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THE eLEARNING CENTER

# Online Business and Compliance Course Library

Title	Description
<b>1. 1 to 1: Customer Service Success</b>	Research verifies that the only way to achieve customer loyalty is to consistently meet and exceed their expectations. Every time you interact with a customer, you have a unique “moment of truth” opportunity to build the relationship or fall short. This module will help you understand your customers’ needs so you can better serve them through each and every interaction.
<b>2. AB 1825: Sexual Harassment Training for Managers</b>	This course, designed for managers and/or supervisors, discusses the federal and state anti-discrimination laws and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance on the steps that should be taken to correct sexual harassment. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.
<b>3. Americans With Disabilities Act</b>	The Americans with Disabilities Act of 1990 (“ADA”) prohibits employment discrimination against qualified individuals with a disability. This course will help you understand what is and is not protected under law, how to interpret the law using real life situations, how to manage effectively within the law when reasonable accommodation must be provided preventive measures to avoid discrimination.
<b>4. Are You Really Listening?</b>	The ability to listen is an important tool for understanding others. Sadly, very few people know how to listen well. Listening is not simply agreeing—it is much more. This module teaches “deep listening” skills, which will lead to greater productivity and understanding in the workplace.
<b>5. Avoiding Wrongful Termination</b>	This course will help managers to understand the principle of “at-will” employment and the important exceptions to the rule. At the completion of this course, managers will be able to identify practices that could create liability and identify methods for effectively handling terminations to minimize the risk of a lawsuit. Preventive measures outlined in this course can be used to help avoid a costly wrongful termination claim.
<b>6. BBP for Healthcare</b>	Exposure to blood and other potentially infectious materials occur on a daily basis for many healthcare workers. Information provided in this course help minimize serious health risks to healthcare workers who may be exposed to these materials.
<b>7. Bloodborne Pathogens</b>	This course provides an overview of the OSHA Bloodborne Pathogens standard requirements applicable to emergency response personnel in office and manufacturing environments. You will learn about specific pathogens, exposure control, vaccines, sharps, and post-incident clean-up.
<b>8. Business Ethics for Managers</b>	Ethical organizations enjoy many benefits both economic and social. This course focuses on the manager's role in creating an ethical organization and creating strategies for handling ethical

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	dilemmas. Business Ethics for Managers provides perspective on the purpose and benefits of ethics in business and professional life, helping managers understand the complex roles and relationships of law, morality, and professional codes of conduct in daily business activities.
<b>9. Chemical Safety (HAZCOM)</b>	This course provides an overview of the requirements of OSHA’s Hazard Communication Standard (29 CFR §1910.1200) and chemical safety information covered under the OSHA Laboratory Safety Standard (29 CFR §1910.1450). Specific elements covered include 1) chemical hazards, 2) use of Material Safety Data Sheets (MSDS) and hazard labels, and 3) chemical storage, use, and handling. The employee will learn the basic issues that will serve as a foundation for job-specific chemical safety that should be provided by the worker’s supervisor. Application is intended for all employees covered under the OSHA Hazard Communication and Laboratory Safety Standards.
<b>10. Cómo Hacer Frente Al Reto De Delegar</b>	This course teaches managers how to use delegation to get work done through others, while empowering and developing their employees in the process. Students will learn how to choose the most appropriate task to delegate and the most suitable delegatee. This course explains, through the use of engaging content, interactivities, and exercises, how to effectively debrief the delegate, follow up, give feedback positively, and what to do if something goes wrong. Throughout this process the focus remains on utilizing, empowering, and developing employees to bring maximum benefit to managers, employees, and the organization.
<b>11. Comunicación Interpersonal</b>	Everyone has the ability to become a more effective communicator. This course teaches how to identify and overcome the barriers to good communication, the importance of communicating with clarity, and the steps involved in the communication process. It also teaches a number of easy-to-use techniques to enhance daily interactions through the use of real-life scenarios, interactivities, and exercises. Interpersonal Communication is ideal for both managers and employees alike, in any business setting.
<b>12. Confined Spaces</b>	This course teaches the OSHA standards that apply to confined spaces, the dangers and hazards associated with confined spaces, the entry requirements of permit and non-permit confined spaces, and the roles and training that are required for workers.
<b>13. Defensive Driving</b>	Learning to drive defensively is your best protection against becoming involved in a potentially life-threatening accident. By understanding and adhering to the safety tactics and practices outlined in this course, you will be better prepared to protect yourself and your passengers.
<b>14. Design for Environment</b>	This course takes a life-cycle perspective of product based environmental requirements from the selection of materials, manufacturing, distribution, use, and final disposal. This module also provides a self-assessment system to review

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	existing designs and design practices.
<b>15. DOT Hazardous Materials Transportation: General Awareness</b>	This course provides a general overview of the DOT hazardous materials transportation for all hazmat employees. Through taking this course, employees will be aware of the DOT safety considerations and procedures in the following areas: classification, packaging, marking and labeling, shipping, and loading and unloading.
<b>16. DOT: Classification</b>	In order to correctly describe the material on a shipping paper, or to select the appropriate container, you must first accurately classify your material. After completing this course, learners will be able to determine whether the materials being shipped are subject to the hazardous materials regulations, use information sources to identify hazardous materials, and properly classify hazardous materials.
<b>17. DOT: Loading and Unloading</b>	This course describes tasks and regulations related to the last step in preparing hazardous materials for shipment—the loading of bulk and non-bulk containers on a vehicle. Supervisors of hazmat employees and safety managers will also benefit from the course. After taking this module, users will know how to use the Load Segregation Table, perform preliminary checks, comply with loading safety rules, properly distribute load weight, and secure the load against movement.
<b>18. DOT: Marking, Labeling, and Placarding</b>	This module is the 3rd out of 5 in our DOT Function Specific Series. This course will instruct the student on how to correctly identify the contents of a hazardous material shipment through required marking, labeling and placarding. By taking this module, the user will understand how to properly mark their container, when and how to use labels and when and how to use placards.
<b>19. DOT: Packaging</b>	This course is the 2nd out of 5 in our DOT Function Specific Series. This course describes tasks and regulations related to the selection of an appropriate container for the given hazardous material. Supervisors of hazmat employees and safety managers will also benefit from the course. After taking this module, users will know how to interpret UN specification markings on packaging's, determine if an appropriate packaging was used and select appropriate packaging's for a hazardous materials shipment.
<b>20. DOT: Shipping Papers</b>	This module is the 4th out of 5 in our DOT Function Specific Series. This course describes the process of preparing shipping papers for hazardous materials in compliance with DOT regulatory requirements. Supervisors of hazmat employees and safety managers will also benefit from the course. After taking this module, users will know how to prepare shipping papers, including the proper shipping description, shipper's certification and emergency response information.
<b>21. Effective and Appropriate E-mail Use</b>	E-mail is a powerful communication tool that transcends time zones and continents. Its applications are wide-ranging and it can contribute greatly to productivity if used appropriately and effectively. This course will show you how to write compelling and concise e-mails, successfully manage your e-

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	mail, and know when e-mail should or should not be used. You will also learn how to overcome the risks associated with e-mail, such as lost productivity, legal issues, security breaches, viruses, and junk e-mail.
<b>22. Electrical Safety Awareness</b>	This class is designed to present an overview of electrical energy and the hazards of systems operating at 50-600 Volts, as well as workplace practices to prevent injuries, fires, and arc flashes. Recognizing and understanding the nature of electrical hazards, and taking proper precautions to prevent related injuries can be a matter of life or death.
<b>23. Electrical Safety for Emergency Responders</b>	Electrical equipment and power lines may pose significant hazards to emergency responders. Responders must be able to recognize and control electrical hazards to avoid bodily injury before taking other emergency actions. Upon completion of this course, Emergency Response Team members will be able to describe the fundamentals of electricity and its effect on the body, recognize electrical hazards to avoid becoming a victim, make informed decisions regarding the appropriate actions to take during an electrical emergency, and provide medical treatment for persons exposed to electricity.
<b>24. Employee Privacy</b>	This course provides an overview of employee privacy in the workplace. Managers should know their state's regulations on privacy to achieve a balance between their need-to-know, with employees' right of freedom from undue intrusion into their personal lives. This course is for managers who wish to avoid litigation for invasion-of-privacy or defamation claims, yet who must, from time-to-time, consider drug testing, searches, discussion of an employee's behavior, or examination of an employee's after-hour activities. This course may also interest company executives who initiate company policy regarding privacy.
<b>25. Environmental Management System</b>	Upon completion of this course you will understand the following: key elements of an EMS, environmental aspects and impacts, objectives and targets, structures and responsibilities found in an EMS, procedures in an EMS. Now let's take a look at some common environmental problems.
<b>26. ErgoNet: A Personal Assessment</b>	A personal office ergonomics assessment.
<b>27. Ergonet: A Training Guide for Healthy Office Work</b>	Amplify your knowledge of ergonomic issues and common repetitive strain injuries. Help ensure that you are working comfortably in your office environment with a reduced risk of injury.
<b>28. Ergonet: A Training Guide for Healthy Office Work HFC</b>	Amplify your knowledge of ergonomic issues and common repetitive strain injuries. Help ensure that you are working comfortably in your office environment with a reduced risk of injury.
<b>29. Ergonomics For Manufacturing</b>	This course is an overview of musculoskeletal disorders, their signs and symptoms, and ergonomic risk factors. You will learn how to apply ergonomic principles in the workplace to reduce injury and increase human performance.
<b>30. ESH@Work</b>	This course gives an overview of the environmental, safety,

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	and health topics that may be of concern to the new employee.
<b>31. ESH@Work:Contractor Edition</b>	This module focuses on the important Environmental, Health, and Safety information to ensure a safe and secure workplace for contractors working at a host company. This course includes an overview of the EHS policy and philosophy. Contractors taking this course will learn their roles and responsibilities related to EHS within their host facility and the additional training requirements for their job task. They will understand the general safety and security issues at work, the emergency procedures, and the procedures for reporting and investigating incidences.
<b>32. Fall Protection</b>	Working safely at elevated locations requires knowledge of fall hazards and fall protection equipment in order to prevent serious injury. This course introduces when and how to use fall protection equipment such as fall restraint and fall arrest systems. You will be able to identify both the hazards associated with elevating work equipment and associated with working on a roof. You will also learn of the procedures to follow in case of an emergency.
<b>33. Fire Extinguisher Safety</b>	This course covers fire, and when and how to use fire extinguishers. Details include the elements of fire (the "fire triangle") and its stages to better understand fire prevention. Should a fire occur, this course describes the types of fire, which should determine the type of fire extinguisher to select and use. After taking this course, you should have a good idea of how to operate an extinguisher, and your company's policy on what to do before, during and after a fire emergency.
<b>34. Goal-Setting in the Workplace</b>	This course is designed for all employees, managers and subordinates and teaches the student how to effectively set goals at work and overcome personal and workplace barriers to achieving goals. Students will attain a greater sense of pride and satisfaction in their jobs and a higher level of productivity as a result.
<b>35. Handling Conflict: An Employees' Guide</b>	This course focuses on a collaborative approach to conflict resolution, teaching employees how to resolve workplace conflicts so that everyone "wins." Students will learn how to use good listening and communicating skills to keep conflict constructive, identify natural conflict-handling styles, resolve conflict collaboratively and when and how to ask for help in the resolution process.
<b>36. Hazardous Energy Control</b>	This course will teach you the purpose and use of a lock-out/tag-out program, the methods and procedures involved in effective lock-out/tag-out programs, and the responsibilities of all individuals that affect or are affected by lock-out/tag-out.
<b>37. Hazardous Waste Management</b>	This course is intended to provide you with information necessary to carry out hazardous waste management tasks that are part of your normal job responsibilities.
<b>38. Hearing Conservation: Protecting Yourself from Hearing Loss</b>	This course covers how excessive noise in the workplace effects or even damages hearing, and what measures can be taken to reduce noise, or alternatively, what devices can be worn to protect one's ears against excessive noise. Also

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	discussed is the measurement and monitoring of noise, audiometric testing, and your company's Hearing Conservation Program.
<b>39. High Impact Visual Aids</b>	Visual aids are vital for meetings and presentations. This module will teach you how to select, prepare, and utilize the most effective visual aid tools available for your presentation.
<b>40. How to Hire the Right People</b>	A company's strength lies in its employees, but hiring the right employee for the job every time is not simple. It can cost thousands of dollars to search for, hire, and train new people. If a new hire does not work out, this investment is lost. Good hiring must be done with objectivity, care, and an eye toward the law. The process takes time but remember, when the right person for the job is found, both staff performance and morale improve! This course looks at effective strategies for finding and hiring the best person for any position.
<b>41. Humantech: Ergonomics at the Office</b>	Ergonomics has become an important issue for computer users as companies strive to maximize employee comfort while minimizing work-related injuries. This course teaches you simple, practical methods to make your office work for you, and to help you understand how small changes can optimize the ergonomics of your work environment. After taking this course, you will be able to improve the ergonomics of your work environment, communicate potential ergonomic issues and solutions in your office environment to management, and describe different types of work-related Musculoskeletal Disorders (MSDs) and their signs and symptoms.
<b>42. Incident Command</b>	Emergencies are typically very chaotic and in order to control an emergency, an Incident Command System should be in place. This course introduces members of an Emergency Response Team to the Incident Command System (ICS) so they can quickly and consistently organize emergency responders, and resources to minimize chaos and confusion. After completing this course, emergency response team members will be able to identify positions within the ICS, describe roles and responsibilities of each ICS position, and demonstrate how the ICS can be used in different types of emergency scenarios.
<b>43. Interpersonal Communication</b>	Everyone has the ability to become a more effective communicator. This course teaches how to identify and overcome the barriers to good communication, the importance of communicating with clarity, and the steps involved in the communication process. It also teaches a number of easy-to-use techniques to enhance daily interactions through the use of real-life scenarios, interactivities, and exercises. Interpersonal Communication is ideal for both managers and employees alike, in any business setting.
<b>44. Introduction to Accident Investigation</b>	Accidents occur every day in workplaces all over the United States. The goal of this course is to prevent the recurrence of accidents by discovering not only what happened, but also how and why the accident happened. Upon completion of this course, learners will be able to identify: the goal of accident

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	investigation, the difference between major and minor accidents, direct, indirect, and root causes of accidents, and basic steps in accident investigation.
<b>45. Introduction to Laser Safety</b>	With the advent of a wider variety of more powerful lasers integrated into many areas of modern life, the issues involving laser safety are of even greater importance. People working with lasers, or with equipment containing lasers, need to understand the hazards associated with laser light, and know what precautions are in place to control these hazards. After taking this course, laser operators, and those working with equipment containing lasers, will be able to identify the nature and hazards of laser radiation, describe safety issues associated with the use of lasers in industrial and research environments, become familiar with standards and guidelines in order to control laser hazards, and identify and follow exposure controls and emergency procedures.
<b>46. It's About Time</b>	Time is unyielding. We can't stop it, slow it down, or save it for later. But we can improve how we manage and utilize our time. This program will help you learn invaluable time management skills.
<b>47. Laboratory Safety</b>	This course, designed for research laboratory personnel, examines workplace safety in laboratory environments, including health hazards, exposures, physical hazards, hazard recognition, exposure controls, and emergency procedures. Since many laboratory personnel use biological materials in addition to chemicals, the course includes optional sections on biological hazards. The course does not cover radioactive isotopes or equipment.
<b>48. Leading a High-Performance Team</b>	Increasingly, companies are turning to team-based workforces, which have been shown to outperform traditional work groups. How successful teams are, however, depends directly on how well they are led. Though traditional management skills are useful in any leadership situation, team leadership requires a new mindset. This course focuses on a team leader's approach to leading meetings, setting team goals, hiring team members, training team members, and resolving team conflict. Students will learn the benefits of teams to their organization, the five team requirements, and how to recognize and address common team pitfalls so that teams can reach a high level of performance.
<b>49. Lose The Meeting Blues</b>	Mastering change involves dealing with the effect of change on our own lives. This module teaches invaluable skills needed to make change work for us, not against us.
<b>50. Maintaining A Drug-Free Workplace</b>	This course discusses the benefits of a drug-free workplace. You will learn the damage caused by drug and alcohol abuse, the advantages of working towards a drug-free workplace and to recognize and understand your company policy for sustaining a drug-free workplace. You will also learn when and why drug and alcohol testing can be used in the workplace and what action you should take if you or a co-worker has a substance abuse problem.

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<b>51. Maintaining A Drug-Free Workplace: Managers Edition</b>	<p>This course discusses the unique challenges faced by managers in achieving and maintaining a drug-free workplace. Managers will learn the damage substance abuse causes, the advantages of working towards a drug-free workplace and how they can proactively assist in achieving a drug-free workplace. They learn how to sensitively deal with employees who have a suspected problem and where they can turn for help if they themselves have a substance abuse problem. Also covered is when and why drug and alcohol testing can be used in the workplace.</p>
<b>52. Management Basics</b>	<p>This course was designed with both the new and the more experienced manager in mind. It explains the many roles and responsibilities a modern day manager must take onboard, from the more traditional planning and organizing to the intangible such as leading and coaching. Through scenarios, exercises and interactivities, the module presents both detailed methods and handy tips for successfully mastery of these roles. Managers will also learn about the skills they need to perfect to support them in their roles and maximize their effectiveness.</p>
<b>53. Managing Conflict: A Collaborative Approach</b>	<p>In business today, there is an emphasis on finding collaborative solutions to workplace conflicts, which result in strengthened workplace relationships and a more innovative work environment. This course focuses on this approach, teaching managers how they can mediate a collaborative solution in any workplace conflict. Students will learn how to recognize and reduce the catalysts of destructive conflict, how to identify when intervention is needed, how constructive conflict can be used to benefit an organization, whilst always maintaining the focus on a 'win-win' solution.</p>
<b>54. Managing Information Overload</b>	<p>This course helps you organize an information management system that works for you. By providing easy-to-use strategies and controls, you will be able to manage information and avoid information overload.</p>
<b>55. Managing Workplace Safety and Health</b>	<p>This course covers the supervisor's responsibilities for safety implementation, the use of job safety analysis for hazard assessments, how to conduct a safety inspection of work areas and observe employee behaviors, and how to identify safety training needs for worker populations. After taking this course, the supervisor will be able to conduct an accident investigation and correctly report and record occupational injuries and illnesses.</p>
<b>56. Maximizing Employee Performance</b>	<p>Managers have a vital role to play in the successful performance of each individual in a work group and of the group as a whole. With a strong focus on employee-participation and positive reinforcement, this module outlines how to set expectations, coach for performance, solve performance issues, and develop employee performance. If used effectively, these techniques will result in extremely motivated, productive, and satisfied employees. Through the use of interactivities and fictional scenarios, managers will learn how to set goals with their employees, define job</p>

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	responsibilities, effectively use coaching, counseling, and discipline to improve performance, and how to evaluate and further develop employee performance over time.
<b>57. Meeting the Delegation Challenge</b>	This course teaches managers how to use delegation to get work done through others, while empowering and developing their employees in the process. Students will learn how to choose the most appropriate task to delegate and the most suitable delegate. This course explains, through the use of engaging content, interactivities, and exercises, how to effectively debrief the delegate, follow up, give feedback positively, and what to do if something goes wrong. Throughout this process the focus remains on utilizing, empowering, and developing employees to bring maximum benefit to managers, employees, and the organization.
<b>58. New Employee Training for School and College Districts</b>	This program is designed to provide new employees working in school and college districts with very important information about how to respond to emergencies, their special duties relating to students, and their job related rights/benefits.
<b>59. Participating in a High Performance Team</b>	For team members, there are few professional experiences as exciting and rewarding as being on a highly successful team. However, before you can reap the benefits that can come from being on a successful team, you must learn how to be a truly productive team member. Being on a real team may involve some changes in the way you work. In this course, you will learn the unique skills and techniques necessary to be a highly successful part of any team.
<b>60. Personal Leadership Power</b>	This course is designed to help participants understand what leadership is, how to increase their personal leadership power, how to help others increase their personal leadership power, and how leadership can increase the productivity of the firm.
<b>61. Personal Protective Equipment: Eye &amp; Face Protection</b>	This course is about the proper use and maintenance of eye and face protection. Upon completion of this course, workers will be able to describe types of eye and face protection and recognize potential eye and face hazards. This course will help employees understand his/her responsibilities with respect to eye and face protection and the importance of properly fitting PPE.
<b>62. Personal Protective Equipment: Foot Protection</b>	This course is about the proper use and maintenance of personal protective equipment (PPE) for the foot. Upon completion of this course, workers will be able to describe types of foot protection and recognize potential hazards. This course will help employees understand their responsibilities with respect to foot protection and the importance of ensuring proper fit and use of safety shoes or boots.
<b>63. Personal Protective Equipment: General Overview</b>	This course provides a general overview to the use of personal protective equipment (PPE). By understanding the role and limitations of PPE in an overall safety strategy, workers will be able to recognize workplace hazards and match the appropriate types of PPE. This course will help employees

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	understand his/her responsibilities with respect to PPE and the importance of properly fitting PPE.
<b>64. Personal Protective Equipment: Hand &amp; Arm Protection</b>	This course is about the proper use and maintenance of personal protective equipment (PPE) for hands and arms. Upon completion of this course, workers will be able to recognize potential hazards and know the appropriate time to wear gloves. This course will help employees understand their responsibilities with respect to hand and arm protection and the importance of ensuring proper fit and use of gloves.
<b>65. Personal Protective Equipment: Head Protection</b>	This course is about the proper use and maintenance of head protection. Upon completion of this course, workers will be able to describe types of head protection and recognize potential head hazards. This course will help employees understand his/her responsibilities with respect to head protection and the importance of properly fitting hard hats and other forms of PPE. (personal protective equipment).
<b>66. Power Speaking</b>	More than ever, good presentation skills are vital to business and career success. This program will help you plant your feet, look'em in the eye, and deliver a clear message. You will learn presentation skills and techniques that will bolster your success.
<b>67. Powered Industrial Truck Safety</b>	This course covers the principles and procedures for safe operation of powered industrial trucks. Workers taking this course will be able to apply the safety practices to prepare a truck for use, apply the principles of stability when operating a powered industrial truck, follow inspection protocol, and follow safe driving practices.
<b>68. Preventing Employment Discrimination</b>	In order to properly manage your employees, you must have a basic understanding of the Equal Employment Opportunity Laws. Decisions concerning employees and applicants must be based on their abilities to perform the duties at hand, and not on their race, color, national origin, religion, sex, pregnancy, age, or physical and mental disability. The knowledge you will gain from taking this course will help you manage your current and future employees with confidence and fairness.
<b>69. Preventing Sexual Harassment</b>	Few topics have attracted as much attention in recent years as sexual harassment. Yet, many people remain confused about what constitutes sexual harassment. This program teaches what sexual harassment is (and is not), what to do if you encounter sexual harassment, and what steps a company takes when an allegation of sexual harassment is made. In addition, this module reviews the special responsibilities managers have with respect to sexual harassment. The course offers two tracks—one for managers and one for employees.
<b>70. Preventing Workplace Violence</b>	This course is intended to help you understand what workplace violence is, indicators of the potential for violence, techniques to help prevent violence and diffuse a violent situation, and what to do following an incidence of workplace violence.
<b>71. Privacy Laws and Practices</b>	Privacy Laws and Practices provides an overview of the Gramm-Leach-Bliley Act (GLBA) and other privacy regulations relevant to insurance companies, defines key

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	privacy terms and concepts, and identifies best practices with regard to consumer concerns.
<b>72. PROACTion: Change, Innovation and Opportunity</b>	This module assesses the user's strengths and weaknesses within the six PROACT traits of successful innovators. It also outlines ways to improve PROACTability.
<b>73. Radiation Safety</b>	In this course you will learn about ionizing and non-ionizing radiation, the health hazards associated with exposure, and the exposure control precautions that you can take.
<b>74. Radioisotope Safety</b>	Radiation exposure from use of radioactive materials can cause adverse health effects. Using exposure controls and following safe work practices help minimize radiation exposures and prevent radiation contamination of work areas and equipment. After completing this course, learners will be able to identify safety issues associated with radioisotopes commonly used in the laboratory environment, describe health hazards associated with radiation, identify exposure control methods and monitoring techniques, and follow appropriate emergency procedures.
<b>75. Respiratory Protection</b>	This course covers types of respirators and when to use them, including the capabilities and limitations of respirators, the medical requirements for using respirators, how to fit-test and leak-test respirators, the care and maintenance of respirators, and the typical contents of a written respiratory protection program.
<b>76. Sell For Success: What You Need to Know About Selling</b>	This course teaches you techniques to become a successful salesperson in any sales setting.
<b>77. Sexual Harassment Training for Managers</b>	This course, designed for managers and/or supervisors, discusses the federal and state anti-discrimination laws and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance on the steps that should be taken to correct sexual harassment. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.
<b>78. Sexual Harassment: Understanding &amp; Prevention (A Guide for Managers)</b>	This course discusses your legal obligations regarding sexual harassment. You will learn how to recognize conduct that can give rise to a claim of sexual harassment, describe the characteristics of a hostile work environment, apply strategies to prevent sexual harassment, and take appropriate steps if you learn that an employee is being harassed. This course also covers your obligations as a manager to refrain from sexual harassment.
<b>79. The Effective Business Writer</b>	In business writing, it is always the writer's responsibility to make sure his or her message is understood. Communicating your thoughts in a concise, logically organized manner is invaluable in business writing. This course will teach you how to write with more clarity and precision.
<b>80. The Family Medical Leave Act</b>	This course provides information about the Family Medical Leave Act designed for managers or supervisors whose

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	employees may request or require leave. It also provides an "advanced path" with more detailed information designed for FMLA-leave administrators (i.e., staff responsible for designating and qualifying leave requests as FMLA-qualifying).
<b>81. The Power To Change</b>	Mastering change involves dealing with the effect of change on our own lives. This module teaches invaluable skills needed to make change work for us, not against us.
<b>82. Understanding and Preventing Discriminatory Harassment</b>	This fun and interactive course uses scenarios to show you how to recognize and prevent discriminatory harassment in your workplace. You will also learn how to distinguish between lawful and unlawful harassment as well as learn what to do if you witness harassing behavior. This course includes an overview of Title VII of the Civil Rights Act of 1964 as amended by the Equal Employment Opportunity Act (1972), the Age Discrimination in Employment Act of 1967, the Americans with Disabilities Act of 1990, and the Civil Rights Act of 1991
<b>83. Understanding Sexual Harassment: A Guide for Employees</b>	This course discusses your legal obligations regarding sexual harassment. You will learn the different types of sexual harassment and the reporting procedures if you experience or witness sexual harassment. By taking this course, you will be familiar with the steps the company will take when an allegation of sexual harassment is made.
<b>84. Valuing Diversity</b>	In order to realize the greatest competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is fully represented and that a culture of inclusion and respect is promoted and maintained. This program explores the realities of working in a diverse environment and discusses strategies to help you recognize, accept, and value individual differences in your workplace.
<b>85. Workers' Compensation: A Manager's Guide</b>	Workers' Compensation is designed to ensure that employees who are injured or disabled on the job are properly compensated. This course provides managers with the information and tools to effectively deal with work-related injuries at their company. After completing this course, learners will be able to identify when an injury or illness is work-related, investigate and report an injury, describe the benefits an injured worker is entitled to, and identify penalties for employer conduct not covered by workers' compensation insurance.