



**PROFESSIONAL DEVELOPMENT CONTENT AVAILABLE
IN FEATURED PLAYLISTS BY JOB FUNCTION
(October 20, 2020)**

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

MANAGER FEATURED PLAYLIST (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 FEATURED PLAYLIST (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 FEATURED PLAYLIST (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 FEATURED PLAYLIST (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 FEATURED PLAYLIST (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 FEATURED PLAYLIST (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 FEATURED PLAYLIST (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

TRANSPORTATION SAFETY FEATURED PLAYLIST (24 Titles)

Safe Driving

- Avoid Aggression
- Don't Drive Distracted
- Minimize Risk
- Winter Weather
- Driving Defensively

Equipment Safety Essentials: How to Avoid Distracted Driving

Driving Safety: The Basics

Driving Defensively

Distracted Driving

DOT: Reasonable Suspicion of Drug and Alcohol Abuse

DOT In-Depth HAZMAT Security

DOT HAZMAT Security Awareness

DOT HAZMAT General Awareness

Commercial Driver's License:

- Vehicle Inspections
- Transporting Hazardous Materials
- Hazardous Driving Conditions
- Transporting Cargo Safety
- Basics
- Basic Vehicle Control
- Accident and First Procedures

CSA Training for Managers

CSA Training for Employees

WORKPLACE SAFETY: BLOODBORNE PATHOGENS (9 Titles)

Bloodborne Pathogens in Commercial and Industrial Facilities

- Accidental Exposure Procedures
- HIV and Hepatitis
- Housekeeping and Regulated Waste
- Infection and the Exposure Control Plan
- Methods of Exposure Control

- Personal Protection and Vaccination

Bloodborne Pathogens

- Introduction
- Methods of Control
- Exposure Incidents

WORKPLACE SAFETY: FIRST AID (10 Titles)

Burns and Minor Eye Injuries

Cold Stress

Emergency Basics

First Aid

First Aid

First Aid: Until Help Arrives, Concise

Heat Stress

Minor Wounds, Sprains, and Strains

Requirements for Workplace First Aid Programs

WORKPLACE SAFETY: FORKLIFTS AND PALLET LIFTS (10 Titles)

Forklift Safety Lessons for the Safe Operator

Forklift Safety Lessons for the Safe Operator, Concise

Forklift Safety Lessons for the Safe Pedestrian

Forklift Safety Lessons for the Safe Pedestrian, Concise

Forklift Safety: Industrial Counterbalance Lift Trucks

Forklift/Powered Industrial Truck Safety

To the Point About: Safe Forklift Operation

Manual Pallet Jack Safety

Motorized Pallet Truck Safety

Operating Electric Pallet Jacks Safely