



# COURSE CATALOG

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## Coaching Skills

- Addressing Performance Problems
- Coaching Skills
- Cultural Competence
- Employee Engagement
- Encouraging Innovation Among Employees
- Establishing and Managing Development Plans
- Establishing Positive Workplace Practices
- Ethics in the Workplace
- Influencing Others
- Influential Leadership
- Leading Through Collaborative Communication
- Leading by Motivating Others
- Leading through Failure
- Managing Change
- Managing Multi-Generational Teams
- Motivating through Empowerment
- Retaining Great Employees
- Succession Planning 101
- Understanding Your Leadership Style
- Why Coach: The Manager's Role as Coach

## Communication Skills

- Addressing Performance Problems
- Best Practices for Voicemail
- Beyond Bias: How We Naturally Form Perceptions
- Business Etiquette
- Communication Styles in the Workplace
- Conflict of Interest
- Cultural Competence
- Effective Communication Skills in the Workplace
- Effective Email Etiquette
- Effective Feedback
- Effective Virtual Meetings
- Employee Engagement
- Encouraging Innovation Among Employees
- Enhancing Your Listening Skills
- Establishing Positive Workplace Practices
- Ethics in the Workplace
- Getting Ready for Performance Review (for employees)
- Goal Setting in the Organization
- Holding Effective Meetings
- Influencing Others
- Influential Leadership
- Leading Through Collaborative Communication
- Leading by Motivating Others
- Leading through Failure
- Managing Change
- Managing Difficult People
- Managing Multi-Generational Teams
- Micro-Messages
- Motivating through Empowerment
- Retaining Great Employees
- Understanding Your Leadership Style
- Writing Effective Sentences

## Compliance

- Aseptic Technique
- Back Safety: Posture, Ergonomics, and Controls
- Behavioral Interviewing: Eliminating Bias
- Drug Reimbursement for Sales Professionals
- Electrical Safety Awareness
- Ergonomics
- Fundamentals of EEO Law and Discrimination
- Hazard Communication (HazCom) Awareness
- Hazardous Materials Awareness
- HIPAA Fundamentals
- Laboratory Safety
- Manager Responsibilities in Handling Workplace Harassment
- Medicare Fundamentals
- Personal Protective Equipment
- Preventing Sexual Harassment in the Workplace (Employees)
- Preventing Sexual Harassment in the Workplace (Supervisors)
- Preventing Slips, Trips, and Falls
- Preventing Workplace Harassment (AB 1825 Compliant)
- Protecting Against Bloodborne Pathogens
- Respiratory Protection
- Safe Forklift Operation
- Sarbanes-Oxley: An Overview
- Sarbanes-Oxley: Section 404
- Workplace Fire Safety and Prevention
- Workplace Safety: Confined Spaces
- Workplace Safety: Lockout/Tagout

## Customer Service Skills

- Best Practices for Voicemail
- Business Etiquette
- Customer Service Basics
- Effective Communication Skills in the Workplace
- Effective Email Etiquette
- Enhancing Your Listening Skills

## Finance

- Drug Reimbursement for Sales Professionals
- Sarbanes-Oxley: An Overview
- Sarbanes-Oxley: Section 404

## Human Resources

- Behavioral Interviewing: Eliminating Bias
- Beyond Bias: How We Naturally Form Perceptions
- Encouraging Innovation Among Employees
- Establishing and Managing Development Plans
- Ethical Decision Making
- Ethics in the Workplace
- Fundamentals of EEO Law and Discrimination
- Getting Ready for Performance Review (for employees)
- Goal Setting in the Organization
- Influencing Others
- Leading Through Collaborative Communication
- Leading by Motivating Others
- Leading through Failure
- Manager Responsibilities in Handling Workplace Harassment
- Managing Change
- Managing Conflict
- Managing Difficult People
- Managing Diversity: Valuing Differences in the Workplace
- Managing Multi-Generational Teams
- Medicare Fundamentals
- Medicare Part D
- Micro-Messages
- Motivating through Empowerment
- Preventing Bullying in the Workplace
- Preventing Sexual Harassment in the Workplace (Employees)
- Preventing Sexual Harassment in the Workplace (Supervisors)
- Preventing Workplace Harassment (AB 1825 Compliant)
- Retaining Great Employees
- Succession Planning 101
- Understanding Your Leadership Style
- Working with Generations in the Workplace

## Managed Care

- Aseptic Technique
- Drug Reimbursement for Sales Professionals
- HIPAA Fundamentals
- Laboratory Safety
- Medicare Part D
- Medicare Fundamentals
- Medicare Part D
- Protecting Against Bloodborne Pathogens

## Management

- Beyond Bias: How We Naturally Form Perceptions
- Coaching Skills
- Communication Styles in the Workplace
- Cultural Competence
- Delegating for Results
- Delegating Tasks
- Effective Feedback
- Effective Virtual Meetings
- Employee Engagement
- Encouraging Innovation Among Employees
- Establishing and Managing Development Plans
- Establishing Positive Workplace Practices
- Ethical Decision Making
- Ethics in the Workplace
- Fundamentals of EEO Law and Discrimination
- Goal Setting in the Organization
- Holding Effective Meetings
- Influencing Others
- Influential Leadership
- Leading Through Collaborative Communication
- Leading by Motivating Others
- Leading through Failure
- Manager Responsibilities in Handling Workplace Harassment
- Managing Change
- Managing Conflict
- Managing Difficult People
- Managing Diversity: Valuing Differences in the Workplace
- Managing Multi-Generational Teams
- Managing Stress
- Managing Remote Workers
- Micro-Messages
- Motivating through Empowerment
- Preventing Bullying in the Workplace
- Remote Work: Establishing the Virtual Workplace
- Retaining Great Employees
- Succeeding as a New Manager
- Succession Planning 101
- Time Management
- Understanding Your Leadership Style
- Why Coach: The Manager's Role as Coach

## Negotiation Skills

- Closing Deals
- Dealing with Difficult Negotiators
- Discovering Motivations
- Handling Basic Objections
- Influencing Others
- Keys to Successful Negotiations
- Negotiation Styles
- Non-Verbal Behavior: How to Read It and Use It

## Personal Development

- Addressing Performance Problems
- Back Safety: Posture, Ergonomics, and Controls
- Best Practices for Voicemail
- Beyond Bias: How We Naturally Form Perceptions
- Business Etiquette
- Conflict of Interest
- Cultural Competence
- Delegating for Results
- Delegating Tasks
- Developing Your Capabilities Presentation
- Effective Communication Skills in the Workplace
- Effective Email Etiquette
- Effective Feedback
- Effective Virtual Meetings
- Employee Engagement
- Encouraging Innovation Among Employees
- Enhancing Your Listening Skills
- Ergonomics
- Establishing Positive Workplace Practices
- Ethical Decision Making
- Ethics in the Workplace

## Personal Development, Continued

- Getting Ready for Performance Review (for employees)
- Hearing Conservation
- Influencing Others
- Influential Leadership
- Leading Through Collaborative Communication
- Leading By Motivating Others
- Leading through Failure
- Managing Change
- Managing Conflict
- Managing Difficult People
- Managing Multi-Generational Teams
- Managing Stress
- Micro-Messages
- Motivating through Empowerment
- Retaining Great Employees
- Succeeding as a New Manager
- Succession Planning 101
- Time Management
- Understanding Your Leadership Style
- Why Coach: The Manager's Role as Coach
- Writing Effective Sentences

## Safety

- Aseptic Technique
- Back Safety: Posture, Ergonomics, and Controls
- Electrical Safety Awareness
- Ergonomics
- Hazard Communication (HazCom) Awareness
- Hazardous Materials Awareness
- Hearing Conservation
- Laboratory Safety
- Personal Protective Equipment
- Preventing Slips, Trips, and Falls
- Protecting Against Bloodborne Pathogens
- Respiratory Protection
- Safe Forklift Operation
- Workplace Fire Safety and Prevention
- Workplace Safety: Confined Spaces
- Workplace Safety: Lockout/Tagout
- Workplace Violence

## Selling Skills

- Closing Deals
- Creating and Communicating the Value Proposition
- Customer Service Basics
- Dealing with Difficult Negotiators
- Developing Your Capabilities Presentation
- Discovering Motivations
- Handling Basic Objections
- Influencing Others
- Questioning Skills for Sales
- Selling to Different Behavioral Styles
- Using Referrals to Supercharge your Sales
- Why People Buy

## Teamwork

- Addressing Performance Problems
- Beyond Bias: How We Naturally Form Perceptions
- Communication Styles in the Workplace
- Cultural Competence
- Effective Feedback
- Effective Virtual Meetings
- Employee Engagement
- Establishing and Managing Development Plans
- Establishing Positive Workplace Practices
- Ethics in the Workplace
- Holding Effective Meetings
- Managing Change
- Managing Conflict
- Managing Difficult People
- Managing Multi-Generational Teams
- Micro-Messages
- Motivating through Empowerment
- Retaining Great Employees
- Succeeding as a New Manager
- Working with Generations in the Workplace



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