Business Skills

- Topics are highlighted in orange.

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

- Courses include Closed Captions (CC) in the following languages: English, Chinese (Simplified), French, French (Canadian), German, Portuguese, Spanish, Thai.

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
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
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

Tough Customers
The Hesitator
The Grump
The Entitled
The Expert

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

Focusing Your Perspective
Locus of Control
The Circle
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
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
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

Manipulative Communication
Identifying Manipulative Communicators
Working with Manipulative Communicators

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 Communication 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 Appearances
Handling Tough Media

Writing
Speech Writing
Writing Conversationally
Communication Styles

Communication Styles

DISC
DISC Introduction
DISC Questionnaire
Understanding DISC Styles
Determining Styles of Others
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
Using DISC to Anticipate Emotions
How to Improve Your Emotional Intelligence

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
Customer Service Chat
Customer Service for Field Technicians
When the Customer Isn't Right: Retail
Conflict for Managers

Feedback
Feedback Basics
Surveys
Social Media Feedback
What to Do with Feedback

Call Center Training
Duties of the Customer Service Representative
Skills of the Customer Service Representative
Phone Etiquette
Active Listening

Asking Good Questions
Don't Say This!
Troubleshooting
Handling Angry Callers
Escalating Issues

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
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

Developing Your Culture

Developing a Learning Culture
People First
Civility in the Workplace
Personal Boundaries at Work

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
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

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
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
Keeping Track of Your Teen While You're at Work
Stopping the Drama
How to Beat Insomnia
Seasonal Affective Disorder
Pre-Vacation Planning
Returning to Work After Vacation
How to Beat Jet Lag
Breaking the Stress Cycle

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

Returning to Work After a Loss
When You've Lost a Loved One
When a Coworker Loses a Loved One
When a Coworker Dies

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
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

Remote Employee Mental Health
Maintaining the Mental Health of Your Remote Employees
Maintaining Your Mental Health as a Remote Employee

Healthy Hygiene
Hand Hygiene
Staying Home
The Benefits of Wearing a Mask
Cleaning Your Workstation
Shared Workstation Hygiene

The Toxic Workplace
Signs of a Toxic Workplace
Surviving a Toxic Workplace
Fixing a Toxic Workplace

Know Your EAP
Promoting Your EAP
Utilizing Your EAP

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

Beverage
Wine 101
Beer and Spirits 101
Alcohol Safety
Bartending Fundamentals
Bartending Glasses Guide
Bartending: The Pour
Hotels and Inns

Front Desk Customer Service
Etiquette and Presentation
Check-in & Check-out
Communicating with Guests
Telephone Techniques
Handling Upset Guests

Housekeeping
Cleaning Guest Rooms
Cleaning Public Spaces
Working Safely with Ergonomics
Interacting with Customers

Valet
Appearance and Professionalism
Parking Vehicles
Returning Vehicles
Safety Essentials

Food and Beverage
In-Room Dining
Alcohol Basics
Food Safety Plans

Tourist Attractions
Overview
Serving the Guest

Leadership

Empathy as a Leader
Matrix Organization Structures
Introduction to Intentional Leadership
Introduction to Authentic Leadership
Introduction to Servant-Based Leadership
Introduction to VUCA Framework
Building an Effective Leadership Team
THE Answer for Business Success
Corporate Social Responsibility
How to Be a Socially Responsible
Corporation

Mission, Vision, Values
Mission
Vision
Values

Knowledge Transfer
Why Knowledge Transfer?
Barriers to Knowledge Transfer
Implementing Knowledge Transfer

Leadership Fundamentals
The Leadership Toolkit
Characteristics of a Leader
Becoming a Followable Leader
Empowering Others
How to Inspire as a Leader
Listening as a Leader
Developing Yourself

Leadership & Power
The Bases of Power
Honing Your Power
Using Your Power in the Community

Organizational Disfunction
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

Succession Planning
The Importance of Succession Planning
Creating a HiPo Policy
Identifying HiPos
Retaining and Developing HiPos

Making the Sales Call

Product Knowledge
Using Portable Media

Sales Prospecting
The Sales Pipeline
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
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

Performance Excellence

The Five Whys
Intro to Quality Assurance and Quality
Control

Six Sigma
Six Sigma Basics
Six Sigma and Kaizen

Six Sigma and Lean

Performance Excellence
Introduction
Terms
Why
Cost
Requirements
Roadblocks

Personal Development

Recovering From Mistakes
Imposter Syndrome
Becoming Detail Oriented
Your Importance in the Organization
Taking Initiative
Career Change
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

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

Is It Better to Be Agreeable Or Disagreeable?
Givers, Takers, and Matchers
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
The Craft of Winning Over Others
Troubleshoot Before Calling the IT
Helpdesk
Think Before You Speak
Critical Observation
When To Let It Go

Common Sense
Critical Thinking and Common Sense
Common Sense in Decision Making
Common Sense and Professional
Relationships
Common Sense and Management

Compliments
How to Give a Compliment
How to Receive a Compliment

Dealing With Difficult Coworkers
The Procrastinator
The Nitpicker
The Gossip
The Complainer
The Nonresponder

Conflict Management
Unavoidable Truths
Maintaining Self-Control
The Conflict Process
Special Situations

Change Management
Change Phases
Changing Behaviors
Change Models
Change for Managers

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

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

Office Etiquette
Appearance
Environment
Food
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

Keep 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
Millennial Characteristics

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

Performance Reviews for Employees
Self-Assessments
Preparing for Your Review
Handling a Bad Performance Review

Resource Planning

Setting Priorities
Time Management
Managing Time vs. Energy
Project Management Overview
Gantt Chart Basics
Critical Path Method Basics
Waterfall Model Basics
Scrum Framework Basics
OKRs: Objectives and Key Results
Agile Methodology for Project Management

Common Time Management Problems
What is Procrastination?
What is Precrastination?

Effective Time Management
Workday Planning Techniques
Time Blocking and Focus Time
The Pomodoro Technique
Bullet Journaling Basics
The Four D's of Time Management

Iceberg Method Basics
Eisenhower Matrix Basics

The Myth of Multitasking
Multitasking
Singletasking

Project Management
What is a Project
Project Charter
Timelines
Negotiating
Communicating
Measuring and Tracking
Handling Change
People Problems
Completing the Project

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
Business Continuity

Safety

Back Smarts
Working in Cold Weather
DOT Audit Checklist
HAZWOPER Overview
Understanding Industrial Hygiene
Indoor Air Quality for Managers
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
Preparing for and OSHA Inspection
See Something, Say Something
Box Cutter Safety
What is Human Trafficking?
Asbestos Safety 101
Safety for Employees
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

Chainsaw Safety
Types of Chainsaws and Safety Precautions
Making the Cut

Hand and Power Tool Safety
Preparing Your Tools and Station
Using Tools Safely

Safety for Managers
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

HippoHub

Burns
Bites, Cuts and Scrapes
Choking
AED Training
Seizures
Diabetes
Toxic Plants
Bug Bites and Stings
EpiPens and Allergic Reactions
Strokes
Mammal Bites and Scratches
Snake Bites

Confined Spaces
Confined Spaces for Construction

Confined Spaces for *Employers*
Rules and Responsibilities
Emergency Procedures and Rescue

Confined Spaces for *Employees*
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

Forklift Best Practices
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
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
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

Social Media

Social Media for Employees
Getting a Job: Your Social Media Presence
Using Social Media to Enhance Your Career
Top 10 Social Media Etiquette Tips
Social Media Privacy Settings
What Are My Rights?
Navigating Conflict on Social Media
Using Social Media at Work

Social Media for Managers
Crafting a Social Media Policy
Using Social Media for Talent Recruitment
Using Social Media for Hiring
Engaging with Employees on Social Media
Getting Employees Involved in Social Media Marketing

Supervision

Rethinking Brainstorming
Motivating Wont-Dos
Productivity Through Praise
Progressive Discipline
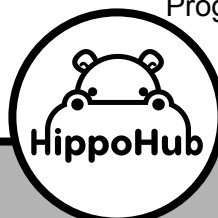
Managing the Grapevine
Staying Positive
Going from Coworker to Boss
Supervising a Narcissist
Running a Sales Meeting
Riding Along with Sales Reps
Managing People Offsite
SMART Goals
Ethics for Managers
SCAMPER Brainstorming
Helping Employees Use Their Time Wisely
Creating a Work Plan
Employee Recognition
You Get What You Expect from Employees
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
Conducting a Performance Review
Six Wrong Ways to Manage
Impedership

Analyzing Employee Performance
Introduction to the Can Do, Will Do Grid
Utilizing the Can Do, Will Do Grid
Motivating Won't Do's Using the Can Do, Will Do Grid

Coaching Skills
Introduction to Coaching Skills
The Rookie
The Everyday Player
The Key Player
The Captain
The Coaching Conversation

The Leader as a Coach
Introduction to Coaching
The GROW Model
The CLEAR Model
The ACHIEVE Model
The STEPPPA Model
The CIGAR Model

The FUEL Model
The STRIDE Model
Improving Your Coaching Skills

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

Supply Chain Management

The Role of Supply Chain
Supply Chain Transparency
Inventory Management
Inventory Management Strategies
Inventory Control
Logistics

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

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

The Sales Process
DISC
Uncovering Needs
Advanced Questioning Techniques
Overcoming Objections
No Fuss Closing

Developing Your Territory
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
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

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The Virtual Interview
Preparing for Your Virtual Interview
During Your Virtual Interview

Hybrid Work Environments
Time Management in a Hybrid Work
Environment
How to Be a Great Hybrid Work Employee
Establishing Your Hybrid Work Schedule
Communication in a Hybrid Work
Environment
Setting Up Your At-Home and In-Person
Workspaces
Collaborating in a Hybrid Work Environment

Managing a Hybrid Team
Managing a Hybrid Workforce
Team Building for a Hybrid Team
Tools for a Hybrid Workforce
Managing Culture in a Hybrid Team

Workplace Culture

Leadership of a Diverse Group
Avoiding Discrimination: 5 Keys
Diversifying Your Leadership Team
Tokenism
Microaggressions
Empathy in the Workplace
Finding a Mentor Like You
Introduction to Business Psychology

Psychological Safety
Psychological Safety for Employees
Psychological Safety for Managers

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

Neurodiversity
What Is Neurodiversity?
Misconceptions About Neurodiversity
Working With Neurodiverse People

Working With Different Generations
Introduction to the Working Generations
Working With Baby Boomers
Working With Gen X
Working With Millennials
Working With Gen Z
Working Together Across Generations

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

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