

BUSINESS SKILLS LIBRARY



Topics are highlighted in orange.

Courses in series (highlighted in black) are shown in order they should be viewed.

Courses are also highlighted by Closed Caption (CC) options, and whether or not they have our 4tify your Learning™ feature.

CLOSED CAPTIONS BY ABBREVIATION

EN	English
ES	Spanish
ZH	Chinese (Simplified)
DE	German
FR	French
CF	French Canadian
PT	Portuguese
TH	Thai

Featured Topics

- Administrative Excellence
- Advanced Selling Skills
- Basic Selling Skills
- Building a Business Case
- Business Basics
- Business Grammar
- Business Math
- Business Writing
- Communications
- Communication Styles
- Creativity
- Customer Service
- Cybersecurity
- Decision Making
- Developing Your Culture
- Driving Safety
- Finance for Non-Financial People
- Health and Wellness
- Hospitality
- Leadership
- Making the Sales Call
- Managing an Enterprise Account
- Managerial Courage
- Marketing
- Negotiating
- Performance Excellence
- Personal Development
- Presentation Skills
- Problem Solving
- Professional Productivity
- Project Management
- Retail Excellence
- Safety
- Sales Management
- Sales Relationships
- Selling Skills
- Small Business Success
- Supervision
- Talent Development
- Team Building
- Territory Development
- The Sales Process
- Workplace Sustainability

Course/Topic Title	Has 4tify?
Administrative Excellence	
Prioritizing Techniques	Y
Preparing a Room for a Meeting	Y
Detail-Oriented Skill Development	Y
Front Desk Safety	Y
Making Travel Arrangements	Y
Planning and Coordinating Events	Y
Routing a Problem	Y
Time Management	Y
Anticipating Needs	Y
Acting as Gatekeeper	Y
Be the Point Person	Y
Relationship-Building with Your Supervisor	Y
Organization	
Calendars	Y
Emails	Y
Filing Systems	Y
Taking Inventory	Y
Voicemails	Y
Advanced Selling Skills	
Managing an Enterprise Account	
Introduction	N
Value Added Selling	Y
Customer Lifetime Value	Y
No Push Selling	Y
Pre-Call Planning	Y
The Five-Minute Debrief	Y
Finding Unmet Needs	Y
Selling Benefits	Y
Handling Objections	Y
No Push Close	Y
Basic Selling Skills	
The Unmet Need	Y
Sales Time Management	Y
Creating Your Elevator Pitch	Y

Course/Topic Title	Has 4tify?
What is a Sales Process?	Y
Emotional Selling and Storytelling	Y
Building a Sales Plan	N
Asking Great Sales Questions	Y
Writing a Sales Proposal	N
Decision Makers and Influencers	Y
Business Basics	
Managing Negativity	N
Business Travel	
Business Travel	N
Before Leaving	N
My Bags Are Packed	N
I've Got a Plane to Catch	N
Hotel, Motel, Holiday Inn	N
International Business Travel	N
Staying Healthy	N
Safe Travels	N
There's an App for That	N
Technology Security	N
Business Attire Basics for Men	
Casual Attire	N
Business Casual Attire	N
Business Formal Attire	N
Semi-Formal/Casual Attire	N
Black Tie Optional Attire	N
Black Tie Attire	N
Business Attire Basics for Women	
Casual Attire	N
Business Casual Attire	N
Business Formal Attire	N
Semi-Formal/Casual Attire	N
Black Tie Optional Attire	N
Black Tie Attire	N
How to Know What You Don't Know	
Getting Up to Speed	N
Identifying Blind Spots	N
How to Work a Room	
Preparing for an Event	Y
Attending the Event	Y
After the Event	Y
Respect	
How to Be Liked	Y
How to Be Respected	Y
How to Work with Someone You Dislike	Y
This vs. That	
Persistent vs. Pestering	N
Aggressive vs. Assertive	N

Course/Topic Title	Has 4tify?
Compromise vs. Cave	N
Finished vs. Flawless	N
Concise vs. Curt	N
Confident vs. Conceited	N
Reserved vs. Rude	N
How to Deal with Workplace Changes	
How to Avoid Getting Laid Off	Y
When a Coworker Leaves	Y
Building a Business Case	
Concept Evaluation: Identifying Opportunities	N
Concept Evaluation: Finding Support	N
Concept Evaluation: Making Decisions	N
Gathering Data: Costs and Benefits	N
Gathering Data: Identifying and Addressing Risks	N
Gathering Data: Understanding Financial Metrics	N
Gathering Data: SWOT Analysis	N
Telling the Story: The Art of Persuasion	N
Telling the Story: Presentation	N
Telling the Story: After Approval	N
Business Math	
Job Offer Math	
Understanding a Job Offer	N
Cost of Living Comparisons	N
Benefits by the Numbers	N
Medical Insurance Basics	N
New Employee Math	
How to Fill Out a W-4	N
Retirement Savings Basics	N
Your First Paycheck	N
Taxation Basics	N
Budgeting Basics	N
Savings	N
Investment Basics	N
Introduction to Math	
Fighting the Fear	N
Positive and Negative Numbers	N
Adding and Subtracting	N
Multiplying and Dividing	N
Inequalities	N
Finding Averages	N
Estimation Basics	N
Understanding the Metric System	N
Understanding Fractions	N
Understanding Decimals	N
Understanding Percentages	N
Choosing the Right Operation	N
Specialized Math	
Understanding Ratios, Proportions, and Percentages	N

Course/Topic Title	Has 4tify?
Mark-ups and Mark-downs	N
Inventory Basics	N
Payroll Basics	N
Net vs. Gross	N
Calculating Production Costs	N
Determining Pricing	N
Understanding ROI	N
Interest Rates	N
Compound vs. Simple Interest	N
Understanding Annuities	N
Understanding Loans	N
Statistics	
Introduction to Statistics	N
Understanding Probability	N
Organizing Data	N
Data Analysis Basics	N
Business Writing	
Writing Basics	
Why Care About Writing	N
Parts of Speech	N
Parts of a Sentence	N
Capitalization	N
Punctuation	
Ending Sentences	N
Commas	N
Semicolons and Colons	N
Apostrophes	N
Quotation Marks	N
Writing Clearly	
Active Voice vs. Passive Voice	N
Fragments and Run-ons	N
Thinking About Tone	N
Organize Your Writing	N
Proofreading	
How to Proofread	N
Spell Check and Autocorrect	N
Creating a Cheat Sheet	N
Top 10 Writing Mistakes	N
Communications	
Active Listening	Y
Barriers to Effective Communication	Y
Straight Talk on Bad Language	Y
Verbal Communication	Y
How to be a Great Conversationalist	Y
Putdown Offenders	Y
Social Cues	Y
Interpersonal Communication for Managers	Y
Communicating with Confidence	Y

Course/Topic Title	Has 4tify?
Nonverbal Communication	
Defining Nonverbal	Y
Aligning Nonverbal Communication with Intentions	Y
Appearance	Y
Workplace Standards	Y
Leveraging Nonverbals with Success	Y
Assertive Verbal Skills	
Developing Assertiveness	Y
Dealing with Manipulation	Y
Communication Techniques	Y
Persuasive Communication	
Introduction	Y
Techniques	Y
Healthy Communication	
Types of Communication at Work	Y
How to Communicate Well at Work	Y
How Not to Communicate	Y
Using Email at Work	Y
Communicating with Your Remote Team	Y
Interpersonal Communication	
Introduction	Y
Effective Interpersonal Communication	Y
Communicating with the C Suite	
Around the Coffee Machine	Y
Sending an Email	Y
During Meetings	Y
In the Hallway	Y
After Work Socializing	Y
Saying You Disagree	Y
When You're New	Y
When They're New	Y
If You Have an Idea	Y
If You Want to Impress	Y
Media Training	
Introduction to Media Training	Y
Media Training	Y
Handling Tough Media	Y
Social Media	Y
Writing	
Speech Writing	Y
Writing Conversationally	Y
Communication Styles	
DISC	
DISC Introduction	N
DISC Questionnaire	N
Understanding DISC Styles	N
Determining Styles of Others	N

Course/Topic Title	Has 4tify?
Mixing DISC Styles	N
DISC Style: High D	N
DISC Style: High I	N
DISC Style: High S	N
DISC Style: High C	N
Selling to a High D	N
Selling to a High I	N
Selling to a High S	N
Selling to a High C	N
Leading a High D	N
Leading a High I	N
Leading a High S	N
Leading a High C	N
Emotional Intelligence	
What is Emotional Intelligence?	N
Developing Self-Awareness	N
Developing Self-Regulation	N
Developing Self-Motivation	N
Developing Effective Relationships	N
Developing Empathy	N
Emotional Intelligence and DISC	N
Creativity	
Getting Creative	Y
Logic vs. Creativity	Y
Techniques	Y
Defining Problems	Y
Generate and Evaluate	Y
Staying Creative	Y
Customer Service	
Creating Great Customer Conversations	N
Representing Your Brand	Y
The 4P's for Creating Loyal Customers	Y
Customer Service Later	Y
Feedback	
Feedback Basics	Y
Surveys	Y
Social Media Feedback	Y
What to Do with Feedback	Y
Customer Service	
Service Quality Indicators	Y
Helping Your Customers Increase Their Revenue	Y
Helping Your Customers Decrease Their Expenses	Y
Telephone Techniques	
Greetings	Y
Taking Calls	Y
Hold Please	Y
Taking Messages	Y
Handling Angry Callers	Y
Phone Etiquette	Y

Course/Topic Title	Has 4tify?
Working in Retail	
How to Give Exceptional Service	N
How to Stay Positive with Customers	N
How to Handle Feedback	N
How to Upsell	N
Managing Retail Employees	N
Who is Your Customer?	
I Can't Find This	N
I've Got a Coupon for That	N
I'm Just Looking	N
I'm With My Kids. Please Hurry.	N
I'm on a Mission	N
I've Got Time and Money	N
Cybersecurity	
Defining Cybersecurity	N
Passwords	Y
Protecting Your Mobile Device	Y
Cybersecurity While Traveling	Y
Malware	Y
Types of Malware	Y
Ransomware	Y
Email Phishing	Y
Identity Theft	Y
Your Responsibility	Y
Social Engineering	Y
Creating a Cybersecurity Training Program	Y
Minimizing Insider Threats	Y
Protecting Intellectual Property	Y
Protecting Your PC: Daily Precautions	Y
GDPR	N
Decision Making	
Avoiding Mistakes	Y
Making Group Decisions	Y
Empowering Employee Decisions	Y
Going With Your Gut	Y
Identifying Unintended Consequences	Y
Strategic Thinking	Y
Surviving Poor Decisions	Y
Decision Making Basics	
Gathering Information	Y
Understanding Motivation	Y
Making Quick Choices	Y
Facts vs. Opinions	Y
Generating Options	Y
Decision-Making Models	Y
Developing Your Culture	
Developing a Learning Culture	Y
People First	Y

Course/Topic Title	Has 4tify?
Creating Civility in the Workplace: Everyone's Responsibility	N
Fun at Work	
The Importance of Humor	Y
What's Funny?	Y
What's NOT Funny?	Y
Cross-Cultural Considerations	
What is Culture?	Y
What's Your Culture?	Y
Cultural Intelligence	Y
Workplace Basics	Y
The Concept of Time	Y
LGBTQ in the Workplace	
Understanding Pronouns	N
Supporting a Transitioning Employee for Managers	N
Supporting a Transitioning Coworker	N
Gender Identity vs. Sexual Orientation	N
Digital Transformation	
Digital Transformation Basics	
What is Digital Transformation?	Y
Terminology	Y
Workplace Culture and Digital Transformation	Y
Going From Vision to Execution	Y
Digital Transformation for Leaders	
Business Leaders – What's Your Role?	Y
Considering Your Business	Y
The ROI of DT	Y
Enhancing Your Customer Experience	Y
Utilizing Your Data	Y
Digital Transformation for Tech Leaders	
Tech Leaders – What's Your Role?	Y
Making Your Infrastructure Work	Y
Cloud Management	Y
Dispersing the Data	Y
Driving Safety	
Alcohol Abuse	
Training Responsibilities	N
Rules and Regulations	N
Who Should I Test?	N
How Do I Know if Someone is Impaired?	N
What Are the Testing Procedures?	N
What Happens if My Employee Fails an Alcohol Test?	N
What Happens if My Employee Refuses an Alcohol Test?	N
Record Keeping	N
Employee Training	N
Substance Abuse	
Training and Responsibilities	N

Course/Topic Title	Has 4tify?
Rules and Regulations	N
Who Should I Test?	N
How Do I Know if Someone is Impaired?	N
What Are the Testing Procedures?	N
What Happens if My Employee Fails a Drug Test?	N
What Happens if My Employee Refuses a Drug Test?	N
Record Keeping	N
Employee Training	N
Compliance, Safety, Accountability	
Overview	Y
CSA for Employees	Y
CSA for Managers	Y
Commercial Driver's License	
CDL Overview	N
Basic Vehicle Control	N
Transporting Cargo	N
Transporting Hazardous Materials	N
Hazardous Driving Conditions	N
Accident and Fire Procedures	N
Vehicle Inspections	N
Safe Driving	
Driving Distractions	Y
Aggressive Driving	Y
Bad Weather Driving	Y
Harsh Braking and Acceleration	Y
Finance for Non-Financial People	
Intro to Finance	
Why Learn About Finance?	N
Finance Terms	N
Resources & Documents	N
Budgeting Essentials	
What is Budgeting?	N
Budgeting Methods	N
Budget Reporting	N
Budgeting Expenses	N
Budgeting Revenue	N
Budgeting Discounts	N
Managing Inventory	N
Principles of Accounting	
Principles of Accounting	N
Common Accounting Terms	N
Cash vs. Accrual Basis	N
Fraud	N
Balance Sheets	
Introduction to Balance Sheets	N
Benchmarking, Ratios, Comparisons, and Trends	N
Assets and Liabilities	N

Course/Topic Title	Has 4tify?
Cash Flow Management	
Cash Flow Management for Beginners	N
Managing Payables	N
Managing Receivables	N
How to Read Cash Flow Statements	N
Income and Expenditures	
Key Components	N
Income Streams	N
Expenditure Costs	N
Benchmarking Ratios	N
Analysis	N
Financial Ratios	
Revenue Ratios	N
Cost of Goods Sold and Gross Margin	N
Net Investment Ratios	N
Finance as a Tool	
Evaluating Costs	N
Investing Using Metrics	N
Health and Wellness	
Convenience Store Diet	Y
Optimizing Work-Life Balance	Y
Understanding Stress and Job Burnout	Y
The Benefits of Time Off	Y
Workplace Friendships	N
Digital Stress and Addiction	Y
Preparing for Pumping at Work	N
When Your Head Isn't in Work Anymore	N
Managing Time vs. Energy	N
Returning to Work After a Loss: When You've Lost a Loved One	Y
Returning to Work After a Loss: When a Coworker Loses a Loved One	Y
Building Confidence	Y
Taking a Deep Breath	N
Opioid Addiction for Employees	Y
Opioid Addiction for Managers	Y
Helping Your Employees Find Purpose	Y
Managing Your Employee's Work-Life Balance	Y
Don't Be a Calvin! (Dealing with Allergies)	N
Returning from Maternity Leave	N
Creating a Paternal Leave Policy	N
Creating a Family Leave Policy	N
Keeping Track of Your Teen While You're at Work	N
Stopping the Drama	Y
How to Beat Insomnia	Y
Know Your Numbers	
Blood Pressure	Y
Glucose	Y
Cholesterol	Y
BMI	Y
Ergonomics	
Ergonomics Basics	Y

Course/Topic Title	Has 4tify?
Chairs 101	Y
Reducing Eyestrain	Y
Adjusting Your Workspace	Y
Stretching at Work	Y
Stress Management	
Understanding Stress	Y
Avoidable Stress	Y
Unavoidable Stress	Y
Handling Stress	Y
Managing Stress	Y
Deskercises	
Deskercises: Simple, Cardio, and Core	N
Deskercises: Chest, Neck, Back	N
Deskercises: Arms and Shoulders	N
Deskercises: Legs and Backside, While Sitting	N
Deskercises: Legs and Backside, While Standing	N
You Are What You Eat	
You Are What You Eat	N
Reading Food Labels	N
Brain Food	N
Meal Planning	N
Fighting the Flu	
The Fight is On!	N
Get to Know Your Opponent	N
Gain the Upper Hand	N
Throw in the Towel	N
Call for Backup	N
Understanding Headaches	
Understanding Headaches	N
Surprise Headache Triggers	N
The Science of Sleep	
The Science of Sleep	N
Sleep Hygiene	N
How Much Sleep Do You Need?	N
Sleeping for Shift Work	N
Financial Wellness	
Creating a Budget	Y
Budget Sample	Y
Debts	Y
Savings	Y
How to Save at Home	Y
How to Save on Food	Y
How to Save on Your Car	Y
How to Save at Your Financial Institution	Y
How to Manage Your Credit Cards	Y
How to Save Using Your Employee Benefits	Y
How to Save on Subscriptions	Y

Course/Topic Title	Has 4tify?
Planning for Maternity Leave	
The First Trimester	N
The Second Trimester	N
The Third Trimester	N
Mental Health	
Destigmatizing	Y
Navigating Your Own Mental Health	Y
Managing Mental Health Issues	Y
Coronavirus	
COVID-19	N
Coronavirus Precautions and Prevention	
Common Sense Hygiene	N
Coronavirus Preparedness	N
Travel	N
Stay Calm, Stay Informed	N
Hospitality	
Front of the House	
Introduction to Restaurants	Y
Greeting and Seating Guests	Y
Interacting with Guests: Fundamentals	Y
Interacting with Guests: Special Circumstances	Y
Interacting with Guests: Difficult People	Y
Understanding the Menu: What's for Dinner?	Y
Understanding the Menu: Writing Menu Descriptions	Y
Understanding the Menu: What's on Tap?	Y
Serving Guests: Taking Orders	Y
Serving Guests: Table Service	Y
Serving Guests: Time Management	Y
Clearing the Table and Closing the Sale	Y
Tips for Tipped Employees	Y
Back of the House	
Introduction to Restaurant Cuisine	Y
Making the Menu	Y
Making the Menu: Presentation	Y
Kitchen Safety	Y
Knife Safety	Y
Food Safety Plans	Y
Beverage	
Wine 101	Y
Beer and Spirits 101	Y
Alcohol Safety	Y
Bartending Fundamentals	Y
Bartending Glasses Guide	Y
Bartending: The Pour	Y
Hotels and Inns	
Front Desk Customer Service	
Etiquette and Presentation	Y

Course/Topic Title	Has 4tify?
Check-in & Check-out	Y
Communicating with Guests	Y
Telephone Techniques	Y
Handling Upset Guests	Y
Housekeeping	
Cleaning Guest Rooms	Y
Cleaning Public Spaces	Y
Working Safely with Ergonomics	Y
Interacting with Customers	Y
Valet	
Appearance and Professionalism	Y
Parking Vehicles	Y
Returning Vehicles	Y
Safety Essentials	Y
Food and Beverage	
In-Room Dining	Y
Alcohol Basics	Y
Food Safety Plans	Y
Tourist Attractions	
Overview	Y
Serving the Guest	Y
Leadership	
Strategic Leadership	
THE Answer for Business Success	N
Mission, Vision, Values	
Mission	Y
Vision	Y
Values	Y
Becoming a Great Leader	
Introduction	Y
Fundamentals	Y
Characteristics	Y
Leadership and Power	Y
How to be a Follow-able Leader	N
Creating Followership	Y
How to Motivate Employees	N
Motivational Leadership	Y
Effective Delegation	Y
Empowering Followers	Y
Building an Effective Leadership Team	N
Developing Followers	Y
Developing Yourself	Y
Putting it All Together	Y
Mistakes Leaders Make	
Six Wrong Ways to Manage	N
Eight Signs of a Dysfunctional Organization	N
Fixing the Dysfunction	N

Course/Topic Title	Has 4tify?
Transformational Leadership	
Transforming the Organization	Y
Dealing with Resistance	Y
Creating Focus During Change	Y
DISC Leading Skills	
Leading a High D	N
Leading a High I	N
Leading a High S	N
Leading a High C	N
Mentoring	
What is a Mentoring Program?	Y
How to Create a Mentoring Program	Y
How to Match Mentors with Mentees	Y
Making a Mentoring Agreement	Y
Mentoring Meeting Guidelines	Y
Creating a Successful Mentoring Relationship	Y
Framework for Execution	
The Failure to Execute	N
Reasons for Poor Execution	N
The Current Situation	N
A Framework for Execution	N
Succession Planning	
The Importance of Succession Planning	Y
What is a HiPo?	Y
Creating a Policy	Y
Identifying HiPos	Y
HiPos vs. High Performers	Y
Retaining and Developing HiPos	Y
Unknown Knowns	
Understanding Better Practices	N
The Knowledge Transfer Process	N
Getting Started	N
Leading Knowledge Transfer	N
Making the Sales Call	
Sales Prospecting	
The Sales Pipeline	Y
The Original Sales Funnel	Y
The Flipped Sales Funnel	Y
Sales Analytics and Metrics	N
The Link Between Marketing and Sales	Y
Social Media Networking	Y
How to Get Past Gatekeepers	Y
How to Leave Sales Voicemails	Y
Discovery Calls	
Gathering Prospect Information	N
Advanced Questioning Techniques	N

Course/Topic Title	Has 4tify?
Marketing	
Public Relations Trends	N
Marketing to Millennials	Y
Marketing Essentials	
Understanding Marketing	Y
Types of Marketing	Y
Brand and Product Overview	Y
What Everyone Needs to Know	Y
Marketing Strategy	
What is a Marketing Strategy?	Y
Developing a Strategy	Y
B2B Marketing Strategy	Y
Defining Your Target Audience	Y
Measuring Your Marketing	Y
Brand Management	
Building Your Brand	Y
Promoting Your Brand	Y
Rebranding	Y
Brand Statement	Y
Digital Marketing	
What is Digital Marketing?	Y
Types of Digital Marketing	Y
Social Media	Y
SEO	Y
Content Marketing	Y
Email Marketing	Y
Pay-Per-Click	Y
5 Things Everyone Needs to Know	Y
Driving Traffic to Your Website	Y
Public Relations	
Introduction to Public Relations	Y
Press Releases	Y
Dealing with the Media	Y
How to Handle Bad Press	Y
Managing an Enterprise Account	
Introduction	Y
Value Added Selling	Y
Lifetime Customer Value	Y
No Push Selling	Y
Five Minute Pre-Brief	Y
Five Minute Debrief	Y
Finding Unmet Needs	Y
Selling Benefits	Y
Handling Unmet Needs	Y
No Push Closing	Y

Course/Topic Title	Has 4tify?
Managerial Courage	
What it Takes to Manage	Y
How to Build Resilience	Y
The Leadership Ladder	N
Taking a Stand	Y
Determining Your Management Style	N
You're Wrong	Y
Stop Doing and Start Managing	Y
Swallowing Your Pride	Y
Managing Difficult People	Y
Are You a Micromanager?	Y
Retaining Your Best People	Y
How to Break Bad News	Y
Hiring Team Players	Y
Making Your Work More Meaningful	Y
Effectively Challenge the Status Quo	Y
Developing Tact	Y
Fighting For Your Team	Y
Managing Prejudice Within Your Team	Y
Stop Throwing People Under the Bus	Y
Controlling Disruptive People	Y
Building Strategic Alliances	Y
Character	
Management is All About Character	Y
The Audience	Y
How to Apologize	
The Process	Y
The Audience	Y
Negotiating	
Introduction to Negotiating	Y
Framing	Y
Styles	Y
Identifying Leverage	Y
Analyzing Upcoming Negotiations	Y
The Negotiation Process	Y
Reaching Agreement	Y
Evaluating Your Performance	Y
DISC Styles	Y
Dealing with Strategies	Y
Performance Excellence	
The Five Whys	N
Six Sigma	
Six Sigma Basics	Y
Six Sigma and Kaizen	Y
Six Sigma and Lean	Y
Performance Excellence	
Introduction	N

Course/Topic Title	Has 4tify?
Terms	N
Why	N
Cost	N
Requirements	N
Roadblocks	N
Personal Development	
Identifying Your Strengths	Y
Developing Your Strengths	Y
Asking for Feedback	Y
Making Sense of Feedback	Y
The Four Attachment Styles	Y
Not Every Great Employee is Management Material	Y
Bring a Solution, Not Just the Problem	Y
Taking Control of Your Career	
Planning	Y
Knowing Yourself	Y
Taking Action	Y
Learning Styles	
Different Learning Styles	Y
Develop Your Learning	Y
Managing Multiple Learning Styles	Y
Unconscious Bias	
What is Unconscious Bias	Y
Types of Unconscious Bias	Y
Overcoming Unconscious Bias	Y
Presentation Skills	
Presentation Skills Basics	
Know Your Audience	Y
Structuring Your Presentation	Y
Setting Up Your Presentation	Y
Setting the Stage	Y
Closing and Q&A	Y
Punching Up Your Presentation	Y
Designing Handouts	Y
Psyching Up, Not Out	Y
Handling Distractions	Y
After the Presentation	Y
Creating Slides	Y
Train the Trainer	
What Is Your Role?	Y
Becoming a Subject Matter Expert	Y
Creating Engaging Materials	Y
Managing the Audience	Y
Tricks of the Trade	Y
Problem Solving	
Introduction to Problem Solving	Y

Course/Topic Title	Has 4tify?
Define the Problem	Y
Determine the Root Cause	Y
Generate Solutions	Y
Evaluate and Select Solutions	Y
Implement Solutions	Y
Monitor the Resolution	Y
Professional Productivity	
How to Leave Voicemails That Get Returned	Y
Selfies Gone Wrong	Y
Writing Effective Memos	N
Thank You Notes	Y
Ethics for Everyone	Y
Remembering Names and Faces	Y
Proper Introductions	N
How to Receive Feedback	N
Liven Up Your Culture	Y
Top Productivity Apps	N
Latest App Trends	N
The Art of Saying No	Y
The Do's and Don'ts of Success	Y
Working Remotely	Y
Turning Internships into Full-Time	Y
Don't Burn Your Bridges	Y
Working for a Workaholic	Y
Clashing with Your Boss	Y
So You Have a New Boss	Y
How to Finish What You Start	Y
Setting Priorities	Y
The Craft of Winning Over Others	Y
Troubleshoot Before Calling the IT Helpdesk	Y
Think Before You Speak	Y
Compliments	
How to Give a Compliment	Y
How to Receive a Compliment	Y
Conflict Management	
Unavoidable Truths	N
Maintaining Self-Control	N
The Conflict Process	N
Special Situations	N
Coping with Change	
Change Phases	N
Changing Behaviors	N
Change Models	N
Change for Managers	N
Effective Time Management	
How to Manage Your Time	Y
How to Time Block	Y
How to Use the Pomodoro Technique	Y
How to Create a Bullet Journal	Y

Course/Topic Title	Has 4tify?
Common Time Management Problems	
What is Procrastination?	Y
What is Precrastination?	Y
Failure is an Option	
Accepting Failure	Y
Moving Forward and Learning from Failure	Y
Focus	
Focusing in Times of Hardship	Y
Focusing in a Noisy Workplace	Y
Generation Z	
Who Are They?	Y
Generation Z vs. Millennials	Y
Selling to Generation Z	Y
Social Media	
Introduction to Social Media	Y
Social Media for Managers	Y
Facebook	Y
Twitter	Y
LinkedIn	Y
Protecting Your Pictures	Y
Office Messaging	Y
Business Meals	
Hosting a Business Meal	N
Attending a Business Meal	N
Table Manners	N
Note Taking	
Note-Taking Basics	Y
Writing and Typing Ergonomics	Y
Note-Taking Strategies	Y
Producing Official Minutes	Y
The Myth of Multitasking	
Multitasking	Y
Singletasking	Y
Office Etiquette	
Appearance	N
Environment	N
Food	N
Interactions	N
Perceptions	
Understanding Perceptions	Y
Managing How You're Perceived	Y
Rebuilding Your Reputation	Y
Proper Introductions	
In-Person Introductions	Y
Virtual Introductions	Y

Course/Topic Title	Has 4tify?
Protecting Your Mobile Devices	
Loss	N
Malware	N
Study Skills	
Study Location	Y
Studying in Groups	Y
How to Study Effectively	Y
When to Study	Y
Keeping Your Goal	
Truths	N
Signs	N
Attitude	N
Control	N
Venting	N
Work Hacks	
5 Hacks to a Clean and Comfortable Space	N
6 Hacks to Controlling Your Inbox	N
7 Hacks for Office Productivity	N
7 Hacks for Maintaining Work/Life Balance	N
5 Hacks for Workplace Sanity	N
Workplace Hacks: Go Green	N
Breaking Bad Habits	
Breaking Bad Habits	Y
Establishing Good Habits	Y
Building Accountability	
Taking Ownership	Y
Trust and Performance at Work	Y
Managing Yourself	Y
Improving Memory	
Why Can't I Remember Anything?	Y
Tips and Tricks to Help Improve Your Memory	Y
Integrating Millennials	
Who Are They?	Y
Millennial Characteristics	Y
Integrating Yourself	Y
Creating Collaboration	
The Process	Y
How to Collaborate	Y
Email Etiquette	
To Email or Not to Email?	Y
Spelling and Grammar Check	Y
Formatting Your Email	Y
Subject Line	Y
Reply Time	Y
When to CC and BCC	Y
Using Reply All	Y
Forwarding Emails	Y

Course/Topic Title	Has 4tify?
Your Moving Abroad Checklist	
Research	N
Finding a Place to Stay	N
Paperwork	N
Money	N
Packing	N
Health	N
Safety	N
Moving Your Family Abroad	N
Culture Shock	N
The Growth Mindset	
The Growth Mindset: Embracing “Yet”	Y
Developing a Growth Mindset	Y
Limitations of a Fixed Mindset	Y
Your Professional Network	
Benefits of a Professional Network	Y
Building Your Network	Y
Promoting Your Personal Brand	Y
Giving Back to Your Community	Y
Being a Member	Y
Moving Up	
Defining Your Career	N
Maintaining Your Resume	N
Internal Interviews	N
Asking for a Raise	N
Internal Networking and Connecting Executives	N
Returning to Work After Quarantine	
Employees	
Connecting with Colleagues	N
Navigating New Organizational Structures	N
Cultivating Gratitude	N
Cultivating Gratitude	N
How to Handle a Lack of Organizational Transparency	N
Taking Remote Work Lessons into the Office	N
Remote Work as a Way of Working	N
Post COVID-19 Career Planning	N
Managers	
Creating a Culture of Transparency	N
Managing the Whole Person	N
Guiding Teams Through Stress	N
Sharing Workplace Challenges	N
Spreading Positivity	N
Handling Employee Reviews and Raises	N
Embracing Remote Work	N
Reshaping the Office: Guide Your Team Back to In-Office Work	N
Leadership	
Evaluating Remote Work & Flexible Schedule Policies	N
Creating a Culture of Transparency	N
Creating a Culture of Gratitude	N
Reconnecting with Clients	N

Course/Topic Title	Has 4tify?
Company-Wide Communication Strategies	N
How to Structure Your Team's Return to the Office	N
Organizational Culture & Values	N
Social Distancing and Business Strategy Considerations	N
Evaluating Your Risk and Crisis Management Response	N
Risk Management	
Defining Hazards	Y
Identifying Risks	Y
Risk Management Techniques	Y
Risk Assessment	Y
Healthy Risk Culture	Y
Embedding Processes	Y
Safety	Y
Preventative Maintenance	Y
Criminal Awareness	Y
Employee Health	Y
Financial Basics	Y
Reputation Management	Y
Decision Making	Y
Crisis Management	
Planning	Y
Preparing for Crises	Y
Responding to Natural Disasters	Y
Responding to Emergencies	Y
Business Continuity	Y
Media Inquiries	Y
Planning for a Pandemic	
Preparing for a Pandemic	N
Internal Communications	N
External Communications	N
Illness in the Office	N
Business Continuity	N
Safety	
Back Smarts	N
Working in Cold Weather	N
Cold Stress	N
Working in Hot Weather	N
Heat Stress	N
Hearing Conservation for Employees	Y
Hearing Conservation for Managers	Y
Emergency Exits	N
Two-Wheeled Handcart	Y
Aerial Lift Safety	N
Robbery Safety	N
What is OSHA	Y
See Something, Say Something	Y
Box Cutter Safety	Y
What is Human Trafficking?	Y
Asbestos Safety 101	N
<i>Safety for Employees</i>	
Machine Guard Safety for Employees	Y

Course/Topic Title	Has 4tify?
Flammable and Combustible Liquids for Employees	Y
Carbon Dioxide for Employees	Y
Carbon Monoxide for Employees	Y
Propane Gas Safety for Employees	Y
Slips, Trips, and Falls for Employees	Y
Portable Fire Extinguishers for Employees	Y
<i>Safety for Managers</i>	
Machine Guard Safety for Managers	Y
Flammable and Combustible Liquids for Managers	Y
Carbon Dioxide for Managers	Y
Carbon Monoxide for Managers	Y
Propane Gas Safety for Employees	Y
Slips, Trips, and Falls for Managers	Y
Portable Fire Extinguishers for Managers	Y
Lockout Tagout	
Introduction for Everyone	N
Lockout Tagout Basics for Employers	N
Advanced Lockout Tagout for Employers	N
Lockout Tagout for Employees	N
Bloodborne Pathogens	
Bloodborne Pathogens for Employers	N
Bloodborne Pathogens for Employees	N
First Aid	
Introduction	N
Broken Bones	N
Burns	N
Bites, Cuts and Scrapes	N
Choking	N
AED Training	N
Seizures	N
Diabetes	N
Toxic Plants	N
Bug Bites and Stings	N
EpiPens and Allergic Reactions	N
Strokes	N
Mammal Bites and Scratches	N
Snake Bites	N
Confined Spaces	
Confined Spaces for Construction	Y
Confined Spaces for Employers	
Rules and Responsibilities	Y
Emergency Procedures and Rescue	Y
Confined Spaces for Employees	
Personnel Responsibilities	Y
Understanding Permits	Y
Personal Protective Equipment	Y
Atmospheric Hazards	Y
Forklift Safety	
Introduction to Forklifts for Employees	Y

Course/Topic Title	Has 4tify?
Introduction to Forklifts for Managers	Y
Forklift Operations for Managers	Y
Forklift Operations for Employees: Pre-Operations	Y
Forklift Operations for Employees: Traveling and Maneuvering	Y
Forklift Operations for Employees: Load Handling	Y
Forklift Best Practices	
Physical Conditions	Y
Travel Practices	Y
Pedestrian Traffic Concerns	Y
Ramps and Grades	Y
Tipovers and Loading Docks	Y
Narrow Aisles and Enclosed and Hazardous Areas	Y
Electrical Safety	
The Basics for General Employees	Y
Safe Work Practices and PPE	Y
Hazard Recognition	Y
Understanding Grounding	Y
Arc Flash	Y
Wiring, GFCI, and Extension Cords	Y
Responding to Emergencies	Y
OSHA for Employees	Y
Hazard Communication for Employers	
Creating an Effective Program	Y
Labeling Basics	Y
SDS	Y
Training & Assessment Requirements	Y
Hazard Communication for Employees	
Introduction to HazCom	Y
Labels & Pictograms	Y
SDS	Y
Ladder Safety	
The World of Ladders	Y
Positioning and Climbing Ladders	Y
Storing, Carrying, and Transporting Ladders	Y
OSHA Recordkeeping	
General Recordkeeping Criteria	Y
Special Cases	Y
First Aid	Y
Understanding OSHA Forms and Privacy Protection	Y
Reporting Requirements for Serious Events	Y
New Electronic Rule	Y
Personal Protective Equipment	
General Introduction to PPE	Y
Hand and Arm Protection	Y
Head, Eye and Face Protection	Y
Hearing Protection	Y
Respiratory Protection	Y
Nail Gun Safety	Y
Construction	Y

Course/Topic Title	Has 4tify?
PPE for Managers	Y
Sales Relationships	
Establishing Credibility	Y
How Customers Want to Be Treated	Y
Excellent Customer Service	Y
Utilizing DISC in Sales	Y
Selling Skills	
QuickSell®	Y
Closing the Sale	Y
No, But, If™	N
Determining Customer Needs	N
Handling Tough Customers	Y
Customer Service Basics	Y
Selling to Different Customer Roles	Y
Selling in New Products	Y
Turning Features into Benefits	Y
Building GREAT Sales Relationships	Y
Retailer Hot Buttons: Traffic	Y
Retailer Hot Buttons: Transaction Size	Y
Speaking Customer	Y
Smile!	N
Defeating Stalls	N
Objections	
Misunderstanding	Y
Doubt	Y
Indifference	Y
True Negative	Y
DISC Selling Skills	
Selling to a High D	N
Selling to a High I	N
Selling to a High S	N
Selling to a High C	N
Small Business Success	
Sales as an Owner	Y
Building Relationships	Y
Wearing Multiple Hats	Y
Business with Family and Friends	Y
Ethics for Small Businesses	Y
Hiring for Small Businesses	
Posting the Job	Y
Conducting the Interview	Y
Onboarding	Y
Small Business HR Laws	
For All Sizes of Businesses	Y
For 15 or More Employees	Y
For 20 or More Employees	Y
For 50 or More Employees	Y
For 100 or More Employees	Y
Small Business Benefits & Compensation	

Course/Topic Title	Has 4tify?
Required Benefits	N
Optional Benefits	N
Fringe Benefits	Y
Small Business Finance	
Accounting Part 1	Y
Accounting Part 2	Y
Payroll	Y
Marketing for Small Business	
Marketing Plan	Y
Marketing Techniques	Y
Tracking Marketing Metrics	Y
Big Ideas for Small Business	
Tips for Printing	N
Tips for Shipping	N
Tips for Technology Management	N
Tips for Building Your Website	N
Tips for Outsourcing	N
Supervision	
Rethinking Brainstorming	N
Motivating Wont-Dos	N
Productivity Through Praise	N
Progressive Discipline	N
Managing the Grapevine	N
Staying Positive	N
Going from Coworker to Boss	N
Supervising a Pronoid	N
Running a Sales Meeting	N
Riding Along with Sales Reps	N
Managing People Offsite	N
SMART Goals	N
Ethics for Managers	Y
S.C.A.M.P.E.R.	N
Helping Employees Use Their Time Wisely	N
Creating a Work Plan	N
Employee Recognition	N
You Get What You Manage: The Pygmalion Effect	N
Managing for Accountability	N
8 Steps to Effective One-on-Ones	N
8 Steps to Effective Meetings	N
Managing Up: The Art of Managing Your Managers	N
Successful Delegation	N
Concerned Conversations	N
Managing Interns	N
Analyzing Employee Performance	
Can-Do, Will-Do: Introduction	N
Can-Do, Will-Do: Actions	N
Can-Do, Will-Do: Questions and Tips	N
Coaching Skills	
Introduction	N
The Rookie	N

Course/Topic Title	Has 4tify?
The Contributor	N
The Key Planner	N
The Captain	N
The Coaching Conversation	N
Effective Performance Reviews	
Preparing for Your Review	N
Self-Assessments	N
Handling a Bad Performance Review	N
Effective Performance Reviews for Managers	N
Managing for Engagement	
Ridiculous or Strategic?	N
Measuring Employee Engagement	N
Managing for Engagement	N
Creating an Engaged Organization	N
Introverts and Extroverts	
Introduction	N
Managing Introverts	N
Managing Extroverts	N
Talent Development	
Recruiting Toolkit	
Hiring is Tough	N
The Hiring Process	Y
Creating Job Postings	Y
Using Social Media to Recruit	Y
Managing Unconscious Bias in Recruiting	Y
Reviewing Resumes	Y
Conducting an Interview	Y
Unacceptable Interview Questions	Y
Extending an Employment Offer	Y
Successful Employee Onboarding	
The Importance of Onboarding	Y
Before They Start	Y
Their First Week	Y
Days 30 to 90	Y
Team Building	
What is Team Building?	Y
Effective Members	Y
Team Development and the Tuckman Model	Y
Characteristics of a Successful Team	Y
Teams in Crisis Situations	Y
Leading a Team	
Leading a Team	Y
Leading Team Building and the Tuckman Model	Y
Territory Development	
Territory Development Introduction	
The Realities of Selling in the 21 st Century	N

Course/Topic Title	Has 4tify?
The New Sales Skills	N
The Sales Funnel	N
How Customers Want to Be Sold To	N
Exceptional Service	N
Characteristics of the Sale	
Key Account Selling Overview	N
Introduction to the Sales Cycle LINE	N
Sales Cycle LINE A	N
Sales Cycle LINE B	N
Analysis and Metrics	N
Product and Knowledge	N
Lead Development	
Elevator Speech Value Proposition	N
The Marketing Link	N
Social Media Networking	N
The Sales Process	
DISC	N
Uncovering Needs	N
Advanced Questioning Techniques	N
Overcoming Objections	N
No Fuss Closing	N
Selling at a Distance	
Gathering Prospect Information	N
Phone Selling	N
The Virtual Presentation	N
Sales Communications	
Internal Sales Communication	N
Writing Sales Proposals	N
Developing Your Territory	
Building the Sales Plan	N
Summarizing the Business Position	N
The Sales Process	
Building a Sales Process	N
Overview of Sales Methodologies	Y
What's Right for This Prospect, Today?	Y
Selling Strategies	
Consultative Selling	Y
Cyclical Selling	Y
Field Sales	Y
STUN Selling	Y
Tiered Selling	Y
Upsell and Add-Ons	Y
Voting Essentials	
Registering to Vote	N
Voting for President	N
Political Parties 101	N
Your Voting Rights	N

Course/Topic Title	Has 4tify?
Why Should I Vote?	N
Election Day	N
Single Issue Voting	N
Beyond the Presidency	N
Finding Common Ground	N
News Literacy	N
Workplace Sustainability	
The ROI of Green	Y
Conducting an Audit	Y
Recycling in the Workplace	Y
Water Conservation	Y
Managing Your Waste	Y
Understanding Hazardous Waste	Y
Green Cleaning Concepts	Y
Green Purchasing	Y