



# Course Catalog

Business

Compliance

Harassment Prevention

Finance

Human Resources

Customer Service, Marketing & Sales

Health & Safety

Small Business Essentials

Cybersecurity

Certificate Programs

Personal Development

 Diversity Builder<sup>SM</sup>



# Business

- Acting Effectively on a Team
- Best Practices for Returning to Work for Employees
- Best Practices for Returning to Work for Employers
- Business Essentials: Change Management
- Business Essentials: Discrimination in the Workplace
- Business Etiquette: Accelerate Your Career
- Business Writing: Being Effective
- Business Writing: Letters and Emails
- Business Writing: Preparation
- Business Writing: Reports and Proposals
- Change Management
- Cloud Computing: An Introduction
- Communicating as a Team
- Communicating at Work
- Communicating Cross Culturally
- Communicating Interpersonally
- Communicating Negative Messages
- Communicating Non Verbally
- Communicating Persuasively
- Communicating Proactively
- Communicating Reactively
- Communication Basics
- Conflict Management
- Coping with Change
- Cross Cultural Training
- Delegating
- Delegating I & II
- Delegation
- Delivering Effective Feedback
- Developing A Strong Leadership Team
- Email Etiquette
- Employee Share Ownership Plans for Advisers
- Employee Share Ownership Plans for Owners
- Enhancing Your Speaking Skills
- Flexible Work Arrangements and Your Organization
- From Peer to Supervisor
- Introduction to Emotional Intelligence
- Introduction to Risk Management
- Leadership for the Future
- Leading Your Resources
- Managing a Remote Workforce
- Managing Change
- Managing Stress for Positive Change
- Marketing (4 module program)
- Meeting Effectiveness
- Negotiating for Success
- Operations Management
- Performance Management: Performance Review
- Practice Active Listening
- Presentations That Work
- Presentations That Work in a Virtual Environment
- Problem Solving and Decision Making
- Project Management [4 courses]
- Project Management: Getting Ready
- Project Management: Goals and Stakeholders
- Project Management: The Basics
- Project Risk Management
- Quality Management Refresher
- Report Organization and Presentation
- Returning to the Workplace During a Pandemic
- Risk Management and Your Organization
- Shareholder Value Creation
- Social Media Marketing
- Strategic Management Certificate
- Succeed as a Supervisor
- Supplier Management
- Supply Chain Management Basics
- Telephone Techniques
- The Fundamentals of Ownership Thinking
- The Future of Work
- Time Management
- Using Leadership Basics
- Vision of Leadership
- What's in a Price
- Working from Home Effectively
- Writing Effective Emails





# Compliance

- Accessibility for Ontarians with Disabilities Act eLearning [AODA]
- Alberta's Health Information Act
- Alternative Dispute Resolution
- Anti-Boycotting Compliance
- Anti-Spam Law [Canada]
- Antitrust Basics [US]
- Avoiding Insider Trading
- BC's Personal Health Information Privacy Legislation
- Being Compliant [Canada]
- Business Entertaining
- California Transparency in Supply Chains Act Compliance
- Child Abuse and Neglect Reporting Act [California] (AB1963)
- Clean Desk Policy
- Code of Conduct
- Combating Human Trafficking
- Compliance for Canadian Business
- Conflicts of Interest
- Contract Law Basics
- Copyright Law Basics [US]
- Corporate Compliance Primer
- Corporate Political Activity
- Corruption of Foreign Public Officials Act [Canada]
- Crisis Management and Emergency Response Planning
- De-Escalating Confrontations Over Masks
- Diversity and Inclusion in the Workplace [Canada]
- Diversity in the Workplace
- DOT Drug and Alcohol Testing [US]
- Drug Free Workplace
- Employment Standards [Canada]
- Equal Employment Opportunity and Affirmative Action
- Ethics and Compliance Basics [US]
- Export Controls Basics
- Fair Housing Act
- Fair Labor Standards Act [US]
- Federal Contracting (OFCCP) Primer
- FERPA: An Overview
- Fraud Awareness and Detection
- Foreign Corrupt Practices Act
- Gender Identity
- Gramm-Leach-Bliley Act Privacy Policy
- Ground Disturbance Awareness
- Handling Hazardous Waste [US]
- Healthcare Fraud and Abuse
- How to Comply with HIPAA
- Immigration Law Primer
- Indigenous Reconciliation Awareness
- Information Security
- Let's Talk About Racism [Canada]
- Let's Talk About Racism [US]
- Managing Workplace Stress
- Managing Your Anxiety During a Pandemic
- Musculoskeletal Injury Prevention Program (MIPP) for California Housekeeping
- Primer on Privacy [Canada]
- Preventing Workplace Violence
- Policy Primer [US]
- Protecting Trade Secrets
- Protecting Your Identity
- Quality Communications
- Questionable Interview Questions
- Record Management
- Reductions in Force
- Sanctions and OFAC Compliance
- Sarbanes-Oxley Act Primer
- SBAR Technique
- Security Awareness
- Supervisor's Guide to Meals, Rests, Wages and Hours Worked [California]
- Supervisory Law [US]
- Supervisory Law [California]
- Synthetic Identity Fraud
- Tax Compliance for Canadian Businesses
- Telemarketing Compliance
- Telephone Consumer Protection Act
- The Family and Medical Leave Act
- Unconscious Bias
- Understanding Contracts and Their Use
- Unfair Competition



# Harassment Prevention

- Harassment, Discrimination and Workplace Violence Prevention Training [Canada]
- Harassment Prevention Training [Australia]
- Harassment Prevention Training [Connecticut]
- Harassment Prevention Training [New York]
- Harassment Prevention Training for Employees [California] (SB1343)
- Harassment Prevention Training for Supervisors [California] (AB1825)
- Harassment Prevention Training for Employees [US]
- Harassment Prevention Training for Supervisors [US]
- Prevención de acoso de empleados [US]
- Prevención de acoso de Supervisor [US]
- Prevención de acoso de empleados [California] (SB1343)
- Prevención de acoso de Supervisor [California] (AB1825)
- Prevención del acoso [Connecticut]
- Prevención del acoso [Nueva York]

Award winning elearning.





# Finance

- Basic Business Finance (2 modules)
- Basics of Budgeting
- How to Build a Profitable Customer Base
- Internal Auditing Working Papers
- Interpreting Financial Statements
- Introduction to Financial Statements
- Investing 101
- Nondeposit Investment Products
- Planning for Success
- Strategic Management of Your Organization
- Understanding Financial Statements
- Understanding Fraud for Internal Auditors

Plus more than 100  
NASBA accredited courses.



# Human Resources

- Acting Effectively on a Team
- Business Essentials: Change Management
- Business Essentials: Discrimination in the Workplace
- Business Essentials: Harassment in the Workplace
- Business Essentials: Managing People
- Business Essentials: Project Management
- Business Ethics
- Business Finance Basics
- California Pregnancy Disability Leave 2012 Updates [California-oriented]
- Coaching for Improved Performance
- Compensation and Benefits Planning for Small Business [US]
- Compensation and Benefits Planning for Small Business [Canada]
- Creativity and Innovation in the Workplace
- Developing Brand You
- Developing Diverse Teams
- Developing Your Career Path
- Discharging An Employee
- Diversity and Cultural Competency for Law Enforcement
- Diversity and Inclusion in the Workplace [Canada]
- Diversity in the Workplace
- Doing Performance Reviews
- Effective Approaches to Employee Discipline
- Effective Leadership
- Effective Performance Feedback
- Effective Workplace Discipline [Canada]
- Email Etiquette
- Employee Discipline [US]
- Employee Motivation
- Employee Performance Recognition
- Employment Standards
- Empowering Your People
- Equal Employment Opportunity and Affirmative Action
- Equitable Treatment: A Guide for Supervisors
- Establishing Performance Goals and Expectations
- Ethics for Employees
- Ethics for Managers
- Five Steps to Effective Coaching [Micro Course]
- Flexible Work Arrangements and Your Organization
- Handling Violence in the Workplace
- Hiring Right
- Hiring Right in a Virtual Environment
- Hiring, Managing and Terminating [Canada]
- How Adults Learn
- How to Comply with HIPAA – A General Overview
- How to Respond to an Active Shooter
- Human Resources Generalist Certificate [California]
- Human Resources Generalist Certificate [Federal-oriented]
- Identifying and Avoiding Burnout
- Individual Anger Management
- Individual Goal Contract
- Individual Goal Personalization
- Individual Goal Setting
- Individual Goals and Challenges
- Individual Listening Skills
- Individual Priority Management
- Individual Productivity Enhancement
- Interviewing Job Candidates
- Introduction to Emotional Intelligence
- Introduction to Training
- Job Search for Success
- Leaves and Accommodations
- Leaves of Absence [California]
- Leaves of Absence [US]
- Managing Disputes in a Unionized Workplace
- Managing the Performance of Your Unionized Employees
- Managing Work and Family
- Managing Your Career Path
- Multigenerational Workforce
- Negotiating Skills for the Professional
- Networking Your Career Path



# Human Resources - Cont'd

- Overview of 360 Feedback
- Performance Appraisal Basics
- Performance Management
- Personal Leadership Power
- Presentations That Work
- Problem Solving in the Workplace
- Problem Solving: The 5 Steps
- Reaching Personal Goals
- Running A Virtual Office
- Running Effective Meetings
- Running Effective Teams
- Skills for Interviewing
- Skills for Being Interviewed in a Virtual Environment
- Strategies for Achieving Goals
- Succeed as a Supervisor
- Succession Planning
- Supervisor's Guide to Meals, Rests, Wages and Hours Worked [California]
- Supervisory Law
- Supervisory Law [California]
- Team Problem Solving
- Time Management
- The Future of Work
- Time Management for Employees
- Train-the-Trainer
- Training Tips & Techniques
- Union Free: A Guide for Managers and Supervisors
- Wage and Hour Laws [California]
- Wage and Hour Laws [US]
- Work Process Basics: Producing Quality Work





# Customer Service, Marketing & Sales

- Basics of Market Research
- Creating Valuable Customer Relationships
- Creating Winning First Impressions
- Customer First Series (11 modules)
- Customer Loyalty Improvement
- Customer Service Excellence
- Customer Service - The Complete 14 Module Program
- Customers and Their Decisions
- Developing Strong Customer Relationships
- Effective Communication
- Effective Telephone Techniques
- Employing the Strategy of Speed
- Empowerment
- Exceeding Customer Expectations
- Feedback
- First Impressions
- Fundamentals of Web-Based Marketing
- Handling Complaints and Service Recovery
- Handling Difficult Customers
- Increasing Website Traffic
- Marketing (4 module program)
- Marketing Basics
- Marketing and Customer Service
- Marketing Basics for Business Web Sites
- Marketing Opportunities
- New Business Development: Cold Calling
- Online Customer Support
- Providing Service Excellence
- Quality of Work
- Quality Service Definition
- Sales Is Just Great Service!
- Sales Skills - Basic
- Sales: Closing
- Sales: Cold Calls
- Sales: Qualifying Prospects
- Sales: Team Effectiveness
- Sales: Telephone Skills
- Sales: The Basics
- Selling Your Idea
- Service Attitude and Mindset
- Small Business Marketing and Sales Certificate Program
- Social Media Marketing
- Systematic Selling - Complete Program
- Systematic Selling - Establishing Rapport
- Systematic Selling - Getting the Appointment
- Systematic Selling - Handling Obstacles
- Systematic Selling - Identifying Objectives
- Systematic Selling - Making a Recommendation
- Systematic Selling -Obtaining Commitment and Following Up
- Systematic Selling - Planning the Call
- Team Building
- Telephone Basics
- Telepro Online - Complete Program
- Telepro Online Program - Group One: 'Connecting' with the Customer
- Telepro Online Program - Group Two: Managing the Call
- Telepro Online Program Elective Module 1 - Creating a Climate for Rapport
- Telepro Online Program Elective Module 2 - Communicating Through Accents
- Telepro Online Program Elective Module 3 - Holding and Transferring
- Telepro Online Program Elective Module 4 - Positive Call Management
- The Language of Positive Communication
- The Marketing Mix
- The Value of Brands
- Understanding Customer Interaction





# Health & Safety Training

- Annual Safety Review
- Asbestos Awareness
- Assessment and Improvement of Safety Culture and Safety Performance
- Back Safety
- Backing Vehicles Safely
- Best Practices for Returning to Work for Employees
- Best Practices for Returning to Work for Employers
- Cannabis - Workplace Implications
- Conducting Workplace Inspections
- Confined Space Entry
- Contractor Safety
- Coronavirus Preparedness for Employers and Employees
- COVID-19 Vaccines Awareness
- CSHM Exam Preparation eLearning Workshop
- Earthquake Preparedness
- Effective Joint Health and Safety Committees
- Electrical Hazards
- Employee Rights Under the Families First Coronavirus Response Act
- Fall Prevention and Fall Arrest
- First Aid Basics
- First Aid Basics [Canada]
- Forklift Safety
- H1N1 Flu Preparedness for Employees
- H1N1 Flu Preparedness for Employers
- Hand Safety and Injury Prevention
- Hazard Communication
- Hazardous Materials Transportation: 49 CFR Overview
- Health and Safety Awareness [Canada]
- Health and Safety for Small Business
- Health and Safety for Small Business [Canada]
- Hot Work Safe Practices
- How to Respond to an Active Shooter
- Identifying Hazards and Assessing Risks
- Incident Investigation
- Ladder Safety
- Lead Safety Awareness
- Lockout/Tagout
- Managing Anxiety During a Pandemic
- Managing Stress
- Manual Material Handling and Back Safety
- Machine Guarding
- Mental Health Awareness
- Mold Awareness [US]
- Mould Awareness [Canada]
- Musculoskeletal Disorders (MSDs) in the Workplace
- Office Ergonomics
- Office Safety
- Personal Protective Equipment (PPE)
- Responsible Care® Initiative Overview
- Returning to School During a Pandemic – Best Practices for Students
- Safe Driving
- Safe Driving [Canada]
- Safety and Health Awareness [US]
- Safety Attitudes and Actions
- Safety in Bloodborne Pathogens for Employees
- Safety in Bloodborne Pathogens for Employees [Canada]
- Safety from Bloodborne Pathogens for Retail Employees [Canada]
- Safety in Fire Prevention
- Slips, Trips and Falls
- Towards Sustainable Mining [10 modules]
- Transportation of Dangerous Goods (TDG): Overview
- WHMIS 2015 [Canada]
- Young Worker Safety Orientation
- Zika Awareness



# Small Business Essentials

- Compensation and Benefits Planning for Small Business [US]
- Compensation and Benefits Planning for Small Business [Canada]
- Employee Share Ownership Plans for Advisers
- Employee Share Ownership Plans for Owners
- Entrepreneurship [Canada]
- Financial Management for Small Business Certificate [US]
- Financial Management for Small Business Certificate [Canada]
- Health and Safety for Small Business
- Health and Safety for Small Business [Canada]
- How to Write a Business Plan
- John Bulloch on Small Business
- Leading Growth Firms Certificate (3 modules)
- Succession Planning
- The Fundamentals of Ownership Thinking

## Cybersecurity

- IT Security – An Overview
- IT Security: Business E-mail Compromise
- IT Security: Corporate Account Takeover
- IT Security: Credential Stuffing
- IT Security: E-Mail Security Awareness
- IT Security: It Begins with You
- IT Security: Mobile Phone Security Awareness
- IT Security: Password Security Awareness
- IT Security: Phishing Awareness
- IT Security: Ransomware
- IT Security: Safe Web Browsing
- IT Security: Working Off-Site





# Certificate Programs

- Human Resources Generalist Certificate [Federal-oriented]
- Human Resources Generalist Certificate [California-oriented]
- Small Business Health and Safety Certificate [SBHS]
- Small Business Human Resources Certificate [Canada]
- Small Business Management Certificate Program [SBMC]
- Small Business Marketing and Sales Certificate Program
- Universal Banker Certificate Program

# Personal Development

- Alternative Energy Primer
- Conquer Your Anxiety
- Identifying and Avoiding Burnout
- Job Search for Success
- Mind Your Mood
- Negotiating for Success
- Relax!
- Time Management - Strategies for Success
- Workplace and Personal Skills Certificate