

COMPLIANCE

ACA

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

Compliance

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

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
Preventing Workplace Sexual Harassment in Maine—A Guide for Employees
Preventing Workplace Sexual Harassment in Maine—A Guide for Supervisors
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—California Supervisors Revised April 1, 2016
Stop Sexual Harassment—California Supervisors (Spanish)
Stop Sexual Harassment—Connecticut Training for Supervisors
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
- Email Best Practices for All Employees
- 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
- Turn Satisfied Customer 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
- Lead Safety—General Industry
- Metalworking Fluids
- 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

- 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 Commercial Motorists (Spanish)
- Defensive Driving for Noncommercial Motorists
- Defensive Driving for Noncommercial Motorists (Spanish)
- Defensive Driving—Commercial Motor Vehicles
- Defensive Driving—Commercial Motor Vehicles (Spanish)
- Defensive Driving Noncommercial Motorists 2016
- 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
- Effective Meetings—How-to for Supervisors

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

SPANISH

Compliance/Harassment

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

Human Resources/Diversity

Diversity for All Employees

Human Resources/Ethics

Business Ethics—What Employees Need to Know

Safety/Driving

Defensive Driving for Noncommercial Motorists
Defensive Driving—Commercial Motor Vehicles
Forklift Operator Safety

Safety/Hazard Communications

Hazard Communications and GHS—What Employees Need to Know

Safety/OSHA 10-Hour General Industry

Hazard Communication
Material Safety Data Sheets
Slips, Trips and Falls

Safety/Personal Protective Equipment

PPE—Hand Protection

Safety/Personal Safety

Back Safety
Bloodborne Pathogens—General

Safety/Safety

Permit-Required Confined Spaces—Attendant
Permit-Required Confined Spaces—Entrant

Safety/Workplace Safety

Emergency Action and Fire Prevention
Fall Protection in Construction
Lockout/Tagout—Authorized Employee
Workplace Safety for Employees

Wellness/Substance Abuse

Substance Abuse in the Workplace—What Employees Need to Know