Kamm Insurance Group™
A Relation Company

Workforce
ALL-ACCESS LIBRARIES

Content

With **over 795 courses** spanning 67 libraries, our tools will help you reach your full potential!

Business Skills

About

These information-packed courses on writing reports and e-mails, leading meetings, improving listening skills, handling tough conversations, communicating through social media, taking customer calls, and much more can help your team members up their communication game in no time. Purchase an individual library or either the Business Skills All-Access or Business Skills All-Access + Software Suite and get them all!

Libraries

- Business Software (150 courses) ✱
- Communicating Effectively at Work (16 courses)
- Cyber Security (8 courses)
- Leadership for Employees (22 courses)
- Leadership for Managers and Supervisors (28 courses)
- Microsoft Excel Bundle (49 courses) ✱
- Microsoft Office Complete (139 courses) ✱
- Microsoft Office Essentials (59 courses) ✱
- Project Management for Business (26 courses)
- Wellness (23 courses)

All-Access

- Business Skills All-Access (92 courses)
- Business Skills All-Access + Software Suite (242 courses)

✱ Add-Ons sold separately from
All-Access Library

BUSINESS SKILLS COURSES

- A Manager's Role in Wellness
- All About Nutrition
- Avoiding Back Injuries
- Balancing Work and Home
- Business Ethics: What Employees Need to Know
- Business Ethics: What Employees Need to Know (Spanish)
- Business Writing for Supervisors and Managers
- Business Writing Skills for Employees
- Change Management for Supervisors
- Change: What Employees Need to Know
- Coaching for Superior Employee Performance: Techniques for Supervisors
- Communicating Effectively in Emergencies
- Communicating in a Global Workplace
- Communicating Through Social Media
- Communicating Up: How to Talk to High-Level Management
- Communication Between All Ages in the Workplace
- Communication Skills for Employees
- Conflict Resolution for Employees
- Conflict Resolution for Supervisors
- Creating a Successful Wellness Program: A Guide for Managers
- Critical Thinking for Employees
- Cyber Security for Remote Workers
- Cyber Security Module 1: What is Cyber Security?

- Cyber Security Module 2: Types of Cyber Threats
- Cyber Security Module 3: Anatomy of a URL: How to Identify Web Links
- Cyber Security Module 4: Email Security: Recognizing a Cyber Attack
- Cyber Security Module 5: Safe Web Browsing: Identifying Malicious Webpages
- Cyber Security Module 6: Creating and Using Passwords
- Cyber Security Module 7: Protecting and Securing Your Data
- Cyber Security Module 8: Mobile Device Best Practices
- Delegation
- Delegation for Project Management
- Driver Wellness (INT)
- E-Mail Best Practices for All Employees
- Effective Decision-Making Strategies for Employees
- Effective Meetings for Employees
- Effective Meetings: How-to for Supervisors
- Emotional Intelligence
- Employee Engagement
- Encouraging Employee Input
- Financial Wellness
- Fitness for Everyone
- Giving and Receiving Feedback
- Handling Employee Complaints
- Hazards of Smoking: How to Quit

BUSINESS SKILLS COURSES

- Healthy Aging
- Healthy Sleep Habits
- Heart Health
- How to Manage Challenging Employees
- How to Manage Time Wisely: A Guide for Employees
- Keeping Yourself and Your Family Healthy
- Leadership Skills: What New Supervisors and Managers Need to Know
- Leading Innovative Teams
- Leading Without Authority
- Lean Project Management
- Mastering Your Presentation Skills: How to Speak in Front of People
- Motivating Employees: Tips and Tactics for Supervisors
- Negotiating Skills for All Employees
- Negotiation Skills for Supervisors
- New Supervisors' Guide to Effective Supervision
- Office Ergonomics
- Office Ergonomics (Spanish)
- Organizing and Planning for Success: What Employees Need to Know
- Pandemic Flu: How to Prevent and Respond
- Performance Goals: How Goals Help Supervisors Manage Employees More Effectively
- Planning and Organizing Skills for Supervisors

91% of managers said a candidate's fit with the organizational culture is equal to or more important than their skills and experience.

- Robert Half

BUSINESS SKILLS COURSES

- Problem Solving for Employees
- Problem Solving for Supervisors
- Professional Behavior: What Supervisors Need to Know
- Project Management: Planning
- Project Management: Stakeholders
- Project Management: The Beginning
- Project Management: Troubleshooting
- Project Planning: Budgeting
- Project Quality Management
- Project Risk Management
- Stress Management (Multimedia)
- Substance Abuse in the Workplace: What Employees Need to Know
- Substance Abuse in the Workplace: What Supervisors Need to Know
- Successful Weight Management
- Supervising Special Groups
- Teambuilding for Employees
- Telephone Etiquette
- The Art of Listening for Enhanced Communication
- Time Management for Supervisors
- Time Management Skills for Employees
- Top-Down Communication for Supervisors
- Training the Trainer: Effective Techniques for Dynamic Training
- Training the Trainer: Effective Techniques for Dynamic Training (Spanish)

- Virtual Meetings: Etiquette and Effectiveness
- Wellness and You
- What You Need to Know About Headaches
- Workplace Ethics for Supervisors
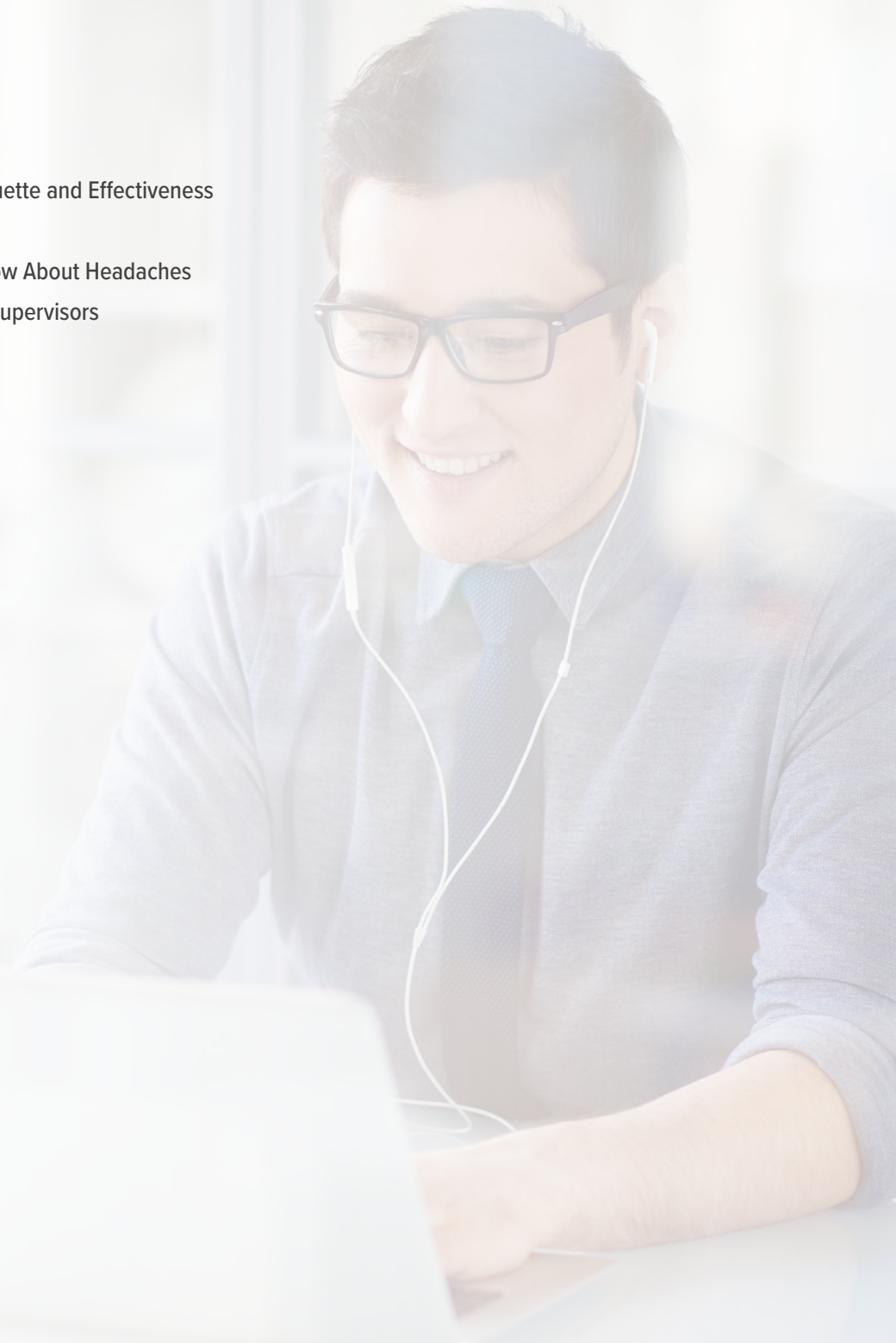
SOFTWARE ADD-ON COURSES

- Adobe Acrobat DC Essentials
- Advanced QuickBooks 2016
- Basic Business Finance
- Brain Bites - Microsoft Teams Meetings
- Brain Bites - Using Windows 10
- Brain Bites - Windows 11 Essentials
- Creating Word Templates
- Excel - Creating Dashboards
- Excel - Data Analysis with Pivot Tables
- Excel - Introduction to PowerPivot
- Excel - Power Functions
- Excel 2019 in 30 Minutes (Basics - 1 of 10): Getting Started
- Excel 2019 in 30 Minutes (Basics - 10 of 10): Customizing Options
- Excel 2019 in 30 Minutes (Basics - 2 of 10): Entering Data
- Excel 2019 in 30 Minutes (Basics - 3 of 10): Calculations
- Excel 2019 in 30 Minutes (Basics - 4 of 10): Modifying Worksheets
- Excel 2019 in 30 Minutes (Basics - 5 of 10): Text and Number Formats
- Excel 2019 in 30 Minutes (Basics - 6 of 10): Formatting Cell Contents
- Excel 2019 in 30 Minutes (Basics - 7 of 10): Conditional Formatting
- Excel 2019 in 30 Minutes (Basics - 8 of 10): Printing and Page Layout

- Excel 2019 in 30 Minutes (Basics - 9 of 10): Worksheets and Workbooks
- Excel 2019 in 30 Minutes (Intermediate - 1 of 11): Using Named Ranges
- Excel 2019 in 30 Minutes (Intermediate - 10 of 11): Creating PivotTables
- Excel 2019 in 30 Minutes (Intermediate - 11 of 11): Advanced PivotTables and Slicers
- Excel 2019 in 30 Minutes (Intermediate - 2 of 11): Working with Date Functions
- Excel 2019 in 30 Minutes (Intermediate - 3 of 11): Working with Logical Functions
- Excel 2019 in 30 Minutes (Intermediate - 4 of 11): Working with Text and Math Functions
- Excel 2019 in 30 Minutes (Intermediate - 5 of 11): Sorting and Filtering Lists
- Excel 2019 in 30 Minutes (Intermediate - 6 of 11): Querying and Subtotals with Lists
- Excel 2019 in 30 Minutes (Intermediate - 7 of 11): Analyzing Data with Tables and Formatting
- Excel 2019 in 30 Minutes (Intermediate - 8 of 11): Visualizing Data with Charts
- Excel 2019 in 30 Minutes (Intermediate - 9 of 11): Advanced Charting, Trendlines, and Graphics
- Excel for Mac Basics
- Excel for Project Management
- Gmail Essentials (2021)
- Google Workspace Essentials (2020)
- Intro to Microsoft 365
- Learning Excel 2019 - Advanced (TOSA)
- Learning Excel 2019 - Basics (TOSA)

SOFTWARE ADD-ON COURSES

- Learning Excel 2019 - Beginner (TOSA)
- Learning Excel 2019 - Expert (TOSA)
- Learning Excel 2019 - Productive (TOSA)
- Learning PowerPoint 2019 - Advanced (TOSA)
- Learning PowerPoint 2019 - Basics (TOSA)
- Learning PowerPoint 2019 - Beginner (TOSA)
- Learning PowerPoint 2019 - Expert (TOSA)
- Learning PowerPoint 2019 - Productive (TOSA)
- Mastering Access 2013
- Mastering Access 2016 - Basics
- Mastering Access 2016 - Intermediate
- Mastering Excel 2013
- Mastering Excel 2013 - Advanced
- Mastering Excel 2013 - Basics
- Mastering Excel 2013 - Intermediate
- Mastering Excel 2016
- Mastering Excel 2016 - Advanced
- Mastering Excel 2016 - Basics
- Mastering Excel 2016 - Intermediate
- Mastering Excel 2019 - Advanced
- Mastering Excel 2019 - Basics
- Mastering Excel 2019 - Intermediate
- Mastering Excel 2021 Beginner
- Mastering Excel 365 - Advanced
- Mastering Excel 365 - Basics

95 percent of cybersecurity breaches are caused by human error.

- World Economic Forum

SOFTWARE ADD-ON COURSES

- Mastering Excel 365 - Beginner
- Mastering Excel 365 - Intermediate
- Mastering Google Drive (2020)
- Mastering Microsoft 365
- Mastering Microsoft Project Part 1 - Creating a Project
- Mastering Microsoft Project Part 2 - Managing a Project
- Mastering Microsoft Teams - Basics
- Mastering Microsoft Teams - Bonus Content
- Mastering Office 365 (2019)
- Mastering OneNote 2013
- Mastering OneNote 2016
- Mastering Outlook 2013
- Mastering Outlook 2013 - Advanced
- Mastering Outlook 2013 - Basics
- Mastering Outlook 2016
- Mastering Outlook 2016 - Advanced
- Mastering Outlook 2016 - Basics
- Mastering Outlook 2019
- Mastering Outlook 2019 - Advanced
- Mastering Outlook 2019 - Basics
- Mastering PowerPoint 2013
- Mastering PowerPoint 2016
- Mastering PowerPoint 2016 - Advanced
- Mastering PowerPoint 2016 - Basics
- Mastering PowerPoint 2019

- Mastering PowerPoint 2019 - Advanced
- Mastering PowerPoint 2019 - Basics
- Mastering QuickBooks Desktop (2018)
- Mastering Quickbooks Online - Basics
- Mastering Visio - Basics
- Mastering Word 2013
- Mastering Word 2013 - Advanced
- Mastering Word 2013 - Basics
- Mastering Word 2013 - Intermediate
- Mastering Word 2016
- Mastering Word 2016 - Advanced
- Mastering Word 2016 - Basics
- Mastering Word 2016 - Intermediate
- Mastering Word 2019 - Advanced
- Mastering Word 2019 - Basics
- Mastering Word 2019 - Intermediate
- Microsoft 365 Admin Tips and Tricks
- Microsoft 365 Email Essentials
- Microsoft 365 for New Employees
- Microsoft 365 Groups Essentials (2021)
- Microsoft 365 Office Essentials (2020)
- Microsoft 365 Sharing Calendars and Email
- Microsoft 365 To Do, Calendar, and People Essentials
- Microsoft Forms Essentials
- Microsoft Planner Essentials (2021)
- Microsoft Sway Essentials

SOFTWARE ADD-ON COURSES

- Microsoft Teams Fundamentals and Best Practices
- Microsoft Teams in 30 Minutes (2021)
- Microsoft To Do Essentials (2020)
- Migrating from Office 2003 to Office 2013
- Networking Essentials: CompTIA Network Plus N10-006 Exam Prep
- OneDrive Essentials (2021)
- OneDrive in 30 Minutes
- OneNote for Windows 10 Essentials
- Outlook On The Web Essentials
- Outlook Online in 30 Minutes - Calendar
- Outlook Online in 30 Minutes - Email
- Power BI Essentials
- Power Up PowerPoint
- Salesforce Essentials
- Saving Time in Outlook
- Secrets of the Office Guru (2019)
- SharePoint for Site Owners
- SharePoint Online Basics
- SharePoint Online Essentials (2018)
- Skype for Business Essentials
- SQL for Non-Technical Users
- What's New in Excel 2019?
- What's New in Office 2016?
- What's New in Outlook 2019?
- What's New in PowerPoint 2019?

- What's New in Word 2019?
- Windows 10 Essentials
- Windows 8.1 Essentials
- Word 2019 in 30 Minutes (Basics - 1 of 7): Navigating and Creating Documents
- Word 2019 in 30 Minutes (Basics - 2 of 7): Adding Text, Printing, and Customizing
- Word 2019 in 30 Minutes (Basics - 3 of 7): Formatting Text
- Word 2019 in 30 Minutes (Basics - 4 of 7): Working Efficiently
- Word 2019 in 30 Minutes (Basics - 5 of 7): Creating Lists and Tables
- Word 2019 in 30 Minutes (Basics - 6 of 7): Graphics and Page Appearance
- Word 2019 in 30 Minutes (Basics - 7 of 7): Preparin

The top malicious email attachment types are .doc and .dot which make up **37 percent**; the next highest is .exe at **19.5 percent**.

- Symantec

Education

EDUCATION COURSES
HR for Campus Employees
Library (13 courses)

- Americans with Disabilities Act: Accessibility on Campus
- Codes of Ethical Conduct for Higher Education
- Data Security on Campus
- Detecting and Preventing Child Abuse
- Diversity on Campus
- FERPA: How to Protect Student Privacy in Higher Education
- Preventing Bullying and Hazing on Campus
- Preventing Discrimination on Campus
- Preventing Sexual Harassment on Campus
- Preventing Violence on Campus
- Supervising Student Workers
- The Clery Act: Campus Security and Crime Data Reporting
- Title IX for Higher Education

The Clery Act requires colleges to disclose crime statistics that happen on, adjacent to, or within campus both in their public crime log and the school's Clery Report.

Environmental Health & Safety

About

TrainingToday's Environment, Health, and Safety libraries include everything you need to increase awareness of safety and environmental best practices, achieve compliance with national OSHA and state workplace rules and regulations, and create the safest possible environment for employees. Purchase an individual library or the EHS All-Access and get them all!

📚 Libraries

- Construction Safety (37 courses)
- Construction Safety Spanish (39 courses)
- Coronavirus Prevention & Presponse (2 courses)
- COVID-19 and the Workplace (2 courses)
- Environmental Compliance (36 courses)
- HAZWOPER (18 courses)
- Laboratory Safety (17 courses)
- Pandemic Preparedness (11 courses)
- SPCC (5 courses)
- Transportation Safety (26 courses)
- Workplace Safety (111 courses)
- Workplace Safety CA (111 courses)
- Workplace Safety Refresher (5 courses)

🔑 All-Access

- EHS All-Access (299 courses)

ENVIRONMENTAL HEALTH & SAFETY COURSES

- Accident Investigation
- Accident Investigation (Multimedia) (Spanish)
- Accident Investigation in California
- Active Shooter On-Site: What Every Employee Should Do (Multimedia)
- Active Shooter On-Site: What Every Employee Should Do (Multimedia) (Spanish)
- Acute Respiratory Illness Pandemics: Prevention and Response
- Acute Respiratory Illness Pandemics: Prevention and Response (Spanish)
- Aerial Lift Safety
- Aerial Lift Safety (Spanish)
- Arc Flash Safety: Unqualified Person
- Arc Flash Safety: Unqualified Person (Spanish)
- Asbestos Awareness
- Asbestos Awareness (Spanish)
- Avoiding Back Injuries
- Avoiding Back Injuries (Spanish)
- Avoiding Exposure to Bloodborne Pathogens
- Avoiding Exposure to Bloodborne Pathogens (Spanish)
- Avoiding Exposure to Bloodborne Pathogens in California
- Basic First Aid for Medical Emergencies
- Basic First Aid for Medical Emergencies (Spanish)
- Battery Safety
- Battery Safety (Spanish)
- Biosafety in the Laboratory

- Blasting and Explosives Safety
- Blasting and Explosives Safety (Spanish)
- Bloodborne Pathogens: Healthcare Workers
- California Guide to Working in Hot Conditions
- California Hazard Communication
- Chain Saw Safety for Construction Workers
- Chain Saw Safety for Construction Workers (Spanish)
- Chemical Hygiene Plan
- Class C UST Operator Training for Gas Station Attendants
- CMV Accident Procedures
- Commercial Motor Vehicle Driver Logs
- Commercial Motor Vehicle Inspections
- Communicating in a Global Workplace
- Communicating Up: How to Talk to High-Level Management
- Communication Between All Ages in the Workplace
- Compressed Gas Cylinder Safety
- Compressed Gas Cylinders in the Laboratory
- Conflict Resolution for Employees
- Conflict Resolution for Supervisors
- Contractor Safety
- Contractor Safety (Spanish)
- COVID-19 and the Workplace
- COVID-19 and the Workplace (Spanish)
- Crane Rigging
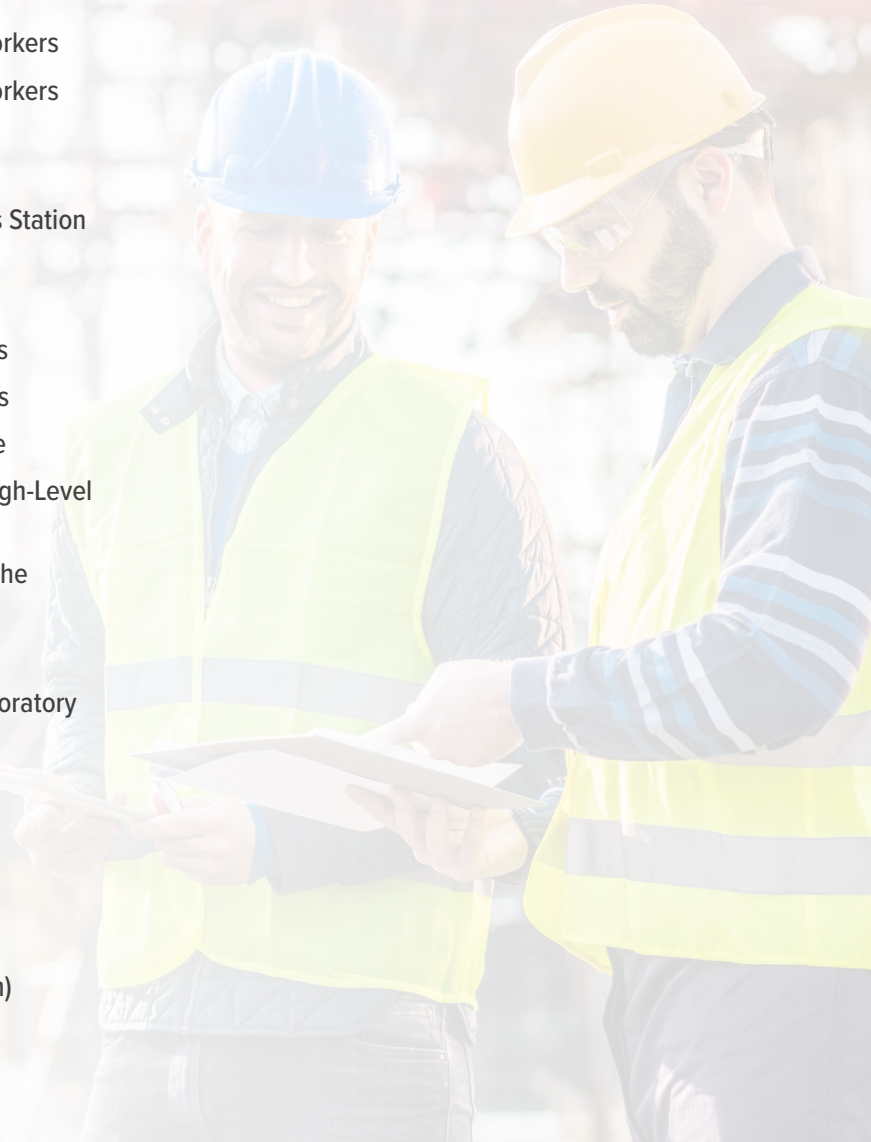
ENVIRONMENTAL HEALTH & SAFETY COURSES

- Crane Rigging in Construction
- Crane Rigging in Construction (Spanish)
- Defensive Driving for Noncommercial Motorists
- Defensive Driving for Noncommercial Motorists (Spanish)
- Defensive Driving: Commercial Motor Vehicles
- Defensive Driving: Commercial Motor Vehicles (Spanish)
- Delegation for Project Management
- Dipping, Coating, and Cleaning Operations
- Dipping, Coating, and Cleaning Operations (Spanish)
- Disaster Planning: What Employees Need to Know
- Disaster Planning: What Employees Need to Know (Spanish)
- Disaster Planning: What Supervisors Need to Know
- DOT Alcohol and Drug Testing Rules: What Supervisors Need to Know
- DOT Alcohol and Drug Training for Supervisors
- Driver Qualifications (INT)
- Driver Wellness (INT)
- Drug and Alcohol Testing: What Supervisors Need to Know
- Earthquake Preparedness
- Effective Decision-Making Strategies for Employees

Out of 4,779 worker fatalities in the private sector, 1008 or 21.2% were in construction during the 2018 calendar year. That breaks down to **one in five worker deaths** in the field of construction.

- U.S. Bureau of Labor Statistics

ENVIRONMENTAL HEALTH & SAFETY COURSES

- Effective Meetings: How-to for Supervisors
- Electrical Safety for Unqualified Construction Workers
- Electrical Safety for Unqualified Workers in California
- Electrical Safety for Unqualified Workers: Refresher
- Electrical Safety: Unqualified Person
- Electrical Safety: Unqualified Person (Spanish)
- Emergency Action and Fire Prevention
- Emergency Action and Fire Prevention (Spanish)
- Emergency Preparedness for Healthcare Workers
- Encouraging Employee Input
- EPA Inspections
- Ergonomics and Other Wellness Tips for Remote Workers
- Ergonomics for Healthcare Workers
- Ergonomics for the Laboratory
- Ergonomics: Industrial
- Ergonomics: Industrial (Spanish)
- Excavation Safety for Construction Workers
- Excavation Safety for Construction Workers (Spanish)
- Exit Routes: Supervisors
- Extreme Weather Driving for All Drivers
- Eye Protection
- Eye Protection (Spanish)
- Fall Protection in Construction
- Fall Protection in Construction (Spanish)

- Final-Mile Delivery Safety
- Fire Extinguishers Safe Use and Handling (INT)
- Fire Extinguishers Safe Use and Handling (Spanish)
- Fire Prevention and Extinguishers in California
- Flaggers' Safety in Highway Work Zones
- Flaggers' Safety in Highway Work Zones (Spanish)
- Forklift Operator Safety (Spanish)
- Forklifts and Pedestrian Safety
- Forklifts and Pedestrian Safety (Spanish)
- Gas Safety for Construction Workers
- Gas Safety for Construction Workers (Spanish)
- Good Housekeeping
- Good Housekeeping (Spanish)
- Grounds Maintenance Safety
- Handling Medical Waste
- 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 for Healthcare Workers
- Hazardous Materials Spill Cleanup
- Hazardous Materials Transportation
- Hazardous Waste Container Management
- Hazardous Waste Emergency Response: Generators and TSDFs
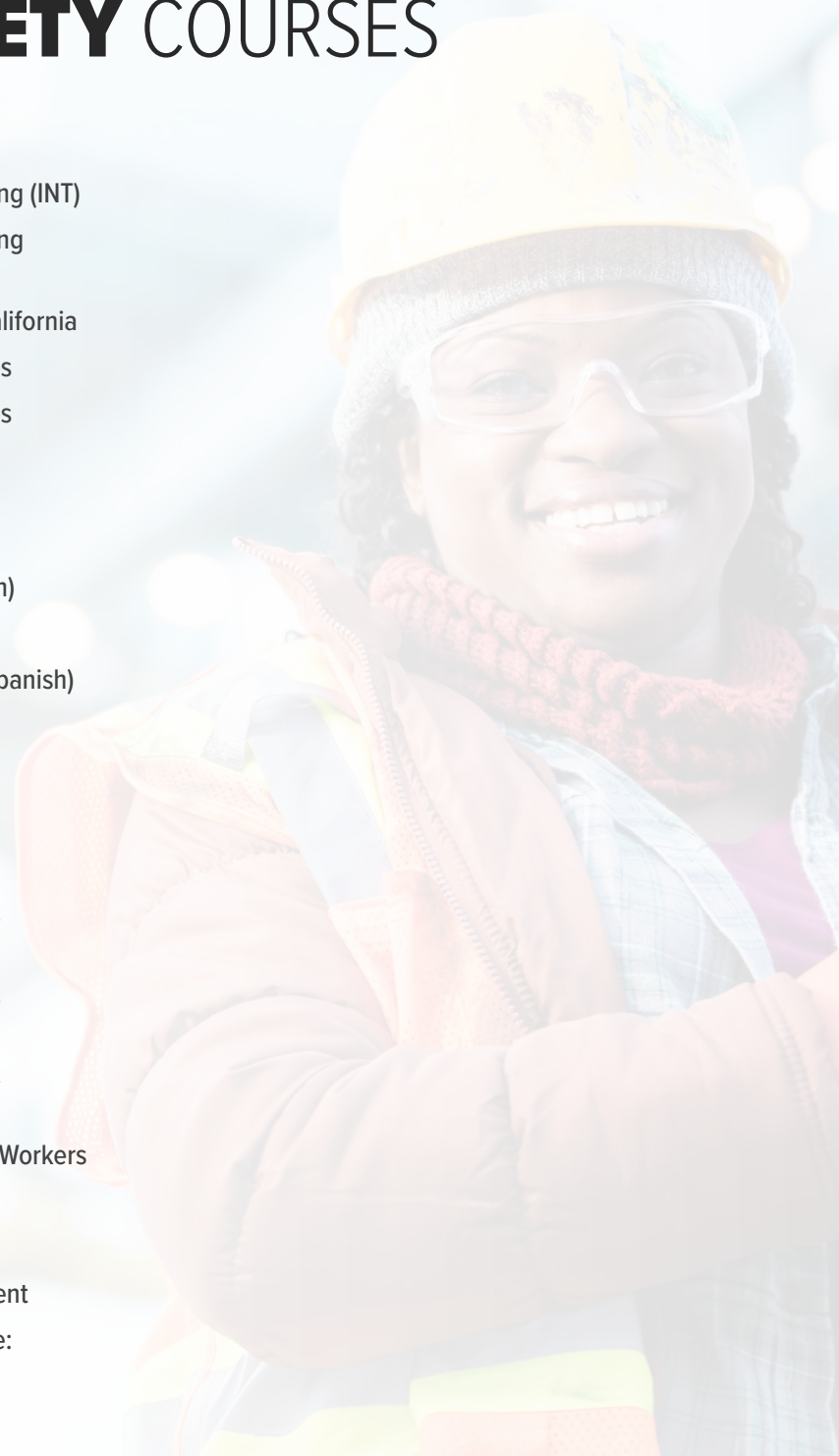
ENVIRONMENTAL HEALTH & SAFETY COURSES

- Hazardous Waste Facility Operation and Maintenance
- Hazardous Waste Introductory Training
- Hazardous Waste Manifests
- Hazardous Waste Recordkeeping Requirements for Generators
- Hazardous Waste Safety in the Laboratory
- Hazardous Waste: Health Effects
- Hazardous Waste: Routes of Exposure
- Hazmat Transportation: Hazardous Materials Table
- Hazmat Transportation: Packaging Safety
- Hazmat Transportation: Security Awareness
- Hazmat Transportation: Security Plans
- HAZWOPER: Donning, Doffing, and Decontamination
- HAZWOPER: Facility Operations
- HAZWOPER: First Responder Awareness Level
- HAZWOPER: Medical Surveillance
- HAZWOPER: On-Site Safety Considerations
- HAZWOPER: PPE for Emergency Response
- Hexavalent Chromium Safety: General Industry
- HIPAA Privacy Rule: What Healthcare Workers Need to Know
- Home Safety
- Hotel Housekeeping in California: How to Prevent Musculoskeletal Injuries
- Hours-of-Service Rules (INT)
- How to Lift and Transfer Patients Safely

- How to Manage Time Wisely: A Guide for Employees
- How to Prevent Slips, Trips, and Falls for Healthcare Workers
- How to Prevent Workplace Violence: A Guide for Healthcare Workers
- How to Properly Inspect Oil Tanks
- Hydrogen Sulfide Safety
- Identifying Hazardous Materials
- Identifying Hazardous Materials (Spanish)
- Industrial Ergonomics in California
- Infectious Materials Transportation
- Introduction to Industrial Hygiene
- Introduction to OSHA and the General Duty Clause
- Introduction to Rough Terrain Forklift Safety
- Introduction to Rough Terrain Forklift Safety (Spanish)
- Job Hazard Analysis
- Laboratory Hazard Identification
- Laboratory PPE
- Laboratory Recordkeeping for Supervisors
- Laboratory Security
- Ladder Safety
- Ladder Safety (Spanish)
- Laser Safety in the Laboratory
- Lead Safety in Construction
- Lead Safety in Construction (Spanish)

ENVIRONMENTAL HEALTH & SAFETY COURSES

- Lead Safety: General Industry
- Lean Project Management
- Lockout/Tagout for Affected Employees: Refresher
- Lockout/Tagout for Authorized Employees: Refresher
- Lockout/Tagout in California for the Authorized Employee
- Lockout/Tagout: Affected Employees
- Lockout/Tagout: Affected Employees (Spanish)
- Lockout/Tagout: Authorized Employee
- Lockout/Tagout: Authorized Employee (Spanish)
- Machine Guarding
- Machine Guarding (Spanish)
- Metalworking Fluids
- Mold Hazards and Prevention
- Negotiation Skills for Supervisors
- New Employee Safety Orientation
- New Employee Safety Orientation (Spanish)
- New Employee Safety Orientation: Refresher
- Noise and Hearing Conservation
- Noise and Hearing Conservation (Spanish)
- Organizing and Planning for Success: What Employees Need to Know
- OSHA Inspections, Citations, and Penalties
- Pandemic Flu: How to Prevent and Respond
- Permit-Required Confined Space Rescue for Supervisors

- Permit-Required Confined Space Rescue for Supervisors (Spanish)
- Permit-Required Confined Spaces in Construction: Attendant
- Permit-Required Confined Spaces in Construction: Authorized Entrant
- Permit-Required Confined Spaces: Attendant
- Permit-Required Confined Spaces: Attendant (Spanish)
- Permit-Required Confined Spaces: Entrant
- Permit-Required Confined Spaces: Entrant (Spanish)
- Personal Fall Protection Systems in General Industry: What Employees Need to Know
- Personal Protective Equipment in California: What Employees Need to Know
- Personal Protective Equipment: Healthcare Workers
- Personal Protective Equipment: What Employees Need to Know
- Personal Protective Equipment: What Employees Need to Know (Spanish)
- Planning and Organizing Skills for Supervisors
- Portable Power Tool Safety
- Portable Power Tool Safety (Spanish)
- Powered Platform Safety
- Powered Platform Safety (Spanish)
- PPE: Foot Protection
- PPE: Hand Protection

Motor vehicle crashes are the **#1 cause of workplace death**.

- National Safety Council

ENVIRONMENTAL HEALTH & SAFETY COURSES

- PPE: Hand Protection (Spanish)
- Preparing for Weather Emergencies (Multimedia)
- Preventing Slips, Trips, and Falls at Industrial Sites: A Guide for Employees
- Preventing Slips, Trips, and Falls in California: A Guide for Employees
- Preventing Slips, Trips, and Falls: A Guide for Employees
- Preventing Slips, Trips, and Falls: A Guide for Employees (Spanish)
- Problem Solving for Employees
- Problem Solving for Supervisors
- Process Safety Management
- Project Management: Planning
- Project Management: Stakeholders
- Project Management: The Beginning
- Project Management: Troubleshooting
- Project Planning: Budgeting
- Project Quality Management
- Project Risk Management
- Radiation Safety in the Laboratory
- Reactive Chemicals
- Reasonable Suspicion and Responding to Substance Abuse for Supervisors
- Recordkeeping: Injury and Illness
- Refueling Equipment
- Refueling Equipment (Spanish)
- Respirable Crystalline Silica in Construction: Preventing Exposure (INT)

- Respirable Crystalline Silica in Construction: Preventing Exposure (Spanish)
- Respirator Fit Testing: What Supervisors Need to Know
- Respiratory Protection
- Respiratory Protection (Spanish)
- 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
- Safe Chemical Handling (Spanish)
- Safe Driving Techniques for CMVs
- Safe Driving: Backing Up
- Safe Driving: Preventing Rear-End Collisions
- Safe Forklift Operation
- Safe Forklift Operation in California
- Safety Culture for Supervisors
- Saving Energy at Work and Beyond
- Scaffolds in Construction
- Scaffolds in Construction (Spanish)
- Scissor Lifts: Operator Safety
- Scissor Lifts: Operator Safety (Spanish)
- Shiftwork Safety
- Silica Dust in General Industry: Preventing Exposure
- Slips, Trips, and Falls: What Supervisors Need to Know

ENVIRONMENTAL HEALTH & SAFETY COURSES

- Snow and Ice Removal Safety
- SPCC and FRPs
- SPCC: What to Expect from an EPA Inspection
- Spill Prevention, Control, and Countermeasure Plan (SPCC Plan)
- Stormwater Pollution Prevention Plan (SWPPP)
- Stress Management (Multimedia)
- Teambuilding for Employees
- The Dangers of Distracted Driving: A Guide for CMVs
- The Paperless Office: Conservation for Employees
- Time Management for Supervisors
- Time Management Skills for Employees
- Training the Trainer: Effective Techniques for Dynamic Training
- Training the Trainer: Effective Techniques for Dynamic Training (Spanish)
- Transporting Hazardous Materials Safely
- Trenching: Competent Person
- Trenching: Competent Person (Spanish)
- Underground Construction (Tunneling) (Spanish)
- Underground Construction Safety
- Understanding Chemical Labels Under GHS
- Understanding Chemical Labels Under GHS (Spanish)
- Understanding the Safety Data Sheet (SDS)
- Understanding the Safety Data Sheet (SDS) (Spanish)

Top 5 occupations with the largest number of workplace injuries resulting in days away from work:

- Service
- Transportation/Shipping
- Manufacturing/Production
- Installation, manufacturing, and repair
- Construction

- National Safety Council, 2019

ENVIRONMENTAL HEALTH & SAFETY COURSES

- Universal Wastes: Large and Small Quantity Handlers
- Warehouse Safety
- Water Conservation: Making Every Drop Count
- Welding and Cutting Safety (INT)
- Welding and Cutting Safety for Construction Workers
- Welding and Cutting Safety for Construction Workers (Spanish)
- Whistleblower Protections (INT)
- Working in Cold Conditions (Multimedia)
- Working in Cold Conditions (Spanish)
- Working in Hot Conditions
- Working in Hot Conditions (Spanish)
- Working Safely Around Heavy Equipment
- Working Safely Around Heavy Equipment (Spanish)
- Working Safely Near Power Lines
- Working Safely Near Power Lines (Spanish)
- Working Safely Outdoors
- Working Safely Outdoors (Spanish)
- Working Safely with Benzene
- Working Safely with Corrosives
- Working Safely with Flammable Liquids
- Working Safely with Flammable Liquids in California
- Working Safely with Formaldehyde
- Working Safely with Pesticides
- Working Safely with Solvents

- Working with Flammables and Reactives in the Laboratory
- Workplace Safety for Employees
- Workplace Safety for Employees (Spanish)
- Workplace Safety for Employees: Refresher
- Workplace Violence Prevention for Health Care in California: What Employees Need to Know

Healthcare

About

From healthcare worker safety to HR's role in health care, our libraries are full of timely training topics designed to save you time and money so you can focus on what matters most. Purchase an individual library or the Healthcare All-Access and get them all!
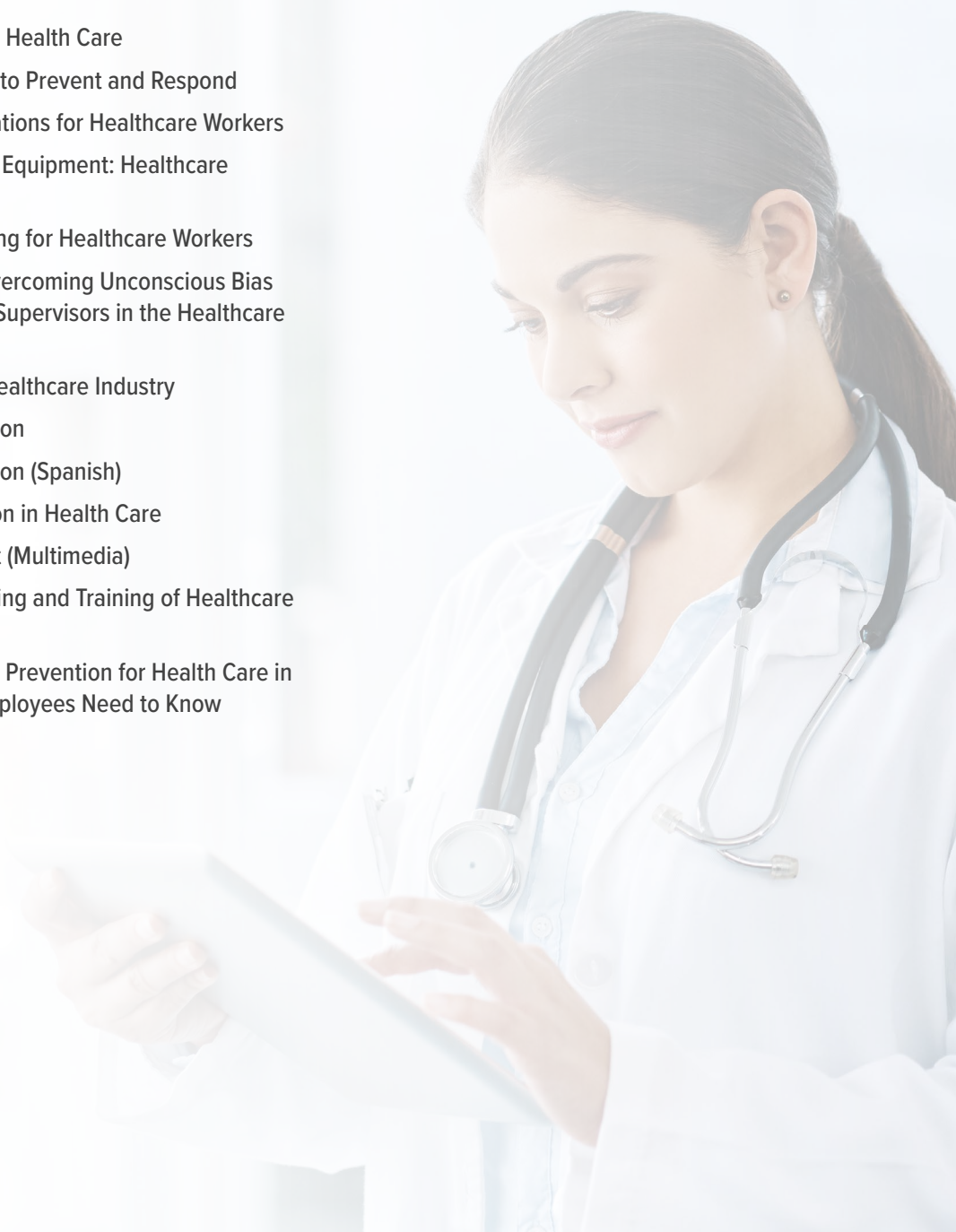
📚 Libraries

- Active Shooter for Healthcare Environments (1 course)
- Coronavirus Prevention & Response for HCW (2 courses)
- Diversity and Unconscious Bias for the HC industry (3 courses)
- HR for Healthcare (13 courses)
- Pandemic Preparedness for HCW (9 courses)
- Safety for Healthcare Workers (19 courses)

🗝 All-Access

- Healthcare All-Access (34 courses)

HEALTHCARE COURSES

- Active Shooter for Healthcare Environments
- Acute Respiratory Illness Pandemic Training for Healthcare Workers
- Acute Respiratory Illness Pandemic Training for Healthcare Workers (Spanish)
- Bloodborne Pathogens: Healthcare Workers
- Compensation and Benefits in the Healthcare Industry
- Diversity for All Employees for Healthcare
- Electrical Safety: Unqualified Person
- Emergency Preparedness for Healthcare Workers
- Employee Retention and Morale for Healthcare Administrators
- Employee Training for the Healthcare Industry
- Ergonomics for Healthcare Workers
- Handling Claims in a Healthcare Setting
- Handling Medical Waste
- Hazard Communication for Healthcare Workers
- HIPAA Privacy Rule: What Healthcare Workers Need to Know
- Hiring Legally for Health Care
- How to Lift and Transfer Patients Safely
- How to Prevent Slips, Trips, and Falls for Healthcare Workers
- How to Prevent Workplace Violence: A Guide for Healthcare Workers
- HR Laws in Health Care: An Overview
- Interrupting Unconscious Bias for Supervisors in the Healthcare Industry

- NLRA and Unions In Health Care
- Pandemic Flu: How to Prevent and Respond
- Performance Evaluations for Healthcare Workers
- Personal Protective Equipment: Healthcare Workers
- Personnel Counseling for Healthcare Workers
- Recognizing and Overcoming Unconscious Bias for Employees and Supervisors in the Healthcare Industry
- Recruiting for the Healthcare Industry
- Respiratory Protection
- Respiratory Protection (Spanish)
- Safety and Sanitation in Health Care
- Stress Management (Multimedia)
- Tracking Credentialing and Training of Healthcare Employees
- Workplace Violence Prevention for Health Care in California: What Employees Need to Know

Hospitality

HOSPITALITY COURSES
Hospitality Library (30 courses)

- Avoiding Back Injuries
- Avoiding Back Injuries (Spanish)
- Avoiding Exposure to Bloodborne Pathogens
- Avoiding Exposure to Bloodborne Pathogens (Spanish)
- Customer Service Skills: How We Can All Improve
- Diversity for All Employees
- Diversity for All Employees (Spanish)
- Emergency Action and Fire Prevention
- Emergency Action and Fire Prevention (Spanish)
- Event Planning Basics
- Front Desk Operations
- Guest Management
- Handling Customer Complaints
- Handling Money
- Housekeeper Safety
- Housekeeper Safety (Spanish)
- How to Be a Great Restaurant Server
- Human Trafficking: Awareness and Response
- Kitchen Safety
- Laundry Safety
- Laundry Safety (Spanish)
- Personal Hygiene and Good Grooming
- Preventing Sexual Harassment: A Guide for Employees
- Serving Alcohol Responsibly

- Sexual Harassment Prevention for Workers in Restaurants and Bars
- Sexual Harassment Prevention for Workers in Restaurants and Bars (Spanish)
- Sexual Harassment: What Employees Need to Know
- Sexual Harassment: What Employees Need to Know (Spanish)
- Violence in the Workplace: How to Prevent and Defuse for Supervisors
- Workplace Security for Employees

Human Resources

About

TrainingToday's HR libraries include a variety of course offerings from employment law and diversity to preventing sexual harassment and unconscious bias. We also offer relevant, state-specific courses that meet our clients' HR needs. Purchase an individual library or the Human Resources All-Access and get them all!

📚 Libraries

- Coronavirus Prevention & Response (2 Courses)
- DEI in the Workplace Microlearning (20 courses) ✳
- HR Employment (87 courses)
- HR Employment Refresher (7 courses)
- HR for Campus Employees (13 courses)
- HR for Healthcare (13 courses)
- HR Video Training for Supervisors (13 courses)
- Mental Health in the Workplace (10 courses)
- New Manager Micro eLearning Program (19 courses) ✳
- Pandemic Preparedness (11 courses)
- Plus of Us: Diversity Training (2 courses)
- Preventing Sexual Harassment - National (11 courses)
- Preventing Sexual Harassment CA: Supervisors (2 courses)
- Preventing Sexual Harassment CA: Supervisors/ Employees (3 courses)
- Preventing Sexual Harassment CA: Supervisors/ Employees - Spanish (2 courses)
- Preventing Sexual Harassment Chicago (4 courses)
- Preventing Sexual Harassment CT (3 courses)
- Preventing Sexual Harassment CT - Spanish (1 course)
- Preventing Sexual Harassment DE (2 courses)

- Preventing Sexual Harassment IL (3 courses)
- Preventing Sexual Harassment IL - Spanish (2 courses)
- Preventing Sexual Harassment ME (2 courses)
- Project Management for Business (26 courses)
- Recruiting (6 courses)
- Remote Worker Training for Supervisor/Employees (27 courses)
- Sexual Harassment Prevention CA (1 course)
- Sexual Harassment Training for Supervisors/Employees NY&NYC (2 courses)
- Sexual Harassment Training for Supervisors/Employees NY&NYC - Kit (1 course)
- Sexual Harassment Prevention for Supervisors/Employees NY&NYC - Live (2 courses)
- Sexual Harassment Training for Supervisors/Employees NY&NYC - Spanish (2 courses)
- Sexual Harassment: Draw the Line (1 course)
- Unconscious Bias (2 courses)
- 12 Workplace Harassment Microlearning (48 courses) ✳

🔑 All-Access

- Human Resources All-Access (275 courses)

✳ Add-Ons sold separately from All-Access Library

HUMAN RESOURCES COURSES

- A Manager's Role in Wellness
- Active Shooter On-Site: What Every Employee Should Do (Multimedia)
- Active Shooter On-Site: What Every Employee Should Do (Multimedia) (Spanish)
- Affordable Care Act: What You Need to Know
- All About Nutrition
- Americans with Disabilities Act: Accessibility on Campus
- Americans with Disabilities Act: What Supervisors Need to Know
- Attendance Management: What Supervisors Need to Know
- Avoiding Back Injuries
- Avoiding Exposure to Bloodborne Pathogens
- Balancing Work and Home
- Basic First Aid for Medical Emergencies
- Building Credibility: Building Trust & Credibility
- Building Credibility: Managing Your Boss
- Building Credibility: Seeking Early Wins
- Building Credibility: Trusted Communicator
- Business Ethics for Employees: Refresher
- Business Ethics: What Employees Need to Know
- Business Ethics: What Employees Need to Know (Spanish)
- Coaching for Superior Employee Performance: Techniques for Supervisors
- Codes of Ethical Conduct for Higher Education
- Commitments

- 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
- Compensation and Benefits in the Healthcare Industry
- Conducting Effective Performance Appraisals
- Confident Supervisor: Difficult Conversations
- Confident Supervisor: Managing Conflict
- Conflict Resolution for Employees
- Conflict Resolution for Supervisors
- Creating a Successful Wellness Program: A Guide for Managers
- Data Security on Campus
- Delegation for Project Management
- Detecting and Preventing Child Abuse
- Disaster Planning: What Employees Need to Know
- Disaster Planning: What Employees Need to Know (Spanish)
- Disaster Planning: What Supervisors Need to Know
- Discipline
- Discrimination
- Diversity for All Employees
- Diversity for All Employees (Spanish)
- Diversity for Employees: Refresher

HUMAN RESOURCES COURSES

- Diversity Fundamentals for Supervisors
- Diversity on Campus
- Documentation
- Driver Wellness (INT)
- Dynamic Diversity Training for Employees
- Dynamic Diversity Training for Supervisors
- Effective Decision-Making Strategies for Employees
- Effective Meetings: How-to for Supervisors
- Emergency Action and Fire Prevention
- Emergency Action and Fire Prevention (Spanish)
- Employee Burnout: Supervisor Tools for Prevention and Response
- Employee Retention and Morale for Healthcare Administrators
- Employee Training for the Healthcare Industry
- Employment Law for Supervisors: What You Should and Shouldn't Do
- Encouraging Employee Input
- Essential HR: For Those Who Have Recently Assumed HR Responsibilities
- Exit Routes: Supervisors
- FERPA: How to Protect Student Privacy in Higher Education
- Financial Wellness
- Firing
- Fitness for Everyone
- FLSA: What Supervisors Need to Know

- FMLA for Supervisors
- Generational Diversity
- Grounds for Termination: What Managers and Supervisors Need to Know
- Handling Claims in a Healthcare Setting
- Handling Employee Complaints
- Hazards of Smoking: How to Quit
- Healthy Aging
- Healthy Sleep Habits
- Heart Health
- HIPAA Privacy Rule: What Healthcare Workers Need to Know
- HIPAA: What Employees Should Know
- HIPAA: Your Obligations Under the Privacy Rule
- HIPAA: Your Obligations Under the Privacy Rule (Spanish)
- Hiring
- Hiring Legally
- Hiring Legally for Health Care
- How to Conduct New Employee Orientation
- How to Explain the 401(k) to Your Employees
- How to Manage Challenging Employees
- How to Manage Military Leave
- How to Manage Time Wisely: A Guide for Employees
- How to Prevent and Respond to Bullying at Work
- How to Prevent and Respond to Bullying at Work: Refresher
- HR Laws in Health Care: An Overview

➡ **The average cost to defend an FMLA lawsuit is $78,000**, regardless of the outcome, and managers and supervisors can be sued personally for damages.

- Deluxe 2020

HUMAN RESOURCES COURSES

- Human Trafficking: Awareness and Response
- Interrupting Unconscious Bias for Supervisors
- Interviewing Skills for Supervisors
- Introduction to the FMLA for HR
- Job Descriptions: How to Write Them Effectively (Multimedia)
- Keeping Yourself and Your Family Healthy
- Lean Project Management
- Leave and Lactation Issues for Supervisors in California
- Manager's Toolbox: Accountability
- Manager's Toolbox: Alignment
- Manager's Toolbox: Delegation
- Manager's Toolbox: Feedback
- Manager's Toolbox: Goal Setting
- Manager's Toolbox: Performance Management
- Managing to Leading: Coaching
- Managing to Leading: Creating a Learning Culture
- Managing to Leading: Diversity & Inclusion
- Managing to Leading: Manager to Leader
- Managing to Leading: Talent Development
- Managing to Leading: Team Building
- Measuring Job Performance: What Supervisors Need to Know
- Mental Health Series: ADD and ADHD
- Mental Health Series: Bipolar Disorder
- Mental Health Series: Caregiver Syndrome
- Mental Health Series: Chronic Stress

- Mental Health Series: Depression
- Mental Health Series: Generalized Anxiety Disorder
- Mental Health Series: Insomnia
- Mental Health Series: Obsessive Compulsive Disorder
- Mental Health Series: Post-Traumatic Stress Disorder
- Mental Health Series: Substance Abuse
- Negotiation Skills for Supervisors
- NLRA and Unions In Health Care
- NLRA and Unions: What Supervisors Need to Know
- Office Ergonomics
- Office Ergonomics (Spanish)
- Office Hazards (Multimedia)
- Office Hazards: What Supervisors Need to Know
- Organizing and Planning for Success: What Employees Need to Know
- Other Harassment
- Pandemic Flu: How to Prevent and Respond
- Performance Evaluations
- Performance Evaluations for Healthcare Workers
- Personnel Counseling for Healthcare Workers
- Planning and Organizing Skills for Supervisors
- Preventing Bullying and Hazing on Campus
- Preventing Discrimination on Campus
- Preventing Sexual Harassment in California: Training for Supervisors (AB1825) (Multimedia)

HUMAN RESOURCES COURSES

- Preventing Sexual Harassment on Campus
- Preventing Sexual Harassment: A Guide for Delaware Employees
- Preventing Sexual Harassment: A Guide for Delaware Supervisors
- Preventing Sexual Harassment: A Guide for Employees
- Preventing Sexual Harassment: A Guide for Supervisors
- Preventing Sexual Harassment: Training for Supervisors
- Preventing Violence on Campus
- Preventing Workplace Sexual Harassment in Maine: A Guide for Employees
- Preventing Workplace Sexual Harassment in Maine: A Guide for Supervisors
- Preventing Workplace Violence for Employees: Refresher
- Preventing Workplace Violence: What Employees Need to Know
- Privacy
- Problem Solving for Employees
- Problem Solving for Supervisors
- Progressive Discipline
- Project Management: Planning
- Project Management: Stakeholders
- Project Management: The Beginning
- Project Management: Troubleshooting
- Project Planning: Budgeting

60% of business owners say they struggle keeping up with compliance and regulations.

- Babson College

HUMAN RESOURCES COURSES

- Project Quality Management
- Project Risk Management
- Reasonable Suspicion and Responding to Substance Abuse for Supervisors
- Recognizing and Overcoming Unconscious Bias for Employees and Supervisors
- Recordkeeping and Notice Requirements
- Recordkeeping: Injury and Illness
- Recruiting for the Healthcare Industry
- Recruiting: Evaluation (Multimedia)
- Recruiting: Interviewing Skills for Supervisors (Multimedia)
- Recruiting: Planning (Multimedia)
- Recruiting: The Process (Multimedia)
- Reducing Turnover and Increasing Retention
- Safety and Sanitation in Health Care
- Saving Energy at Work and Beyond
- Sexual Harassment
- Sexual Harassment for Employees: Refresher
- Sexual Harassment in the Digital Age
- Sexual Harassment Prevention and Response for Employees in California
- Sexual Harassment Prevention and Response for Employees in California (Spanish)
- Sexual Harassment Prevention and Response for Employees in California (Training Kit)
- Sexual Harassment Prevention and Response for Employees in Chicago
- Sexual Harassment Prevention and Response for Employees in Chicago (Spanish)

- Sexual Harassment Prevention and Response for Employees in Illinois
- Sexual Harassment Prevention and Response for Employees in Illinois (Spanish)
- Sexual Harassment Prevention and Response for Illinois Supervisors/Employees: Restaurants & Bars
- Sexual Harassment Prevention and Response for Illinois Supervisors/Employees: Restaurants & Bars (Spanish)
- Sexual Harassment Prevention and Response for Supervisors in California (AB1825)
- Sexual Harassment Prevention and Response for Supervisors in California (AB1825) (Spanish)
- Sexual Harassment Prevention and Response for Supervisors in Chicago
- Sexual Harassment Prevention and Response for Supervisors in Illinois
- Sexual Harassment Prevention and Response in Chicago: Bystander Intervention
- Sexual Harassment Prevention for Workers in Restaurants and Bars
- Sexual Harassment Prevention for Workers in Restaurants and Bars (Spanish)
- Sexual Harassment Prevention Training for Employees in Connecticut
- Sexual Harassment Prevention Training for Employees in Connecticut (Spanish)
- Sexual Harassment Prevention Training for Supervisors and Employees in Connecticut
- Sexual Harassment Prevention Training for Supervisors in Connecticut

HUMAN RESOURCES COURSES

- Sexual Harassment Training for Supervisors and Employees in New York & NYC
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Extended)
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Extended) (Spanish)
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Live)
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Spanish)
- Sexual Harassment Training for Supervisors and Employees in New York & NYC (Training Kit)
- Sexual Harassment Training for Supervisors and Employees in New York & NYC Final Quiz (Live)
- Sexual Harassment: Draw the Line
- Sexual Harassment: What Employees Need to Know
- Sexual Harassment: What Employees Need to Know (Spanish)
- Sexual Harassment: What Supervisors Need to Know
- Shiftwork Safety
- Strategies for Legally Avoiding Unions
- Stress Management (Multimedia)
- Substance Abuse for Employees: Refresher
- 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
- Successful Weight Management
- Supervising Student Workers
- Teambuilding for Employees
- Teambuilding for Supervisors
- Telecommuting and Other Alternative Work Arrangements for Employees
- Telecommuting and Other Alternative Work Arrangements for Supervisors
- Terminating Employees: The Process
- The Clery Act: Campus Security and Crime Data Reporting
- The Manager's Mindset: Authority vs. Influence
- The Manager's Mindset: Manager's Mindset
- The Paperless Office: Conservation for Employees
- Time Management for Supervisors
- Time Management Skills for Employees
- Title IX for Higher Education
- Tracking Credentialing and Training of Healthcare Employees
- Training the Trainer: Effective Techniques for Dynamic Training
- Training the Trainer: Effective Techniques for Dynamic Training (Spanish)
- U.S. Foreign Corrupt Practices Act
- Understanding COBRA/HIPAA for Supervisors
- Violence
- Violence in the Workplace: How to Prevent and Defuse for Supervisors

- Vital Wage and Hour Issues for Supervisors in California
- Wage and Hour
- Wellness and You
- What You Need to Know About Headaches
- What You Need to Know About Identity Theft
- Workers' Compensation: What Supervisors Need to Know
- Workplace Diversity for Employees
- Workplace Diversity for Supervisors
- Workplace Ethics for Supervisors
- Workplace Harassment for Employees: Refresher
- Workplace Harassment: What Employees Need to Know
- Workplace Harassment: What Employees Need to Know (Spanish)
- Workplace Harassment: What Supervisors Need to Know
- Workplace Privacy: What Supervisors Need to Know
- Workplace Security for Employees
- Workplace Security for Employees (Spanish)

DEI IN THE WORKPLACE
ADD-ON COURSES

- Ground Rules for Workplace Behavior: Acknowledge and Address Microaggressions
- Ground Rules for Workplace Behavior: Act Professionally and Respectfully
- Ground Rules for Workplace Behavior: Be an Ally and Do the Work
- Ground Rules for Workplace Behavior: Communicate Openly and Actively
- Ground Rules for Workplace Behavior: Speak up and Work Through Conflict
- LGBTQIA+ Basics for the Workplace: Evolving Concepts and Terms
- LGBTQIA+ Basics for the Workplace: Gender, Gender Identity, and Gender Expression
- LGBTQIA+ Basics for the Workplace: Microaggressions and Being an Ally
- LGBTQIA+ Basics for the Workplace: "LGBT" Explained
- LGBTQIA+ Basics for the Workplace: "QIA+" Explained
- Neurodiversity in the Workplace: Be an Ally
- Neurodiversity in the Workplace: Language/Microaggressions
- Neurodiversity in the Workplace: Neurodivergence in the Workplace
- Neurodiversity in the Workplace: Neurodiversity
- Neurodiversity in the Workplace: The Spectrum
- Race in the Workplace: Being an Antiracist Ally

- Race in the Workplace: Institutional Racism
- Race in the Workplace: Interpersonal Racism
- Race in the Workplace: Microaggressions
- Race in the Workplace: Racism in the Workplace

In 2021 charges of workplace discrimination **totaled 61,331**.

- EEOC

NEW MANAGER MICRO ELEARNING ADD-ON COURSES

- The Manager's Mindset: Authority vs. Influence
- The Manager's Mindset: Manager's Mindset
- Building Credibility: Building Trust & Credibility
- Building Credibility: Managing Your Boss
- Building Credibility: Seeking Early Wins
- Building Credibility: Trusted Communicator
- Manager's Toolbox: Accountability
- Manager's Toolbox: Alignment
- Manager's Toolbox: Delegation
- Manager's Toolbox: Feedback
- Manager's Toolbox: Goal Setting
- Manager's Toolbox: Performance Management
- Managing to Leading: Coaching
- Managing to Leading: Creating a Learning Culture
- Managing to Leading: Diversity & Inclusion
- Managing to Leading: Manager to Leader
- Managing to Leading: Talent Development
- Managing to Leading: Team Building
- Commitments

94% of employees would stay with a firm for longer if it invested in their learning and development.

- Rallyware

WORKPLACE HARASSMENT
MICROLEARNING ADD-ON COURSES

- Workplace Is No Place for Retaliation
- Tables Turned, Lessons Learned
- Power Play Crosses the Line
- Don't Let Harassment Be Your Legacy
- Cuts Like a Knife Incivility Kills Morale
- Brush It Off or Speak Up: "Taking a Joke" at Work
- VIP: Very Inappropriate Purchaser
- To Coworker With Love
- Offsite Is Not Off the Record
- Technical Foul, No Holding!
- Bad Breakup Leads to Bad Business
- Girls Can't Code
- PR Nightmare on Elm Street
- Majority Doesn't Rule
- The Customer Isn't Always Right
- Don't Honey Me, Honey
- Off-Color Jokes Should Be off the Menu
- Bad Reference Is Bad Business
- Get Another Room
- Hands off the Repairman
- Turn that Frown Upside Down
- Lucky to Still Have a Job!
- Don't Just Go with What You Know
- A Woman's Work: Duties as Assigned
- The Big Reveal

- Is There an Echo in Here?
- Have a Complaint? You're Fired!
- An Invitation She Can't Refuse
- Pardon the Interruption
- Give Me a Break
- Job on the Rocks
- Relationship Status Awkward
- There's No Excuse for Bad Behavior
- Double Jeopardy
- No Room at the Table
- Not Your Story to Tell?
- Keep It to Yourself
- Leave Your Political Views at the Door
- Get Your Act Together
- Do Not Disturb
- From One Friend to Another
- Be a Manager Not a Matchmaker
- Unequal Enforcement Is a Bad Fit
- We Can Work it Out
- Can't Go Back Again
- One Bad Apple
- Grab a Seat
- Can't Give a Compliment
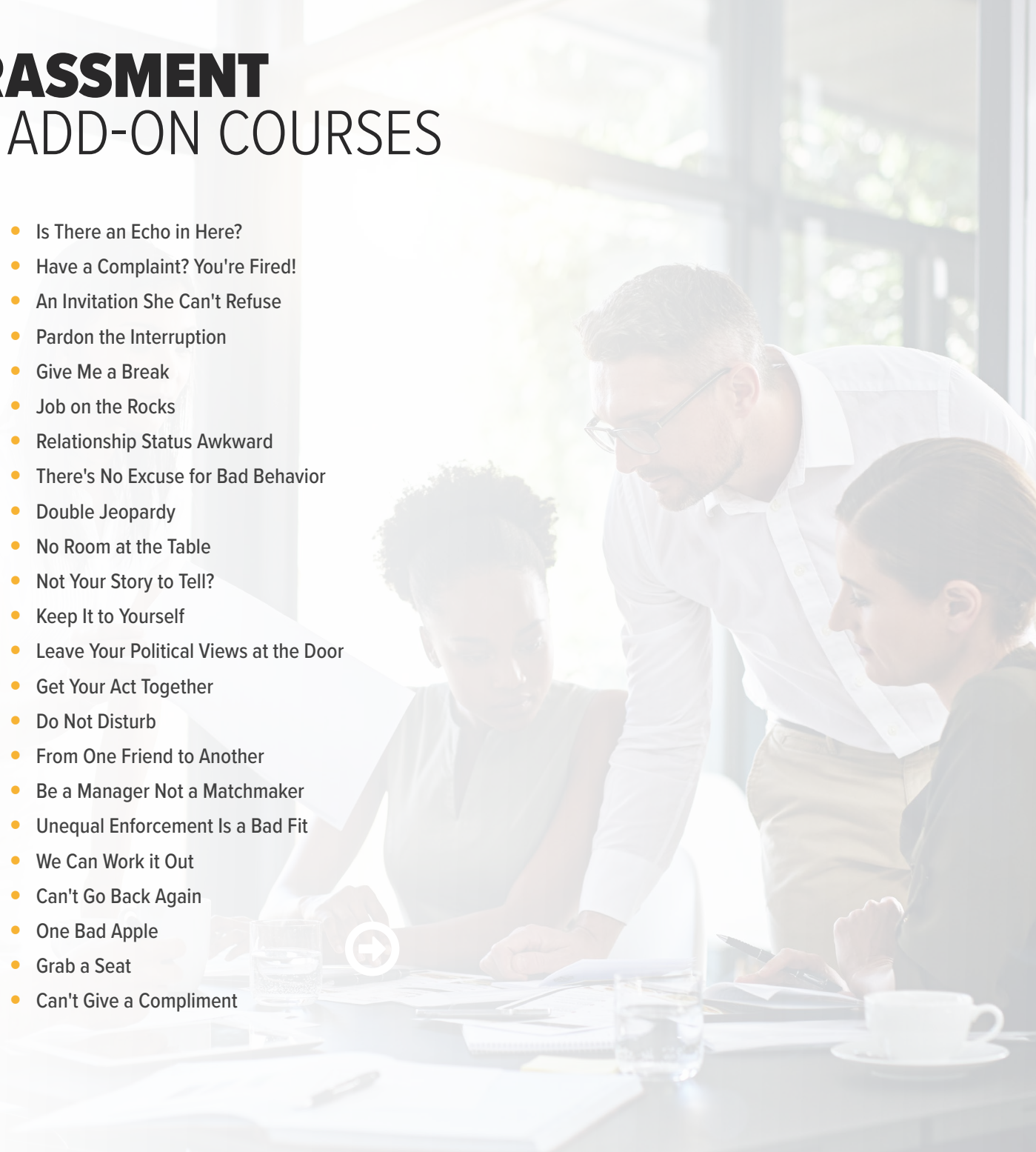
Sales & Service

About

Perhaps the only thing worse than having a great sales rep walk out the door is watching them become frustrated and ineffective because of a lack of training. That's when you face the greatest risk of losing customers, which is something no organization can afford. But that's where TrainingToday's Sales and Service libraries shine. With library topics that include both sales and customer service training, we'll help you keep your team engaged. Purchase an individual library or the Sales & Service All-Access and get them all!

⊞ Libraries

- Customer Service (22 courses)
- Microsoft Office Complete (139 courses)
- Microsoft Office Essential (59 courses)
- Sales (12 courses)

🔑 All-Access

- Sales & Service All-Access (34 courses)
- Sales & Services + Software Suite All-Access (184 courses)

SALES & SERVICE COURSES

- Business Writing Skills for Employees
- Closing Sales Techniques
- Coaching for Superior Employee Performance: Techniques for Supervisors
- Communication Skills for Employees
- Conflict Resolution for Employees
- Connecting with Customers
- Consultative Sales Techniques
- Customer Service Skills: How We Can All Improve
- Customer Service: How to Promote Excellent Service Among Your Staff
- E-Mail Best Practices for All Employees
- Gaining Leads and Referrals
- Handling Customer Complaints
- Handling Objections
- How to Hire Peak Performers
- How to Maintain Customer Loyalty
- How to Manage Time Wisely: A Guide for Employees
- Identifying Customer Needs: A Guide for Sales
- Identifying Customers' Needs
- Maintaining a Positive Attitude
- Making Customers Feel Special
- Motivating Employees: Tips and Tactics for Supervisors
- Motivating Your Sales Team to Excellence: A Guide for Supervisors
- Problem Solving for Employees
- Qualifying Prospects

- Setting Sales Goals
- Stress Management (Multimedia)
- Teambuilding for Employees
- Telephone Etiquette
- Telephone Sales Techniques: Cold Calls and Prospecting
- The Power of Listening
- Time Management Skills for Employees
- Turning Satisfied Customers into Repeat Customers
- Understanding Product Features and Benefits
- Upselling