



**PROFESSIONAL DEVELOPMENT CONTENT AVAILABLE  
BY FUNCTION & COURSE TITLE  
(October 31, 2019)**

**Content is typically delivered in a series of short 8-10-minute videos. Some video courses do require a short assessment at the end.**

**BRANCH MANAGER (53 Titles)**

Customer Service: Make it Easy:

- Make Customers Your Top Priority
- Are You Listening to Your Customers?
- Observe: Every Customer is Unique
- Act: Customer Service is All About Solving Problems

A Manager's Guide: To Lead or Not to Lead

Follow the Leader:

- Vision and Communications
- Integrity and Realism
- Love and Passion

Coaching Your Team to Higher Performance

- Introduction
- 4 Stages: Forming; Storming; Norming; Performing
- Coaching Your Team to Higher Performance: Assessment

High-Impact Communications: Introduction

High-Impact Communications:

- Be Clear
- Be Concise
- Be Correct
- Be Creative
- Be Conversational

High-Impact Communications: Assessment

Assertive Communication: Introduction

Assertive Communication Skills:

- Three "V's" of Communication
- Aggressive vs. Passive
- Passive
- Passive-Aggressive
- Lesser-Known Styles; Assertive Techniques

#### Sales and Service Masterclass:

- Selling Yourself First
- What Customers Love and Hate
- Presenting with Impact
- Overcoming Objections
- Closing the Sale

#### Emotional intelligence:

- Using Emotional Intelligence to Your Advantage
- Emotions as Valuable Assets
- Personality Styles and their effects on EI
- Social Awareness - Embracing different perspectives
- Preparing for, and responding to, emotional situations

#### Trust Me! Insights into Ethical Leadership (5 Part Series)

Leading More with Less

To the Point About: Safe Forklift Operation

Forklift/Powered Industrial Truck Safety

Understanding HAZWOPER

Managing Stress

Twelve Angry Men: Teams That Don't Quit

Finance for Non-Financial Employees: Managing Receivables

Finance for Non-Financial Employees: Managing Payables

It's That time of Year - Performance Reviews: Make Sure Yours are Effective and Legal

Effective Performance Reviews: Course #1 - Purpose of Conducting Effective Performance Reviews

Effective Performance Reviews: Self-Assessments

Conduct an Effect, Legal Performance Review

#### **HUMAN RESOURCES (39 Titles)**

Discipline, Documentation, and Termination - the "TAKEAWAY" for Managers™

Discipline:

- Discipline and Accountability for Results
- Elements of a Disciplinary Conversation
- Conducting a Disciplinary Discussion
- Progressive Discipline

Diversity: Seeking Commonality (Employee Version)

Ethical Expectations: Code of Conduct and Compliance Training (5 Sections)

HIPAA Rules and Compliance

HR Strategy Management

Human Resource Function

Onboarding New Employees (18 Part Series):

New Hire Expectations of a Manager

First Week's Deliverables

Team Members Introduce Themselves

Great Work Situations for New Hires

Learning a New Role

We Wish We Had Known

Learning from Co-Workers

Teams Share with New Hires  
New Hires Build New Skills  
Coaching New Hires  
New Hires Get Coaching from Others  
Reconnect Employees to Individual Work  
Feedback for New Hires  
Exploring Professional Development  
New Hires Build a Professional Network  
Feedback from New Hires  
New Hire Performance Reviews  
Work and Challenges in the Future

Social Media in the Workplace: Advice and Best Practices

The Interviewing Process

Understanding Workplace Substance Abuse for Employees

Understanding Workplace Substance Abuse:

- The Facts About Workplace Substance Abuse
- Substances of Abuse
- Understanding Addiction

Working with the Five Generations

## **MARKETING (18 Titles)**

Internet Marketing 101

Marketing, Brand, and Reputation:

- Brand Marketing
- Creating Your Brand Proposition
- Building Brand and Reputation

Marketing Environment Basics

Creating Great Business:

- Introduction
- Basics of Structure
- Design
- Structuring Scenes

What is Marketing?

Marketing Ethics

Starting Relationship Selling

Effectance: The Key to Motivation

Using Emotional Intelligence

10 Mistakes in Marketing

The Four P's: Marketing Strategies

Effective Writing Skills

## **MICROSOFT (9 Titles)**

Power Point Online - Create a Presentation

Word Online

- Create a New Document

Word Online

- Open and Edit a Word Document Online

#### Excel Online

- Create a New Workbook with Excel Online
- Edit a Workbook Simultaneously with Another Person
- Open and Edit an Excel Online Workbook
- Video Course

Office365 - Video - Access a Video

Office365 - Calendar - Share Your Calendar

### **PURCHASING (12 Titles)**

Assertive Communication: Introduction

- Module 1 – Three “Vs” of Communication
- Module 2 – Aggressive vs Passive
- Module 3 – Passive, Passive-Aggressive, and Lesser Known Styles
- Module 4 – Assertive Techniques

Building Great Relationships

Building Strategic Relationships

Creating Engagement Among Employees

Critical Thinking

Leading More with Less

Managing Supply Chain Risk

Negotiating Skills

Time Management

### **SALES (22 Titles)**

Customer Service Conversations: Five Steps to Better Service Conversations

Customer Service Conversations: Avoiding Service Conversation Breakdowns

Customer Service: Make it Easy:

- Make Customers Your Top Priority
- Are You Listening to Your Customers?
- Every Customer is Unique

Finance for Non-Financial Employees:

- Common Financial Terms
- Discounts
- Direct and Indirect Expenses

Selling at a Distance

HAZWOPER Safety Orientation

HAZWOPER Fire Prevention

HAZWOPER Heat Stress

Business Math: Basics:

- Introduction to Business Math
- Multiplying and Dividing Signed Numbers
- Positive and Negative Numbers

Negotiating Skills

Account Management: Establishing Lasting Partnerships

Analyzing Your Customer Service

#### Sales and Service Masterclass:

- Selling Yourself First
- What Customers Love and Hate
- Presenting with Impact
- Overcoming Objections
- Closing the Sale

#### **WAREHOUSE PERSONNEL (14 Titles)**

##### DOT HAZMAT General Awareness

##### Employee Awareness:

- Right Attitude, Right Results
- Sexual Harassment
- Shades of Gossip
- The Worker and the Bully
- Violence in the Workplace

##### First Aid

##### HAZWOPER Safety Operations

##### HAZWOPER Fire Prevention

##### HAZWOPER Heat Stress

##### Introduction to OSHA

##### Introduction to OSHA: How OSHA Inspections are Conducted

##### Making Safety Work: Overview of Workplace Safety and Responsibilities

##### Personnel Protective Equipment

#### **WORKPLACE ETIQUETTE (28 Titles)**

##### Bathroom Etiquette (A Must Watch!)

##### Breakroom Etiquette

##### Creating an Incredible Company Culture

- How to Deliver Effective Constructive Criticism
- The Importance of Listening to Others

##### Difficult Conversations: Communicating a Low Performance Review

##### Emerging Leaders:

- The Importance of Appearances
- How to Avoid Becoming a Micro Manager
- Learning to Live with Failure
- The Importance of Being Present
- The Danger of Too Much Fraternizing with Your Employees
- The Importance of Vision
- The Importance of Execution
- How to Embrace Change When Necessary
- The Twin Pillars of Effective Leadership
- Showing Your Employees How They Matter

##### Emily Post Etiquette:

- Why Etiquette
- What is Etiquette

- The Four P's
- Written Communication
- Verbal Communication
- The Workplace
- Meetings
- Enhancing Your Image
- Business Social
- The 24/7 Professional

#### Etiquette Bites!

- Impromptu Parties
- Facial Expressions Matter
- Dining Conversation