

COMPLIANCE

ACA

- Affordable Care Act—What Supervisors Need To Know
- Complying with the Americans with Disabilities Act

Compliance

- Documentation
- Hiring Legally
- NLRA and Unions—What Supervisors Need To Know
- Privacy
- Strategies for Legally Avoiding Unions

Employment Law

- Employment Law for Supervisors
- Employment Law for Supervisors—What You Should and Shouldn't Do
- FLSA—What Supervisors Need to Know
- Recordkeeping and Notice Requirements
- Recordkeeping —Injury and Illness
- Workers' Compensation—What Supervisors Need to Know

Harassment

- California AB 1825 Sexual Harassment and Discrimination Prevention
- Conducting Investigations Based on Unfair Treatment or Harassment Claims
- Other Harassment
- Preventing Sexual Harassment: A Guide for Employees
- Preventing Sexual Harassment: A Guide for Supervisors
- Sexual Harassment

- Sexual Harassment—What Employees Need to Know
- Sexual Harassment—What Employees Need to Know (Spanish)
- Sexual Harassment—What Supervisors Need to Know
- Social Media and Sexual Harassment
- Stop Sexual Harassment—Employees
- Stop Sexual Harassment—For Supervisors
- Title VII: Harassment and Discrimination Prevention
- Title VII: Harassment and Discrimination Prevention (Spanish)

HR Compliance

- ADA—What Supervisors Need to Know
- Good Housekeeping
- HIPAA—What Employees Should Know
- HIPAA—Your Obligations Under the Privacy Rule
- Understand COBRA/HIPAA for Supervisors
- Wage and Hour

Leaves of Absence

- Complying with the Family and Medical Leave Act
- FMLA for Supervisors
- FMLA—What Supervisors Need to Know
- How to Manage Military Leave

CUSTOMER SERVICE

Customer Communications

- Basic Phone Skills
- Connecting with Customers
- Handling Customer Complaints
- Telephone Etiquette
- The Art of Listening

Customer Service

- How to Maintain Customer Loyalty
- Identifying Customer Needs
- Making Customers Feel Special
- Stress Management
- Turn Satisfied Customers into Repeat Customers

Service

- Customer Service Skills—How We Can All Improve
- Customer Service—How to Promote Excellent Service Among Your Staff

ENVIRONMENTAL COMPLIANCE

Environmental Compliance

- Asbestos Awareness
- Class C UST Operator Training
- EPA Inspections
- Laboratory Safety
- Lead Safety—General Industry
- Metalworking Fluids
- Mold Hazards and Prevention
- PPE for Emergency Responses
- PPE—What Employees Need to Know
- Reactive Chemicals
- Risk Management—Program 2 Prevention Program
- Risk Management—Program 3 Prevention Program: Part I
- Risk Management—Program 3 Prevention Program: Part II
- Safe Chemical Handling
- Saving Energy in Work and Beyond
- Spill Prevention, Control, and Countermeasure Plan (SPCC Plan)
- Stormwater Pollution Prevention Plan (SWPPP)
- The Paperless Office: Conservation for Employees
- Universal Wastes Large and Small Quantity Handlers
- Water Conservation—Making Every Drop Count
- Working Safely with Corrosives
- Working Safely with Pesticides
- Working Safely with Solvents

ENVIRONMENTAL COMPLIANCE continued

Hazardous Waste

- Hazardous Materials Transportation
- Hazardous Waste Container Management
- Hazardous Waste Facility Maintenance and Operations
- Hazardous Waste Introductory Training
- Hazardous Waste Manifests
- Hazardous Waste Recordkeeping Requirements—For Generators
- Hazardous Waste: Emergency Response—Generators and TSDFs
- Hazardous Waste: Health Effects
- Hazardous Waste: Routes of Exposure
- Hazmat Transportation Security Awareness
- HAZWOPER Facility Operations
- HAZWOPER: First Responder Awareness Level

HUMAN RESOURCES

Diversity

- Diversity at Work
- Diversity for All Employees
- Diversity for All Employees (Spanish)
- Diversity—Legal Basics for Supervisors
- Generational Diversity
- Workplace Diversity for Employees
- Workplace Diversity for Supervisors

Ethics

- Business Ethics—What Employees Need to Know
- Business Ethics—What Employees Need to Know (Spanish)
- Ethics at Work Part 1—An Introduction to Business Ethics
- Ethics at Work Part 2—A Foundation for Ethics
- Ethics at Work Part 3—How to Make Ethical Decisions
- Ethics at Work Part 4—Monitoring and Program Improvement
- Workplace Ethics for Supervisors

Human Resources

- Discipline
- Essential HR—For Those Who Have Recently Assumed HR Responsibilities
- Grounds for Termination—What Managers and Supervisors Need to Know
- Hiring—For Supervisors
- How to Explain the 401(k) to Employees
- How to Prevent and Respond to Bullying in the Workplace
- Terminating Employees—The Process
- The Paperless Office—Conservation for Employees

PERFORMANCE MANAGEMENT

Appraisals

- Coaching for Superior Employee Performance—Techniques for Supervisors
- Measuring Job Performance—What Supervisors Need to Know
- Performance Appraisals—How to Conduct Effectively
- Performance Evaluations

Disciplinary Action

- Confident Supervisor—Difficult Conversations
- Firing
- How to Manage Challenging Employees
- Progressive Discipline

Performance Management

- 5 Tips for Managing Difficult Employees in Small Businesses
- Attendance Management—What Supervisors Need to Know
- Hiring: Skills -vs- Company Culture
- How to Conduct New Employee Orientation
- How to Develop a Telecommuting Program
- How to Engage and Keep Great Employees
- Is There Ever a Good Reason to Monitor Your Employees?
- Motivating Employees—Tips and Tactics for Supervisors

- New Employee Orientation—How-to for Supervisors
- New Employee Safety Orientation
- Reducing Turnover and Increasing Retention
- Teambuilding for Supervisors
- Tips for Onboarding New Employees
- Top-down Communication for Supervisors

SAFETY

Driving

- Defensive Driving for Commercial Motorists
- Defensive Driving for Noncommercial Motorists
- Defensive Driving for Noncommercial Motorists (Spanish)
- Defensive Driving—Commercial Motor Vehicles
- Defensive Driving—Commercial Motor Vehicles (Spanish)
- DOT Alcohol and Drug Testing Rules—What Supervisors Need to Know
- Forklift and Pedestrian Safety
- Forklift Operator Safety

- Forklift Operator Safety (Spanish)
- Infectious Materials Transportation
- Introduction to Rough Terrain Forklift Safety
- Safe Forklift Operation

Hazard Communications

- Hazard Communication and GHS—What Employees Need to Know
- Hazard Communication and GHS—What Employees Need to Know (Spanish)
- Hazard Communication and GHS—What Supervisors Need to Know
- Hazard Communication Refresher
- Hazard Communication—Healthcare Workers
- Understanding Chemical Labels Under GHS
- Understanding the Safety Data Sheet

SAFETY continued

OSHA 10-Hour General Industry

- Accident Investigations
- Avoiding Exposure to Bloodborne Pathogens
- Bloodborne Pathogens
- Electrical Safety
- Electrical Safety—Unqualified Worker
- Exit Route—Supervisors
- Fire Egress
- Flammable and Combustible Liquid
- Hazard Communication
- Hazard Communication (Spanish)
- Hazard Communication—GHS and Your Right to Know
- Hazard Communication—Your Right to Know
- Introduction to OSHA
- Introduction to OSHA and the General Duty Clause
- Machine Guarding
- Material Safety Data Sheets
- Material Safety Data Sheets (Spanish)
- OSHA Inspections, Citations, and Penalties
- PPE—What Employees Need to Know
- Process Safety Management
- Safety and Health
- Slips, Trips and Falls
- Slips, Trips, and Falls (Spanish)
- Slips, Trips, and Falls—What Supervisors Need to Know
- Walking-Working Surface Safety

Personal Protective Equipment

- Eye Protection
- Foot Protection
- Hand Protection
- Hearing Loss and Protection
- Noise and Hearing Conservation
- Personal Protection Equipment
- PPE—Hand Protection
- PPE—Hand Protection (Spanish)
- Respiratory Protection
- Your Guide to Personal Protective Equipment

Personal Safety

- Avoiding Back Injuries
- Back Safety
- Back Safety (Spanish)
- Basic First Aid for Medical Emergencies
- Bloodborne Pathogens—General
- Bloodborne Pathogens—General (Spanish)
- Bloodborne Pathogens—Healthcare Workers
- Contractor Safety
- Home Safety
- What Unqualified Workers Need to Know About Electrical Safety
- Working in Cold Conditions
- Working in Hot Conditions
- Working Safely Outdoors
- Working Safely With Benzene
- Working Safely With Flammable Liquids

SAFETY continued

Safety

- Aerial Lift Safety
- Arc Flash Safety
- Battery Safety
- Compressed Gases
- Crane Rigging
- Crane Rigging in Construction
- Disaster Planning—What Employees Need to Know
- Disaster Planning—What Supervisors Need to Know
- Hydrogen Sulfide Safety
- Metalworking Fluids
- Mold Hazards and Prevention
- Permit-Required Confined Spaces Rescue—For Supervisors
- Permit-Required Confined Spaces—Attendant
- Permit-Required Confined Spaces—Attendant (Spanish)
- Permit-Required Confined Spaces—Entrant
- Permit-Required Confined Spaces—Entrant (Spanish)
- Portable Power Tool Safety
- Preparing for Weather Emergencies
- Respirator Fit Testing—What Supervisors Need to Know
- Scaffolds in Construction
- Trenching—The Competent Person
- Welding, Cutting, and Brazing

Workplace Safety

- Emergency Action and Fire Prevention
- Emergency Action and Fire Prevention (Spanish)
- Ergonomics—Industrial
- Fall Protection in Construction
- Fall Protection in Construction (Spanish)
- Fire Extinguisher
- Job Hazard Analysis
- Laboratory Safety
- Ladder Safety
- Lockout/Tagout—Affected Employee
- Lockout/Tagout—Authorized Employee
- Lockout/Tagout—Authorized Employee (Spanish)
- Office Ergonomics
- Office Hazards
- Office Hazards—What Supervisors Need to Know
- Preventing Workplace Violence—What Employees Need to Know
- Recordkeeping—Injury and Illness
- Shiftwork Safety
- Warehouse Safety
- Workplace Safety
- Workplace Safety for Employees
- Workplace Safety for Employees (Spanish)
- Workplace Security for Employees
- Workplace Violence
- Workplace Violence—How to Prevent and Defuse for Supervisors

WELLNESS

Substance Abuse

- Substance Abuse in the Workplace—What Employees Need to Know
- Substance Abuse in the Workplace—What Employees Need to Know (Spanish)
- Substance Abuse in the Workplace—What Supervisors Need to Know

WELLNESS continued

Wellness

A Manager's Role in Wellness	Healthy Sleeping Habits
All About Nutrition	Heart Health
Balancing Work and Home	Keeping Yourself—and Your Family—Healthy
Creating a Successful Wellness Program—A Guide for Managers	Pandemic Flu—How to Prevent and Respond
Driver Wellness	Successful Weight Management
Financial Wellness	Wellness and You
Fitness for Everyone	What You Need to Know About Headaches
Hazards of Smoking—How to Quit	What You Need to Know About Identity Theft
Healthy Aging	

WORKPLACE SKILLS

Communications

- Business Writing for Employees
- Communicating Effectively in Emergencies
- Communicating in a Global Workplace
- Communicating Up—How to Talk to High-Level Management
- Communication Between All Ages in the Workplace
- Communication Skills for Employees
- Communication Through Social Media
- Effective Communication for Employees
- Effective Communication for Supervisors
- E-mail Best Practices for All Employees
- Persuasive Communication

Meetings

- Conducting Effective Meetings—A Guide for Supervisors
- Effective Meetings for Employees

Workplace Skills

- Business Writing for Supervisors and Managers
- Conflict Resolution for Employees
- How to Manage Time Wisely—A Guide for Employees
- Interviewing Skills for Supervisors
- Job Descriptions—How to Write Them Effectively
- Leadership Skills—What New Supervisors and Managers Need to Know
- Maintaining a Positive Attitude
- Mastering Your Presentation Skills—How to Speak in Front of People
- Problem Solving for Employees
- Teambuilding for All Employees
- The Power of Listening
- Time Management Skills For Employees
- Training the Trainer