this program, we'll take a deeper look at this idea of intersectionality, go over the history of this concept, how it looks in different people, and why understanding this concept is critical for a healthy, diverse, and inclusive workplace.

SCORM | Updated 10.2025

### **Using Your Work Device Versus Your Personal Device**

In this digital age, and especially with remote and hybrid work arrangements, more and more people have been wondering: can I use my personal device for work? Whether it's a computer, tablet, or phone, there are some pros and cons to using your personal device instead of your company-provided device, which is what we'll cover in this course. We'll talk about privacy restrictions, security and liability concerns, and more. It goes without saying, you should always refer to company policy, your manager, or your IT department for guidance on which devices are safe to use, and whether or not personal devices are allowed.

SCORM | Updated 10.2025

### **Valet: 01. Appearance and Professionalism**

In this series, we're going to talk about what it takes to be a successful valet. You'll need to know about parking and returning customers' vehicles and safety essentials. But first we're going to talk about your appearance and professionalism as a valet.

SCORM | Updated 10.2025

### **Valet: 03. Returning Vehicles**

This course looks at how to properly return vehicles to guests.

SCORM | Updated 10.2025

### **Verbal Communication**

It's no secret that many people prefer texting and messaging to talking on the phone. It's astounding to think that talking is no longer a primary form of communication for many. Even though technology has given us alternative ways to connect, the ability to verbally communicate well is still an essential life skill. This course will go over the four elements of verbal communication: volume, tempo, inflection, and planning; and we'll discuss some general tips on how to be a good verbal communicator.

SCORM | Updated 10.2025

### **Video Conferencing: Audio**

Audio issues can completely derail a video conference. If attendees are unable to hear you, it's disruptive and prohibits productivity. Here are some ways you can troubleshoot audio issues before your meeting to ensure a smooth call.

SCORM | Updated 10.2025

### **Video Conferencing: General Tips**

Right now, we're using video conferencing more than ever. Where would we be right now without it? But as with any workplace tool, there are some rules of etiquette that you should follow. In this course, we'll review best practices for video

conferencing.

SCORM | Updated 10.2025

### **Video Conferencing: Location**

Meeting attendees are learning lots of things about you based on what they see in the background of your video conference. What can you do to eliminate those distractions and to help keep the meeting focused on the topic? That's what we cover in this course.

SCORM | Updated 10.2025

### **Virtual Human Resources: Onboarding New Employees**

Welcoming new employees to your company is always a happy occasion, but how do you offer a warm welcome in a remote-only work environment? Research tells us that how an employee begins their work has a lot to do with how quickly they adapt and how long they'll stay committed to their role. In a remote work world, this is even more important, because the onboarding process may be longer, and the employee will naturally be less connected to their teammates than those who are in office. But there are ways to make the remote onboarding experience a positive one, and that's what we'll cover in this course. We'll go over what to do on their first day, determining their equipment and administrative needs, establishing social connections, and more.

SCORM | Updated 10.2025

### **Virtual Human Resources: Terminations, Layoffs, and Furloughs**

Having a conversation about changing or ending an employee's relationship with your organization isn't easy and it's definitely harder in a remote work environment. In this program, we're going to provide tips on handling terminations, layoffs, and furloughs with compassion and respect. We'll define and discuss the differences between these

three situations, as well as talk about why and how each should be decided. We'll cover proper documentation, communication, and how the news should be delivered.

SCORM | Updated 10.2025

### **Virtual Leadership: Handling Personnel Challenges Virtually**

An employee who is consistently reliable and competent at their work is what any team leader or manager ultimately needs. Unfortunately, it's not always what they get. This can be for many different reasons, and many of them are solvable. Managing these challenges, especially when your workforce works remotely, can seem difficult at first. In this course, we're going to learn strategies to effectively address personnel challenges while working in nontraditional ways. We'll discuss flexibility, communication, and troubleshooting common struggles. We'll also give you strategies for handling performance issues virtually.

SCORM | Updated 10.2025

### **Virtual Leadership: Shifting the Productivity Mindset**

Working from home has created unique situations for all of us. Between pets barking during Zoom calls, kids begging us for snacks while sending emails, changing laundry during breaks - this is the new work/life balance. While your employee's workloads haven't necessarily changed, their needs have been drastically altered. As a manager, your best approach is to provide flexibility in how you measure your team's productivity and performance. In this video, we'll go over ways to help you do that. We'll talk about a time-focused approach versus a results-based approach, including the way you set milestones.

SCORM | Updated 10.2025

### **Virtual Leadership: Virtual All-Company Meetings and Town Halls**

In a remote-working world, all-company meetings and town halls can be a powerful connection tool, if they're well-planned for and successfully delivered. In this course, we'll talk about finding the best conferencing tools, establishing expectations, and considering your current state to determine the best meeting format. We'll also discuss how to be a meeting facilitator, as well as understanding the features of your conferencing tool for the best delivery. Lastly, we'll touch on engagement and getting post-meeting feedback.

SCORM | Updated 10.2025

### **Voting for President**

Either from previous elections, or perhaps your own understanding of the electoral college, you probably know that voting for the President of the United States is not a straightforward process. In this course, we'll discuss the basics of how the electoral college works and what the "popular vote" means. We'll also go over the role of individual electors for their states. Then, we'll switch gears and discuss how you, as a voter, can decide who the best candidate is for you. We'll talk about finding trusted news sources, getting educated on the candidates, and determining which party/policies align most with your personal beliefs.

SCORM | Updated 10.2025

### **Waterfall Model Basics**

The waterfall model is best suited to linear projects, where the requirements and deliverables are laid out clearly at the beginning, and there's little room for change. The project plan is built to fulfill those requirements. There are five phases of the waterfall method: requirements, design, implementation, verification, and maintenance. In this program, we'll walk through each of those in more detail, as well as discuss tips on how to best utilize this project model.

SCORM | Updated 10.2025

### **What Is a Sales Process?**

A sales process follows a series of steps that convert a prospective buyer into a customer. Companies need this process to help their sales team identify more qualified leads, close more deals, and ensure your business provides a consistent experience to every prospect. An effective, successful sales process empowers and informs the buyer and should reflect the way customers want to buy. This cultivates a positive representation of your brand and product, building lasting relationships. In this course, we'll talk about the seven steps to an effective sales process: prospecting, qualifying, approach, presentation, handling objections, closing, and follow-up.

SCORM | Updated 10.2025

### **What is OSHA?**

When learning about workplace safety, you will hear the term "OSHA" frequently. That's because the purpose of OSHA is to keep workers safe. In this course, we'll learn more about this entity and its very important mission.

SCORM | Updated 10.2025

### **What's Right for this Prospect, Today?**

Isn't it wonderful that you can cold call a prospect at any time and they will warmly accept your interruption to their day? Wait, has that not been your experience? Yeah, it can be brutal trying to secure time with a customer, but even more difficult with prospects. Let's talk about some different methods you can use to get on a prospect's calendar, so you can do some selling. We'll cover seeking opportunities, quickly recognizing potential leads, and getting to know your customers.

SCORM | Updated 10.2025

### **When To Let It Go**

It's important to speak up at work. Whether you've

got a new idea to share, or a solution to a problem, or a concern that needs to be addressed, these things are worth talking about. But have you ever tried speaking your mind at work, only to get shut down? This happens to all of us, and there comes a time when you ask yourself, "Should I continue to fight for this? At what point do I drop it and move on?" Let's talk about when to let it go, even when you want to keep pushing.

SCORM | Updated 10.2025

### **Women and Gender Bias: Allyship at Work**

Today's companies are becoming more and more aware of the difficulties that women and other minorities face each day. While companies recognize and are working to resolve this problem, you may find yourself wondering what you can do now to create more equitable interactions in your workplace. One of the easiest ways to advocate for yourself, other women, or other marginalized groups in your workplace is to be an ally. In this program, we're going to talk about allyship and specific things you can do. We'll go over ways to speak up, empower, build relationships, and celebrate accomplishments.

SCORM | Updated 10.2025

### **Women and Gender Bias: Being an Only or Double Only**

Most workplaces today have evolved to a more equal representation of employees, when it comes to gender. Still, many workers find themselves being the "only" of their race or gender in the room or on their team. In this program, we're going to talk through what it means to be an "only" or "double only," and the challenges you may face in these situations. We'll also discuss various ways to deal with being an "only," including finding community, advocating for yourself, and communicating with HR.

SCORM | Updated 10.2025

### **Women and Gender Bias: Recognizing and Reporting Gender Bias**

As you know, gender bias, or having stereotypical beliefs about individuals on the basis of their gender, negatively impacts the people involved and an organization as a whole. You hopefully already learned a bit about the origins of gender bias in the Understanding Gender Bias course. But in this program, we'll shift our focus to how you can recognize gender bias when you see it, particularly in the workplace. We'll discuss who it affects, including people who identify as gender-nonconforming, nonbinary, or gender-fluid. We'll talk about how gender bias shows up in daily interactions, and we'll go over what to do when reporting gender bias.

SCORM | Updated 10.2025

### **Women at Work: Conflict Management**

The situation where you need to manage conflict is inevitable. In families, in friendships, and of course, at work. When conflicts arise in the workplace, multiple people are approaching the same situation with their own individual perspectives. This can be a great thing, as different perspectives and ideas allow us to grow, but it can also cause misunderstandings and conflict. In this course, we'll walk you through a five-step process to conflict management, to help you find peaceful resolutions when tough situations arise.

SCORM | Updated 10.2025

### **Women at Work: Receiving Feedback from Managers**

Receiving feedback from managers can be an important opportunity for growth. But for many, receiving feedback from a manager can be an uncomfortable experience. In this course, we'll help you reframe your mindset so you can capitalize on the opportunity to learn. We'll talk about the benefits of getting feedback or

constructive criticism, how to welcome it calmly and professionally, and what to do with the information once you receive it.

SCORM | Updated 10.2025

### **Women at Work: Work-Life Balance**

The idea of a work-life balance has become a regular talking point for many organizations, but not many are clear what it means in our technology-rich world. Today we'll talk about actionable strategies to achieve this balance, contributing to an overall healthier lifestyle. We'll discuss the importance of determining your own personal objectives, setting realistic goals, learning how to say "no," and setting healthy boundaries.

SCORM | Updated 10.2025

### **Work Hacks: 5 Hacks to a Clean and Comfortable Space**

Work Hacks: 5 Hacks to a Clean and Comfortable Space

SCORM | Updated 10.2025

### **Work Hacks: 7 Hacks for Office Productivity**

Work Hacks: 7 Hacks for Office Productivity

SCORM | Updated 10.2025

### **Work Hacks: Workplace Hacks: Go Green**

Going green in the office can help improve office conditions. Here are five work hacks to help assist in the green effort.

SCORM | Updated 10.2025

### **Working in Retail: How to Give Exceptional Service**

A survey of retail customers revealed that there are five things customers want in their retail experience. They want a knowledgeable associate, satisfaction, personalized service, online and offline integration, and they want fun. Let's take a look at each of these.

SCORM | Updated 10.2025

### **Working in Retail: How to Stay Positive with Customers**

If you're positive, your actions and communications will be positive, and in turn your interactions with your customers will be positive. There will always be someone you can't please, but by eliminating certain phrases, you'll increase your probability of a satisfied customer.  
SCORM | Updated 10.2025

### **Working in Retail: Managing Retail Employees**

Being a manager is difficult. Being a manager in the world of retail is even more difficult. Not only are you responsible for achieving store goals which include sales, upsells, shrink, and customer satisfaction, but also your success is dependent on the people who work for you.  
SCORM | Updated 10.2025

### **Working in Retail: Who is your Customer?: I'm Just Looking**

In retail customer service, it's important to know who your customers are, so you can identify the best way to interact with them and sell to them. This series will make your life easier and provide you with a satisfied customer.  
SCORM | Updated 10.2025

### **Working in Retail: Who is your Customer?: I'm With My Kids. Please Hurry.**

In retail customer service, it's important to know who your customers are, so you can identify the best way to interact with them and sell to them. This series will make your life easier and provide you with a satisfied customer.  
SCORM | Updated 10.2025

### **Working in Retail: Who is your Customer?: I've Got Time and Money**

In retail customer service, it's important to know who your customers are, so you can identify the best way to interact with them and sell to them.

This series will make your life easier and provide you with a satisfied customer.  
SCORM | Updated 10.2025

### **Working Virtually: Body Language in Virtual Meetings**

Body language is an important aspect of communication. Some researchers even believe that up to an incredible 93% of human communication is expressed nonverbally. Therefore, it's crucial to think about your body language and the things that you might be communicating with others – especially as you start to shift to remote work. In this course, we'll cover the basics of body language in virtual meetings.  
SCORM | Updated 10.2025

### **Working Virtually: Collaborating in a Digital Work World**

Before the 2020 coronavirus pandemic, many believed collaboration had to take place with all the stakeholders in a single room, using a whiteboard or Post-Its, to document and sort through their ideas. But now, as we're looking forward to the future, collaboration is looking a bit different, starting with the tools you'll use. In this course, we'll discuss video conferencing, project management, and digital collaboration tools that will help you and your team successfully work together in a virtual setting.  
SCORM | Updated 10.2025

### **Working Virtually: Setting Up Your Virtual Workspace**

Creating a dedicated home workspace isn't a one-size-fits-all approach. There is no perfect home office set-up. One of the many benefits of an at-home office is that you have the freedom to make it as individual as you are. You can decorate it to be minimalist and modern, or paint everything pink. It's up to you! That said, let's discuss some

general do's and don'ts of setting up a home workspace. In this course, we'll cover the best and worst places to set up a home office. We'll also talk about internet speeds, equipment maintenance, ergonomics, office décor, and more.

SCORM | Updated 10.2025

### **Working Virtually: Working Virtually with Your Boss**

Working remotely brings its own challenges, but one that isn't often discussed is the ability to maintain a healthy working relationship with your boss. It's all about knowing what's expected of you, as well as finding the right balance and methods of communication. In this program, we'll talk about the best ways to set expectations on both sides, knowing when and how to communicate. We'll also go over handling and communicating setbacks, dealing with personal matters, and seeking feedback.

SCORM | Updated 10.2025

### **Working Well with Everyone: 02. Diversity by Design**

There are several ways that we can all work together to better accommodate our diverse backgrounds, experiences, and current needs in the workplace. Doing this is called "diversity by design," and it's not just for leaders and managers. Every employee contributes to designing our workplaces and the work we produce to be accessible for everyone. In this course, we'll discuss ways to design our workspaces to suit everyone's needs. We'll also go over various methods to encourage more diversity in your organization.

SCORM | Updated 10.2025

### **Working Well with Everyone: 04. The Power of Inclusion**

When we discriminate, stereotype, or allow biases

to impact the workplace, we create a toxic environment. People become singled-out, targeted, talked about, ignored, isolated, or disrespected. They could be the best person for the job, but if social disconnect like this occurs, they won't stick around for long. Everyone wants a sense of belonging at work. In this course, we'll talk about the importance of inclusion. We'll discuss employee engagement and the need to feel valued and safe.

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### **Working With Different Generations: Introduction to the Working Generations**

Each generation has its own stereotypes. "Baby Boomers aren't skilled with technology." "Millennials are lazy and entitled." The list can go on and on. While, of course, these stereotypes aren't true, working with different generations can be challenging. In this course, we'll shed some light on the different generations and talk about what sets them apart. We'll discuss various historical events that have had impacts, go over family and social dynamics that each generation experiences, and list some other factors that affect the different age groups.

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### **Working With Different Generations: Working With baby Boomers**

For a long time, the massive Baby Boomer generation represented the largest part of the U.S. workforce. As they've started to retire, this spot has been overtaken by Millennials. However, many Boomers are still in the workplace. If you're working with some of them, it might be helpful to know some general facts about their generation and their preferences at work. But keep in mind that every person is an individual, so not all of this information will apply to every Baby Boomer. Still, there are some general things to keep in mind, and that's what we'll cover here, in our

course, Working with Baby Boomers.  
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### **Working With Different Generations: Working With Gen Z**

For a long time, Millennials were the youngest generation in the workforce, but not so anymore. Now most of the people coming out of college or high school into your workplace are actually from Generation Z. Because they're relatively new to working, you may not have a great idea of how to work with them yet. So that's what this program is for! Here, we'll discuss Generation Z and their approach to technology, preferred communication styles, and what drives them. We'll also talk about some general characteristics of this younger generation.

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### **Working With Manipulative Communicators**

When you work with someone who's a manipulative communicator, it can create extra stress in your life. Constantly being toyed with and having someone undermine your confidence can be mentally and emotionally taxing. But there ARE ways to deal with the manipulative communicator in your workplace. In this course, we'll look at ten tips for how to navigate these relationships. We'll discuss ways to question their behaviors, talk about how to stand up for yourself, and provide general tips for creating healthy working relationships with manipulators.

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### **Writing a Sales Proposal**

YES! We're talking about the best part of your gig: writing SALES PROPOSALS! Who wants to be out there selling, when you can be drafting paperwork?! Okay, maybe this isn't your favorite part of the job, but it's a very important one. A good proposal informs the client, demonstrates your company's value, and justifies the client's

investment into your business, so it has to be done right. Let's go over how to write a really great sale proposal. We'll go through each section, giving you a guideline to follow for future use.

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### **Writing Basics: Parts of a Sentence**

Any given sentence, no matter how simple or complex, can be boiled down to two parts: the subject and the predicate. Here, we'll talk about what those two terms mean and how you can use them to construct better sentences.

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### **Writing Basics: Why Care About Writing**

Writing is one of our most important forms of communication. Most of us do quite a bit of writing daily without even realizing it. Whether it's drafting emails, text messages, social media posts, or more in-depth pieces like proposals, writing well is a necessary skill. In this course, we'll go over why having good writing skills is essential in business.

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### **Writing Clearly: Fragments and Run-Ons**

At its most basic level, a sentence contains a subject and a verb. So, what happens when we don't have a fully formed sentence? Or what if we have one that tries to cram in too much? That's exactly what we're going to talk about in this course: sentence fragments and run-on sentences. We'll learn about the different types of sentence fragments and the rare occasions when you might want to use them. We'll also learn about run-on sentences and how to avoid them.

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### **Writing Clearly: Thinking About Tone**

You've probably heard someone excuse away a rude email or text by saying something like, "Tone

is hard to read in text." But in reality, with a well-constructed sentence, that's not true. Writers have been imparting tone into their sentences since the written word began. The difference is that people focus on it less these days, likely because everyone's in such a hurry. But truth be told, it takes more time to explain what you actually meant in a quick email than it would have to write the sentence carefully with tone in mind in the first place. To that purpose, in this program we'll talk about what tone is and some tips and tricks for imparting a purposeful tone into your writing.

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### **Writing: Writing Conversationally**

To write a great speech, you must be able to write conversationally. It's not what your English teacher wants to see, but you should be writing like you talk. It involves breaking some rules and becoming a bit of a "grammar rebel," so to speak. This course talks you through this process of getting more casual and comfortable with your words. So let's get started, shall we?

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### **You Are What You Eat: Meal Planning**

We're all different. We work different schedules and have different access to food throughout the day. This means your meal plan is going to depend on your schedule.

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### **You Are What You Eat: You Are What You Eat**

Being a morning person or finding your best time of the day to be productive isn't just about your personality. Our ability to focus and remain energized throughout the day has a lot to do with the foods that we eat.

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### **"You're Wrong"**

When being told they are wrong, people can sometimes be defensive. But generally, people want to learn from their mistakes and improve. Telling someone when they make a mistake is giving them that opportunity. The skill is learning how to best tell someone, and we'll discuss that here.

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### **Your Moving Abroad Checklist: 01. Research**

Musical artist Jaime Lyn Beatty has said, "Jobs fill your pocket. Adventures fill your soul." If your job is providing your next adventure with a move abroad, then your life can be doubly full! But before you start packing up, you should do some "learning up." Good research and preparation can reduce stress, add enjoyment, and help you make the very most of your move. This series will guide you through all the prep steps, starting with the info quest.

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### **Your Moving Abroad Checklist: 03. Paperwork**

Probably the least exciting part of preparing for a move abroad (or anything, for that matter) is the paperwork. But it must be done, and we're here to help. In this course, we'll go through the main types of paperwork you'll need to prepare or have prepared for you. We include helpful tips and a checklist companion, so that you're all zipped-up, come departure date!

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### **Your Moving Abroad Checklist: 05. Packing**

Moving is a fun idea, until you start packing. Then it becomes less fun. And particularly when you're moving abroad, it can be difficult to know what to take. But this course is here to assist. We'll go through some general considerations and shipping info. Then, we'll move on to the task of determining your "essentials," so you can get

moving!

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### **Your Moving Abroad Checklist: 07. Safety**

In general, being in an unfamiliar place, and not understanding the language or customs, increases your risk of being in an unsafe situation. The quicker you can acclimate, the better. Researching and being prepared helps immensely. Here, we go through the steps you can take to be as safe as possible on your adventure abroad.

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### **Your Moving Abroad Checklist: 09. Culture Shock**

Culture shock is definitely something you need to prepare for. No matter where you're moving, or how long you're staying, you will experience culture shock. With that reality, this course goes through the steps to best manage it.

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### **Your Professional Network: Being a Member**

Building your professional network requires active participation on your part. You need to be adding value to the group or groups that you're a part of while promoting your personal brand along the way. In this course, we'll discuss how to cultivate your memberships and bring value to each of them. This includes finding the right groups to join, being an active virtual member, and knowing what your intentions should be.

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### **Your Professional Network: Building Your Network**

Building your professional network should be a well-thought-out process. You want to include people who can help you further your professional goals. Connecting widely is okay, but you need to use discretion so you're growing your

circles in the right way. That's what this course is all about. We'll go over how to properly use technology to grow your network. We'll also discuss the importance of "connectors" and "influencers." Other topics we'll cover include how to make a good introduction, looking for mutual connections, and creating personal messages.

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### **Your Professional Network: Promoting Your Personal Brand**

Personal branding is the idea of developing a look and feel around your name or your career. You use this to express and communicate your skills, personality, and values. We all can be a brand and cultivate our power to stand out and be unique. This uniqueness draws people to your product, your services, or even just your message. Your personal brand should be about who you are and what you have to offer. In this program, we'll go over how to develop your brand, which includes defining your target, being a good storyteller, and knowing ways to highlight your uniqueness. We'll also cover creating an elevator pitch, developing your personal brand online, and speaking in public.

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### **Your Voting Rights**

Casting a ballot in an election is one of the most basic rights here in the United States. Because voting is such an important part of our country's fabric, it's important to understand just what the right to vote entails. How is your vote protected? What laws are on your side? In this course, we'll discuss getting time off for voting, the rules regarding polling places, and voter privacy.

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