

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 whether or not they have our 4tify your Learning™ feature.

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

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

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

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

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

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

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

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

Course/Topic Title
Employee Training
Substance Abuse
Training and Responsibilities
Rules and Regulations
Who Should I Test?
How Do I Know if Someone is Impaired?
What Are the Testing Procedures?
What Happens if My Employee Fails a Drug Test?
What Happens if My Employee Refuses a Drug Test?
Record Keeping
Employee Training
Compliance, Safety, Accountability
Overview
CSA for Employees
CSA for Managers
Commercial Driver's License
CDL Overview
Basic Vehicle Control
Transporting Cargo
Transporting Hazardous Materials
Hazardous Driving Conditions
Accident and Fire Procedures
Vehicle Inspections
Safe Driving
Driving Distractions
Aggressive Driving
Bad Weather Driving
Harsh Braking and Acceleration
Ethics
Liars
How to Spot Liars
How to Deal with Liars
Finance for Non-Financial People
Intro to Finance
Why Learn About Finance?
Finance Terms
Resources & Documents
Budgeting Essentials
What is Budgeting?
Budgeting Methods
Budget Reporting
Budgeting Expenses
Budgeting Revenue
Budgeting Discounts
Managing Inventory

Course/Topic Title
Principles of Accounting
Principles of Accounting
Common Accounting Terms
Cash vs. Accrual Basis
Fraud
Balance Sheets
Introduction to Balance Sheets
Benchmarking, Ratios, Comparisons, and Trends
Assets and Liabilities
Cash Flow Management
Cash Flow Management for Beginners
Managing Payables
Managing Receivables
How to Read Cash Flow Statements
Income and Expenditures
Key Components
Income Streams
Expenditure Costs
Benchmarking Ratios
Analysis
Financial Ratios
Revenue Ratios
Cost of Goods Sold and Gross Margin
Net Investment Ratios
Finance as a Tool
Evaluating Costs
Investing Using Metrics
Health and Wellness
Convenience Store Diet
Optimizing Work-Life Balance
Understanding Stress and Job Burnout
The Benefits of Time Off
Workplace Friendships
Digital Stress and Addiction
Preparing for Pumping at Work
When Your Head Isn't in Work Anymore
Managing Time vs. Energy
Returning to Work After a Loss: When You've Lost a Loved One
Returning to Work After a Loss: When a Coworker Loses a Loved One
Building Confidence
Taking a Deep Breath
Opioid Addiction for Employees
Opioid Addiction for Managers
Helping Your Employees Find Purpose
Managing Your Employee's Work-Life Balance
Don't Be a Calvin! (Dealing with Allergies)
Returning from Maternity Leave
Creating a Paternal Leave Policy
Creating a Family Leave Policy

Course/Topic Title
Keeping Track of Your Teen While You're at Work
Stopping the Drama
How to Beat Insomnia
Know Your Numbers
Blood Pressure
Glucose
Cholesterol
BMI
Ergonomics
Ergonomics Basics
Chairs 101
Reducing Eyestrain
Adjusting Your Workspace
Stretching at Work
Stress Management
Understanding Stress
Avoidable Stress
Unavoidable Stress
Handling Stress
Managing Stress
Deskercises
Deskercises: Simple, Cardio, and Core
Deskercises: Chest, Neck, Back
Deskercises: Arms and Shoulders
Deskercises: Legs and Backside, While Sitting
Deskercises: Legs and Backside, While Standing
You Are What You Eat
You Are What You Eat
Reading Food Labels
Brain Food
Meal Planning
Fighting the Flu
The Fight is On!
Get to Know Your Opponent
Gain the Upper Hand
Throw in the Towel
Call for Backup
Understanding Headaches
Understanding Headaches
Surprise Headache Triggers
The Science of Sleep
The Science of Sleep
Sleep Hygiene
How Much Sleep Do You Need?
Sleeping for Shift Work
Financial Wellness
Creating a Budget

Course/Topic Title
Budget Sample
Debts
Savings
How to Save at Home
How to Save on Food
How to Save on Your Car
How to Save at Your Financial Institution
How to Manage Your Credit Cards
How to Save Using Your Employee Benefits
How to Save on Subscriptions
Planning for Maternity Leave
The First Trimester
The Second Trimester
The Third Trimester
Mental Health
Destigmatizing
Navigating Your Own Mental Health
Managing Mental Health Issues
Coronavirus
COVID-19
Coronavirus Precautions and Prevention
Common Sense Hygiene
Coronavirus Preparedness
Travel
Stay Calm, Stay Informed
If an Employee Gets COVID
Hospitality
Front of the House
Introduction to Restaurants
Greeting and Seating Guests
Interacting with Guests: Fundamentals
Interacting with Guests: Special Circumstances
Interacting with Guests: Difficult People
Understanding the Menu: What's for Dinner?
Understanding the Menu: Writing Menu Descriptions
Understanding the Menu: What's on Tap?
Serving Guests: Taking Orders
Serving Guests: Table Service
Serving Guests: Time Management
Clearing the Table and Closing the Sale
Tips for Tipped Employees
Back of the House
Introduction to Restaurant Cuisine
Making the Menu
Making the Menu: Presentation
Kitchen Safety
Knife Safety
Food Safety Plans

Course/Topic Title
Beverage
Wine 101
Beer and Spirits 101
Alcohol Safety
Bartending Fundamentals
Bartending Glasses Guide
Bartending: The Pour
Hotels and Inns
<i>Front Desk Customer Service</i>
Etiquette and Presentation
Check-in & Check-out
Communicating with Guests
Telephone Techniques
Handling Upset Guests
<i>Housekeeping</i>
Cleaning Guest Rooms
Cleaning Public Spaces
Working Safely with Ergonomics
Interacting with Customers
<i>Valet</i>
Appearance and Professionalism
Parking Vehicles
Returning Vehicles
Safety Essentials
<i>Food and Beverage</i>
In-Room Dining
Alcohol Basics
Food Safety Plans
Tourist Attractions
Overview
Serving the Guest
Leadership
Strategic Leadership
THE Answer for Business Success
Mission, Vision, Values
Mission
Vision
Values
Becoming a Great Leader
Introduction
Fundamentals
Characteristics
Leadership and Power
How to be a Follow-able Leader
Creating Followership

Course/Topic Title
How to Motivate Employees
Motivational Leadership
Effective Delegation
Empowering Followers
Building an Effective Leadership Team
Developing Followers
Developing Yourself
Putting it All Together
Mistakes Leaders Make
Six Wrong Ways to Manage
Eight Signs of a Dysfunctional Organization
Fixing the Dysfunction
Transformational Leadership
Transforming the Organization
Dealing with Resistance
Creating Focus During Change
DISC Leading Skills
Leading a High D
Leading a High I
Leading a High S
Leading a High C
Mentoring
What is a Mentoring Program?
How to Create a Mentoring Program
How to Match Mentors with Mentees
Making a Mentoring Agreement
Mentoring Meeting Guidelines
Creating a Successful Mentoring Relationship
Framework for Execution
The Failure to Execute
Reasons for Poor Execution
The Current Situation
A Framework for Execution
Succession Planning
The Importance of Succession Planning
What is a HiPo?
Creating a Policy
Identifying HiPos
HiPos vs. High Performers
Retaining and Developing HiPos
Unknown Knowns
Understanding Better Practices
The Knowledge Transfer Process
Getting Started
Leading Knowledge Transfer
Making the Sales Call
Sales Prospecting
The Sales Pipeline

Course/Topic Title
The Original Sales Funnel
The Flipped Sales Funnel
Sales Analytics and Metrics
The Link Between Marketing and Sales
Social Media Networking
How to Get Past Gatekeepers
How to Leave Sales Voicemails
Discovery Calls
Gathering Prospect Information
Advanced Questioning Techniques
Marketing
Public Relations Trends
Marketing to Millennials
Marketing Essentials
Understanding Marketing
Types of Marketing
Brand and Product Overview
What Everyone Needs to Know
Marketing Strategy
What is a Marketing Strategy?
Developing a Strategy
B2B Marketing Strategy
Defining Your Target Audience
Measuring Your Marketing
Brand Management
Building Your Brand
Promoting Your Brand
Rebranding
Brand Statement
Digital Marketing
What is Digital Marketing?
Types of Digital Marketing
Social Media
SEO
Content Marketing
Email Marketing
Pay-Per-Click
5 Things Everyone Needs to Know
Driving Traffic to Your Website
Public Relations
Introduction to Public Relations
Press Releases
Dealing with the Media
How to Handle Bad Press
Managing an Enterprise Account
Introduction

Course/Topic Title
Value Added Selling
Lifetime Customer Value
No Push Selling
Five Minute Pre-Brief
Five Minute Debrief
Finding Unmet Needs
Selling Benefits
Handling Unmet Needs
No Push Closing
Managerial Courage
What it Takes to Manage
How to Build Resilience
The Leadership Ladder
Taking a Stand
Determining Your Management Style
You're Wrong
Stop Doing and Start Managing
Swallowing Your Pride
Managing Difficult People
Are You a Micromanager?
Retaining Your Best People
How to Break Bad News
Hiring Team Players
Making Your Work More Meaningful
Effectively Challenge the Status Quo
Developing Tact
Fighting For Your Team
Managing Prejudice Within Your Team
Stop Throwing People Under the Bus
Controlling Disruptive People
Building Strategic Alliances
Character
Management is All About Character
The Audience
How to Apologize
The Process
The Audience
Negotiating
Introduction to Negotiating
Framing
Styles
Identifying Leverage
Analyzing Upcoming Negotiations
The Negotiation Process
Reaching Agreement
Evaluating Your Performance
DISC Styles
Dealing with Strategies

Course/Topic Title
Performance Excellence
The Five Whys
Six Sigma
Six Sigma Basics
Six Sigma and Kaizen
Six Sigma and Lean
Performance Excellence
Introduction
Terms
Why
Cost
Requirements
Roadblocks
Personal Development
Identifying Your Strengths
Developing Your Strengths
Asking for Feedback
Making Sense of Feedback
The Four Attachment Styles
Not Every Great Employee is Management Material
Bring a Solution, Not Just the Problem
Taking Control of Your Career
Planning
Knowing Yourself
Taking Action
Learning Styles
Different Learning Styles
Develop Your Learning
Managing Multiple Learning Styles
Unconscious Bias
What is Unconscious Bias
Types of Unconscious Bias
Overcoming Unconscious Bias
Presentation Skills
Presentation Skills Basics
Know Your Audience
Structuring Your Presentation
Setting Up Your Presentation
Setting the Stage
Closing and Q&A
Punching Up Your Presentation
Designing Handouts
Psyching Up, Not Out
Handling Distractions
After the Presentation
Creating Slides

Course/Topic Title
Train the Trainer
What Is Your Role?
Becoming a Subject Matter Expert
Creating Engaging Materials
Managing the Audience
Tricks of the Trade
Problem Solving
Introduction to Problem Solving
Define the Problem
Determine the Root Cause
Generate Solutions
Evaluate and Select Solutions
Implement Solutions
Monitor the Resolution
Professional Productivity
How to Leave Voicemails That Get Returned
Selfies Gone Wrong
Writing Effective Memos
Thank You Notes
Ethics for Everyone
Remembering Names and Faces
Proper Introductions
How to Receive Feedback
Liven Up Your Culture
Top Productivity Apps
Latest App Trends
The Art of Saying No
The Do's and Don'ts of Success
Working Remotely
Turning Internships into Full-Time
Don't Burn Your Bridges
Working for a Workaholic
Clashing with Your Boss
So You Have a New Boss
How to Finish What You Start
Setting Priorities
The Craft of Winning Over Others
Troubleshoot Before Calling the IT Helpdesk
Think Before You Speak
Critical Observation
Compliments
How to Give a Compliment
How to Receive a Compliment
Conflict Management
Unavoidable Truths
Maintaining Self-Control
The Conflict Process
Special Situations

Course/Topic Title
Change Management
Change Phases
Changing Behaviors
Change Models
Change for Managers
Effective Time Management
How to Manage Your Time
How to Time Block
How to Use the Pomodoro Technique
How to Create a Bullet Journal
Common Time Management Problems
What is Procrastination?
What is Precrastination?
Failure is an Option
Accepting Failure
Moving Forward and Learning from Failure
Focus
Focusing in Times of Hardship
Focusing in a Noisy Workplace
Generation Z
Who Are They?
Generation Z vs. Millennials
Selling to Generation Z
Social Media
Introduction to Social Media
Social Media for Managers
Facebook
Twitter
LinkedIn
Protecting Your Pictures
Office Messaging
Business Meals
Hosting a Business Meal
Attending a Business Meal
Table Manners
Note Taking
Note-Taking Basics
Writing and Typing Ergonomics
Note-Taking Strategies
Producing Official Minutes
The Myth of Multitasking
Multitasking
Singletasking
Office Etiquette
Appearance
Environment
Food

Course/Topic Title
Interactions
Perceptions
Understanding Perceptions
Managing How You're Perceived
Rebuilding Your Reputation
Proper Introductions
In-Person Introductions
Virtual Introductions
Protecting Your Mobile Devices
Loss
Malware
Study Skills
Study Location
Studying in Groups
How to Study Effectively
When to Study
Keeping Your Cool
What is Anger?
Types of Anger
Warning Signs
Changing Perspective
Preventing Anger
Controlling Anger
Work Hacks
5 Hacks to a Clean and Comfortable Space
6 Hacks to Controlling Your Inbox
7 Hacks for Office Productivity
7 Hacks for Maintaining Work/Life Balance
5 Hacks for Workplace Sanity
Workplace Hacks: Go Green
Breaking Bad Habits
Breaking Bad Habits
Establishing Good Habits
Building Accountability
Taking Ownership
Trust and Performance at Work
Managing Yourself
Improving Memory
Why Can't I Remember Anything?
Tips and Tricks to Help Improve Your Memory
Integrating Millennials
Who Are They?
Millennial Characteristics
Integrating Yourself

Course/Topic Title
Creating Collaboration
The Process
How to Collaborate
Email Etiquette
To Email or Not to Email?
Spelling and Grammar Check
Formatting Your Email
Subject Line
Reply Time
When to CC and BCC
Using Reply All
Forwarding Emails
Your Moving Abroad Checklist
Research
Finding a Place to Stay
Paperwork
Money
Packing
Health
Safety
Moving Your Family Abroad
Culture Shock
The Growth Mindset
The Growth Mindset: Embracing “Yet”
Developing a Growth Mindset
Limitations of a Fixed Mindset
Your Professional Network
Benefits of a Professional Network
Building Your Network
Promoting Your Personal Brand
Giving Back to Your Community
Being a Member
Moving Up
Defining Your Career
Maintaining Your Resume
Internal Interviews
Asking for a Raise
Internal Networking and Connecting Executives
Retail Excellence
Retail Conflict Management
Why Retail Conflict Management?
Preparation and Scenarios
Phases of Escalation
De-Escalation
Maintaining Control
Returning to Work After Quarantine
Employees
Connecting with Colleagues
Navigating New Organizational Structures

Course/Topic Title
Cultivating Gratitude
Cultivating Gratitude
How to Handle a Lack of Organizational Transparency
Taking Remote Work Lessons into the Office
Remote Work as a Way of Working
Post COVID-19 Career Planning
Managers
Creating a Culture of Transparency
Managing the Whole Person
Guiding Teams Through Stress
Sharing Workplace Challenges
Spreading Positivity
Handling Employee Reviews and Raises
Embracing Remote Work
Reshaping the Office: Guide Your Team Back to In-Office Work
Leadership
Evaluating Remote Work & Flexible Schedule Policies
Creating a Culture of Transparency
Creating a Culture of Gratitude
Reconnecting with Clients
Company-Wide Communication Strategies
How to Structure Your Team's Return to the Office
Organizational Culture & Values
Social Distancing and Business Strategy Considerations
Evaluating Your Risk and Crisis Management Response
Risk Management
Defining Hazards
Identifying Risks
Risk Management Techniques
Risk Assessment
Healthy Risk Culture
Embedding Processes
Safety
Preventative Maintenance
Criminal Awareness
Employee Health
Financial Basics
Reputation Management
Decision Making
Crisis Management
Planning
Preparing for Crises
Responding to Natural Disasters
Responding to Emergencies
Business Continuity
Media Inquiries
Planning for a Pandemic
Preparing for a Pandemic
Internal Communications
External Communications
Illness in the Office

Course/Topic Title
Business Continuity
Safety
Back Smarts
Working in Cold Weather
Cold Stress
Working in Hot Weather
Heat Stress
Hearing Conservation for Employees
Hearing Conservation for Managers
Emergency Exits
Two-Wheeled Handcart
Aerial Lift Safety
Robbery Safety
What is OSHA
See Something, Say Something
Box Cutter Safety
What is Human Trafficking?
Asbestos Safety 101
<i>Safety for Employees</i>
Machine Guard Safety for Employees
Flammable and Combustible Liquids for Employees
Carbon Dioxide for Employees
Carbon Monoxide for Employees
Propane Gas Safety for Employees
Slips, Trips, and Falls for Employees
Portable Fire Extinguishers for Employees
<i>Safety for Managers</i>
Machine Guard Safety for Managers
Flammable and Combustible Liquids for Managers
Carbon Dioxide for Managers
Carbon Monoxide for Managers
Propane Gas Safety for Employees
Slips, Trips, and Falls for Managers
Portable Fire Extinguishers for Managers
Lockout Tagout
Introduction for Everyone
Lockout Tagout Basics for Employers
Advanced Lockout Tagout for Employers
Lockout Tagout for Employees
Bloodborne Pathogens
Bloodborne Pathogens for Employers
Bloodborne Pathogens for Employees
First Aid
Introduction
Broken Bones
Burns
Bites, Cuts and Scrapes
Choking
AED Training
Seizures

Course/Topic Title
Diabetes
Toxic Plants
Bug Bites and Stings
EpiPens and Allergic Reactions
Strokes
Mammal Bites and Scratches
Snake Bites
Confined Spaces
Confined Spaces for Construction
<i>Confined Spaces for Employers</i>
Rules and Responsibilities
Emergency Procedures and Rescue
<i>Confined Spaces for Employees</i>
Personnel Responsibilities
Understanding Permits
Personal Protective Equipment
Atmospheric Hazards
Forklift Safety
Introduction to Forklifts for Employees
Introduction to Forklifts for Managers
Forklift Operations for Managers
Forklift Operations for Employees: Pre-Operations
Forklift Operations for Employees: Traveling and Maneuvering
Forklift Operations for Employees: Load Handling
<i>Forklift Best Practices</i>
Physical Conditions
Travel Practices
Pedestrian Traffic Concerns
Ramps and Grades
Tipovers and Loading Docks
Narrow Aisles and Enclosed and Hazardous Areas
Electrical Safety
The Basics for General Employees
Safe Work Practices and PPE
Hazard Recognition
Understanding Grounding
Arc Flash
Wiring, GFCI, and Extension Cords
Responding to Emergencies
OSHA for Employees
Hazard Communication for Employers
Creating an Effective Program
Labeling Basics
SDS
Training & Assessment Requirements
Hazard Communication for Employees
Introduction to HazCom
Labels & Pictograms

Course/Topic Title
SDS
Ladder Safety
The World of Ladders
Positioning and Climbing Ladders
Storing, Carrying, and Transporting Ladders
OSHA Recordkeeping
General Recordkeeping Criteria
Special Cases
First Aid
Understanding OSHA Forms and Privacy Protection
Reporting Requirements for Serious Events
New Electronic Rule
Personal Protective Equipment
General Introduction to PPE
Hand and Arm Protection
Head, Eye and Face Protection
Hearing Protection
Respiratory Protection
Nail Gun Safety
Construction
PPE for Managers
Sales Relationships
Establishing Credibility
How Customers Want to Be Treated
Excellent Customer Service
Utilizing DISC in Sales
Selling Skills
QuickSell®
Closing the Sale
No, But, If™
Determining Customer Needs
Handling Tough Customers
Customer Service Basics
Selling to Different Customer Roles
Selling in New Products
Turning Features into Benefits
Building GREAT Sales Relationships
Retailer Hot Buttons: Traffic
Retailer Hot Buttons: Transaction Size
Speaking Customer
Smile!
Defeating Stalls
Objections
Misunderstanding
Doubt
Indifference
True Negative
DISC Selling Skills
Selling to a High D

Course/Topic Title
Selling to a High I
Selling to a High S
Selling to a High C
Small Business Success
Sales as an Owner
Building Relationships
Wearing Multiple Hats
Business with Family and Friends
Ethics for Small Businesses
Hiring for Small Businesses
Posting the Job
Conducting the Interview
Onboarding
Small Business HR Laws
For All Sizes of Businesses
For 15 or More Employees
For 20 or More Employees
For 50 or More Employees
For 100 or More Employees
Small Business Benefits & Compensation
Required Benefits
Optional Benefits
Fringe Benefits
Small Business Finance
Accounting Part 1
Accounting Part 2
Payroll
Marketing for Small Business
Marketing Plan
Marketing Techniques
Tracking Marketing Metrics
Big Ideas for Small Business
Tips for Printing
Tips for Shipping
Tips for Technology Management
Tips for Building Your Website
Tips for Outsourcing
Supervision
Rethinking Brainstorming
Motivating Wont-Dos
Productivity Through Praise
Progressive Discipline
Managing the Grapevine
Staying Positive
Going from Coworker to Boss
Supervising a Pronoid
Running a Sales Meeting
Riding Along with Sales Reps

Course/Topic Title
Managing People Offsite
SMART Goals
Ethics for Managers
S.C.A.M.P.E.R.
Helping Employees Use Their Time Wisely
Creating a Work Plan
Employee Recognition
You Get What You Manage: The Pygmalion Effect
Managing for Accountability
8 Steps to Effective One-on-Ones
8 Steps to Effective Meetings
Managing Up: The Art of Managing Your Managers
Successful Delegation
Concerned Conversations
Managing Interns
Fix That Bad Attitude
Inheriting Underperformers
Analyzing Employee Performance
Can-Do, Will-Do: Introduction
Can-Do, Will-Do: Actions
Can-Do, Will-Do: Questions and Tips
Coaching Skills
Introduction
The Rookie
The Contributor
The Key Planner
The Captain
The Coaching Conversation
Effective Performance Reviews
Preparing for Your Review
Self-Assessments
Handling a Bad Performance Review
Effective Performance Reviews for Managers
Managing for Engagement
Engagement Matters
Creating Engagement
Introverts and Extroverts
Introduction
Managing Introverts
Managing Extroverts
Documenting Performance
Documentation Do's and Don'ts
Legal Issues of Documenting Performance
Tips to Make Performance Reviews a Breeze
Professional Boundaries
Nepotism and Favoritism
Conflicts of Interest
Confidentiality
Office Romances

Course/Topic Title
Talent Development
Recruiting Toolkit
Hiring is Tough
The Hiring Process
Creating Job Postings
Using Social Media to Recruit
Managing Unconscious Bias in Recruiting
Reviewing Resumes
Conducting an Interview
Unacceptable Interview Questions
Extending an Employment Offer
Successful Employee Onboarding
The Importance of Onboarding
Before They Start
Their First Week
Days 30 to 90
Team Building
What is Team Building?
Effective Members
Team Development and the Tuckman Model
Characteristics of a Successful Team
Teams in Crisis Situations
Leading a Team
Leading a Team
Leading Team Building and the Tuckman Model
Territory Development
Territory Development Introduction
The Realities of Selling in the 21 st Century
The New Sales Skills
The Sales Funnel
How Customers Want to Be Sold To
Exceptional Service
Characteristics of the Sale
Key Account Selling Overview
Introduction to the Sales Cycle LINE
Sales Cycle LINE A
Sales Cycle LINE B
Analysis and Metrics
Product and Knowledge
Lead Development
Elevator Speech Value Proposition
The Marketing Link
Social Media Networking
The Sales Process
DISC
Uncovering Needs
Advanced Questioning Techniques

Course/Topic Title
Overcoming Objections
No Fuss Closing
Selling at a Distance
Gathering Prospect Information
Phone Selling
The Virtual Presentation
Sales Communications
Internal Sales Communication
Writing Sales Proposals
Developing Your Territory
Building the Sales Plan
Summarizing the Business Position
The Sales Process
Building a Sales Process
Overview of Sales Methodologies
What's Right for This Prospect, Today?
Selling Strategies
Consultative Selling
Cyclical Selling
Field Sales
STUN Selling
Tiered Selling
Upsell and Add-Ons
Voting Essentials
Registering to Vote
Voting for President
Political Parties 101
Your Voting Rights
Why Should I Vote?
Election Day
Single Issue Voting
Beyond the Presidency
Finding Common Ground
News Literacy
The Virtual Workplace
Working Virtually
Collaborating in a Digital Work World
Setting Up Your Virtual Workspace
Networking in a Virtual World
Building and Maintaining Sales Relationships
Time Management in a Work-from-Home World
Body Language in Virtual Meetings
Working Virtually with Your Boss
Virtual Leadership
Virtual All-Company Meetings and Town Halls
Shifting the Productivity Mindset
Handling Personnel Challenges Virtually

Course/Topic Title
Leading Remote Teams
Handling IT Challenges in Virtual Work
The Virtual Daily Standup
Virtual Team Building
Virtual Human Resources
Recruiting & Hiring
Onboarding New Employees
Conducting Performance Reviews
Terminations, Layoffs, and Furloughs
The Virtual Interview
Preparing for Your Virtual Interview
During Your Virtual Interview
Workplace Culture
Leadership of a Diverse Group
Avoiding Discrimination: 5 Keys
Diversifying Your Leadership Team
Tokenism
Microaggressions
Anti-Racism
The Anti-Racism Continuum
Colorblindness Doesn't Work
Calling Out and Calling In
Learning to Listen and Listening to Learn
Maintaining Momentum
Anti-Racism for Leaders
Diversity-Focused Recruitment
Mitigating Bias
Creating and Implementing Policy
Allyship
Maintaining Momentum for Leaders
Evaluating Your Organization
Privilege
What is Privilege?
Privilege Scenarios
Using Your Privilege
Isms
Exploring Isms in the Workplace
Overcoming Isms in the Workplace
Avoiding Isms in the Workplace
Working Well With Everyone
What is Diversity?
The Diversity Continuum
The Mistake of Stereotyping
The Power of Inclusion
Diversity=Greatness
Unconscious Bias
What Is Unconscious Bias

Course/Topic Title
Types of Unconscious Bias
Overcoming Unconscious Bias
Workplace Sustainability
The ROI of Green
Conducting an Audit
Recycling in the Workplace
Water Conservation
Managing Your Waste
Understanding Hazardous Waste
Green Cleaning Concepts
Green Purchasing