



COURSES

Coaching and Leadership

- Personal Leadership Power

Communications and Presentations

- Basic Telephone Techniques
- Business Writing I: Preparation
- Business Writing II: Organization
- Communication Skills at Work
- Interpersonal Communications
- Team Communication

e-Commerce

- Basic e-Commerce Security
- Building Web Site Traffic

Employment Practices Liability (EPL)

- Create and Maintain a Drug-Free Workplace
- Managing Under the ADEA
- Preventing Violence in the Workplace
- Understanding the Americans with Disabilities Act

Ethics

- Business Ethics for Managers
- Ethical Decision Making
- Ethics for Employees

Financial and Accounting Management

- Basics of Business Finance
- Creating Shareholder Value

Human Resources Management

- 360° Feedback: Implementation
- 360° Feedback: Overview
- Basics of Performance Appraisal
- Career Development
- Career Planning: Networking
- Career Path Management

Legal Compliance and Employment Laws

- ADR and Negotiations
- ADR Labor and Employment Arbitration
- Business Dispute Resolution Systems
- Employee Discipline
- Litigation and Dispute Resolution
- Methods of Discipline
- Overview of Cafeteria Plans
- Using ADR to Settle Disputes
- Sexual Harassment: Employer Guide
- Sexual Harassment: Legal Basics
- Sexual Harassment: Managing Risk
- Sexual Harassment: Myths and Facts
- Sexual Harassment: Basic Guidelines (Available in Spanish)
- Sexual Harassment: Basic Guidelines - Union (Available in Spanish)

Management and Team Building

- Cross-Cultural Communications
- Effective Meetings
- Improving Personal Productivity
- Refresher on Quality Management

Marketing and Sales

- Focus Group Basics
- Improving Customer Loyalty

OSHA

- Accident Investigation
- Advanced First Aid
- Advanced Lock-Out/Tag-Out
- Back Safety
- Basic First Aid
- Basic Lock-Out/Tag-Out
- Conducting Safety Audits
- Fire Prevention and Safety
- Materials Handling Safety
- Office Ergonomics
- Office Ergonomics: An Overview
- Office Safety
- The OSHA Laboratory Standard
- Right-to-Know: Hazardous Chemicals
- Safety Attitudes and Actions
- Slips, Trips and Falls

Project Management

- The Nature of Project Management

Problem Solving and Decision Making

- The Five Steps of Problem Solving

Self-Improvement

- Improve Your Listening Skills
- Managing Anger at Work
- Managing Priorities
- Time Management for Employees