1. **Course Title:** Getting Generations to Work Together  
**Description:**  
This course introduces strategies for creating a generation-friendly work environment.  

**Objectives/Outcomes:**  
After completing this course, participants will be able to:  
* Recognize conflicts in the workplace can often be traced back to generational differences.  
* Define the four generations including the traits, values and expectations of personnel in these generations.  
* Discuss strategies for creating a generation-friendly workplace.  

**Length of Training** – 45 minutes

2. **Course Title:** Becoming a Presenter with Purpose  
**Description:**  
This course introduces how to prepare for a presentation and the key components of a presentation. It will also review several tips and techniques that can help you become a more effective presenter.  

**Objectives/Outcomes:**  
- Describe how to prepare for a presentation.  
- State the key components of a presentation.  
- Discuss effective presenter techniques.  

**Length of Training** – 60 minutes

3. **Course Title:** How to Delegate Effectively  
**Description:**  
This course teaches managers how to adapt to changes and challenges in the organization by effectively delegating tasks and responsibilities to the right team members.  

**Objectives/Outcomes:**  
After completing this course, the learner should be able to:  
- Explain why delegation is a foundational skill in management.  
- Recognize the key factors that affect task delegation, which include task complexity and the employee’s skill levels.
• Discuss effective delegation techniques at each stage of the employee life cycle and the exceptions to these techniques.
• List the benefits of effective delegation for management and employees.
• Demonstrate when follow-up is needed after tasks and projects are assigned.

Length of Training – 30 minutes

4. Course Title: Managing Employee Performance
Description:
Setting expectations and holding employees accountable is no easy task. We know this skill set takes practice; that managers need a clear process to follow, and that dealing with poor performance can easily be avoided. In this course you'll learn the top reasons why poor performance is not addressed in organizations; learn an effective approach to addressing performance issues and learn how to follow-up after feedback discussions.

Objective/Outcomes:
At the conclusion of the course, you will:
• Understand performance management is a difficult skill to master for both new and experienced managers.
• Recognize poor performance affects the entire organization, not just the manager and the employee.
• Recall the top 10 reasons poor performance is not addressed in organizations.
• Identify the four steps in planning for a performance feedback discussion.
• Discuss the essential steps after performance feedback discussions.
• Explain why documentation is critical for both the HR department and the manager.

Length of Training – 30 minutes

5. Course Title: Interviewing & Hiring While Protecting Yourself and Your Organization
Description:
This course is designed to educate you on how to properly navigate the hiring and interviewing processes while avoiding those pitfalls. You will learn best practices for job postings, screening applicants, interviewing, background and reference checks, and making the job offer.

Objectives/Outcomes:
After completing this course, you will understand:
• How to post a job opportunity.
• How to screen applicants.
• What an interviewer can and cannot ask the applicant.
• The acceptable vs. unlawful criteria for making hiring decisions.
• How to properly conduct background and reference checks.
• What to include in an offer letter.

Length of Training – 45 minutes
1. **Course Title:** Sexual Harassment Prevention for Employees  
**Description:**  
Education is the best way to prevent sexual harassment in the workplace. After completing this course, you’ll understand how to recognize, respond to and prevent sexual harassment in your workplace.

**Objectives/Outcomes:**  
At the conclusion of this course you will be able to:  
• Define sexual harassment according to Title VII.  
• Explain the difference between quid pro quo and hostile environment sexual harassment.  
• Discuss examples of sexual harassment and the impact of perception.  
• List common misconceptions about sexual harassment.  
• And define who can be liable in sexual harassment cases and what affirmative defense is.

**Length of Training** – 60 minutes

2. **Course Title:** Sexual Harassment Prevention for Managers  
**Description:**  
In this course, you’ll learn how to Safeguard your organization from costly sexual harassment claims, lawsuits and tarnished reputations. This course teaches managers how to recognize, respond to and prevent sexual harassment in your organization.  

**Objectives/Outcomes:**  
At the conclusion of this course you will be able to:  
• Define your management responsibilities as they relate to your organization’s sexual harassment policy.  
• Identify various definitions of sexual harassment.  
• Know what constitutes inappropriate behavior.  
• Explore the legal implications of sexual harassment and how to handle employee complaints.  
• And ensure appropriate initial handling of employee complaints.

**Length of Training** – 120 minutes

3. **Course Title:** Diversity & Inclusion: Creating a Positive Workplace Environment  
**Description:**  
Diversity within the workforce can be used by an organization to maximize workforce productivity, organizational goal accomplishment, and individual career development objectives. Diversity is really about leveraging all aspects of human potential. It is the foundation to creating a positive workplace environment, where common elements are identified and leveraged, and unique differences are encouraged and celebrated for their contribution.  

**Objectives/Outcomes:**  
After completing this course, you will be able to:  
• Understand what Diversity and Inclusion is.  
• Identify the unique attributes you have to offer in your workplace.  
• Identify the unique attributes in others.  
• Leverage common elements found in the workplace.  
• Celebrate differences found in the workplace.

**Length of Training** – 30 minutes

4. **Course Title:** Drug-Free Workplace for Managers  
**Description:**  
Workplace safety involves keeping the work environment drug-free. Companies spend millions of dollars each year to ensure workplace safety. Companies also incur costs of millions of dollars due to employee absence,
illness, accidents, errors and low employee morale. As a manager, what can you do to help ensure a drug-free environment? This course will provide you with tips and actions to take in order to achieve this goal.

**Objectives/Outcomes:**
After completing this course, you will be able to:
* Understand the problem of substance abuse in the American workforce today.
* Identify the benefits of a drug-free workplace program for your company.
* List the five basic tenets of a drug-free workplace program.
* Know what to do and what not to do when involved in a potential substance abuse situation.
* Take appropriate action, as a manager, to escalate workplace safety concerns related to substance abuse.

**Length of Training** – 30 minutes

5. **Course Title:** Business Email Usage and Ethics  
**Description:**  
The main advantage of email is the speed with which we can communicate. With the click of a button, we can share documents, presentations, proposals, even photos. But along with the advantages, comes some potential pitfalls. This course will look at some best practices for using email at work so you can avoid these disadvantages.  
**Objectives/Outcomes:**
After completing this course, you will understand:  
· Correct business writing and etiquette in crafting emails.  
· Privacy and security in email usage.  
· And corporate email policies and legal issues.  

**Length of Training** – 30 minutes

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### Customer Service

1. **Course Title:** Identifying and Exceeding Customer Needs  
**Description:**  
Here, you’ll follow the process of uncovering customers’ needs, exploring and categorizing those needs and turning them into opportunities to gain a valuable customer that continues to want more of what you have to offer.  

**Objectives/Outcomes:**
Our learning objectives for this course are you will be able to:
· Categorize the customer’s need.  
· Explore to specify customer need.  
· Turn the customer’s need into an opportunity.  

**Length of Training** – 15 minutes

2. **Course Title:** Mastering the Telephone: Basic Skills  
**Description:**  
Telephones are the primary tool used today for conducting business, so it’s no wonder that to be successful in any business, you must be able to communicate effectively by telephone. This training is designed to help you
master fundamental telephone communication and management skills that allow you to be productive while building rapport with your internal and external customers.

**Objectives/Outcomes:**
After completing this course, you will be able to:
* Apply three fundamental telephone skills.
* Place calls on hold, transfer and take telephone messages effectively.
* Demonstrate appropriate telephone etiquette.

**Length of Training** – 15 minutes

3. **Course Title:** Handling Customer Complaints  
**Description:**
Did you know that many unsatisfied customers don't even bother to complain? Much more damaging, they simply leave and buy from your competitors. In this course you'll learn some effective strategies for turning a complaining customer into a corporate advocate.

**Objectives/Outcomes:**
At the conclusion of this course, you will understand:
* The customer's complaint.
* How to provide an appropriate response.
* And how to ensure customer satisfaction.

**Length of Training** – 15 minutes

4. **Course Title:** Excellence in Customer Service  
**Description:**
When it comes to business, our clients have all too many options. So what can you do to stand out and become their number one choice time and time again? Find out in this course. In this course, you'll learn all about the CONTACT approach to customer excellence, designed to set you apart from the competition.

**Objectives/Outcomes:**
After completing this course, you will understand:
* How to follow the CONTACT approach to providing customer service excellence.

**Length of Training** – 15 minutes

5. **Course Title:** Five Steps to Problem Solving and Diffusing Upset Customers  
**Description:**
Here you'll learn all about the five-step TOTAL approach to customer service while problem-solving and diffusing upset customers. You'll then be able to apply this information in any customer interaction—be it by phone, email or online chat. This course will cover the best practices of industry leading companies when providing stellar customer service.

**Objectives/Outcomes:**
After completing this course, you will understand how to:
* Thank the customer for calling.
* Offer to help.
* Treat customers with respect.
• Apologize for inconveniences.
• Listen actively to confirm understanding.

Length of Training – 15 minutes

6. Course Title: Is the Customer Always Right?
Description:
Exploring the intended meaning behind the question, “Is the customer always right?” equips you with techniques for turning customer problems into opportunities. These techniques help you exercise goodwill, cultivate business relationships, market products and services, implement product improvement, increase sales and revenue, and more.

Objectives/Outcomes:
After completing this course, you will understand how to:
• Determine what to do when the customer isn’t right.
• Diffuse customer anger and disappointments.
• And create a win-win outcome for both you and the customer.

Length of Training – 15 minutes

7. Course Title: Stellar Customer Service Best Practices
Description:
This course will cover the best practices of industry leading companies who provide stellar customer service.

Objectives/Outcomes:
After completing this course, you will understand how to:
• Identify and use the customer’s preferred communication channel.
• Offer a consistent experience every time, everywhere.
• Meet and exceed customer expectations.
• And perform “on stage” every time.

Length of Training – 15 minutes

Information Security

1. Course Title: Cyber Security: How to Stay Safe Online
Description:
With this course you’ll learn various ways criminals access critical information so that you can better protect yourself, your clients and your organization from security breaches.
Objectives/Outcomes:
At the conclusion of this course you should be able to:
* Define social engineering.
* Explain phishing and ransomware.
* Identify online payment scams.
* Protect yourself from each of these cyberattacks.

Length of Training – 30 minutes

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**Project Management**

1. **Course Title:** Managing Your Project Team and Team Communication  
   **Description:**  
   We will explore project management principles that lead to great team dynamics and effective communication, which together, help remove obstacles and keep the team motivated, productive and united in working to achieve project goals.

   **Objectives/Outcomes:**  
   At the conclusion of this course, you will understand:  
   Principles of project team dynamics.  
   The project manager’s changing roles in team development stages.  
   Essential communication tools for managing the project team and keeping stakeholders informed.

   Length of Training – 15 minutes

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**Health & Safety**

1. **Course Title:** Staying Safe in the Workplace  
   **Description:**  
   In this course, we’ll summarize various workplace hazards—such as fire and radiation—and identify safe and appropriate measures you should use to ensure safety of yourself and your coworkers. You’ll come away from this course with a renewed understanding of workplace hazards and how to address them in a safe, calm manner.

   **Objectives/Outcomes:**  
   At the conclusion of this course you’ll be able to:  
   * Identify information your organization must have available regarding workplace safety.  
   * Understand appropriate measures to lodge safety complaints.  
   * Describe appropriate measures related to fire emergencies.  
   * List safe methods of evacuating the building during emergencies.  
   * And describe appropriate measures to address workplace violence.

   Length of Training – 30 minutes