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
- 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