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Header 3

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Procurement Folder: 958413

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0210

Vendor ID:

SO Doc ID: ISC2200000006

Legal Name: NEOGOV

Published Date: 11/12/21

Alias/DBA:

Close Date: 11/23/21

Total Bid: \$28.00

Close Time: 13:30

Response Date:

Status: Closed

Response Time:

Solicitation Description:

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Total of Header Attachments: 3

Total of All Attachments: 3

First Name:

Last Name:

Email:

Phone:



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
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**State of West Virginia
 Solicitation Response**

Proc Folder: 958413
Solicitation Description: Addendum #1 Online Technical Training (OT22054)
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2021-11-23 13:30	SR 0210 ESR11232100000003245	1

VENDOR
 000000175715
 NEOGOV

Solicitation Number: CRFQ 0210 ISC2200000006
Total Bid: 28
Response Date: 2021-11-23
Response Time: 13:12:03
Comments: N/A

FOR INFORMATION CONTACT THE BUYER

Jessica L Hovanec
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Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Online Technical Training - User	28.00000	EA	1.000000	28.00

Comm Code	Manufacturer	Specification	Model #
43232502			

Commodity Line Comments: Year 1 License: \$7,719.00
Year 1 Implementation: \$5,000.00
Year 1 Single Sign-On: \$1,000.00
Please refer to our Cost Proposal for additional pricing details.

Extended Description:

Online Technical Training - User

NEOGOV Cost Proposal:

The West Virginia Office of Technology

Annual Recurring Fees

Line	Description	Year 1	Year 2	Year 3
1	Learn (LE) » LE License	\$7,719.00	\$8,105.00	\$8,510.00
2	LEARN (LE) » Setup, Training & Implementation	\$5,000.00	-	-
3	NEOGOV Integrations » Integration Maintenance for Single Sign-On	\$1,000.00	\$1,050.00	\$1,103.00
TOTAL		\$13,719.00	\$9,155.00	\$9,613.00

**Please note pricing shown is for 28 Employee's.*

Course	Course Code	Category	Description	Duration
Office 365 Essentials (2018)	BH01	Business Skills	Office 365 is far more than classic Microsoft Office. Easy, collaborative online tools combine with traditional Microsoft apps to form a powerful productivity-	210
Office 365 Groups Essentials	BH02	Business Skills	Microsoft Office has no shortage of ways for groups to work together. From simple spreadsheet sharing to social media tools like Yammer and Delve and	60
School Bus Safety: Bullying on the Bus	BB51	Campus Safety	This course aims to equip you, the bus driver with the necessary knowledge needed in keeping students safe from incidents of bullying while riding on your bus. It	20
School Bus Safety: Loading & Unloading	BB53	Campus Safety	This course is designed to equip school bus drivers with the proper procedures for safely loading/unloading students from the bus. It addresses the rules that student	30
School Bus Safety: Transporting Students with Special Needs	BB55	Campus Safety	Transporting special needs students can be a difficult job. It is a job that requires both physical and mental exertion and requires you to keep students comfortable	30
School Bus Safety: Safe Bus Operation	BB57	Campus Safety	This training focuses on the proactive aspects of school bus safety -that is, the purposeful steps that you can take to foster a bus environment where safety	45
School Bus Safety: Emergency Operations	BB59	Campus Safety	As a school bus driver, one of the most crucial aspects of your job is maintaining the safety of your students. You must know how to prevent emergency situations	30
Advanced QuickBooks (2016)	BG01	Business Skills	QuickBooks makes basic accounting easy, but to truly take advantage of the power and efficiency of this popular accounting tool you'll want to dive into the	315
Basic Business Finance Principles	BG02	Business Skills	Learn the basic accounting and finance concepts you need to be successful in modern business.	60
Brain Bites - Email Management	BG03	Business Skills	More than ever before people rely on email in the workplace, but we dread the amount of time it takes to read through and respond to all our messages. This	23
Brain Bites - Organizing Your Files	BG04	Business Skills	On average office workers spend one to two hours per day looking for information. Having an organized, searchable file and folder structure makes everyone more	28
Brain Bites - Staying Safe Online	BG05	Business Skills	Meet the hackers trying to break into your company, and learn how to recognize the ways they try to use you and your colleagues to steal money, data, and more.	18
Brain Bites - Time Management	BG06	Business Skills	Everyone is given the same twenty-four hours every day. How you use them is up to you, and in this mini-course we'll look at tips from some of the world's top	10
Brain Bites - Using Windows 10	BG07	Business Skills	Windows 10 introduced many new tools, and updated others, including Cortana, Task View, Virtual Desktops, the Quick Access Screen, and more. In this mini-	40
Excel - Introduction to Power Pivot	BG08	Business Skills	Power Pivot is an Excel add-in you can use to perform powerful data analysis and create sophisticated data models. With Power Pivot, you can mash up large	60
Excel for Mac Basics	BG09	Business Skills	A spreadsheet guru can work wonders, from organizing lists, to creating multi-layered, interactive reports, to revealing answers to business critical questions like	180
Excel: Creating Dashboards	BG10	Business Skills	This course will show you how to use advanced Excel features to turn massive amounts of data into visual, customizable dashboards. The ability to easily query	160
Excel: Data Analysis with Pivot Tables	BG11	Business Skills	Pivot Tables are the perfect tool to analyze large amounts of data in Excel. Being able to summarize, visualize, and tabulate your data makes PivotTables an	150
G Suite Essentials (2016)	BG12	Business Skills	G-Suite (aka Google Apps and Google Drive) is more than just cloud-based email. This powerful and popular cloud-based suite includes apps to help you illustrate,	135
Get It Done - Managing Emails	BG13	Business Skills	For many people email is a source of stress, when it really should be a valuable productivity tool. In this course we'll show you how to combine email best practices	49
Get It Done Sharing Calendars	BG14	Business Skills	It's a common situation: you're working in an organization or department, and you need to share a calendar with your team. Whether it's staffing schedules or	87
Gmail 2015	BG15	Business Skills	Gmail is one of the most often used, under-utilized applications in the world. This course will change the way you use your Gmail account.	135
Intro to SharePoint	BG16	Business Skills	Microsoft SharePoint has been called one of the most powerful tools for business collaboration. Steve Ballmer once said that SharePoint "unleashes a suite of	60
Mastering Access 2013	BG17	Business Skills	Microsoft Access lets ordinary users develop powerful apps customized for their business needs. The new Access 2013 even lets you build web-based apps which	330
Mastering Access 2016 - Basics	BG18	Business Skills	Microsoft Access lets ordinary users develop powerful apps customized for their business needs. In this course experienced Microsoft Access trainer Kathy Jones	150
Mastering Access 2016 - Intermediate	BG19	Business Skills	Microsoft Access lets ordinary users develop powerful apps customized for their business needs. In this course experienced Microsoft Access trainer Kathy Jones	150

Mastering Adobe Acrobat DC Essentials (2016)	BG20	Business Skills	You will learn to use Adobe Acrobat Pro DC to convert documents to PDF files, search within PDF documents, edit and markup PDF documents, and convert and	180
Mastering Excel 2010	BG21	Business Skills	If you've mastered Microsoft Excel 2010 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	600
Mastering Excel 2013	BG22	Business Skills	If you've mastered Microsoft Excel 2013 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	600
Mastering Excel 2013 - Basics	BG23	Business Skills	If you've mastered Microsoft Excel 2013 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	180
Mastering Excel 2013 - Intermediate	BG24	Business Skills	If you've mastered Microsoft Excel 2013 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	255
Mastering Excel 2013 - Advanced	BG25	Business Skills	If you've mastered Microsoft Excel 2013 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	165
Mastering Excel 2016	BG26	Business Skills	If you've mastered Microsoft Excel 2016 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	690
Mastering Excel 2016 - Basics	BG27	Business Skills	If you've mastered Microsoft Excel 2016 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	240
Mastering Excel 2016 - Intermediate	BG28	Business Skills	If you've mastered Microsoft Excel 2016 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	270
Mastering Excel 2016 - Advanced	BG29	Business Skills	If you've mastered Microsoft Excel 2016 then you have one of the most practical and valuable skill sets in all of modern business. A spreadsheet guru can work	180
Mastering Microsoft Project: Part 1- Creating a Project	BG30	Business Skills	This course covers the critical knowledge and skills a project manager needs to create a project plan with Project 2016 during the planning phase of a project. In	150
Mastering Microsoft Project: Part 2- Managing a Project (2016)	BG31	Business Skills	This course covers the skills a project manager needs in order to manage a project plan created with Microsoft Project 2016. From updated task progress, work, and	135
Mastering Microsoft Teams	BG32	Business Skills	The ability for teams to work together productively is perhaps the most important function in any business, and it's the central focus of the new Microsoft Teams	170
Mastering Office 365 (2017)	BG33	Business Skills	Office 365 is far more than classic Microsoft Office. Easy, collaborative tools like OneDrive, Groups, Planner, and FindTime combine with traditional Microsoft apps	570
Mastering OneNote 2013	BG34	Business Skills	OneNote is a powerful tool both for managing your own notes or idea, and for collaborating with others. In this course trainer Christina Tankersley will walk you	195
Mastering OneNote 2016	BG35	Business Skills	OneNote is a powerful tool both for managing your own notes or idea, and for collaborating with others. In this course trainer Kathy Jones will walk you through	150
Mastering Outlook 2013	BG36	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either	300
Mastering Outlook 2013 - Basics	BG37	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either	120
Mastering Outlook 2013 - Advanced	BG38	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either	180
Mastering Outlook 2016	BG39	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either	375
Mastering Outlook 2016 - Basics	BG40	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either	195
Mastering Outlook 2016 - Advanced	BG41	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either	180
Mastering PowerPoint 2010	BG42	Business Skills	Have you seen someone deliver a PowerPoint presentation that was really well done? Do you remember the difference it made, not only in helping you understand	435
Mastering PowerPoint 2013	BG43	Business Skills	Have you seen someone deliver a PowerPoint presentation that was really well done? Do you remember the difference it made, not only in helping you understand	525
Mastering PowerPoint 2016	BG44	Business Skills	Have you seen someone deliver a PowerPoint presentation that was really well done? Do you remember the difference it made, not only in helping you understand	495
Mastering PowerPoint 2016 - Basics	BG45	Business Skills	Have you seen someone deliver a PowerPoint presentation that was really well done? Do you remember the difference it made, not only in helping you understand	285
Mastering PowerPoint 2016 - Advanced	BG46	Business Skills	Have you seen someone deliver a PowerPoint presentation that was really well done? Do you remember the difference it made, not only in helping you understand	210

Mastering QuickBooks Online	BG47	Business Skills	QuickBooks Online brings traditional QuickBooks accounting to a cloud-based solution, and while it's winning rave reviews for its' convenience and easy interface,	255
Mastering QuickBooks Online (2018)	BG48	Business Skills	Do you feel like you don't have time to learn how to use some advanced tools and functions in QuickBooks because you have other important work to do, like	180
Mastering Word 2010	BG49	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	540
Mastering Word 2013	BG50	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	600
Mastering Word 2013 - Basics	BG51	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	165
Mastering Word 2013 - Intermediate	BG52	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	285
Mastering Word 2013 - Advanced	BG53	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	165
Mastering Word 2016	BG54	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	570
Mastering Word 2016 - Basics	BG55	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	210
Mastering Word 2016 - Intermediate	BG56	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	210
Mastering Word 2016 - Advanced	BG57	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly.	150
Microsoft Form Essentials	BG58	Business Skills	Easily create online forms, surveys, and quizzes, and view the results as they come in with Microsoft Forms!	70
Microsoft Lync	BG59	Business Skills	Collaboration is the art of making 1 + 1 equal more than 2, coworkers sharing ideas, working through challenges, and congratulating each other on successes is	75
Microsoft Office 365 Groups Essentials	BG60	Business Skills	Microsoft Office has no shortage of ways for groups to work together. From simple spreadsheet sharing to social media tools like Yammer and Delve and	60
Microsoft Office 365 Planner Essentials	BG61	Business Skills	The new Planner tool in Office 365 is a powerful team management tool, providing features comparable to standalone project management apps but without the high price tag, in fact it's included free with most Office 365 Business plans.	30
Microsoft Sway	BG62	Business Skills	For everyone who ever struggled to create an engaging presentation with PowerPoint, rejoice! Microsoft Sway is a unique and refreshing new way to create visually appealing, interactive presentations and this course will walk you through getting started with your first Sway.	75
Microsoft To-Do Essentials	BG63	Business Skills	The new Microsoft To-Do app is a simple tool with big benefits. Accessible from your phone, tablet, desktop app or browser, To-Do lets you organize all your tasks into multiple To-Do lists, and use the My Day feature to focus your attention on the most important tasks.	30
Migrating from Office 2003 to Office 2013	BG64	Business Skills	In this course experienced Microsoft professionals Christina Tankersley and Barbara Evers help to smooth the transition by demonstrating how the new layout works, where to find the tools and functions users are looking for, and how to make the new Office environment work better for users who have years of experience with the older version.	60
Network Essentials: CompTIA Network Plus	BG65	Business Skills	Network Essentials is designed to give an experienced Level 1 tech a good foundation in networking technologies, both for real world benefits and to pass the newest CompTIA Network Plus certification (Exam N10-006).	750
Office 365 Essentials 2017	BG66	Business Skills	Office 365 is far more than classic Microsoft Office. Easy, collaborative online tools combine with traditional Microsoft apps to form a powerful productivity-boosting tool, and in this course we'll show you the basics of everything Office 365 has to offer!	270

OneDrive Essentials	BG67	Business Skills	Both OneDrive (the free, personal version) and OneDrive for Business (the corporate version included in most Office 365 plans) have the same mission: To let you easily access your documents and files from any device, anytime, and securely share them with others.	90
Outlook Online Essentials 2017	BG68	Business Skills	Sometimes you need a quick way to get to your "stuff" no matter where you are. Outlook Online, also called the Outlook Web App (OWA), is a convenient and powerful way to access your email, calendar, and contacts (People) from any web browser. Throughout this course you will learn the main features and benefits of using Outlook Online from Office 365. The interface is very similar if you are using Outlook Online from your company as well.	135
Project Management Fundamentals	BG69	Business Skills	If you're getting started with project management, you'll want to familiarize yourself with generally accepted best practices. In this course, PMP and Project Management guru Christina Tankersley will show you all the basics you need to know in order to effectively manage projects.	150
QuickBooks	BG70	Business Skills	Do you feel like you don't have time to learn how to use some advanced tools and functions in QuickBooks because you have other important work to do, like gathering or inputting data into QuickBooks? If we could show you how to perform in 30 seconds the same thing that normally takes you ten minutes, would you be interested? This course is loaded with those time-saving lessons that can change the way you think about QuickBooks.	375
Secrets Of The Web	BG71	Business Skills	Do you feel like you don't have time to learn how to use some advanced tools and functions in QuickBooks because you have other important work to do, like gathering or inputting data into QuickBooks? If we could show you how to perform in 30 seconds the same thing that normally takes you ten minutes, would you be interested? This course is loaded with those time-saving lessons that can change the way you think about QuickBooks.	45
Skype for Business Essentials	BG72	Business Skills	Skype for Business is an incredibly powerful communications tool, used for everything from simple chat conversations to webinars for 10,000 people, and can even replace a business's phone system.	20
What's New in Adobe CC 2015 (Multimedia)	BG73	Business Skills	Adobe Certified Expert Amy Roberts takes us through all the new features and updates in Adobe Creative Cloud 2015's Premiere Pro, After Effects, Adobe Stock, and Audition, with quick looks at new mobile collaboration tools Adobe Hue, Premiere Clip, and Adobe Color.	90
What's New in Excel 2013?	BG74	Business Skills	This course includes eight easy-to-understand modules that show how to take advantage of the new tools that are designed to make Excel 2013 more accessible to new users, and increase the usefulness of savvy users alike. Take this course and you'll agree, Excel 2013 is destined to change the way people make use of spreadsheets!	60

What's New in Office 2016?	BG75	Business Skills	Microsoft Office 2016 is an evolutionary improvement that refines dozens of features and adds a few new tricks too. In this course Kelly Vandever and Jason Farr explore the improvements to Microsoft Office in 2016.	60
What's New in PowerPoint?	BG76	Business Skills	After years of development and improvements Microsoft released PowerPoint 2013: a new version that's more powerful, and filled with new features and options.	75
What's New in QuickBooks 2014	BG77	Business Skills	QuickBooks 2014 is an incremental but significant upgrade over 2013, with several new features and changes.	60
What's New in Word 2013?	BG78	Business Skills	Collaborating, reviewing, and commenting on documents just became easier. Access to documents -- especially considering the hyper-mobile business environment, requires more accessibility options than ever before. Word 2013 are sure to have a significant impact on the way you use your Word processing application.	45
Windows 10	BG79	Business Skills	When Microsoft released Windows 8 they surprised a lot of PC owners. The interface and basic functionality were different from any previous Windows operating system. Windows 10 combines the best features of Windows 8 with a more traditional navigation structure and layout, plus some new modern benefits.	55
Windows 8 Essentials	BG80	Business Skills	When Microsoft released Windows 8 they surprised a lot of PC owners. The interface and basic functionality were different from any previous Windows operating system. In fact, Windows 8 represents the biggest change in the Windows operating system since Windows 95.	30
Windows 8.1 Essentials	BG81	Business Skills	When Microsoft released Windows 8 they surprised a lot of PC owners. The interface and basic functionality were different from any previous Windows operating system. In fact, Windows 8 represents the biggest change in the Windows operating system since Windows 95.	30
Power Up PowerPoint	BG82	Business Skills	Most Presentations Are Filled With Bullet Point Lists, Thick Paragraphs Of Text, And The Occasional Picture In A Desperate Attempt To Break Up The Monotony...but you can do better than that! This course shows you ways to turn standard content into something that's ACTUALLY INTERESTING to your audience. Taught by presentation skills guru Kelly Vandever and TEDx speaker Dr Rebecca Heiss, Power Up PowerPoint will show you how to "power up" your next presentation!	165
Microsoft Teams Essentials	BG84	Business Skills	Many organizations are using Microsoft Teams to facilitate communication, collaboration, file sharing, and more. This mini-course covers everything you need to know in order to start using Microsoft Teams.	45
Mastering Excel 2019 - Intermediate	BG85	Business Skills	When you master Excel 2019 or Excel 365, you have one of the most practical and valuable skillsets in modern business. A spreadsheet guru can work wonders—from organizing lists; to creating multi-layered, interactive reports; to answering critical business questions like ROI, budget allocations, expense tracking, and more. This course builds on your existing Excel knowledge and teaches you how to manage data, charts, and tables, and how to use powerful tools such as PivotTables, PivotCharts, Slicers, Timelines, and more.	518

Mastering Microsoft Teams (2020)	BG87	Business Skills	The ability for teams to work together productively is perhaps the most important function in any business, and it's the central focus of the Microsoft Teams application. From file sharing and co-editing to video calls, persistent chat, screen sharing, and more, learn how Microsoft Teams gives you the tools to stay in touch and get work done with your colleagues and partners.	541
Mastering Office 365 (2019)	BG88	Business Skills	Office 365 is far more than classic Microsoft Office. Powerful collaborative tools like OneDrive, Teams, Planner, and Forms combine with traditional Microsoft apps to form a powerful productivity-boosting tool – and in this course we'll show you how to tap into all the power Office 365 has to offer!	752
Mastering Outlook 2019	BG89	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either managed automatically or handled in a fraction of the time – if the Outlook user just knew how to use the proper tools.	255
Mastering Outlook 2019 - Advanced	BG90	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be either managed automatically or handled in a fraction of the time – if the Outlook user just knew how to use the proper tools. This Course Teaches You to Make the Leap from Outlook User to Outlook Master!	120
Mastering Outlook 2019 - Basics	BG91	Business Skills	Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be managed automatically or handled in a fraction of the time—if the Outlook user knew how to use the proper tools.	135
Mastering PowerPoint 2019 - Advanced	BG92	Business Skills	Have you seen someone deliver a PowerPoint presentation that was really well done? Do you remember the difference it made—not only in helping you understand the content, but the way it made you feel about the presenter? This course will show you how to turn lackluster presentations into something that is visually stimulating and works to keep your audience engaged.	292
Mastering PowerPoint 2019 - Basics	BG93	Business Skills	Using PowerPoint effectively is a crucial skill for any business professional. Whether its designing a presentation for a meeting, creating a handout, or even creating and exporting a custom video, PowerPoint 2019 is a tool that everyone should feel comfortable using. In this Bigger Brains course our PowerPoint guru Kelly Vandever walks you through the basics of getting started with PowerPoint 2019.	255
Mastering Word 2019 - Basics	BG94	Business Skills	Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly. In this basics course produced by Microsoft Certified Trainer, Barbara, Evers, we'll show you everything you need to know to start harnessing the power of Microsoft Word.	133
OneNote for Windows 10 Essentials 2019	BG95	Business Skills	OneNote is one of Microsoft's unsung heroes: a digital notebook that allows you to organize your notes, meeting minutes, project documents, and more—all in one place. It's almost like having an old-school, three-subject binder—except with unlimited sections and your notebook won't weigh down your bag like it might have in school. Plus, no one will have to copy your notes, because you can share them digitally to collaborate with others.	75
What is New in Excel 2019	BG96	Business Skills	The updated Microsoft Excel 2019 includes new tools and capabilities that can help regular users and new users alike.	45
What is New in Outlook 2019	BG97	Business Skills	Microsoft Outlook 2019 improves upon the most-used email application with new image, accessibility, and productivity features – and this course will show you how to use them effectively!	60

What is New in PowerPoint 2019	BG98	Business Skills	Microsoft's latest release of PowerPoint 2019 packs quite a punch. With 3D models and vector graphics, your presentations can be more professional and visually pleasing than ever before. The new Morph transition and Zoom features can turn a boring slideshow into a guided tour. Updates to the Recording features make it easier than ever to create and share recorded presentations. Last but not least, with added features for Translation, Dictation, and Accessibility, PowerPoint is now truly a tool for everyone.	70
What is New in Word 2019	BG99	Business Skills	The new Microsoft Word 2019 includes a slew of new tools and capabilities that can help regular users and new users alike.	75
Mastering Excel 2019 - Basics	BH00	Business Skills	When you master Excel, you have one of the most practical and valuable skillsets in modern business. A spreadsheet guru can work wonders—from organizing lists; to creating multi-layered, interactive reports; to answering critical business questions like ROI, budget allocations, expense tracking, and more. This course is your first step towards becoming an expert at using Excel 2019.	270
Bloodborne Pathogens for Law Enforcement Officers	BP61	Law Enforcement	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents. This course primarily covers OSHA 29 CFR 1910.10.	60
Bloodborne Pathogens for Healthcare Professionals	BP63	Health & Safety	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents. This course primarily covers OSHA 29 CFR 1910.10.	60
Media Training Part 2: Preparing for the Interview	BV00	Business Skills	Media interviews can be stressful, but they're vital to communicate with the public. In this course, you'll learn about the purpose and requirements for participating in print, radio, and TV interviews. You will also learn strategies to help keep control of an interview and stay with your main messages regardless of the question being asked.	20
The Role of Customer Service	BV02	Human Capital	Today, with more and more competitors vying for your customers' attention, exceptional customer service is no longer optional – it's essential. This course covers the differences between traditional and exceptional customer service.	20
Creating a Total Service Experience	BV04	Human Capital	This course covers the total service experience and discusses the skills that are needed to develop a strong customer relationship through effective communication.	20
Providing Service with Heart	BV06	Human Capital	This course covers feeling empathy and concern for your customers so you can provide service with heart more effectively.	20
Dealing With Difficult Customers	BV08	Human Capital	This course covers the reasons why customers become upset and the ways of dealing with challenging customers.	20
Coaching to Develop Motivation	BV10	Human Capital	This course covers identifying the characteristics of motivated people and the three components of the question style of coaching to develop motivation.	20

Defining Coaching	BV14	Human Capital	This course covers defining coaching, assessing the coaching needs of another person, and assessing your personal coaching strengths and weaknesses.	20
Listening Skills	BV16	Human Capital	Listening is one of the most important human behaviors. It is our most frequently used communication skill, whether we are listening by hearing with our ears, by observing signed language, or through any other means. After completing this course, you should be able identify common traps people fall into when listening, and identify three skills to enhance listening in the workplace.	20
Understanding Skills	BV18	Human Capital	Understanding is an important aspect of communication. Many people assume that they understand what others say. Often, however, they do not check the accuracy of their interpretation of what they hear. After completing this course, you should be able identify common traps people fall into when trying to understand, and identify two skills to enhance understanding in the workplace.	20
Conveying Information	BV20	Human Capital	The ability to convey information in a clear and concise way is a core communication skill. For example, you need to be able to convey information clearly when you give instructions, give directions, tell someone what has happened at a meeting, show someone how to do a task or procedure. After completing this course, you should be able to explain how to use the three steps to conveying information effectively.	20
Focusing on the Customer	BV26	Human Capital	Build active listening skills; understand how tone of voice, body language, and physical surroundings effect customer perceptions; improve your telephone communication; and identify your customer's communication style.	30
Understanding Team Building	BV28	Human Capital	This course covers how to identify common mistakes in team building and assess your team's current level of development.	15
Defining Useful Workplace Feedback	BV33	Human Capital	Workplace feedback is information we provide fellow employees and team members about their acts in order to help them meet individual, group, and organizational goals. This course covers defining workplace feedback and identifying the characteristics of useful workplace feedback.	20
Giving Feedback	BV35	Human Capital	This course covers the steps in giving both reinforcement and redirection feedback in a workplace environment.	30
Receiving Feedback	BV37	Human Capital	This course covers the steps in receiving both reinforcement and redirection feedback in a workplace environment.	15
Determining Your Problem-Solving Style	BV39	Human Capital	This course covers identifying different problem-solving approaches in the workplace.	30
Defining a Problem	BV41	Human Capital	This course covers identifying and describing problems in the workplace.	30
Generating Solutions	BV43	Employment Liability	This course covers five techniques for generating solutions in the workplace.	20
The Role of the Supervisor	BV56	Human Capital	This course covers the benefits, responsibilities, and challenges of being a supervisor.	15
The Responsibilities of a Manager	BV58	Human Capital	This course covers the benefits, responsibilities, and challenges of being a manager.	15
Identifying the Characteristics of Change	BV60	Human Capital	This course covers identifying the characteristics of change encountered in the workplace.	15
Identifying Strategies for Making Change Work	BV62	Human Capital	This course covers identifying strategies for making change work for you in the workplace.	15
How Work Teams React to Change	BV64	Human Capital	This course covers the characteristics of change and the strategies used to recognize and cope with change more effectively in your life.	15

Analyzing Work Processes	BV66	Human Capital	This course covers analyzing work process by listing the steps of the process and by representing these in a diagram called a process flow chart.	15
Implementing Process Improvements	BV68	Human Capital	This course covers identifying process improvements and developing an action plan for implementing improvements.	15
Setting Overall Goals	BV72	Human Capital	This course covers the importance of setting overall goals and using a formula to write an overall job goal that is meaningful and motivating.	15
Identifying Performance Standards	BV74	Human Capital	This course covers working collaboratively to develop quantitative and qualitative performance standards.	15
Effective Writing for Business	BV78	Human Capital	Like any form of writing, the purpose is to convey information to the reader. In the business world, this means that the language needs to be clear and straightforward so the reader can quickly understand what you are trying to tell them.	20
Dealing with Bad Behavior	BV80	Human Capital	This course covers new ways of thinking to deal with the difficult behavior of employees.	15
Evaluating Your Workplace Behavior	BV82	Employment Liability	Engaging others successfully in the workplace requires a degree of self-awareness. Learn to examine your own workplace behavior to know how it impacts others, and understand the importance of both dealing with personal issues and maintaining a work-life balance.	15
Introducing Personal Power	BV88	Human Capital	As modern workplaces have moved toward team-based operations, they have come to rely less on authority and formal power. Instead, they have placed increasing emphasis on self-empowerment and the exercise of personal power. This course defines personal power and describes the negative effects of using positional power.	15
8 Tips for Working From Home	BV90	Human Capital	Identify your current strengths and weaknesses, and learn strategies for working from home even more productively!	5
Leading Successful Remote Teams	BV92	Business Skills	Identify your current strengths and weaknesses, and learn strategies for managing a remote team.	5
6 Tips for Parents Working From Home	BV94	Business Skills	Adopt some helpful tips to help you balance the responsibilities of your career with caring for your children as you work from home.	5
Managing Stress in Uncertain Times	BV96	Business Skills	Recognize how the brain and body respond to uncertainty and learn some helpful techniques to manage stress in uncertain times.	10
Media Training Part 1: Crafting Your Message	BV98	Business Skills	Media interviews can be stressful, but they're vital to communicate with the public. In this course, you'll learn a proactive approach to speaking with the media. Ask yourself five questions to craft clear and concise messages that combine your communication goals with your audience's needs.	15
A COVID-19 Response: Returning to Work	BW02	Health & Safety	This course empowers employees to make a safe re-entry back to the workplace following stay-at-home orders. It covers dealing with stress, employer responsibilities, and protections covered under ADA and the OSH Act.	10
County Government Basics for Newly Elected Officials	BW04	Business Skills	Learn the structure and division of power within your local government. Recognize your responsibilities and the power you have to make positive changes for your community.	30
Municipal Government Basics for Newly Elected Officials	BW06	Business Skills	Learn the structure and division of power within your local government. Recognize your responsibilities and the power you have to make positive changes for your community.	30
Township Basics for Newly Elected Officials	BW08	Business Skills	Learn the structure and division of power within your local government. Recognize your responsibilities and the power you have to make positive changes for your community.	20
Special District Basics for Newly Elected Officials	BW10	Business Skills	Learn the structure and division of power within your local government. Recognize your responsibilities and the power you have to make positive changes for your community.	20

Child Sexual Abuse Prevention at Camp	CA31	Health & Safety	Child sexual abuse is a risk at your camp. Protecting campers is one of your most important challenges this summer. This course will teach you how to identify red flags warning signs of abuse and methods to protect campers from peer-to-peer sexual abuse and adult-to-child sexual abuse.	20
Bullying Prevention at Camp	CA33	Health & Safety	Bullying is a growing problem that cannot be ignored. This course will teach you what bullying is, what the consequences could be, and how to identify, stop and prevent bullying.	20
Playground Supervision	CA35	Health & Safety	Playground time is not break time, it's a time when a fall can ruin a child's experience. This course will teach you how most playgrounds injuries happen and then cover the strategies you can use to prevent them from occurring.	10
Trip and Transportation Safety	CA37	Health & Safety	Every summer, incidents and injuries happen on trips. Whether it's a day trip or overnight trip, this training will help you plan and prepare for all off site adventures to make them memorable, safe and fun.	10
The Professional Lifeguard	CA39	Health & Safety	Every year, we investigate 15-20 drowning incidents, with results ranging from overnight hospital stays to fatalities. At every one of these incidents, trained lifeguards were present. The Professional Lifeguard training helps guards understand their responsibilities and the practical application of their skills on the pool deck. Guards will understand the following key lifeguard attributes upon completion: rescue ready, positioned to protect, singularly focused, aggressively scanning and protecting everyone.	30
Appropriate Touch	CA41	Child Safety	Keeping children safe from child sexual abuse means only touching children in appropriate ways and teaching them about appropriate and inappropriate touch. Children who know which touches are appropriate or inappropriate are better able to protect themselves. This training will teach you how to appropriately interact with children and how to teach them about appropriate touch.	15
Shallow Water Blackout	CA43	Health & Safety	Prolonged and competitive breath holding is a dangerous practice that can lead to shallow water blackout. Shallow water blackout is a term used to describe the loss of consciousness caused by decreased levels of carbon dioxide, created by hyperventilating and prolonged breath holding. This training explains the dangers of shallow water blackout and how to prevent it from happening in your aquatic facilities.	10
Before and After School Program	CA45	Child Safety	You play an important role as a before or after school supervisor to keep children safe. Before and After School Programs carry several specific risks. This training will prepare you for the before/after school environment and teach you proper supervise, bullying prevention and child sexual abuse prevention.	60
Day Camp Supervision	CA47	Child Safety	The day camp environment has many unique challenges to supervise campers. This training conveys the important role counselors play in the development of campers and offers solutions for supervising small and large groups of children at day camp.	20
Resident Camp Supervision	CA49	Child Safety	The day camp environment has many unique challenges to supervise campers. This training conveys the important role counselors play in the development of campers and offers solutions for supervising small and large groups of children at day camp.	20

Slips, Trips, and Falls	CA51	Health & Safety	Slips, trips and falls are the most commonly reported accidents. The resulting injuries can range from a skinned knee to a fractured hip, or worse. This training will teach you to identify potential slip, trip and fall hazards and the best practices to prevent slips, trips and falls in organizations like yours. We show real images of slip, trip and fall hazards from our customers and recommend how you can fix the problem.	20
Camp Aquatics Safety	CA53	Child Safety	Aquatic safety is everyone's responsibility. This training will teach non-lifeguard camp staff how to protect campers in the pool and natural bodies of water. It shows a video from a surveillance camera of a real drowning and provides learnings on how to keep all campers safe in the water.	21
Working Outdoors in Warm Weather for Camp Employees	CA55	Health & Safety	Working outdoors in the summer can be a great way to enjoy Mother Nature but it has its own set of hazards. In this course, you will learn to recognize the dangers and learn how to prevent problems related to elements of nature like the sun, heat, tick-borne diseases, West Nile virus, Zika, and poisonous plants. This training is helpful to anyone who works outdoors in warm climates. Both employers and employees need to know about special hazards related to working outdoors and the many ways these hazards can be minimized.	30
Child Abuse Awareness and Prevention for Texas	CA57	Child Safety	Recent high-profile cases have emphasized the need to train on properly reporting potential child abuse. This course discusses how to recognize, prevent and report suspected child maltreatment. It also explains who is legally required to do so and the potential civil and criminal penalties for failure to report in the state of Texas.	60
Bloodborne Pathogens for Campus Law Enforcement	CL02	Campus Safety	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents. This course primarily covers OSHA 29 CFR 1910.10.	45
Crossing Guard Training	CX01	Health & Safety	Street Smart is Street Safe discusses the basic principles School Crossing Guards need to protect children and themselves. The program is designed to be a part of an initial training program as well as a refresher course for experienced crossing guards.	30
Complying with HIPAA for Business Associates	CY01	Cyber Security	The goal of this course is to help business associates comply with the general HIPAA training requirements, including those contained in the recent ARRA HITECH act. This course explains the importance of HIPAA, outlines the legal requirements related to protecting PHI, and specifies best practices for the handling of such information.	35
Complying with HIPAA for Covered Entities	CY02	Cyber Security	The goal of this course is to help individuals within your organization refresh their knowledge and comply with the HIPAA training requirements, including those contained in the recent ARRA HITECH act. The ARRA stimulus bill altered a covered entity's responsibilities and increased the liabilities for non-compliance. Employee training is required under the rule.	40
Complying with HIPAA for Hybrid Entities	CY03	Cyber Security	The goal of this course is to help individuals within hybrid entities refresh their knowledge and comply with the HIPAA training requirements, including those contained in the recent ARRA HITECH act. The ARRA stimulus bill altered a hybrid entity's responsibilities and increased the liabilities for non-compliance. Employee training is required under the rule.	40

PCI Security Standards for IT and Back Office	CY04	Cyber Security	To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to offer PCI awareness training. Our family of PCI Security Standards courses will help you meet this need and educate employees on how to effectively safeguard and protect payment card information in the IT department and/or in the Back Office. The goal is to create informed IT and Back Office employees who make better data protections decisions and lower your risk.	20
PCI Security Standards for Managers	CY05	Cyber Security	To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to offer PCI awareness training. Our family of PCI Security Standards courses will help you meet this need and educate those who managers others on how to effectively safeguard and protect payment card information handled by their direct reports.	25
PCI Security Standards on the Phone and Online	CY06	Cyber Security	To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to offer PCI awareness training. Our family of PCI Security Standards courses will help you meet this need and educate employees on how to effectively safeguard and protect payment card information gathered over the phone and online. The goal is to create informed employees who make better data protections decisions and lower your risk.	15
PCI Security Standards at the Point of Sale	CY07	Cyber Security	To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to offer PCI awareness training. Our family of PCI Security Standards courses will help you meet this need and educate employees on how to effectively safeguard and protect payment card information gathered at the point of sale (POS). The goal is to create informed employees who make better data protections decisions at the POS and, ultimately, lower your risk.	20
Preventing Phishing	CY08	Cyber Security	Are your employees still falling for phishing schemes? Phishing remains the single biggest threat to information security, and if your employees continue to take the bait, it's time you addressed the problem with training that directly targets the kinds of behaviors that need to change. This engaging course helps people identify the ways that scammers attempt to get into their system and it offers practical advice and practice on avoiding phishing attempts on all kinds of devices.	15
Privacy Awareness	CY09	Cyber Security	With the rapid increase in online activity and information accessibility, customers, employees, and the Federal government have become more concerned about how personal information will be stored and used. This course provides an overview of basic privacy policies and procedures, including both Personally Identifiable Information (PII) and proprietary business information.	20
Records Management	CY10	Cyber Security	This course teaches your employees how to identify and classify business records in order to effectively protect, manage, store, and dispose of them. By following the best practices identified in this training, your employees will know when to dispose of information and how to keep your current information timely, accurate, and usable.	20
Security Awareness with Privacy Principles	CY11	Cyber Security	This course uses a stimulating and creative approach that engages and challenges the learner. Realistic situations, knowledge checks, case studies, and examples are presented that add relevance and increase learner comprehension and retention. The goal: to create informed employees who make better decisions and lower risk. Good data protection practices will strengthen the consumer's trust in your organization and foster customer loyalty. Trust and loyalty are essential to maintaining lifetime, profitable customers.	65

Security Awareness	CY12	Cyber Security	This course can act as a foundational component of your security awareness program and help your employees understand how good data protection practices relate to their individual actions and behaviors. An integrated assessment tracks learner comprehension and understanding of key data protection concepts. Realistic examples are presented that add relevance and increase learner comprehension.	60
Responsible Use of Social Media	CY13	Cyber Security	Social networking sites such as Twitter, Facebook, and LinkedIn have become increasingly popular places to post opinions and network with colleagues online. However, one inappropriate post could bring a range of legal liabilities and unforeseen consequences for both employers and employees. An organization's success relies on all employees understanding these risks and acting with integrity and responsibility when using social media.	20
Security Basics	CY14	Cyber Security	Threats to sensitive data and cyber resources are increasing at a breakneck pace. Organizations of all sizes need to ensure all employees know how to safeguard sensitive information and the technological resources their businesses rely on. Employees must be able to follow information security best practices, identify threats, and prevent unauthorized access. This covers the basics of the most common threats to organizational security.	60
Cyber Security: Best Practices for At-Home Employees	CY16	Cyber Security	This course contains security practice tips to protect your personal information, your at-home network, and your devices from cyber attacks.	15
Cybersecurity: Data Privacy and Safe Computing	CY18	Cyber Security	Learn how to identify, prevent, and report situations that could lead to a data breach. This course teaches safe computing practices that help you protect personal and company information.	30
Avoiding the Crush Zone	CZ01	Health & Safety	Don't get caught in the crush zone! Too many accidents involve workers who are caught between moving and stationary objects. The results have been devastating. This course will raise awareness about some of the most common Crush Zone hazards faced by public employees.	30
Survival Driving - Urban Driving	DD63	Driver Safety	Think your instincts will keep you safe? It takes more than instincts to stay safe on the road. Join host Bruce Blitz as he draws you into an entertaining and educational look at driving in the urban environment.	30
Survival Driving - Emergencies and Natural Disasters	DD65	Driver Safety	In this course, host and cartoonist Bruce Blitz will expose you to a variety of potentially dangerous situations while offering insights that just might save your life in an emergency.	30
Defensive Driving	DD69	Driver Safety	This course, intended for experienced drivers, covers the risks inherent in driving and offers concrete tips on how to reduce the likelihood of a collision. The course covers vehicle protection systems, rules of the road, how to deal effectively with hazardous conditions, and making safe choices.	60
Defensive Driving for Vanpool Drivers	DD71	Driver Safety	This course, intended for experienced drivers, covers the risks inherent in driving and offers concrete tips on how to reduce the likelihood of a collision. The course covers vehicle protection systems, rules of the road, how to deal effectively with hazardous conditions, making safe choices, 15-passenger van safety.	60
Space and Time Management	DM02	Driver Safety	Each year over 2.5 million rear-end collisions are reported, making them the most common type of automobile accidents in the United States. This course covers the factors that cause rear-end collisions, the recommended spaced needed between vehicles on the road, and how to protect yourself from being on the receiving end of a rear-end collision.	15

Driving with Distractions	DM04	Driver Safety	Every year, thousands of people are injured or killed nationwide in accidents involving a distracted driver. Additionally, at any given time in this country, nearly 700,000 people are driving while manipulating electronic devices. This course covers the types of driving distractions, the amount of distance lost to driver distractions, and common sense solutions to practice attentive driving.	15
Managing Speed	DM06	Driver Safety	Speeding is defined as, driving too fast for conditions, or exceeding the posted speed limit. Of course, the laws of the road and of physics see no difference between driving above the posted speed limit and driving too fast for conditions. Both are not only illegal but also extremely dangerous. This course covers safe and excessive speeds, the conditions that require a reduction in speed, and tips for safe driving in a variety of road conditions.	15
Avoiding Collisions While Backing & Parking	DM08	Driver Safety	The space behind your vehicle can be just as dangerous as the space in the front. Because of this fact, you must be aware of your surroundings at all times and know what is around you- in every direction and in all situations. This course covers the dangers of backing and parking collisions, the best ways to back up and park safely, and how to protect yourself from backing and parking collisions.	16
Driving in Adverse Weather	DM10	Driver Safety	While we cannot control the weather, we can learn how to prepare for and safely react to rain, snow, ice, and fog. This course covers the hazards associated with inclement weather, reacting appropriately to hazardous weather conditions, and implementing beneficial methods to prepare for bad weather.	17
Driving Around Animals	DM12	Driver Safety	Animals on the roadways are often unexpected, unpredictable, and erratic, leading to dangerous driving situations. No matter where you drive, there will be animals around. As a driver, you should prepare to encounter animals when you are operating a vehicle. This course covers the consequences of animal vehicle collisions, common risk factors associated with animal vehicle collisions, and practical strategies for reducing the risks of collisions with animals.	18
Intersections: Turning & Right of Way	DM14	Driver Safety	Imagine how simple it would be to go anywhere if we could just travel from Point A to Point B in a straight line. In reality, a direct path like that is a thing of rarity. Instead, as we get in our vehicles to head to wherever we are going, we face corners, turns, intersections, and roundabouts. This course covers operating your vehicle in a manner that minimizes the inherent dangers of intersections, yielding the right of way, and strategies for safe navigation of roundabouts and turns.	19
Driving While Impaired	DM16	Driver Safety	Driving is an activity that requires both mental and physical alertness. Yet a surprising amount of drivers on the roads today rob themselves of this attentiveness by driving while impaired. They put themselves, and those they share the road with, at great risk. This course covers the types of driving impairments, the risks associated with driving impaired, and common sense strategies for safe driving.	20
Lane Use	DM18	Driver Safety	Driving is truly a social event. Other motorists expect you to drive safely with their well-being in mind, just as you expect them to drive safely with your well-being in mind. Our expectations that other drivers will drive in the correct lane, in the correct direction, and not pass when unsafe and/or illegal is possibly the strongest examples of those social expectations. This course covers correct lane usage, merging, and causes and avoidance of head-on collisions.	25

Turning Hazards	DM20	Driver Safety	Turning maneuvers can be very challenging, possibly even scary to some drivers. While there are hazards involved when moving your vehicle across the paths of other vehicles, properly performed, you can reduce the threat of a crash. This course covers when and how to use turn signals, when to make turns in your car, at red lights, and when U-Turns are permitted	10
Hazard Recognition	DM22	Driver Safety	As drivers, we are constantly exposed to hazards. Completing our journey safely is relative to our ability to recognize and respond to all hazards we will be subjected to. This course will help you recognize and respond to hazards, use your mirror and head checks to prevent collisions, and be prepared for hidden hazards.	20
Aggressive Driving and Road Rage	DM24	Driver Safety	Road rage can become a deadly event. This course will help you to identify the difference between aggressive driving and road rage, avoid aggressive driving behavior, and understand the importance of maintaining your composure.	20
Vehicle Care and Maintenance	DM26	Driver Safety	Before you begin a trip of a few miles or a few thousand miles, you should ensure that you and your vehicle are both Road Ready. This course will show you how to conduct a circle of safety inspection, identify the purpose and meaning of warning lights, and periodically perform routine inspections and maintenance on your vehicle.	10
Light Trucks: Avoiding Collisions	DM28	Driver Safety	This course is designed to educate light truck drivers about the common causes of collisions and how to maintain safe habits while on the road.	10
Light Trucks: Backing Safety	DM30	Driver Safety	This course is designed to enable light truck drivers to evaluate the effectiveness of backing choices, employ certain techniques to stay safe while backing, and act as a spotter and understand the responsibilities of that role.	10
Light Trucks: Driving Hazards	DM32	Driver Safety	This course is intended to educate light truck drivers on common driving hazards, helping them to deal effectively with your blind spots, changing weather conditions, traffic, pedestrians, and intersections.	10
Reasonable Suspicion for Drug and Alcohol Testing: The Role of the Supervisor	DT61	Health & Safety	Organizations that employ workers tasked with performing safety-sensitive functions are required by Department of Transportation to implement workplace anti-drug and alcohol policies and programs. This course is designed to inform supervisors of their roles and responsibilities regarding reasonable suspicion drug and alcohol testing in the workplace.	30
Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Drug Use	DT63	Health & Safety	Organizations that employ workers tasked with performing safety-sensitive functions are required by Department of Transportation to implement workplace anti-drug and alcohol policies and programs. This course is designed to help supervisors recognize potential drug use in the workplace by identifying its signs and symptoms.	60
Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Alcohol Misuse	DT65	Health & Safety	Organizations that employ workers tasked with performing safety-sensitive functions are required by Department of Transportation to implement workplace anti-drug and alcohol policies and programs. This course is designed to help supervisors recognize the signs and symptoms of potential alcohol misuse in the workplace.	60
Light Trucks: Handling Extreme Conditions	DV33	Driver Safety	Driving safely in the best of conditions is a challenge in itself for light truck drivers. Add to the challenge, conditions of extreme weather (snow, ice, rain, fog, wind) and extreme conditions (brake or tire failure, mountain driving, animals in the road), and the situation can become dangerous. In this course, you will learn steering, braking, and skid recovery techniques that will help you drive effectively in extreme conditions. 20 minutes	20

Light Trucks: Ergonomics	DV35	Driver Safety	Your job as a light truck driver may involve loading, unloading, and moving your truck's cargo. These activities, when not done properly, can result in back injury. Back injuries are the leading cause of lost days from work. This course will help you to avoid becoming yet another back injury statistic by covering safe lifting, use of hand trucks, and proper stacking techniques. 20 minutes	20
Light Trucks: Trailering	DV64	Driver Safety	Driving a light truck that is towing a trailer takes an additional set of skills and knowledge. This course covers what to do before you drive to ensure that your truck and trailer are properly prepared. It also describes tips for driving, backing, driving in challenging conditions, dealing with trailer sway, and parking. 20 minutes	20
Eye and Face Protection	EF61	Health & Safety	This course covers types of personal protective equipment used to protect the eyes and face, when personal protective equipment is necessary, and the selection, use, and maintenance of personal protective equipment in the workplace. Topics include how to don, doff, adjust, and wear PPE; limitations of PPE; and the proper care, useful life, and disposal of PPE. OSHA: 29 CFR 1910 Subpart I	20
Emergency Response in the Workplace	EP61	Health & Safety	Are you ready for an emergency? When you go to work, are you prepared for your day to get turned upside down in a moments notice? This course focuses on giving you the basic skills to react and adapt to emergencies, including understanding the basics of evacuation, shelter-in-place, and lockdown procedures, and the psychological effects of stress.	45
Emergency Communication in the Workplace	EP63	Health & Safety	Are you ready for an emergency? Communication plays a primary role in the workplace. If an everyday breakdown in communication at your workplace can have such negative results, imagine the consequences of miscommunication during an emergency. This courses focuses on knowing how to communicate during an emergency, how to effectively report an emergency, and how to overcome communication barriers.	45
Workplace Ergonomics	ER61	Health & Safety	This course addresses the key components of a healthy ergonomics practice in the workplace. It includes information regarding the risk factors, signs, and symptoms of work-related musculoskeletal disorders (MSD).	30
Electrical Safety	ES61	Health & Safety	This course covers defining "unqualified workers" and "qualified workers" according to OSHA, the basic rules of electricity, how electricity impacts the human body, how to recognize electrical hazards, and basic electrical safety prevention methods. This course provides an overview of OSHA's Subpart S 29 CFR 1910.302 through 1910.399.	60
Food Safety Training	FB00	Health & Safety	Over 76 million people in the United States get food-borne illnesses each year. Food-borne illness can result in missed work, medical costs and even death, so it is incredibly important that the food your program gives to people is safe. This course will teach you tools you can use at your program to make food safer for your clients and guests.	30
Flagger Safety	FG61	Health & Safety	Flagging is an extremely dangerous job. This course aims to prepare flaggers for work zone fundamentals and introduce proper flagging procedures and protocol. Topics include flagger responsibilities and signals, use and definitions of traffic control devices, and road signs and placement.	90

Flagger Safety-CO	FG62	Health & Safety	Flagging is an extremely dangerous job. This course aims to prepare flaggers for work zone fundamentals and introduce proper flagging procedures and protocol. Topics include flagger responsibilities and signals, use and definitions of traffic control devices, and road signs and placement.	90
Flagger Safety-Gated CO	FG63	Health & Safety	Flagging is an extremely dangerous job. This course aims to prepare flaggers for work zone fundamentals and introduce proper flagging procedures and protocol. Topics include flagger responsibilities and signals, use and definitions of traffic control devices, and road signs and placement.	90
Forklift Safety	FS61	Health & Safety	This forklift safety course provides the necessary academic training required to become a qualified forklift operator. Topics include forklift physics, proper forklift operation and safety practices, general preventive maintenance practices, and safe refueling and recharging procedures. Many practical exercises are provided and good habits are illustrated. This course mainly covers OSHA 29 CFR 1910.178.	60
FERPA for Faculty in Higher Education	HE12	Employment Liability	This course covers the need to protect student information in education records by identifying FERPA protected information, quickly recalling FERPA protected information in your care, and applying best practices to your routine.	20
FERPA for Staff in Higher Education	HE14	Employment Liability	This course covers the need to protect student information in education records by differentiating between students' private and public information, differentiating third parties that need written consent to access student information versus third parties that do not, identifying students' FERPA rights, and applying best practices to your recordkeeping.	20
CSA Guide to Clery Act	HE16	Employment Liability	This course covers on-campus crime reporting by identify the CSAs on your campus, understanding your responsibilities as a CSA, knowing which crimes to report, and identifying the person who keeps the log of crimes.	20
Title IX, The Clery Act, and VAWA for Faculty and Staff	HE18	Employment Liability	This course covers compliance with Title IX, the Clery Act, and VAWA -- the laws that protect you and your students from sexual violence and discrimination. You will be able to recognize incidences of sexual violence and discrimination and respond appropriately when a student or colleague tells you about sexual violence or discrimination.	20
Title VI of the 1964 Civil Rights Act for Municipalities	HE20	Employment Liability	This course teaches you how to be in compliance with Title VI of the 1964 Civil Rights Act. This law protects the beneficiaries of programs or activities that receive federal funding from discrimination based on race, color, and national origin.	20
Title VI of the 1964 Civil Rights Act for Higher Education	HE22	Employment Liability	This course teaches you how to be in compliance with Title VI of the 1964 Civil Rights Act. Title VI protects the beneficiaries of programs or activities that receive federal funding from discrimination based on race, color, and national origin. This law ensures all students have equitable access to educational programs and resources.	20
RISE Up Against Workplace Bullying in Higher Ed	HE24	Higher Ed	Workplace bullying is a problem affecting over one-third of American adults, and higher ed isn't immune. But your actions as a coworker can stop a bully in their tracks. Whether you've been targeted by a bully or have witnessed bullying occur, in this foundational course, you'll learn how to recognize and respond to bullying in your workplace.	45

Anti-Bullying Supervisor Training for Higher Ed	HE26	Higher Ed	This course is the ideal follow-up for higher ed employees and volunteers in supervisory roles who have already completed the introductory course, RISE Up Against Workplace Bullying in Higher Ed. You'll learn about your unique position and responsibilities as a supervisor and quickly gain the skills you need to respond to bullying, whether observed or reported, in your workplace.	15
Harassment Prevention for Higher Ed Supervisors	HE28	Employment Liability	For the Higher Ed audience, this course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation.	120
Harassment Prevention for Higher Ed Employees	HE30	Employment Liability	For the Higher Ed audience, this course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation.	60
EEO Laws for Higher Ed: An Introduction	HE32	Higher Ed	Developed for a higher ed audience, this course provides an overview of the federal laws enforced by the EEOC that prohibit employment discrimination based on protected classes.	15
EEO Laws for Higher Ed: Equal Pay Act of 1963	HE34	Higher Ed	Developed for a higher ed audience, this course covers the protections offered by the Equal Pay Act of 1963. This includes discrimination on the basis of sex as it relates to equal pay, regardless of gender.	10
EEO Laws for Higher Ed: Title VII of the Civil Rights Act	HE36	Higher Ed	Developed for a higher ed audience, this course covers protections offered by Title VII of the Civil Rights Act of 1964, which prohibits employment discrimination on the basis of race, color, religion, sex, or national origin.	10
EEO Laws for Higher Ed: Age Discrimination in Employment Act	HE38	Higher Ed	Developed for a higher ed audience, this course covers the protections offered by the Age Discrimination Act of 1976, which prohibits employment discrimination against individuals over the age of 40.	10
EEO Laws for Higher Ed: Pregnancy Discrimination Act	HE40	Higher Ed	Developed for a higher ed audience, this course covers the protections offered by the Pregnancy Discrimination Act. This act effectively expanded the term "sex" as a protected class to include pregnancy, childbirth, and other pregnancy-related medical conditions.	10
EEO Laws for Higher Ed: Title I of the ADA	HE42	Higher Ed	Developed for a higher ed audience, this course covers the protections offered by Title I of the American With Disabilities Act. Title I of this Act protects qualified individuals with disabilities from employment discrimination, much in the same way Title VII protects against discrimination on the basis of sex, race, color, national origin, and religion.	10
EEO Laws for Higher Ed: Genetic Information Nondiscrimination Act	HE44	Higher Ed	Developed for a higher ed audience, this course covers protections offered by the Genetic Information Nondiscrimination Act of 2008. This act prohibits the use of genetic information in making employment decisions of any kind, including recruiting, hiring, promoting, transferring, discharging, assigning work, or providing benefits.	10
EEO Laws for Higher Ed: Supervisor Responsibilities	HE46	Higher Ed	Developed for a higher ed audience, this course provides an overview of the federal laws enforced by the Equal Employment Opportunity Commission (EEOC), the employer responsibilities according to the EEOC, and how to prevent instances of employment discrimination in your organization.	15

Title I of ADA for Higher Ed: Reasonable Accommodation	HE48	Employment Liability	For a higher education audience, this course covers providing reasonable accommodations to qualified individuals with disabilities under the Americans with Disabilities Act (ADA). Learn how to recognize when to provide reasonable accommodations. Define undue hardship and give examples of reasonable and unreasonable accommodations.	20
Title I of ADA for Higher Ed: Interactive Process	HE50	Employment Liability	For a higher education audience, this course covers applying an interactive process to determine a reasonable accommodation. Define a disability under the Americans with Disabilities Amendments Act of 2008 (ADAAA) and learn how to gather the necessary information on an employee's disability and related limitations through medical documentation. After determining the most effective type of accommodation, recognize what information is confidential under the ADA.	20
Title I of ADA for Higher Ed: Supervisor Responsibilities	HE52	Employment Liability	For a higher education audience, this course covers the responsibilities supervisors must uphold when providing a reasonable accommodation to comply with the Americans with Disabilities Act (ADA) law. Define a direct threat and learn when to minimize an employee's risk to health and safety through reasonable accommodation. Explore how illegal drug use is covered under the ADA and recognize when disciplinary action is appropriate.	15
Transition to Remote Teaching for Higher Education	HE54	Employment Liability	If you're an instructor in higher education making a quick or unexpected transition to remote teaching, this course will equip you with clear direction and a sense of your priorities. Get answers to your pressing questions, and download a PDF job aid for continued assistance.	15
Accommodating Higher Ed Students with Disabilities	HE56	Employment Liability	This course covers students' rights in higher education under Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act. As an instructor, you'll be able to recognize your role in accommodating students with disabilities. Learn how to create accessible course content and design your course for students of all abilities.	20
Street Sweeper Safety	HM01	Driver Safety	Our cities and towns are facing a crisis--debris is piling up on the roadways, pollutants are being washed into our waterways, and particulates are clogging the air we breathe. A hero is needed to clean things up--and that hero can be you! This course will equip you to identify the different types of street sweepers and how they work, describe the benefits of street sweeping, and operate a street sweeper in a safe, effective manner.	20
Dump Truck Safety	HM03	Driver Safety	This course focuses on the safe work practices of dump truck operation It covers performing safety checks on your dump truck before beginning work, operating the various controls and safety features found on a dump truck, avoid injury by exercising caution around the moving components of a dump truck, and safely load and unload the contents of your dump truck.	20
Bulldozer Safety	HM05	Driver Safety	Bulldozer operator course that covers bulldozer parts, safety structures, basic maintenance and inspection procedures, PPE, safe operations, and shut down procedures.	20
Road Grader Safety	HM07	Driver Safety	This course focuses on the safe work practices of road grader operation. It covers the features and capabilities of a road grader, performing safety checks, and the some of the road grader's more complex maneuvers.	20

Backhoe Safety with Trackhoe Supplement	HM09	Driver Safety	Whether you are new backhoe operator or a veteran, this course will equip you to identify the different components of a backhoe and how they work, use best practices to inspect and operate your backhoe, ensure the safety of the workers and worksite where the backhoe will be used, and apply the same practices and principles when using large excavators or trackhoes.	30
Snow Plow Safety	HM11	Driver Safety	Snow, sleet, ice, wintry mix— it all happens, and when it does, it can greatly reduce the safety and drivability of our roadways and parking areas. Snow plows can help deal with it all, and as a snow plow operator, you'll be filling an important role in keeping the roads as clear and passable as possible.	20
Hearing Conservation	HP61	Health & Safety	Hearing is a gift that you should protect from loud noise at work. Upon successful completion of this training, you will be able to identify the effects of noise on hearing, recognize the different causes of hearing impairment, identify the purpose of OSHA's Hearing Conservation Program, specify the purpose and procedures for audiometric testing, specify the purpose of hearing protectors and the advantages and disadvantages of the various types, and specify the proper fitting, use, and care of hearing protection.	30
Hand and Power Tool Safety	HT61	Health & Safety	There are several types of power tools based on the power source they use: electric, pneumatic, liquid fuel, hydraulic, and powder-actuated. These tools are commonly used in industry and at home. This course will provide an understanding of the potential hazards power tools exhibit and identify safety precautions that will minimize or eliminate these hazards. (OSHA's 29 CFR 1926 Subpart I and 29 CFR 1910 Subpart P)	30
Introduction to Lawful Hiring	HU02	Employment Liability	An introduction to hiring laws and liabilities, which informs employers of the benefits of following lawful hiring practices.	15
Hiring Liability: Discrimination	HU04	Employment Liability	An introduction to the liability of discrimination in the hiring process, which promotes non-discriminatory hiring practices and shares the necessary steps employers must take to prevent avoidable discrimination claims by job applicants.	15
Hiring Liability: Negligent Hiring	HU06	Employment Liability	An introduction to the liability of negligent hiring, which prepares employers to exercise reasonable care in their hiring practices and avoid the consequences of a negligent hire.	15
Hiring Liability: Improper Background Investigations	HU08	Employment Liability	An introduction to the liabilities involved in conducting background investigations during the hiring process. Employers are introduced to job applicants' legal protections before, during, and after undergoing investigation and are prepared to avoid claims of improper background investigation.	15
Hiring Liability: Misrepresentation & Implied Contracts	HU10	Employment Liability	An introduction to the liabilities of misrepresentation and implied contracts during the hiring process, which prepares employers to avoid misleading job applicants and prevent legal claims.	15
Hiring Liability: Supervisor Responsibilities	HU12	Employment Liability	With a foundational understanding of hiring liabilities already in place, hiring supervisors will learn how lawfully navigate the detailed steps of the hiring process, from writing a job description to writing an offer letter.	10
Lawful Interviewing: Prepare to Interview	HU14	Employment Liability	Anyone involved in interviewing job applicants stands to benefit from these foundational pre-interview guidelines.	10
Lawful Interviewing: Ask Effective Questions	HU16	Employment Liability	Serving as an introduction to writing effective interview questions (or as a fun refresher!), interviewers learn to distinguish between different types of effective questions and apply what they have learned to make better hiring decisions.	15

Lawful Interviewing: Conduct Interviews, Part I	HU18	Employment Liability	Part one of a two-part course that prepares interviewers to navigate difficult topics — like attire, attendance, and employment authorization — without discriminating against job applicants.	15
Lawful Interviewing: Conduct Interviews, Part II	HU20	Employment Liability	Part two of a two-part course that prepares interviewers to navigate difficult topics — like interview structure, note taking, disability, and pre-employment testing — without discriminating against job applicants.	15
The Family and Medical Leave Act: Overview	HU30	Employment Liability	This course defines the Family and Medical Leave Act (FMLA) and explains the notice requirements of covered employers. Explore what employers are covered by the Family and Medical Leave Act and the liabilities of not complying with the law.	15
The Family and Medical Leave Act: Eligible Employees	HU32	Employment Liability	This course covers the requirements employees must fulfill to be eligible for leave under the Family and Medical Leave Act (FMLA). Learn how to determine if an employee is eligible for leave and define the qualifications of a key employee.	15
The Family and Medical Leave Act: Qualifying Reasons	HU34	Employment Liability	This course covers how to recognize reasons that qualify eligible employees for leave under the Family and Medical Leave Act (FMLA) including a new family member, a serious health condition, and related military conditions. Define intermittent and reduced schedule leave and learn how to track leave under these circumstances.	25
The Family and Medical Leave Act: Supervisor Responsibilities	HU36	Employment Liability	This course covers the steps supervisors must follow in their process to comply with the Family and Medical Leave Act (FMLA) law from the start to the end of an employee's leave. Explore supervisor responsibilities during the leave process including health benefits, record maintenance, and job restoration. Learn what notices to provide to an employee and when to request a medical certification.	30
FLSA and Minimum Wage Rules	HU38	Employment Liability	This course will teach you how to identify compensable and non-compensable time and how to determine if a deduction is allowable under minimum wage laws.	25
FLSA: Employee Classification & Overtime Rules	HU40	Employment Liability	This course will teach you how to classify jobs into Exempt and Non-exempt categories, define the workweek, and calculate overtime for Non-exempt employees.	15
FLSA: Record Keeping Rules	HU42	Employment Liability	This course covers the importance of keeping accurate records as required by the Fair Labor Standards Act.	15
Discipline and Termination: Discussing Discipline	HU44	Employment Liability	This course covers the federal and state laws that affect your disciplinary actions and discusses your responsibilities as a supervisor to enforce disciplinary practices.	10
Discipline and Termination: Progressive Discipline	HU46	Employment Liability	In order to resolve workplace issues efficiently, it's important that you know how to communicate with employees throughout the disciplinary process. This course covers progressive discipline.	15
Discipline and Termination: Sensitive Subjects	HU48	Employment Liability	When implementing discipline in the workplace, certain personal issues may make it seem difficult to maintain a professional relationship with your employees. This course covers how to deal with all employee issues respectfully and set professional expectations. Within the workplace.	15
Discipline and Termination: Documenting Discipline	HU50	Employment Liability	Throughout the disciplinary process, it's important to keep track of what's going on in the workplace and carefully document any issues you observe. This course covers how to document employee problems and provides tactics on how to rehabilitate employees.	15
Discipline and Termination: Termination Tips	HU52	Employment Liability	As with any disciplinary or administrative processes, it's necessary that you adhere to proper policies when terminating employees in order to shield the organization from potential litigation.	15

Harassment Prevention for Supervisors	HU54	Employment Liability	This course will teach you to identify workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation.	120
Ethical Decision Making in the Workplace	HU56	Employment Liability	Get familiar with the most common ethical dilemmas at work and practice making ethical decisions through an immersive, scenario-based approach.	30
Issues in Diversity: Speak With Care	HU58	Employment Liability	Presented in a single scenario meant for analysis, this course covers issues of diversity related to language.	5
Issues in Diversity: Share Responsibility	HU60	Employment Liability	Presented in a single scenario meant for analysis, this course covers issues of diversity related to speaking up and speaking out.	5
Issues in Diversity: Exercise Compassion	HU62	Employment Liability	Presented in a single scenario meant for analysis, this course covers issues of diversity related to practicing empathy.	5
Issues in Diversity: Expand Horizons	HU64	Employment Liability	Presented in a single scenario meant for analysis, this course covers issues of diversity related to making connections.	5
Issues in Diversity: Be Attentive	HU66	Employment Liability	Presented in a single scenario meant for analysis, this course covers issues of diversity related to active listening.	5
Issues in Diversity: Welcome New Perspectives	HU68	Employment Liability	Presented in a single scenario meant for analysis, this course covers issues of diversity related to challenging assumptions.	5
Issues in Diversity: Embrace Tough Conversations	HU70	Employment Liability	Presented in a single scenario meant for analysis, this course covers issues of diversity related to having difficult discussions.	5
EEO Laws: An Introduction	HU72	Employment Liability	This course covers the laws enforced by the EEOC and the classes that are legally protected by these laws.	15
EEO Laws: Equal Pay Act of 1963	HU74	Employment Liability	This course covers the protections offered by the Equal Pay Act of 1963.	10
EEO Laws: Title VII of the Civil Rights Act	HU76	Employment Liability	This course covers protections offered by Title VII of the Civil Rights Act of 1964.	10
EEO Laws: Age Discrimination in Employment Act	HU78	Employment Liability	This course covers the protections offered by the Age Discrimination Act of 1976.	10
EEO Laws: Pregnancy Discrimination Act of 1978	HU80	Employment Liability	This course covers the protections offered by the Pregnancy Discrimination Act of 1978.	10
EEO Laws: Title I of the ADA	HU82	Employment Liability	This course covers the protections offered by Title I of the American With Disabilities Act.	10
EEO Laws: Genetic Information Nondiscrimination Act	HU84	Employment Liability	This course covers protections offered by the Genetic Information Nondiscrimination Act of 2008.	10
EEO Laws: Supervisor Responsibilities	HU86	Employment Liability	This course provides an overview of the federal laws enforced by the Equal Employment Opportunity Commission (EEOC), the employer responsibilities according to the EEOC, and how to prevent instances of employment discrimination in your organization.	15
Title I of ADA: Reasonable Accommodation	HU88	Employment Liability	This course covers providing reasonable accommodations to qualified individuals with disabilities under the Americans with Disabilities Act (ADA). Learn how to recognize when to provide reasonable accommodations. Define undue hardship and give examples of reasonable and unreasonable accommodations.	20
Title I of ADA: Interactive Process	HU90	Employment Liability	This course covers applying an interactive process to determine a reasonable accommodation. Define a disability under the Americans with Disabilities Amendments Act of 2008 (ADAAA) and learn how to gather the necessary information on an employee's disability and related limitations through medical documentation. After determining the most effective type of accommodation, recognize what information is confidential under the ADA.	20

Title I of ADA: Supervisor Responsibilities	HU92	Employment Liability	This course covers the responsibilities supervisors must uphold when providing a reasonable accommodation to comply with the Americans with Disabilities Act (ADA) law. Define a direct threat and learn when to minimize an employee's risk to health and safety through reasonable accommodation. Explore how illegal drug use is covered under the ADA and recognize when disciplinary action is appropriate.	15
Harassment Prevention for Employees	HU94	Employment Liability	This course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation.	60
Harassment Prevention for California Supervisors	HU96	Employment Liability	This course will teach supervisors to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with SB 1343 training requirements.	120
Harassment Prevention for Connecticut Supervisors	HU98	Employment Liability	This course will teach supervisors to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with training requirements set forth by the Time's Up Act.	120
Harassment Prevention for Delaware Supervisors	HV02	Employment Liability	This course will teach supervisors to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with SB 360 training requirements.	120
Harassment Prevention for Maine Supervisors	HV04	Employment Liability	This course will teach supervisors to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with Title 26 M.R.S.A Sec. 807 training requirements.	120
Harassment Prevention for New York Supervisors	HV06	Employment Liability	This course will teach supervisors to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with S.6577/A.8421 sexual harassment training requirements.	120
Harassment Prevention for California Employees	HV08	Employment Liability	This course will teach employees to recognize and avoid harassing behaviors in the workplace as well as take action to prevent harassment – including sexual harassment and retaliation. Compliant with training requirements set forth by SB 1343.	60
Harassment Prevention for Connecticut Employees	HV10	Employment Liability	This course will teach employees to recognize and avoid harassing behaviors in the workplace as well as take action to prevent harassment – including sexual harassment and retaliation. Compliant with training requirements set forth by the Time's Up Act.	120
Harassment Prevention for Delaware Employees	HV12	Employment Liability	This course will teach employees to recognize and avoid harassing behaviors in the workplace as well as take action to prevent harassment – including sexual harassment and retaliation. Compliant with SB 360 training requirements.	60
Harassment Prevention for Maine Employees	HV14	Employment Liability	This course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with Title 26 M.R.S.A Sec. 807 training requirements.	60

Harassment Prevention for New York Employees	HV16	Employment Liability	This course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with S.6577/A.8421 sexual harassment training requirements.	60
Diversity in the Workplace: Diversity for All	HV18	Employment Liability	This course covers the benefits and challenges of creating and maintaining a diverse workforce.	20
RISE Up Against Workplace Bullying	HV20	Employment Liability	Workplace bullying affects over one-third of American adults, but your actions as a coworker can stop a bully in their tracks. Whether you've been targeted by a bully or have witnessed bullying occur, in this foundational course, you'll learn how to recognize and respond to bullying in your workplace.	45
Anti-Bullying Supervisor Training	HV22	Employment Liability	This course is the ideal follow-up for employees and volunteers in supervisory roles who have already completed the introductory course, RISE Up Against Workplace Bullying. You'll learn about your unique position and responsibilities as a supervisor and quickly gain the skills you need to respond to bullying, whether observed or reported, in your workplace.	15
School Bullying: Define Bullying & The Law	HV24	Employment Liability	One of four courses in our school bullying series, this course introduces K-12 educators and staff to the basics of school bullying and schools' legal obligations to address it.	15
School Bullying: Understand Bullying Dynamics	HV26	Employment Liability	One of four courses in our school bullying series, this course prepares K-12 educators and staff to look for warning signs that students are participating in bullying behaviors.	15
School Bullying: Identify Bullying Episodes	HV28	Employment Liability	One of four courses in our school bullying series, this course teaches K-12 educators and staff to distinguish bullying behaviors from other kinds of student conflict.	15
School Bullying: Address Potential Bullying	HV30	Employment Liability	One of four courses in our school bullying series, this course equips K-12 educators and staff to address potential bullying incidents — from stopping bullying in the moment and supporting the students involved to reporting bullying behavior and following up after bullying has ended.	15
Harassment Prevention for Illinois Supervisors	HV32	Employment Liability	This course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with the Workplace Transparency Act's sexual harassment training requirements.	120
Harassment Prevention for Illinois Employees	HV34	Employment Liability	This course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation. Compliant with the Workplace Transparency Act's sexual harassment training requirements.	60
Emergency Leave Under the FFCRA	HV36	Employment Liability	This course covers emergency leave available under the Families First Coronavirus Response Act. Identify circumstances that qualify you for emergency leave and explain the difference between emergency paid sick leave and emergency extension FMLA.	15
Wage and Hour Concerns During an Emergency	HV38	Employment Liability	Emergencies present employers with difficult employment decisions. These could include closing the workplace, reducing hours or pay rates, or hiring temporary workers. How does the Fair Labor Standards Act affect the pay and work hours for both nonexempt and exempt employees? This course covers some common scenarios that occur during emergencies as they relate to employee pay and other work factors.	10

Mandatory Reporters of Child Abuse and Neglect	HV40	Child Safety	This course is for mandatory reporters of child abuse and neglect and will help you understand your legal responsibilities as a mandatory reporter and identify indicators that would require you report abuse and neglect.	20
Accommodating K-12 Students with Disabilities	HV42	Employment Liability	This course covers 504 Plans and Individualized Education Programs for K-12 students with disabilities. As an educator, you'll be able to recognize your role in accommodating students in the classroom. Learn how to create accessible content and design your course for students of all abilities.	20
The Biased Brain	HV43	Employment Liability	Learn about the foundations of biased thinking.	5
Implicit Bias in Action	HV44	Employment Liability	Learn how biased thinking affects the way we treat others.	5
Consequences of Bias	HV46	Employment Liability	Learn how biased thinking leads to unfair decision making.	10
The Drug-Free Workplace Act for Supervisors	HV48	Employment Liability	Learn how The Drug-Free Workplace Act affects you and your workplace. This course teaches you the difference between appropriate and inappropriate substance use, prepares you to recognize and respond to substance misuse at work, and informs you of your supervisory responsibilities related to The Drug-Free Workplace Act.	40
The Drug-Free Workplace Act for Employees	HV50	Employment Liability	Learn how The Drug-Free Workplace Act affects you and your workplace. This course teaches you the difference between appropriate and inappropriate substance use, prepares you to recognize substance misuse at work, and informs you of your rights related to drug testing.	40
USERRA Rights & Supervisor Responsibilities	HV52	Employment Liability	This course covers The Uniformed Services Employment and Reemployment Rights Act (USERRA). As a supervisor, you'll be able to recognize your responsibilities to USERRA-protected employees. Learn what steps to take before an employee takes a service leave, during a service leave, and when an employee returns to your workplace.	20
Mandatory Reporters of Child Abuse and Neglect for North Carolina Employees	HV54	Health & Safety	This course will help you understand your legal responsibilities as a mandatory reporter, identify indicators that would require you report abuse and neglect, and understand how to make a report of known or suspected child abuse.	20
Mandatory Reporters of Child Abuse and Neglect for Florida Employees	HV56	Health & Safety	This course will help you understand your legal responsibilities as a mandatory reporter, identify indicators that would require you report abuse and neglect, and understand how to make a report of known or suspected child abuse.	20
Mandated Reporters of Child Abuse and Neglect for California Employees	HV58	Health & Safety	This course will help you understand your legal responsibilities as a mandated reporter, identify indicators that would require you report abuse and neglect, and understand how to make a report of known or suspected child abuse.	20
Records Retention	HV60	Employment Liability	Learn about federal recordkeeping requirements and time periods for record retention and destruction so you can plan a records retention schedule and maintain compliance with federal law.	15
Public Records Requests	HV62	Employment Liability	Learn about the Freedom of Information Act so you can respond appropriately and promptly to public records requests.	15
C.A.R.E. About Implicit Bias	HV64	Employment Liability	Learn strategies to challenge your implicit bias.	20
Challenge Organizational Bias	HV66	Employment Liability	Learn ways to reduce the impact of implicit bias in hiring and management practices.	15

Practicing Hand Hygiene	HW03	Health & Safety	Germes are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. Germs responsible for the common cold, as well as some of the nastier ones like Salmonella, E. coli, and norovirus, can enter your system and make you, and those you come into contact with, very, very sick. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germs.	15
Practicing Hand Hygiene: Medical Professionals	HW05	Health & Safety	This course is developed specifically for medical professionals. Germs are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germs.	15
Practicing Hand Hygiene: Child Care Providers	HW07	Health & Safety	This course is developed specifically for child care providers. Germs are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germs.	15
Practicing Hand Hygiene: Food Service Professionals	HW09	Health & Safety	This course is developed specifically for food service professionals. Germs are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germs.	15
Safety in Local Government: Part 1	LG01	Health & Safety	This program continues our discussion about the health and safety of public employees. In this presentation, employees are introduced to safety guidelines for working around blood, chemicals, and machinery. The course also includes safety lessons on two of the most common injuries to municipal employees, strains to the back and slip-trip incidents. There are ten questions at the end of the program based on the material presented in the program.	N/A
Safety in Local Government: Part 2	LG03	Health & Safety	This program continues our discussion about the health and safety of public employees. In this presentation, employees are introduced to safety guidelines for working around blood, chemicals, and machinery. The course also includes safety lessons on two of the most common injuries to municipal employees, strains to the back and slip-trip incidents. There are ten questions at the end of the program based on the material presented in the program.	20
Landscape Safety	LL03	Health & Safety	This course is a guide for all landscape workers and will review the core safety guidelines that everyone on your crew should be aware of, including how to prepare for work, avoid injury while working with chemicals and electricity, safely operate mowers and trimmers, and initiate first aid response.	25
Material Handling and Storage	MH61	Health & Safety	This course covers drum handling and hazards associated with handling drums and containers; handling, transportation, storage, and use of compressed gas cylinders; hazards associated with handling acetylene, oxygen, and hydrogen; how to detect leaks; recognition of flammable and combustible material; selection, use, and inspection of slings; and safe lifting, handling, and moving procedures. OSHA: 29 CFR 1910 Subpart N	60

Safety Data Sheets	MS61	Health & Safety	This course covers the purpose of a Safety Data Sheet, type of information found on an SDS, required availability of an SDS in a Hazard Communication Program, and ways to obtain an SDS. OSHA: 29 CFR 1910.1200	45
New Employee Safety Orientation	NE61	Health & Safety	New employees are at a higher risk for being involved in a job-related accident. It is estimated that most accidents occur within an employees' first six months on a new job. This course compiles key information from many of the web-based safety courses available to provide you with an overview of the safety issues you might encounter in your new job. For an in-depth look on specific safety issues, please take each individual course.	60
Office Safety	OF61	Health & Safety	Each year, employees miss work and potential wages due to work-related injuries or hazards. Working safely means more than just using special equipment or following special procedures. It means building safety into your actions and your thinking. It means making safety a way of life-on and off the job. This training course will help employees and supervisors recognize potential office hazards and learn how to eliminate or reduce accidents in the workplace. (OSH Act Section 5A.1).	30
Occupational Disease Prevention for Firefighters	OP60	Health & Safety	As a firefighter, it is important to have a good understanding of how to prevent occupational diseases while on and off the job. In this course we will identify what firefighters can do to reduce their risk of exposure to occupational hazards.	20
Playground Safety	PG03	Health & Safety	Each year, over 200,000 children are treated for playground-related injuries. These injuries occurred due to negligent maintenance and the use of improper materials. They could have been prevented. This course will show you how to identify potential hazards and how to correct them, ensuring that playgrounds are safe for all children.	30
Aquatic Safety	PG02	Health & Safety	Every year 3,000 to 4,000 people drown in the U.S., with most of those occurring during the summer months. Even if you're not a trained lifeguard, as a counselor you have a crucially important role in protecting kids during swim time this summer. This pool safety training contains footage of an actual drowning and explains how counselors can work together to make swim time safe all summer long.	30
Safe Patient Handling	PH13	Health & Safety	Healthcare industry employees are continually exposed to injury as a result of lifting, transferring, and repositioning patients or residents. The primary focus of this course is to provide general guidance about how caregivers can prevent injury as a result of lifting and moving patients.	45
Preventing Strains and Sprains	PS61	Health & Safety	Physical activity puts stress on the body that can cause injuries to muscles and ligaments. Risks exist both on and off the job. This course will help you be aware of steps you can take to reduce injury risk.	30
Slower is Faster: Survival Skills for Law Enforcement Drivers	PT02	Law Enforcement	Officers spend more time driving than any other aspect of their job. Unfortunately, due to limited time and resources, training is often neglected in this high risk area. Driver safety training should be a top priority for all law enforcement agencies. Driving related casualties are the second leading cause of officer fatalities. Although real time training is always beneficial, officer driving training doesn't have to be behind the wheel. This training focuses on the most important information officers need to assure they arrive safely to routine and emergency calls.	30

Responding to Domestic Abuse Calls	PT04	Law Enforcement	One in four women will experience domestic violence in her lifetime and one-third of murdered women in the US are killed by an intimate partner. This course provides practical guidelines on how to respond to domestic abuse calls.	30
Firearms Safety	PT06	Law Enforcement	This course will ask you to step into the roles of various law enforcement personnel, calling attention to common situations that peace officers find themselves in, and the rules that can help you decide your best course of action in regards to Basic Firearm Safety.	30
Off-Duty Conduct	PT08	Law Enforcement	Most law enforcement departments have written policies highlighting expectations when it comes to certain types of conduct, but officers can still be held accountable for their actions even when expectations are not written in policy. Conduct that reflects poorly on your department or your profession, whether on or off-duty, can lead to discipline or termination. This course discusses how, as a law enforcement officer, you must hold yourself, in public and in private, to higher standards of behavior and accountability.	30
Below 100 Tenets: Watch Your Speed	PT10	Law Enforcement	As law enforcement officers, we are expected to respond or pursue in a quick and expedient manner. Speed is a reality in your profession, but it must only be limited to those times when it is necessary. Making the decision to speed when it is not warranted is negligent behavior that puts you and those you have sworn to protect in danger. This course is an in-depth examination of the second tenet of the Below 100 initiative: Watch Your Speed.	30
Below 100 Tenets: Wear Your Vest	PT12	Law Enforcement	One of the responses law enforcement officers use to justify not wearing a vest is that they will grab it when they need it. But no officer has ever been protected by body armor sitting in the passenger seat, waiting to be put on if the moment arose. This course is an in-depth examination of the fourth tenet of the Below 100 initiative: Wear Your Vest.	30
Law Enforcement Ethics	PT14	Law Enforcement	Ethics encompasses a number of issues for law enforcement officers and every officer, at some point in time, wonders if honesty really is the best policy. This course, through the use of scenarios, shows law enforcement officers how to make the best decisions when faced with ethical dilemmas.	30
Situational Awareness and Ambush Precautions for Law Enforcement	PT16	Law Enforcement	Officers must maintain situational awareness at all times in order to attempt to counteract ambush attacks. In this course, you will step into the roles of various law enforcement personnel, calling attention to common situations that peace officers find themselves in and the rules that can help them decide their best course of action in regards to ambushes.	30
Officer Safety and Tactics for Chemical and Bomb Threat Response	PT18	Law Enforcement	Danger can take many forms and can be found in any place. A woman found unconscious in her locked car. A backpack abandoned during a parade. A parking lot under a federal structure. A meth lab in deserted building. Even a booby-trapped apartment. Officers who understand the fundamentals of chemical threats, bomb-making, bomb threats, and homicide and suicide bombers will be better prepared to respond to the varying types of bomb situations that they can encounter.	45
Guide to Consensual Encounters	PT20	Law Enforcement	The complexities of interacting with the public for a law enforcement officer are immeasurable. This course examines consensual encounters, one of the types of interactions that law enforcement officers have with the public; reviews constitutional controls of consensual encounters; and offers suggestions to help protect officer safety and remain under the color of the law.	45

Below 100	PT22	Law Enforcement	The Below 100 Program is designed to drastically reduce law enforcement Line of Duty Deaths. It specifically addresses the operational areas of law enforcement that contribute to the greatest number of Line of Duty Deaths, but are in large part preventable. This 1-hour course provides an overview of the program and discusses each of the five Tenets.	60
Personnel Guidelines for Law Enforcement (Part 1)	PT24	Law Enforcement	An officer is given great authority, in exchange for his or her oath to protect the community responsibly, ethically, and professionally. Some of these expectations are outlined in your department's personnel policies, but the importance of following these policies extends much further than that. This 2-part course covers several topics related to personnel issues.	30
Personnel Guidelines for Law Enforcement (Part 2)	PT26	Law Enforcement	An officer is given great authority, in exchange for his or her oath to protect the community responsibly, ethically, and professionally. Some of these expectations are outlined in your department's personnel policies, but the importance of following these policies extends much further than that. This 2-part course covers several topics related to personnel issues.	30
False Arrests and Arrest Liability for Law Enforcement	PT28	Law Enforcement	Whether it be a consensual encounter, investigative stop, or an arrest, every time an officer interacts with the public that officer needs to be conscientious of claims that can be brought against them. This course examines the types of situations that can prompt claims against officers; reviews immunity and liability; and offers suggestions to help protect officer safety and remain under the color of the law.	45
Below 100 Tenets: What's Important Now?	PT30	Law Enforcement	Rapidly changing situations you encounter while on duty require thoughtful reactions. By regularly asking yourself 'What's Important Now', you prioritize your safety, ensuring a safe return home after each shift by being mentally prepared for any situation you may encounter. This course is an in-depth examination of the first tenet of the Below 100 initiative: What's Important Now.	30
Below 100 Tenets: Remember, Complacency Kills!	PT32	Law Enforcement	Of all the threats law enforcement officers face, perhaps none is more dangerous than complacency and denial. Complacency opens you up to unnecessary risk. This course is an in-depth examination of the fifth tenet of the Below 100 initiative: Remember, Complacency Kills!	30
Below 100 Tenets: Wear Your Belt	PT34	Law Enforcement	We already know that traffic accidents account for the vast majority of law enforcement Line of Duty Deaths. What makes this fact even more tragic is that 39% of officers killed in traffic accidents were not wearing their seatbelt. This course is an in-depth examination of the third tenet of the Below 100 initiative: Wear Your Seatbelt	30
Use of Force: An Overview	PT36	Law Enforcement	Each year, US law enforcement officers complete contacts with over 60 million people. Out of all of these contacts, only about 1.5% involve the use of force or threat of use of force by the involved officers. Statistically, the use of force is a minimal part of the job, but is a crucial and closely monitored element of law enforcement. This course will solidify the student's understanding of the use of force: what it is, how it has developed over time, and what actions it consists of.	60
Use of Force: Liability and Reasonableness	PT38	Law Enforcement	Statistically, the use of force is a minimal part of the job, but is a crucial and closely monitored element of law enforcement. It carries the weight of ensuring safety, of influencing public opinion, and of potential liability. For all of these reasons, the use of force demands close examination. This course will examine the legal side of the use of force: how case law has shaped the idea of reasonableness, what types of liability are associated with use of force, and why documenting use of force is crucial.	60

Use of Force: Ethical Considerations	PT40	Law Enforcement	Statistically, the use of force is a minimal part of an officer's job, but is a crucial and closely monitored element of law enforcement. It can be used appropriately or abused, and requires significant initial and ongoing training. This course examines the ethics of using force— what ethical issues it presents, when not to use force, and what should be done after a use of force.	60
Use of Force: Decision Making and Judgment	PT42	Law Enforcement	As a law enforcement officer, the proper use of force or other response options requires you to constantly assess and re-assess each situation to identify the most appropriate response. Your goal in completing this course is to evaluate the judgment and decision making aspects of use of force— the factors that impact your decision, incorporating time and non-force techniques into your decision, and guidelines for the decision making process.	60
Use of Force: Community Policing and Community Perceptions	PT44	Law Enforcement	In today's world, law enforcement officers are being scrutinized like never before, as technology and the media allow more eyes to see many of the interactions between officers and the public. The use of force is an issue on the minds of many communities. In this course, we will examine how use of force and public perceptions overlap--the ways community perception impacts use of force, appropriate handling of the media and recordings of force incidents, and the relationship between community policing and the use of force.	60
Community Policing, Part I	PT46	Law Enforcement	Community Policing is a two-part course that takes what you already know about community policing, and builds on that knowledge in a practical, realistic manner, so that you can take what you learn and apply it in the real world. Part I defines what community policing is and looks in depth at the three components it consists of: problem solving, community partnerships, and organizational transformation.	60
Community Policing, Part II	PT48	Law Enforcement	Community Policing is a two-part course that takes what you already know about community policing, and builds on that knowledge in a practical, realistic manner, so that you can take what you learn and apply it in the real world. Part II evaluates and addresses common criticisms and concerns related to community policing, and then assists you in developing a community policing action plan.	60
Anti-Bias Policing: Part 1	PT50	Law Enforcement	Members of the public must feel that police in their area are acting, and reacting, in a fair and impartial manner, regardless of the public's race, age, gender, socioeconomic status, etc. In order for there to be that trust, law enforcement officers must exhibit fairness during each and every encounter with members of the public. This course represents just a start to more unbiased way of thinking, reacting, and ultimately, effective policing.	45
Anti-Bias Policing: Part 2	PT52	Law Enforcement	Members of the public must feel that police in their area are acting, and reacting, in a fair and impartial manner, regardless of the public's race, age, gender, socioeconomic status, etc. In order for there to be that trust, law enforcement officers must exhibit fairness during each and every encounter with members of the public. This course represents just a start to more unbiased way of thinking, reacting, and ultimately, effective policing.	75
De-Escalation and Communication, Part I	PT54	Law Enforcement	This training is spread over two one-hour courses. Part I will address Managing and Controlling Other People's Behavior, while Part II will look at Managing and Controlling Your Own Emotions and Behaviors. The goal of this training is NOT to tell you WHEN to use verbal or tactical countermeasures, but to equip you to assess human reactions in yourself and in others so that you can determine which countermeasures are appropriate. You will learn de-escalation techniques so you can leverage communication to gain compliance.	60

De-Escalation and Communication, Part II	PT56	Law Enforcement	This training is spread over two one-hour courses. Part I will address Managing and Controlling Other People's Behavior, while Part II will look at Managing and Controlling Your Own Emotions and Behaviors. The goal of this training is NOT to tell you WHEN to use verbal or tactical countermeasures, but to equip you to assess human reactions in yourself and in others so that you can determine which countermeasures are appropriate. You will learn de-escalation techniques so you can leverage communication to gain compliance.	60
Stress Management for Law Enforcement	PT58	Law Enforcement	Let's be real--we all know what stress is. Life tends to have plenty of it. Working in a job like law enforcement adds a special type of stress to the mix as well. So why take this course? Because knowing about stress is one thing, and actually doing something to recognize and mitigate stress is another thing altogether. In this course we'll examine the psychological and physiological effects of stress, the stressors that are common in law enforcement work, and real ways to recognize, control, and relieve stress.	45
Coronavirus & Safety: What Every Cop Needs to Know	PT61	Law Enforcement	This interview between Ron Barber of Line of Duty and Dr. Andrew Dennis provides best practices for Law Enforcement Officers to keep themselves and their community safe from the spread of the Coronavirus.	40
Respiratory Protection	RP61	Health & Safety	This course covers respiratory hazards, protection mechanisms, safe work practices, and use of respiratory protection against hazardous airborne contaminants in the work environment. Topics include employer and employee responsibilities; the nature, extent, and effects of respiratory hazards; the operation, limitations, and capabilities of respirators; and respirator selection, use, inspection, maintenance, cleaning, storage, and malfunctions. OSHA: 29 CFR 1910 Subpart I	60
General Safety Boost Episode 1: Ergonomics	SB01	Health & Safety	Identify work practices that reduce or eliminate musculoskeletal disorders and keep you pain free.	5
General Safety Boost Episode 2: Back Safety	SB02	Health & Safety	Utilize various practices and techniques to avoid a back injury.	5
General Safety Boost Episode 3: Trip Hazards	SB03	Health & Safety	Identify and eliminate trip hazards in the workplace.	5
General Safety Boost Episode 4: Emergency Preparedness	SB04	Health & Safety	Know what to do during an emergency by getting to know your organization's Emergency Action Plan.	5
General Safety Boost Episode 5: Fire Safety	SB05	Health & Safety	Practice the PASS technique when using a fire extinguisher.	5
General Safety Boost Episode 6: Hazard Communication	SB06	Health & Safety	Identify the safety information found on the labels of hazardous chemical containers.	5
General Safety Boost Episode 7: Slip Hazards	SB07	Health & Safety	Identify and eliminate slip hazards in the workplace.	5
General Safety Boost Episode 8: Drug-Free Workplace	SB08	Health & Safety	Identify the signs of employee substance abuse in the workplace.	5
General Safety Boost Episode 9: Bloodborne Pathogens	SB09	Health & Safety	Adopt universal precautions in order to prevent the spread of bloodborne pathogens in the workplace.	5
General Safety Boost Episode 10: Skin Protection	SB10	Health & Safety	Protect yourself from harmful UV exposure when working outdoors.	5
General Safety Boost Episode 11: First Aid	SB11	Health & Safety	Know how to safely and quickly respond to minor injuries in the workplace.	5
General Safety Boost Episode 12: Active Shooter	SB12	Health & Safety	Run. Hide. Fight. Be prepared to respond to an active shooter situation in the workplace.	5
Accident Incident Investigation	SG02	Health & Safety	This course covers the four-step investigation process for workplace incidents according to OSHA. Define accidents, incidents, root causes, and close calls and learn how to follow all four steps to make your workplace safe and prevent further incidents.	30
Silica Awareness: Silica and the OSHA Silica Standard	SG04	Health & Safety	This course covers the health hazards associated with exposure to respirable crystalline silica, specific tasks in the workplace that could result in exposure to respirable crystalline silica, and the contents of OSHA's silica standard.	20

Silica Awareness: Working Safely with Silica	SG06	Health & Safety	This course covers specific measures used to protect employees from exposure to respirable crystalline silica, including engineering controls, work practices, and personal protective equipment (PPE) as well as the purpose and a description of the medical surveillance program.	20
Arc Flash Safety	SG08	Health & Safety	This course covers the risk and hazards associated with working on or near energized electrical systems.	20
OSHA Recording and Reporting	SG10	Health & Safety	This course covers OSHA's standard to record and report injuries and illnesses. Recognize when a new case of an injury or illness is work-related and learn how to report it using OSHA forms 301, 300, and 300A.	30
Accident Incident Investigation Cal/OSHA	SG12	Health & Safety	This course covers a four-step investigation process that you can use as part of your Cal/OSHA injury and illness prevention program. Define accidents, incidents, root causes, and close calls and learn how to follow all four steps to make your workplace safe and prevent further incidents.	30
Lockout/Tagout Safety	SG14	Health & Safety	This course covers the OSHA standard regarding specific practices and procedures that safeguard employees from the unexpected startup of machinery, and the release of hazardous energy from that start up.	15
Ladder Safety	SG16	Health & Safety	Learn the basics of ladder safety. You'll find out how to select the appropriate ladder for the job, inspect and maintain ladders, check for safety hazards, follow safe climbing procedures, and identify the purpose of safety systems and devices. This course covers OSHA Standard 29 CFR 1910.23.	25
Fire Prevention	SG18	Health & Safety	This course teaches you to recognize and classify potential fire hazards in your work environment, prevent fires with good housekeeping practices, differentiate between a fire that's safe to extinguish versus a fire that requires immediate evacuation, and apply the P.A.S.S. method to use a fire extinguisher.	20
Fire Prevention Cal/OSHA	SG20	Health & Safety	This course teaches you to recognize and classify potential fire hazards in your work environment, prevent fires with good housekeeping practices, differentiate between a fire that's safe to extinguish versus a fire that requires immediate evacuation, and apply the P.A.S.S. method to use a fire extinguisher. This course covers Cal/OSHA Standards Title 8, Subpart 7, Sections 3220, 3221, and 6151.	20
Lockout/Tagout Safety Cal/OSHA	SG22	Health & Safety	This course covers the Cal/OSHA standards regarding specific practices and procedures that safeguard employees from the unexpected startup of machinery, and the release of hazardous energy from that start up.	15
Fall Protection	SG26	Health & Safety	Learn the basic components of a good fall protection plan. You'll find out how to recognize and prevent fall hazards at your worksite using OSHA's hierarchy of controls. This course covers OSHA Standards 29 CFR 1926.501 and 1910.132.	20
Fall Protection Cal/OSHA	SG28	Health & Safety	Learn the basic components of a good fall protection plan. This course covers Cal/OSHA Standards Title 8, Articles 2, 4, 11, and 24. You'll find out how to recognize and prevent fall hazards at your worksite using Cal/OSHA's hierarchy of controls.	20
Personal Protective Equipment: Noise Exposure and Hearing Conservation	SG30	Health & Safety	Learn the basics of hearing conservation at work. You'll find out how to recognize noise hazards, name common types of hearing protection, and follow requirements for wearing and maintaining personal protective equipment for your ears. This course covers OSHA Standard 29 CFR 1910.32 and 1910.95.	15

Personal Protective Equipment: Noise Exposure and Hearing Conservation Cal/OSHA	SG32	Health & Safety	Learn the basics of hearing conservation at work. You'll find out how to recognize noise hazards, name common types of hearing protection, and follow requirements for wearing and maintaining personal protective equipment for your ears. This course covers OSHA Standard 29 CFR 1910.32 and 1910.95.	15
Personal Protective Equipment: Respiratory Protection	SG34	Health & Safety	Learn the basics of respiratory protection at work. You'll find out how to recognize respiratory hazards, name common types of respiratory protection, and follow requirements for wearing and maintaining respiratory personal protective equipment. This course covers OSHA Standard 29 CFR 1910.32 and 1910.134.	20
Personal Protective Equipment: Respiratory Protection Cal/OSHA	SG36	Health & Safety	Learn the basics of respiratory protection at work. You'll find out how to recognize respiratory hazards, name common types of respiratory protection, and follow requirements for wearing and maintaining respiratory personal protective equipment. This course covers Cal/OSHA Standard Title 8, Subchapter 7, Sections 5144 and 3203.	20
Personal Protective Equipment: Eye and Face Protection	SG38	Health & Safety	Learn the basics of eye and face protection at work. You'll find out how to recognize hazards, name common types of protection, and follow requirements for wearing and maintaining personal protective equipment for your eyes and face. This course covers OSHA Standard 29 CFR 1910.132 and Standard 29 CFR 1910.133.	15
Personal Protective Equipment: Eye & Face Protection Cal/OSHA	SG40	Health & Safety	Learn the basics of eye and face protection at work. You'll find out how to recognize hazards, name common types of eye and face protection, and follow requirements for wearing and maintaining personal protective equipment. This course covers Cal/OSHA Standard Title 8, Section 3314.	10
Personal Protective Equipment: Hand Protection	SG42	Health & Safety	Learn the basics of hand protection at work. You'll find out how to recognize hazards, name common types of protection, and follow requirements for wearing and maintaining personal protective equipment for your hands. This course covers OSHA Standard 29 CFR 1910.132 and Standard 29 CFR 1910.138.	15
Personal Protective Equipment: Hand Protection Cal/OSHA	SG44	Health & Safety	Learn the basics of hand protection at work. You'll find out how to recognize hazards, name common types of protection, and follow requirements for wearing and maintaining personal protective equipment for your hands. This course covers Cal/OSHA Standard Title 8, Subchapter 7, Sections 3380 and 3384.	15
Personal Protective Equipment: Foot Protection	SG46	Health & Safety	Learn the basics of foot protection at work. You'll find out how to recognize foot hazards, name common types of foot protection, and follow requirements for wearing and maintaining foot personal protective equipment. This course covers OSHA Standard 29 CFR 1910.32 and 1910.136.	10
Personal Protective Equipment: Foot Protection Cal/OSHA	SG48	Health & Safety	Learn the basics of foot protection at work. You'll find out how to recognize foot hazards, name common types of foot protection, and follow requirements for wearing and maintaining foot personal protective equipment. This course covers Cal/OSHA Standard Title 8, Subchapter 7, Sections 3380 and 3385.	10
Personal Protective Equipment: Head Protection	SG50	Health & Safety	Learn the basics of head protection at work. You'll find out how to recognize hazards, name common types of protection, and follow requirements for wearing and maintaining personal protective equipment for your head. This course covers OSHA Standard 29 CFR 1910.132 and Standard 29 CFR 1910.135.	15
Personal Protective Equipment: Head Protection Cal/OSHA	SG52	Health & Safety	Learn the basics of head protection at work. You'll find out how to recognize hazards, name common types of protection, and follow requirements for wearing and maintaining personal protective equipment for your head. This course covers Cal/OSHA Standard Title 8, Subchapter 7, Sections 3380 and 3381.	15

COVID-19: A Pandemic Response	SG54	Health & Safety	This course covers the rapidly evolving COVID-19 pandemic and separates the myths from the facts so you can protect yourself and those around you in uncertain times. It features important tips on social distancing, as well as steps to follow to avoid exposure, reacting to infection, and maintaining good mental health during times of uncertainty.	10
Preparing Your Workplace for COVID-19	SG56	Health & Safety	Learn the latest guidance from OSHA and the CDC regarding your response to COVID-19 in the workplace. This course helps employers and supervisors in non-healthcare settings prepare their workforce and workplace for Coronavirus 2019's effects.	25
Scaffolding Safety	SG58	Health & Safety	Learn the basics of scaffolding safety at work. You'll find out how to recognize and minimize scaffolding hazards. This course covers OSHA Standards 29 CFR 1910.27 and 1926.450-454.	15
Whole Health: Am I Getting the Right Nutrition?	SG63	Health & Safety	Learn the Go, Slow, and Whoa food choice method for choosing healthy, nutritious meals.	7
Whole Health: A Well-Rounded Exercise Routine	SG64	Health & Safety	Learn the importance of a well-rounded exercise routine that includes aerobic, strength, and flexibility & balance exercises plus ways to work exercise into your day.	6
Whole Health: Maintain a Strong & Healthy Back	SG66	Health & Safety	Learn how to prevent back pain with four tips to maintain a strong and healthy back.	6
Whole Health: Techniques to Manage Stress	SG67	Health & Safety	Learn how to relax your mind and body with three techniques to manage stress.	5
Whole Health: Good Sleep Habits	SG68	Health & Safety	Learn how to get a better night's sleep with eight tips to develop good sleep habits.	6
Whole Health: Brain Health	SG69	Health & Safety	Learn tips to keeping your brain healthy and sharp by reducing cognitive decline and improving memory at any age.	5
Whole Health: Preventive Care	SG70	Health & Safety	Be proactive with your health by prioritizing regular checkups with your medical provider. This courses focuses on some of the specific areas your doctor can provide regular screenings for.	5
Whole Health: Dental Care	SG71	Health & Safety	Learn healthy dental habits that will keep your teeth and gums healthy and problem free.	5
Whole Health: Self-Awareness About Drinking	SG72	Health & Safety	Learn which factors might be putting you at risk for type 2 diabetes and how to get tested early when prevention is possible.	5
Whole Health: The 3 Biggest Myths About Smoking	SG73	Health & Safety	Learn how smoking affects your health and quality of life so that you can answer the question "Is smoking worth it?" for yourself.	5
Whole Health: Am I at Risk for Diabetes?	SG74	Health & Safety	Learn which factors might be putting you at risk for type 2 diabetes and how to get tested early when prevention is possible.	5
Bloodborne Pathogens	SG76	Health & Safety	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents. This course covers OSHA 29 CFR 1910.1030.	45
Bloodborne Pathogens CAL/OSHA	SG78	Health & Safety	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents. This course covers CAL/OSHA Standard Title 8, Subchapter 7, Group 16, Article 109.	45

Bloodborne Pathogens Condensed	SG80	Health & Safety	This shorter version of the Bloodborne Pathogens course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission. This course covers OSHA 29 CFR 1910.1030.	20
Employee Safety Awareness	SG82	Health & Safety	This course will help understand your safety responsibilities as an employee and teach you to identify safety hazards, promote a positive safety culture, report injuries or incidents, and get involved in your safety program.	20
Safety Awareness Program for Supervisors	SG84	Health & Safety	Safety awareness is the ability to identify job hazards and take the proper safeguards to prevent accidents to themselves and other employees. This course covers the supervisor's key role in increasing employee safety awareness and preventing accidents.	45
Job Hazard Analysis for Supervisors	SG86	Health & Safety	Developed for supervisors, this course covers safe work practices, including the job hazard analysis (JHA), its methods, and steps according to OSHA regulations. It also covers hazard assessment tools used in identifying workplace hazards.	60
Job Hazard Analysis	SG88	Health & Safety	Developed for employees, this course covers safe work practices, including the job hazard analysis (JHA), its methods, and steps according to OSHA regulations. It also covers hazard assessment tools used in identifying workplace hazards.	60
Back Safety	SG90	Health & Safety	How important is back health? Protecting your back can save you time, money, and pain. Learn the basics of back safety in the workplace. Topics include safe lifting steps, common back injuries, and an ergonomic overview. This course covers back safety under OSHA's General Duty Clause, Section 5.	30
Back Safety Cal/OSHA	SG92	Health & Safety	How important is back health? Protecting your back can save you time, money, and pain. Learn the basics of back safety in the workplace. Topics include safe lifting steps, common back injuries, and an ergonomic overview. This course covers back safety under Cal/OSHA Standard Title 8, Section 5110.	30
Confined Space Entry	SG94	Health & Safety	This course covers information about working safely in confined spaces and hazardous atmospheres, necessary equipment and permits. Topics include definitions and identification of hazards related to confined spaces and hazardous atmospheres; duties of a confined space attendant; equipment, pre-entry requirements, and point-of-entry permits. This course covers OSHA's 29 CFR 1910.146.	60
Preventing Slips, Trips, and Falls Cal/OSHA	SG96	Health & Safety	With great mobility comes great responsibility- namely watching where you are going and scanning your walkway for hazards. Slips, trips, and falls are the second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. This course aims to help employees identify slip, trip, and fall hazards; learn how to avoid them; and know how to react if employees find themselves on the receiving end of gravity.	30
Updating Your Workplace Response to COVID-19	SG98	Health & Safety	Part Two of a two-part series relaying the latest guidance from OSHA and the CDC regarding your response to COVID-19 in the workplace. This course helps employers and supervisors in non-healthcare settings prepare their workforce and workplace for Coronavirus 2019's effects.	15

Confined Space Entry Cal/OSHA	SH11	Health & Safety	This course covers information about working safely in confined spaces and hazardous atmospheres, necessary equipment and permits. Topics include definitions and identification of hazards related to confined spaces and hazardous atmospheres; duties of a confined space attendant; equipment, pre-entry requirements, and point-of-entry permits. This course covers Cal/OSHA Title 8, Subchapter 4, Article 37.	60
Personal Protective Equipment	SH13	Health & Safety	Learn the basics of personal protective equipment at work. You'll find out how to recognize hazards, name common types of PPE, and identify procedures for wearing and maintaining PPE. Topics include Noise Exposure & Hearing Conservation, Eye & Face Protection, Respiratory Protection, Head Protection, Foot Protection, and Hand Protection. This course covers OSHA Standards 29 CFR 1910.95, 1910.132, 1910.133, 1910.134, 1910.135, 1910.136, and 1910.138.	60
Accident Incident Investigation: NY PESH	SH17	Health & Safety	This course covers the four-step investigation process for workplace incidents, according to OSHA. Define accidents, incidents, root causes, and close calls and learn when to report to NY PESH. Follow all four steps to make your workplace safe and prevent further incidents.	30
Job Hazard Analysis Cal/OSHA	SH21	Health & Safety	Developed for employees, this course covers safe work practices, including the job hazard analysis (JHA), its methods, and steps according to Cal/OSHA regulations. It also covers hazard assessment tools used in identifying workplace hazards.	60
Job Hazard Analysis for Supervisors Cal/OSHA	SH23	Health & Safety	Developed for supervisors, this course covers safe work practices, including the job hazard analysis (JHA), its methods, and steps according to Cal/OSHA regulations. It also covers hazard assessment tools used in identifying workplace hazards.	60
Introduction to OSHA	SH25	Health & Safety	This course explains OSHA's role in preventing and eliminating workplace injuries and illnesses. Employees will learn who is covered under OSHA and what their rights under the OSH Act are. They will also become familiar with OSHA processes such as recordkeeping and workplace inspections.	60
Basic Industrial Safety	SH27	Health & Safety	This awareness level course covers industrial safety fundamentals covered under OSHA 29 CFR 1910, Industrial Safety Standards. Topics include hazard communication, bloodborne pathogens, lockout-tagout, confined space entry, personal protective equipment, emergency response planning, and respiratory protection. The course also provides an overview of OSHA 29 CFR 1903.1.	30
Basic Industrial Safety Cal/OSHA	SH29	Health & Safety	This awareness level course covers industrial safety fundamentals covered under Cal/OSHA Title 8, Subchapter 4, Article 3, General 1510, Industrial Safety Standards. Topics include hazard communication, bloodborne pathogens, lockout-tagout, confined space entry, personal protective equipment, emergency response planning, and respiratory protection. The course also provides an overview of Cal/OSHA Title 8, Subchapter 4, Article 3, General 1510.	30
Behavior-Based Safety for Supervisors	SH31	Health & Safety	This course is intended to provide supervisors with an overview of behavior-based safety.	30
Hydrogen Sulfide Safety Awareness	SH35	Health & Safety	Applies to anyone who may have an occupational exposure to hydrogen sulfide (H ₂ S). This course reviews the many places this extremely hazardous, toxic compound can be found – both in nature and as a result of industrial activity. The course offers detailed information concerning H ₂ S monitoring devices, ways to reduce risk, and what to do if exposure exceeds standards.	30

Hydrogen Sulfide Safety Awareness Cal/OSHA	SH37	Health & Safety	Applies to anyone who may have an occupational exposure to hydrogen sulfide (H ₂ S). This course reviews the many places this extremely hazardous, toxic compound can be found – both in nature and as a result of industrial activity. The course offers detailed information concerning H ₂ S monitoring devices, ways to reduce risk, and what to do if exposure exceeds standards.	30
Hoisting and Rigging	SH39	Health & Safety	Learn about OSHA requirements for safe crane operation, including safety procedures and equipment, rated capacity and working load limits, establishment of a qualified person, crane inspection, and load handling.	60
Hoisting and Rigging (Cal/OSHA)	SH41	Health & Safety	Learn about Cal/OSHA requirements for safe crane operation, including safety procedures and equipment, rated capacity and working load limits, establishment of a qualified person, crane inspection, and load handling.	60
Spill Prevention and Control	SH43	Health & Safety	This course covers safe handling, movement and storage of hazardous materials, as well as spill control and confinement methods. Topics include likely locations for and control of spills, containment and confinement, procedures for spill and leak response, steps for containing hazardous spills, confinement methods for solids, liquids and gases, and roles of emergency responders if hazardous materials are involved.	30
Spill Prevention and Control Cal/OSHA	SH45	Health & Safety	This course covers safe handling, movement and storage of hazardous materials, as well as spill control and confinement methods. Topics include likely locations for and control of spills, containment and confinement, procedures for spill and leak response, steps for containing hazardous spills, confinement methods for solids, liquids and gases, and roles of emergency responders if hazardous materials are involved.	30
Trenching and Excavation Safety	SH47	Health & Safety	Learn about OSHA requirements for trenching and excavating, including safety principles, site assessment, causes of fatalities, factors to consider before trenching and excavating, and types of excavation methods.	60
Trenching and Excavation Safety Cal/OSHA	SH49	Health & Safety	Learn about Cal/OSHA requirements for trenching and excavating, including safety principles, site assessment, causes of fatalities, factors to consider before trenching and excavating, and types of excavation methods.	60
Machine Guarding	SH63	Health & Safety	Learn about OSHA requirements for machine guarding, point of operation guarding, and examples of machinery that require guarding.	30
Machine Guarding Cal/OSHA	SH65	Health & Safety	Learn about Cal/OSHA requirements for machine guarding, point of operation guarding, and examples of machinery that require guarding.	30
Fire and Explosion Hazards	SH67	Health & Safety	This course covers principles of fire and explosion hazards in industrial environments. Topics include fire elements, fire terminology, ignition sources, safety principles, and safe handling and proper storage of potentially flammable or explosive materials.	30
Fire and Explosion Hazards Cal/OSHA	SH69	Health & Safety	This course covers principles of fire and explosion hazards in industrial environments. Topics include fire elements, fire terminology, ignition sources, safety principles, and safe handling and proper storage of potentially flammable or explosive materials.	30
Compressed Gas Safety	SH75	Health & Safety	This course covers the physical properties and hazards associated with commonly used compressed gases, as well as the steps for visual and other inspections, in-plant handling, and storage of compressed gas cylinders.	60

Compressed Gas Safety Cal/OSHA	SH77	Health & Safety	This course covers the physical properties and hazards associated with commonly used compressed gases, as well as the steps for visual and other inspections, in-plant handling, and storage of compressed gas cylinders.	60
Hazard Communication: The New GHS Standards	SH79	Health & Safety	This course covers OSHA's Hazard Communication Standard (HAZCOM), 29 CFR 1910.1200, which requires that hazardous materials used at the work site are identified, labeled, handled, used, and disposed of properly. Topics include chemical states, employer and employee responsibilities, company goals, and federal agencies that regulate workplace chemicals. The goal of the course is to prevent or minimize employee exposure to hazardous materials and to minimize their accidental release in the work environment. This course covers the 2012 changes to SDS, labeling, and GHS.	60
Hazard Communication: The New GHS Standards (Cal/OSHA)	SH81	Health & Safety	This course covers Cal/OSHA's Hazard Communication Standard (HAZCOM), Title 8 of the California Code of Regulations (CCR) Section 5194. The goal of the course is to prevent or minimize employee exposure to hazardous materials and to minimize their accidental release in the work environment. This course covers the 2012 changes to SDS, labeling, and GHS.	60
Preventing Slips, Trips, and Falls	ST61	Health & Safety	With great mobility comes great responsibility- namely watching where you are going and scanning your walkway for hazards. Slips, trips, and falls are the second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. This course aims to help employees identify slip, trip, and fall hazards; learn how to avoid them; and know how to react if employees find themselves on the receiving end of gravity.	60
Preventing Slips, Trips, and Falls for Firefighters	ST63	Health & Safety	With great mobility comes great responsibility- namely watching where you are going and scanning your walkway for hazards. Slips, trips, and falls are the second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. This course aims to help firefighters identify slip, trip, and fall hazards; learn how to avoid them; and know how to react if they find themselves on the receiving end of gravity.	61
Preventing Slips, Trips, and Falls for Law Enforcement Officers	ST65	Law Enforcement	With great mobility comes great responsibility- namely watching where you are going and scanning your walkway for hazards. Slips, trips, and falls are the second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. This course aims to help law enforcement officers identify slip, trip, and fall hazards; learn how to avoid them; and know how to react if they find themselves on the receiving end of gravity.	45
Conversation Starters: Embracing Change	SVL_003029_NQ	Business Skills	Embracing Change was created to stimulate conversation. Using &person-on-the-street; interviews, you will be introduced to a cast of characters that not only share how we should deal with change, but are required to put their thoughts into action.	4
Conversation Starters: A Positive Future	SVL_003030_NQ	Employment Liability	Creating a positive future can be challenging at times. This Conversation Starter is designed to create awareness around the importance for making the right decision in the moment and making sure those decisions lead to accomplishing what we want long term.	3

Listen Up People	SVL_003131_NQ	Business Skills	A team needs a leader. A coach leads a team. A team wins when the individual players are operating in unison at their highest personal level of competence and confidence. One weak link in the chain and the team suffers, so a coach will work with individuals to be their best, knowing it fulfills a higher purpose. With the full infusion of so many generations now in the workforce, with their varied skill sets and backgrounds, has there ever been a more pressing time for good coaching at work and less dictatorial managing? Yes, that was a rhetorical question.	3
Future Focused Leadership (Part 1 of 10): The Gap	SVL_003253_NQ	Leadership and Management	Learning new ways and bridging the gap between the skills needed now and into the future and your current skills.	3
Future Focused Leadership (Part 2 of 10): Reversing the Focus on Fear	SVL_003254_NQ	Leadership and Management	Learn how to overcome fear, cautiousness and resistance to what is next.	2
Future Focused Leadership (Part 3 of 10): A Shift in Focus	SVL_003255_NQ	Leadership and Management	Learn the importance of clearly identify the outcomes you do want and how to create shift in focus, energy and outcomes on your team.	2
Future Focused Leadership (Part 4 of 10): Real Change is Hard	SVL_003256_NQ	Leadership and Management	Sorry, there is no easy button, not shortcut to truly changing. Real change is hard. But doable.	3
Future Focused Leadership (Part 5 of 10): High Beams on Research	SVL_003257_NQ	Leadership and Management	Learn the importance of doing High Beams On research in a very disciplined way.	2
Future Focused Leadership (Part 6 of 10): The Moment	SVL_003258_NQ	Leadership and Management	Are you looking for an opportunity to create? We believe that every great idea begins in the moment. Learn how you can be creative by overriding knee jerk reactions to everyday challenges and bring great opportunities.	2
Future Focused Leadership (Part 7 of 10): The Question	SVL_003259_NQ	Leadership and Management	To be creative in the moment, you have to ask a question. Discover how a simple question will divert you from "that's the way we've always done it" to a path of new possibilities. how an internet company (3 R's) Revised their initial business plan to become a billion dollar industry.	3
Future Focused Leadership (Part 8 of 10): The 3 R's	SVL_003260_NQ	Leadership and Management	To solve a problem, you need a new perspective. Discover the mental tool, the 3 R's, Revise, Reverse, and Replace to get you started on discovering new ways to take on a challenge.	2
Future Focused Leadership (Part 9 of 10): Who Will Help You? The 70 Percent	SVL_003261_NQ	Leadership and Management	Learn who will help you create positive change and who will not.	2
Future Focused Leadership (Part 10 of 10): Driving Agility	SVL_003262_NQ	Leadership and Management	In this microlearning we'll pull it all together and learn some of the main reasons many change and innovation efforts struggle ... and what you can do about.	3
Rules for Discussing Politics at Work	SVL_008001	Employment Liability	It's natural to chat with colleagues at work and there's not necessarily anything wrong with a little back-and-forth about political issues. However, those conversations have the potential to go wrong pretty quickly if everyone does not stick to some basic standards. This lesson provides five rules to help keep things civil when having political discussions. These rules can help your team keep from creating an uncomfortable atmosphere when the topic of politics comes up.	5
5 Strategies for Creating an Inclusive Work Environment	SVL_008002	Employment Liability	This lesson provides five strategies for creating a more inclusive work environment. While there is not a specific roadmap to achieve an inclusive workplace, any step you take to further help employees feel valued and respected can greatly benefit your organization. If you already have an inclusion program in place, or are just getting started, these strategies can help your organization be a place where employees from all backgrounds feel welcomed.	5

Tips for Managing Older Team Members	SVL_008004	Leadership and Management	Being in a leadership position early on in your career is exciting. But on the flip side, you can face hurdles, including learning how to manage employees who may be years older than you. Older employees are a talent pool that shouldn't be underutilized despite the age gap. This video will provide some tips of what to do, and what not to do, when managing older team members.	5
Understanding Gender and Gender Identity	SVL_008005	Employment Liability	Having an understanding of gender and gender identity is important in today's society. While it feels natural to describe people using the terms we were taught since early childhood, the female-male binary no longer applies to everyone. In this video we'll discuss what gender identity is and provide some tips for respecting everyone's deeply held sense of self.	5
Understanding Geographic Identity and Biases	SVL_008006	Employment Liability	Geography is central to identity and plays an important role in how people make sense of the world. In the global world of today, it is likely that you will come into contact with more and more co-workers, customers, community members and other stakeholders who come from different parts of the country or globe. As this happens, it becomes more critical for you to recognize how geographic identity and biases influence you, your team, and community members.	5
Speak Out Against Offensive Workplace Behavior	SVL_008007	Employment Liability	We've all been in a situation where someone makes an offensive comment, off color joke, or goes as far as bullying or humiliating someone else. If you ignore these comments or acts it sends a signal that they are acceptable. Instead, use the steps in this lesson to "speak out" so everyone can enjoy a safe, inclusive, and harassment free work environment.	5
Gender Identity: Understanding Gender-Neutral Restrooms in the Workplace	SVL_008008	Employment Liability	A gender-neutral restroom is, when we think about it, a simple idea. We use them in our homes without a second thought. However, in a workplace environment they are a topic of debate. This course will help you understand why gender-neutral restrooms matter and how they work.	5
Gender Identity: Changes Organizations are Making to Increase Awareness	SVL_008010	Employment Liability	Gender identity awareness is necessary to ensure equal respect and fair opportunities for everybody. So what does this mean for your organization? While every entity is unique and should consider the needs of their individual workforce, this course provides some basic steps you can take to better increase gender identity awareness.	4
LEAD NOW: Customer Focus	SVL_014248_NQ	Leadership and Management	"Customer Focus" is the first dimension in the 21-dimension LEAD NOW! Leadership Development Model. Customer focus is about delivering your service or product in a way that fulfills the needs, wants, and values of your customer better than anyone else. Watch this video and learn how to adapt your strategies to benefit the customer and your business results.	8
LEAD NOW: Effective Communication	SVL_014249_NQ	Leadership and Management	"Effective Communication" is the second dimension in the 21-dimension LEAD NOW! Leadership Development Model. This dimension is about clearly expressing targeted messages at the right time, using the right media, and the right venues. Identify your team members' talents and how everyone fits together to streamline communication to ensure that your goals and methods are aligned.	8
LEAD NOW: Presentation Skills	SVL_014250_NQ	Leadership and Management	"Presentation Skills" is the third dimension in the 21-dimension LEAD NOW! Leadership Development Model. A vital part of being a great leader is the ability to communicate prepared or impromptu ideas to large or small audiences -- and to connect with individuals or groups to drive desired outcomes. Learn how to polish and present your ideas in a clear and engaging way.	8

LEAD NOW: Strategic Thinking	SVL_014251_NQ	Leadership and Management	"Strategic Thinking" is the fourth dimension in the 21-dimension LEAD NOW! Leadership Development Model. This dimension guides you through connecting abstract ideas to actionable patterns that drive future business. Devise and balance short-term and long-term plans to shift away from day-to-day "firefighting" and increase productivity.	8
LEAD NOW: Decision Making	SVL_014252_NQ	Leadership and Management	"Decision Making" is the fifth dimension in the 21-dimension LEAD NOW! Leadership Development Model. One of the toughest, most critical skills is making wise decisions. This video shows you how to determine why a decision needs to be made and how to define, analyze, and implement it. You will also learn how to effectively communicate the decision to those who will be affected.	8
LEAD NOW: Delegating	SVL_014253_NQ	Leadership and Management	"Delegating" is the sixth dimension in the 21-dimension LEAD NOW! Leadership Development Model. Successful delegating requires a conscious choice to give up some of your own workload. In this dimension you will learn how to effectively delegate your workload while building trust with your people and allowing them to develop professionally.	8
LEAD NOW: Focusing on Results	SVL_014255_NQ	Leadership and Management	"Focusing on Results" is the eighth dimension in the 21-dimension LEAD NOW! Leadership Development Model. Focusing on results is concentrating on the desired outcome with precision and conviction. This requires clear understanding of objectives, managing risk, setting and tracking milestones, developing key performance metrics, leveraging resources, and removing obstacles.	8
LEAD NOW: Personal Integrity	SVL_014256_NQ	Leadership and Management	"Personal Integrity" is the ninth dimension in the 21-dimension LEAD NOW! Leadership Development Model. In this dimension, learn to exhibit principled leadership and implement sound business ethics to cultivate trust internally and with clients. As a leader, your single most important attribute is to be trusted.	8
LEAD NOW: Problem Solving	SVL_014257_NQ	Leadership and Management	"Problem Solving" is the 10th dimension in the 21-dimension LEAD NOW! Leadership Development Model. Watch this video to define and analyze a problem in order to deliver a high-quality solution. Identify the key skills necessary to create a solution using a systematic approach to break down a problem into manageable steps.	8
LEAD NOW: Coaching	SVL_014258_NQ	Leadership and Management	"Coaching" is the eleventh dimension in the 21-dimension LEAD NOW! Leadership Development Model. In this dimension, you develop a method of guiding and challenging your team through self-discovery, feedback, encouragement, and skill development.	8
LEAD NOW: Ego Management	SVL_014259_NQ	Leadership and Management	"Ego Management" is the 12th dimension in the 21-dimension LEAD NOW! Leadership Development Model. People need a strong ego to handle life's challenges. The key is to manage your ego so it doesn't manage you! Follow the advice in this video to manage your ego in your daily work. Truly successful leaders share the spotlight. They lead the applause for their people. They're more focused on getting the job done than who gets the credit.	8
LEAD NOW: Listening	SVL_014260_NQ	Leadership and Management	"Listening" is the 13th dimension dimension in the 21-dimension LEAD NOW! Leadership Development Model. In this dimension, gain the ability to listen attentively with not only your ears but all your senses. Listening is understanding the intended message while being aware of the attitudes and feelings of others. This video guides you through the steps to become a better listener and ultimately improve all your working relationships.	8

LEAD NOW: Personal Development	SVL_014261_NQ	Leadership and Management	"Personal Development" is the 14th dimension in the 21-dimension LEAD NOW! Leadership Development Model. In this dimension, acquire insights into your own personal development in the field. Personal development benefits you, your team, and your organization. It is the ongoing pursuit to improve your abilities and knowledge. Watch this video and determine what areas to focus on to learn and grow professionally.	8
LEAD NOW: Team Building	SVL_014262_NQ	Leadership and Management	"Team Building" is the 15th dimension in the 21-dimension LEAD NOW! Leadership Development Model. A well-orchestrated team will leverage the strengths of each member and create an atmosphere where employees feel a sense of belonging to the group. In this video learn to harness your team's strengths and diversity to accomplish a common goal. Discover how to involve everyone on the team and establish vision and purpose.	8
LEAD NOW: Time Management	SVL_014263_NQ	Leadership and Management	"Time Management" is the 16th dimension in the 21-dimension LEAD NOW! Leadership Development Model. In this dimension, you generate awareness of possible distractions in your day and how to eliminate them. Learn how to modify your daily behaviors to dramatically improve your use of time and generate better results for yourself, your organization, and your personal life.	8
LEAD NOW: Valuing Others	SVL_014264_NQ	Leadership and Management	"Valuing Others" is the 17th dimension in the 21-dimension LEAD NOW! Leadership Development Model. Valuing others is about identifying the potential within other people, and letting them know their capabilities, experience, and contributions are important. Gain different methods to understand your team members and provide encouragement for them to keep striving for success by nurturing a feeling of value and respect.	8
LEAD NOW: Change Management	SVL_014265_NQ	Leadership and Management	"Change Management" is the 18th dimension in the 21-dimension LEAD NOW! Leadership Development Model. In this dimension, learn to effectively implement change so all levels of the operation feel included and on board. Gain multiple strategies for managing the planning and implementation of company changes and how to sustain these changes within the organization.	8
LEAD NOW: Organizational Savvy	SVL_014268_NQ	Leadership and Management	"Organizational Savvy" is the final dimension in the 21-dimension LEAD NOW! Leadership Development Model. This dimension teaches you to understand your organization as well as all the organizations within the company and outside it that play a factor in how and why things get done. Learn to play off of these organizational patterns to continue your personal development.	8
Painless Performance Conversations	SVL_014285_NQ	Leadership and Management	The Painless Performance Conversations course presents behavior models with actionable and practical day-to-day advice for any supervisor looking to improve.	45
The Energy Bus Training Program	SVL_014293_NQ	Business Skills	The Energy Bus Training Program is an animated course based on Jon Gordon's bestselling book The Energy Bus. Through a series of fast-paced, highly-engaging learning modules, you will get on the Energy Bus and be an active participant within the story itself through fun, thought-provoking elements designed to help you harness the power of positive thinking.	35
Getting Real About Workplace Violence (Part 1 of 2): Awareness and Prevention	SVL_014338_NQ	Employment Liability	Getting Real About Workplace Violence is for front-line employees and staff. Thoughtfully designed and produced to increase awareness and empower viewers, it informs but doesn't overwhelm. Part 1 discusses awareness and prevention.	12

Getting Real About Workplace Violence (Part 2 of 2): Extreme Violence Response	SVL_014339_NQ	Employment Liability	Getting Real About Workplace Violence is for frontline employees and staff. Thoughtfully designed and produced to increase awareness and empower viewers, it informs but doesn't overwhelm. Part 2 discusses response to extreme violence, including active shooter situations. This guidance is open-ended and easy to remember, enabling quick and decisive action when every second counts!	8
Make Mentoring Count	SVL_014340_NQ	Employment Liability	This is a sixteen-part series all about how to Make Mentoring Count within your organization.	126
Art of Authenticity	SVL_014341_NQ	Business Skills	The Art of Authenticity, based on the best-selling and award-winning book by Dr. Karissa Thacker, is a micro-learning performance support tool that can transform you and your team to achieve higher levels of engagement and productivity. Key training points include understand the definition of "authenticity" at work; learn why authentic behavior is important for success today; discover why your quirks can actually be positive attributes; uncover the secrets of your various "selves"; learn how to balance and process input from your team; find out how to encourage others to be more open and transparent; learn how to have "honest conversations"; and more!	53
¡Genial!	SVL_016114_S	HR Compliance	La primera parte (Una nueva generación en el trabajo) presenta a 24 empleados de la Generación Y de distintas profesiones que comparten aquello que les motiva. La segunda parte (Implicando a la Generación Y), presenta a cinco gerentes que comparten su opinión sobre cómo se puede ayudar a los millennials a tener éxito. ¡Conocimiento, energía y diversión!	21
Respeto en el trabajo: abrir las puertas correctas	SVL_016115_S	HR Compliance	Respeto en el trabajo es una serie de formación en tres partes diseñada para ayudar a las organizaciones a abordar los problemas de comportamiento y valores con potencial para convertirse en conflictos. La serie trata la violencia laboral como resultado de hostilidades, acoso o intimidación que no se han resuelto correctamente, y proporciona herramientas a empleados y gerentes para asegurar unas relaciones respetuosas en el lugar de trabajo.	26
Gestionar la armonía	SVL_016117_S	HR Compliance	Este vídeo define el papel que deben jugar los líderes para crear y apoyar un entorno de trabajo respetuoso y no violento. Explora los costes organizativos de actitudes inadecuadas, la desactivación de situaciones hostiles, alinear la política y comportamiento con los valores de la organización, por qué el conflicto puede ser una fuerza positiva, y la responsabilidad de la organización de proporcionar vías efectivas para la resolución de disputas.	27
Feel Calm at Work: Tools for Anxiety and Stress	SVL_019007_NQ	Business Skills	Get powerful tips to overcome anxiety and stress, feel calm, and be more productive.	33
Celebrate! Change Your Lens, Change Your Life	SVL_044080_NQ	Business Skills	Celebrate! Change Your Lens, Change Your Life reminds us that we have the power -- the power to choose how we see the world around us, and the power to choose how we want to live in it. Shot on the beautiful island of Molokai, Hawaii, this program highlights Dewitt's unique perspective and amazing photography. It is a timeless message that carries well beyond the confines of work into every aspect of our lives.	20
How Do You Put a Giraffe Into a Refrigerator?	SVL_048011	Business Skills	Your team will snap to attention with this meeting opener. If meetings and training sessions are an essential part of your organization, you know the importance of getting off to a good start. If your goal is to get everyone to contribute, this quick and quirky video is the way to achieve it. It will challenge any audience to think right out of the gate -- and out of the box. Using fun riddles and entertaining animation, this short video will supercharge everyone's brain before the real business of the session begins.	6

Twelve Angry Men: Teams That Don't Quit	SVL_048036	Employment Liability	Welcome to the Twelve Angry Men: Teams That Don't Quit series of video lessons, which presents a vivid example of a team fighting its way to success. This course comprises four video lessons and conveys decision-making tips gleaned from the movie Twelve Angry Men, which shows the intense interactions among members of a jury in a murder case. In this series, viewers will learn about the value of dialogue and diversity, the key qualities of an effective leader, and the importance of giving everyone an equal vote, as well as the pros and cons of conflict. This classic video was updated in 2017 and broken into four smaller video lesson segments.	24
Ethical Decision-Making Skills: Ethical Issues and Problems (Section 1)	SVL_061019_01	Employment Liability	This course is a foundational course upon which all other Global Ethics University courses are built. Although it is not required to complete other courses, it is strongly recommended. The course explores the various problems, dilemmas, moral questions, and practical solutions to solve ethical conflicts in any situation or context. The first section provides an introduction to the topic of ethics as well as the sources, causes, and stakeholders. The second section focuses in on developing the individual's moral conscience and creating ethical balance. The third and fourth sections deal with the various kinds of workplace ethical dilemmas and lays out some decision-making models. This course is appropriate for all levels of employees from labor to management. The ethical principles can be relevant to both workplace ethical dilemmas and personal ethical choices as well.	8
Ethical Decision-Making Skills: Connecting Character (Section 2)	SVL_061019_02	Employment Liability	This course is a foundational course upon which all other Global Ethics University courses are built. Although it is not required to complete other courses, it is strongly recommended. The course explores the various problems, dilemmas, moral questions, and practical solutions to solve ethical conflicts in any situation or context. The first section provides an introduction to the topic of ethics as well as the sources, causes, and stakeholders. The second section focuses in on developing the individual's moral conscience and creating ethical balance. The third and fourth sections deal with the various kinds of workplace ethical dilemmas and lay out some decision-making models. This course is appropriate for all levels of employees from labor to management. The ethical principles can be relevant to both workplace ethical dilemmas and personal ethical choices as well.	7
Ethical Decision-Making Skills: What You Need to Know (Section 3)	SVL_061019_03	Employment Liability	This course is a foundational course upon which all other Global Ethics University courses are built. Although it is not required to complete other courses, it is strongly recommended. The course explores the various problems, dilemmas, moral questions, and practical solutions to solve ethical conflicts in any situation or context. The first section provides an introduction to the topic of ethics as well as the sources, causes, and stakeholders. The second section focuses in on developing the individual's moral conscience and creating ethical balance. The third and fourth sections deal with the various kinds of workplace ethical dilemmas and lays out some decision-making models. This course is appropriate for all levels of employees from labor to management. The ethical principles can be relevant to both workplace ethical dilemmas and personal ethical choices as well.	6

Ethical Decision-Making Skills: Actions for Success (Section 4)	SVL_061019_04	Employment Liability	This course is a foundational course upon which all other Global Ethics University courses are built. Although it is not required to complete other courses, it is strongly recommended. The course explores the various problems, dilemmas, moral questions, and practical solutions to solve ethical conflicts in any situation or context. The first section provides an introduction to the topic of ethics as well as the sources, causes, and stakeholders. The second section focuses in on developing the individual's moral conscience and creating ethical balance. The third and fourth sections deal with the various kinds of workplace ethical dilemmas and lays out some decision-making models. This course is appropriate for all levels of employees from labor to management. The ethical principles can be relevant to both workplace ethical dilemmas and personal ethical choices as well.	7
Ethical Expectations: Code of Conduct and Compliance Training (Section 1)	SVL_061027_01	Employment Liability	This course provides basic business ethical decision-making strategies and code of conduct information. It functions as a foundational, general ethics course targeted to all employees. This course introduces participants to various ethical decision-making models and then expands to cover common code of conduct topics. The emphasis of this course is to help employees develop solid ethical decision-making skills in the context of learning specific codes of conduct. Topics in this section include business ethics principles, professionalism, ethical values, and ethical decision-making skills.	17
Ethical Expectations: Code of Conduct and Compliance Training (Section 2)	SVL_061027_02	Employment Liability	This course provides basic business ethical decision-making strategies and code of conduct information. It functions as a foundational, general ethics course targeted to all employees. This course introduces participants to various ethical decision-making models and then expands to cover common code of conduct topics. The emphasis of this course is to help employees develop solid ethical decision-making skills in the context of learning specific codes of conduct. Topics in this section include care for company assets and conflicts of interest.	14
Ethical Expectations: Code of Conduct and Compliance Training (Section 3)	SVL_061027_03	Employment Liability	This course provides basic business ethical decision-making strategies and code of conduct information. It functions as a foundational, general ethics course targeted to all employees. This course introduces participants to various ethical decision-making models and then expands to cover common code of conduct topics. The emphasis of this course is to help employees develop solid ethical decision-making skills in the context of learning specific codes of conduct. Topics in this section include confidential information, trade secrets, and gift and hospitality issues.	8
Ethical Expectations: Code of Conduct and Compliance Training (Section 4)	SVL_061027_04	Employment Liability	This course provides basic business ethical decision-making strategies and code of conduct information. It functions as a foundational, general ethics course targeted to all employees. This course introduces participants to various ethical decision-making models and then expands to cover common code of conduct topics. The emphasis of this course is to help employees develop solid ethical decision-making skills in the context of learning specific codes of conduct. Topics of this section of the course includes kinds of technology, responsibility for technology, occasional use, and setting boundaries.	5

Ethical Expectations: Code of Conduct and Compliance Training (Section 5)	SVL_061027_05	Employment Liability	This course provides basic business ethical decision-making strategies and code of conduct information. It functions as a foundational, general ethics course targeted to all employees. This course introduces participants to various ethical decision-making models and then expands to cover common code of conduct topics. The emphasis of this course is to help employees develop solid ethical decision-making skills in the context of learning specific codes of conduct. This section of the course include the topics of antitrust laws, exchanging competitive information, proper communications, ethical responsibilities, and reporting and assistance.	8
Character Matters! Character and Courage	SVL_061033_04	Business Skills	Moral and ethical decisions in the workplace are not made in a vacuum but are based on a foundation of character and moral principle. This course helps employees understand the critical role personal character plays in our everyday ethical decision-making and gives them to tools to hone and strengthen it. This section helps employees stand courageously when they face ethical trails. When trouble comes, it takes true character and courage to rise above the challenges. This course also provides a transcript in English as well as Mandarin.	4
People Matter! Beginning With Respect	SVL_061034_01	Business Skills	Ethics is about respect, whether it's a policy, person, property, or organization. Most workplace ethical dilemmas involve interpersonal issues or conflicts that require us to consider how we respect, value, and care about people and our environment. This course focuses on people and respect. This section starts the conversation by building a foundation of respect between people at work and then connecting it to ethical issues in the workplace.	5
People Matter! Roadblocks to Respect	SVL_061034_03	Business Skills	Ethics is about respect, whether it's a policy, person, property, or organization. Most workplace ethical dilemmas involve interpersonal issues or conflicts that require us to consider how we respect, value, and care about people and our environment. This course focuses on people and respect. The section help employees understand the roadblocks of respect and to understand the incredible value people have.	5
The Workplace Excellence Series: Open Communication and Teamwork	SVL_066037	Business Skills	From the Workplace Excellence series! Learn how to communicate effectively to achieve best results: promote open and honest communication; share information, not gossip; build collaborative relationships; resolve conflict productively; and create a warm welcome.	12

Cutting Edge Communication: Creating Positive Impressions	SVL_066051_NQ	Business Skills	<p>Carol is showing some important clients through the office and notices that team members Michael and Wendy are being cold and unwelcoming. Mana comes to greet these clients as Carol struggles with the pronunciation of names. Mana gives a vague explanation of what the clients will be doing. Carol takes an opportunity to school Wendy on her greeting skills and Michael on the lack of warmth in his facial expressions and body language. Mana leaves the clients unfulfilled while Carol admonishes her in front of these important people at the same time giving her tips to improve. Meanwhile the clients are embarrassed and leave as Mana and Carol argue in front of them. Please note: These videos are designed to provoke discussion and response. They are fast-paced, short, character-driven, TV-style comedies that take a new approach to reaching today's learners. By laughing, discussing, sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.</p>	6
Cutting Edge Communication: Surviving Team Conflicts	SVL_066054_NQ	Business Skills	<p>Carol is attempting to mediate a dispute between Sanjay and Casey. Casey believes she is within her rights to have a pet in the office, but Sanjay finds it disgusting and wants it disallowed. They argue about working styles. Sanjay is direct and aggressive while Casey remains passive and non-assertive. Carol finds a middle ground that the two can agree upon. Later, Sanjay and Mana are arguing about a misplaced piece of work. The conversation ends uncomfortably with Sanjay ordering Mana not to tell Casey about what he did to her pet. Later, in a meeting, Marcus asks for team-building contributions. Sanjay has had time to rethink his intimidating ways and offers a stuffed 'pet' as a peace offering to Casey. Please Note: These videos are designed to provoke discussion and response. They are fast paced; short; character-driven TV style comedies that take a new approach to reaching today's learners. By laughing; discussing; sharing outrage; and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions. This program does not include a quiz. To achieve a completed status in the Learning Management System, you must view the video in its entirety.</p>	6

Cutting Edge Communication: Accepting Change	SVL_066057_NQ	Business Skills	<p>Marcus holds a meeting to inform the team that the office will be changing over to a new system. Everyone is annoyed and frustrated. Steve, Michael, Alex and Casey all present objections to a system upgrade. Steve and Sanjay object to having to spend time bringing others up to speed. Marcus decides to get everyone to write down their negative thoughts and put them in a box but it doesn't seem to help the team. Until Steve has a positive impulse and suggests that with the combined skill set of the group and some focused effort then the challenge can be overcome. Please Note: These videos are designed to provoke discussion and response. They are fast paced; short; character-driven TV style comedies that take a new approach to reaching today's learners. By laughing; discussing; sharing outrage; and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions. This program does not include a quiz. To achieve a completed status in the Learning Management System, you must view the video in its entirety.</p>	5
Cutting Edge Communication: Behaving Unprofessionally	SVL_066085_NQ	Business Skills	<p>The Cutting Edge Rule book lists rules about unprofessional behaviors: 1. Being rude – examples of Carol being aggressive and insulting to her colleagues. 2. Taking supplies – staff taking office equipment. It is illegal. 3. Personal media – can be distracting and invasive of people's privacy. 4. Inappropriate dress – clean and neat, not provocative. 5. Name calling – insulting or racist remarks may be against the law. 6. Flirting – stepping over boundaries of acceptable behavior. 7. Relationships at work – personal relationships with colleagues should be kept out of the office. 8. Touching – some gestures are acceptable, but many are not acceptable. Please note: These videos are designed to provoke discussion and response. They are fast-paced, short, character-driven, TV-style comedies that take a new approach to reaching today's learners. By laughing, discussing, sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.</p>	9
Cutting Edge Communication: Achieving SMART Goals	SVL_066107_NQ	Business Skills	<p>Learn the SMART formula and set specific, measurable goals that are relevant and achievable within a timeframe. This video explains the differences between short-term and long-term goals and introduces the goal acronym SMART. Please note: These videos are designed to provoke discussion and response. They are fast-paced, short, character-driven, TV-style comedies that take a new approach to reaching today's learners. By laughing, discussing, sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions.</p>	9

Cutting Edge Communication: Responding Thoughtfully	SVL_066108_NQ	Business Skills	Listen supportively by clarifying, reflecting, advising with care, and probing (CRAP). Carol tells the team that people do not listen supportively nor respond thoughtfully to each other. She uses the acronym CRAP when she talks about supportive listening. Please Note: These videos are designed to provoke discussion and response. They are fast-paced, short, character-driven TV style comedies that take a new approach to reaching today's learners. By laughing, discussing, sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions.	9
Cutting Edge Communication: Using Goals to GROW	SVL_066109_NQ	Business Skills	Define goals and consider reality, obstacles, options, and a way forward. Serena presents the GROW model to a skeptical Carol and Marcus. She says that GROW helped her become vice president at Cutting Edge. Please note: These videos are designed to provoke discussion and response. They are fast-paced, short, character-driven, TV-style comedies that take a new approach to reaching today's learners. By laughing, discussing, sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.	10
Cutting Edge Communication: Handling Anyone Difficult	SVL_066114_NQ	Business Skills	Steve teaches Carlos four key skills so problems do not escalate with difficult people. We all have to deal with difficult people. Carlos complains to Steve about difficult people he has to contend with on a daily basis. He often feels like hitting them, which Steve naturally discourages. Please note: These videos are designed to provoke discussion and response. They are fast-paced, short, character-driven TV style comedies that take a new approach to reaching today's learners. By laughing, discussing, sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions.	8
Cutting Edge Success at Work: Communicate Effectively	SVL_066142_NQ	Business Skills	This is part of the Cutting Edge Success at Work series, the Communication Effectively program. In this video, you will learn how to project positively, listen and respect others, and be clear and engaging.	12
Cutting Edge Success at Work: Be Confident and Assertive	SVL_066143_NQ	Business Skills	This is part of the Cutting Edge Success at Work series, the Be Confident and Assertive session. In this video, you will learn how to not only speak with confidence but to also overcome person blocks and barriers.	11
Cutting Edge Success at Work: Set and Achieve Goals	SVL_066144_NQ	Business Skills	This is part of the Cutting Edge Success at Work series, the Set and Achieve session. In this lesson, you will learn how to be clear about your goals and how to take steps to achieve them.	11
Cutting Edge Success at Work: Prioritize and Organize	SVL_066145_NQ	Business Skills	This is part of the Cutting Edge Success at Work series, the Prioritize and Organize session. In this video, you will learn how to plan for success, manage yourself efficiently, and prioritize to get the results you desire.	12

Cutting Edge Success at Work: Contribute to the Team	SVL_066146_NQ	Business Skills	This is part of the Cutting Edge Success at Work series, the Contribute to the Team session. In this video, you will learn how to speak at meetings, volunteer help, and collaborate with others.	11
Cutting Edge Success at Work: Appreciate Feedback	SVL_066147_NQ	Business Skills	This is part of the Cutting Edge Success at Work series, the Appreciate Feedback session. In this video, you will learn how to welcome feedback without defensiveness and how to continually improve.	13
Four Ways to Enhance Your Career	SVL_066164_NQ	Business Skills	Dean Judy Olian shares personal experience to enhance careers in several ways, including upholding integrity, learning from failure, and stepping out of the safe zone. This is part of the Career Success Strategy series, which includes three excellent videos with practical advice and strategies to help anyone wanting to boost their career and improve their chances of success. These programs are part of the larger Insights and Strategies series, in which psychologist Eve Ash talks with leading business professionals who have learned powerful lessons and share their experiences and strategies to achieve best practice.	10
Four Ways to Boost Your Leadership Skills	SVL_066171_NQ	Leadership and Management	Dean Judy Olian shares her advice to boost leadership skills in several ways, including learning more about yourself, encouraging truth-tellers, and maintaining a healthy balance. This is part of the Powerful Leaders and Positive Culture programs, which includes eight insightful videos to inspire leaders to achieve best practice with their people. These programs are part of the larger Insights and Strategies Series, in which psychologist Eve Ash talks with leading business professionals who have learned powerful lessons and share their experiences and strategies to achieve best practice.	11
Brainstorming and Solving	SVL_066214_NQ	Business Skills	Cutting Edge's resident brainiac, Sam likes to keep his mind agile by consuming walnuts. Dion is a fan of protein smoothies and exercise. Casey uses giant post-it notes for wild ideas while Steve likes having a whiteboard in his bathroom. At a brainstorming meeting, Marcus has everyone trying "brain cages" to stimulate their thinking. Casey and Steve dream up a new shoe idea that will enable hiking, jumping, and swimming – ideal for triathletes. Sam and Dion favor mind mapping for creative work and Dion leads a mind mapping activity with the Cutting Edge staff as a team-building exercise. Openness, honesty, and lack of judgment are conducive to positive group brainstorming sessions (though Sam feels he doesn't need group sessions – he can do it effectively by himself). Please note: These videos are designed to provoke discussion and response. They are fast-paced, short, character-driven, TV-style comedies that take a new approach to reaching today's learners. By laughing, discussing, sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and thoughts to develop a clearer shared view of how we want our teams to behave and to better manage these types of situations. These programs partner well with the Switch On and/or Workplace Excellence series, also by Seven Dimensions. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.	8

Privacy and Ethical Behavior	SVL_066225_NQ	Employment Liability	<p>Just about everyone at Cutting Edge is guilty of privacy abuses. Casey has been overly "researching" a client's private details. Marcus likes to wear a GoPro to film staff (and then posts the video on YouTube). Carlos accepts a bribe from Barney in exchange for confidential information. Dion is illegally downloading movies on company time. Even Serena is accused of stalking the handsome Mr. Garrison by showing up at his overseas office (without having arranged a meeting). Steve and Sam discuss finessing the company approach to ethics and privacy and the disclosing of information to third parties. Marcus suggests a training video to bring all staff up to date on privacy requirements, but wants to showcase his cooking prowess in doing so, which Carol rejects.</p>	9
Preparing for My Appraisal	SVL_066226_NQ	Business Skills	<p>Casey and Tammy are nervous about their performance reviews, especially after Tammy's last encounter with Carol. Knowing that Dion is about to undergo the same, Marcus offers him some tips about knowing your goals, where you've progressed, and how you wish to move forward. Sam stresses the importance of being proactive -- this communicates to a manager that a person is self motivated. Having a brag list is beneficial: you can demonstrate what you've accomplished, including awards and various ways you monetize your value to the company. Serena adds that people going into performance appraisals should also have a good sense of where they need to improve. Carol stresses the importance of not being defensive and the need to appreciate that people are making time to help you improve.</p>	8
Managing Time Successfully	SVL_066229_NQ	Business Skills	<p>Marcus unveils his new approach to time management: a self-portrait poster with the slogan "It's Time". He believes that this poster, placed everywhere in the office and hanging outside the building, will help improve staff punctuality. Carol thinks this poster is a waste of time: "time for what?" Casey admits she is a procrastinator. Sam suggests to a ruffled Carlos that he operates on manana time; Carlos disagrees. When there are competing priorities, Serena uses a personal organizer to rank items in terms of importance. Barney and Dion recommend dealing with the bigger tasks first; Dion uses a "big rocks, small rocks" strategy to determine priorities. Sherry leaves "little pockets of time" for unexpected developments. Sam suggests completing one task at a time, and setting goals in given time periods rather than being disorganized. Focus on completion and enjoy checking off the tasks.</p>	9
Boosting Emotional Intelligence	SVL_066230_NQ	Business Skills	<p>The team at Cutting Edge have decided that Carol needs to work on her EQ (emotional intelligence) skills. Steve and Sam run training for the staff. Carol thinks no such training is called for. Sanjay has problems with his emotions, being quick to snap at colleagues and denigrate their work. Dion advocates reading people's body language and being sensitive to their needs. Casey is the eternal victim of Sanjay's anger and Barney encroaches on Serena's personal space. Dion and Sherry attempt a role-play which gets out of hand. Serena, the VP, still manages not to notice other people's reactions. Marcus breaks up an argument by praising everyone's efforts at growing and developing their EQ. Marcus praises everyone's efforts at the end of the session.</p>	9

Lessons From Geese	SVL_069076	Business Skills	This moving and stimulating program will give your conference or training session a whole new impetus. In just over two minutes it teaches five key lessons for every team in a moving and musical way. Against the musical background of Groovin with Mr. Bloe, it shares dramatic footage of geese flying in formation to provide insights into the five lessons from geese. This program helps with the understanding of teamwork with any group. Use this program as a motivational starter or closer at any corporate gathering. Use its principles as the foundation in a team-building session. Use it over and over with every group in your organization. It will lift the mood and help you develop commitment to peak performance, both within individuals and teams. This video lesson does not have a quiz.	2
Employee Awareness: Cell Phones -- Use and Misuse	SVL_072067	Business Skills	Almost everything you want to know about cell phones is explained in this timely and informative film. Included are 1) the history of cell phones, 2) fun facts as well as serious statistics about the use of cell phones, 3) a list of proper etiquette and manners to implement when using a cell phone both personally and professionally, 4) how to avoid cell phone health dangers, and 5) policies for use of a cell phone when in a vehicle or in an office. Also offered is good advice about cell phones and children's use.	22
Employee Awareness: Sexual Harassment	SVL_072079	Employment Liability	Sexual harassment in an organization occurs whenever unwelcome conduct on the basis of gender affects a person's job. Did you know that victims of chronic harassment can suffer the same psychological effects as rape victims? They can become the target of retaliation after their complaining or filing a formal grievance. It is imperative an organization encourages respect for their coworkers and lists acceptable and non-acceptable behavior. Prevention is the best tool to eliminate sexual harassment in the workplace.	27
Employee Awareness: Open to Change	SVL_072085	Business Skills	Change is natural. Change is inevitable. You can facilitate change or sabotage change but you cannot ignore change. Most changes result from necessity. To run a successful organization with a happy and productive team, it is important to define the role of the employee and the manager in regard to the expected change. The sustainability of a company depends on its adaptability. Also, it is important to learn about stress and diet in relation to change. Imagine the thought or action of change not seen as negative.	25
Employee Awareness: Violence in the Workplace	SVL_072103	Employment Liability	Employees expect employers to provide a safe work environment. Did you know most employers rely on the feedback from employees about unusual or suspicious behavior? Therefore, it is imperative, for the safety of yourself, customers, clients, and vendors, to learn the symptoms of violence-prone behavior. Workplace violence or aggression includes physical assault, arson, bombing, sabotage, hostage-taking, harassment, intimidation, and threats. Learn workable ways to provide a safe work environment for everyone.	29
Employee Awareness: The Worker and the Bully	SVL_072109	Employment Liability	A bully is one that takes advantage of another perceived as vulnerable. The goal of the bully is to gain control over the victim. The behavior can be either a verbal, physical or emotional assault. If the bully is enabled to be a bully, which unfortunately is often the case, the behavior becomes habitual. Bullying has become epidemic in the workplace and has ruined thousands of lives. It is vital you strengthen your position at work and properly handle a bully. Remember, good managers purge bullies, bad ones promote them.	23

Employee Awareness: Essential to the Team	SVL_072132	Business Skills	It's one thing to call a group of individuals a team. It's another thing for that group of individuals to actually function as a team. Teamwork is the concept of people working together cooperatively. As a team player or a manager, it is important to learn about effective communication, conflict resolution, and how everyone benefits from respect, support, and appreciation. Learn the myths and facts about teamwork. Observe the six habits of negative people. Explore constructive ways to welcome a newcomer to the company.	27
Essential to the Team (Part 1 of 5)	SVL_072133	Business Skills	In this video lesson, Essential to the Team, Part 1, you will learn the concept of teamwork, distinguish the myths from the facts about teamwork, and learn the six habits of negative people.	8
Essential to the Team (Part 2 of 5)	SVL_072134	Business Skills	In this video lesson, Essential to the Team, Part 2, you will; learn the traits of an effective team player, learn the traits of an effective manager, and observe the qualities of a professional team.	8
Essential to the Team (Part 3 of 5)	SVL_072135	Business Skills	In this video lesson, Essential to the Team, Part 3, you will; learn ways to welcome a newcomer, learn tips on how to give a good first impression, and review the traits of a successful team.	4
Essential to the Team (Part 4 of 5)	SVL_072136	Business Skills	In this video lesson, Essential to the Team, Part 4, you will have questions to ponder before taking the quiz.	6
Essential to the Team (Part 5 of 5)	SVL_072137	Business Skills	In this video lesson, Essential to the Team, Part 5, you will have questions to ponder before your next meeting.	1
Common Sense and Critical Thinking	SVL_072194	Business Skills	We will learn the components and benefits of critical thinking. We will learn the skills needed for problem-solving. We will learn exercises to become a critical thinker. While common sense is handy, critical thinking is a superior way to fully analyze and resolve issues. Instead of being limited and controlled by emotions, hearsay, and ideology, critical thinking gives us the ability to think clearly and rationally using logic and facts. Good news: we all have the capacity to be a well-cultivated critical thinker. Learn the components and benefits of critical thinking, the skills needed for problem solving, and exercises to become a critical thinker.	9
Common Sense and Good Decisions	SVL_072195	Business Skills	We will learn if common sense can be learned. We will learn the steps to making good decisions. We will learn the benefits of common sense. Common sense is the ability to think and behave in a reasonable way ... to make a decision based on a simple perception of the situation or the facts. Though common sense is a natural instinct, it is not genetic but can be learned through self-awareness and logical thinking. Considering that making good decisions is a skill and that the decisions you make steer much of your direction in life, learn ways to make good decisions.	4
Common Sense and Mental Health	SVL_072196	Business Skills	We will learn about negative thinking versus positive thinking. We will explore common mental disorders. We will learn the importance of self-improvement. Peace of mind is a natural condition available to everyone; and our mental health has a measurable impact on our physical health. The best investment we'll ever make is in understanding ourselves and wishing others well. Dr. Freud said that there are two components to good psychological: the ability to love and the ability to work. Learn how to make every effort to enjoy both.	8

Common Sense and Transportation Safety	SVL_072197	Business Skills	We will learn the pet peeves of pedestrians and drivers. We will learn how cell phone users impact their environment. We will learn common sense ways to be aware and safe. Having a driver's license is a privilege, not a right. On the road, drivers and pedestrians will expect you to abide by the law and exercise good judgment. Unchecked stress and biases can be a recipe for disaster. Life is precious and surprisingly short. Avoid taking unnecessary risks and follow the rules of the road. But for all the rules and regulations and signs and training, many people display their contempt for others through erratic behavior and reckless driving often leading to accidents and, in some cases, fatalities. Explore the pet peeves of drivers, passengers, and bikers ... and see where everyone would benefit from common sense.	7
Common Sense and the Workplace	SVL_072198	Business Skills	We will explore the benefits of office etiquette and courtesy. We will explore what never to do in a business environment. We will learn a common sense approach to conflict resolution. We all have an impact on business either as a customer or worker. More than 13 million working days are lost every year because of stress-related illnesses costing U.S. employers approximately \$300 billion annually. Mistreated employees take their talents to a competitor. Seven out of 10 Americans think that civility has eroded. Perhaps it is time for customers and workers to rethink manners and service and the art of giving. Explore the symptoms and learn the remedies.	10
Jealousy at Work	SVL_072204	Business Skills	We will learn what creates jealousy in the workplace. We will learn how jealousy affects the workplace. We will learn the steps to eliminate jealousy in the workplace. The workplace does not contain cookie cutter workers. The workplace has talented employees with personalities. Some are quiet and perform their duties with precision and excellence every day. Others appear to be more visible and garner recognition for their charisma and contributions. And then there are those whose insecurity leads them to wander the halls in a state of envy jealousy. Jealousy is angry agitated worry. It is human behavior we experience from time to time - but it can become problematic if we act out in a fit of jealousy or worse, wallow endlessly in bitterness and resentment.	4
Confident or Arrogant	SVL_072206	Business Skills	We will learn how confidence is essential in the workplace. We will learn how confidence creates and arrogance destroys. We will learn how to interact with arrogant employees. Confidence is essential in the workplace. Confident people are comfortable in their own skin. Their confidence is grounded in experience and a sense of self-worth. Their words and actions are inspiring. Arrogance is destructive in the workplace. Arrogant people are not comfortable in their own skin and are often insecure. Their arrogance is an over-inflated sense of their position and power. Their words and actions show they are above everybody else.	4

Humor, Sarcasm, and Conflict	SVL_072207	Business Skills	We will learn the importance of fun and humor in the workplace., We will learn the fine line between appropriate humor and rudeness. We will learn the harm of sarcasm among team members. As a manager, I've learned it is helpful to add a level of playfulness to everyday tasks. It's clear that employees who have fun on the job are more creative, make better decisions, and get along with their coworkers. It is very important to minimize boredom and fatigue - and humor and laughter can reduce stress and boost morale. Of course, humor in the workplace must be appropriate. For example, sarcasm and teasing tends to be negative, often coming from a place of hostility, and is usually hurtful to the recipient. These wounds are etched in the memory like a painting. We must be mindful of the images we create and the thoughts that linger.	4
Superando conscientemente los prejuicios inconscientes	SVL_073016_es-ES	HR Compliance	Superando conscientemente los prejuicios inconscientes es un sencillo programa coloquial que muestra cómo los prejuicios inconscientes, las microdesigualdades y las microafirmaciones coexisten en el lugar de trabajo. Presenta estos tres oportunos temas conjuntamente, de forma que sean sencillos de comprender.	8
Let's Talk...Bullying, Abusive Conduct, and Their Consequences	SVL_073017	Employment Liability	This 10-minute program defines bullying and abusive conduct, their impact on people and organizations, and their remedies. An advantage of this program is its clarification of the legal definition of bullying, an aspect of the topic that many people are unsure of. It's a perfect add-on program to enhance harassment training legally required to include prevention of "abusive conduct," for example the new AB 2053 California mandate.	10
Hablemos de... acoso, conductas abusivas y sus consecuencias	SVL_073017_es	HR Compliance	Este programa de 10 minutos define el acoso y las conductas abusivas, el impacto que causan en personas y organizaciones y su remedio. Este programa clarifica la definición legal de acoso, un aspecto del tema que mucha gente desconoce. Es un programa perfecto para complementar la formación sobre acoso que requiera legalmente la prevención de conductas abusivas, por ejemplo, el nuevo mandato AB 2053 de California.	10
Hablemos de... acoso: ocurre de verdad	SVL_073018_es	HR Compliance	Este programa de 10 minutos define el acoso, el impacto que causa en personas y organizaciones y cómo remediarlo. Este programa cubre las definiciones legales tanto de acoso quid pro quo (con una definición ampliada que va más allá del acoso sexual) como de acoso en entorno laboral hostil. Es un programa abarcador que implica al alumno, e incluye conceptos legales como decisión tangible en materia de empleo y responsabilidad civil laboral.	10
Let's Talk...Respect -- it Matters	SVL_073019	Employment Liability	Our workplace should always be a professional environment, as well as a friendly one. This program covers patterns of disrespectful behaviors, being professional and appropriate, stereotypes, and creating a respectful workplace.	9
Hablemos de... respeto: es importante	SVL_073019_es	HR Compliance	Nuestro trabajo debe realizarse siempre en un entorno profesional y amistoso. Este programa abarca patrones de comportamiento irrespetuosos, cómo ser profesional y adecuado, estereotipos y cómo crear un entorno de trabajo respetuosos.	9
Village of 100, 4th Edition	SVL_073020	Employment Liability	REVISED, UPDATED AND BETTER THAN EVER! This training favorite asks the simple question: If we shrunk the earth's population to a village of precisely 100 people, with all existing ratios remaining the same, what would it look like? In three minutes, this program statistically approximates what that village would be like. These dramatic figures make the need for both tolerance and understanding glaringly apparent. This video does not have a quiz.	3

Diversity, Respect, and Legal Compliance — the TAKEAWAY for Managers™	SVL_073021	Employment Liability	Diversity, Respect, and Legal Compliance — the TAKEAWAY for Managers™ is a conversational, easy-to-use program for managers that explains the importance of a diverse and respectful workplace. This concise program is both comprehensive and simple to understand, with short vignettes that illustrate and dramatize the material presented. This nine-minute program concentrates on four key learning points and their "takeaways," or sentence-long summations, to help managers foster an inclusive, professional environment and encourages sensitivity toward and appreciation of cultural differences, while stressing the importance of focusing on commonalities. The program contains suggestions for putting Diversity in Action to work for you. Diversity, Respect, & Legal Compliance — the TAKEAWAY for Managers™ is a stand-alone program, which may also be used in conjunction with the rest of the series The "TAKEAWAY" for Managers™; FMLA in a Nutshell; "Can I Ask That?" Legal Interviewing; ADA in a Nutshell; Discipline, Documentation, and Termination; and Sexual Harassment.	9
Can I Ask That? Legal Interviewing: The TAKEAWAY for Managers™	SVL_073022	Employment Liability	This is a conversational, easy-to-use program for managers that explains the ins and outs of conducting a legal job interview -- one that doesn't violate antidiscrimination legislation. This concise program is both comprehensive and simple to understand, with short vignettes that illustrate and dramatize the material presented. This ten-minute program concentrates on four key learning points and their "takeaways," or sentence-long summations, to explain what one can and can't ask during a legally compliant interview. It shows how to properly frame interview questions so that they don't discriminate against any legally protected category of applicant, which would make the manager and the organization vulnerable to lawsuits. It also explains the importance of complying with the law in terms of respecting an applicant's privacy and providing reasonable accommodation for those who need it. 'Can I Ask That?' Legal Interviewing: The 'TAKEAWAY' for Managers is a stand-alone program which may also be used in conjunction with the rest of The 'TAKEAWAY' for Managers series: Diversity, Respect, and Legal Compliance; FMLA in a Nutshell; ADA in a Nutshell; Discipline, Documentation and Termination; and Sexual Harassment.	10
Discipline, Documentation, and Termination — the TAKEAWAY for Managers™	SVL_073023	Employment Liability	Discipline, Documentation, and Termination — the TAKEAWAY for Managers is a conversational, easy-to-use program for managers that takes a best-practice approach to these complex topics. This 10-minute program concentrates on four key learning points and their "takeaways," or sentence-long summations, to convey the importance to managers and supervisors of a proactive, positive, and legally compliant approach to discipline, documentation, and termination. The program explains what is meant by "progressive discipline" and shows how to administer it consistently and fairly, along with good documentation, to protect organizations and managers from legal liability. Discipline, Documentation, and Termination -- the 'TAKEAWAY' for Managers is a stand-alone program, which may also be used in conjunction with the rest of the 'TAKEAWAY' for Managers series: FMLA in a Nutshell; "Can I Ask That?" Legal Interviewing; ADA in a Nutshell; Diversity, Respect, and Legal Compliance; and Sexual Harassment.	10

FMLA in a Nutshell: The TAKEAWAY for Managers™	SVL_073024	Employment Liability	FMLA in a Nutshell: The 'TAKEAWAY' for Managers™ is a conversational, easy-to-use program for managers that explains the Family and Medical Leave Act -- its significance and its requirements. This concise program is both comprehensive and simple to understand, with short vignettes that illustrate and dramatize the material presented. This nine-minute program focuses on four key learning points and their "takeaways," or sentence-long summations, to convey the spirit of the FMLA, as well as how to legally comply with this sometimes confusing legislation. A benefit of this program is its explanation of the way in which the FMLA applies to military families, as well as its mention of the Affordable Care Act requirements for accommodating breastfeeding moms at work. A must for managers! FMLA in a Nutshell — the TAKEAWAY for Managers™ is a stand-alone program, which may also be used in conjunction with the rest of the series The "TAKEAWAY" for Managers™: Discipline, Documentation, and Termination ; "Can I Ask That?" Legal Interviewing; ADA in a Nutshell; Diversity, Respect, & Legal Compliance; and Sexual Harassment	9
ADA in a Nutshell: The TAKEAWAY for Managers™	SVL_073025	Employment Liability	This is a conversational, easy-to-use program for managers that explains the Americans with Disabilities Act—its significance, and its requirements. This concise program is both comprehensive and simple to understand, with short vignettes that illustrate and dramatize the material presented. This 9-minute program concentrates on four key learning points and their "takeaways," or sentence-long summations, to convey the spirit of ADA legislation, as well as focusing on how to comply with the law, so that managers can feel confident in providing more opportunity for employment to more qualified people, regardless of disability. ADA in a Nutshell: The 'TAKEAWAY' for Managers is a stand-alone program which may also be used in conjunction with the rest of The 'TAKEAWAY' for Managers series: Can I Ask That?: Legal Interviewing; Diversity, Respect, and Legal Compliance; FMLA in a Nutshell; Discipline, Documentation and Termination; and Sexual Harassment.	9
Acoso: Prevención Básica	SVL_073031	HR Compliance	El bien llamado "Acoso - Prevención básica" es un programa breve pero completo que abarca información básica que todo empleado debe conocer sobre lo que es el acoso y cómo prevenirlo. Con sus definiciones fáciles de entender, ejemplos específicos y consejos, "Acoso-Prevención Básica" proporciona, en tan solo cinco minutos, suficiente información clave para mantener un lugar de trabajo respetuoso y conforme a las leyes.	5
Ethics Rules of the Road	SVL_073032	Employment Liability	Ethics Rules of the Road defines ethics as knowing right from wrong, following organization policy, and remaining legally compliant. The program supplies examples of unethical behavior and explains how it can be useful to employ a "stoplight" metaphor to maintain high standards of moral conduct. A benefit of the Ethics Rules of the Road program is its emphasis not only on the importance of awareness of ethical issues, but also on its easy-to-understand approach to making ethical decisions. The Ethics Rules of the Road program, while concise, covers the ethics essentials and provides practical guidance for individual decision-making in order to achieve an ethical workplace. Key learning points include dishonesty, theft, harassment, illegal financial manipulations, and safety violations.	10

10 Things Not To Do In An Interview (Part 1 of 5): Poor Communication and Body Language	SVL_074075_NQ	Business Skills	Carol Peters is always prepared and she expects the same in prospective employees. Alas, most of the candidates from Enchanted Fairyland Employment Agency, including Wicked Queen, BB Wolf, Rapunzel, Hansel and Gretel, did no research into her company, and clearly hadn't practiced answering interview questions. Only one stood out—Little Pig who shone with his research and ability to convincingly answer questions with confidence.	7
10 Things Not To Do In An Interview (Part 2 of 5): Not Being Yourself or Having Questions	SVL_074076_NQ	Business Skills	Carol Peters doesn't have much time for recruiting in the cut and thrust of managing a leisure center. So she's taken on the services of Enchanted Fairyland Employment Agency, but candidates like Wicked Queen (Becs), Hansel (minus Gretel) and Rapunzel don't carry any favors when they're late for the interview. And BB Wolf and Puss-in-Boots just don't present well. Little Pig though is another story...	5
10 Things Not To Do In An Interview (Part 3 of 5): Lack of Preparation and Research	SVL_074077_NQ	Business Skills	Rapunzel bombed out when Carol Peters interviewed her for a leisure center position. Years of captivity and her ultimate rescue paint a perfect picture of resilience, problem-solving know-how and willingness to work in a team...but she didn't think of that. Sadly, few Enchanted Fairyland Employment Agency candidates knew about being positive and relaxed in job interviews. Except for Little Pig—he could write the textbook.	6
10 Things Not To Do In An Interview (Part 4 of 5): Negativity and Nerves	SVL_074078_NQ	Business Skills	A strange bearded man in a lady's nightdress called Granny? A six-year-old wooden boy boasting years of experience running leisure centers? Carol Peters runs one of her own, and is interviewing job candidates, but she's beginning to wonder about the Enchanted Fairyland Employment Agency. Little Pig was the only authentic candidate who was well-prepared with questions of his own.	6
10 Things Not To Do In An Interview (Part 5 of 5): Lateness and Poor Presentation	SVL_074079_NQ	Business Skills	Enchanted Fairyland Employment Agency candidates stack up like a lesson in how-to and how-not-to, in terms of communication during a job interview. Sitting opposite is Carol Peters, dealing with a snoozing Rapunzel, an awkward granny, Wicked Queen's expletives, the nose-picking Pinocchio and Gretel's accusations that the affable and witty leisure center manager is a witch. We see the how-to when Little Pig enters the room.	8
Conduct an Effective, Legal Performance Review	SVL_077087_NQ	Leadership and Management	This video shares a few key ideas to insure that your performance reviews are as effective and legal as they can be.	3
Busted on Facebook: What I Did on FMLA Leave	SVL_077098_NQ	Employment Liability	Employers are required to provide qualified employees with up to 12 weeks of unpaid leave under FMLA to deal with a serious health condition. Unfortunately, many employers believe there is no defense against those who abuse it. This is not the case, especially with employees posting their comings and goings on sites such as Facebook.	3
Five Ways to Engage Employees (Plus One)	SVL_077128_NQ	Leadership and Management	Want to know how to keep employees engaged? Here are five tips from Inc. Magazine and a sixth tip from me -- how to apply the platinum rule for a culture of respect.	3
High-Impact Communication: Part 1 -- Be Clear	SVL_081052_NQ	Business Skills	Welcome to the High-Impact Communication series, the Be Clear session. One of the tried-and-true axioms of both writing and public speaking is -- tell 'em what you're going to tell 'em, tell 'em, and then tell 'em what you told 'em. This video will address the six rules of communication for not only the spoken word, but also for writing as well. A quiz that covers the entire series is included in the last video, Assessment.	9

High-Impact Communication: Part 2 -- Be Concise	SVL_081053_NQ	Business Skills	Welcome to the High-Impact Communication series and the Be Concise session. Communicating concisely is communicating considerably. People will pay greater attention to you -- you'll have greater impact -- when you write and speak concisely. This video address how preparation and planning will produce more concise communication. A quiz that covers the entire series is included in the last video, Assessment.	8
High-Impact Communication: Part 3 -- Be Correct	SVL_081054_NQ	Business Skills	Welcome to the High-Impact Communication series, the Be Correct session. This video address common grammar mistakes that have become so familiar that they are usually accepted. However, this is an area that can't be ignored. People who know the difference are going to judge you by your writing. A quiz that covers the entire series is included in the last video, Assessment.	18
Coaching Your Team to Higher Performance: Introduction	SVL_081058_NQ	Leadership and Management	Welcome to the Coaching Your Team to Higher Performance series, the Introduction session. This program will help you see and understand the roles of an effective coach at each stage of team development -- one who helps the entire team perform at its highest levels. Additionally, key challenges that coaches will most likely face while fulfilling each of those four roles are addressed. And finally, we'll identify a set of logical coach's goals. A quiz that covers the series is included with the last course, Coaching Your Team to Higher Performance: Assessment.	4
Coaching Your Team to Higher Performance: Stage 1 -- Forming	SVL_081059_NQ	Leadership and Management	Welcome to the Coaching Your Team to Higher Performance series, the Stage 1 -- Forming session. Teams form in a couple of different ways, and they tend to reform themselves -- often frequently -- over the life of their assignment. This video addresses how and why teams may change as well as the coach's primary role as communicator. A quiz that covers the series is included with the last course, Coaching Your Team to Higher Performance: Assessment.	8
Assertive Communication: Introduction	SVL_081091_NQ	Business Skills	Honest communication takes courage. This course is a fresh take on solving communication problems, from overcoming your own specific obstacles to developing useful habits and scripts to ensure your messages are clear. In a stimulating program, you'll gain a lifetime of insight into why communication breaks down and doesn't provide the desired reaction or results, and you'll learn simple, solid steps that'll spare you from interpersonal interactions that turn into emotional battlegrounds. The quiz for this series is provided with the last video, Assertive Communication Skills: Module 4 -- Assertive Techniques (SVL_081095).	23
Assertive Communication Skills: Module 1 -- Three V's of Communication	SVL_081092_NQ	Business Skills	The verbal and nonverbal communication model can be broken into the three V's of communication: verbal, vocal, and visual. Learn how to achieve effective and meaningful communication by ensuring these three parts of the message support each other. The quiz for this series is provided with the last video, Assertive Communication Skills: Module 4 -- Assertive Techniques (SVL_081095).	17
Assertive Communication Skills: Module 2 -- Aggressive vs. Passive	SVL_081093_NQ	Business Skills	How do you know if your or the person you are communicating with is crossing over a passive or aggressive line? To find out the answer, you need to understand each of the most common communication styles. The quiz for this series is provided with the last video, Assertive Communication Skills: Module 4 -- Assertive Techniques (SVL_081095).	20

Assertive Communication Skills: Module 3 -- Passive, Passive-Aggressive, and Lesser-Known Styles	SVL_081094_NQ	Business Skills	When we talk about people who are difficult to communicate with, we really must look at passive communicators. Learn more about this style, as well as some other possible communication approaches. The quiz for this series is provided with the last video, Assertive Communication Skills: Module 4 -- Assertive Techniques (SVL_081095).	12
Assertive Communication Skills: Module 4 -- Assertive Techniques	SVL_081095	Business Skills	Learn how to add confident and effective communicator to your skill set by utilizing a few easy-to-implement assertive techniques. This quiz for this series is provided with this video.	18
Dealing With Difficult People: Introduction	SVL_081096_NQ	Business Skills	When it comes to dealing with difficult people and personalities, there are many variables to consider including the people, the situation and even the perceived authority of those involved. The reality is that unless you and I are prepared in advance for these challenges, we will react the way we always have and achieve the results we've always achieved. So as we explore difficult people and personalities, I want you to think about how you currently react to those people and those challenging situations; and then think about how you'd like to feel and think and respond in future challenging situations. There is no quiz with this video. The quiz will be provided in the final video of this series, Dealing With Difficult People: Part 4 -- What to DO and Say to De-Escalate Volatile People and Situations.	7
Dealing With Difficult People: Part 1 -- Pinpointing Your Triggers	SVL_081097_NQ	Business Skills	When it comes to dealing with difficult people and personalities, there are many variables to consider including the people, the situation, and even the perceived authority of those involved. The reality is that unless you and I are prepared in advance for these challenges, we will react the way we always have and achieve the results we've always achieved. So as we explore difficult people and personalities, I want you to think about how you currently react to those people and those challenging situations -- and then think about how you'd like to feel and think and respond in future challenging situations. There is no quiz with this video. The quiz will be provided in the final video of this series, Dealing With Difficult People: Part 4 -- What to DO and Say to De-Escalate Volatile People and Situations.	11
Dealing With Difficult People: Part 2 -- Culture, Upbringing, and Personality: Your Responses to Difficult Circumstances	SVL_081098_NQ	Business Skills	When it comes to dealing with difficult people and personalities, there are many variables to consider including the people, the situation, and even the perceived authority of those involved. The reality is that unless you and I are prepared in advance for these challenges, we will react the way we always have and achieve the results we've always achieved. So as we explore difficult people and personalities, I want you to think about how you currently react to those people and those challenging situations -- and then think about how you'd like to feel and think and respond in future challenging situations. There is no quiz with this video. The quiz will be provided in the final video of this series, Dealing With Difficult People: Part 4 -- What to DO and Say to De-Escalate Volatile People and Situations.	16

Dealing With Difficult People: Part 3 -- Techniques for Defusing Difficult People and Challenging Situations	SVL_081099_NQ	Business Skills	When it comes to dealing with difficult people and personalities, there are many variables to consider including the people, the situation, and even the perceived authority of those involved. The reality is that unless you and I are prepared in advance for these challenges, we will react the way we always have and achieve the results we've always achieved. So as we explore difficult people and personalities, I want you to think about how you currently react to those people and those challenging situations -- and then think about how you'd like to feel and think and respond in future challenging situations. There is no quiz with this video. The quiz will be provided in the final video of this series, Dealing With Difficult People: Part 4 -- What to DO and Say to De-Escalate Volatile People and Situations.	13
Dealing With Difficult People: Part 4 -- What to Do and Say to De-Escalate Volatile People and Situations	SVL_081100	Business Skills	When it comes to dealing with difficult people and personalities, there are many variables to consider including the people, the situation, and even the perceived authority of those involved. The reality is that unless you and I are prepared in advance for these challenges, we will react the way we always have and achieve the results we've always achieved. So as we explore difficult people and personalities, I want you to think about how you currently react to those people and those challenging situations. Then think about how you'd like to feel and think and respond in future challenging situations. This is the final video of the series and includes an assessment quiz.	18
Emotional Intelligence: (Part 1 of 5) - Using Emotional Intelligence to Your Advantage	SVL_081223	Business Skills	Emotional intelligence (EI) is not a new theory, but it remains a critical component of effective leadership. It's a powerful tool for exceeding goals, improving critical work relationships and creating a healthy, productive workplace and organizational culture.	14
Emotional Intelligence: (Part 2 of 5) -- Emotions as Valuable Assets	SVL_081224	Business Skills	Emotions can serve as either liabilities or assets. Understanding how to manage them appropriately affects your thinking, your performance, your professional image, even your health.	18
Emotional Intelligence: (Part 3 of 5) -- Personality Styles and their effects on EI	SVL_081225	Business Skills	One of the key aspects of emotional intelligence is self-awareness. Being able to communicate effectively with your team members requires that you consider everyone's personality types.	18
Emotional Intelligence: (Part 4 of 5) -- Social Awareness - Embracing different perspectives	SVL_081226	Business Skills	Developing your social awareness and self-management skills allows you to read others' emotions, open yourself to new ideas and allow flexibility when dealing with an ever-changing environment.	18
Emotional Intelligence: (Part 5 of 5) -- Preparing for, and responding to, emotional situations	SVL_081227	Business Skills	One of the most critical aspects of EI is being able to apply it in the moment ... when someone hits your hot buttons. Being able to pull the reins in on your emotions requires advance preparation, study and practice.	22
Excelling as a Manager or Supervisor (Part 1 of 9): Making the Leap from Worker to Supervisor	SVL_081229	Leadership and Management	Discover why it is important to take charge and learn the 12 ways to establish your authority.	45
Excelling as a Manager or Supervisor (Part 2 of 9): Why Leadership is an Essential Ingredient of Management	SVL_081230	Leadership and Management	Identify the reasons bosses turn people off -- and leaders turn them on.	39
Excelling as a Manager or Supervisor (Part 3 of 9): Indispensible Everyday Management Skills	SVL_081231	Leadership and Management	Know how to keep track of your employees' progress without micromanaging.	30
Excelling as a Manager or Supervisor (Part 4 of 9): Make Things Happen	SVL_081232	Leadership and Management	Learn how to increase your employees' productivity and help them set goals.	22
Excelling as a Manager or Supervisor (Part 5 of 9): How to Manage Projects and Priorities	SVL_081233	Leadership and Management	Identify how to set daily priorities using goals, and learn the nine steps for defining and planning any project.	17
Excelling as a Manager or Supervisor (Part 6 of 9): Communication Skills that Make a Difference	SVL_081234	Leadership and Management	Learn how to create an understanding workplace.	46
Excelling as a Manager or Supervisor (Part 7 of 9): Correct Problem Behavior and Poor Performance	SVL_081235	Leadership and Management	Learn how to conduct a constructive performance evaluation and get to the root cause of poor performance.	20
Excelling as a Manager or Supervisor (Part 8 of 9): Control Conflict in the Workplace	SVL_081236	Leadership and Management	Discover how to avoid conditions that foster employee conflict and how to deal with conflict without escalating the problem.	11

Excelling as a Manager or Supervisor (Part 9 of 9): Supervisor, Manage Thyself	SVL_081237	Leadership and Management	Identify strategies to create a more positive attitude in yourself, and how to implement the CALM method to keep in control.	10
Salud de la espalda	SVL_084003_S	Workplace Safety	El curso de MARCOM sobre salud de la espalda destaca la importancia de cuidar esta zona del cuerpo, tanto en el trabajo como fuera de él, e incluye ejercicios y control de peso. Mediante una poderosa combinación de audio, vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.	20
Seguridad de grúas	SVL_084008_S	Workplace Safety	El curso de MARCOM sobre Seguridad de grúas ayuda a los empleados a trabajar de forma segura con grúas. Este programa de educación y capacitación ha sido diseñado para ofrecer información básica en este ámbito. Mediante una poderosa combinación de audio, vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.	19
Conducir con Seguridad	SVL_084009_es-ES	Workplace Safety	Este curso presenta información fundamental sobre la seguridad al conducir. Al concluir el curso, los empleados deberán: - Saber cómo inspeccionar un vehículo antes de conducir. - Reconocer los peligros relacionados con adelantarse a vehículos grandes. - Saber cómo conducir un vehículo con seguridad en diversas condiciones de conducción. - Estar consciente de cómo minimizar las distracciones al conducir. - Saber cómo hacerles frente a distintos tipos de emergencias al conducir.	20
Seguridad en la conducción	SVL_084009_S	Health & Safety	El curso de MARCOM sobre Seguridad en la conducción proporciona a los empleados la información que necesitan para conducir coches, furgonetas y camiones pequeños con seguridad. Mediante una poderosa combinación de audio, vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.	16
Tratar con el abuso del alcohol y las drogas (para gerentes y supervisores)	SVL_084011_S	Health & Safety	El curso de MARCOM sobre Tratar con el abuso del alcohol y las drogas (para gerentes y supervisores) recuerda a los gerentes y supervisores que ellos pueden marcar la diferencia! El curso aborda los efectos de la influencia de alcohol y drogas sobre la seguridad de los empleados y sus compañeros, e indica lo que pueden hacer los gerentes y supervisores y cómo tratar con el abuso de sustancias en el trabajo. Mediante una poderosa combinación de audio, vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.	20
Seguridad eléctrica	SVL_084014_S	Health & Safety	El curso de MARCOM sobre Seguridad eléctrica ayuda a los empleados a comprender cómo funciona la electricidad y a trabajar con ella de forma segura. Este programa de educación y formación ha sido diseñado para ofrecer información básica en estas áreas. Mediante una poderosa combinación de audio, vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.	18

Seguridad ocular	SVL_084015_S	Health & Safety	El curso de MARCOM sobre Seguridad ocular presenta los fundamentos de seguridad ocular para todos los empleados y trata temas como el funcionamiento de los ojos y las causas más comunes de lesiones oculares. Mediante una poderosa combinación de audio, vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.	15
Prevención del acoso sexual (para empleados)	SVL_084031_S	Employment Liability	El vídeo de MARCOM Prevención del acoso sexual (para empleados) muestra la responsabilidad legal de una empresa para evitar y tratar incidentes de acoso sexual, examina las políticas y procedimientos a seguir a la hora de investigar las denuncias de acoso sexual, e indica cómo entrevistar a las víctimas, acosadores y testigos potenciales. Mediante una poderosa combinación de audio, vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.	12
Gestión de vertidos peligrosos	SVL_084165_S	Health & Safety	Gestión de vertidos peligrosos ha sido diseñado para ayudar a los empleados a enfrentarse a los posibles peligros que puede acarrear la limpieza de un vertido. Estos pueden producirse en distintas instalaciones y trabajos, desde la fabricación y la construcción hasta los entornos de oficinas y comercios. Algunas organizaciones han de tratar con materiales peligrosos como parte de su trabajo diario, y cuentan con planes detallados y trabajadores altamente cualificados para la gestión de vertidos inesperados. Sin embargo, en otras instalaciones no suele haber necesidad de manejar materiales peligrosos, y quizá no hayan pensado en qué hacer en caso de un vertido. Este programa cubre cuestiones como el plan de comunicación de riesgos, plan de respuesta a emergencias, los cinco niveles de la formación HAZMAT de OSHA, respuesta inicial a vertidos, contención de vertidos, instrumentos para la identificación de productos químicos en vertidos, riesgos adicionales de un vertido y más.	20
DOT HAZMAT: información general	SVL_084167_S	Workplace Safety	Bienvenido a la serie Hazmat del Departamento de Transporte (DOT). Es muy importante manipular los materiales peligrosos de forma segura. El no hacerlo puede dar lugar a graves incidentes, como vertidos químicos o incendios, e incluso provocar lesiones o muertes. Para evitar accidentes de este tipo, el Departamento de Transporte de Estados Unidos ha desarrollado un conjunto de normas que indican cómo han de manipularse y transportarse los materiales peligrosos. Este vídeo proporciona información general de dichas normas.	20
Conducción distraída	SVL_084217_S	Workplace Safety	El programa de MARCOM sobre Conducción distraída proporciona a los empleados la información que necesitan para conducir de forma segura coches, furgonetas y camiones pequeños. Todos hemos visto a esos conductores que van por la carretera tomando su taza de café, maquillándose, comiendo... y hablando por sus teléfonos móviles. Cada día, más y más gente deja de prestar atención al tráfico y se dedica a otras cosas cuando circula por la carretera. Esto se llama conducción distraída. Los temas tratados incluyen el coste de la conducción distraída, la multitarea, tecnología y distracciones, eliminar las distracciones antes de conducir, teléfonos móviles, luchar contra las distracciones durante la conducción y más.	17

Fitness and Wellness	SVL_084231	Health and Wellness	MARCOM's video on Fitness and Wellness shows employees how small changes in lifestyle can produce big benefits. While wellness is a gradual process, eliminating negative lifestyle factors can quickly begin to improve employees' health. This video is one of the most effective and efficient ways to get employees the training that they need, in a classroom or individually through their desktop or tablet computer.	15
Protección Contra Caídas	SVL_084235_es-ES	Workplace Safety	Este curso presenta información fundamental sobre la protección anticaídas. Al terminar este curso, los empleados deberán: - Entender las prácticas seguras básicas para trabajar en altura. - Poder identificar los componentes de un plan eficaz de protección anticaídas. - Poder describir el funcionamiento básico de los sistemas personales de detención anticaídas.	12
Investigación de accidentes	SVL_084238_S	Workplace Safety	Investigación de accidentes proporciona a los empleados la información que necesitan para comprender los objetivos de la investigación de un accidente, el proceso en sí mismo y la forma en que ellos pueden participar para fomentar un entorno de trabajo más seguro. Cuando ocurre un accidente, es importante saber por qué. Aunque las razones parezcan obvias, la verdadera causa puede ser más complicada. Ahí es donde entra en juego la investigación de accidentes. En ella se examina el incidente sistemáticamente para determinar su auténtica causa. Esta información se puede usar para actualizar las políticas, procedimientos o equipo y asegurarse de que no vuelva a ocurrir un accidente similar en el futuro. El programa cubre cuestiones como accidentes y casi accidentes, investigaciones y análisis de causas, el papel de las herramientas y el equipo, la importancia de la formación, el papel de los procedimientos en la prevención de accidentes, aprender de los accidentes y otros. Este vídeo es una forma eficaz y eficiente para que los empleados obtengan la formación necesaria, ya sea en un aula o individualmente con su ordenador o tablet.	13
Entrada a espacios cerrados	SVL_084250_S	Workplace Safety	El vídeo de MARCOM sobre Entrada a espacios cerrados aborda las principales áreas de formación exigidas por la normativa. Este curso se ha creado específicamente para la normativa de OSHA Regulación de espacios cerrados con permiso necesario (29 CFR parte 1910.146) e incluye información sobre la normativa de Espacios cerrados en construcción (CFR 29 1926 subparte AA). Este vídeo es una forma eficaz y eficiente para que los empleados obtengan la formación necesaria, ya sea en un aula o individualmente con su ordenador o tablet.	27
Bullying and Other Disruptive Behavior (for Employees)	SVL_084254	Employment Liability	MARCOM's video on Bullying and Other Disruptive Behavior (for Employees) provides the information employees need to understand this type of behavior and know how to shut it down when it happens. Fear, anger, frustration, humiliation, helplessness...these feelings shouldn't be part of anyone's job description. But they can be common in workplaces where bullying and other disruptive behavior is a problem. More than 35% of the employees in the U.S. say that they have worked with a bully. And bullying and other disruptive behavior not only harms workers, but can damage the business as well. Areas covered in this program include workplace bullies and what they do; the effects of workplace bullying; how to handle a workplace bully; other disruptive behavior and how to defuse it; and more. This video is one of the most effective and efficient ways to get employees the training that they need, in a classroom or individually through their desktop or tablet computer.	18

<p>HIPAA Rules and Compliance</p>	<p>SVL_084262</p>	<p>Employment Liability</p>	<p>MARCOM's video on demand (VOD) program on HIPAA Rules and Compliance defines HIPAA terms, explains the regulations, and discusses what business entities and employees in healthcare-related fields need to do to comply with them. To get quality healthcare, people should not have to sacrifice the privacy or security of their personal health information. The set of regulations known as HIPAA ensures that patient data remains private, but the laws can seem complex and the penalties for non-compliance can be costly. Areas included in the program include HIPAA and protected health information (PHI), covered entities, business associates and subcontractors, PHI and patients' rights, guidelines for use and disclosure of PHI, using PHI for marketing and fundraising, requirements of the HIPAA security rule, breach notification and penalties, and more. This VOD program is one of the most effective and efficient ways to get employees the training that they need, in a classroom or individually through their desktop or tablet computer. The program can be delivered through your distributor or loaded onto your own delivery system. It is available in any common video file format, such as .mp4, .wmv, .flv, etc.</p>	<p>20</p>
<p>Patógenos de transmisión sanguínea en instalaciones comerciales e industriales</p>	<p>SVL_084263_S</p>	<p>Health & Safety</p>	<p>El programa sobre Patógenos de transmisión sanguínea en instalaciones comerciales e industriales del vídeo bajo demanda (VOD) de MARCOM ofrece información esencial para ayudar a las organizaciones industriales y comerciales a cumplir los requisitos de formación de la normativa sobre patógenos de transmisión sanguínea de OSHA. Las enfermedades de transmisión sanguínea siguen planteando importantes problemas de salud. Las crecientes tasas de infección por hepatitis B y hepatitis C están provocando un problema tan serio como el del VIH, el virus que causa el SIDA. Por tanto, es más importante que nunca que los empleados comprendan los peligros de los patógenos transmitidos por la sangre, las políticas y prácticas que pueden prevenir la transmisión y las regulaciones OSHA sobre el tema. El programa aborda los patógenos transmitidos por la sangre, como el VIH y la hepatitis, la infección y el Plan de control de exposición, los métodos de control de exposición, protección personal y vacunación, limpieza y residuos regulados, procedimientos de exposición accidental y otros. Este programa de VOD es uno de los medios más eficaces y eficientes para que los empleados obtengan la formación necesaria, ya sea en un aula o individualmente con su ordenador o tablet. El programa puede ser proporcionado por tu distribuidor o cargado en tu sistema de descarga. Se encuentra disponible en los formatos de vídeo más comunes, como .mp4, .wmv, .flv, etc.</p>	<p>20</p>

Acoso y otros comportamientos problemáticos: para empleados	SVL_084269_S	HR Compliance	El programa de MARCOM sobre Acoso y otros comportamientos problemáticos: para empleados proporciona la información que los empleados necesitan para comprender comportamientos de este tipo y frenarlos cuando suceden. Miedo, ira, frustración, humillación, impotencia... estos sentimientos no deberían formar parte de la descripción de ningún trabajo. Pero pueden ser habituales en aquellos entornos laborales en los que se producen acoso y otros comportamientos problemáticos. Más del 35% de los empleados en Estados Unidos afirman que nunca han trabajado con un abusón. El acoso y otros comportamientos problemáticos no solo perjudican a los trabajadores; también a la empresa. El programa abarca temas como: los acosadores en el entorno laboral y qué hacer con ellos, efectos del acoso en el trabajo, cómo tratar con un acosador, otros comportamientos problemáticos y cómo desactivarlos, y otros.	17
Acoso y otros comportamientos problemáticos: para gerentes y supervisores	SVL_084270_S	Employment Liability	El programa de MARCOM sobre Acoso y otros comportamientos problemáticos: para gerentes y supervisores proporciona la información que los gerentes y supervisores necesitan para prevenir este tipo de comportamientos en sus departamentos y frenarlos cuando suceden. Las palabras acoso y comportamiento problemático nos hacen pensar en la forma de actuar de los niños. Pero también hay adultos que acosan y participan en otros comportamientos problemáticos en el trabajo, lo cual interfiere en el buen funcionamiento de la empresa, atemoriza a los compañeros e incluso puede afectar a su salud. El programa abarca temas como: efectos del acoso y otros comportamientos problemáticos, formar a tu departamento sobre acoso y actitudes problemáticas, gestión de un informe de acoso u otro problema, respuestas informales e intervención de sensibilización y niveles de intervención.	22
Normas y cumplimiento HIPAA	SVL_084272_S	HR Compliance	El programa de MARCOM sobre Normas y cumplimiento HIPAA define los términos HIPAA, explica las regulaciones y define qué entidades empresariales y empleados de campos relativos a la sanidad deben cumplir estas normas. Para obtener una sanidad de calidad, nadie debería tener que sacrificar la privacidad o seguridad de su información personal de salud. El conjunto de normas conocidas como HIPAA asegura que los datos del paciente siguen siendo privados, pero las leyes pueden parecer complejas, y las multas por incumplimiento son costosas. El programa aborda áreas como: HIPAA e información de salud personal protegida (PHI), entidades cubiertas, empresas asociadas y subcontratadas, PHI y derechos del paciente, directrices para el uso y divulgación de PHI, uso de PHI para marketing y recaudación de fondos, requisitos de la normativa de seguridad HIPAA, notificación de infracciones y multas, y más.	20
Reconocimiento de riesgos	SVL_084281_S	Workplace Safety	El programa de MARCOM sobre Reconocimiento de riesgos proporciona a los empleados la información que necesitan para evitar accidentes y lesiones en el trabajo. Según la Administración de Seguridad y Salud Ocupacional (OSHA), cada año se producen en el trabajo más de 3 millones de lesiones y enfermedades y más de 4500 muertes. La reducción de estas cifras debe ser prioritaria para todos en el entorno laboral. Empleadores, empleados, gerentes y supervisores, todos pueden mejorar la seguridad en sus instalaciones identificando y controlando los riesgos laborales antes de que causen accidentes. Este proceso se llama reconocimiento de riesgos.	17

Dealing With Drug and Alcohol Abuse (for Employees)	SVL_084284	Employment Liability	<p>MARCOM's Video On Demand (VOD) program on Dealing with Drug and Alcohol Abuse (for Employees) discusses the hazards of substance abuse, how employees can avoid them and what they can do to help keep their workplace drug and alcohol-free. In the United States there are over 50 million binge drinkers, 17 million illegal drug users and almost 15 million people who abuse prescription drugs...and most of them have jobs. Substance abuse directly affects the user's health, personality, and ability to function safely in a workplace. It can also decrease productivity, create a hostile work environment and damage their company's reputation. The course includes information on substances that are often abused; alcohol, marijuana and other depressants; stimulants and narcotics; how people get "hooked"; drug dependency; becoming a substance abuser; alcohol and drug policies; overcoming substance abuse; and more. This VOD program is one of the most effective and efficient ways to get employees the training that they need, in a classroom or individually through their desktop or tablet computer. The program can be delivered through your distributor or loaded onto your own delivery system.</p>	19
Dealing With Drug and Alcohol Abuse (for Managers and Supervisors)	SVL_084285	Employment Liability	<p>MARCOM's video on demand (VOD) program on Dealing with Drug and Alcohol Abuse (for Managers and Supervisors) discusses drug and alcohol abuse, the damage it causes to workers and the businesses that employ them, and what should be done to create and maintain a drug- and alcohol-free workplace. Most substance abusers have jobs. In fact, it is estimated that one out of every ten workers has a drug or alcohol problem. Their behavior under the influence can decrease productivity, create a hostile work environment, and damage a company's reputation. Worst of all, it can significantly increase the chances of workplace accidents, injuries, and fatalities. The course includes information on how substance abuse can affect a workplace; which substances are abused; laws you need to know about; creating a drug- and alcohol-free workplace; education and testing; recognizing on-the-job substance abuse; and more. This VOD program is one of the most effective and efficient ways to get employees the training that they need, in a classroom or individually through their desktop or tablet computer. The program can be delivered through your distributor or loaded onto your own delivery system.</p>	20
Active Shooter: Surviving an Attack	SVL_084287	Employment Liability	<p>MARCOM's video lesson on Active Shooter: Surviving an Attack provides step-by-step explanations of the survival techniques that law enforcement agencies recommend to help people get through an active shooter incident safely. All too often these days, we hear about active shooter incidents...multiple shootings in nightspots, public areas...and workplaces. What should employees do to survive if one of these situations takes place where they work? Areas covered in the program include preparing for the unpredictable, recognizing and surviving an attack, running or hiding from a shooter, when to fight, and what to do once the police arrive.</p>	16

Tirador: sobrevivir a un ataque	SVL_084287_S	Workplace Safety	El vídeo de MARCOM Tirador: sobrevivir a un ataque proporciona explicaciones paso a paso de las técnicas de supervivencia que los agentes de la autoridad recomiendan en caso de sufrir un incidente de seguridad con un tirador. Actualmente, vemos con frecuencia noticias sobre incidentes con tiradores: tiroteos en locales nocturnos, zonas públicas... y lugares de trabajo. ¿Qué debe hacer un trabajador para sobrevivir si vive una de estas situaciones en su trabajo? Este programa cubre cuestiones como prepararse para imprevistos, reconocer un ataque y sobrevivir a él, huir o esconderse de un tirador, cuándo luchar y qué hacer cuando llega la policía.	16
Seguridad de zanjas y apuntalamiento en entornos de construcción	SVL_084290_es	Health & Safety	El programa sobre Seguridad de zanjas y apuntalamiento en entornos de construcción del vídeo bajo demanda (VOD) de MARCOM ayuda a las instalaciones a cumplir las regulaciones de OSHA sobre prácticas de seguridad en el trabajo que pueden evitar accidentes. El veinte por ciento de los accidentes laborales con resultado de muerte en EE. UU. implicaron a trabajadores de la construcción, y las posibilidades de sufrir un accidente fatal se duplican al trabajar en una zanja. Cada mes mueren dos empleados en promedio cuando la zanja en la que están trabajando colapsa sobre ellos. Muchas de estas muertes y miles de lesiones pueden prevenirse cuando los empleados comprenden los peligros que pueden encontrar al trabajar en zanjas. Este programa de VOD es uno de los medios más eficaces y eficientes para que los empleados obtengan la formación necesaria, ya sea en un aula o individualmente con su ordenador o tablet.	22
Bullying and Other Disruptive Behavior (for Managers and Supervisors): Bullying and Its Effects	SVL_084323_NQ	Employment Liability	MARCOM's MicroLearning program on Bullying and Other Disruptive Behavior for Managers and Supervisors: Bullying and Its Effects provides employees with specific facts about this topic. These targeted 2-4 minute video info-nuggets focus on a single skill or topic area that employees need to understand to work safely.	3
Stretching and Relaxation Techniques	SVL_084345_NQ	Business Skills	MARCOM's MicroLearning program on Computer Workstation Safety: Stretching and Relaxation Techniques provides employees with specific facts about this topic. These targeted 2-4 minute video info-nuggets focus on a single skill or topic area that employees need to understand to work safely.	4
Como Controlar Los Vicios de Drogas y Alcohol...Para Empleados	SVL_084502_es-ES	Workplace Safety	Este curso presenta información fundamental para empleados sobre cómo enfrentar la drogadicción y el alcoholismo. Al terminar este curso, los empleados deberán: - Entender los peligros que se relacionan con la drogadicción y el alcoholismo. - Conocer las sustancias de las cuales se abusa comúnmente y sus efectos. - Entender las políticas que usan los empleadores para controlar la drogadicción en sus sedes. - Conocer lo que pueden hacer para evitar los peligros de la drogadicción.	19
Workplace Violence	SVL_084522	Employment Liability	MARCOM's Video On Demand (VOD) program on Workplace Violence discusses how employees can help to prevent violence in their facilities and respond safely if aggression takes place. Workplace violence costs businesses more than \$100 billion dollars in lost revenue annually. At least two million workers report being assaulted on the job every year. And one in ten fatalities that occur in the workplace is a homicide. But workplace violence can be prevented. Areas covered in the course include what is violence; warning signs to watch for; handling aggressive behavior; avoiding injury if violence does occur; and more.	14

Primeros Auxilios	SVL_084525_es-ES	Workplace Safety	Este curso presenta información fundamental sobre primeros auxilios en ambientes de construcción. Al terminar el curso, los empleados deben: - Entender la manera en que puede usar los procedimientos de primeros auxilios para ayudar a alguien que ha sufrido una lesión. - Reconocer qué tipo de lesiones puede tratar con los procedimientos de primeros auxilios. - Poder describir cómo administrar primeros auxilios en distintas situaciones de lesiones en un lugar de trabajo. - Entender cuándo debe dar primeros auxilios a fin de proteger a alguien de más lesiones.	16
Concienciación General sobre Materiales Peligrosos del DOT	SVL_084527_es-ES	Workplace Safety	Este curso presenta información fundamental que requieren las reglamentaciones de instrucción de Concienciación General sobre Materiales Peligrosos del DOT. Al terminar el curso, los empleados deben: - Entender las reglamentaciones que ha establecido el DOT para el transporte seguro de los Materiales Peligrosos. - Poder reconocer los materiales peligrosos que encuentran en su trabajo. - Poder identificar los peligros que asociados con estos materiales. - Saber las prácticas de trabajo seguras que pueden usar para manejar los Materiales Peligrosos sin exponerse.	20
Instrucción de Seguridad sobre Materiales Peligrosos del DOT	SVL_084528_es-ES	Workplace Safety	Este curso presenta información fundamental que requieren las Reglamentaciones de Instrucción de Seguridad sobre Materiales Peligrosos del DOT. Al terminar el curso, los empleados deben: - Entender los peligros asociados con transportar materiales peligrosos. - Entender los requisitos de seguridad que ha establecido el Departamento de Transportes (DOT) para enviar Materiales Peligrosos. - Conocer las políticas y los procedimientos de trabajo seguros que deben utilizarse para enviar, recibir y almacenar materiales peligrosos. - Saber cómo responder a las emergencias que implican Materiales Peligrosos.	17
Concienciación sobre Seguridad de Materiales Peligrosos del DOT	SVL_084529_es-ES	Workplace Safety	Este curso presenta información fundamental que requieren las reglamentaciones de concienciación sobre seguridad de Materiales Peligrosos del DOT. Al terminar el curso, los empleados deben: - Entender los riesgos de seguridad que pueden estar asociados con el transporte de los materiales peligrosos. - Entender los requisitos de seguridad para transporta materiales peligrosos que contienen las Reglamentaciones de Materiales Peligrosos del Departamento de Transportes. - Conocer las políticas y los procedimientos que deben seguir para mantener seguros los Materiales Peligrosos al transportarlos.	16
Instrucción Profundizada sobre Seguridad de Materiales Peligrosos del DOT	SVL_084530_es-ES	Workplace Safety	Este curso presenta información fundamental que requieren las reglamentaciones de instrucción de Concienciación General sobre Materiales Peligrosos del DOT. Al terminar el curso, los empleados deben: - Entender las reglamentaciones que ha establecido el DOT para el transporte seguro de los Materiales Peligrosos. - Poder reconocer los materiales peligrosos que encuentran en su trabajo. - Poder identificar los peligros que asociados con estos materiales. - Saber las prácticas de trabajo seguras que pueden usar para manejar los Materiales Peligrosos sin exponerse.	19
Seguridad en el Uso de Escaleras	SVL_084533_es-ES	Workplace Safety	Este curso presenta información fundamental sobre cómo trabajar con escaleras con seguridad. Al terminar este curso los empleados deberán: - Cómo seleccionar la escalera apropiada para cada tipo de trabajo que se vaya a hacer. - Reconocer la importancia de inspeccionar una escalera antes de usarla. - Ser capaz de encaramarse en una escalera con seguridad. - Saber cómo trabajar con seguridad al estar en una escalera.	13

Would I Follow Me?	SVL_086001	Leadership and Management	"Would I Follow Me?" demonstrates one leader's behavior and the results in two different situations: first as a newly appointed leader, and then later after he has learned a few lessons about leadership. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group.	17
Leadership: What's Trust Got to Do With It? 2nd Edition	SVL_086002	Leadership and Management	Has your organization lost trust in its leaders? Precisely when organizations need employee involvement, trust levels are low and people are disengaged. What can managers and team leaders do to regain trust? This video provides realistic methods for rebuilding trust and gaining employee involvement. Leadership: What's Trust Got To Do With It? tells the story of a team leader who realizes that he cannot lead his team without first gaining their trust. As the story progresses, he puts into practice five trust-building behaviors, which help him to regain the trust and active participation of his team. Let this program teach leaders in your organization how to build trust and create a more productive workforce.	19
Would I Inspire Me?	SVL_086005	Leadership and Management	The "Would I Inspire Me?" video program gives viewers practical ways to make work life more meaningful, productive, and rewarding for themselves and their team.	15
Leader Madness	SVL_086006	Leadership and Management	Leadership is a powerful substance that can be easily abused. The key to using it wisely lies within each of us. This is the message of the entertaining video training program Leader Madness. The video demonstrates six warning signs of ineffective leadership, showing how seemingly insignificant actions can develop into destructive leadership practices. Each scenario clearly identifies a critical moment of choice when the leader either motivates or alienates a work group. The wrong choices are played out with engaging humor, encouraging each of us to take a fresh look at our own leadership practices.	21
Management: How to React to Mistakes	SVL_086019_NQ	Leadership and Management	Watch how a manager learns to use mistakes as an opportunity for teaching -- instead of an opportunity for just getting angry.	3
Management: How to Resolve Team Conflict	SVL_086020_NQ	Leadership and Management	When team members are in conflict, skilled leaders do not take sides; instead they function as mediators, guiding their team to rational decisions.	2
Management: How to Deal With Problems at Work	SVL_086021_NQ	Leadership and Management	When a work problem occurs, don't just look for someone to blame, which often has a negative effect. Instead, focus on solving the problem.	2
Management: Responding to New Ideas	SVL_086022_NQ	Leadership and Management	See the downside of resisting an employee's new idea. It's much better to be open to exploring their ideas and encouraging innovation.	2
Management: Dealing With Confrontation	SVL_086023_NQ	Leadership and Management	Conflict may be inevitable, but we do have a choice about how to react. Arguing often escalates the conflict. Learn to negotiate instead, which results in resolving the conflict.	2
Management: Reacting to Bad News	SVL_086024_NQ	Leadership and Management	When bad news hits, this leader at first avoids the issue. He later recognizes that confronting the news head-on and sharing it with his team can become a defining moment for a great leader.	2
Leadership: Empower People Do Their Jobs	SVL_086025_NQ	Leadership and Management	Watch how one leader escalates from correcting ad copy to taking over everyone's job. If only he had let people do their jobs, he would not have succumbed to leader madness.	2
Leadership: Tell People What They're Doing Right	SVL_086026_NQ	Leadership and Management	One leader goes from focusing on what people are doing wrong to a debilitating blindness where she sees nothing but mistakes. Watch a much better outcome when she focuses on what people are doing right.	3
Leadership: Put Leadership Before Friendship	SVL_086027_NQ	Leadership and Management	A newly appointed leader, who wants to be one of the guys, ends up keeping score for his workers playing basketball in the warehouse. He should have known to put leadership before friendship.	3

Leading More With Less	SVL_087001	Leadership and Management	Let's face it, these days we're all being asked to do a lot more, with a lot less. Everyone's feeling the stress, and it's easy for employees to become unfocused and concerned with self-preservation. In this kind of environment, strong leadership skills have never been more important. Leading More with Less demonstrates six critical leadership skills that will inspire employees through difficult periods. These skills are universal and can be used through good—and bad—times, without spending any scarce resources. The key to understanding how these concepts work, is to see them in action. This video realistically demonstrates both wrong way and right way, leadership examples—and the powerful effect they have on employees. The program is broken down into six distinct sections—with each chapter focusing on a specific technique: 1. What have you got to hide? 2. Are you well-informed? 3. Who's got the last word? 4. Déjà vu all over again? 5. Who do you appreciate? 6. Who's watching you?	18
Leadership Feedback: What Employees Want to Tell You...But Don't!	SVL_087002	Leadership and Management	Leaders do not receive much feedback from the people they lead. In fact, they often have no idea how good -- or bad -- their leadership really is. Leadership Feedback is an entertaining and thought-provoking video training program that provides the kind of honest feedback leaders don't normally hear.	17
Leadership: Why Appreciation is Critical	SVL_087022_NQ	Leadership and Management	Watch the powerful effect of appreciation -- and the lack of it -- on a hard-working employee. One leader demoralizes while the other inspires with a genuine thank you.	2
12 Essential Leadership Skills	SVL_087048_NQ	Leadership and Management	Welcome to the "12 Essential Leadership Skills" course! In this program you will learn critical leadership techniques that are often overlooked in a demanding work environment. This course reinforces these skills in realistic situations, making them easy to emulate. As a leader your actions ultimately affect the success of your work group. Inspire your team to greater commitment and productivity. This course includes 12 video lessons with a final quiz at the end of the course.	26
Etiquette Bites! Facial Expressions Matter	SVL_088013_NQ	Business Skills	Etiquette Bites are quick tips on etiquette, lifestyle, and relationships. In this video, learn why voice communications are more effective than written communications.	2
Emily Post Etiquette: Why Etiquette?	SVL_088023_NQ	Business Skills	Why Etiquette? explores why etiquette matters in business today; a brief introduction to Emily Post and her philosophy on etiquette; the concepts of The How Matters and Other People's Perspectives Matter; the three goals and how they can help guide students toward building better relationships at work; and a sample problem illustrating how to use the three goals.	14
Emily Post Etiquette: What is Etiquette?	SVL_088024_NQ	Business Skills	What Is Etiquette?? explores a deeper understanding of what etiquette is; the difference between etiquette and manners; the three principles that govern all etiquette: consideration, respect, and honesty; and the five-step method for solving problems.	13
Emily Post Etiquette: Communication -- the Four P's	SVL_088025_NQ	Business Skills	Communication -- the Four P's explores public or private, proofread, pronunciation, and patience; the bulletin board rule; and examples of the four P's to illustrate why they matter.	8
Emily Post Etiquette: Written Communications	SVL_088026_NQ	Business Skills	Written Communications explores why written communications can cause problems; when to use written communications versus verbal communications; and seven tips for good written communications (with a focus on emails). Discussed are the to and subject fields, ALL CAPS, emoticons and text speak, formality, salutations and closings, BCC, and reply and reply ALL.?	8

Emily Post Etiquette: Verbal Communications	SVL_088027_NQ	Business Skills	Verbal Communications explores office phones (how to answer a call, loud phone voices, excusing yourself to take a call, when to send a call to voicemail, and a list of office phone tips); conference calls; speaker phones; cell phones, smartphones and texting; and personal calls at work.	12
Emily Post Etiquette: The Workplace	SVL_088028_NQ	Business Skills	The Workplace explores five general office manners explored through sample problems: saying hello upon arriving at work, giving privacy when needed, interrupting in an open office environment, multi-tasking without being rude, and being late. Also covered are three fireable offenses, grooming at work, and three workplace guidelines.	9
Emily Post Etiquette: Meetings	SVL_088029_NQ	Business Skills	Meetings explores why your behavior during meetings can make or break your career; a sample problem on what to do when a colleague isn't paying attention during a meeting; a sample problem on what to do when you're leading a meeting/presentation and someone is asking overbearing questions or making difficult comments; seven guidelines for meetings; and the two block rule.	8
Emily Post Etiquette: Social Networking	SVL_088031_NQ	Business Skills	Social Networking explores three tips for business social networking; five general social networking tips; sample problems and specific tips for LinkedIn, Facebook, and Twitter; and tips for how to review your online image.	10
Volver al trabajo, volver a la seguridad: recuperar hábitos de seguridad tras pasar tiempo fuera del trabajo	SVL_089005_S	Workplace Safety	Distracción, rutina, agotamiento, olvido de peligros comunes, falta de conocimiento de los cambios en el entorno laboral, frustración, falta de planificación y organización, depresión y cambios de humor; todos estos factores contribuyen a los incidentes laborales que se producen cuando alguien vuelve después de estar un tiempo sin trabajar. Este programa explica e ilustra cada una de estas cuestiones mediante varios ejemplos, testimonios y recreaciones. Los alumnos aprenderán valiosas lecciones de seguridad sobre los riesgos que sufren los trabajadores al volver de vacaciones, enfermedades prolongadas u otras bajas.	20
Teléfonos móviles en el trabajo: una peligrosa distracción	SVL_089009_S	Workplace Safety	Nuestros teléfonos móviles son poderosas herramientas que nos permiten tener acceso instantáneo a la información y la comunicación. Si se usan de forma adecuada, estos dispositivos pueden facilitar nuestras vidas y hacerlas más agradables, pero si se usan en el momento equivocado y de forma incorrecta, pueden meternos en problemas en el trabajo e incluso causar lesiones graves. Este programa explica por qué enviar y recibir mensajes de texto puede hacer que perdamos la concentración en el trabajo y olvidemos la seguridad y la eficiencia, y explica también la importancia de seguir siempre la política de la empresa sobre el uso de teléfonos móviles. También se muestran distintos escenarios laborales que ilustran las trágicas consecuencias de ignorar estas políticas y enviar mensajes cuando es peligroso o está prohibido. Entre otros temas, se incluyen la manera en que el uso del teléfono móvil afecta a nuestra productividad, seguir el plan de la empresa para contacto de emergencia, uso adecuado de los móviles de la empresa y por qué debemos negarnos a participar en envío de mensajes inseguro e inadecuado.	14

Factores de caída: comprender y prevenir resbalones, tropiezos y caídas	SVL_089013_S	Health & Safety	<p>Los resbalones, tropiezos y caídas provocan más de 15 millones de accidentes laborales cada año; lamentablemente, las lesiones relacionadas con caídas son la segunda causa de muerte en el trabajo. Las caídas son, además, la tercera mayor causa de discapacidad entre los empleados. La buena noticia es que estos accidentes pueden prevenirse. Si comprendemos cómo funcionan los factores de caída, tales como equilibrio, gravedad, fricción e inercia, podemos tomar medidas preventivas y evitar las caídas. Ese es el objetivo de este programa: evitar incidentes relacionados con caídas, ofreciendo a los alumnos un conocimiento de los factores implicados en las caídas, así como de los riesgos comunes y actos peligrosos que propician las posibilidades de caer. También se revisan las técnicas y prácticas de trabajo seguras que podemos emplear para controlar los factores que contribuyen a resbalones, tropiezos y caídas.</p>	21
Seguridad para el operario de carretillas elevadoras	SVL_089017_S	Health & Safety	<p>Los elevadores industriales, comúnmente conocidos como carretillas elevadoras, pueden resultar muy peligrosos. Cada año, casi 100 trabajadores mueren y otros 20 000 resultan gravemente heridos en accidentes relacionados con carretillas elevadoras. Los operarios de estos vehículos desempeñan un papel fundamental en la prevención de estos accidentes. Al emplear la formación recibida, estar alerta ante los peligros y trabajar de forma segura con los peatones, las cargas podrán transportarse siempre con seguridad. Ese es el objetivo de este programa: mostrar a los operarios las prácticas de trabajo seguras que deben seguir para evitar lesiones y daños a la propiedad. Entre los temas se incluyen: formación y cualificación, inspección preoperativa, montaje y salida segura de carretillas elevadoras, triángulo de estabilidad, preparación ante riesgos antes del desplazamiento, desplazamiento con carga y funcionamiento seguro en entornos con peatones. El vídeo también muestra el uso de plataformas de mantenimiento, tipos y clases de carretillas elevadoras, superficies inclinadas y otras cuestiones.</p>	15
Seguridad peatonal en entornos con carretillas elevadoras	SVL_089021_S	Health & Safety	<p>Las carretillas elevadoras pueden ser muy peligrosas, tanto para los operarios como para el personal a pie. De hecho, el 20% de los incidentes con carretillas elevadoras se produjeron por atropellos de personal a pie. En un incidente de este tipo, es el peatón el que sufrirá una lesión, pudiendo quedar herido de muerte. Los trabajadores pueden evitarlo prestando atención al entorno, guardando una distancia segura con las carretillas elevadoras y siguiendo los procedimientos adecuados. Ese es el objetivo de este programa: mostrar las precauciones a seguir para evitar las graves y traumáticas lesiones que puede sufrir un peatón si es atropellado por una carretilla elevadora. Entre los temas se incluyen: importancia de la seguridad en las carretillas elevadoras, características de funcionamiento de las mismas, caminar con seguridad en entornos con tráfico de carretillas elevadoras, apartarse del camino de estas, conciencia entre peatón y operario, prácticas de seguridad en el trabajo y prevención de actos inseguros.</p>	15

Correcta limpieza: responsabilidad de todos	SVL_089025_S	Workplace Safety	La buena limpieza es responsabilidad de todos. No importa cuál sea tu puesto o qué trabajo realices, mantener la zona de trabajo limpia y ordenada debería ser una obligación de todo empleado. Es parte de tu compromiso con la seguridad, y tus acciones demuestran a tus compañeros tu propósito de finalizar la jornada con seguridad. Este programa repasa las prácticas de limpieza básicas que pueden prevenir incendios y otros peligros en el lugar de trabajo que, aunque podrían ser causa de lesiones, pueden controlarse con una correcta limpieza. Entre los temas se incluyen: mantener limpia la zona de trabajo, control de peligros de incendio, maximizar la productividad, controlar peligros de resbalones y tropiezos, mantener la higiene personal y prácticas de limpieza para oficinas y áreas de descanso.	18
HazCom y el Sistema de Armonización Global	SVL_089029_S	Health & Safety	Los recientes cambios en el estándar de comunicación de riesgos de OSHA alinearán la regulación con los estándares internacionales, gracias a la implementación del Sistema de Armonización Global. La implementación del Sistema de Armonización Global, o GHS, ayuda a mejorar la calidad y la coherencia en la clasificación y etiquetado de todos los productos químicos, lo cual, a su vez, mejora la capacidad del empleado de comprender rápidamente la información de seguridad crítica. Este programa ha sido diseñado para ayudar a los empleados a comprender los tres elementos clave del GHS: clasificación de riesgos, etiquetado de contenedores y fichas de datos de seguridad. Entre los temas se incluyen: plan de comunicación de riesgos por escrito, clases de riesgos físicos y para la salud, pictogramas, palabras de advertencia y otra información contenida en el etiquetado GHS y en las 16 secciones de una ficha de datos de seguridad.	23
Seguridad que funciona: resumen de seguridad laboral y responsabilidades	SVL_089038_S	Workplace Safety	En solo un instante, un accidente laboral puede convertir a un trabajador productivo en alguien incapaz de trabajar. Por eso deben evitarse los accidentes laborales; todos los empleados deben poner en práctica el programa de seguridad. Este programa ofrece una visión general de los riesgos laborales más comunes y cómo controlarlos, mostrando la importancia del compromiso y participación de todos los empleados en los esfuerzos de seguridad. También veremos lo fácil que es que se produzcan lesiones cuando los empleados no se responsabilizan de su seguridad. Entre los temas se incluyen: bloqueo y etiquetado, equipo de protección personal, patógenos de transmisión sanguínea, entrada a espacios cerrados, comunicación de riesgos, limpieza adecuada y seguridad de peatones.	21

Bloqueo y etiquetado de alto impacto	SVL_089042_S	Health & Safety	Casi 200 empleados mueren cada año, y miles más resultan heridos, cuando se ven expuestos a liberaciones de energía repentinas e inesperadas. Para proteger a los trabajadores de estos incidentes, existe un procedimiento conocido como de bloqueo y etiquetado, mediante el que se desconecta y aísla toda fuente de energía peligrosa de una máquina, equipo o dispositivo. Este programa destaca la importancia de controlar la energía peligrosa en todas las situaciones necesarias, y proporciona un conocimiento básico de los elementos clave del proceso de bloqueo y etiquetado. También se muestran seis recreaciones de accidentes laborales que ilustran las consecuencias devastadoras de un procedimiento de bloqueo y etiquetado inadecuado. Entre los temas se incluyen: situaciones que requieren bloqueo y etiquetado, empleados autorizados, afectados y otros, uso correcto de bloqueos y etiquetas, pasos para realizar un procedimiento de bloqueo, verificación de estado de cero energía, paso del equipo a servicio y procedimientos de bloqueo de grupo.	21
PPE: tu última capa de protección	SVL_089046_S	Workplace Safety	Casi todos sabemos que para realizar muchos de nuestros trabajos y entrar en las distintas zonas de nuestras plantas necesitamos equipo de protección personal, o PPE. Aun así, cada año se producen miles de accidentes porque los empleados no llevan el equipo de protección adecuado al trabajo que realizan o, simplemente, no llevan equipo de protección alguno. Este programa explica la correcta selección y uso de los tipos más comunes de equipo de protección personal, y muestra testimonios de trabajadores que ofrecen valiosas lecciones sobre la importancia de usar tu PPE. Los temas incluyen protección ocular y facial, cascos, calzado de protección, guantes y protección auditiva.	20
Del principio a la práctica con David Lynn, CSP	SVL_089058_S	Workplace Safety	Existen cinco principios de seguridad básicos que deben formar parte de todo programa de seguridad exitoso: compromiso de la dirección, implicación del personal, análisis del lugar de trabajo, reconocimiento de riesgos y formación de los empleados. Estos conceptos son también los componentes clave del programa de protección voluntaria de OSHA. En esta presentación, el profesional de la seguridad y conferenciante motivacional David Lynn muestra 15 técnicas sencillas y reales para poner en práctica estos cinco principios de seguridad. Este programa, concebido para concienciar a líderes de seguridad y gerentes, ayudará a cambiar la actitud y cultura sobre seguridad en la organización.	26
Proteger nuestra visión	SVL_089060_S	Workplace Safety	Cada día, nuestros ojos son la puerta que nos permite reconocer y comprender el mundo en el que trabajamos, vivimos y disfrutamos. La visión es crucial para casi todos los aspectos de nuestra vida cotidiana, así que es difícil entender por qué no protegemos nuestros ojos. Estos se encuentran en peligro en todo momento, y aun así, cada día 2000 trabajadores norteamericanos sufren lesiones visuales de algún tipo que necesitan de tratamiento médico. Este programa muestra los dispositivos de protección y precauciones que podemos tomar para evitar este tipo de lesiones. También destaca la importancia de evaluar los riesgos que conlleva cada tarea, y evitar los peligros más comunes que causan este tipo de incidentes. El programa cubre temas como: tipos de lesiones visuales, responsabilidad del empleado de llevar protección adecuada, uso de gafas de seguridad, pantallas faciales y protección ocular necesaria para trabajos con soldadura y láser, protección fuera del trabajo y respuesta adecuada a lesiones oculares.	19

Tomar decisiones seguras: sobreponerse a la naturaleza humana	SVL_089064_S	Workplace Safety	<p>Mucha gente asume que los trabajadores eligen trabajar de forma segura simplemente porque no quieren sufrir un accidente. Por desgracia, nuestro proceso de toma de decisiones no es tan sencillo. Este programa, presentado por el profesional de la seguridad Tom Harvey, usa ejemplos comunes, recreaciones y un poco de humor para explicar por qué los humanos nos sentimos tentados a tomar decisiones poco seguras, sucumbiendo a la gratificación instantánea de atajos, asunción de riesgos y presión de grupo. El programa explica cómo funciona nuestro proceso de toma de decisiones seguras, y ofrece consejos y técnicas para sobreponernos a nuestra naturaleza humana y tomar decisiones que nos protejan en lugar de ponernos en peligro. Los temas incluyen: por qué trabajar con seguridad va contra nuestra naturaleza humana, factores que influyen en el proceso de toma de decisiones, cómo afecta el resultado de nuestros actos a las decisiones futuras, el concepto de desviación normalizada y la creación de una cultura de seguridad positiva ofreciendo y aceptando feedback sobre seguridad.</p>	19
Sobrevive: seguridad del empleado en espacios cerrados	SVL_089066_S	Workplace Safety	<p>Los espacios cerrados pueden ser peligrosos, pero no tienen por qué serlo. No importa qué papel jueguen los empleados en el programa de entrada a espacios cerrados de su organización; todos deben comprender claramente su responsabilidad y contar con los conocimientos y habilidades necesarios para llevarla a cabo. Este programa explica por qué entrar en espacios cerrados puede ser peligroso, y cómo controlar esos peligros siguiendo los procedimientos adecuados de entrada a espacios cerrados. Los alumnos también aprenderán valiosas lecciones con la recreación de una entrada irresponsable en un espacio cerrado que termina con la pérdida innecesaria de tres vidas. Los temas incluyen: definición de espacios cerrados que necesitan o no permiso de acceso, sistema de permisos de acceso, cuatro tipos de peligros atmosféricos, prueba y monitorización atmosférica, control de riesgos de espacios cerrados y responsabilidades del supervisor de entrada, encargado y operarios.</p>	20
Sobrevive: seguridad del empleado en espacios cerrados, breve	SVL_089068_S	Workplace Safety	<p>Los espacios cerrados pueden ser peligrosos, pero no tienen por qué serlo. No importa qué papel jueguen los empleados en el programa de entrada a espacios cerrados de su organización; todos deben comprender claramente su responsabilidad y contar con los conocimientos y habilidades necesarios para llevarla a cabo. Este programa explica por qué entrar en espacios cerrados puede ser peligroso, y cómo controlar esos peligros siguiendo los procedimientos adecuados de entrada a espacios cerrados.</p>	11
Sobrevivir a la caída: uso correcto de tu sistema anticaídas personal	SVL_089070_S	Health & Safety	<p>Una caída, aunque sea desde poca altura, puede generar grandes fuerzas y causar lesiones, incluso si no te golpeas contra el suelo. El correcto uso de equipos de protección anticaídas reduce estas fuerzas y evita lesiones. En este programa veremos equipos de protección anticaídas implementados en situaciones reales, y aprenderemos a seleccionar y usar correctamente estos dispositivos. Además de las prácticas de trabajo seguras, como las técnicas de sujeción completa, se hace hincapié en la importancia de tener un plan de rescate en caso de que se produzca una caída. Los temas incluyen: selección de punto de anclaje, inspección de arnés y cuerda, cálculo correcto de distancia de caída, dispositivos de conexión especializados y pros y contras de cuerdas y salvavidas retráctiles.</p>	21

Tómate un tiempo por tu seguridad	SVL_089074_S	Workplace Safety	En nuestras ocupadas vidas, solemos enfrentarnos a elecciones relacionadas con la gestión del tiempo. Siempre que podamos, debemos elegir la seguridad en lugar de intentar ahorrar tiempo. Las prisas nos hacen perder la concentración, saltarnos pasos y tomar malas decisiones. De hecho, todo el tiempo que pasamos seguros es tiempo bien empleado. En este programa, aprenderemos los riesgos asociados a las prisas. Mediante varios ejemplos, aprenderemos a reconocer los síntomas de la prisa, sabremos por qué es tan peligroso trabajar de forma apresurada y qué pasos debemos seguir para mantenernos seguros. El programa también explica que la prisa no es la causa real de accidentes y lesiones sino, más bien, un síntoma de mala planificación, malas decisiones y mala gestión del tiempo. Todo esto puede prevenirse con una preparación y organización correctas.	16
Comprender y prevenir enfermedades relacionadas con el calor	SVL_089078_S	Workplace Safety	A medida que las condiciones de calor se intensifican con la llegada del verano, el potencial de sufrir enfermedades relacionadas con el calor mientras realizamos nuestro trabajo aumenta drásticamente. Estas enfermedades, conocidas en conjunto como estrés térmico, son graves y pueden incluso causar la muerte en algunos casos. Tus empleados deben esforzarse en prevenirlas. Este programa muestra cómo el calor afecta al cuerpo humano, los síntomas de dolencias relacionadas con el calor y qué hacer si empezamos a experimentarlas, cómo tratar a las víctimas de estrés térmico y, lo más importante, las precauciones que debemos tomar para evitar problemas al trabajar en entornos con calor. Otros temas incluyen: aclimatarse al calor, uso del sistema de compañeros, evitar el estrés térmico en instalaciones interiores y ropa especializada y dispositivos de protección para trabajar en entornos con calor.	17
Prevenir incendios en trabajos en caliente	SVL_089084_S	Workplace Safety	Este vídeo aborda temas como: programa de seguridad de trabajo en caliente, áreas establecidas para trabajo en caliente, precauciones de seguridad a seguir antes de realizar un trabajo en caliente, circunstancias que requieren de vigilancia contra el fuego, comunicación con contratistas externos y responsabilidades del individuo autorizante, vigilante del fuego y operario de trabajo en caliente.	16
Preparación y respuesta ante emergencias	SVL_089088_S	Workplace Safety	Los temas que aborda este vídeo incluyen ciertos conocimientos generales de seguridad que los empleados deben conocer para prepararse ante emergencias, respuesta a incendios, atención a compañeros heridos o enfermos, respuesta a vertidos, liberaciones y exposiciones de químicos, preparación y respuesta ante inclemencias del tiempo y seguridad en caso de terremotos.	23
Seguridad eléctrica para todos	SVL_089092_S	Workplace Safety	Este vídeo aborda temas como la definición de un trabajador cualificado, planteamiento de límites, riesgo de descarga eléctrica, guantes y ropa protectora antivoltaje, riesgo de arco eléctrico, niveles de equipamiento protector contra arco eléctrico, creación y verificación de condiciones de trabajo seguras y excepciones en las que se permite trabajar con tensión.	21
Seguridad eléctrica para trabajadores cualificados	SVL_089096_S	Workplace Safety	Este vídeo aborda temas como la definición de un trabajador cualificado, planteamiento de límites, riesgo de descarga eléctrica, guantes y ropa protectora antivoltaje, riesgo de arco eléctrico, niveles de equipamiento protector contra arco eléctrico, creación y verificación de condiciones de trabajo seguras y excepciones en las que se permite trabajar con tensión.	20

PowerLift: ¡formación de elevación que funciona!	SVL_089100_S	Workplace Safety	A casi todos nos han enseñado a levantar objetos de la forma tradicional, doblando las rodillas y manteniendo la espalda recta... Pero eso no funciona. Este método nos obliga a forzar rodillas y piernas, y la espalda acaba soportando el peso de la carga. El doctor Michael Schaefer ha reconocido los defectos de la técnica de elevación convencional, y ha desarrollado una posición de elevación más fácil, segura y eficaz: el powerlift. Esta técnica mantiene la espalda en una postura segura y eficaz cuando levantamos un objeto. El programa explica las cinco técnicas de elevación, derivadas de la posición powerlift, que permiten izar materiales de forma segura en prácticamente cualquier situación.	20
Muévelo con seguridad: evitar lesiones al desplazar materiales, breve	SVL_089106_S	Workplace Safety	Intentar lucirse ante los compañeros y no tomarse el tiempo necesario para equiparse correctamente o pedir ayuda: estas son dos de las principales causas de las lesiones laborales producidas al manipular materiales. Los trabajadores a veces luchan por elevar y transportar materiales demasiado pesados para que una sola persona los mueva de forma segura. Para desplazar estos objetos con seguridad, los empleados deben ser formados en técnicas seguras de manipulación de materiales, y adoptar la actitud y mentalidad correctas para usar esta formación cada vez que deban elevar o mover un objeto. Este programa explica las técnicas, precauciones y prácticas de trabajo seguras que los empleados deben seguir para mover objetos con seguridad. Los temas incluyen: preparación para desplazar una carga, técnicas de elevación manual, uso de carretillas de mano, carros y grúas y manipulación segura de palés.	10
Orientación completa de Bob sobre seguridad en la construcción	SVL_089108_S	Workplace Safety	Trabajar en la construcción es muy peligroso: cada año, casi 1000 trabajadores fallecen y otros miles resultan heridos en accidentes laborales. Aunque a lo largo de los últimos años se han realizado muchas mejoras de seguridad para controlar los riesgos que provocan estos incidentes, los trabajadores nuevos e inexpertos siguen sufriendo accidentes con demasiada frecuencia. Este programa destaca la necesidad de que los trabajadores se responsabilicen de su propia seguridad personal. El especialista en construcción Bob Synnett muestra los riesgos del trabajo en la construcción y las medidas que los trabajadores deben tomar para evitar posibles accidentes. Entre los temas se incluyen: PPE, excavación, escaleras de seguridad, andamios y seguridad eléctrica.	24
Formación en concienciación general sobre el plan de prevención de contaminación de aguas pluviales	SVL_089112_S	Workplace Safety	Cuando las aguas pluviales fluyen hacia áreas de almacenamiento de productos químicos, pueden recoger materiales peligrosos. Si es así, las aguas contaminadas fluirán sin tratar y directamente hacia las aguas más cercanas usadas para el baño, consumo, ocio y agricultura. La diseminación de contaminación por aguas pluviales es un problema real, y el objetivo de este programa es ofrecer a los trabajadores un conocimiento básico del plan de prevención de contaminación de aguas pluviales de la empresa. También se indica la importancia de que todos los empleados conozcan sus responsabilidades en el control de contaminación de aguas pluviales y sepan responder a fugas o derrames de potenciales contaminantes.	13

Comprender el plan de prevención de contaminación de aguas pluviales de tus instalaciones	SVL_089114_S	Workplace Safety	<p>Todos los empleados deben conocer el alcance del plan de prevención de contaminación de aguas pluviales de su organización y el papel de cada persona en el éxito del mismo. La diseminación de contaminación por aguas pluviales es un problema real, y el objetivo de este programa es ofrecer a tus empleados información sobre el plan de tus instalaciones. Los temas incluyen: sistema nacional de eliminación de descarga de contaminación, permiso general multisectorial, equipos de prevención de contaminación de aguas pluviales, evaluaciones de posibles fuentes de contaminación de aguas pluviales en las instalaciones, distintos métodos para reducir la exposición a contaminantes, respuesta a derrames y fugas y tres tipos de inspecciones de descarga de aguas pluviales.</p>	23
Seguridad antiincendios para trabajadores industriales	SVL_089118_S	Health & Safety	<p>Debido a los materiales peligrosos e inflamables que se usan o almacenan a menudo en instalaciones industriales, los incendios en estos lugares pueden tener consecuencias desastrosas. De hecho, 3000 trabajadores se lesionan y otros 150 fallecen cada año en incendios en instalaciones industriales. La buena noticia es que casi todos estos incendios pueden prevenirse. Ese es el objetivo de este programa: mostrar las prácticas de trabajo seguras que deben seguir los empleados para reducir el riesgo de incendio en el trabajo, así como los pasos a seguir en caso de incendio. Entre los temas se incluyen: cinco clases de fuego, limpieza, manipulación y almacenamiento de materiales peligrosos, electricidad estática, plan de acción de emergencia, procedimientos de evacuación, extintores y tratamiento de lesiones relacionadas con el fuego.</p>	19
Seguridad antiincendios para trabajadores de oficina	SVL_089122_S	Workplace Safety	<p>Aunque los oficinistas no suelen pensar en la posibilidad de enfrentarse a incendios en su trabajo, cada año se producen más de 1000 fuegos en entornos de oficina. Este programa explica cómo eliminar los factores que contribuyen a la ignición de incendios y cómo responder en caso de incendio. Entre los temas se incluyen: correcta limpieza, control de riesgos eléctricos, planes de acción ante emergencias, procedimientos de evacuación, clases de fuego y agentes extintores, importancia de usar el extintor adecuado, uso del sistema PASS para extinguir un fuego y tratamiento de lesiones relacionadas con el fuego.</p>	16
Formación para empleados sobre sulfuro de hidrógeno	SVL_089126_S	Workplace Safety	<p>Los empleados pueden trabajar de forma segura en áreas con potencial peligro de sulfuro de hidrógeno, siempre y cuando sigan las reglas del plan de contingencia de sulfuro de hidrógeno de su organización, sepan cómo y cuándo usar protección respiratoria y conozcan el significado de los sonidos y señales de advertencia de sulfuro de hidrógeno en sus instalaciones. Este programa repasa estas tres cuestiones fundamentales y muchas otras precauciones que protegen a los empleados de exposiciones a H₂S.</p>	18

Lecciones aprendidas de las heridas en las manos [sin gráficos]	SVL_089134_S	Workplace Safety	Desde nuestra más temprana infancia, usamos las manos para aprender, explorar e interactuar con el mundo que nos rodea y, ahora, como adultos trabajadores, nuestras manos siguen en primera línea, tocando, agarrando, empujando, tirando y alzando en nuestro camino por la vida y el trabajo. Por desgracia, estar en primera línea también significa ponerse en peligro, y de vez en cuando las cosas salen mal. Este programa incluye recreaciones de lesiones de las manos en escenarios laborales, que enseñan valiosas lecciones para proteger nuestras manos en cualquier situación peligrosa. Veremos las traumáticas consecuencias de las distracciones, el uso de guantes inadecuados o de bisutería cerca de maquinaria móvil y comprobaremos lo que ocurre cuando dejamos de prestar atención a nuestro trabajo o intentamos realizar tareas para las que no estamos preparados.	20
Prefiero mirar a otro lado: tres historias sobre seguridad laboral	SVL_089142_S	Workplace Safety	En este dramático relato, los alumnos serán testigos de tres escenarios comunes en los que los trabajadores prefirieron mirar a otro lado y no seguir las normas de seguridad. Las historias muestran las trágicas consecuencias de no seguir un procedimiento de bloqueo y etiquetado, negarse a usar indumentaria y equipo de protección y olvidar la protección anticaídas. Tus empleados aprenderán que el motivo real de estas desgracias fue la reticencia a hablar. Así, se convencerán de que sacar a la luz los actos inseguros es fundamental para prevenir accidentes laborales. El programa también aborda otras cuestiones sobre seguridad, como supervisores, prisas, hábitos, trabajo por turnos e intimidación.	13
Uso seguro y operación de grúas industriales	SVL_089144_S	Workplace Safety	Existen grúas de distintos tamaños y configuraciones, y con distintas capacidades de elevación y transporte de los productos y materiales usados en la industria. Debido a los graves peligros que presenta la operación de las grúas, sus operarios deben estar plenamente capacitados y comprometidos con el funcionamiento seguro de las mismas. Ese es el objetivo de este programa: revisar las normas de seguridad, precauciones y prácticas operativas de seguridad comunes a todas las grúas con el fin de que los operarios trabajen de forma segura. Los temas incluyen: cualificación para operar una grúa, inspección preoperativa, inspección de eslingas y cadenas, colocación de carga, ángulos de eslinga horizontal, comprobación de peligros antes del funcionamiento, elevación y transporte de la carga y uso de señales y advertencias manuales.	21
Protección de máquinas y seguridad del operario	SVL_089148_S	Workplace Safety	Si se usan correctamente, las cubiertas protectoras y dispositivos de seguridad de las máquinas permiten a los operarios trabajar de forma segura y eficiente. Por desgracia, muchos operarios eligen ignorar, desactivar o engañar a este tipo de dispositivos, lo cual puede resultar en lesiones graves o muertes. Es por esto que los operarios tienen la responsabilidad de respetar el poder de su equipo y los peligros que este puede presentar. Esta responsabilidad incluye comprender los peligros que presenta el equipo concreto en su zona de trabajo, y seguir las precauciones y prácticas de trabajo seguras con el fin de prevenir lesiones. Este programa explica dichos peligros y muestra cómo pueden evitarse las lesiones usando correctamente las protecciones de la máquina y los dispositivos de seguridad con prácticas de trabajo seguras. Entre los temas se incluyen: peligros más comunes de máquinas y equipos, prácticas de trabajo seguras básicas, protecciones fijas y ajustables, bloqueos eléctricos, dispositivos detectores de presencia, controles bimanuales y desplazamientos bimanuales.	18

Active Shooter and Workplace Violence	SVL_089151	Employment Liability	Emergencies involving violence are unfortunately a real possibility in today's workplace. This can also include encountering an active shooter on the premises. One of your job responsibilities is to be prepared and know how to respond should such an emergency occur at your workplace. Knowing the proper procedures to follow during an emergency could mean the difference between life and death. The purpose of this program is to familiarize you with basic response practices when encountering workplace violence, practices that will help you to be prepared for and to respond to a violent emergency. Topics include indicators of potentially violent behavior, how to respond to violent behavior, how to respond to an active shooter situation, and how to react when law enforcement arrives at an active shooter scene.	10
Tiradores y violencia en el lugar de trabajo	SVL_089152_S	Workplace Safety	Las emergencias con situaciones violentas son, desgraciadamente, una posibilidad real en el entorno laboral de hoy en día. Entre estas emergencias, podría darse el caso de encontrar a un tirador en las instalaciones. Una de tus responsabilidades es estar preparado y saber cómo responder en caso de vivir una emergencia de este tipo en tu lugar de trabajo. Conocer los procedimientos a seguir durante una emergencia puede suponer la diferencia entre la vida y la muerte. El objetivo de este programa es familiarizarte con las prácticas de respuesta básicas ante situaciones violentas en el trabajo. Estas prácticas te ayudarán a prepararte y responder ante una emergencia de este tipo. Entre los temas se incluyen indicadores de comportamiento potencialmente violento, cómo responder a este comportamiento, cómo responder a un tirador y cómo reaccionar cuando los agentes de la autoridad llegan a una situación en la que hay un tirador.	10
Alerta de clima extremo: ¿estás preparado?	SVL_089154_S	Workplace Safety	¿Sabes qué hacer si se produce un evento de clima extremo en tu zona? Los eventos meteorológicos graves pueden ocurrir en cualquier parte y en cualquier momento. Debes estar preparado para ellos, porque si ocurren deberás reaccionar rápidamente. Tomar la decisión adecuada puede significar la diferencia entre ser superviviente y ser víctima. En este vídeo hablaremos de tormentas severas y tornados, y ofreceremos datos, consejos y advertencias que te ayudarán a sobrevivir ante emergencias meteorológicas extremas. Los temas incluyen: previsiones y advertencias de tormentas severas, peligros asociados a las tormentas, inundaciones y aguas en movimiento, preparación ante tornados, planes de respuesta ante emergencias y precauciones a seguir tras el paso de una tormenta.	17
La conservación auditiva y tú	SVL_089158_S	Workplace Safety	Mira cómo Steve, Jerry y un grupo de compañeros reciben su formación anual sobre conservación de la audición. Jerry y los demás comprenden y siguen las recomendaciones, pero Steve no. Steve no se ha tomado en serio el problema de la pérdida auditiva e ignora la necesidad de protección en casa y en el trabajo. Con el paso del tiempo, Steve desarrolla los síntomas de pérdida de audición debido a sus malas decisiones sobre protección auditiva. El audiograma anual de Steve revela pérdida auditiva y, al final, Steve se convence de la importancia de proteger por fin su audición. Ver este ejemplo de mala actitud y la posterior pérdida de audición de Steve convencerá a tus empleados de la importancia de proteger su audición tanto en casa como en el trabajo. Los alumnos también conocerán información importante sobre el programa de conservación de la audición.	21

Directo al grano: entrada a espacios cerrados	SVL_089164_S	Workplace Safety	<p>Nuestro trabajo está lleno de peligros; peligros que pueden herirnos o incluso matarnos. Controlar los riesgos y prevenir lesiones es el objetivo de nuestro programa de salud y seguridad. Uno de estos peligros son las condiciones de los espacios cerrados, como pozos, tanques, conductos, alcantarillas y zonas similares. Controlar el acceso a los espacios cerrados y sus peligros puede evitar accidentes y salvar vidas. Ese es el objetivo de nuestro programa sobre entrada a espacios cerrados, y el tema de este vídeo. Los temas incluyen: permiso de entrada a espacios cerrados, peligros atmosféricos, prueba y monitorización atmosférica, otros peligros de los espacios cerrados, control de los mismos y responsabilidades del supervisor de entrada, encargado y operarios.</p>	12
Soldar en condiciones de seguridad	SVL_089182_S	Workplace Safety	<p>Los soldadores se enorgullecen de su trabajo; este es visible para todos. Para evitar lesiones, los soldadores también deben enorgullecerse de su seguridad, y que esta también sea visible para todos. Cada día, el soldador se enfrenta a muchos peligros que pueden causar lesiones graves y daños a la propiedad. Metal caliente, luz intensa, humos nocivos y equipo pesado son solo algunos de los posibles peligros que encuentra un soldador en su trabajo. Es imprescindible que los trabajadores que realizan soldaduras sean capaces de reconocer todos los riesgos de su trabajo para controlarlos o eliminarlos. En este programa, los soldadores verán un resumen general de problemas de seguridad relacionados con las operaciones de soldadura, y las acciones que deben tomar para evitar lesiones en ellos mismos y en sus compañeros. Entre los temas se incluyen la prevención de incendios, permisos, limpieza, ventilación, equipo protector, uso de respiradores y trabajo en proximidad de otros soldadores.</p>	19
HazCom, GHS y tú	SVL_089190_S	Workplace Safety	<p>Este programa de formación muestra cuatro situaciones reales que subrayan la importancia de poder obtener rápidamente la información de salud, seguridad y riesgos de los productos químicos y sustancias peligrosas en el trabajo. Tal como requiere la OSHA, los datos de seguridad de productos químicos deben ser transmitidos usando elementos de comunicación estándar presentes en el Sistema Globalmente Armonizado de Etiquetado y Clasificación de Productos Químicos, conocido comúnmente como GHS. El programa explica en detalle cada uno de estos elementos de comunicación, para que los empleados comprendan cómo se comunican los riesgos químicos y cómo usar esta información para garantizar su seguridad en el almacenamiento, manipulación y utilización de sustancias peligrosas.</p>	14
Seguridad en plataformas de trabajo aéreas	SVL_089196_S	Workplace Safety	<p>Las plataformas de trabajo aéreas son una herramienta esencial que permite elevar al personal con seguridad. Estas útiles plataformas se comercializan en distintos tamaños y configuraciones, como elevadores de tijera, grúas y grúas articuladas. Cuando un empleado de mantenimiento o construcción debe realizar una tarea en una plataforma elevada, suele utilizar una de estas potentes máquinas. Este programa muestra algunos de los riesgos comunes que los operarios de plataformas de trabajo aéreas deben tener en cuenta al usar estos equipos, así como prácticas de trabajo seguras y técnicas de funcionamiento que deben respetarse para garantizar la seguridad durante el uso de una plataforma de trabajo aérea. Los temas incluyen: inspección preoperativa, prueba de controles de funcionamiento, inspección del recorrido, conducción segura, elevación y bajada de la plataforma y prácticas de trabajo seguras.</p>	18

Prácticas de trabajo eléctrico seguro y NFPA 70E© 2015	SVL_089211_S	Workplace Safety	Cada año, miles de electricistas sufren graves lesiones o fallecen al contactar con piezas energizadas o sufrir arcos eléctricos. Para evitar este tipo de incidentes, los trabajadores y sus organizaciones deben comprender y seguir las prácticas actualizadas de seguridad para trabajos eléctricos, los requisitos de mantenimiento y los controles administrativos. Una de las principales autoridades en materia de seguridad eléctrica es la National Fire Protection Association, NFPA. Su documento 70E es reconocido por distintas autoridades reguladoras y organizaciones como la mejor práctica de seguridad eléctrica. Este programa ofrece un resumen de la edición de 2015 del NFPA 70E y muestra cómo seguir sus directrices ayuda a mantener la seguridad de los trabajadores eléctricos. También se explican los cambios con respecto a la edición de 2012. Los temas incluyen: planteamiento de límites, habilidades de los trabajadores eléctricos cualificados, selección de ropa y equipo de protección contra arcos eléctricos, categorías de PPE contra arcos eléctricos, creación de un entorno de trabajo eléctrico seguro, cuándo se permite el trabajo energizado y permisos del mismo.	26
5 Clear Signs It's Time for You to Fire a Toxic Employee	SVL_090001	Leadership and Management	Deciding to terminate any employee—even a toxic employee—is difficult under most circumstances. There's always a little piece of most managers that truly hopes and believes they can turn bad behavior around. They'll counsel, coach and discipline to the best of their abilities, but eventually, a decision has to be made. Keep in mind, this is a business decision. It should be the last resort, but when an employee who's been given every chance to succeed is negatively impacting your team and the company, it's time to let hem go.	4
6 Big Roles Every Great Leader Takes On at the Office	SVL_090002	Leadership and Management	Often, new team leaders are just handed the reins ... with very little direction or training. It's exciting to be noticed and given this responsibility ... you jump into the task enthusiastically ... but soon you find yourself feeling frustrated and uncertain when the team doesn't immediately follow your lead. You probably knew this before you took on the role, but being a leader is hard.	4
Avoid Making the 8 Ultimate Delegation Mistakes	SVL_090003	Leadership and Management	Delegating is an important part of being a manager. But, it can be tricky if you aren't able to let it go. Most employees can't stand it when you hand them something to do and hover nearby to see how it's going. But, in your mind, you're doing the right thing. After all, what if the employee fails to do it right? You're pretty sure you could do it better and that would make you more comfortable. Careful ... you're committing one of the 8 ultimate delegation mistakes!	6
Don't Try to Be a Great Leader...Just Be an Effective One	SVL_090004	Leadership and Management	To be honest, we tend to go overboard when describing "great" leaders at work when what we should be discussing is effective leadership. Even the term "leadership" has become so overused that it is losing its meaning. Take a look at Twitter® for any length of time if you're following any trainers', consultants' or business leaders' personal accounts, and you'll see 1,500 inspirational quotes an hour about leadership. Actually, when our current crop of politicians in Washington do something stupid, you'll see 1,500 quotes a minute. It has all become white noise on the Web and much of its meaning has been lost.	5
How to Effectively Handle a Difficult Employee Attitude Problem	SVL_090005	Leadership and Management	Anyone that has worked in an office for any length of time has run into them. That co-worker that frustrates you with their nasty behavior. Let's be honest, it's a bit of an understatement to say that a difficult employee can affect everyone in the workplace. Their behavior not only obstructs their performance, but it negatively affects everyone in the work environment as well.	5

How to Reach Workers Who Overestimate Their Competence	SVL_090006	Leadership and Management	How accurately do your employees see their work? If you ranked employees in order of competence, are the employees in the bottom half of your list aware they're in the bottom half? Do they truly understand your expectations and what outstanding performance looks like?	5
Interview Questions Every Manager Should Know by Heart...and Ask!	SVL_090007	Leadership and Management	It's spring! That time of year when colleges, universities, trade schools and community colleges across this great nation of ours release a fresh new crop of graduates eager to start working full time and pay off those student loans (you know ... around the year 2075!). Many of them will be popping up during your hiring search to fill spots in your office. So ... do you know what interview questions to ask them?	6
Body Language Can Actually Boost Your Confidence	SVL_090015	Business Skills	Success at work demands a high amount of self-confidence. From tackling new projects to building important business connections, believing in yourself puts you at ease and creates a positive energy that draws people to you. In general, we become more comfortable and confident with the increasing number of successes under our belts ... repetition and mastery help make us confident.	4
Say the Right Thing...When Listening to Someone	SVL_090019	Business Skills	Most of us truly believe we're good listeners. We smile, we nod in agreement, we're supportive. But are we truly setting aside judgment—striving to understand? And how well do we respond? Because it's the response—the feedback—that signals we've heard the message as intended.	7
Words People Always Use Incorrectly at Work	SVL_090021	Business Skills	Very few things can ruin your reputation at work faster than poor business writing skills. A poorly worded email, memo or business document will stick with the writer a very long time. Luckily, your writing skills can be improved just by brushing up on vocabulary, grammar and spelling.	7
18 Simple—but Effective—Ways to Reduce Stress at Work	SVL_090022	Business Skills	As we know, stress is part of the package of any career field. In fact, it's the motor that keeps our engines running at work, and keeps our productivity and creativity from stalling. However, just as we need to keep up the maintenance on our car engine so it runs smoothly, we need to take steps to keep our emotional engines from overheating. We try to find ways to reduce stress if possible. There will always be some stress, even if it stems from positive changes. So, we get as close as we can.	4
20 Clever Ideas for Stopping Interruptions at the Office	SVL_090023	Business Skills	An overflowing inbox ... a mountain of papers ... a team needing feedback ... and a packed calendar—can you get it all done? Not if people keep interrupting you! You've got to find ways for stopping interruptions before you go crazy.	3
How to Improve Your Time Management at the Office in 10 Easy Steps	SVL_090027	Business Skills	Managing multiple projects, objectives and deadlines can be a full-time job. It will require all of your concentration, skills, talents and dedication. If you are going to be successful at time management, one of the first things you need to do is to identify your challenges and gain control of your workday.	3
How to Run Good Meetings That Don't Suck	SVL_090028	Business Skills	Most of us hate meetings. But, if we're honest, good meetings are a vital link to making sound business decisions. Bringing together just the key players, armed with the right information is key. If you can do that, you will make the best, most informed decisions possible.	5
Being Assertive is All About Choosing the Best Words	SVL_090032	Business Skills	Speaking assertively means using direct, positive language.	5
Standing Up to Negative People at the Office	SVL_090038	Business Skills	Workplace conflicts are facts of life. Offices are full of negative people who often cross the line with what they say or do. Those who excel at working through disagreements and handling confrontations build stronger workplace relationships and get more done. But most of us have no idea how to resolve tough conflicts.	4

Recruiting Crash Course: Legal Pitfalls in Recruiting	SVL_1020004	Employment Liability	Welcome to the "Legal Pitfalls in Recruiting" video lesson, intended to describe legislation to be aware of when recruiting. This lesson is the fourth of five in the "Recruiting Crash Course" series, which is designed to educate the viewer on the steps of the recruitment process and to make them better recruiters. In this lesson, the viewer will learn about the differences between disparate impact and disparate treatment, the function of bona fide occupational qualifications, and questions that cannot be asked in an interview.	7
Personal Financial Goals (Part 1 of 3): Establishing Your Financial Goals	SVL_102001	Business Skills	Welcome to the BizLibrary Productions series on personal financial goals! This is the first video lesson in the series. Viewers will learn how to identify the financial goals that matter most to them and work to ensure they happen.	5
Personal Financial Goals (Part 2 of 3): Prioritizing Your Financial Goals	SVL_102002	Business Skills	Welcome to the BizLibrary Productions series on personal financial goals! This video lesson, Prioritizing Your Financial Goals, is the second in the series. It will help you prioritize your financial goals by introducing and explaining the RED formula.	6
Personal Financial Goals (Part 3 of 3): Making a Budget	SVL_102003	Business Skills	Welcome to the BizLibrary Productions series on personal financial goals! The third video in the series, this lesson not only discusses budgets, but it also explains how to construct one using the 50/20/30 rule.	8
Accountability Overview	SVL_1020125	Business Skills	Welcome to the "Accountability Overview" video lesson intended to describe how to be an accountable within your organization. This lesson begins by defining accountability in terms of what it means to be an accountable individual and what it means for an organization to hold its employees accountable. After learning the seven accountability skills that lead to business success, the viewer will also go through ten action steps to become a more accountable employee.	11
Accountability Overview for Managers	SVL_1020126	Business Skills	Welcome to the "Accountability Overview for Managers" video lesson designed to describe the accountability process as it applies to managers. This lesson focuses on how managers can create a culture of accountability. From helping viewers think critically about how their organization responds to behavior to providing tips on how to lead an accountable team, this lesson focuses on accountability as a cultural value. Viewers will also learn how to prepare their organization for this cultural change without giving employees the wrong idea of what it means to be accountable. Ultimately, the learner will have a better understanding of how to embed accountability into their organization as a manager.	13
The Rookie Manager	SVL_1020296	Leadership and Management	Welcome to "The Rookie Manager" video course intended to help you understand your role as a new leader and effectively manage your employees. This course comprises five lessons that cover everything from moving from coworker to manager to how to handle employee grievances. From this course, viewers learn about four styles of effective leaders, as well as common mistakes to avoid no matter what. Plus, they learn how to respond when an employee behaves unprofessionally or files a workplace grievance. Clearly, being a manager can be intimidating—there's a lot you have to keep in mind. But, after completing this course, viewers will have a solid foundation of how to behave as a new manager.	33

Coaching Crash Course	SVL_1020306	Leadership and Management	Welcome to the "Coaching Crash Course" intended to give you a foundational understanding of what coaching is and how you can coach your employees effectively at every skill level. This video course comprises six video lessons, covering everything from the readiness stairs to coaching best practices. You'll learn about the steps of readiness—including novices, doers, performers, and experts—and how to coach employees at each step to help them become the most productive. Plus, you'll learn pro tips to help all of your coaching conversations go smoothly.	30
Substance Abuse Toolkit: Workplace Substance Abuse	SVL_1020317	Employment Liability	Welcome to the "Substance Abuse Toolkit: Workplace Substance Abuse" video lesson intended to give a brief overview of the dangers of substance abuse in the workplace. This lesson is part of the "Substance Abuse Toolkit," which covers everything you need to know about substance abuse and the workplace. In this lesson, workplace substance abuse is defined before the viewer learns about the many costs of substance abuse on an organization. The lesson also describes the signs and symptoms of substance abuse along with what the learner can do if they encounter substance abuse in their workplace. Ultimately, the viewer will have a better understanding of the impact of substance abuse on the workplace.	7
Learn the Ropes of Customer Service	SVL_1020341	Business Skills	Welcome to the "Learn the Ropes of Customer Service" video lesson, which paints a high-level picture of what excellent customer service looks like. In this one-off lesson, learners will review the foundations of exceptional customer service, from the role of internal customers to the importance of offering an above-and-beyond customer experience. Viewers will also become familiar with specific actions and behaviors they can employ to delight their customers and keep them coming back—again and again.	9
Leveraging Servant Leadership for Your Team	SVL_1020370	Leadership and Management	Welcome to 'Leveraging Servant Leadership for Your Team,' a video course meant to describe to leaders the benefits of a serving mindset for securing the success of their teams. This course comprises three video lessons that explain what servant leadership is, the qualities servant leaders embody, and how servant leadership compares to controlling leadership. A servant leader's role is to ensure their team's needs are being met so the team members can do their work as efficiently and unhampered as possible. A big part of that process is empowering and building trust with employees. After viewing this course, learners will understand the advantages of servant leadership and be able to maximize the productivity of their teams. This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-XP26E and HRCI Activity ID: #376686	23
Servant Leadership 101	SVL_1020380	Leadership and Management	Welcome to the 'Servant Leadership 101' video lesson meant to provide a basic understanding of the background and advantages of servant leadership. This lesson is the first of three in the 'Leveraging Servant Leadership for Your Team' video course, which is meant to describe to leaders the benefits of a serving mindset for securing the success of their teams. Throughout this lesson, learners will discover the role servant leadership has in encouraging innovation and tending to the well-being of employees.	7

Becoming a Servant Leader	SVL_1020390	Leadership and Management	Welcome to the 'Becoming a Servant Leader' video lesson meant to describe the essential qualities of a servant leader. This lesson is the second of three in the 'Leveraging Servant Leadership for Your Team' video course, which is meant to describe to leaders the benefits of a serving mindset for securing the success of their teams. From having empathy to being humble, servant leaders have strong emotional intelligence. Plus, while servant leaders have stellar interpersonal skills, they also have strong focus on business results. For example, this manifests in their stewardship of others and their mindset of continuous improvement.	8
Controlling Leadership Versus Servant Leadership	SVL_1020400	Leadership and Management	Welcome to the 'Controlling Leadership Versus Servant Leadership' video lesson meant to cover how servant leadership compares to the command-and-control style of leadership. This lesson is the last of three in the 'Leveraging Servant Leadership for Your Team' video course, which is meant to describe to leaders the benefits of a serving mindset for securing the success of their teams. By juxtaposing the command-and-control approach with the servant leadership style, learners will see how servant leaders work hard for their employees—rather than simply for themselves. For example, while controlling leaders want employees to listen to them, servant leaders are concerned with listening to what others have to say.	8
Optimizing Time Spent on Email	SVL_1020410	Business Skills	Welcome to the "Optimizing Time Spent on Email" video lesson meant to provide useful email time management strategies. In this lesson, learners will become familiar with statistics pointing out the massive amount of time people spend on email. In addition, viewers will learn 12 critical tips for spending less time on email and more time on the tasks that truly matter.	7
Project Teams	SVL_1020430	Business Skills	Welcome to the topic of mastering project management! This video course, Project Teams, comprises nine video lessons and explains how to facilitate growth and improve communication within teams. First, viewers will learn about foundational information regarding having an effective project team, including the types of project teams and the possible communication styles of team members. Then, viewers will learn more advanced skills, like methods for handling cross-cultural differences and tips for organizing scrum meetings. Plus, throughout the course, there are actionable tips for streamlining team efforts, so everyone can be as productive as possible. After completing this series, learners will be able to work through the stages of team development and maximize their productivity for the project as a unified team. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-9FWDA and HRCI Activity ID: #376705	54

¡Enhorabuena, ahora eres un supervisor! (Parte 1 de 12)	SVL_102053_es-ES	Leadership and Management	Bienvenido al primer vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Seas nuevo o te hayan ascendido recientemente, o simplemente nunca has recibido una formación básica, dispones de todo tipo de oportunidades de crecimiento personal y profesional. Esta lección en vídeo abarca qué debes hacer en las etapas tempranas de esta importante transición a tu función como supervisor.	5
¿Cómo de bueno quieres ser? (Parte 2 de 12)	SVL_102054_es-ES	Leadership and Management	Bienvenido al segundo vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Cuando eres supervisor, tienes que decidir cómo vas a dirigir y a comunicarte con tu equipo. Esta lección en vídeo habla de los pasos preparativos importantes y responde a la pregunta: ¿qué hace que un supervisor sea excelente?	5
Características personales para lograr el éxito (Parte 3 de 12)	SVL_102055_es-ES	Leadership and Management	Bienvenido al tercer vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Tienes que hacer uso de tus propias experiencias personales cuando quieres descubrir en qué tipo de supervisor vas a convertirte. Ahora cuentas con una reputación o imagen que conservar. Tienes que ser un líder con muchas características y esta lección en vídeo abarca los cuatro rasgos principales que necesitas para ser un gran líder: competencia, raciocinio, honestidad y preocupación por los demás.	7
Afianzar la credibilidad para dirigir (Parte 4 de 12)	SVL_102056_es-ES	Leadership and Management	Bienvenido al cuarto vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Como supervisor, puede que tengas que mantener bajo control muchas preocupaciones y emociones diferentes. Ahora diriges, tomas decisiones y puedes relacionarte con la administración superior para aumentar tu credibilidad. Esta lección en vídeo te ayuda a hacer lo correcto para afianzar una credibilidad y confianza fuertes entre los miembros del equipo.	5

Pasar de compañero a jefe (Parte 5 de 12)	SVL_102057_es-ES	Leadership and Management	<p>Bienvenido al quinto vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Pasar de trabajar con compañeros a dirigir a tus amigos puede ser incómodo y duro. Puede crear un conflicto indeseado, pero debes recordar que eres un representante de la organización. Esta lección en vídeo habla de las técnicas adecuadas para dirigir con eficacia a tus antiguos compañeros o amigos sin mostrar ningún atisbo de favoritismos.</p>	5
Tu primera reunión de equipo (Parte 6 de 12)	SVL_102058_es-ES	Leadership and Management	<p>Bienvenido al sexto vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Puede que te preguntes cómo y cuándo vas a realizar tu primera reunión de equipo. Probablemente también quieras conocer los temas importantes que vas a cubrir en la primera reunión. Esta lección en vídeo te proporciona consejos y te guía en tu primera reunión de equipo. También añade las razones para fijar objetivos y cómo deberías llevar a cabo tu planificación.</p>	6
Achieving Mindfulness at Work (Part 1 of 2): The Case for Mindfulness	SVL_1020580	Business Skills	<p>Welcome to the "The Case for Mindfulness" video lesson intended to provide basic information on being mindful. This video lesson is the first of two in the "Achieving Mindfulness at Work" series, which explains how to be a more mindful and productive member of the workforce. In this lesson, viewers will review the problem of partial attention at work and learn what mindfulness is. Ultimately, learners should understand, generally, what it takes to be more mindful at work.</p>	7
Investiga a tu nuevo equipo (Parte 7 de 12)	SVL_102059_es-ES	Leadership and Management	<p>Bienvenido al séptimo vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Como supervisor, debes conocer las funciones y responsabilidades de todos los miembros. Hablar con jefes, clientes y otros grupos de trabajo interno es una forma excelente de recibir consejos y recomendaciones. Esta lección en vídeo hablará de la forma adecuada de hacer los deberes e investigar a los miembros de tu equipo.</p>	6
Achieving Mindfulness at Work (Part 2 of 2): Elevating Your Workplace Mindfulness	SVL_1020590	Business Skills	<p>Welcome to the "Elevating Your Workplace Mindfulness" video lesson meant to provide actionable tips for becoming more mindful at work. This video lesson is the second of two in the "Achieving Mindfulness at Work" series, which explains how to be a more mindful and productive member of the workforce. During this lesson, learners will explore several options for improving their mindfulness at work and, consequently, their health, happiness, job satisfaction, productivity, and engagement. In the end, viewers should understand that they must take good care of their body and their mind to increase their mindfulness at work.</p>	8

Recibir opiniones del equipo por parte de personas externas (Parte 8 de 12)	SVL_102060_es-ES	Leadership and Management	<p>Bienvenido al octavo vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Para adquirir más conocimientos sobre tu equipo, puede que quieras recibir comentarios de otras personas. Esta lección en vídeo te guía paso a paso sobre cuál es la mejor manera de obtener comentarios de personas que hayan trabajado o ayuden actualmente a tu equipo.</p>	5
Organizational Conflicts of Interest (OCI) in Government Procurement	SVL_1020600	Employment Liability	<p>Welcome to the "OCIs in Government Procurement" video lesson intended to educate learners on what organizational conflicts of interest are and why they matter. This lesson is the first of two in the two-part "Organizational Conflicts of Interest (OCIs)" series, and it defines OCI through the lens of federal procurements. During this lesson, viewers will also be introduced to the three types of OCI and learn about vendor responsibilities in addressing OCIs.</p>	7
Entrevista a tu equipo (Parte 9 de 12)	SVL_102061_es-ES	Leadership and Management	<p>Bienvenido al noveno vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Como supervisor, tendrás que realizar una entrevista introductoria con cada miembro del equipo. Es una buena oportunidad para conocerlos mejor y descubrir lo que pueden aportar. Esta lección en vídeo te ayuda a comprender qué preguntar y compartir con cada miembro del equipo.</p>	5
Observa a tu equipo en acción (Parte 10 de 12)	SVL_102062_es-ES	Leadership and Management	<p>Bienvenido al décimo vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Un aspecto de conocer a tu equipo es comprender mejor las responsabilidades y funciones de cada miembro. Observar cómo trabaja cada miembro es fundamental para ti y para todo el equipo. Puedes aprender un montón observando o acompañando a los miembros del equipo en un día normal de trabajo. Esta lección en vídeo te mostrará cómo hacerlo.</p>	6
Employee Retention (Part 1 of 7): Building a High-Performance Work System	SVL_1020620	Employment Liability	<p>Welcome to the "Employee Retention: Building a High-Performance Work System" video lesson meant to explain what a high-performance work system is and why it's important. This video lesson is the first of seven in the "Boosting Employee Retention" video course, which provides actionable advice on how to hold on to your organization's high-performing employees. In this lesson, learners will come to understand how high-performance work systems relate to employee retention. Viewers will also learn about key theories regarding employee satisfaction and motivation—and lack thereof.</p>	8

Desarrolla un plan estratégico de equipo (Parte 11 de 12)	SVL_102063_es-ES	Leadership and Management	<p>Bienvenido al undécimo vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Como supervisor, necesitas una lista de instrucciones que seguir si quieres ser un líder y supervisor de equipo eficaz. Esta lección en vídeo te mostrará cómo hacer uso de la compartición de ideas, el análisis DAFO y el enfoque A-B-C para crear una planificación estratégica eficaz del equipo.</p>	6
Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover	SVL_1020630	Employment Liability	<p>Welcome to the "Employee Retention: Costs and Causes of Employee Turnover" video lesson intended to help learners calculate their organization's turnover rate and the associated costs. This video lesson is the second of seven in the "Boosting Employee Retention" video course, which provides actionable advice on how to hold on to your organization's high-performing employees. Throughout this lesson, learners will focus on major factors to consider in computing the cost of turnover. In addition, viewers will learn five major reasons why employees decide to leave and possible solutions for those issues.</p>	8
Qué errores evitar (Parte 12 de 12)	SVL_102064_es-ES	Leadership and Management	<p>Bienvenido al duodécimo vídeo de doce de la serie sobre los fundamentos del supervisor. No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. ¿No sería genial poder evitar cometer el mismo tipo de errores que han cometido en el pasado otros líderes en tu mismo puesto? Esta lección en vídeo te ayudará a tomar las decisiones correctas y señala errores sencillos que debes evitar. También trata la importancia de mantener un equilibrio apropiado entre tu trabajo y tus empleados.</p>	6
Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data	SVL_1020640	Employment Liability	<p>Welcome to the "Employee Retention: Compiling Employee Satisfaction Data" video lesson meant to reinforce the importance of collecting and analyzing employee satisfaction data. This video lesson is the third of seven in the "Boosting Employee Retention" video course, which provides actionable advice on how to hold on to your organization's high-performing employees. During this lesson, learners will receive recommendations for the two best options for gathering employee satisfaction data: exit interviews and employee surveys.</p>	7
Employee Retention (Part 4 of 7): Essential Factors	SVL_1020650	Employment Liability	<p>Welcome to the "Employee Retention: Essential Factors" video lesson intended to highlight elements that can critically affect employee retention. This video lesson is the fourth of seven in the "Boosting Employee Retention" video course, which provides actionable advice on how to hold on to your organization's high-performing employees. In this lesson, viewers will learn about factors that can be used to supplement their compensation plan and that can drive retention. Ultimately, learners should understand that having a fair and structured compensation plan is an essential component of a retention plan but isn't enough on its own.</p>	7

Employee Retention (Part 5 of 7): Pay for Performance Plans	SVL_1020660	Employment Liability	Welcome to the "Employee Retention: Pay for Performance Plans" video lesson meant to explore how PFP plans can help improve employee retention. This video lesson is the fifth of seven in the "Boosting Employee Retention" video course, which provides actionable advice on how to hold on to your organization's high-performing employees. During this video lesson, viewers will learn the definition of pay for performance and review three types of PFP plans. In the end, learners should understand what a PFP plan must include to be truly effective in driving retention.	8
Employee Retention (Part 6 of 7): Promoting Work-Life Balance	SVL_1020670	Employment Liability	Welcome to the "Employee Retention: Promoting Work-Life Balance" video lesson intended to emphasize the relationship between employee retention and an organization's commitment to work-life balance. This video lesson is the sixth of seven in the "Boosting Employee Retention" video course, which provides actionable advice on how to hold on to your organization's high-performing employees. Throughout this lesson, viewers will learn the importance of creating an individual approach to work-life balance as opposed to a strictly systems approach. Learners will also receive tips for improving employee work-life balance and maintaining a culture that supports that value.	7
Employee Retention (Part 7 of 7): Advanced Strategies	SVL_1020680	Employment Liability	Welcome to the "Employee Retention: Advanced Strategies" video lesson meant to provide useful ideas for improving employee retention. This video lesson is the last of seven in the "Boosting Employee Retention" video course, which provides actionable advice on how to hold on to your organization's high-performing employees. In this lesson, learners will become aware of the importance of a good supervisor in retaining employees. In addition, viewers will learn about the roles of outcome fairness, job enrichment, and empowerment in retention and examine examples of creative retention strategies from Fortune's "100 Best Companies to Work For."	8
Establishing a Respected Chain of Command	SVL_1020780	Leadership and Management	Welcome to the "Establishing a Respected Chain of Command" video lesson meant to reinforce the importance of ensuring all employees respect an organization's chain of command. This lesson, which is the second of two in the "Maintaining an Effective Chain of Command" series, reiterates why it's necessary to have a chain of command in place to ensure a healthy workplace. In addition, it describes what happens when the chain of command isn't respected and explains how it's possible to have a chain of command as well as an open-door policy.	7
10 Benefits of Daily Routines	SVL_1021180	Business Skills	Welcome to the '10 Benefits of Daily Routines' video lesson meant to describe how having a routine can make your life better. This lesson is the first of three in the 'Creating an Effective Daily Routine' video course meant to explain how to add structure to your day to improve your organization and productivity. From this lesson, learners will see how routines can help you develop good habits, attain greater efficiency, and reduce your stress levels. If you follow your routine, you will see dramatic improvements in your lifestyle, mental health, and work performance.	7

Developing Your Daily Routine	SVL_1021190	Business Skills	Welcome to the 'Developing Your Daily Routine' video lesson that describes how to formulate, organize, and hone your daily routine. This lesson is the second of three in the 'Creating an Effective Daily Routine' video course meant to explain how to add structure to your day to improve your organization and productivity. The process may seem obvious, but it's useful to follow the steps from this lesson and intentionally work through your day and add structure. After viewing this lesson, learners will understand the process for brainstorming and putting together your schedule of activities.	6
Tips for Sticking to Your Routine	SVL_1021200	Business Skills	Welcome to the 'Tips for Sticking to Your Routine' video lesson that walks you through a typical day and provides methods for maximizing your happiness and productivity with a good routine. This lesson is the final of three in the 'Creating an Effective Daily Routine' video course meant to explain how to add structure to your day to improve your organization and productivity. Viewers will learn actionable tips, such as leaving work at work and exercising well before bedtime. By breaking down the day into three sections—morning, work, and evening—you'll see how to structure your day to make your routine as effective as possible.	7
Creating an Effective Daily Routine	SVL_1021210	Business Skills	Welcome to the 'Creating an Effective Daily Routine' video course meant to explain how to add structure to your day to improve your organization and productivity. This course comprises three video lessons that lay out the benefits of having a daily routine, how to develop a personal routine, and tips to help you adhere to your schedule. Have you ever felt overwhelmed by the amount of work you have to do? Well, a routine is a sequence of actions you consistently follow to help relieve your anxiety and get you through the day having accomplished everything you set out to do. After viewing these lessons, you won't be able to deny the correlation between having a routine and getting your work done efficiently. This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-TXF3P and HRCI Activity ID: #376704	20
Understanding Employee Motivation	SVL_1021230	Leadership and Management	Welcome to the 'Understanding Employee Motivation' video lesson meant to convey how knowing what employees value can improve how you give recognition. This lesson is the second of four in the 'Motivating Employees with Recognition' video course meant to describe the importance of recognition for improving employee morale and work performance. From this lesson, leaders will learn how to ask the right questions to pin down the extrinsic and intrinsic factors that motivate their employees. By acquiring this critical information, leaders will be able to better serve their employees and foster greater productivity and a positive work culture.	8

New Supervisor Fundamentals	SVL_102126	Leadership and Management	<p>Welcome to our twelve-part video course on supervisor fundamentals! Sixty percent of frontline managers fail within the first two years in their role. Twenty-six percent felt they were not ready for the role, and 58 percent reported receiving no management training. What can you do to turn these numbers around? A crucial element to success is training as you, as a newly promoted supervisor, transition to roles that require new and frequently unfamiliar skills and competencies. Learning objectives include the beginning stages of the transition, leadership and communication, traits of effective supervisors, establishment of credibility and trust, transition from buddy to boss, and team meetings. This course also covers learning team members' roles and duties, obtaining feedback from others, conducting team interviews, observing your new team in action, developing a team strategic plan, and avoiding common pitfalls. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #18-5CATJ and HRCI Activity ID: #344402</p>	67
Fundamentos del Supervisor	SVL_102126_es-ES	Leadership and Management	<p>No importa si te dedicas al sector de minoristas, sanidad, manufacturación, servicios financieros o cualquier otro, estas lecciones en vídeo te ayudarán rápidamente a ponerte al día con tus dos funciones principales como supervisor: crear un equipo de alto rendimiento y crear un excelente espacio de trabajo para tus empleados. Seas nuevo o te hayan ascendido recientemente, o simplemente nunca has recibido una formación básica, dispones de todo tipo de oportunidades de crecimiento personal y profesional.</p>	67
Motivating Employees with Recognition	SVL_1021260	Leadership and Management	<p>Welcome to the 'Motivating Employees with Recognition' video course meant to describe the importance of recognition for improving employee morale and work performance. This course comprises four video lessons that cover topics ranging from the benefits of showing appreciation to the common barriers to providing that recognition. Throughout these lessons, leaders will come to realize why, if their business is to be successful, they can't take their employees for granted. It's vital that leaders take the time to recognize their employees in a personal, specific manner. This requires careful questioning and research to ensure each employee feels understood and valued. After completing this course, leaders will have the tools necessary to leverage the power of recognition and motivate their employees. This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-HEGZG and HRCI Activity ID: #376703</p>	30

Dealing With Angry People (Part 1 of 5): When Someone is Angry	SVL_102127	Leadership and Management	Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to deal with angry people. And you need to do it without getting angry yourself, which is no easy task. Like anything else, it's something you can learn to do...and do well. This is the first video in a series of five and is designed to show you the skills on how to properly act when somebody is acting unreasonably. The series list is included as a reference to the suggested viewing order.	5
Dealing With Angry People (Part 2 of 5): Unavoidable Truths	SVL_102128	Leadership and Management	Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to deal with angry people. And you need to do it without getting angry yourself, which is no easy task. Like anything else, it's something you can learn to do ... and do well. This is the second video in a series of five and covers the truths of an angry person and how to deal with the situation rationally. The series list is included as a reference to the suggested viewing order.	5
Dealing With Angry People (Part 3 of 5): Maintaining Self-Control	SVL_102129	Leadership and Management	Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to deal with angry people. And you need to do it without getting angry yourself, which is no easy task. Like anything else, it's something you can learn to do...and do well. This is the third video in a series of five and is designed to show you how to create emotional distance by "stepping back to stay on top" of the situation. The series list is included as a reference to the suggested viewing order.	6
Identifying the Causes of Conflicts	SVL_1021290	Business Skills	Welcome to the "Identifying the Causes of Conflicts" video lesson intended to address the factors that can bring about conflict at work. This video lesson is the second of seven in the "Developing Conflict Resolution Skills" video course, which helps learners productively navigate and resolve conflict situations. During this lesson, learners will examine nine common causes of workplace conflict and consider the fact that conflict can have both positive and negative outcomes depending on how it's handled.	7
Dealing With Angry People (Part 4 of 5): Easy Process to Resolve Anger	SVL_102130	Leadership and Management	Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to deal with angry people. And you need to do it without getting angry yourself, which is no easy task. Like anything else, it's something you can learn to do...and do well. This is the fourth video in a series of five and discusses the ways, as a management representative, to deal with and act professionally in a heated situation. The series list is included as a reference to the suggested viewing order.	7
Dealing With Angry People (Part 5 of 5): What to Do in Special Circumstances	SVL_102131	Leadership and Management	Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to deal with angry people. And you need to do it without getting angry yourself, which is no easy task. Like anything else, it's something you can learn to do... and do well. This is the fifth video in a series of five and talks about the root causes of angry people and the right steps to take when the situation gets taken to a threatening or abusive level. The series list is included as a reference to the suggested viewing order.	6

Conflict Resolution	SVL_1021350	Business Skills	Welcome to the "Conflict Resolution" video course intended to help learners productively navigate and resolve conflict situations. This course, which comprises seven video lessons, defines conflict and describes common causes of workplace conflict. In addition, it explains how to apply the Thomas-Kilmann Conflict Mode Model to generate a win-win conflict resolution. Finally, viewers will learn how to deal with conflict fairly and ethically. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-KG27P and HRCI Activity ID: #376697	45
Performance Management	SVL_1021460	Leadership and Management	Welcome to the "Performance Management" video course meant to teach managers how to help their subordinates reach their highest potential. This course, which comprises four video lessons, describes the components of a performance management system and explains how to set SMART goals for performance management. In addition, viewers will learn how to hold effective coaching conversations with their employees. Ultimately, learners should understand why performance management is one of management's primary responsibilities and why it makes such a difference to organizational results. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-U9PF2 and HRCI Activity ID: #376699	30
Communicating Through Body Language (Part 1 of 5): Introduction	SVL_102149	Business Skills	Welcome to our Advanced Supervisor series on body language, which is the process of communicating nonverbally. There are three primary learning objectives in this series: 1) learn how to better read others using scanning techniques, 2) eliminate your own negatives, and 3) learn to better control your own body language. This is the first video in a series of five, and it's designed to explain what body language is. It also sets you up for the remaining videos in the series. The series list is included as a reference to the suggested viewing order.	6
Communicating Through Body Language (Part 2 of 5): Position	SVL_102150	Business Skills	Welcome to our Advanced Supervisor series on body language, which is the process of communicating nonverbally. There are three primary learning objectives in this series: 1) learn how to better read others using scanning techniques, 2) eliminate your own negatives, and 3) learn to better control your own body language. This is the second video in a series of five, and it covers "proxemics," which is how we handle physical space around us. This lesson also introduces us to the body location scan. The series list is included as a reference to the suggested viewing order.	7

Communicating Through Body Language (Part 3 of 5): Movement	SVL_102151	Business Skills	Welcome to our Advanced Supervisor series on body language, which is the process of communicating nonverbally. There are three primary learning objectives in this series: 1) learn how to better read others using scanning techniques, 2) eliminate your own negatives, and 3) learn to better control your own body language. This is the third video in a series of five, and it discusses how the body movement and body position scans give you a structure to analyze the body language you see in others. This will help you begin thinking about what image you're projecting. The series list is included as a reference to the suggested viewing order.	7
Communicating Through Body Language (Part 4 of 5): At Work	SVL_102152	Business Skills	Welcome to our Advanced Supervisor series on body language, which is the process of communicating nonverbally. There are three primary learning objectives in this series: 1) learn how to better read others using scanning techniques, 2) eliminate your own negatives, and 3) learn to better control your own body language. This is the fourth video in a series of five, and it's designed to help you apply what you've learned about body language to what you encounter at work. The series list is included as a reference to the suggested viewing order.	7
Communicating Through Body Language (Part 5 of 5): Reading	SVL_102153	Business Skills	Welcome to our Advanced Supervisor series on body language, which is the process of communicating nonverbally. There are three primary learning objectives in this series: 1) learn how to better read others using scanning techniques, 2) eliminate your own negatives, and 3) learn to better control your own body language. This is the fifth video in a series of five, and it provides practice scenarios you can use to better read what's going on around you and adapt your response accordingly. The series list is included as a reference to the suggested viewing order.	7
Creating Development Plans	SVL_1021570	Business Skills	Welcome to the "Creating Development Plans" video course meant to guide learners in their quest to develop themselves personally and professionally. This course, which comprises three video lessons, identifies main tasks that must be completed to be effective in development planning. In addition, it provides a seven-step checklist for creating a development plan, as well as general tips for making that development plan successful. This program is valid for 2.5 PDCs for the SHRM-CP or SHRM-SCP and 2.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-SRNJ9 and HRCI Activity ID: #376682	20
Managing Stress (Part 1 of 6): Understanding Stress at Work	SVL_102166	Business Skills	Welcome to the Managing Stress series. Understanding Stress at Work, the first lesson of six, describes the types of stress and explains how stress can hurt organizations. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with. Organizations can reduce workplace stressors for their employees, and employees can minimize their stress even when they're in a stressful environment. This six-part series will teach you how to handle the normal stress of daily work and give you tips on how to remove the causes of debilitating stress. The series list is included as a reference to the suggested viewing order.	6

Managing Stress (Part 2 of 6): Are You Stressed?	SVL_102167	Business Skills	Welcome to the Managing Stress series. Are You Stressed?, the second lesson of six, is designed to help you understand stressors and teach you how to approach different types of stress. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with. Organizations can reduce workplace stressors for their employees, and employees can minimize their stress even when they're in a stressful environment. This six-part series will teach you how to handle the normal stress of daily work and give you tips on how to remove the causes of debilitating stress. The series list is included as a reference to the suggested viewing order.	6
Managing Stress (Part 3 of 6): How to Reduce Anxiety	SVL_102168	Business Skills	Welcome to the Managing Stress series. How to Reduce Anxiety, the third lesson of six, is designed to help you ignore what you have no control over, minimize your worry, and address what you CAN handle. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with. Organizations can reduce workplace stressors for their employees, and employees can minimize their stress even when they're in a stressful environment. This six-part series will teach you how to handle the normal stress of daily work and give you tips on how to remove the causes of debilitating stress. The series list is included as a reference to the suggested viewing order.	6
Managing Stress (Part 4 of 6): How to Handle Unavoidable Stress	SVL_102169	Business Skills	Welcome to the Managing Stress series. How to Handle Unavoidable Stress, the fourth lesson of six, provides various suggestions on how to avoid and reduce everyday stressors. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with. Organizations can reduce workplace stressors for their employees, and employees can minimize their stress even when they're in a stressful environment. This six-part series will teach you how to handle the normal stress of daily work and give you tips on how to remove the causes of debilitating stress. The series list is included as a reference to the suggested viewing order.	6
Managing Stress (Part 5 of 6): Leadership and Stress	SVL_102170	Leadership and Management	Welcome to the Managing Stress series. Leadership and Stress, the fifth lesson of six, provides tips to help you keep stress at the right level by teaching workers how to deal with the unavoidable stress they encounter. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with. Organizations can reduce workplace stressors for their employees, and employees can minimize their stress even when they're in a stressful environment. This six-part series will teach you how to handle the normal stress of daily work and give you tips on how to remove the causes of debilitating stress. The series list is included as a reference to the suggested viewing order.	6
Managing Stress (Part 6 of 6): Dealing With Stress at Work	SVL_102171	Business Skills	Welcome to the Managing Stress series. Dealing with Stress at Work, the last lesson of six, provides a process for tackling unavoidable stressful tasks. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with. Organizations can reduce workplace stressors for their employees, and employees can minimize their stress even when they're in a stressful environment. This six-part series will teach you how to handle the normal stress of daily work and give you tips on how to remove the causes of debilitating stress. The series list is included as a reference to the suggested viewing order.	6

Job Satisfaction (Part 1 of 2): Why Do People Hate Their Jobs?	SVL_102179	Business Skills	Welcome to the Job Satisfaction programs. This is the first video in a program of two and covers the common reasons why people may hate their jobs. Watch and then ask yourself if any of the reasons sound familiar to you! When it comes to hating your job, it's not so much what to do. It's what NOT to do. This two-part program will show you the reasons why 15 to 70% of people dislike their job and how you can change your attitude to make your work more enjoyable. The program list is included as a reference to the recommended viewing order.	7
Job Satisfaction (Part 2 of 2): What to Do When You Hate Your Job?	SVL_102180	Business Skills	Welcome to the Job Satisfaction programs. This is the second and final video and is designed to help you turn your job attitude around. You can either do something about your problems, or accept them and move on. When it comes to hating your job, it's not so much what to do. It's what NOT to do. This two-part program will show you the reasons why 15 to 70% of people dislike their job and how you can change your attitude to make your work more enjoyable. The program list is included as a reference to the recommended viewing order.	7
Workplace Mental Health	SVL_1021830	Business Skills	Welcome to the "Workplace Mental Health" video course, which describes how to set an organizational culture that supports mental health. This course, comprising six video lessons, highlights the pervasiveness of mental illness and conveys mental illness warning signs, risk factors, and coping skills. In addition, this course explains how to create a healthy workplace and appropriately intervene in the case of a crisis situation at work. Ultimately, learners should understand that mental illness is a medical condition that doesn't discriminate and is nothing to be ashamed of. What can you do to help crush the stigma? This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-2YP6X and HRCI Activity ID: #376707	42
All About Details (Part 1 of 2): Paying Attention to Detail	SVL_102186	Business Skills	Welcome to the All About Details series of video lessons. This is the first video in a program of two, and it covers the issues that arise when you don't pay attention to detail. The failure to anticipate or correct some small problem up front can ultimately result in a major catastrophe. This two-part series will help you understand how to best concentrate on the task at hand and be alert for details in the future. The series list is included as a reference to the recommended viewing order.	6
All About Details (Part 2 of 2): How to NOT Miss the Details!	SVL_102187	Business Skills	Welcome to the All About Details series of video lessons. This is the second and final video of the series, and it provides tips on how to build the right habits, as well as have the discipline to follow them--all the time, every time. The failure to anticipate or correct some small problem up front escalates until it can ultimately result in a major catastrophe. This two-part series will help you understand how to best concentrate on the task at hand and be alert for details in the future. The series list is included as a reference to the recommended viewing order.	7

Ethics Essentials: Conflicts of Interest	SVL_1021920	Employment Liability	Welcome to 'Conflicts of Interest,' a video lesson that describes how conflicting interests represent an ethical issue. This lesson is the second of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. During this lesson, viewers will learn about common examples of conflicts of interest and contemplate how to address such ethical issues in the workplace.	6
Ethics Essentials: Honesty and Integrity and Whistleblowing	SVL_1021930	Employment Liability	Welcome to 'Honesty and Integrity and Whistleblowing,' a video lesson that explains the last two of the five main ethics issues addressed in this video course. This lesson is the third of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. Throughout this lesson, viewers will learn the importance of maintaining honesty and integrity at work and learn how to recognize warning signs of an unethical organizational culture. In addition, learners will come to realize the ethical imperative to be a whistleblower when organizations are acting unethically and/or illegally.	8
Ethics Essentials: Ethical Communication	SVL_1021940	Employment Liability	Welcome to 'Ethical Communication,' a video lesson that describes how miscommunications occur, ways they negatively impact workplace relationships and reputations, and methods for mitigating them. This lesson is the fourth of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. Part of having a healthy work culture is having healthy communication. When individuals fail to communicate in a forthright and clear manner, the consequences can be disastrous for everyone involved. After viewing this lesson, learners should have a better understanding of how to communicate more effectively and avoid miscommunications altogether.	6
Ethics Essentials: Connecting Your Values to Your Career	SVL_1021950	Employment Liability	Welcome to 'Connecting Your Values to Your Career,' a video lesson that covers how personal and organizational ethics can—and should—fit together. This lesson is the fifth of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. From this lesson, viewers will see how aligning organizational and personal values helps employees feel more engaged at work. For example, viewers will learn about how embodying the six core ethical values—including respect, caring, and citizenship—will improve both how you view yourself and how you're viewed by others. In other words, being ethical strengthens your character and improves your professional reputation. By the end of this lesson, viewers will understand how both organizations and their employees can benefit from behaving ethically.	7
12 Tips for Ensuring GDPR Compliance	SVL_1022410	Employment Liability	Welcome to 12 Tips for Ensuring GDPR Compliance, a video lesson that covers 12 topics to consider when becoming compliant with the GDPR. This lesson is the final of two in the Understanding the General Data Protection Regulation (GDPR) series. Because this is a big change from the previous 1995 Data Protection Directive, it's critical to be up to date on the current standards for personal data protection and privacy. From this lesson, learners will learn about things like the importance of having and documenting a lawful basis for processing personal data. By heeding these tips, your clients' personal data will be safer and more secure. Keywords: data security, IT security, data protection	7

Management Basics	SVL_1022440	Leadership and Management	Welcome to the 'Management Basics' video course meant to lay the foundation for understanding what it means to be and succeed as a manager in any organization. This course comprises four video lessons that provide an overview of management theory, describe the different managerial levels, and explain a variety of leadership do's and don'ts. After completing this course, learners will have a greater appreciation for how far management training has progressed in the last century, as well as a greater understanding of what it takes to be an effective manager. If you're a leader, or have aspirations to become one, this is the course for you.	31
Evolution of Management Theory	SVL_1022450	Leadership and Management	Welcome to the 'Evolution of Management Theory' video lesson meant to elucidate the history of the field of management training and how we think about the purpose of manager in general. This lesson is the first of four in the 'Management Basics' video course meant to lay the foundation for understanding what it means to be and succeed as a manager in any organization. There have been four significant movements in management over the last century or so, from a focus on science to a focus on people. All three of these movements play an integral role in how we conceive modern management.	8
Four Levels of Management	SVL_1022460	Leadership and Management	Welcome to the 'Evolution of Management Theory' video lesson meant to elucidate the history of the field of management training and how we think about the purpose of manager in general. This lesson is the first of four in the 'Management Basics' video course meant to lay the foundation for understanding what it means to be and succeed as a manager in any organization. There have been four significant movements in management over the last century or so, from a focus on science to a focus on people. All three of these movements play an integral role in how we conceive modern management.	8
Essential Management Skills	SVL_1022470	Leadership and Management	Welcome to 'Essential Management Skills,' a video lesson that covers the variety of skills necessary to be an effective manager. This lesson is the third of four in the 'Management Basics' video course meant to lay the foundation for understanding what it means to be and succeed as a manager in any organization. You need to know the ins and outs of how your industry works, and you also need to be able to communicate clearly with all your employees. You need to be able to motivate and encourage your employees, and you also need to be able to think critically about how you can improve your current processes. From technical skills to motivational techniques, this lesson explains the importance of being well-rounded as a leader.	8
Common Mistakes of Managers	SVL_1022480	Leadership and Management	Welcome to 'Common Mistakes of Managers,' a video lesson that describes how you can derail your own career as a manager through ten common errors. This lesson is the final of four in the 'Management Basics' video course meant to lay the foundation for understanding what it means to be and succeed as a manager in any organization. Do you over-manage your employees? Have you ever been accused of being too dependent on others? If so, chances are, you might be a derailer. Derailers are managers who make mistakes that hold them back and prevent them from arriving at the top of their organizations. What's keeping you from arriving? Check out this video lesson to find out.	7

Benefits of Effective Time Management	SVL_1022500	Business Skills	Welcome to the "Benefits of Effective Time Management" video lesson intended to help learners understand why developing time management skills is important. This video lesson is the second of five in the "Time Management Essentials" video course, which conveys the basics of effective time management. During this lesson, learners will become familiar with the benefits of exercising proper time management. Plus, viewers will learn the difference between "efficient" and "effective" and see why effectiveness is favored over efficiency when it comes to time management.	6
Setting Time Management Goals	SVL_1022510	Business Skills	Welcome to the "Setting Time Management Goals" video lesson meant to walk learners through the process of creating goals for managing their time. This video lesson is the third of five in the "Time Management Essentials" video course, which conveys the basics of effective time management. In this lesson, viewers will learn why goal setting is a crucial step in order to become an effective time manager. Learners will also discover key steps for setting time management goals and review the SMART criteria required to make those goals truly effective.	5
Prioritizing To-Do's	SVL_1022520	Business Skills	Welcome to the "Prioritizing To-Do's" video lesson intended to help learners organize their required tasks based on priority. This video lesson is the fourth of five in the "Time Management Essentials" video course, which conveys the basics of effective time management. Throughout this lesson, viewers will learn the difference between "urgency" and "importance" and discover how to assign these designations to particular to-do's. Then, learners will see how to list all tasks that must be accomplished and rank them based on their urgency and importance.	7
Time Management Essentials	SVL_1022540	Business Skills	Welcome to the "Time Management Essentials" video course intended to teach learners the basics of effective time management. This course, which comprises five video lessons, describes how to think about time as a valuable resource. It also explains the benefits of developing time management skills and differentiates between "efficient" and "effective" when it comes to time management. Finally, this course covers the key steps in the time management process: setting time management goals, prioritizing to-do's, scheduling tasks, and working the plan. Ultimately, learners should feel capable of improving their time management skills, so they can devote their time to the things that matter most to them. This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-MH44G and HRCI Activity ID: #378783.	30
Developing Empathy	SVL_1022550	Business Skills	Welcome to the "Developing Empathy" video lesson meant to show learners how to become more empathetic at work and in life. This video lesson is the first of two in the two-part "Empathy as a Soft Skill" series. In this lesson, viewers will learn what empathy is and differentiate it from sympathy. In addition, learners will become familiar with a specific process for treating others with empathy at work.	7

Bridging the Empathy Disconnect	SVL_1022560	Business Skills	Welcome to the "Bridging the Empathy Disconnect" video lesson intended to highlight what NOT to do in your efforts to be empathetic at work. This video lesson is the second of two in the two-part "Empathy as a Soft Skill" series. Throughout this lesson, viewers consider two basic categories of non-empathetic people and learn how they miss the mark when it comes to empathizing with others. If learners understand where people often go wrong in showing empathy, they'll be able to bridge the empathy gap and truly identify with the thoughts, feelings, and attitudes of others.	6
The Interviewing Process	SVL_102258	Employment Liability	Welcome to our seven-part video course on the interviewing process! When organizations decide to reject a prospective employee, it's not always because the applicant was the wrong person. Sometimes it's because it was a bad interview. As a result, managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video course will help you put a solid process in place and provide the best interview, not just for the potential employee or yourself, but for your company as a whole. Learning objectives include understanding the psychology of hiring, documenting job requirements, determining required competencies, developing interview questions, conducting an interview, interviewing tips, and how to stay out of trouble when interviewing. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-NVUWZ and HRCI Activity ID: #376424.	46
Generation Z in the Workplace	SVL_1022650	Business Skills	Welcome to the "Generation Z in the Workplace" video lesson meant to explain how employers can effectively recruit, motivate, and manage Gen Z employees. Throughout this lesson, learners will understand more about the way that Gen Zers work, including what makes them want to stay at a job longer and what they want to get out of a job personally and professionally. Finally, viewers will learn what it takes to work well with Gen Z as this new generation steadily joins the workforce.	7
Managing Organizational Politics	SVL_1022700	Employment Liability	Welcome to the "Managing Organizational Politics" video lesson intended to highlight the causes and effects of politics in the office. Throughout this standalone lesson, viewers will learn what office politics are and become familiar with some factors that contribute to the rise of politics at work. In addition, learners will examine the positive and negative effects of organizational politics and check out ways to ensure employees are leveraging office politics in a way that's positive for the organization.	9
Time Management: Interruptions	SVL_1022710	Business Skills	Welcome to the "Time Management: Interruptions" video lesson meant to help learners maintain control over their time when interruptions attempt to throw them off track. This video lesson is the first of six in the "Overcoming Barriers to Time Management" video course, which describes how to deal with common time management hindrances. In this lesson, learners will become familiar with tips for managing workplace interruptions. In addition, viewers will learn some routine behaviors to adopt in order to minimize the negative impact of interruptions.	6

Time Management: Phone Calls	SVL_1022720	Business Skills	Welcome to the "Time Management: Phone Calls" video lesson intended to explain ways to manage your time while making and receiving phone calls. This video lesson is the second of six in the "Overcoming Barriers to Time Management" video course, which describes how to deal with common time management hindrances. During this lesson, viewers will learn how to use screening to manage incoming calls and how to conduct outgoing calls efficiently. Plus, learners will become familiar with key tips for being as productive as possible while on the phone.	7
Time Management: Meetings	SVL_1022730	Business Skills	Welcome to the "Time Management: Meetings" video lesson meant to help you make the most of time spent in meetings. This video lesson is the third of six in the "Overcoming Barriers to Time Management" video course, which describes how to deal with common time management hindrances. Throughout this lesson, viewers will learn the difference between Type A meetings and Type B meetings and discover how to manage their time in each.	7
Time Management: Time Differences	SVL_1022750	Business Skills	Welcome to the "Time Management: Time Differences" video lesson meant to guide learners in managing time while working in the global village. This video lesson is the fifth of six in the "Overcoming Barriers to Time Management" video course, which describes how to deal with common time management hindrances. During this lesson, viewers will learn strategies for managing their time all while meeting global business needs. Learners will also become familiar with key tips for helping support others' time management efforts across time zones.	6
Time Management: Procrastination	SVL_1022760	Business Skills	Welcome to the "Time Management: Procrastination" video lesson intended to help learners defeat their tendency to procrastinate. This video lesson is the last of six in the "Overcoming Barriers to Time Management" video course, which describes how to deal with common time management hindrances. Throughout this lesson, learners will consider common causes of procrastination and learn helpful hints for managing their time effectively in spite of those factors. Plus, viewers will come to realize why procrastination is so bad—and why being timely is so important.	6
Overcoming Barriers to Time Management	SVL_1022770	Business Skills	Welcome to the "Overcoming Barriers to Time Management" video course intended to teach learners how to deal with common time management hindrances. This course, which comprises six video lessons, explains how to practice time management in the face of time gobblers such as interruptions, phone calls, meetings, business trips, and time differences. In addition, viewers will learn the typical causes of procrastination—and how to combat them. Ultimately, learners should feel confident in their ability to take control of their time and be truly productive at work. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-CDNYK and HRCI Activity ID: #378785	38

Going Green: Personal Tips	SVL_1022820	Business Skills	Welcome to the "Going Green: Personal Tips" video lesson meant to describe how to adopt a more sustainable mindset and break wasteful habits. This lesson is the fifth of six in the "Going Green" video course meant to help you and your organization become eco-friendlier—from your policies to the frontline workers. By using reusable containers and conducting business online, you will be able to reduce your carbon footprint and become environmentally conscious. Overall, viewers will learn how to live by the circular economic model and adhere to the five R's.	8
Vulnerability as a Leadership Strength	SVL_1022850	Leadership and Management	Welcome to "Vulnerability as a Leadership Strength," a video lesson meant to explain how being vulnerable can help you become a more relatable and effective leader. Being vulnerable doesn't simply mean you're susceptible to being wounded. On the contrary, as a leadership trait, vulnerability is a sign of courage and strength. From this lesson, viewers will come to understand the tangible benefits of being vulnerable, from increased teamwork to higher engagement.	8
Becoming a Vulnerable Leader	SVL_1022860	Leadership and Management	Welcome to "Becoming a Vulnerable Leader," a video lesson meant to describe the transformative process of becoming a more self-aware, open, and vulnerable leader. From doing a self-analysis to accepting help, the transition to becoming a vulnerable leader is tough yet rewarding. After completing this lesson, viewers will be able to become a leader who is candid about their failings and open to feedback from others. If done properly, that transformative process will help to shape the rest of the organization's employees as well and create a positive, productive work environment.	6
Finance for Everyone Toolkit: Core Concepts	SVL_1022870	Business Skills	Welcome to the "Finance for Everyone Toolkit: Core Concepts" video lesson intended to introduce learners to the most basic elements of finance. During this lesson, viewers will learn what finance is, explore the primary categories of finance, and consider the role of finance in business. In addition, learners will become familiar with some core concepts in finance: budgeting, borrowing, lending, saving, and investing. This video lesson is part of the "Finance for Everyone Toolkit," which provides non-financial employees with foundational knowledge on finance topics.	7
Finance for Everyone Toolkit: Generally Accepted Accounting Principles	SVL_1022890	Business Skills	Welcome to the "Finance for Everyone Toolkit: Generally Accepted Accounting Principles" video lesson intended to highlight the basic principles and assumptions that are required in accounting. Throughout this lesson, viewers will become familiar with GAAP's key principles, as well as the three qualities that each organization's financial information must embody. This video lesson is part of the "Finance for Everyone Toolkit," which provides non-financial employees with foundational knowledge on finance topics. (Keyword: GAAP)	9
Finance for Everyone Toolkit: Budgeting	SVL_1022900	Business Skills	Welcome to the "Finance for Everyone Toolkit: Budgeting" video lesson meant to guide learners in creating a strong and effective budget that allows them to spend their money on the things that matter most to them. In this lesson, viewers will learn what a budget is and why it's useful. Plus, learners will explore the key steps for creating a meaningful budget. This video lesson is part of the "Finance for Everyone Toolkit," which provides non-financial employees with foundational knowledge on finance topics.	8

Building Great Relationships: At Work	SVL_102291	Business Skills	Welcome to our five-part video series on Building Great Relationships. This video lesson covers the basics of successful relationships and how relationships need to be based on meaningful communication. Among other things, a relationship is "the WAY in which two or more people, or organizations, regard and behave towards each other." Ultimately, your success or failure in relationship-building depends on your ability to successfully reach out to a wide range of people. That is what this video series is all about.	7
Building Great Relationships: With Co-Workers	SVL_102292	Business Skills	Welcome to our five-part video series on Building Great Relationships. This video lesson shows you what to look for in a co-worker. It also shows you how being more personal, more considerate, and more positive will benefit your relationships. Among other things, a relationship is "the WAY in which two or more people, or organizations, regard and behave towards each other." Ultimately, your success or failure in relationship-building depends on your ability to successfully reach out to a wide range of people. That is what this video series is all about.	6
Building Great Relationships: With Bosses	SVL_102293	Business Skills	Welcome to our five-part video series on Building Great Relationships. This video lesson is designed to help you understand what it takes to build a stronger relationship with your higher-ups and provides a great strategy for letting your bosses know that you are ready for the next job higher up. Among other things, a relationship is "the WAY in which two or more people, or organizations, regard and behave towards each other." Ultimately, your success or failure in relationship-building depends on your ability to successfully reach out to a wide range of people. That is what this video series is all about.	7
Finance for Everyone Toolkit: Saving	SVL_1022930	Business Skills	Welcome to the "Finance for Everyone Toolkit: Saving" video lesson intended to teach viewers how to save their money so they can have peace of mind regarding their finances. In this lesson, learners will come to realize why it's important to save up their money and learn some helpful tips for getting started. This video lesson is part of the "Finance for Everyone Toolkit," which provides non-financial employees with foundational knowledge on finance topics.	9
Building Great Relationships: With Subordinates	SVL_102294	Business Skills	Welcome to our five-part video series on Building Great Relationships. This video lesson is designed to help you understand that when you have a great relationship with your subordinates, you're a big reason why people STAY. They WANT to work for you. They LIKE to work for you. They ENJOY working for you. When a great relationship is there, it's more like working WITH you than FOR you. That's what you want to create. Among other things, a relationship is "the WAY in which two or more people, or organizations, regard and behave towards each other." Ultimately, your success or failure in relationship-building depends on your ability to successfully reach out to a wide range of people. That is what this video series is all about.	7
Finance for Everyone Toolkit: Investing	SVL_1022940	Business Skills	Welcome to the "Finance for Everyone Toolkit: Investing" video lesson meant to provide an overview of investing. During this lesson, learners will come to realize the benefits of investing. Plus, viewers will learn some common types of investments and consider some helpful investing hints. This video lesson is part of the "Finance Crash Course," which provides non-financial employees with foundational knowledge on finance topics.	9

Building Great Relationships: With Jerks	SVL_102295	Business Skills	Welcome to our five-part video series on Building Great Relationships. This video lesson is designed to help you resolve your concerns, stay positive, and/or avoid working with jerks. Among other things, a relationship is "the WAY in which two or more people, or organizations, regard and behave towards each other." Ultimately, your success or failure in relationship-building depends on your ability to successfully reach out to a wide range of people. That is what this video series is all about.	8
Time Management	SVL_102300	Business Skills	Welcome to our eight-part video course on how to effectively manage time! This video course is designed to help you stop procrastinating and get you started on your A-tasks. You only have a finite amount of time to spend in your life, so you need to ask yourself, How am I going to use the time that I have? The learning objectives of this eight-part course include learning how to rate the factors in your life in order of importance so you can make better decisions based on prioritization; how to start building and organizing your personal long-term plan; ways to maximize your time with proper planning and prioritization; how to stop procrastinating; and, ultimately, how to improve personal and organizational effectiveness. So, are you going to make things happen, or are you going to watch things happen? This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #18-ACVAJ and HRCI Activity ID: #344432	54
Make Change Work	SVL_102301	Leadership and Management	Welcome to our ten-part video course on Make Change Work, written and presented by business performance veteran and award-winning author, Randy Pennington. This ten-part video course presents real ideas for thriving in a world of constant change. It is a guide to help you design and implement a strategy for leading change and delivering meaningful business results. Primary learning objectives include understanding the new realities of change; what change leaders do; how to achieve buy-in for change; how to use resistance for positive results; what to do when change isn't a choice; and how to build and sustain a nimble culture. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-UQR63 and HRCI Activity ID: #376436.	53
Building Strategic Relationships (Part 1 of 4): Planning for Strategic Relationships	SVL_102302	Business Skills	Strategic relationships focus on long-term personal benefits with an emphasis on career and personal development. This series of video lessons covers planning, launching, and expanding these valuable connections. The first video lesson in a series of four, Planning for Strategic Relationships introduces the goals and characteristics of a strategic relationship, explores the limitations and benefits of such relationships, and provides a roadmap for starting and progressing such an affiliation.	7

5 Traits of a Great Workplace	SVL_1023020	Leadership and Management	Welcome to the "5 Traits of a Great Workplace Description" video lesson designed to outline the key traits to an outstanding workplace—meaningful mission, fulfilling work, positive culture, people focus, and transparent communication. This lesson describes how each of these traits should be implemented in the workplace and why they contribute to a desirable workplace. The lesson also shows how companies ultimately benefit from cultivating a great workplace.	7
Building Strategic Relationships (Part 2 of 4): What You Have to Offer	SVL_102303	Business Skills	Strategic relationships focus on long-term personal benefits with an emphasis on career and personal development. This series of video lessons covers planning, launching, and expanding these valuable connections. The second video lesson in a series of four will help explore what you have to offer in a strategic relationship. It will also provide some valuable questions you can use to evaluate your current relationship with a person, and to best plan its further growth.	7
Building Strategic Relationships (Part 3 of 4): Starting the Relationship	SVL_102304	Business Skills	Strategic relationships focus on long-term personal benefits with an emphasis on career and personal development. This series of video lessons covers planning, launching, and expanding these valuable connections. The third video lesson in a series of four will guide you in the early stages of a strategic relationship—how to approach the person, what your first one-on-one conversation might be like, and how to 'close the sale' on the relationship.	7
Business Analysis	SVL_1023040	Business Skills	Welcome to the "Business Analysis" video lesson meant to outline the seven steps to follow to successfully implement organizational solutions. This lesson begins by defining business analysis before going into depth on each of the seven steps. The seven steps include getting relevant background information, pinpointing the business objectives, defining the scope, generating a plan, defining the requirements, supporting the implementation, and evaluating the results.	9
Building Strategic Relationships (Part 4 of 4): Tips for Strengthening the Relationship	SVL_102305	Business Skills	Strategic relationships focus on long-term personal benefits with an emphasis on career and personal development. This series of video lessons covers planning, launching, and expanding these valuable connections. This is the final video lesson in a series of four. Once you've grasped the basics of strategic relationships, this lesson will deliver depth and detail that will help you build a strong, effective relationship in which both parties benefit. Relationships don't happen by themselves: they need to be created, nurtured, and strengthened. This lesson will show you how.	7
Effectance: The Key to Motivation (Part 7 of 7) -- Creating a More Motivating Experience	SVL_102313	Leadership and Management	Welcome to the seventh of our seven-part video series on Effectance: The Key to Motivation. Effectance motivation is a relatively new theory. It's based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual motivation. It's suggested that, once basic physical needs are satisfied, there's a drive to have an effect on your environment, through your own efforts. In this video lesson, you will learn a number of tips to start making the workplace more motivating for you and your co-workers, and also how to use your knowledge of effectance to maximize the motivational benefits of what people do.	7

Effectance: The Key to Motivation	SVL_102314	Leadership and Management	Welcome to our seven-part video course on Effectance: The Key to Motivation. Effectance motivation is a relatively new theory. It's based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual motivation. It's suggested that, once basic physical needs are satisfied, there's a drive to have an effect on your environment, through your own efforts. In this video course, you will learn how to create better job enrichment, motivational situations, and drive higher performance. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-5KRN3 and HRCI Activity ID: #376455.	50
Selling You: Rehearsing Responses to Interview Questions	SVL_1023160	Business Skills	Welcome to the "Rehearsing Responses for an Interview" video lesson meant to outline common interview questions that the learner can expect to be asked during a job interview. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. In this lesson, viewers will learn what the most common interview questions are, and they will also learn how to properly respond to these questions.	6
Selling You: Preparing for a Job Interview	SVL_1023170	Business Skills	Welcome to the "Preparing for a Job Interview" video lesson, which covers the eight steps that can help the learner prepare for an interview. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. In this lesson, viewers will learn about how to make a good impression during interviews after researching the company and rehearsing responses that they might give. Ultimately, this lesson provides basic tips that will be helpful for any interview.	6
Disagreements at Work	SVL_102327	Leadership and Management	Welcome to our Advanced Supervisor series on Disagreements at Work which is a four-part video course! This series shows you how to handle disagreement in a professional fashion -- BEFORE things get out of hand, and head into prolonged conflict or high-emotion anger. This video course addresses different types of disagreements, shows the ways disagreement can decrease effectiveness, and provides a range of potential solutions. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-GN5W2 and HRCI Activity ID: #376471.	26
Overcoming Unconscious Bias	SVL_1023350	Employment Liability	Welcome to "Overcoming Unconscious Bias," a video lesson intended to help you mitigate the negative effects of unconscious stereotyping and create a more inclusive work culture. Because unconscious biases can affect your thoughts and actions in substantial, and often harmful, ways, it's important to learn what they are and how to minimize their impact. From this lesson, viewers will learn about common examples of unconscious bias and how to correct for it before it has a negative impact on their interactions with others. That way, everyone will be able to contribute to a positive, more inclusive workplace environment.	8

Making Your People Feel Valuable	SVL_1023360	Leadership and Management	Welcome to "Making Your People Feel Valuable," a video lesson meant to describe how leaders should show support and appreciation for their employees. Being able to demonstrate approval and provide recognition to employees is critical for ensuring employees are motivated and committed at your organization. So, this lesson provides leaders with four key behaviors and conversation tips to help make people feel valuable at work. By implementing these strategies, leaders will help prevent employees from feeling overlooked or underappreciated. Instead, employees will feel like valuable assets to the success of the organization.	7
Lead by Listening	SVL_1023370	Leadership and Management	Welcome to the "Lead by Listening" video lesson intended to demonstrate how to become a better listener and, thereby, become a better leader as well. First, the viewer will learn how to become a great listener with four keys steps, from showing interest to feeding it back in the conversation. Then, this lesson covers tips for improving listening skills in general, especially when speaking with subordinates. After completing this lesson, viewers will understand how to listen properly to become a more effective leader and a better communicator overall. Keywords: communication, communication skills, active listening	7
Working With the Five Generations	SVL_102339	Employment Liability	Welcome to our six-part video course on Working With the Five Generations! Research shows that people share similarities within their age group concerning attitudes, behaviors, motivations, values, and decision-making processes. Working With the Five Generations explores the events, outlooks and expectations that create differences and commonalities between the five major generations of workers in the United States. In this video course, you will learn about each of the major generations, how different cultures have shaped different people, and why it is important to understand how to communicate with people from different generations. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-QHAC4 and HRCI Activity ID: #376539.	42
Organizational Change	SVL_1023430	Business Skills	Welcome to the "Organizational Change" video course meant to highlight how to successfully guide an organization through change. This course, which comprises five video lessons, describes types of organizational changes and provides actionable tips for how to navigate them. In addition, it explains why people often resist change so vehemently and conveys what information is crucial to communicate to employees when an organizational change is on the horizon. After watching this course, learners should feel confident in their ability to get buy-in for needed change and, ultimately, help change take root in the organization. This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-UE2T5 and HRCI Activity ID: #385207. Keywords: change management	45

Using Emotional Intelligence	SVL_102365	Business Skills	<p>Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally to some, and is difficult for many others. This eight-lesson video course covers the major components of EI: self-awareness, self-regulation, social awareness, and relationship management. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-W7YGA and HRCI Activity ID: #376544.</p>	53
Verbal Self-Defense at Work	SVL_102384	Business Skills	<p>Welcome to the four-part video course on verbal self-defense at work! While the assumption of goodwill must rule every workplace, occasionally you will encounter people who cross the line of respectful discourse and whose word games flirt with the gray area between honest humor and covert aggressiveness and bullying. This video course contains four video lessons to help you recognize and defuse these situations and the people who cause them. This course will help you understand different conversational dynamics, the types of people who engage in ill-will power plays in the workplace, and different strategies for curtailing these situations. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-GTEX7 and HRCI Activity ID: #376560.</p>	25
HIPAA: Basics	SVL_102393	Employment Liability	<p>This video course is designed for compliance officers, HIPAA compliance officers (privacy and security), and employees of organizations that are required to comply with HIPAA, including covered entities and business associates. HIPAA: Basics provides an overview of the basic principles in HIPAA, HITECH, and Omnibus. The three principal areas of HIPAA will be covered: privacy, security, and breach notification. Over the course of the series, in addition to the three principal areas, we will explore the origins and current status of HIPAA, what patient information needs to be protected, and what the responsibilities of your organization are regarding protected health information. This program is valid for 1.25 PDCs for the SHRM-CP or SHRM-SCP and 1.25 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-QVKCK and HRCI Activity ID: #376566.</p>	46

Using Surveys to Get Feedback	SVL_102402	Business Skills	Welcome to the eight-part video course on Using Surveys to Get Feedback! In order to assess and improve performance, you need information and data, and lots of it. One way to collect this is through surveys. Whether you are polling customers or employees, you need to make sure the results are valid, and this takes planning, preparation, and some basic knowledge of survey method. This video course contains eight video lessons that will provide guidance as you prepare and deliver quality surveys, learn how to design valid research, and understand how to analyze the data and develop an action plan. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-VGGYF and HRCI Activity ID: #376563.	60
9 Easy Ways to Be Smarter Every Day	SVL_102403	Business Skills	Research shows that how we approach situations and how we feed our brains can significantly improve our mental horsepower. As part of an ongoing drive to be better every day, this lesson explores actions and habits that we can develop for daily improvement of our mental capacities and readiness. These ideas include mental, social, and physical concepts that contribute to our brain power. This lesson will help you understand that you CAN get smarter, learn that doing so shouldn't be complicated or stressful, and provide important ideas that you might add to your daily routine.	10
Developing Yourself as a Leader (Part 1 of 2): A Leadership Job Description	SVL_102430	Leadership and Management	You know, when it comes to looking for a job, there's always a job description, isn't there? You get a clear list of responsibilities, and another list of skills the candidate needs to have. But what about a job description for leaders? This video lesson will provide the bare bones of such a job description in order to provide a guide to being an effective leader. Along the way, we will learn the goals of a good leader, the mindset a leader must have, and the actions that real leaders take to make their people the best they can be. This video lesson is meant to be viewed before its partner lesson, Developing Yourself as a Leader.	8
Developing Yourself as a Leader (Part 2 of 2)	SVL_102431	Leadership and Management	Developing your personal leadership skills isn't a nice-to-do. If you're to be successful over time, developing as a leader is a must-do. What got you to this level won't get you to the next level and beyond: you absolutely have to be a living example of continuous improvement if you're to continue growing your career. This video lesson will provide direction for your growth as a leader, encourage you to improve your self-awareness, and instruct you in the processes and structures you need to set up during this journey. This video lesson is meant to be viewed after its partner lesson, A Leadership Job Description.	7
Leadership Do's and Don'ts (Part 1 of 2): Leadership Daily To-Dos	SVL_102432	Leadership and Management	When there's a lot to think about, you'll often see people use a checklist, so they don't forget anything. As a leader, your job isn't necessarily all that complicated, but the checklist idea is still a good one. This video lesson will provide you a daily leadership checklist, frame the items in solid leadership fundamentals, and explain what can happen when the items aren't checked off.	7

Leadership Do's and Donts (Part 2 of 2): Leadership Daily To-Dont's	SVL_102433	Leadership and Management	There are plenty of great things you should do to be an effective leader. One of those is to avoid the negative side of leadership-- some things many leaders do can hurt more than help. As a companion to your daily leadership to-dos, this lesson provides some candidates for your daily leadership to-don'ts checklist, explains why the proscribed actions are harmful, and encourages you to be the best leader you can be.	6
Leadership Fundamentals	SVL_102442	Leadership and Management	Welcome to the Leadership Fundamentals video course! While there exists a long tradition of leadership advice trying to tell you the best way to do things, we recognize that there is no single leadership style that best suits every situation. Instead, this course will provide you with the tools to recognize the demands placed on you as a leader, and prepare you for the leadership challenges ahead. This course included seven video lessons with a final quiz at the end of the course. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-RKXHS and HRCI Activity ID: #376581.	45
Leadership and Motivation (Part 1 of 3): Introduction	SVL_102456	Leadership and Management	The first of this three-lesson series concerns the connection between leadership and motivation. It discusses the definition of motivation, asks if unmotivated people exist, and explores the role of the leader in motivating others.	6
Leadership and Motivation (Part 2 of 3): Leadership Motivational Do's	SVL_102457	Leadership and Management	The second of three video lessons, Motivational Do's prescribes ideas and actions that leaders need to consider when motivating others. The lesson reminds us why we're concerned with motivation, explores the type of environment that fosters motivation, and shows us how to tap into natural motivators to inspire those in your workplace.	7
Leadership and Motivation (Part 3 of 3): Leadership Motivational Dont's	SVL_102458	Leadership and Management	The last of three video lessons concerning leadership and motivation, this lesson warns us against DEMotivating our people -- exercising not leadership but impedership. The lesson introduces myriad cases of impedership, providing us with excellent examples of habits and characteristics to avoid in our journey to motivate, inspire, and lead.	7
Performance Appraisals (Part 1 of 8): Making the Case	SVL_102462	Leadership and Management	Welcome to Performance Appraisals: Making the Case, the first of eight lessons in the Performance Appraisals series. This video lesson explores the reasons why many experts warn that performance appraisals are a bad idea. The point is, poorly executed appraisals are the real problem -- so let's do them the right way!	7
Evaluaciones: sus argumentos	SVL_102462_es-ES	HR Compliance	Bienvenido a Evaluaciones: sus argumentos, la primera de las ocho lecciones que componen la serie Evaluaciones de rendimiento. Esta lección en vídeo explora las razones por las que muchos expertos advierten de que las evaluaciones de rendimiento no son una buena idea. Lo cierto es que el auténtico problema son las evaluaciones mal ejecutadas, así que, ¡hagámoslo bien!	7
Performance Appraisals (Part 2 of 8): Fix Supporting Systems First	SVL_102463	Leadership and Management	Welcome to Performance Appraisals: Fix Supporting Systems First, the second of eight lessons in the Performance Appraisals series. The focus of this lesson concerns other systems that might be tangential to performance appraisals in your organizations. From recruiting to personal development, these systems have to be working smoothly or the best appraisal system can't help your team improve.	6

Evaluaciones: establecer sistemas de ayuda	SVL_102463_es-ES	HR Compliance	<p>Bienvenido a Evaluaciones: establecer sistemas de ayuda, la segunda de las ocho lecciones que componen la serie Evaluaciones de rendimiento. En esta lección nos centraremos en otros sistemas tangenciales que pueden ser útiles a la hora de realizar evaluaciones de rendimiento en tu organización. Desde la contratación hasta el desarrollo personal: estos sistemas han de funcionar con fluidez. Si no es así, ni el mejor sistema de evaluación podrá ayudar a mejorar a tu equipo.</p>	6
Performance Appraisals (Part 3 of 8): A Simple System	SVL_102464	Leadership and Management	<p>Welcome to Performance Appraisals: A Simple System, the third of eight lessons in the Performance Appraisals series. This lesson will provide you with a simple framework to use as a foundation for your appraisal program. A look at this bare-bones system highlights the central goals and structures of the appraisal process.</p>	6
Evaluaciones: un sistema sencillo	SVL_102464_es-ES	HR Compliance	<p>Bienvenido a Evaluaciones: un sistema sencillo, la tercera de las ocho lecciones que componen la serie Evaluaciones de rendimiento. Esta lección te proporcionará un marco sencillo que podrás usar como base de tu programa de evaluación. Destacaremos los principales objetivos y las estructuras del proceso de evaluación de este sencillo sistema.</p>	6
Performance Appraisals (Part 4 of 8): How to Write Feedback	SVL_102465	Leadership and Management	<p>Welcome to Performance Appraisals: How to Write Feedback, the fourth of eight lessons in the Performance Appraisals series. If you have already guessed that this lesson discusses the writing skills and characteristics that help you provide valuable feedback during the appraisal process, you are correct. You'll also see how poorly written feedback can render good guidance less effective.</p>	7
Evaluaciones: cómo escribir comentarios	SVL_102465_es-ES	Employment Liability	<p>Bienvenido a Evaluaciones: cómo escribir comentarios, la cuarta de las ocho lecciones de la serie Evaluaciones de rendimiento. Si crees que en esta lección analizaremos las habilidades de escritura y las características que te ayudarán a proporcionar opiniones valiosas en el proceso de evaluación, estás en lo cierto. También veremos cómo una opinión mal escrita puede debilitar la eficacia de una buena orientación.</p>	7
Performance Appraisals (Part 5 of 8): Feedback Practice	SVL_102466	Leadership and Management	<p>Welcome to Performance Appraisals: Feedback Practice, the fifth of eight lessons in the Performance Appraisals series. This video lesson provides you with practice discerning good feedback from bad. You'll have a chance to judge a number of feedback statements and figure out why they are effective or not, on your way to learning to provide your people with clear, accurate, and actionable feedback.</p>	6
Evaluaciones: práctica de comentarios	SVL_102466_es-ES	HR Compliance	<p>Bienvenido a Evaluaciones: práctica de comentarios, la quinta de las ocho lecciones de la serie Evaluaciones de rendimiento. En esta lección podrás practicar para saber diferenciar un comentario bueno de uno malo. Para aprender a proporcionar a tus empleados comentarios claros, precisos y útiles, juzgaremos una serie de comentarios y entenderemos por qué son eficaces o no.</p>	6
Performance Appraisals (Part 6 of 8): The Process	SVL_102467	Leadership and Management	<p>Welcome to Performance Appraisals: The Process, the sixth of eight lessons in the Performance Appraisals series. This video lesson will provide you with opportunity to practice assessing sample feedback statements for good writing. You'll also learn about some of the little details that make comments more valuable to the people you're appraising.</p>	6

Evaluaciones: el proceso	SVL_102467_es-ES	HR Compliance	<p>Bienvenido a Evaluaciones: el proceso, la sexta de las ocho lecciones de la serie Evaluaciones de rendimiento. Esta lección en vídeo te dará la oportunidad de practicar evaluando si las opiniones están bien escritas. También aprenderás los pequeños detalles que hacen que los comentarios sean más valiosos para la gente a la que evalúas.</p>	6
Performance Appraisals (Part 7 of 8): Conducting the Appraisal	SVL_102468	Leadership and Management	<p>Welcome to Performance Appraisals: Conducting the Appraisal, the seventh of eight lessons in the Performance Appraisals series. We are finally getting to the heart of the appraisal process: the appraisal meeting. This video lesson will outline the basic structure of the appraisal meeting, guide you while planning your session, and provide you with helpful tips on how to make the one-on-one as productive as possible.</p>	7
Evaluaciones: realizar la evaluación	SVL_102468_es-ES	HR Compliance	<p>Bienvenido a Evaluaciones: Realizar la evaluación, la séptima de las ocho lecciones de la serie Evaluaciones de rendimiento. Llegamos por fin al fondo del proceso de evaluación: la reunión de evaluación. Esta lección en vídeo detalla la estructura básica de la reunión de evaluación, ofrece guía para planificar la sesión y muestra útiles consejos para conseguir que la reunión individual sea lo más productiva posible.</p>	7
Performance Appraisals (Part 8 of 8): Tips for Productive Appraisals	SVL_102469	Leadership and Management	<p>Welcome to Performance Appraisals: Tips for Productive Appraisals, the last of eight lessons in the Performance Appraisals series. The video lesson will guide you through several common mistakes that managers make which can devalue or derail their appraisal process, teaching you how to avoid these mistakes, and provide other helpful tips that might not occur to even experienced managers.</p>	7
Evaluaciones: consejos para una evaluación productiva	SVL_102469_es-ES	Employment Liability	<p>Bienvenido a Evaluaciones: consejos para una evaluación productiva, la última de las ocho lecciones de la serie Evaluaciones de rendimiento. Esta lección te mostrará ciertos errores comunes de los gerentes que pueden devaluar o alterar el proceso de evaluación. Aprenderás a evitarlos y verás otros consejos útiles que quizá no conozcan ni siquiera los gerentes más experimentados.</p>	7
Evaluaciones de rendimiento	SVL_102470_es-ES	HR Compliance	<p>Bienvenido a nuestro curso en vídeo Evaluaciones de rendimiento. Esta serie, compuesta por ocho lecciones en vídeo, te ayudará a entender el valor de un proceso de evaluación de rendimiento, evitar errores comunes y diseñar un sistema que os ayude tanto a ti como a tus empleados a trabajar para conseguir juntos un mayor rendimiento. Con este programa podrá obtenerse 1 PDC de SHRM-CP o SHRM-SCP, y una hora de crédito de recertificación del HR Certification Institute. Asegúrate de anotar el número de identificación del programa en tu archivo de recertificación en línea. Para más información sobre la certificación y recertificación, visita el sitio web de SHRM en www.shrm.org [http://www.shrm.org] y el sitio web de HRCI en www.hrci.org [http://www.hrci.org]. ID de actividad SHRM: #17-XFN3S. ID de actividad HRCI: #306409</p>	52

Igniting Creativity	SVL_102482	Business Skills	<p>Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and flexibility so you can succeed in today's rapidly changing business world. This course comprises eleven video lessons, which describe the value of creativity, provide techniques for developing a creative mindset, and contribute processes for generating creative ideas and solutions. This program is valid for 1.75 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-KTJZX and HRCI Activity ID: #376412</p>	80
HIPAA Intermediate for Security Officers	SVL_102502	Employment Liability	<p>Welcome to HIPAA Intermediate for Security Officers, a series of video lessons meant to exhort every viewer to the highest standards of security for protecting health information. This course comprises five video lessons and explains the methods of enforcing the Security Rule through three different kinds of safeguards: Administrative, Physical, and Technical. After taking this course, the viewer will have an in-depth understanding of the policies and procedures for ensuring that the electronic Protected Health Information (ePHI) of patients and the covered entity is kept safe. This program is valid for 1.25 PDCs for the SHRM-CP or SHRM-SCP and 1.25 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-AA74E and HRCI Activity ID: #376427</p>	46
Setting and Managing Priorities	SVL_102527	Business Skills	<p>Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to prioritize amid the constant barrage of responsibilities of daily life. This course consists of six video lessons and explains how to identify priorities, describes methods for organizing these priorities, and finally indicates how to put these priorities into action. The whole process of setting priorities is important, not only for executives, but also for you as an individual, your team, and your department. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-H6C4K and HRCI Activity ID: #376434</p>	40
Best Practices for Knowledge Management (Part 1 of 3): Understanding Best Practices	SVL_102540	Business Skills	<p>Welcome to the Best Practices and Knowledge Management series of video lessons meant to give learners the tools to effectively exchange ideas in the workplace and continuously improve practices at every level. This video lesson, Understanding Best Practices, is the first of three. From this lesson, the viewer will learn the levels of best practices, as well as how to find best practices and manage knowledge.</p>	7

Best Practices for Knowledge Management (Part 2 of 3): Getting and Sharing Best Practices	SVL_102541	Business Skills	Welcome to the Best Practices and Knowledge Management series of video lessons meant to give learners the tools to effectively exchange ideas in the workplace and continuously improve practices at every level. This video lesson, Getting and Sharing Best Practices, is the second of three. In this lesson, the learner will receive a variety of effective tips on sharing and receiving knowledge and best practices in the workplace.	6
Best Practices for Knowledge Management (Part 3 of 3): Removing the Blocks to Sharing Best Practices	SVL_102542	Business Skills	Welcome to the Best Practices and Knowledge Management series of video lessons meant to give learners the tools to effectively exchange ideas in the workplace and continuously improve practices at every level. This video lesson, Removing the Blocks to Sharing Best Practices, is the last of three. From this lesson, the learner will become familiar with common issues that block the sharing of best practices, as well as viable solutions for removing those blocks.	7
Cognitive Flexibility	SVL_102548	Business Skills	Welcome to the Cognitive Flexibility course of video lessons, which teaches you how to stretch your mind. This course comprises four video lessons and defines cognitive flexibility, as well as explains the benefits of an open mind and the mental and physical methods for increasing cognitive flexibility. Through these topics, this course explains why cognitive flexibility is useful at work and should be important to you as an individual. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: 19-NSZ4Y and HRCI Activity ID: 376437	28
Diversidad: Buscando la afinidad - El entorno de trabajo diverso	SVL_102558_es-ES	HR Compliance	Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ideada para mostrar la forma correcta de gestionar la formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversidad: El entorno de trabajo diverso - Empleados es la primera de cuatro. En esta lección, el alumno aprenderá sobre diversidad en contextos globales, nacionales y laborales. Esta lección, por ejemplo, discute la diversificación de los Estados Unidos, y cómo se proyecta eso en una nación plural. En base a esta información, la lección establecerá la relevancia de la formación en diversidad para el alumno. El vídeo concluye con una invitación a centrarse en las afinidades laborales: tu misión compartida en la empresa.	7
Diversidad: Buscando la afinidad - La escala de la diversidad	SVL_102559_es-ES	HR Compliance	Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ideada para mostrar la forma correcta de gestionar la formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversidad: La escala de la diversidad - Empleados es la segunda de cuatro. En esta lección, el alumno conocerá los niveles de la escala de la diversidad: desde el nivel uno, la discriminación, hasta el nivel cinco, el entusiasmo. Una de los principales enseñanzas es que todos merecen ser tratados con respeto, y juzgados en base a sus méritos.	7

Diversidad: Buscando la afinidad - Estereotipos	SVL_102560_es-ES	HR Compliance	<p>Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ideada para mostrar la forma correcta de gestionar la formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversidad: Estereotipos - Empleados es la tercera de cuatro. Su objetivo es advertir al alumno sobre los peligros de los estereotipos, especialmente en el trabajo. Las generalizaciones son buenas para identificar tendencias, pero ineficaces y reduccionistas para definir a las personas. Animamos al alumno a pensar en lo que tiene en común con sus compañeros: el interés compartido en el éxito de la organización.</p>	6
Diversidad: Buscando la afinidad - Motivos para la inclusión	SVL_102561_es-ES	HR Compliance	<p>Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ideada para mostrar la forma correcta de gestionar la formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversidad: Motivos para la inclusión - Empleados es el cuarto y último vídeo de la serie. En esta lección, el alumno comprenderá el valor de trabajar como un equipo diverso y aprenderá que los seres humanos sienten una necesidad fundamental de inclusión y pertenencia. Por ello, las empresas con altos niveles de inclusión son capaces de reducir las tasas de rotación de personal y aumentar la implicación del equipo. El alumno deberá denunciar hasta el más pequeño acto de discriminación y tener tolerancia cero con los prejuicios y los estereotipos.</p>	7
Diversity: Seeking Commonality (Employee Version)	SVL_102562	Employment Liability	<p>Welcome to the Diversity: Seeking Commonality (Employee Version) video course meant to help employees understand how diversity manifests in the workplace and the importance of inclusion for creating a positive environment. This course comprises four video lessons and explains the levels of the diversity scale, the benefits of a diverse and inclusive workforce, and the dangers of stereotyping. After completing this course, the viewer will understand that everyone deserves to be treated with respect and that everyone has a shared mission at the workplace for the company's success. If you are a manager, it is recommended that you watch the Diversity: Seeking Commonality (Manager Version) series of video lessons to supplement your understanding of diversity training and the promotion of commonality. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-FDCZ2 and HRCI Activity ID: #376445</p>	27
Diversidad: Buscando la afinidad - Hablando claro sobre la formación en diversidad	SVL_102563_es-ES	HR Compliance	<p>Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para gerentes, ideada para mostrar la forma más eficaz de gestionar la formación en diversidad en el entorno laboral. Esta lección, Formación en diversidad: Hablando claro - Gerentes, es la primera de tres. En esta lección, el alumno conocerá estudios que indican que la formación en diversidad a menudo carece de efectos positivos; incluso tiene efectos negativos. La lección explica, además, la importancia de la formación en diversidad, así como varias maneras de promoverla.</p>	7

Diversidad: Buscando la afinidad — Qué hacer y qué no (para gerentes)	SVL_102564_es-ES	HR Compliance	<p>Bienvenido a la serie de lecciones en vídeo Diversidad: Buscando la afinidad, creada para mostrar la forma más eficaz de gestionar la formación en diversidad en el entorno laboral. Esta lección, Qué hacer y qué no, es la segunda de tres. Esta lección explica en profundidad los problemas de la formación en diversidad, y ofrece consejos útiles para conseguir que la formación sea eficaz.</p>	7
Diversidad: Buscando la afinidad - Facilitación de formación	SVL_102565_es-ES	HR Compliance	<p>Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para gerentes, ideada para mostrar la forma más eficaz de gestionar la formación en diversidad en el entorno laboral. Esta lección, Formación en diversidad: Facilitación Gerentes, es la última de tres. Esta lección refuerza la información transmitida en las lecciones Formación en diversidad: Hablando claro - Gerentes y Formación en diversidad: Qué hacer y qué no - Gerentes, proporcionando estrategias claras y detalladas para una facilitación eficaz de la formación en diversidad.</p>	8
Diversity: Seeking Commonality (Manager Version)	SVL_102566	Employment Liability	<p>Welcome to our three-part video course, Diversity: Seeking Commonality (Manager Version). Please complete the Diversity: Seeking Commonality (Employee Version) video course before beginning this video course to ensure you are familiar with the information your employees will be learning. This series of video lessons is meant to demonstrate the most effective way to handle diversity training in the workplace. It effectively explains the reasons why diversity training often fails, as well as provides tips for making diversity training meaningful and appropriate. After completing this course, the viewer will understand that diversity training should focus on commonality rather than differences. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-6TH6H and HRCI Activity ID: #376446</p>	23
Diversidad: Buscando la afinidad - Versión para gerentes	SVL_102566_es-ES	HR Compliance	<p>Bienvenido a nuestro curso de tres lecciones Diversidad: Buscando la afinidad - Versión para gerentes. Por favor, completa el curso Diversidad: Buscando la afinidad - Versión para empleados antes de comenzar este curso. Así podrás familiarizarte con la información que van a aprender tus empleados. Esta serie de lecciones en vídeo ha sido ideada para demostrar la forma más eficaz de gestionar la formación sobre diversidad en el entorno laboral. Explica con eficacia las razones por las que la formación en diversidad suele fracasar, y ofrece consejos para lograr que la formación en diversidad sea significativa y apropiada. Tras completar el curso, el alumno comprenderá que la formación en diversidad debe centrarse en elementos comunes en lugar de en diferencias. Con este programa podrá obtenerse 1 PDC de SHRM-CP o SHRM-SCP, y una hora de crédito de recertificación del HR Certification Institute. Asegúrate de anotar el número de identificación del programa en tu archivo de recertificación en línea. Para más información sobre la certificación y recertificación, visita el sitio web de SHRM en www.shrm.org [http://www.shrm.org] y el sitio web de HRCI en www.hrci.org [http://www.hrci.org]. ID de actividad SHRM: #17-ZJMN8. ID de actividad HRCI: #315973.</p>	23

Critical Thinking 101	SVL_102595	Business Skills	Welcome to the Critical Thinking 101 video course meant to teach learners how to be effective critical thinkers. This course, which comprises five video lessons, discusses why critical thinking is important and describes the qualities effective critical thinkers typically have. It also provides tips for taking advantage of critical thinking at work and further developing critical thinking skills. Finally, the course describes common thinking errors that get in the way of critical thinking. If learners use the tools provided in this course, they should have the skills necessary to be invaluable employees and team members at work. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-6WVGJ and HRCI Activity ID: #376449	36
Writing More Effective Emails	SVL_102627	Business Skills	Welcome to the topic of writing better emails! This video lesson, Writing More Effective Emails, provides critical tips for crafting an email so that recipients actually want to read it. It covers everything from the purpose of the email to the subject line to the language and structure of the content. In the end, learners will come to think this when sending an email: what would they want to open and read?	7
Making Your Email Content Stronger	SVL_102628	Business Skills	Welcome to the topic of writing better emails! This video lesson, Making Your Email Content Stronger, goes one step farther than simply writing emails people want to read -- it teaches how to keep emails simple and straightforward so that they are meaningful to the recipient. Viewers will get a crash course on writing in the first person, using active voice versus passive voice, using simple sentence structure, and avoiding dependent clauses when appropriate. Ultimately, learners will have the tools to write clear, friendly emails that convey their message as quickly and easily as possible.	7
Mastering Change: The Case for Change	SVL_102638	Business Skills	Welcome to the topic of Mastering Change meant to teach you how to face and embrace change! This video lesson, The Case for Change, highlights the pervasiveness of change by describing several changes occurring in the world today. It also explains the three ways to respond to change and how an organization should deal with each type. Ultimately, learners will come to understand that change is neither good nor bad -- it just is! Keywords: change management	6
Mastering Change: The Change Master Toolkit	SVL_102639	Business Skills	Welcome to the topic of Mastering Change, meant to teach you how to face and embrace change! This video lesson, 'The Change Master Toolkit' provides helpful tips for mastering change. Tips include accepting change as a normal condition, joining in on the change, and not giving up. In the end, learners should understand how to tackle change, regardless of their response to it, and how to feel more comfortable with change. Keywords: change management	7
Selling You: Promoting Your Personal Brand Ethically	SVL_1026430	Business Skills	Welcome to the "Promoting Your Personal Brand Ethically" video lesson intended to help you keep ethics top of mind as you go through the hiring process. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. In this lesson, viewers will learn the many drawbacks of fudging facts in an effort to get a job. Ultimately, learners should understand that, if their brand story is compelling enough, they shouldn't even be tempted to lie when pursuing a job opportunity.	5

Selling You: Researching Compensation	SVL_1026440	Business Skills	Welcome to the "Researching Compensation" video lesson meant to help you figure out what a fair compensation package might look like for you. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. During this lesson, viewers will learn the difference between compensation and salary and look at some tips for effectively researching compensation.	6
Selling You: Professional Networking	SVL_1026460	Business Skills	Welcome to the "Professional Networking" video lesson meant to help learners network more effectively. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. In this lesson, viewers will learn key steps for beginning their networking efforts and examine helpful networking tips.	6
Selling You: Social Networking	SVL_1026470	Business Skills	Welcome to the "Social Networking" video lesson intended to help learners portray themselves positively on social networking sites. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. During this lesson, learners will consider the pros and cons of social networking and consider key tips for leveraging social networking sites in a way that allows them to expand their professional network.	6
Business Etiquette (Part 1 of 9): Making Proper Introductions	SVL_102648	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, Making Proper Introductions, is the first of nine. From it, the viewer will learn how to properly introduce people in social and business situations.	7
Business Etiquette (Part 2 of 9): Respecting Space at the Office	SVL_102649	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, Respecting Space at the Office, is the second of nine. It explains the importance of respecting the space of others in the workplace -- in terms of aspects such as privacy, noise level, and visual environment.	7
Business Etiquette (Part 3 of 9): Proper Meeting Etiquette	SVL_102650	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, Proper Meeting Etiquette, is the third of nine. Through tips about being punctual and professional, the viewer will learn how to prepare for and participate in a meeting effectively.	7
Business Etiquette (Part 4 of 9): Using Email Professionally	SVL_102651	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, Using Email Professionally, is the fourth of nine. It describes how to write and edit emails well, as well as when to include others in email threads. Because email is one of the top methods of communication at work, it is important to know how to write emails correctly.	8
Business Etiquette (Part 5 of 9): Social Media, Blogs, and Forums	SVL_102652	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, Social Media, Blogs, and Forums, is the fifth of nine. It teaches the viewer how to represent themselves and their employers professionally online. Also, by providing questions to ask yourself before posting something to social media, this lesson helps the viewer to self-censor and ensure a professional online media presence.	7

Business Etiquette (Part 6 of 9): Instant Messaging at Work	SVL_102653	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, 'Instant Messaging at Work, is the sixth of nine. Through these tips, the viewer will know how and when to use instant messaging for communication with coworkers.	7
Business Etiquette (Part 7 of 9): Using Video Chat Properly	SVL_102654	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, Using Video Chat Properly, is the seventh of nine. It describes how to prepare the visual and audio aspects of your video chats, as well as how to behave while actually on the video call.	7
Change Survival Toolkit: Preparing the Workforce	SVL_1026540	Business Skills	Welcome to the "Change Survival Toolkit: Preparing the Workforce" video lesson meant to help leaders get employees across the organization to jump on board with the change. In this lesson, viewers will learn the value of creating a detailed plan, communicating openly, getting employees involved, and emphasizing learning agility—along with a few other helpful tips. This video lesson is part of the "Change Survival Toolkit" series intended to help employees in an organizational role navigate massive changes. Keywords: change management	5
Business Etiquette (Part 8 of 9): General Etiquette Best Practices	SVL_102655	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, General Etiquette Best Practices, is the eighth of nine. It includes tips like watching your language and considering everything you discuss with coworkers to be confidential. From these tips, the viewer will learn about a few general etiquette best practices that can apply to many situations.	7
Change Survival Toolkit: Mergers and Acquisitions	SVL_1026550	Business Skills	Welcome to the "Change Survival Toolkit: Mergers and Acquisitions" video lesson intended to teach learners the ins and outs of mergers and acquisitions. During this lesson, viewers will learn what mergers and acquisitions are and become familiar with the different types of mergers and acquisitions. Learners will also discover why mergers and acquisitions happen and examine common challenges organizations face when dealing with them. This video lesson is part of the "Change Survival Toolkit" series intended to help employees in an organizational role navigate massive changes. Keywords: change management	6
Business Etiquette (Part 9 of 9): Handling Tough Situations	SVL_102656	Business Skills	Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with others in a professional manner in the business world. This lesson, Handling Tough Situations, is the final in a series of nine. Through describing tough office scenarios and their solutions, this lesson shows the viewer how to handle themselves professionally and politely.	7

Business Etiquette	SVL_102657	Business Skills	Welcome to Business Etiquette! This video course is meant to teach you how to interact with others in a professional manner in the business world. The nine video lessons in this series cover topics like respecting personal space at the office, using social media, and having proper meeting etiquette. After viewing these lessons, the viewer will understand the basics of business etiquette and know how to introduce coworkers correctly, post online professionally, and use video chat effectively. This program is valid for 1.25 PDCs for the SHRM-CP or SHRM-SCP and 1.25 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-RRW3P and HRCI Activity ID: #376484	64
Change Survival Toolkit: Unplanned Change	SVL_1026600	Business Skills	Welcome to the "Change Survival Toolkit: Unplanned Change" video lesson meant to help learners deal with unplanned change despite the unexpected nature of it. In this lesson, learners will discover steps for preparing for and potentially preventing unplanned change. Viewers will also learn how to respond appropriately in case an unplanned change does occur. This video lesson is part of the "Change Survival Toolkit" series intended to help employees in an organizational role navigate massive changes. Keywords: change management	7
Change Survival Toolkit: Unexpected Leader	SVL_1026610	Business Skills	Welcome to the "Change Survival Toolkit: Unexpected Leader" video lesson intended to guide new leaders who were suddenly placed into a position of power. During this lesson, viewers will learn key action steps for gracefully assuming their new role. Learners will also consider some helpful ways to gain developmental support when learning the ropes of their new position. This video lesson is part of the "Change Survival Toolkit" series intended to help employees in an organizational role navigate massive changes. Key words: change management	5
Change Survival Toolkit: Communicating Concerns to Your Manager	SVL_1026620	Business Skills	Welcome to the "Change Survival Toolkit: Communicating Concerns to Your Manager" video lesson meant to help learners constructively discuss with their managers issues that have arisen due to an organizational change. Throughout this lesson, learners will learn helpful hints for getting the best response to their concerns. This video lesson is part of the "Change Survival Toolkit" series intended to help employees in an organizational role navigate massive changes. Keywords: change management	5
Change Survival Toolkit: Coping with Change	SVL_1026630	Business Skills	Welcome to the "Change Survival Toolkit: Coping with Change" video lesson intended to guide learners through the emotional aspects of organizational change. In this lesson, viewers will learn some effective coping skills, from recognizing what they can control to getting support. In addition, learners will become familiar with some stress management techniques that can help them deal with changes more productively. This video lesson is part of the "Change Survival Toolkit" series intended to help employees in an organizational role navigate massive changes. Keywords: change management	6

How to Tell Someone You Forgot Their Name	SVL_102665	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How to Tell Someone You Forgot Their Name, uses dialogue to illustrate the most tactful way to deal with one of those workday nightmares: forgetting someone's name. By the end of the lesson, learners will understand that they shouldn't avoid it or fake it when they forget someone's name. Instead, they should start a conversation, ask questions, and check for a nametag or -- if there is no nametag -- show that they remember the person, admit they forgot the name, and get the conversation moving again.	3
How to Re-Energize Yourself at Work	SVL_102669	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How to Re-Energize Yourself at Work, contrasts the right way and the wrong way to boost your energy throughout the work day. Viewers will learn why it is important to take water breaks, skip carbs and sugar, eat lunch away from their desks, and stretch, among other things. These simple strategies will help any person stay focused and alert all day long.	3
How to Appreciate Complaints	SVL_102670	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How to Appreciate Complaints, helps viewers gain a new perspective when it comes to customer complaints. Ultimately, learners will understand that complaining customers do their research for them, help limit the damage, show loyalty, and provide an opportunity to shine. As frustrating as they can be, there actually are some positive aspects to customer complaints!	3
Internal Crisis Communication	SVL_1026700	Leadership and Management	Welcome to "Internal Crisis Communication," a video lesson meant to describe how to inform internal employees about a crisis. This lesson covers the importance of creating a culture of transparency for an organization to ensure everyone, especially frontline employees, feels comfortable coming forward about any issues they encounter. Then, when a crisis does occur, leaders must also respond appropriately, promptly, and consistently. This will not only allay employee fears but also keep everyone on the same page. From this lesson, viewers will learn how to prepare for and respond effectively during a crisis situation.	7
How to Tell Someone No	SVL_102671	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How to Tell Someone No, uses several short conversations to highlight the most effective ways to decline an invitation or work assignment. Viewers will learn that avoiding the request or making excuses get them nowhere. However, giving a straight no, providing an honest reason, suggesting an alternative, and/or putting off the request until a better time will bring about great results.	3
How to Work With Someone You Dislike	SVL_102673	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How to Work with Someone You Dislike, uses situational humor to help learners understand the best options for dealing with that person you don't mesh with at work. Viewers will learn several strategies, from avoiding the person to focusing on work to choosing not to care. If the issue persists, it may be necessary to simply sit down and talk with the person about it. In the end, learners will understand that they may not be best friends with everyone at the workplace, but they do have to be able to work with everyone.	3

Lean (Part 1 of 5): The Basics	SVL_102675	Business Skills	Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing More with Less, proposes ways to eliminate waste in the processes at your organization. This video lesson, Lean: The Basics, is the first of five. During this lesson, learners will become familiar with the goal of Lean and the concept of waste. Viewers will learn about the eight types of waste, as well as the common symptoms of waste. After viewing this video lesson, learners will feel adequately introduced to the topic of Lean and prepared to learn more in-depth information about the philosophy.	8
Lean (Part 2 of 5): Principles	SVL_102676	Business Skills	Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing More with Less, proposes ways to eliminate waste in the processes at your organization. This video lesson, Lean: Principles, is the second of five. It covers the five principles of Lean defined in the book The Machine That Changed the World. These principles include: specify value as perceived by the customer, identify the value stream, make the value flow through the value stream, pull value from the value stream, and strive for perfection.	7
Lean (Part 3 of 5): Common Tools	SVL_102677	Business Skills	Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing More with Less, proposes ways to eliminate waste in the processes at your organization. This video lesson, Lean: Common Tools, is the third of five. During this video lesson, viewers will learn about fifteen different tools that can be useful when implementing a Lean initiative. These tools will help learners make their Lean initiatives effective and successful!	8
Lean (Part 4 of 5): Introduction to 5S	SVL_102678	Business Skills	Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing More with Less, proposes ways to eliminate waste in the processes at your organization. This video lesson, Lean: Introduction to 5S, is the fourth of five. During this video lesson, viewers will learn what 5S is and what it stands for: seiri, seiton, seiso, seiketsu, and shitsuke (or sort, set in order, shine, standardize, and sustain). Ultimately, learners will understand how to use 5S to help eliminate waste in true Lean fashion.	8
Selling You: Selecting Your Career Path	SVL_1026780	Business Skills	Welcome to the "Selecting Your Career Path" video lesson meant to help learners define themselves in their career. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. In this lesson, viewers will go through key steps for beginning their career search and constructing their résumé. Remember, choosing a career path isn't usually something that can be done in one day, so be thoughtful and patient and try to push out any negativity.	6
Lean (Part 5 of 5): Excellence Through Lean Six Sigma	SVL_102679	Business Skills	Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing More with Less, proposes ways to eliminate waste in the processes at your organization. This video lesson, Lean: Excellence Through Lean Six Sigma, is the last of five. It emphasizes that all performance improvement philosophies are valuable and there is a lot of overlap between them, especially between Lean and Six Sigma. In the end, viewers will learn what Lean Six Sigma is as a mashup philosophy and how it applies both Lean and Six Sigma concepts.	7

Selling You: Leveraging Informational Interviews	SVL_1026790	Business Skills	Welcome to the "Leveraging Informational Interviews" video lesson intended to prove the value of learning about a profession, industry, or job with real-world, one-on-one information. This lesson is part of the "Selling You" video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. During this lesson, viewers will learn the advantages to conducting informational interviews and consider tips for making an informational interview positive and helpful for them.	7
Crisis Communication	SVL_1026800	Leadership and Management	Welcome to the "Crisis Communication" video course intended to help you communicate effectively both internally and externally during a crisis situation. This course comprises two lessons covering how to convey critical information to both your internal employees and your external stakeholders, such as your customers. Have you ever felt overwhelmed during a crisis, worrying about how your employees and the public were going to respond? Well, even if you haven't, you need to be prepared for crises and know how to respond to them ahead of time. That way, you can ensure each and every one of your employees is sufficiently informed and ready to react appropriately in the event of a crisis. And, you can prevent public relations disasters from occurring in the first place.	15
Preventing and Handling Workplace Violence	SVL_1026940	Employment Liability	Welcome to "Preventing and Handling Violence at Work," a video lesson intended to help you learn how to prepare for and respond to violent situations that might occur while you're at work. This lesson covers everything from the factors that could put you at risk of workplace assault to steps you can take after a violent encounter. First, this lesson will explain how employers can prevent violence from occurring through policies, procedures, and special training. Then, viewers will receive an overview of the steps employees can take to protect themselves from getting in a violent situation and keep themselves safe. Finally, learners will receive action steps for how to respond when a person they encounter becomes violent. This is because, no matter what you do, you can't guarantee that you'll be perfectly safe at work. After completing this lesson, learners will have actionable information to help them stay safe at work.	9
Respect at Work: Platinum Rule	SVL_1026980	Business Skills	Welcome to the "Platinum Rule" video lesson intended to teach learners the basics of respect. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. During this lesson, viewers will learn the value of asking people how they'd like to be treated. By viewing examples and learning helpful tips, learners will develop a reasonable understanding of how they should and shouldn't treat others at work.	6
Respect at Work: Ethics	SVL_1026990	Business Skills	Welcome to the "Ethics" video lesson meant to highlight the importance of rooting all workplace behavior in strong moral principles. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. In this lesson, viewers will learn what ethics are, become familiar with the values of character, and examine how to respond when they see unethical behavior. In the end, learners will recognize that every employee is responsible for contributing to the organization's ethics.	9

Leadership and Delegation	SVL_102700	Leadership and Management	<p>Welcome to the Leadership and Delegation series of video lessons meant to teach you how to delegate tasks in an appropriate and effective manner. This video course, which comprises six video lessons, provides information on the top reasons why leaders fail, the best ways to delegate work, and common mistakes leaders make when delegating tasks. Viewers will also learn about the six levels of freedom, the significance of delegating authority, and the role of accountability in delegation. Ultimately, learners will be aware of the most critical tips to remember when delegating work to others. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-GUN29 and HRCI Activity ID: #376491</p>	38
Respect at Work: Bullying	SVL_1027010	Employment Liability	<p>Welcome to the "Bullying" video lesson meant to explain how to prevent abusive conduct from happening and deal with it appropriately if it does occur. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. During this lesson, viewers will learn what bullying is, what it can look like, and what they should do if they're a target or bystander. Plus, this lesson describes the negative effects of bullying, as well as the preventative measures organizations should take regarding bullying.</p>	8
Respect at Work: Diversity	SVL_1027020	Employment Liability	<p>Welcome to the "Diversity" video lesson intended to help learners recognize the value of diversity in the workplace. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. In this lesson, learners will examine the benefits of cultural diversity and consider some tips for promoting a diverse workplace. In addition, viewers will learn some helpful hints for achieving a positive, open-minded attitude toward diversity at work.</p>	8
Respect at Work: Conflict Resolution	SVL_1027030	Business Skills	<p>Welcome to the "Conflict Resolution" video lesson meant to help learners manage conflict productively. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. Throughout this lesson, viewers will learn the various conflict management styles and when to use them. Learners will also become familiar with a conflict resolution process, along with some helpful conflict management tips.</p>	7
Happiness at Work	SVL_102704	Business Skills	<p>Welcome to the Happiness at Work video course intended to teach learners how to increase their happiness in the workplace. This course, which comprises three video lessons, discusses the benefits of happiness in the workplace, as well as ways chief happiness officers and HR specialists support that workplace happiness. In addition, this course provides tips for improving personal happiness at work and for making the entire organization a happier place to be. This video course is sure to make you smile -- and keep on smilin! This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-PVR9P and HRCI Activity ID: #376489</p>	20

Respect at Work: Body Language	SVL_1027040	Employment Liability	Welcome to the "Body Language" video lesson intended to teach learners to be more thoughtful about their nonverbal communication. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. During this lesson, viewers will learn about the different types of personal space, as well as other tips for being respectful through eye contact, posture, facial expression, gestures, and so on.	5
Respect at Work: Active Listening	SVL_1027050	Business Skills	Welcome to the "Active Listening" video lesson meant to help learners fully engage in conversations with others. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. In this lesson, learners will look at good and bad examples of listening in the workplace and learn some tips for becoming a better active listener.	5
Respect at Work: Appreciation	SVL_1027060	Business Skills	Welcome to the "Appreciation" video lesson meant to help learners perpetuate a respectful environment through recognition and praise. This video lesson is part of the "Respect at Work" series, which guides employees to cultivate a respectful and inviting workplace. Throughout this lesson, viewers will learn how to provide coworkers with positive psychological strokes that reinforce their sense of self-worth. This lesson also offers options for showing appreciation at work.	5
The Value of Followers: Becoming a Followable Leader	SVL_102713	Business Skills	Welcome to "The Value of Followers" video course meant to teach leaders and frontline employees alike to be great followers in the workplace. In this lesson, viewers will learn how to gauge whether they are followable and will become familiar with the three common factors that drive followership: competence, goodwill, and ethics.	7
Lead by Example: Persuading the Unpersuaded	SVL_102717	Leadership and Management	Welcome to the Lead by Example series meant to arm you with tools for leading effectively, even when your power is limited. This video lesson, Persuading the Unpersuaded, explains that the first challenge is to find out when people are unpersuaded in the first place. Then, it describes the four types of objections and how to handle them. Finally, learners will come to understand the importance of receiving explicit agreement that they've resolved people's concerns and managed to persuade them to buy into their idea.	6
Art of Assertiveness	SVL_102728	Business Skills	Welcome to the Art of Assertiveness video course meant to help you realize your assertive abilities, eliminate manipulation, and become a more effective communicator! It comprises nine video lessons that cover topics like the basic emotions, the art of manipulation, and your assertive verbal skills. Through better understanding the different kinds of emotions and manipulators, the viewer will be ready to deal with others assertively. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-V7WHZ and HRCI Activity ID: #376496	66
Accessing Your Medical and Exposure Records	SVL_102729	Employment Liability	Welcome to the Accessing Your Medical and Exposure Records video lesson meant to teach you about your rights and responsibilities when it comes to accessing your employee exposure and medical records. In this lesson, viewers will learn the basics of OSHA's standard on accessing exposure and medical records and what the employer is required to do when it comes to preserving those records for each employee.	8

A Guide for Healthy Communications	SVL_102741	Business Skills	Welcome to A Guide for Healthy Communications! This video course is meant to give you the tools for communicating with others in a healthy, productive, and professional manner. It comprises eleven video lessons that cover a range of topics, including strokes, personal tapes, and life positions. It also discusses winners versus losers, life scripts, parent-adult-child ego states, and the games people play at work. Ultimately, this video course will help learners better understand themselves and those they work with so they can interact with others in a more effective manner. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-GFR6A and HRCI Activity ID: #376497	80
Decoding DISC Styles	SVL_1027480	Business Skills	Welcome to the "Decoding DISC Styles" video course meant to help learners better understand each DISC personality type. This course, which comprises four video lessons, takes a granular look at the High D, High I, High S, and High C personalities. Ultimately, viewers will understand typical traits of each style, as well as how they work with others and how to best persuade or sell to them.	28
Building Your Future With the Organization	SVL_102751	Business Skills	Welcome to Building Your Future With the Organization! This video lesson describes strategies for achieving long-term success and moving through the ranks at your organization. Viewers will learn the importance of recognizing their own vision, mission, and values, as well as how to convert their goals into plans. They will also receive tips for managing their career and becoming more promotable.	6
How to Project a Professional Image in a Casual Environment	SVL_102752	Business Skills	Welcome to How to Project a Professional Image in a Casual Work Environment! This video lesson describes how to set personal standards of professionalism in three major categories: your appearance, actions, and morals. After viewing this lesson, the learner will be able to dress and behave professionally and ethically -- even in a casual work environment.	6
Cultivating a Respectful Workplace	SVL_1027590	Employment Liability	Welcome to the "Cultivating a Respectful Workplace" video lesson, which addresses how to be a respectful employee who perpetuates a respectful environment. In this one-off lesson, viewers will learn what respect is and consider the benefits a respectful workplace offers. Plus, learners will ponder some examples of respect, as well as some examples of disrespect. Finally, viewers will become familiar with several easy tips for treating others with respect and making the workplace one characterized by civility.	9

Decision-Making: Financial	SVL_102762	Business Skills	Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective financial decisions from a business context. This course, which comprises nine video lessons, covers the basics of financial decisions and the key terms that learners must be familiar with to be successful in financial decision-making. Viewers will also learn about tangible and intangible amounts, the time value of money, and the importance of cash flow. Finally, learners will become familiar with the payback, net present value, and return on investment methods and will learn tips for advanced financial decision-making. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-W27RX and HRCI Activity ID: #376500	62
Effective Email 101	SVL_1027700	Business Skills	Welcome to the "Effective Email 101" video lesson intended to outline the basics of communicating effectively through email. In this lesson, viewers will learn the steps to using their email productively as well as some best practice tips to keep in mind. This lesson covers four steps of effective email writing in detail: filling out address fields, creating a meaningful subject line, writing the content of the email, and proofreading the message. Finally, the lesson provides best practices and how to implement them. These best practices include keeping it simple, maintaining a friendly tone, using formatting strategically, removing jargon, being thoughtful about replies, and using email for the right purpose.	7
Time Management Overview	SVL_1027710	Business Skills	Welcome to the "Time Management Overview" intended to help learners manage their time more effectively at work. In this one-off video lesson, viewers will learn what time management is and why it favors "effectiveness" over "efficiency." In addition, learners will examine four key steps for excellent time management and consider how to overcome obstacles that often hinder time management efforts. Ultimately, viewers should feel like they have more control over their time and their work.	17
Leadership and Building an Effective Team (Part 6 of 6): Why Leadership Teams Fail	SVL_102775	Leadership and Management	Welcome to the Leadership and Building an Effective Team video course meant to teach you how to form an effective leadership team. This video lesson, Why Leadership Teams Fail, is the final in a video course of six. From it, the viewer will learn the common causes of failure with leadership teams. These causes include lack of team culture, passive aggression, and groupthink. By knowing the common causes, the viewer will be able to prevent them and ensure their team's success.	8

How to Be Liked and Respected	SVL_102795	Business Skills	Welcome to the How to Be Liked and Respected video course meant to teach individuals how to cultivate a positive reputation and develop positive relationships at work. This course, which comprises six video lessons, discusses how to be likable and how to get to know others by artfully asking questions. It also covers the relationship between likability and respect, the cost of being disliked, and how to transform negative relationships into positive—or at least neutral—relationships. By the end of this video course, learners will be armed with actionable tips for becoming more likable and more highly respected in their workplace. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-ZGKEU and HRCI Activity ID: #376565	38
Becoming an Expert at Remembering Names (Part 1 of 4): Method for Remembering Names	SVL_102796	Business Skills	Welcome to Becoming an Expert at Remembering Names, a video course meant to give you processes and mental exercises to help you remember names efficiently. This lesson, Method for Remembering Names, is the first of four. It describes the basic process for remembering names: hearing the name, repeating the name, and then using the name in conversation.	5
Becoming an Expert at Remembering Names (Part 2 of 4): Capturing Names Effectively	SVL_102797	Business Skills	Welcome to Becoming an Expert at Remembering Names, a video course meant to give you processes and mental exercises to help you remember names efficiently. This lesson, Capturing Names Effectively, is the second in a series of four. From it, the viewer will learn the importance and usefulness of the business card for being a memory aid to help you remember names.	6
Becoming an Expert at Remembering Names (Part 3 of 4): Using Mental Images to Remember Names	SVL_102798	Business Skills	Welcome to Becoming an Expert at Remembering Names, a video course meant to give you processes and mental exercises to help you remember names efficiently. This lesson, Using Mental Images to Remember Names, is the third of four. From it, the viewer will learn how creating a vivid mental image associated with a person's name will help them move the name into long-term memory for greater recall.	7
Becoming an Expert at Remembering Names (Part 4 of 4): Remembering Names Exercise	SVL_102799	Business Skills	Welcome to Becoming an Expert at Remembering Names, a video course meant to give you processes and mental exercises to help you remember names efficiently. This lesson, Remembering Names Exercise, is the final in a series of four. It will emphasize the importance of making a conscious effort to create vivid mental images associated with the names you are trying to remember. Then, there is a mental exercise to test the viewer's ability to apply the memory skills from this video course.	6
How to Promote Wellness at Work	SVL_102807	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How to Promote Wellness at Work, covers the six types of wellness and how to incorporate them into your work setting. Ultimately, if learners apply these tips, they should healthy and, as a result, happy at work.	5

How to Quickly Calm an Angry Person	SVL_102809	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How to Quickly Calm an Angry Person, describes a method for easily defusing a tense situation with an angry person. From it, the viewer will learn to avoid trying to reason with an angry person, to provide no resistance, and to ask the person to elaborate. When dealing with customers and coworkers, being able to quickly calm an angry person is an important business skill to have in your toolkit.	2
How to Be a Considerate Coworker	SVL_102810	Business Skills	Welcome to the How To series, which provides quick and easy tips on how to handle a variety of common work situations. This video lesson, How Be a Considerate Coworker, provides general tips for having good workplace etiquette. From this video lesson, viewers will learn to think before they speak, show up on time, and avoid offensive language and images, among other important considerations to remember in the workplace.	5
Project Management Fundamentals	SVL_102821	Business Skills	Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, comprises ten video lessons and describes the basic concepts involved in project management. In this video course, viewers will learn the definition and characteristics of a project, as well as how to prioritize project work. Learners will also become familiar with the project management life cycle model and the five processes of project management. Ultimately, learners should feel prepared to dive into their project and achieve their goals. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-XTJUE and HRCI Activity ID: #376584	66
Leadership and Change	SVL_102823	Leadership and Management	Welcome to Leadership and Change, a video course meant to teach you how to lead your organization in a way that supports change. It comprises nine video lessons that explain the importance of change as a core competency, the resistance to change, and methods for implementing a change initiative. After viewing this video course, leaders will be able to empower their employees as they foster a culture of agility adept at handling change. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-RFGVS and HRCI Activity ID: #376640 Keywords: change management	64

Effective Writing Skills	SVL_102833	Business Skills	Welcome to the Effective Writing Skills video course meant to help learners transform their business writing into professional, accurate, and meaningful correspondence. This course, which comprises eighteen video lessons, provides key information targeting specific elements of writing and methodically walks learners through the process of enhancing their writing skills. It covers everything from parts of speech and grammar to punctuation and spelling to the construction of sentences and paragraphs. In addition, this course explains how to improve readability, eliminate common word usage errors, and distinguish between words that are commonly confused. Ultimately, learners will be able to write business letters, reports, proposals, and even simple emails that are thoughtfully and professionally crafted to help them achieve their goals. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-UC6F6 and HRCI Activity ID: #376580	127
Effective Writing Skills: Improving Readability	SVL_102834	Business Skills	Welcome to the Effective Writing Skills video course meant to help learners transform their business writing into professional, accurate, and meaningful correspondence. In this lesson, learners will become aware of how widespread the issue of poor writing skills is. This lesson also conveys tips for making writing easier to read, as well as information on an application that can help improve readability.	6
Having Great Conversations	SVL_102858	Business Skills	Welcome to the Having Great Conversations video course meant to teach you how to converse in an effective and confident manner, whether it be in casual small talk or formal business discussions. It comprises four video lessons that cover topics ranging from getting in the conversational mindset to achieving productive conversations. These communication skills are vital for anyone wanting to succeed in business. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-ZC4RV and HRCI Activity ID: #376591	25
Enhancing Productivity With Remote Workers: How to Be a Productive Remote Worker	SVL_102871	Leadership and Management	Welcome to the Enhancing Productivity With Remote Workers video course meant to teach employees and managers alike how to take advantage of remote working. In this lesson, learners will come to understand the advantages of working from home and learn how to be more productive when doing so. Viewers will also learn how to help their employer see the value in working remotely so they can continue working from home.	6

Diversity Toolkit: The Inclusion-Exclusion Continuum	SVL_1028760	Employment Liability	Welcome to the "Diversity Toolkit: The Inclusion-Exclusion Continuum" video lesson meant to outline the five components of the inclusion-exclusion continuum and to specify what an ideal organizational attitude looks like. This video lesson is part of the "Diversity Toolkit," which provides a broad picture of how to embrace workplace diversity in the right way. This lesson moves down the continuum from negative to positive, starting with active exclusion and ending at full inclusion. Each element of the spectrum is described in terms of how people enact it, how organizations enact it, what groups hold power, and what the attitude means for the organization as a whole. Viewers of this lesson will be able to identify where their organization stands and to recognize where change might be necessary.	8
Finding Your Passion at Work	SVL_102884	Business Skills	Welcome to Finding Your Passion at Work, a video lesson meant to explain how you can become more passionate about your work and ways to bolster your passion if it is lagging. It emphasizes the importance of being passionate about what you do because it creates confidence and excitement. Some of the tips include knowing your ambitions and adopting a positive attitude. After viewing this lesson, the learner will have the tools to keep themselves passionate and engaged at work.	8
Bad Language in the Workplace: The Consequences of Cursing	SVL_102892	Business Skills	Welcome to the Bad Language in the Workplace video course intended to warn against using profanity at work. This video lesson, The Consequences of Cursing, explains why cursing in the workplace is detrimental to employees and employers. In this lesson, learners will become familiar with the legal ramifications of tolerating cursing in the workplace. In addition, viewers will learn how profanity affects organizational performance and how employers perceive employees who curse. Finally, this video lesson conveys formal and informal steps organizations need to take to control cursing in the workplace.	7
Bad Language in the Workplace: Variables of Bad Language	SVL_102893	Business Skills	Welcome to the Bad Language in the Workplace video lesson intended to warn against using profanity at work. This video lesson, Variables of Bad Language, discusses various aspects of cursing and explains why these variables need to be considered when setting an organizational culture. In this lesson, learners will become aware of the prevalence of cursing in the workplace and learn why people curse. They will also come to realize a few surprising benefits of cursing (though it still doesn't have a justified place at work). Finally, viewers will learn the three types of cursing: habit, impolite, and discriminatory.	7
Leadership and Red Flags	SVL_102909	Leadership and Management	Welcome to the Leadership and Red Flags video course meant to provide a guide for recognizing and addressing red flags in your organization. This course comprises five video lessons that cover the types of red flags to look for and ways to address them productively. Types of red flags covered throughout the course include dysfunctions in leadership, company culture, and performance standards. From this course, learners will be able to recognize warning signs and solve problems before they become destructive. In this way, leaders will be able to ensure their organization is healthy and productive. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org . SHRM Activity ID: #19-ZEM7C and HRCI Activity ID: #376641	38

Creating a Motivating Experience (Part 1 of 5): Understanding Motivation	SVL_102910	Business Skills	Welcome to the Understanding Motivation video lesson meant to teach learners the fundamentals of motivation. This lesson is the first of five in the Creating a Motivating Experience video course, which explains how you can build and sustain a positive motivational work culture. From this video lesson, the learner will understand the basic characteristics of motivation. This will aid the learner as they try to nurture motivation in themselves and others.	6
Creating a Motivating Experience (Part 2 of 5): Seven Ways to Help Motivate Others	SVL_102911	Business Skills	Welcome to the Seven Ways to Help Motivate Others video lesson meant to explain how you can help motivate others in an effective way. It is the second of five in the Creating a Motivating Experience video course, which explains how you can build and sustain a positive motivational work culture. Even though motivation comes from within, this lesson will teach the viewer how to help motivate and encourage their fellow coworkers to achieve their goals. By following these seven tips -- including listening, asking questions, and painting the picture -- the viewer will know how to help motivate others.	8
Creating a Motivating Experience (Part 3 of 5): Nine Tips for Self-Motivation	SVL_102912	Business Skills	Welcome to the Nine Tips for Self-Motivation video lesson meant to teach learners tips for motivating themselves in a productive, effective, and positive way. It is the third lesson of five in the Creating a Motivating Experience video course, which explains how you can build and sustain a positive motivational work culture. These tips -- including doing a mental reset and making yourself accountable -- will help you change your outlook and motivate yourself to achieve your goals	9
Creating a Motivating Experience (Part 4 of 5): Maximizing Workplace Motivation	SVL_102913	Business Skills	Welcome to the Maximizing Workplace Motivation video lesson meant to teach learners how to motivate yourself and others in a team environment at work. It is the fourth lesson of five in the Creating a Motivating Experience video course, which explains how you can build and sustain a positive motivational work culture. This lesson describes a group exercise you can do to better understand what motivates your teammates. By understanding how what motivates you and your coworkers relates to company goals, you will be able to be a more productive, functional team.	8
Creating a Motivating Experience (Part 5 of 5): What Demotivates People at Work	SVL_102914	Leadership and Management	Welcome to the What Demotivates People at Work video lesson meant to explain the behaviors and tendencies that demotivate others at work. This video lesson is the final of five in the Creating a Motivating Experience video course, which explains how you can build and sustain a positive motivational work culture. From focusing on money to being a lousy coworker, there are many ways you can demotivate others. By understanding what NOT to do, learners will know how to be effective proponents of motivation at work.	8
LGBT+ Equality in the Workplace	SVL_102928	Employment Liability	Welcome to the video lesson on LGBT+ equality in the workplace. This lesson is intended to reinforce training on harassment and discrimination by viewing it through the lens of sexual orientation and gender identity. In this lesson, viewers will come to understand the legal, business, and personal cases for not discriminating against LGBT+ individuals. In addition, learners should come to recognize that the workplace needs to be a place of equality and respect. Ultimately, viewers should understand their personal responsibility to not create differences but rather focus on their common goal—get work done.	7

Complex Problem Solving	SVL_102934	Business Skills	<p>Welcome to the Complex Problem Solving video course meant to teach learners how to critically evaluate and resolve messy organizational problems. This course, which comprises five video lessons, discusses the nature and characteristics of complex problems. In addition, it describes the role of systems thinking in complex problem solving, as well as how to use causal loop diagrams to document a complex system. Finally, this course highlights four types of complex problems organizations often contend with in this day and age. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-CYYD5 and HRCI Activity ID: #376634</p>	36
Addressing Workplace Dysfunctions	SVL_102940	Business Skills	<p>Welcome to the Addressing Workplace Dysfunctions video course meant to teach learners how to recognize and resolve dysfunctions in the workplace -- and in life. This course, which comprises four video lessons, covers basic information about dysfunctions and provides everyday examples that the learner can easily relate to. Specifically, it discusses common organizational and personal dysfunctions that people often experience. Finally, this course offers strategies for effectively dealing with dysfunctions when they occur. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-HAG45 and HRCI Activity ID: #376637</p>	28
Becoming an Asset: Understanding Your Industry	SVL_102946	Business Skills	<p>Welcome to the topic of becoming an asset! This video lesson, Understanding Your Industry, explains how to supplement your career by learning more about your organization's industry. In this lesson, viewers will learn how to identify the industry they're in and segment that industry. In addition, they will discover questions to ask about their industry and their competitors. Finally, learners will receive sources for seeking out additional industry information. Ultimately, learners should be armed with the tools necessary to increase their understanding of their industry -- to their benefit and their organizations!</p>	6
Becoming an Asset: Understanding Your Company	SVL_102947	Business Skills	<p>Welcome to the topic of becoming an asset! This video lesson, Understanding Your Company, describes how learning about your organization can make you a more valuable employee and advance your career. In this lesson, learners will become familiar with a process for becoming more knowledgeable about their organization. They will also learn how to study their organization's website, find external information regarding their organization, and utilize internal information they receive from their organization. In the end, learners should be well prepared to start learning more about their company!</p>	7

Improving Your Workplace Communication	SVL_102948	Business Skills	Welcome to the "Improving Your Workplace Communication" video lesson intended to teach learners how to minimize miscommunications at work! In this lesson, viewers will learn the basic definition of communication and come to realize that communication attempts often go awry for various reasons. Learners will also discover solutions for common communication mistakes at work and become familiar with the 7 C's of effective communication. Ultimately, learners should feel well-equipped to communicate more effectively with their coworkers, clients, customers, and managers.	8
Delivering Successful Messages at Work (Part 1 of 2): Six Tips for Preventing Miscommunication	SVL_102955	Business Skills	Welcome to Six Tips for Preventing Miscommunication, the video lesson meant to demonstrate the importance of productive communication in establishing good relationships and essential tools for preventing the misinterpretation of messages. This is the first of two video lessons in the Delivering Successful Messages at Work series, which is meant to teach learners how to communicate messages effectively in the workplace. By learning the major elements of communication and tips for communicating well with others, viewers will be on their way to becoming proficient workplace communicators.	8
Delivering Successful Messages at Work (Part 2 of 2): Mastering Verbal and Nonverbal Communication	SVL_102956	Business Skills	Welcome to Mastering Verbal and Nonverbal Communication, the video lesson meant to explain the three components of communication: textual, vocal, and nonverbal. This is the second of two video lessons in the Delivering Successful Messages at Work series, which is meant to teach learners how to communicate messages effectively in the workplace. After viewing this lesson, learners will be equipped to communicate messages clearly and productively no matter the medium.	9
Difficult Conversations: Technology In Meetings	SVL_104056	Business Skills	This video covers how to deal with unexpected interruptions (phone calls, text messages, emails, etc.) during group meetings. You will be encouraged to understand the situation fully before jumping to conclusions, and also to handle interruptions in a professional, non-confrontational way. There might also be some people looking like idiots from time to time. Enjoy! This video is part of the Difficult Conversations series from the Jeff Havens Company.	3
Difficult Conversations: Odor Issues	SVL_104057	Leadership and Management	This video discusses how to approach a colleague or employee whose odor has become distracting to the rest of his/her team. The "how to screw this up" part of the video is flat-out hilarious, but you'll also get a solid understanding of how to phrase your side of the conversation to make this as unpleasant and civil as possible. This video is part of the Difficult Conversations series from the Jeff Havens Company.	4
Difficult Conversations: Dealing With Personality Issues	SVL_104058	Business Skills	In this video, you'll witness multiple different personality types and be encouraged to put yourself in other people's shoes before deciding how to handle the conflict in	5
Difficult Conversations: Communicating a Low Performance Review	SVL_104059	Leadership and Management	This video will help you handle the communication of a low performance review. We will discuss the need for proper documentation as well as providing a roadmap for	4
Difficult Conversations: Letting Someone Go	SVL_104064	Leadership and Management	Perhaps one of the most difficult workplace conversations there is, letting someone go is never easy. In this video we run through several important elements of a	4
Difficult Conversations: Announcing Major Changes	SVL_104065	Leadership and Management	This video covers how to effectively communicate an upcoming change to your employees or team members. As with many of our videos, the "how not to do this" piece is absurd and hilarious -- but don't worry! We also go through all the right things to do. This video is part of the Difficult Conversations series from the Jeff Havens Company.	4

Professional Excellence Episode 1: What (Not) To Talk About at Work!	SVL_104145	Business Skills	This video is part of the Professional Excellence series, Part 1: Office Etiquette and Behavior. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections -- skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	3
Professional Excellence Episode 2: Shouting, Rampant Negativity, and Other Terrible Ideas!	SVL_104146	Business Skills	This video is part of the Professional Excellence series, Part 1: Office Etiquette and Behavior. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	4
Professional Excellence Episode 3: Gossip -- For People Who Don't Want Friends!	SVL_104147	Business Skills	This video is part of the Professional Excellence series, Part 1: Office Etiquette and Behavior. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	3
Professional Excellence Episode 4: Meetings Aren't Actually for Texting -- Sorry!	SVL_104148	Business Skills	This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections -- skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	6
Professional Excellence Episode 5: How to Use the Internet for Good and Not Evil	SVL_104149	Business Skills	This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	2
Professional Excellence Episode 6: How to Use Email So That People Don't Want to Hurt You	SVL_104150	Business Skills	This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections -- skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	4

Professional Excellence Episode 7: The Speakerphone -- Why Talk When Shouting Will Do?	SVL_104151	Business Skills	This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	1
Professional Excellence Episode 8: Various Ways to Succeed (and Fail!) at Introductions	SVL_104152	Business Skills	This video is part of the Professional Excellence series, Part 3: Successful Networking Techniques. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	5
Professional Excellence Episode 9: How to Shake Someone's Hand	SVL_104153	Business Skills	This video is part of the Professional Excellence series, Part 3: Successful Networking Techniques. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	3
Professional Excellence Episode 10: Meeting Groups of People	SVL_104154	Business Skills	This video is part of the Professional Excellence series, Part 3: Successful Networking Techniques. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	1
Professional Excellence Episode 11: Exchanging Business Cards, Following Up, and Networking Events	SVL_104155	Business Skills	This video is part of the Professional Excellence series, Part 3: Successful Networking Techniques. We've all taken math, science, and language classes, and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we ever learn how to work with others or make successful connections, skills which are absolutely critical in order to succeed professionally. If you want your employees to be the best they can be, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!	3
Breakroom Etiquette	SVL_104156_NQ	Business Skills	This video covers one of the office's greatest sore spots -- the breakroom. You see, some people still haven't realized that they're supposed to clean up after themselves, remove food from the refrigerator that has started to mutate into a potentially hostile life form, and use the sink to clean dishes instead of storing them there. Well, this video will fix all of that. Enjoy!	3

Bathroom Etiquette	SVL_104157_NQ	Business Skills	The fact that this video exists is an indication that we are not as highly advanced as we sometime pretend. Highlights will include how to flush the toilet, how to wash your hands, and how to properly use and dispose of toilet paper. Unlike our other offerings, this video will have no quiz at the end, because that would just be insulting. But we think you'll enjoy passing this one around the office. Because let's face it, we all know someone who inexplicably needs to be shown this information.	3
Collaborative Space Etiquette (Part 1 of 4): Noise Issues	SVL_104158	Business Skills	This video addresses the need to be considerate of your collaborative officemates by not shouting, playing loud music (or worse, really bad music that you sing along with), and other noise-related issues. If you watch all the way through to the end, you'll be treated to a performance that we promise will never again be repeated in human history. What is it? You'll have to watch to find out. Turn the volume up, please!!!! This is episode one of four from the Jeff Havens Company series Collaborative Space Etiquette.	3
Collaborative Space Etiquette (Part 2 of 4): Food Issues	SVL_104159	Business Skills	This video will remind you that eating is important if you don't want to starve to death. However, all food is not equal, which means there are some types you should probably keep out of the office. Also, we'll encourage you to pick up after yourself since – surprise, surprise! – your colleagues aren't being paid enough to do it for you. This video has been specifically designed for everyone who enjoys eating. Bon appetite! This episode two of four from the Jeff Havens Company Series Collaborative Space Etiquette.	2
Collaborative Space Etiquette (Part 3 of 4): Hygiene Issues	SVL_104160	Business Skills	This video will reinforce the importance of proper personal hygiene when working in a group environment. It's probably also important even if you work all by yourself in an office with a door that locks and blackout shades, but it's definitely important when others are forced to be around you. As usual, we'll be demonstrating lots of way to do this wrong, which means you'll see one of the worst pair of socks you can imagine. Be warned – it isn't pretty... this episode three of four is from the Jeff Havens Company Collaborative Space Etiquette series.	3
Collaborative Space Etiquette (Part 4 of 4): Courtesy Issues	SVL_104161	Business Skills	This video will help you become a halfway decent person that your open office colleagues won't hate being around. We'll talk about the importance of personal space, allowing others to work, and also not unleashing a string of ill-tempered cursing. Prepare for an extended streak of bleeping! This episode four of four from the Jeff Havens Company Series Collaborative Space Etiquette.	2
Employee Engagement Essentials	SVL_104182	Leadership and Management	There's no shortage of leadership education available today, which means we should all theoretically be amazing leaders. Yet survey after survey shows that most of us are disengaged at work, which means there must be something missing. Employee Engagement Essentials has been designed to supply that missing piece, approaching leadership in a new way that will make creating an engaged workforce easier than ever before. And it will do so with far more humor and entertainment than your typical leadership course. So if you want to learn how to become a better leader, create a more productive workforce, and laugh the whole way through, then you've come to the right place!	28

Expert Interviewing Skills: Career Advancement Techniques -- Things to Avoid in Any Interview	SVL_104188	Business Skills	This video covers a wide variety of things you should never do in any interview. And yet, somehow, each one of these things has been done in an interview! Compiled from recollections of dozens of hiring managers, this assortment of no-no's is certain to make you laugh. Sometimes, learning what not to do is just as important as learning what you're supposed to do. You'll want to share this with your colleagues!	2
Conducting Exceptional Interviews	SVL_104197	Employment Liability	Hiring the right people might be the single most important factor in determining the future success of your company. Great employees can take you and your organization to the next level, while poor ones can easily bring your forward progress to a screeching halt. In this seven-part video series, the Jeff Havens Company provides a simple yet comprehensive step-by-step approach to help ensure that your next hires are the right ones for you. And don't worry, these videos are just as entertaining as they are educational, exactly what you've come to expect from a Jeff Havens Company product. So whether you're about to sit on the other side of the desk for your first interview or are a seasoned professional, Conducting Exceptional Interviews will give you invaluable information in a fun and engaging way.	21
Emerging Leaders Episode 1: The Importance of Appearances (UPDATED 7/2018)	SVL_104198	Leadership and Management	This video is part of the Emerging Leaders series, Part 1: Preparing for a Leadership Role! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	3
Emerging Leaders Episode 2: How to Avoid Becoming a Micromanager (UPDATED 7/2018)	SVL_104199	Leadership and Management	This video is part of the Emerging Leaders series, Part 1: Preparing for a Leadership Role! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	2
Emerging Leaders Episode 3: Learning to Live with Failure (UPDATED 7/2018)	SVL_104200	Leadership and Management	This video is part of the Emerging Leaders series, Part 1: Preparing for a Leadership Role! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	2
Emerging Leaders Episode 4: The Importance of Being Present (UPDATED 7/2018)	SVL_104201	Leadership and Management	This video is part of the Emerging Leaders series, Part 2: Interacting with Your Employees! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	2

Emerging Leaders Episode 5: The Danger of Too Much Fraternizing With Your Employees (UPDATED 7/2018)	SVL_104202	Leadership and Management	This video is part of the Emerging Leaders series, Part 2: Interacting With Your Employees! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	2
Emerging Leaders Episode 6: The Importance of Vision (UPDATED 7/2018)	SVL_104203	Leadership and Management	This video is part of the Emerging Leaders series, Part 3: Thinking Like a Leader! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	2
Emerging Leaders Episode 7: The Importance of Execution (UPDATED 7/2018)	SVL_104204	Leadership and Management	This video is part of the Emerging Leaders series, Part 3: Thinking Like a Leader! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	2
Emerging Leaders Episode 8: How to Embrace Change When Necessary (UPDATED 7/2018)	SVL_104205	Leadership and Management	This video is part of the Emerging Leaders series, Part 3: Thinking Like a Leader! You've identified your rising stars. They're excited for the chance to lead, and you're ready to give them the opportunity. But how can you be certain they'll be great leaders when they've never had a chance to lead before? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders others will be excited to follow. And we guarantee they'll enjoy it.	3
Administration of a Collective Bargaining Agreement	SVL_105151358	Employment Liability	A collective bargaining agreement should include a formalized grievance process. This course outlines the typical process as well as the four possible categories that grievances may fall under.	4
The Legal Environment in Human Resources	SVL_105155131	Employment Liability	In this course, Jean Meeks-Koch talks about seven legal acts that employees in human resources and management need to know, putting an emphasis on understanding all the issues broadly rather than memorizing every detail. She gives an overview on the 1964 Civil Rights Act, Equal Pay Act, Age Discrimination Act, and more.	11
Email Management: Folder Strategy	SVL_205014_NQ	Business Skills	Your email program has a few folders built in (inbox, sent, junk mail, etc.) but in this lesson we'll look at how to create additional folders that are useful and effective.	5
Transitional Duty: Improving Your Return to Work Program	TD04	Health & Safety	Injuries and change are two tough challenges. Together, they can create one overwhelming combination. Employees are sometimes faced with an injury that requires a long rehabilitation period, and physical limitations that affect what he or she can do. With Transitional Duty assignments, an employee's recovery is accompanied with a positive distraction that provides a chance to contribute to the organization. Transitional duty isn't just a return to work program; it's an investment in your employee.	30

Tailgate Topics - Distracted Driving: Drop it & Drive	TP01	Driver Safety	Distractions are anything that takes your attention away from the task at hand. In this case, the task is driving. If you allow distractions to take your attention away from driving, you are not driving. If you do not give your full attention to driving a vehicle, bad things can happen very quickly. Seeing and reacting safely to sudden changes can keep you from having an accident. To drive safely, you must pay full attention at all times. That will give you enough time to react. People's lives are in your hands.	10
Tailgate Topics - Intersections	TP02	Driver Safety	With different crossing and entering movements by both drivers and pedestrians, an intersection is one of the most complex traffic situations that motorists encounter. Dangers are compounded when we add the element of speeding motorists who disregard traffic controls. Because of this conflict opportunity, intersections represent a disproportionate share of the safety problem. About half of all crashes and half of all injury crashes occur at intersections.	10
Tailgate Topics - Hang Up and Drive: Cell Phones + Driving	TP03	Driver Safety	Although it may seem harmless to talk on your cell phone while driving, nearly 1 out of every 5 motor vehicle crash involves cell phone use. Cell phone use while driving isn't just a manual and visual distraction, but also a cognitive one. To drive safely, you must pay full attention at all times. Drop the phone and focus on the road.	10
Tailgate Topics - Look Back: Mirror, Mirror on the Car	TP04	Driver Safety	Almost all backing accidents are preventable. When a backing accident occurs, the driver typically overlooked some basic safety principles, such as not checking the area or relying solely on mirrors. Safe backing requires a driver to be alert and aware of the surrounding area. Anything less and you are recklessly backing up into a dangerous scenario.	10
Tailgate Topics - Safe Following	TP05	Driver Safety	To avoid a collision you need time to react to danger. Establishing a safe following distance creates enough time for you to safely react to sudden changes on the road.	10
Tailgate Topics - Buckle Up	TP06	Driver Safety	Choosing to buckle up before every trip, no matter the distance, is a quick and easy decision that protects you and your loved ones from danger. Encouraging everyone in the car to buckle up, including those in the back seat, could save your life, your pocketbook, and your driving record. Learn how to effectively wear your seat belt and about state seat belt laws in this course that highlights the importance of buckling up.	10
Tailgate Topics - Drowsy Driving	TP07	Driver Safety	Although your sleep habits may be the last factor you may figure into good driving, your sleeping behaviors undoubtedly influence your safety and those sharing the road with you. This course provides information on how to counteract fatigue on the roadway and discusses proper sleeping habits.	10
Tailgate Topics - Avoiding Accidents	TP08	Driver Safety	Although you may not be able to control everything that occurs on the road, there are many strategies you can employ in order to avoid an accident. This course provides tactics to avoid accidents on the roadway.	10
Tailgate Topics - Winter Driving	TP09	Driver Safety	Winter driving calls for special skills. By allowing yourself extra time on the road and by using these safe-driving tips, you can arrive at your destination safe and warm.	10
Tailgate Topics - Emotional Driving	TP10	Driver Safety	Drivers must remember the finer points of good driving, including the mental and physical conditions that affect performance on the road. Driver error causes more than 90% of highway crashes. Your ability to drive safely depends not only on what you know, but how you feel.	10

Tailgate Topics - Driving Defensively	TP11	Driver Safety	There is no way to predict how driver behavior will affect driver safety. By remembering that even one poor decision can have tragic consequences, you will better prepare yourself for making smarter decisions while driving. Driving defensively and anticipating possible accidents will protect you against other driver's harmful decisions.	10
Winter Driving Safety	WI61	Driver Safety	This course covers safe driving techniques in adverse winter weather conditions. Topics include defensive driving, accident prevention methods, the impact of drinking and driving, vehicle safety measures, vehicle maintenance, winter weather patterns and associated hazards, personal safety considerations, and actions to take for breakdowns or accidents.	60
Working Outdoors in Warm Weather	WO17	Health & Safety	Working outdoors in the summer can be a great way to enjoy Mother Nature but it has its own set of hazards. In this course, you will learn to recognize the dangers and learn how to prevent problems related to elements of nature like the sun, heat, tick-borne diseases, West Nile virus, and poisonous plants. This training is helpful to anyone who works outdoors in warm climates. Both employers and employees need to know about special hazards related to working outdoors and the many ways these hazards can be minimized.	30
Stress Management for Public Safety Telecommunicators	WS63	Health & Safety	Let's be real--we all know what stress is. Life tends to have plenty of it, and working in a job like public safety telecommunications adds a special type of stress to the mix as well. We also know that too much stress can be bad for us and that there are a number of practical ways to deal with stress. So why take this course? Because knowing about stress and how to relieve it is one thing, and actually doing something to recognize and mitigate stress is another thing altogether.	30
Stress Management at Work and Elsewhere	WS65	Health & Safety	Let's be real--we all know what stress is. We also know that too much stress can be bad for us and that there are a number of practical ways to deal with stress. But, knowing about stress and how to relieve it is one thing, and actually doing something to recognize and mitigate stress is another thing altogether. This course is your chance to pause your regular activities and worries for a short while, and take a deeper look at how stress is showing up in your life and in your job.	30
Work Zone Safety	WZ01	Health & Safety	This course aims to introduce work zone fundamentals to individuals who work in, around, or drive through work zone areas, as well as providing an orientation on safety for work zone areas. Topics covered include the importance of safety while working on traffic work zones, the significance of the MUTCD, standard work zone areas, types of road signs, basic definitions and general placement of common traffic control devices, and hazards associated with both external and internal traffic control.	45
Injury Prevention in Youth Sports	YS61	Child Safety	Young athletes have their entire lives ahead of them to win, but you have to make sure that they don't injure themselves now. By learning which conditions and factors create a likelihood for injury, you learn how to prevent injury. This course aims to help youth sports coaches and volunteers prevent common injuries and keep young athletes safe.	30
Comunicación de Peligros (Hazard Communication - New GHS Standard)	HC19	Health & Safety	Este curso cubre el Estandar de Comunicacion de Riesgos de OSHA (HAZCOM), 29 CRF 1910.1200, que requiere que los materiales peligrosos utilizados en el sitio de trabajo sean identificados, etiquetados, manipulados, utilizados y desechados de manera adecuada. El objetivo del curso es prevenir o minimizar la exposicion de los empleados a materiales peligrosos y minimizar su liberacion accidental en el ambiente de trabajo. Este curso cubre los cambios de 2012 a SDS, etiquetado y GHS.	60

Behavior-Based Safety for Supervisors Cal/OSHA	SH33	Health & Safety	This course is intended to provide supervisors with an overview of behavior-based safety, as well as their responsibility to Cal/OSHA standards.	30
Coaching to Build Skills	BV12	Human Capital	Whether it is building technical, interpersonal, administrative, or customer service skills, coaching to build skills is essential to improving performance within your organization. This course identifies the common mistakes people make when coaching others and discusses the four-step process for helping an employee build skills.	20
Measuring and Monitoring Processes	BV70	Human Capital	This course covers measuring and monitoring a process on an ongoing basis.	15
Dealing with Conflict	BV84	Human Capital	This course covers the steps involved in dealing with conflict between employees.	15
Dealing with Aggressive Behavior	BV86	Human Capital	This course covers the steps involved in dealing with an aggressive employee.	15
Managing Me	SVL_086004	Human Capital	As the leader of any group, problems are inevitable. So...how do you react? Do you lead with your gut...or your head? This is the dilemma that the host of "Managing Me" grapples with. When problems arise at work, he can choose to react with either impulse or reason. As each situation plays out, the better reaction is clear. Viewers recognize that how you react often has a far greater impact -- on morale, on retention, on productivity -- than any specific problem ever could. The key to managing other people is learning how to manage you.	16
Pay Attention and Listen!	SVL_102193	Human Capital	Welcome to the "Pay Attention and Listen" video lesson. This video lesson teaches managers and supervisors an eight-step process on how to truly pay attention and listen to their employees -- or anyone they'd like to better communicate with.	6
Introduction to Contact Tracing	SH15	Health & Safety	This course is an overview of the contact tracing process for employees interested in becoming contact tracers. It covers the process and benefits of contact tracing as well as privacy laws and safety information.	5
Contact Tracing in Your Community	SH19	Health & Safety	This course is an overview of the contact tracing process for all employees. It raises awareness about the process and benefits of contact tracing as well as privacy laws and safety procedures, so employees can do their part if they receive a call from a contact tracer.	5
Practicing Hand Hygiene	HW02	Health & Safety	Germes are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. Germes responsible for the common cold, as well as some of the nastier ones like Salmonella, E. coli, and norovirus, can enter your system and make you, and those you come into contact with, very, very sick. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germes.	15
Practicing Hand Hygiene: Medical Professionals	HW04	Health & Safety	This course is developed specifically for medical professionals. Germes are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germes.	15

Practicing Hand Hygiene: Child Care Providers	HW06	Health & Safety	This course is developed specifically for child care providers. Germs are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germs.	15
Practicing Hand Hygiene: Food Service Professionals	HW08	Health & Safety	This course is developed specifically for food service professionals. Germs are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germs.	15
The Role of Customer Service	BV01	Human Capital	Today, with more and more competitors vying for your customers' attention, exceptional customer service is no longer optional – it's essential. This course covers the differences between traditional and exceptional customer service.	20
Providing Service with Heart	BV05	Human Capital	This course covers feeling empathy and concern for your customers so you can provide service with heart more effectively.	20
Conveying Information	BV19	Human Capital	The ability to convey information in a clear and concise way is a core communication skill. For example, you need to be able to convey information clearly when you give instructions, give directions, tell someone what has happened at a meeting, show someone how to do a task or procedure. After completing this course, you should be able to explain how to use the three steps to conveying information effectively.	20
Focusing on the Customer	BV25	Human Capital	Build active listening skills; understand how tone of voice, body language, and physical surroundings effect customer perceptions; improve your telephone communication; and identify your customer's communication style.	30
The Role of the Supervisor	BV55	Human Capital	This course covers the benefits, responsibilities, and challenges of being a supervisor.	15
The Responsibilities of a Manager	BV57	Human Capital	This course covers the benefits, responsibilities, and challenges of being a manager.	15
Creating a Total Service Experience	BV03	Human Capital	This course covers the total service experience and discusses the skills that are needed to develop a strong customer relationship through effective communication.	20
Coaching to Develop Motivation	BV09	Human Capital	This course covers identifying the characteristics of motivated people and the three components of the question style of coaching to develop motivation.	20
Defining Coaching	BV13	Human Capital	This course covers defining coaching, assessing the coaching needs of another person, and assessing your personal coaching strengths and weaknesses.	20
Listening Skills	BV15	Human Capital	Listening is one of the most important human behaviors. It is our most frequently used communication skill, whether we are listening by hearing with our ears, by observing signed language, or through any other means. After completing this course, you should be able identify common traps people fall into when listening, and identify three skills to enhance listening in the workplace.	20
Understanding Skills	BV17	Human Capital	Understanding is an important aspect of communication. Many people assume that they understand what others say. Often, however, they do not check the accuracy of their interpretation of what they hear. After completing this course, you should be able identify common traps people fall into when trying to understand, and identify two skills to enhance understanding in the workplace.	20

Defining Useful Workplace Feedback	BV32	Human Capital	Workplace feedback is information we provide fellow employees and team members about their acts in order to help them meet individual, group, and organizational goals. This course covers defining workplace feedback and identifying the characteristics of useful workplace feedback.	20
Understanding Team Building	BV27	Human Capital	This course covers how to identify common mistakes in team building and assess your team's current level of development.	15
Defining a Problem	BV40	Human Capital	This course covers identifying and describing problems in the workplace.	30
Budgeting for Elected Officials	BW12	Business Skills	Learn the fundamentals of budgeting within your local government. Identify the roles within your organization's budget cycle and how the decision-making process can positively impact your community.	30
Understanding and Preventing Microaggressions	HV68	Diversity & Inclusion	Learn about microaggressions so you can understand how they are connected to implicit bias. Learn to apply a set of techniques to help you confront your own implicit biases and respond in the moment to microaggressions.	20
Cultural Competence	HV70	Diversity & Inclusion	Learn how to communicate effectively across cultural differences in the workplace.	20
Courageous Conversations	HV74	Diversity & Inclusion	Learn about the purpose and components of a courageous conversation and effective communication techniques that will help you initiate difficult conversations. Effectively guiding a courageous conversation promotes understanding and helps find common ground when resolving an issue.	60
Harassment Prevention for K-12 Supervisors	KT19	K-12 Education	For the K-12 audience, this course covers supervisor requirements to report sexual harassment in the workplace and will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to prevent harassment – including sexual harassment and retaliation.	120
Harassment Prevention for K-12 Employees	KT21	K-12 Education	For the K-12 audience, this course will teach you to recognize workplace practices or behaviors that could have a discriminatory effect, identify harassing behaviors in the workplace, and take action to report and prevent harassment – including sexual harassment and retaliation.	60
Maintain Engagement in Online Learning (K-6)	KT47	K-12 Education	This course covers health hazards and protective measures related to asbestos. Topics include locations where asbestos is commonly found, requirements for signs and labels, circumstances where employees may risk asbestos exposure, exposure prevention safety measures, asbestos-related illnesses, and Cal/OSHA's required medical program. This course covers Cal/OSHA Title 8, Subchapter 7, Group 16, Article 110. Title 8, Subchapter 4, Article 4.	60
Asher Model: Creating a Culture of Wellness	PT63	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. The points presented in this model are not specific, carved-in-stone steps you and your agency should follow. Instead, they provide a necessary and proven framework from which you can implement your own tactics and strategies to best create a culture of wellness within your agency.	20

Asher Model: Making It OK to Not Be OK	PT65	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. Real cultural change isn't possible without first having awareness. This point focuses on creating an environment where it is OK not to be OK. Believe in the changes you seek in your agency and your people will too.	15
Asher Model: Focus on the Solutions	PT67	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. Point #2 centers on giving your employees access to the resources they need when their emotional or psychological health needs it the most.	10
Asher Model: Provide Peer Support	PT69	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. This point focuses on the importance of a proactive, trained peer support team. Peer support teams help facilitate a targeted intervention with at-risk individuals.	15
Asher Model: Educate Your Staff on Resilience	PT71	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. This point focuses on resilience. Resilience is the ability to mentally or emotionally manage a crisis and quickly return to a pre-crisis state. It will help your team respond to the stresses of the job before they snowball into something that begins to feel unmanageable.	10
Asher Model: Encourage Healthy Habits	PT73	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. Proper nutrition and physical fitness are often the first things to fall when a person experiences stress. As a leader, you can't eliminate your staff's personal or professional responsibilities. This point focuses on creating the space and resources for healthy habits while on the job.	10
Asher Model: Encourage Spirituality	PT75	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. Point #6 can be a deeply rich and personal aspect of overall wellness. Spirituality helps people gain perspective on their life's events and can help bring balance and even gratitude for what they have. Spirituality is indeed a personal choice, but it should not be taboo in law enforcement.	10
Asher Model: Partner with the Family	PT77	Law Enforcement	The Asher Model is a seven-point approach to creating a culture of wellness in law enforcement. It is a multifaceted approach to the police suicide epidemic and a proactive approach to employee wellness. As a leader, consider establishing yourself as a source of support for your employees' families and they will likely be one of your greatest allies in your culture of wellness. This point focuses on your commitment to being a source of support for the family of your employees, while asking for their commitment as well.	15

Ladders Safety Cal/OSHA	SG24	Health & Safety	Learn the basics of ladder safety. You'll find out how to select the appropriate ladder for the job, inspect and maintain ladders, check for safety hazards, follow safe climbing procedures, and identify the purpose of safety systems and devices. This course covers Cal/OSHA Title 8, Subsection 3276(f).	25
Scaffolding Safety Cal/OSHA	SG60	Health & Safety	Learn the basics of scaffolding safety at work. You'll find out how to recognize and minimize scaffolding hazards. This course covers Cal/OSHA Section 3203 for General Industry and Section 1509 for Construction Industry.	15
OSHA Investigations and Inspections	SH59	Health & Safety	This course will explain the basics of the OSHA Investigation process, as well as prepare employers to interact and comply with OSHA inspectors.	60
Cal/OSHA Investigations and Inspections	SH61	Health & Safety	This course will explain the basics of the Cal/OSHA Investigation process, as well as prepare employers to interact and comply with Cal/OSHA inspectors.	60
Asbestos Awareness	SH71	Health & Safety	This course covers health hazards and protective measures related to asbestos. Topics include locations where asbestos is commonly found, requirements for signs and labels, circumstances where employees may risk asbestos exposure, exposure prevention safety measures, asbestos-related illnesses, and OSHA's required medical program. This course covers OSHA standard 29 CFR 1910.1001.	60
Asbestos Awareness Cal/OSHA	SH73	Health & Safety	This course covers health hazards and protective measures related to asbestos. Topics include locations where asbestos is commonly found, requirements for signs and labels, circumstances where employees may risk asbestos exposure, exposure prevention safety measures, asbestos-related illnesses, and Cal/OSHA's required medical program. This course covers Cal/OSHA Title 8, Subchapter 7, Group 16, Article 110. Title 8, Subchapter 4, Article 4.	60
Lead Safety Awareness	SH83	Health & Safety	This course covers hazards related to lead exposure, the purpose and elements of a Medical Surveillance Program and Medical Removal Protection Program, and respirator use. Topics include sources of lead exposure, health effects, and controls and work practices to reduce lead exposures. OSHA 29 CFR 1910.1025 and 1926.62.	60
Lead Safety Awareness Cal/OSHA	SH85	Health & Safety	This course covers hazards related to lead exposure, the purpose and elements of a Medical Surveillance Program and Medical Removal Protection Program, and respirator use. Topics include sources of lead exposure, health effects, and controls and work practices to reduce lead exposures. Cal/OSHA Title 8 Subsections 1532.1 & 5198.	60
Indoor Crane and Sling Safety	SH95	Health & Safety	Learn about OSHA requirements for safe crane operation, including required skills for supervisors; the manufacturer's role in crane and sling safety; basic crane and sling safety training requirements; the importance and scope of initial, periodic, and frequent inspections of cranes and slings; and basic operator and rigger skills, safety concepts, and techniques for handling, attaching, and moving loads.	60
Indoor Crane and Sling Safety Cal/OSHA	SH97	Health & Safety	Learn about OSHA requirements for safe crane operation, including required skills for supervisors; the manufacturer's role in crane and sling safety; basic crane and sling safety training requirements; the importance and scope of initial, periodic, and frequent inspections of cranes and slings; and basic operator and rigger skills, safety concepts, and techniques for handling, attaching, and moving loads.	60

Emergency Prep & Response: Earthquakes	SJ02	Emergency Preparedness	This course covers how to prepare for, protect against, and respond to an earthquake, including what steps you can take to stay safe and when to ask for emergency help. Learn what safety procedures are in an Emergency Action Plan, including procedures to identify a clear chain of command, safely evacuate, and more.	15
Emergency Prep & Response: Floods	SJ04	Emergency Preparedness	This course covers how to prepare for, protect against, and respond to a flood, including what steps you can take to stay safe and when to ask for emergency help. Learn what safety procedures are in an Emergency Action Plan, including procedures to identify a clear chain of command, safely evacuate, and more.	15
Emergency Prep & Response: Hurricanes	SJ06	Emergency Preparedness	This course covers how to prepare for, protect against, and respond to a hurricane, including what steps you can take to stay safe and when to ask for emergency help. Learn what safety procedures are in an Emergency Action Plan, including procedures to identify a clear chain of command, safely evacuate, and more.	15
Emergency Prep & Response: Tornadoes	SJ08	Emergency Preparedness	This course covers how to prepare for, protect against, and respond to a tornado, including what steps you can take to stay safe and when to ask for emergency help. Learn what safety procedures are in an Emergency Action Plan, including procedures to identify a clear chain of command, safely evacuate, and more.	15
Emergency Prep & Response: Wildfires	SJ10	Emergency Preparedness	This course covers how to prepare for, protect against, and respond to a wildfire, including what steps you can take to stay safe and when to ask for emergency help. Learn what safety procedures are in an Emergency Action Plan, including procedures to identify a clear chain of command, safely evacuate, and more.	15
Emergency Prep & Response: Winter Storms	SJ12	Emergency Preparedness	This course covers how to prepare for, protect against, and respond to a winter storm, including what steps you can take to stay safe and when to ask for emergency help. Learn what safety procedures are in an Emergency Action Plan, including procedures to identify a clear chain of command, safely evacuate, and more.	15
Emergency Prep & Response: Terrorism	SJ14	Emergency Preparedness	This course covers how to prepare for, protect against, and respond to terrorism, including what steps you can take to stay safe and when to ask for emergency help. Learn what safety procedures are in an Emergency Action Plan, including procedures to identify a clear chain of command, safely evacuate, and more.	15
Basic Construction Safety	SJ16	Health & Safety	This course covers the hazards inherent in construction work and how to reduce them. Topics include hand and power tools and equipment, confined spaces, ladders and scaffolding, cranes, electricity, machinery, trenches and excavation. The course discusses fall protection, covers for holes, chemical warning labels, PPE, and material movement, handling, and storage. This course provides an overview of OSHA Construction Standard, 29 CFR 1926.	60
Basic Construction Safety Cal/OSHA	SJ18	Health & Safety	This course covers hazards inherent in construction work and how to reduce them. Topics include hand and power tools and equipment, confined spaces, ladders and scaffolding, cranes, electricity, machinery, trenches and excavation. The course discusses fall protection, covers for holes, chemical warning labels, PPE, and material movement, handling, and storage. This course provides an overview of Cal/OSHA Title 8, Chapter 4. Division of Industrial Safety, Subchapter 4.	60
Field Biological Hazards	SJ20	Health & Safety	Biological hazards in the workplace are the source of many unrecognized illnesses and diseases. This course will train you on several biological hazards encountered in the work environment including microorganisms, arthropods, and plant toxins.	15

Slower is Faster - Survival Skills for Ambulance Drivers	DD51	Driver Safety	Driving an ambulance is a crucial aspect of the emergency response team. This training focuses on the most important information drivers need to assure they arrive safely to routine and emergency calls.	30
Slower is Faster - Survival Skills for Fire Engine Drivers	DD53	Driver Safety	Driving a fire truck is a crucial aspect of the emergency response team. This training focuses on the most important information drivers need to assure they arrive safely to routine and emergency calls.	30
Succession Planning	SVL_1020935	Employment Liability	Welcome to the "Succession Planning" video course intended to help organizations understand and preserve their value with succession planning. This course, comprising four video lessons, will cover when (and why) you need to cross-train, a basic process for succession planning, the transition process when someone leaves, and the transfer of ownership of a business. After completing this course, learners should know why they need to prioritize succession planning and will have the knowledge they need to get started today.	28
Zoning Basics: Uses and Development Standards	BW14	Business Skills	Zoning is simply a legal way of organizing how people may use land within a town or municipality. This course covers identifying the zones within a general plan as well as differentiating 'uses' from 'development standards'.	15
Zoning Basics: By Right Projects, Special Permits, and Zone Changes	BW16	Business Skills	Zoning is simply a legal way of organizing how people may use land within a town or municipality. This course covers identifying the differences between projects that are permitted by right, projects that require special permits, and projects that require changes to a zoning ordinance.	15
Zoning Basics: Roles and Procedures	BW18	Business Skills	Zoning Basics: Roles and Procedures	15
Zoning Basics: Permit Evaluation Criteria	BW20	Business Skills	Zoning Basics: Permit Evaluation Criteria	15
Zoning Basics: Subdivision Ordinances	BW22	Business Skills	Zoning Basics: Subdivision Ordinances	15
Social Media for Public Officials	BW24	Business Skills	This course offers guidance to public officials who use social media for government business. It covers account owner responsibilities and best practices, including using social media as public forums; following social media policies; posting, sharing, and deleting content; and more.	15
Cyberbullying Awareness & Prevention for Higher Education	HE60	Higher Ed	20% of college students experience cyberbullying. Learn your role in identifying, addressing, and preventing cyberbullying. For higher ed faculty and staff.	30
Developing a Diversity and Inclusion Program	HV76	Employment Liability	This course for organization leaders and managers will help you develop and implement a successful diversity and inclusion program. You will learn how to assess your organization's structure and culture by following a five stage process to identify problematic conditions, build concern, and find realistic ways to correct deficiencies.	30
Discussing Racism for K-12 Educators	HV78	Employment Liability	This course for educators will help you recognize the importance of having discussions about race with your students and overcome individual stress or resistance to discussing race at school so you can plan and execute a critical conversation about racism in the classroom.	45
Youth Suicide Prevention (K-12)	KT49	Schools K-12	Includes all 3 parts of the Youth Suicide Prevention series for K-12 teachers and staff. Learn about the problem of youth suicide, your role in prevention, and school-wide prevention strategies.	90
Youth Suicide Prevention (K-12) Part 1: Your Role in Prevention	KT51	Schools K-12	Part 1 of 3 in the Youth Suicide Prevention series for K-12 teachers and staff. Learn about the problem and scope of youth suicide and how suicide prevention fits with your role.	20
Youth Suicide Prevention (K-12) Part 2: Observe, Support, Refer	KT53	Schools K-12	Part 2 of 3 courses in the Youth Suicide prevention series for K-12 teachers and staff. Learn how to observe, support, and refer students who may be at risk for suicide.	40

Youth Suicide Prevention (K-12) Part 3: A Community Effort	KT55	Schools K-12	Part 3 of 3 courses in the Youth Suicide prevention series for K-12 teachers and staff. Learn effective suicide prevention strategies for the classroom and school-wide.	30
Title VI of the 1964 Civil Rights Act for K-12	KT57	Schools K-12	For a K-12 audience, this course teaches you how to be in compliance with Title VI of the 1964 Civil Rights Act. Title VI protects the beneficiaries of programs or activities that receive federal funding from discrimination based on race, color, and national origin. This law ensures all students have equitable access to educational programs and resources.	20
Cyberbullying Awareness & Prevention (K-12)	KT59	Schools K-12	More than a third of middle and high school students have been cyberbullied at some point in their lives. Learn your role in identifying, addressing, and preventing cyberbullying. For K-12 teachers and staff.	30
Welding, Cutting & Brazing Safety	SH51	Health & Safety	This course covers potential health and safety concerns unique to welding, cutting, and brazing. Topics include compressed gas and oxygen cylinders; arc welding and cutting; personal protection equipment (PPE); fire prevention techniques; mechanical ventilation; confined spaces; and metals of toxic significance or with protective coatings. This course provides an overview of OSHA 29 CFR 1910 Subpart Q.	30
Welding, Cutting & Brazing Safety Cal/OSHA	SH53	Health & Safety	This course covers potential health and safety concerns unique to welding, cutting, and brazing. Topics include compressed gas and oxygen cylinders; arc welding and cutting; personal protection equipment (PPE); fire prevention techniques; mechanical ventilation; confined spaces; and metals of toxic significance or with protective coatings. This course provides an overview of California OSHA Title 8 Subchapter 7.	30
Laboratory Safety	SH87	Health & Safety	This course, designed for workers in industrial, clinical, and academic laboratory settings, covers general requirements of the Laboratory Safety Standard. Topics include Chemical Hygiene Plans in the workplace, the purpose of a Safety Data Sheet, safety guidelines specific to laboratory fire and burn hazards, and general emergency guidelines to be followed in the laboratory. OSHA: 29 CFR 1910.1450	30
Laboratory Safety Cal/OSHA	SH89	Health & Safety	This course, designed for workers in industrial, clinical, and academic laboratory settings, covers general requirements of the Laboratory Safety Standard. Topics include Chemical Hygiene Plans in the workplace, the purpose of a Safety Data Sheet, safety guidelines specific to laboratory fire and burn hazards, and general emergency guidelines to be followed in the laboratory. Cal/OSHA Title 8, Subchapter 7, Articles 107 and 109.	30
Waste Management	SH91	Health & Safety	Waste management is the storage, treatment, or disposal of materials for which society has no use, under conditions that will contribute to rather than detract from a clean and safe environment. This course covers the regulations employers must follow regarding identifying hazardous waste and ensuring its proper handling and disposal. OSHA Standard 29 CFR 1910.120, Subpart H.	60
Waste Management Cal/OSHA	SH93	Health & Safety	Waste management is the storage, treatment, or disposal of materials for which society has no use, under conditions that will contribute to rather than detract from a clean and safe environment. This course covers the regulations employers must follow regarding identifying hazardous waste and ensuring its proper handling and disposal. Cal/OSHA Title 8, Subchapter 7, Group 16, Articles 107, 108, and 109.	60

Food Safety	SJ22	Health & Safety	This course teaches you how to maintain good personal hygiene at work, avoid cross-contamination of food, safely store and cook food using appropriate times and temperatures; and properly clean and sanitize work tools and surfaces.	20
Emergency Preparedness: Continuity of Operations	SJ26	Health & Safety	This course introduces employees to continuity of operations and the importance of their role in a continuity plan. It covers the main parts of a continuity plan, including critical processes, roles and responsibilities, communication, alternate locations, and more.	20
Forming and Operating Safety Committees	SJ28	Health & Safety	This course will teach employees and supervisors about the benefits of safety committees and break down important considerations for planning, organizing, and effectively operating a safety committee.	60
Forming and Operating Safety Committees Cal/OSHA	SJ30	Health & Safety	This course will teach California employees and supervisors about the benefits of safety committees and break down important considerations for planning, organizing, and effectively operating a safety committee.	60

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NEOGOV



PROPOSAL RESPONSE

for

The West Virginia Office of Technology

Due: November 23, 2021

Respondent:

Mike Burns, Director of Accounting
300 Continental Blvd Suite 565
El Segundo, CA 90245
310-658-5734 (w) 310-426-6305 (f)

Contact Person:

Joseph Hiraldo, RFP Manager
310-426-6304 ext. 420 (w)
310-426-6305 (f)
bids@neogov.net

Mike Burns
Director of Accounting
NEOGOV
300 Continental Blvd. Suite 565
El Segundo, CA 90245
TIN: 330888748

November 22, 2021

Dear Ms. Hovanec,

GovernmentJobs.com, Inc. (d/b/a NEOGOV) is pleased to submit our response for The West Virginia Office of Technology's request for Online Technical Training. This submission is in accordance with the requirements set forth in the original Request for Quote (RFQ) due on November 23, 2021. As requested, we have provided all proposal items including additional corporate and product information for your consideration. This document is all inclusive and contains all information relevant to the NEOGOV response and shall remain valid for at least 120 days from the date that proposals are due.

As you will see in the submitted documentation, NEOGOV offers the most comprehensive Workforce Management solutions tailored exclusively for Public Sector agencies. Established in 1998, NEOGOV currently works with more than 1800 agencies nationwide delivering the features and functionality sought in the original RFP. We are confident that our proposal will demonstrate our complete understanding of the current processes and objectives and can deliver a proven system and methodology that will exceed the expectations for this project.

On behalf of NEOGOV, I am pleased to serve as the main contact for this proposal, and I am fully authorized to submit this offer and negotiate for our organization on any resulting contract. If you have any questions or comments, please call me at (310) 426-6304 x 420 or e-mail me at bids@neogov.net.

Thank you for your consideration. We look forward to working with The West Virginia Office of Technology.

Respectfully,



Mike Burns
Director of Accounting, NEOED

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ABOUT NEOGOV

NEOGOV is the leading public sector workforce platform provider, delivering an integrated HR, payroll, and talent management solution. Serving over 6,000 organizations, our intelligent HR software supports the entire employee lifecycle.

NEOGOV customers report increased employee productivity and engagement, time and cost savings, improved regulatory requirement compliance, and reduced paper processes, with a net result of better services for citizens.

Why Trust NEOGOV?

6,000+

Public Sector Agencies

250,000+

People Use NEOGOV

100M+

Citizens Served

19+

Years of Experience

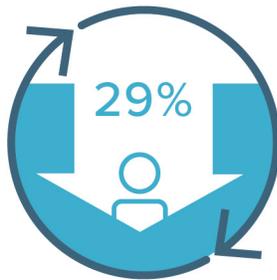
1.5M+

Hires Made

2M+

Courses Taken

THE BENEFITS OF USING NEOGOV



LOWER EMPLOYEE TURNOVER

Effective onboarding lowers the employee turnover rate by **29%**



MOBILE FRIENDLY SOFTWARE

86% of job seekers would use their smartphone to apply for a job¹



CLOSE THE SKILLS GAP WITH TRAINING

64% of SCAs believe a growing skills gap is their greatest workforce challenge²

Our Accolades



¹ Staff.com ² "Job One: Reimagine Today's State Government Workforce," Accenture

OUR SUITE

NEOGOV is the leader in human resources software for the public sector.

Make HR, payroll, and talent management easier with our complete workforce platform that supports you through the entire employee lifecycle.



INSIGHT | Applicant tracking software helps you recruit and hire high quality candidates, complete with compliance reporting.



GOVERNMENTJOBS.COM | The largest public sector specific job board in the US designed to help you attract quality applicants, hire faster, and save on advertising.



ONBOARD | Onboarding software ensures day-one readiness for new employees, accelerates productivity, and helps you keep your hires longer.



EFORMS | Document & workflow management software that helps you easily create online forms, manage documents, and build seamless workflows in minutes.



PERFORM | Performance management software to nurture communication, identify and promote employee strengths, and establish a sense of purpose.



LEARN | Learning management software that increases the productivity, safety, and retention of your workforce with engaging training.



HRIS | Our Human Resources Information System makes it easy for you to automate your Core HR, Payroll, and Time & Attendance and track data.

NEOGOV

LEARN

Centralized tracking, online content, and an intuitive course builder allow for training efficiency in a 3-in-1 solution.

ONLINE EMPLOYEE TRAINING – *to cultivate growth, promote excellence and* – IMPROVE RETENTION

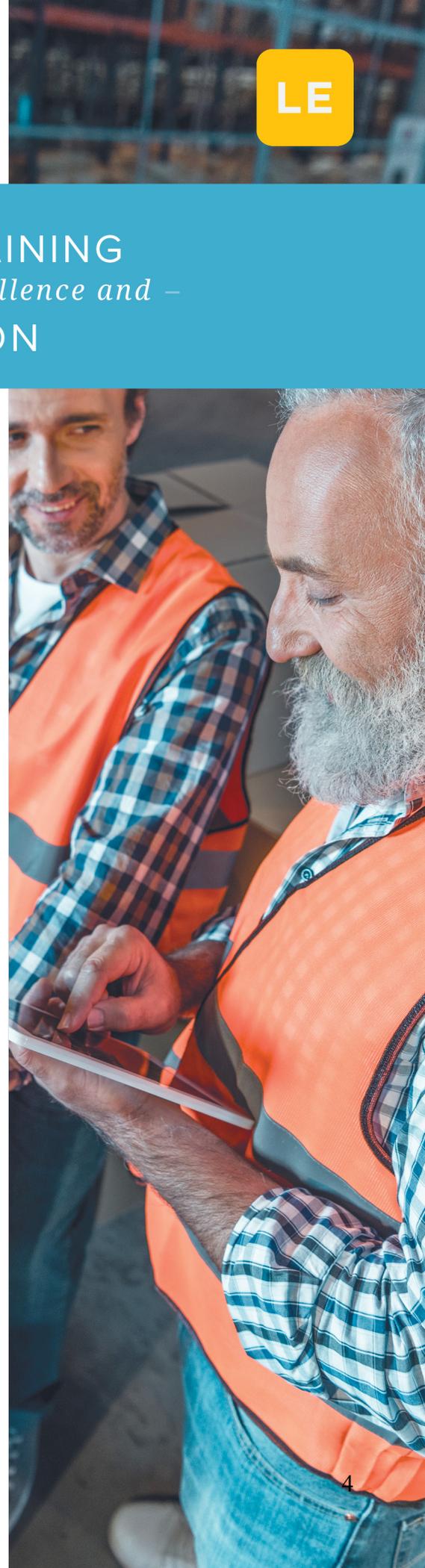
NEOGOV's learning management system eliminates the administrative burden of managing multiple employee training programs by providing a centralized online platform designed for the specific needs of the public sector.

Simplify the training process and reduce barriers to learning, in a system that's easy to use for both employees and managers. Learn's 3-in-1 solution comes with over 400 courses, a course-builder with an easy-to-use intuitive interface, and the ability to add classroom trainings and track employee license and certification renewals specific to the public sector. Learn increases productivity, ensures compliance, and mitigates risk.

With Learn, automatically assign new hire training for streamlined onboarding. Maximize the benefits of Learn by also using Perform, NEOGOV's performance management software, to identify skill gaps and build curricula to address areas of improvement.

CREATED FOR YOU *and your employees*

- ✓ Designed for the public sector
- ✓ Centralize training and tracking
- ✓ Promote employee growth



HIGHLIGHTED FEATURES

CUSTOM COURSE LIBRARY

Build customized courses, upload SCORM, or use any of the 400+ courses in NEOGOV's course library. With a robust and growing catalog, Learn offers pre-built courses in Employment Liability, Human Capital, Health and Safety, Law Enforcement, Public Works, and many more public sector-focused courses. Create your own courses and add quizzes to Word, PowerPoint, Adobe Acrobat, online videos, and more.

- Growing library of 400+ pre-built courses
- Easy to upload or build custom courses and quizzes
- Easily group courses into learning plans for new supervisor training
- Courses specifically for hiring managers, such as Lawful Hiring, Guide to Interviewing, and Uncovering Implicit Bias

REPORTING & COMPLIANCE

Using Learn, reduce risk and liability claims with consistent, trackable courses, and license/certification renewal reminders. Easily store results, completions, and generate the reports you need to show compliance. Use Learn's quick visual indicators of progress across or within departments. View the status of course enrollment, completion, and overdue courses.

- Track course completion
- Monitor individual and department progress
- Reduce risk and liability with reports

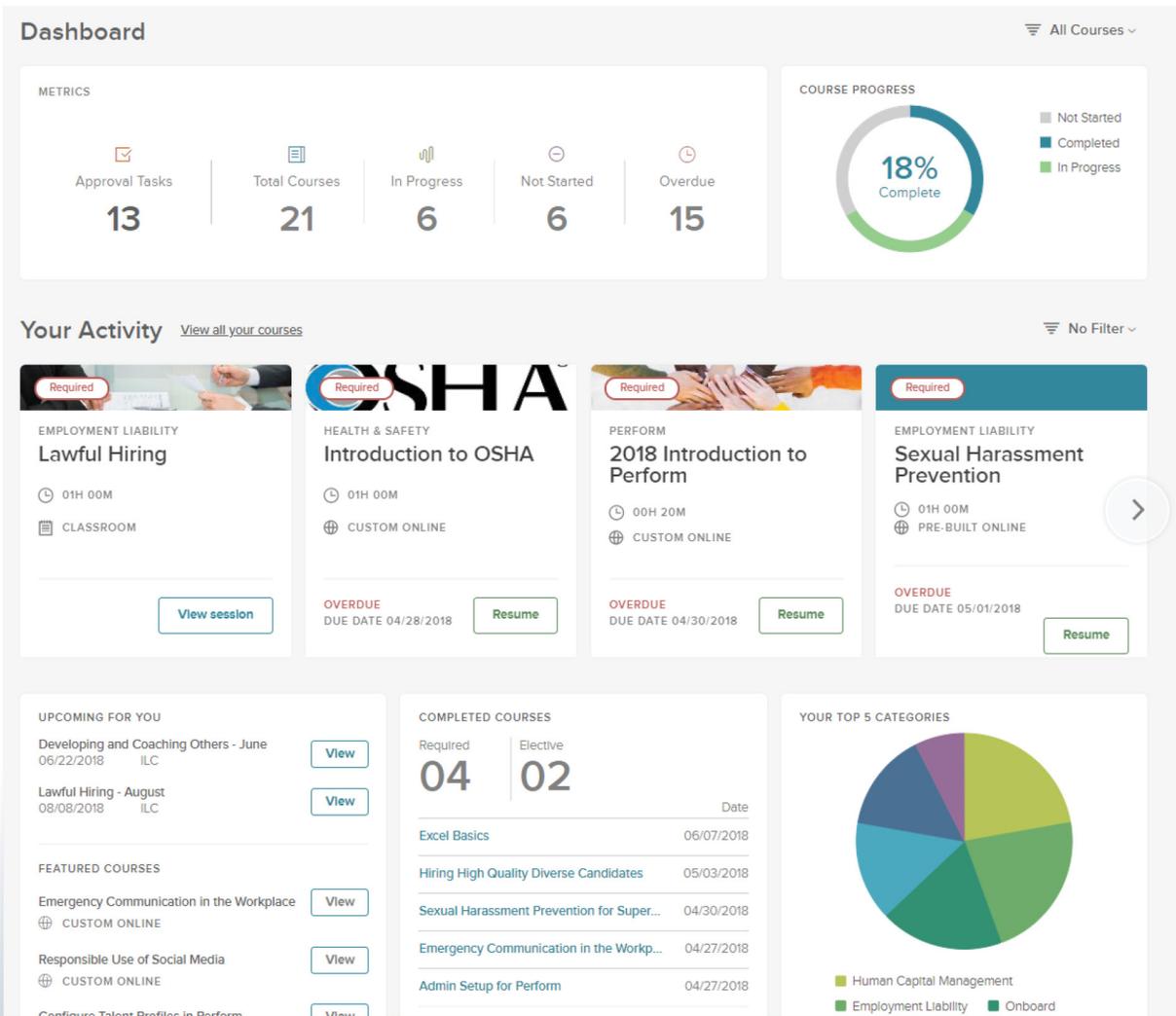
MODERNIZE PROCESSES

Learn's mobile experience and integration with Google and Outlook calendars make it easy for employees to stay informed of course requirements and complete them on the go. Use automated notifications and reminders to increase engagement and improve class attendance rates.

- Automated notifications and reminders
- Mobile-friendly interface
- Increase accountability and participation

“The online products & services they provide are invaluable for fulfilling our diverse & disperse training needs, as well as being affordable, & cost-effective.”

TRACY D. GALLO
State of Vermont



CULTIVATE GROWTH & PROMOTE EXCELLENCE

Help employees reach their full potential with continuous training that results in more competent and proficient employees. Make employees more effective in their current role or visualize a path to promotion. Our catalog includes course topics around communication skills, teamwork, and ethical decision making.

According to Accenture's survey of Chief Administrators, **64%** said a growing skills gap is their greatest workforce challenge. Implementing new training initiatives closes the gap.



IMPLEMENTATION



PHASE 1 INITIATION

1-2 Weeks

KICK OFF

Bring stakeholders, internal resources, and project team members together to review scope, align expectations, clarify roles and responsibilities, and agree upon milestones.

PROCESS ANALYSIS

Examine your current processes and decide if changes are needed. Using our process-proven implementation workbook as a guide, answer questions designed to make your implementation smoother and faster.

Add-On Service: Business Process Facilitation available for purchase.

PHASE 2 CONFIGURATION

1-3 Weeks

DISCOVER

Choose from self-directed learning or purchase on-site / remote instruction to learn how to use and configure Learn's features, allowing you to meet your needs and goals.

CONFIGURE

Test your system to ensure functionality, security, and experience meet expectations. Create and test your courses, then impersonate Employees and Managers to ensure the experience is engaging.

Add-On Service: On-site training available for purchase.

Best Practice:

Leverage the library of 400+ online courses. Add your own courses and share to access other customer-shared courses.

PHASE 3 PRODUCTION

2-3 Weeks

PREPARE

Review your set up with your implementation consultant to fine-tune and ensure Learn is ready to go live. Leverage the online resources available from the NEOGOV Community to conduct training sessions.

TRAIN

Ensure successful adoption through end user training for HR Users, Managers, and Employees. Leverage the online resources available from NEOGOV to conduct training sessions.

Add-On Service: On-site or remote training for end users available for purchase.

NEOGOV

SUPPORT

Joining the NEOGOV Community gives you access to NEOGOV's expert support team and connects you to a network of thousands of government HR professionals.

GREAT SUPPORT

– at your –

FINGERTIPS

CUSTOMER SUPPORT

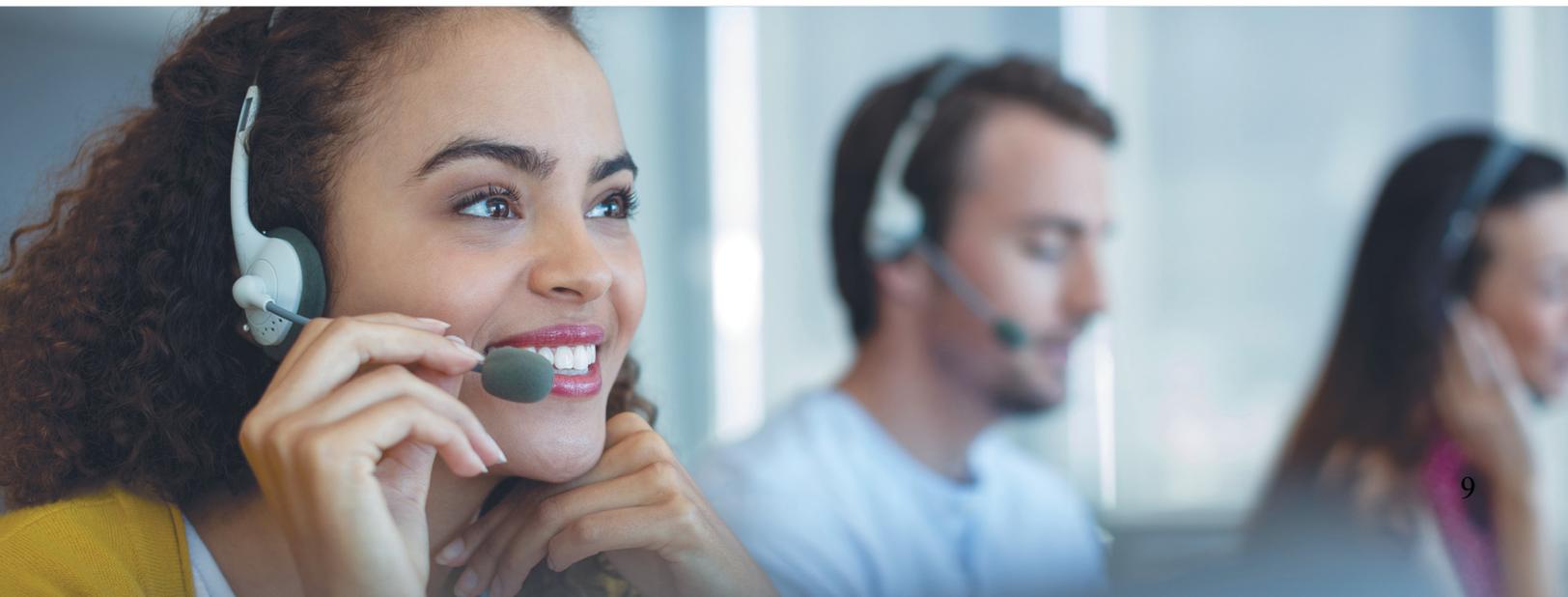
NEOGOV has a team of experienced professionals ready to help you learn our products and answer your questions by phone, email, or logging a case. Our live Customer Care Team is available from 6:00 AM to 6:00 PM (Pacific Time), Monday through Friday (excluding NEOGOV holidays). During these phone support hours, you have an unlimited number of calls available. If you call outside of these hours, or if all our representatives are busy, simply leave a message and your call will be returned once a team member is available.

APPLICANT SUPPORT

Our highly trained applicant support professionals are available for live consultation with applicants to resolve technical issues. Our live Applicant Support Team is available from 6:00 AM to 5:00 PM (Pacific Time), Monday through Friday (excluding NEOGOV holidays). If a call is received outside of these hours, or if all our representatives are busy, the caller can press a button to request a callback.

IMPLEMENTATION SUPPORT

NEOGOV's team of skilled Product Implementation Consultants (many of whom are former HR professionals) are here to help you successfully deploy our products. You'll be assigned an Implementation Consultant to guide you through learning and configuring our products. Rather than a one-time software trainer with limited interaction, your Consultant will serve as your Product Subject Matter Expert, providing you with best practice advice during the entire implementation project.



CONNECT WITH US

COMMUNITY CONFERENCE CALLS

NEOGOVS provides Community Conference Calls. Once you sign into a product, you become subscribed to an email that announces the upcoming times and dates of our Community Conference Calls. The email subscription can be modified within your user settings. These calls focus on sharing new product features and functionality with our users.

ONLINE SUPPORT

When you join NEOGOVS, you become part of our Online Community, a 24-hour resource where customers can connect and interact with each other. Our team ensures up-to-date materials are available for you, from training guides and video tutorials to announcements, FAQs, and product enhancement release notes. Connect with other HR professionals through the Community Forum, where you can share knowledge, resources, ask and answer each other's questions. Collaboratively use the Idea Board to suggest improvements to our products and vote or comment on your peers' ideas. All of these features and more are available for your unlimited use.

CONNECT USER CONFERENCE

NEOGOVS's CONNECT Conference and Pre-Conference Training are annual, live, in-person events focused on providing customers with training and information to enhance their use of NEOGOVS products and their professional knowledge. Pricing for tickets is published once available and varies from year to year.

The Pre-Conference Training is a day-long selection of classes about NEOGOVS products. The Conference is a two-day series of sessions providing additional product and best practices information to grow customers' knowledge base — some of which qualify for SHRM and/or HRCl credits. We also host a social event at the Conference to foster relationships between members of the NEOGOVS Community.



LET'S GET TECHNICAL

SUPPORT SERVICE LEVELS

We take all of your support requests very seriously. In order to ensure all your phone and online bug reports are appropriately addressed, we confirm all requests through case receipts. These case receipts are promptly shared with you. A NEOGOV employee will discuss and review the ticket with you to assess priority. After internal investigation, we'll update you with a resolution timeline.

HOSTING & SECURITY

NEOGOV places a priority on data security and implements industry-leading protection and resilience measures including, but not limited to:

INFRASTRUCTURE	SECURITY
Tier 3 fully redundant Data Centers located in different geographic zones	Best in class Endpoint Protection Platform (EPP)
No single point of failure	IDS/IPS
Multiple biometrics required for physical access	Automated and manual penetration testing
SOC1 type 2 certified Data Centers	Bug bounty program
Portable IP block accessible across multiple locations	Automatic DoS and DDoS preventative measures
Resilient routing using BGP across multiple ISPs	Application aware firewall filtering and AV scans
Latest Cisco UCS and EMC hardware	Only TLS1.2 ciphers allowed
COMPLIANCE	Inbound packet inspection
SOC2 type 2 certified	Multi-vendor firewalls
NIST 800.53 aligned	Data encryption in transit
PCI-DSS self-certified	Data encryption at rest using AES256

General Requirements

3.1.1 Online Technical and Professional Training Platform

3.1.1.1 Vendor solution must provide at a minimum the following beginner, intermediate and advanced training in these skill areas:

3.1.1.1.1-3.1.1.1.44	<p>Please refer to our Course Catalogue submitted as a separate document to our proposal titled:</p> <p>NEOGOV Course Catalog_10.1.21</p> <p>If needed courses are not included SCORM is supported for external learnings.</p>
3.1.1.2 Vendor solution shall provide skill progression paths that increase in complexity to accommodate both beginner and experienced learners.	<p>Skill Progression Paths, also known as curriculums or learning paths, are a collection of courses that can be grouped together and assigned to an employee. This is most commonly used to provide a series of trainings to aid continued employee development or career pathing or support the assignment and tracking of certification programs. This can be customized for beginner and experienced users.</p>
3.1.1.3 Vendor solution shall provide certification practice exams, where defined or provided by a governing body or certifying vendor.	<p>Learns allows you to configure exams on courses. Questions can be scored or not scored; courses also can have a passing percentage set.</p> <p>Learn currently supports SCORM for your external learnings. Max file sizes of 250mb can be uploaded into NEOGOV Learn when building a custom online course. We also offer a separate integration for a bulk upload of SCORM files. External Learning Events can be added for employees and tracked in their transcripts. This includes the ability to add an attachment to the External Learning Event.</p>
3.1.1.4 Vendor solution shall support web, mobile and offline viewing, supporting the latest Google Chrome version and Apple OS standards.	<p>NEOGOV is delivered as a hosted, software as a service (SAAS), solution available through dedicated NEOGOV hosting services and does not require any additional customer hardware or software outside of a desktop, tablet or mobile standard web browser. Supported browsers are Chrome and Edge with Chromium. OS and its upgrades shouldn't have any effect on the system.</p>
3.1.1.5 Vendor solution shall provide interactive courses, allowing users to practice as they learn with hands-on	<p>Our custom online courses can have quiz questions built into them very easily. The quiz questions can either be scored or not scored, and if there is a passing score on the course then the system will auto grade the quiz and</p>

<p>coding challenges and guided feedback.</p>	<p>provide the results to the learner once completed. The quiz questions can also be saved to a library for future use. Online SCORM courses that come with the course catalog in Learn also have quizzes built into them. Any SCORM courses that are added to the system by users will include whatever quiz questions were built within the course.</p> <p>Learn currently supports SCORM content from third-party vendors. If a SCORM file is not available for a training, NEOGOV offers a third-party integration that would link the Learner out to the training hosted by the third-party vendor. In this instance, enrollments and completions would be tracked using a flat-file integration.</p>
<p>3.1.1.6 Vendor solution shall allow for team management; add, update and remove users and view user logs.</p>	<p>Yes</p>
<p>3.1.1.7 Vendor solution shall provide cloud-based labs to practice cloud skills in real A WS, Azure and Google cloud environments.</p>	<p>NEOGOV Learn is compatible with SCORM 1.2 and 2004 versions, allowing administrators to upload purchased training materials as SCORM zip files.</p> <p>If a SCORM file is not available for a training, NEOGOV offers a third-party integration that would link the Learner out to the training hosted by the third-party vendor. In this instance, enrollments and completions would be tracked using a flat-file integration.</p>
<p>3.1.1.8 Vendor solution shall allow for the creation of skill development paths/curriculum and track skill progression by team.</p>	<p>Courses can be assigned by department, division, position and class spec. Learning Plans, also known as curriculums or learning paths, are a collection of courses that can be grouped together and assigned to an employee. They are most commonly used to provide a series of trainings to aid continued employee development or career pathing or support the assignment and tracking of certification programs.</p>
<p>3.1.1.9 Vendor solution shall measure and index technology proficiency with quick, adaptive skill assessments that are randomized, and no longer than 30 questions in length.</p>	<p>Learn allows users to build course assessments/quizzes, which can be auto graded by the system for online courses. Assessment/quizzes results for classroom courses can be updated in bulk within the system. Courses can be set as required and Passing Score percentages can be configured to ensure Learners have a minimum understanding of the material.</p> <p>Question settings can also be configured when creating Custom Online Content. Assessment questions and answers can be randomized or shuffled. Randomizing allows the user to define a number of questions to be randomly</p>

	<p>selected from a question bank. For example, a random group of 15 questions can be pulled from a 50-question bank for the learner to be tested on. Learn also offers scored and not scored question types. Not scored questions will still require an answer from the learner. This is a good tool to use before the course content to establish a baseline of knowledge or throughout the course as challenge questions to ensure learners are paying attention and understanding the material.</p> <p>Questions that are created in Learn's Course Builder can be saved into the Question Library for future use. Course authors can save time by selecting pre-made questions from the Question Library instead of having to create new ones.</p> <p>Lastly, quiz questions can be added throughout a custom online course, allowing your team to assess the learner's knowledge throughout the course.</p>
<p>3.1.1.10 Vendor solution shall provide a visual dashboard detailing skill proficiency across the organization, including skill progress over time for each team and member.</p>	<p>The Learn dashboard features tables and charts that make it easy for your employee's to see the total number of enrolled course and the breakdown between in progress, overdue, and completed courses. Customers can also list featured and upcoming courses, view their transcript, and more from the dashboard. Managers can view and enroll their direct reports in courses from their dashboard. The admin dashboard provides similar functionality to the manager's dashboard. Admins will also have access to course management tools, security settings, administrative settings, and more.</p>
	<p>All users' Learn dashboards report on the progress of courses, current activity, courses that are upcoming, completed and featured, etc. Managers' dashboards also report on Approval Tasks and statuses of any direct reports' training courses. Dashboards come standard with the system and were developed based on customer feedback and best practices.</p>
<p>3.1.1.11 Vendor solution shall provide usage analytics as part of the dashboard that includes view usage, hours spent on skill development and a leaderboard across different teams</p>	<p>Admins will select the Dashboard tab and will be able to then select and sort the data they wish to view - and view the data in the format they want (pie chart, donut, column, line, area, stepped area). They may export the data, print the chart, and save their settings.</p>
<p>3.1.1.12 Vendor solution shall provide trend analytics as part of the</p>	<p>You can promote courses within your agency using featured courses. Featured courses will display on the</p>

dashboard that includes, measuring what courses or subjects are popular and trending across teams

dashboard and top of the course catalog so admins can recommend content for their learners. Custom notifications can be used to announce new courses directly from the learn system.

Implementation Timeline and Deliverables

Overview

To achieve a high level of project success, and to ensure both an effective and timely implementation for our agencies, NEOGOV utilizes a dedicated professional services team and a tested and proven implementation approach. This approach has been continually refined and is designed to provide the most efficient and effective implementation while producing maximum user adoption and ongoing project success.

As part of the implementation process, NEOGOV incorporates a staged implementation approach which is designed to effectively manage and streamline the process. This staged implementation approach is in the style of train the trainer. For all implementations, NEOGOV is proud to offer an implementation expert to facilitate the process.

Reference ID, Duration, Resource

This guide makes frequent reference to the GANTT chart provided to your organization. For visualization purposes, please refer to the appropriate section of your GANTT chart.

Agency Staffing Requirements

During implementation, customers are responsible for organizing a team consisting of at least one project manager and one Learn system administrator who will work with agency staff and NEOGOV during the project. The project manager should be familiar with project plans and understand the tasks associated with managing a team, working with a timeline, and interacting with an external vendor. The system administrator is typically a Human Resources staff member who is familiar with the training and development process(es).

For an organization of 5,000+ FTE, NEOGOV recommends **2-4** primary system administrators, with **1-2** back-ups in the event of vacation, leave, etc. The system administrators are typically HR staff who know the employee training process. The system administrators should attend all status check-ins with the NEOGOV implementation consultant.

The Learn system administrator should be familiar with using a computer and Internet Explorer or Google Chrome. Within the team there should be an understanding of the existing employee training processes as the team will be responsible for reviewing and revising, where necessary, the existing processes to incorporate Learn.

Before You Begin

Prior to the scheduled project kick-off meeting, the NEOGOV Implementation Consultant will deliver a series of documents to the customer Project Manager, including the Implementation Workbook and

the Learn Pre-Implementation Questionnaire. This documentation provides a checklist of each of the tasks, responsibilities, and timelines associated with each of the deliverables.

NEOGOV recommends a weekly status check-in between the Implementation Consultant and customer system administrator to review accomplished activities, completed deliverables, upcoming deliverables, and functionality questions.

At the kick-off meeting, NEOGOV will review the project implementation timeline with the customer and both parties will agree upon a Go-Live date. This meeting is used to clearly define the roles, responsibilities, deliverables, and tasks as laid out in this proposal, in addition to presenting a high-level overview of the Learn system.

Contingency timeframes are always incorporated into the project plan to allow for some project timeline fluctuation. Each of the major deliverables in the timeline incorporate roughly a **10%** contingency estimate added to each activity. Based on the overall timeline requirements and NEOGOV's extensive history working with public sector and education agencies delivering this type of solution, we are confident that the timeline (including safe contingency planning estimates) will be successfully completed on time and within budget.

For larger organizations, the Learn implementation process can take anywhere from **3-6** weeks, depending on how many varying Learn processes the organization utilizes.

A NEOGOV implementation consultant is assigned to your implementation and will serve as your point of contact to answer any of your questions and provide guidance. Your consultant will serve as your Learn subject matter expert and is available to help and provide best practice advice on system functionality throughout the project.

Internal Process Analysis

Before the project kick-off, it is important to consider your employee training process. Having your training and development processes defined will help determine how you will configure your system, as well as help your NEOGOV implementation consultant know which features to utilize to achieve your process goals. Training and development questions to consider:

- Do your employee's self-enroll in courses?
- Do you have SCORM files?
- Do you conduct online and classroom training?
- Are there any courses required annually (IT Security Training, Sexual Harassment Prevention Training, etc.)
- Is there an approval process for enrollment?
- What trainings do you want to feature?
- Do you have any department or position-specific training?

Your NEOGOV implementation consultant will provide you with an Learn Implementation Plan which includes questions such as these and more. This will ensure you're covering all the bases before you launch.

You will receive an email from your account representative with a link to a pre-implementation questionnaire. Complete the questionnaire to provide your consultant with helpful information before the kickoff call.

NEOGOV has included the implementation timeline and deliverables in the Sample Learn Implementation timeline below. This proven installation approach is as follows:

Stage I – Project Kick-Off

Ref ID: 2

Duration: 2 hrs

Resource: Both

This stage consists of the project kick-off call that should be attended by the customer project manager, system administrators, and any other stakeholders responsible for configuring the Learn product.

During this stage you will review your findings from the Internal Process Analysis step (see above) as well as system goals with your dedicated NEOGOV Implementation Consultant. This will assist your NEOGOV implementation consultant to be equipped with details about your training and development process to advise you on the best, most relevant configuration options for your Learn system. In addition, this allows us the opportunity to work with you to identify areas of workflow improvements that we can suggest to ensure the customer gets the most possible out of the project.

Meeting Agenda

Ref ID: 3

Duration: 1 hr

Resource: Both

- Introductions
- Overview of System
- Discussion of Project Timeline
- Discussion of System Administration Training and Train the Trainer sessions
- Discussion of Project Roles and Assignments
- Discussion of Community (online training center)
- Review Pre-Implementation Questionnaire
- Question and Answer

After the kick-off meeting, your NEOGOV implementation consultant will send you your login credentials.

Review Administrative Settings

Ref ID: 4

Duration: 1 hr

Resource: Both

An important part of the Learn system is the Administrative Course Settings. During the project kick-off call your NEOGOV implementation Consultant will review the settings and options. Course Settings include, but are not limited to, Self-enrollment, Enrollment Approval, Relative Due Date, Reminder/Overdue Notices, etc. Before creating or importing any courses, these Settings must be configured.

Stage II – System Configuration

Ref ID: 5**Duration: 23 hrs****Resource: Customer**

During this stage the customer system administrators are responsible for dedicating time to learn and configure the Learn product with the guidance of your NEOGOV Implementation Consultant. With our train the trainer approach, it is vital for the system administrators to commit to learning the system, which will ultimately set your team up for success. With this approach, our customers become Subject Matter Experts themselves and will be self-sufficient after Go-Live.

Self-Paced System Training

Ref ID: 6**Duration: 6 hrs****Resource: Customer**

In addition to the guidance provided by our in-house Implementation Consultant, NEOGOV also provides online user guides and tutorials to assist you in the set-up of the system and management of the project. Additional training includes:

- **Online User Guides** – The online user guides cover in-detail the capability, functionality, and linking throughout the Learn system. The user guides are broken down by topic for ease of use, and total approximately **300** pages. The user guides are available on any Learn screen by clicking the 'Help and Feedback' link. The online user guides function much like Microsoft help guides wherein the help documentation is available online and interactive including text and topic searching, indexes throughout the document, and a glossary of terms.
- **Tutorials** – NEOGOV offers a series of video tutorials that progress sequentially for an intuitive learning experience. To start off the system configuration stage you will be directed to watch Series A through B. It is recommended to watch all modules to learn the full functionality of the system. Your NEOGOV implementation consultant will direct you to specific tutorials throughout the system configuration phase. The following is a list of the online tutorials available for Learn. Each of these series include multiple modules covering a range of common actions:
 - Series A: Administrative Setup
 - Series B: Creating Courses
 - Series C: Enrolling in Courses
 - Series D: Completing Courses
 - Series E: Employee - Manager
 - Series F: Beyond the Basics
 - Series G: Surveys

Configuration

Ref ID: 7-10**Duration: 23 hrs****Resource: Both**

With the assistance of your NEOGOV Implementation Consultant, and using the tutorials and online user guide as a reference, you will configure the following:

- Administrative Settings
 - Course Settings
 - Email Notifications

- Learning Plans
- Courses
 - Admin Catalog
 - Pre-built Online
 - Classroom Courses
 - Custom Online
- Libraries
 - External Learning
 - Surveys
 - Certificates and Licenses
- Security Permissions
 - User Role Access
- Connections with Onboard and Perform

Your NEOGOV implementation consultant will advise you with best practices to create a streamlined and automated Learn process.

Maintaining the System

Once your courses have been configured, your NEOGOV implementation consultant will review how to enroll in courses, update rosters for classroom courses, manage security permissions, and more. This step will ensure your system administrator is capable of maintaining the Learn system once Live.

Stage III – System Validation

Ref ID: 11

Duration: 50 hrs

Resource: Both

Upon completion of configuration you will begin system validation, during which your system administrator will test all aspects of your Learn system. This stage is vital to the success of your deployment of Learn.

Test System

Ref ID: 12

Duration: 1 hr

Resource: Both

A thorough system validation ensures that Learn is configured and ready to support the needs of your organization. Your Implementation Consultant will review the system validation process with you once you have completed configuration.

The following is an example of items covered during system validation:

Ref ID: 13

Duration: 20 hrs

Resource: Customer

- Create a test employee and test manager
- Enroll the test users in both online and classroom courses
 - Test each course from start to finish
 - Complete surveys
 - Download certificates
 - Update Roster
- Approve enrollments
- Review the Training Activity
- Log in as a test employee
 - Review the dashboard
 - Complete courses
 - Enroll in courses
 - Review the calendar
- Log in as the test manager
 - Enroll direct reports in courses
 - Approve enrollments

We encourage you to be intensely engaged and creative. As you test, consider various scenarios that might arise.

After you have completed testing, you will be able to delete any evaluations to maintain a clean environment.

Ref ID: 14

Duration: 1 hr

Resource: Both

Once testing is complete, your Implementation Consultant will review the test results with you to adjust any necessary settings before moving on.

Employee Data Import

Ref ID: 15-16

Duration: 28 hrs

Resource: Both

Part of the system validation stage is the Employee Data Import. This step is when your existing employee population is uploaded into the NEOGOV Learn system to enable your users to self-enroll in courses as well as take required courses year over year.

Your NEOGOV implementation consultant will provide you with an Employee Workbook with the following fields:

- Employee Name
- Employee Number
- Email Address
- Start Date
- Department Code and Title
- Division Code and Title
- Class Code and Title
- Position Code and Title
- Direct Manager Employee Number

Once received, your NEOGOV implementation consultant will import your data into Learn.

Stage IV - Deployment

Ref ID: 17-18**Duration: 5 hrs****Resource: Both**

During this stage you will attend the production review call to wrap up the implementation, activate your users, enroll users in courses, and conduct end-user training for managers and HR staff that will be involved in the training and development process. Please use the Production Review Checklist (found in the Implementation Workbook) to ensure system readiness before moving through the rest of this stage.

Production Review Call

Ref ID: 19**Duration: 1 hr****Resource: Both**

You will attend the production review call once your Learn system is configured, tested, and all employee data has been uploaded. The purpose of the production review call is to have your consultant review your setup to ensure everything is configured to work exactly as you intend for it to work. The system administrator and your implementation consultant will review the Production Review Checklist, which contains required as well as optional features in the Learn system. This acts as a final check-through of your system before Go-Live.

Upon completion of the production review call, you are marked as **Live**: meaning you have finished the implementation and are ready to Learn new hires.

End-User Training

Ref ID: 20**Duration: Varies****Resource: Customer**

This step is optional, but NEOGOV highly encourages customer system administrators to conduct end-user training for any managers, department heads, training coordinators, IT, HR staff, or others that will be utilizing Learn. NEOGOV recommends that the system administrators customize the NEOGOV employee and manager user guides (found in our online help center) to your specific process.

In addition, NEOGOV recommends creating PowerPoint presentations and conducting several 2-hour sessions for end users to learn how to use Learn. You have the option to have a NEOGOV trainer create the training PowerPoints as well as lead the session at an additional cost (see below).

End-user training should consist of the following:

- How to activate accounts and how to log in
- How to self-enroll and enroll direct reports in courses
- Review of the dashboard
 - Metrics
 - Course Cards
 - Reports
 - Direct Reports
- Certifications and Licenses
- External Learning

It is best practice to activate users as you conduct end-user training, as well as sending out an organization-wide notice.

Launch Learn (Go-Live)

Ref ID: 20

Duration: 0 hrs

Resource: Customer

Once all users are trained, and the production review call is complete, you may begin using Learn for employee training and development.

If you did not activate users during Training, you may now activate any users that are involved in the Learn process.

Your NEOGOV implementation consultant will be your main point of contact post-go-live for **30** days to ensure a smooth rollout.

At that point, you will transition to our Customer Support Team. NEOGOV has a team of experienced professionals ready to help answer your questions by phone, email, or by logging a case with our Help Desk. Our live Customer Care Team is available from **6:00 AM to 6:00 PM** (Pacific), Monday through Friday (excluding NEOGOV holidays). During these phone support hours, you have an unlimited number of calls available. If you call outside of these hours, or if all our representatives are busy, simply leave a message and your call will be returned once a team member is available. You can expect a response in 24 hours or less.

There is no charge for calling into the Customer Support Team for help. Additional fees may apply if you choose to purchase additional onsite training in the future or decide to attend the annual User Conference.

ID	Task Name	Duration	Resource Names	W1	D1	D3	D5	W2	D7	D9	D11	W3	D13			
1	Learn Implementation	77 hrs		[Timeline bar from D-2 to D13]												
2	Stage I - Project Kick-Off	2 hrs	Both	[Timeline bar from D-2 to D-1]												
3	Project Kick-Off Call: Receive login credentials for HR Admin(s) and test users	1 hr	Both	[Timeline bar from D-2 to D-1]												
4	Review Administrative Settings	1 hr	Both	[Timeline bar from D-2 to D-1]												
5	Stage II- System Configuration	23 hrs		[Timeline bar from D-1 to D11]												
6	Begin self paced LE system training and configuration	6 hrs	Customer	[Timeline bar from D-1 to D11]												
7	Configure Admin Settings	2 hrs	Customer	[Timeline bar from D-1 to D11]												
8	Configure Courses	16 hrs	Customer	[Timeline bar from D-1 to D11]												
9	Configure course-specific advanced settings	4 hrs	Customer	[Timeline bar from D-1 to D11]												
10	Configure Security Permissions	1 hr	NEOGOV	[Timeline bar from D-1 to D11]												
11	Stage III- System Validation	50 hrs		[Timeline bar from D11 to D13]												
12	Review how to test and validate	1 hr	Both	[Timeline bar from D11 to D13]												
13	Begin System Validation and User Testing. Test courses with sample employees.	20 hrs	Customer	[Timeline bar from D11 to D13]												
14	Review testing results.	1 hr	Both	[Timeline bar from D11 to D13]												
15	Populate employee data workbook with required fields and provide to IC, or manually enter users and positions into the Learn system.	8 hrs	Customer	[Timeline bar from D11 to D13]												
16	NEOGOV to complete import (optional). Employee Workbook loaded within 5-10 business days.	20 hrs	NEOGOV	[Timeline bar from D11 to D13]												
17	Stage IV- Deployment	3 hrs		[Timeline bar from D13 to D14]												
18	Prior to final call, use accompanying production review checklist to ensure system readiness for go-live.	2 hrs	Customer	[Timeline bar from D13 to D14]												
19	Attend production review call and discuss New Hire Feed with IC.	1 hr	Both	[Timeline bar from D13 to D14]												
20	Conduct end-user training		Customer	[Timeline bar from D13 to D14]												
21	Launch Online Application: Activate and assign courses and activate users.	0 hrs	Customer	[Timeline bar from D13 to D14]												

Project: Learn Implementation	Task		Inactive Summary		External Tasks
	Split		Manual Task		External Milestone
	Milestone		Duration-only		Deadline
	Summary		Manual Summary Rollup		Progress
	Project Summary		Manual Summary		Manual Progress
	Inactive Task		Start-only		
	Inactive Milestone		Finish-only		

NEOGOV's SYSTEM ARCHITECTURE

Infrastructure

NEOGOV's internal physical systems supporting the SaaS products and hosted in the data centers described above include Cisco UCS blade servers, Dell servers, EMC storage, Cisco networking, Palo Alto networking, and Citrix load balancing.

These internal systems, in addition to supporting the SaaS product, are used to:

- Provide outbound email services
- Monitor system load and utilization
- Provide local backup and offsite replication services
- Detect any anomalies within the system
- Provide administrative access to the SaaS system
- Provide customer secure upload and download file access

A common set of templates are used to deploy any server. All servers require Windows Active Directory (AD) authentication and access is further restricted by two-factor production virtual private network (VPN) access. Applications use internal structured query language (SQL) tables for authentication, these SQL servers are protected from unauthorized access using Windows AD authentication.

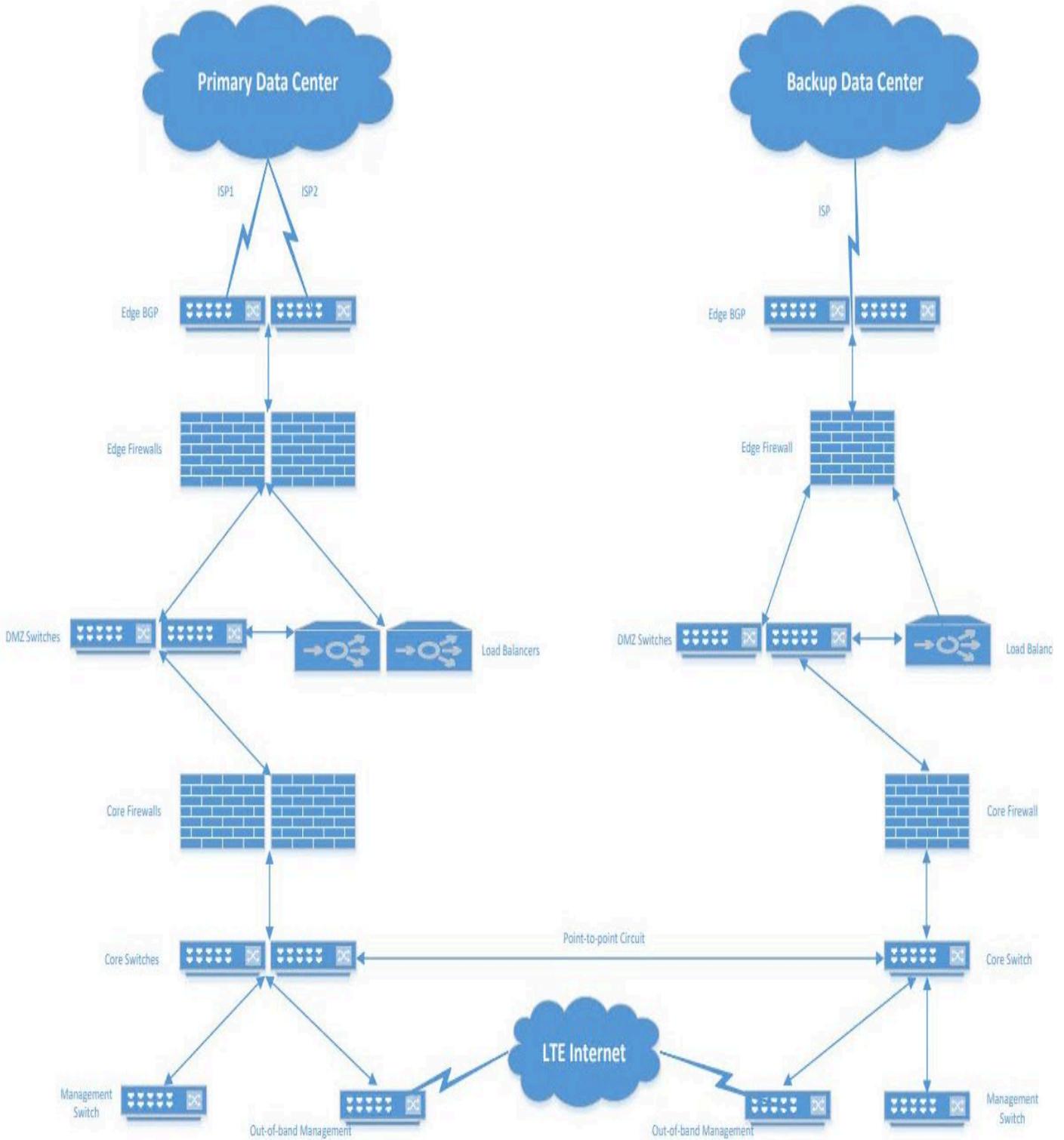
All initial passwords require a change upon first login to a password that meets complex password rules. Additionally, all passwords must be changed on a regular basis.

All data is protected by Transport Layer Security (TLS), Secure Socket Layer (SSL) or Secure Shell (SSH) while in transit. Weak ciphers such as SSLv2, SSLv3, TLSv1, and TLSv1.1 are not allowed. Policies regarding the transmission, movement, and removal of information are detailed in the IT Security Policy and code of conduct.

All full and incremental backups containing personal information are encrypted and are stored in a secure data center location. Customer data is never permitted on removable media. Full backups are completed at least weekly with incremental backups completed at least daily. Database transaction logs are backed up every three minutes.

Network Design

The production SaaS network is fully meshed, with no single point of failure, and is detailed on the following diagram



Traffic between each virtual local area network (VLAN) must pass through a physical firewall interface for inspection. The current design is always available on the intranet. NEOGOV employees who have access to the firewalls are restricted based on job description and business need. The external firewall is application aware and in addition to filtering protocols and ports, it filters by detected application (inbound and outbound).

Software

Administrative access to the production SaaS infrastructure is via two-factor VPN. Administrative access to the application is handled by our SaaS application and enforced by the application using Microsoft active directory credentials and SQL server user tables. Administrative access is reviewed and approved by the executive team on a semi-annual basis.

Documentation is provided to customers for their purchased products. Legal documentation and security commitments are also provided to all customers. As part of the internal security directive, all employees undergo annual training on the current Security Policy and are required to adhere to the policies including the employee code of conduct. The security policy, amongst many other things, prohibits account sharing and can be found on the corporate intranet.

Customer administrators are identified by their contract and the administrators are maintained by each external organization in conjunction with support. Customer administrators are responsible for maintaining correct access levels within their organization. Any customer administrator modification is completed and documented by support. New external administrators are granted access to the SaaS products based upon information in the initial client setup form and external administrators to the SaaS products have access removed upon notification from the client. Regular in-house and third-party penetration, internal, and external network scans are conducted against NEOGOV networks and products to detect any issues.

24x7 Support

The above systems are continuously monitored by services that minimally check:

- Internal system health (central processing unit, memory, disk, network)
- Unusual activity (network and application intrusion)
- Configuration changes
- Application responsiveness (typical tasks are checked via automated scripts)
- Application health (thread, heap, compute time, transaction level detail)
- Availability of reports (ensuring reports are generated as scheduled)
- Offsite backup latency (ensuring recovery point objective [RPO] goals are met)
- External availability (landing pages)

If a response is found to be out of tolerance levels, an incident is generated via a third-party paging service which pages primary on-call personnel. If they do not respond in a timely fashion, backup on-call personnel are then paged before the incident escalates to management. All incidents are logged and reviewed in the weekly IT operations meeting.

Procedures

NEOGOV has partitioned the SaaS environment into two categories, production, and non- production. The two environments have no direct access to the other apart from publicly available application program interfaces (APIs) or web pages.

Only personnel designated as part of Information Technology (IT), Database Administration (DBA), or Development Operations (DevOps) teams have administrative access to the production environment. The production environment consists of the training, user acceptance testing (UAT), pre-production, and production systems. Administrative access is reviewed and approved by the executive team on a semi-annual basis.

Customer personal information is defined as an individual's first name or first initial and last name plus one or more of the following data elements: (i) Social Security number, (ii) driver's license number or state-issued ID card number, (iii) account number, credit card number or debit card number combined with any security code, access code, PIN or password needed to access an account and generally applies to computerized data that includes personal information. Personal Information shall not include publicly available information that is lawfully made available to the general public from federal, state, or local government records, or widely distributed media.

Customer personal information is stored in the data VLAN and is protected by multiple levels of logical and physical security:

- An external facing application aware Palo Alto firewall between the internet and demilitarized zones (DMZ)
- Hypertext Transfer Protocol Secure (HTTPS) or SSH protects all data in transit
- HTTPS traffic is terminated on the Citrix load balancer, inspected, and re-encrypted
- Only TLS ciphers are supported for HTTPS and Secure File Transfer Protocol (SFTP) access is supported for customer file transfer
- For Insight and SFTP, access can be additionally restricted by client IP
- Personal data is encrypted by our application using FIPS compliant encryption
- An internal facing Cisco firewall between DMZ and Data zones
- Personal data is encrypted at rest in the data zone
- No tapes or mobile media are utilized in the SaaS environment for storage of customer data
- Antivirus protection on all Windows and Linux servers
- Customer contact data is stored in other systems such as Salesforce for internal sales and support purposes only.

Any change in the production environment follows a strict process requiring both Research and Development (R&D) and IT team lead review and approval. All configuration changes are routinely audited by internal monitoring software. Any change requiring customer visible downtime is communicated a minimum of ten days prior to implementation and all visible application updates are communicated prior to implementation. Policies and standards for monitoring IT resources, including protocols for escalating and resolving reported events, have been documented and established. Monitoring software is used to identify and evaluate ongoing performance, security threats, utilization levels, and to flag unusual activity. The software notifies IT personnel when predefined events are detected, and a corresponding ticket is created, and paging software is integrated with monitoring

tools to notify appropriate personnel when predefined security events are identified. The company utilizes tools to monitor software updates and patches. These are applied when necessary, following the established change control process.

There are two types of changes, all of which follow the above change control process:

- Standard (including hotfix) changes. These changes must be approved prior to any work initiating on the task.
- Emergency changes. These are changes triggered by an incident page detailed earlier. This change, by nature, is completed to restore service, then documented and approved. All emergency changes are reviewed at the weekly IT meeting.

Production configuration is protected by antivirus and configuration management scanning tools, which detect any system modification. These tools update at least daily with the latest signatures, and any system, which does not update daily, is flagged. Perimeter antivirus scanning is performed by the application firewall.

NEOGOV conducts calls with customers to communicate any customer visible changes on a regular basis. Procedures for handling security events are documented in the IT Security Policy. Internal escalation procedures are posted on the internal intranet. A revolving on-call rotation is utilized to assure 24x7 primary and backup contacts for production and security incidents.

All employees are provided with an email address, security@neogov.com to report security incidents, complaints, or concerns. External NEOGOV customers can report security questions or concerns through the NEOGOV community page.

All reported security incidents are reviewed by IT and R&D, a root cause analysis is completed, and any required modifications follow change control procedures. Customer care follows established procedures for responding to customer-reported security events. This process is further detailed below:

When an information security incident is reported or escalated to security@neogov.com, the following process is performed:

The reported information is copied into an ITAPPS JIRA ticket. The ticket is assigned to IT, and a manager and head of R&D are added as watchers. An email with the ticket information is sent to itops@neogov.com. IT and R&D launch a priority investigation into this ticket, and the investigation will validate the details in the ticket and if it is determined customer personal information has been breached, the Chief Technology Officer (CTO) will be notified. The CEO will then notify impacted customers as legally and contractually required, and IT and R&D will meet to identify the cause and recommend mitigation to the CTO and CEO for approval. Finally, a root-cause analysis will be documented by IT along with CTO approved mitigating actions.

The above process is detailed in annual security training materials. The company's IT security policies and procedures are maintained and made available to appropriate personnel on the corporate intranet.

NEOGOV's System Security Overview

As the leading provider of workforce management solutions for the public sector and educations, NEOGOV makes system security and data integrity a top priority. Please note, this document is for information only purposes - NEOGOV reserves the right to update all policies and procedures outlined within as needed and at its sole discretion.

NEOGOV's application and hardware infrastructure is one of the reasons why agencies nationwide have chosen us to provide them with workforce management software. As with all NEOGOV customers, each organization has complete control over establishing System Administrators who will maintain all accounts and access rights throughout the system.

All password requirements (including character types, up to 6-month expiration, length, etc.) are defined by your agency as needed. NEOGOV systems also employ a roles-based security model ensuring users only have access to areas for which they have been given access rights. As an example, various users may be given access to the same core applicant data, however depending on their security rights, certain users may or may not have access to any confidential information. System administrators also have the ability to assign applicant related fields as confidential fields. The confidential fields are only displayed to HR personnel that have permissions to view confidential data. Everyone else, including departments for example will not see these fields on the applicant record. The system also can completely or partially mask sensitive on-screen displayed data such as Social Security Number (SSN). If desired, NEOGOV customers can help further protect sensitive data by eliminating the use of SSNs all together, using System Personal IDs instead.

Once data has been entered into the system, NEOGOV's proven infrastructure helps provide additional security of personal identifiable information. Our robust application security model for example prevents one NEOGOV customer from accessing another's data. We have taken extensive measures to ensure the data integrity of every customer. We have standards for all server and network hardening, and we audit and monitor our infrastructure on a regular basis to ensure that all non-essential services are shut down and a strict access control policy is in place. Regularly scheduled system and software audits are conducted internally by NEOGOV personnel. Third party audits are also scheduled when applicable. Our security model is reapplied with every request and enforced for the entire duration of a user session. NEOGOV has also implemented comprehensive database encryption to secure customer's confidential data (i.e. SSN, identity and authentication data, etc.). NEOGOV has determined that encrypting sensitive data in multiple databases would be the best and most secure strategy to comply with regulatory requirements and customer security requirements for storing sensitive data.

As part of our hosting services, NEOGOV has established a proven infrastructure to help ensure our customers have access to the system when they need it. NEOGOV is SOC2 certified for all operational aspects with all products. Our production equipment is collocated at a tier 4 data center which offers the highest level of security and redundancy available. The facility provides 24-hour physical security, Biometrics and picture identification, redundant electrical generators, fire protection, and other backup equipment designed to keep servers continually up and running. The data center has also undergone strict retrofit procedures to protect against earthquakes and N+1 redundancy for power.

Additionally, the data center has multiple dark fiber rings that connect this center to several additional centers to help provide continued connectivity.

The network perimeter for our platform is protected by multiple firewalls and monitored by systems — all sourced from industry-leading security vendors. In addition, NEOGOV monitors device logs to pro-actively identify security threats. In addition, we have anti-virus and intrusion detection/prevention systems deployed and have outlined manual security procedures that enforce our security policy.

In addition to the datacenter in Southern California, NEOGOV also stores backups in a secure secondary data center connected with a dedicated point-to-point circuit. The secondary data center is located 1000+ miles from the production data center and is also a tier 4 data center with matching security and redundancy features. In case of data center outage or in the event that the data center which houses NEOGOV production equipment is destroyed, we have outlined the procedures to reconstruct all data center infrastructure necessary to run NEOGOV applications within the near term. In terms of downtime for rebuild and access to data, though dependent on the circumstances around such disaster(s), NEOGOV's standard is to recover data as quickly as possible. For your consideration, the following objectives are in place:

- RTO (Recovery Time Objective, when we will be back in operation) – In addition to the data center, NEOGOV also maintains backups in the cloud. In the event of a disaster, NEOGOV has the flexibility to resume operations in a cloud and/or a new data center as needed.
- RPO (Recovery Point Objective, how much data will be lost) –NEOGO currently stores our backup data offsite for security and retention purposes. We have deployed processes protecting, customers data loss to an absolute minimum.

Finally, in regard to the database itself, whenever possible database access is controlled at the operating system and database connection level for additional security. Access to production databases is also limited to a number of points, and production databases do not share a master password database. Currently, there are a restricted number of NEOGOV employees that have access to our data center. By design, NEOGOV employees do not have direct access to the NEOGOV production equipment, except where necessary for system management, maintenance, monitoring, and backups.

Security Measures

Our security measures include the following:

- Expert team of experienced, professional engineers and security specialists dedicated to round-the-clock protection of data and systems
- Continuous deployment of proven, up-to-date firewall protection using multiple levels and vendors, SSL encryption, and other security technologies
- Ongoing evaluation of emerging security developments and threats
- Redundant architecture
- Total commitment to a secure, scalable, private co-located system (Unlike a hosted system arrangement, NEOGOV manages all aspects of its operations.)
- 3rd party vulnerability assessments are performed on a routine basis

Security Details	Description
Physical Security	Our production equipment is collocated at a tier 4 data center which offers the highest level of security and redundancy available. The facility provides 24-hour physical security, palm print and picture identification, redundant electrical generators, earthquake protection, fire protection, and other backup equipment designed to keep servers continually up and running. The center maintains dual circuit connections to ensure connectivity in the event of a failure.
Perimeter Defense	The network perimeter is protected by firewalls — all sourced from industry-leading security vendors. In addition, NEOGOV monitors device logs to proactively identify security threats.
Data Encryption	NEOGOV utilizes the strongest encryption products to protect customer data and communications, including 256-bit Verisign SSL Certification and 2048 Bit RSA public keys. The lock icon in the browser indicates that data is fully shielded from access while in transit.
User Authentication	Users access NEOGOV only with a valid username and password combination, which is encrypted via SSL while in transmission. Encrypted session tracking is used to uniquely identify each user. For added security, the session key is automatically scrambled and re-established in the background at regular intervals.
Application Security	Our robust application security model prevents one NEOGOV customer from accessing another's data. This security model is reapplied with every request and enforced for the entire duration of a user session.
Internal Systems Security	Inside of the perimeter firewalls, systems are safeguarded by network address translation, port redirection, IP masquerading, non-routable IP addressing schemes, and more. Exact details of these features are proprietary information.
Operating System Security	We protect all operating system accounts with strong passwords, and production servers do not share a master password database.
Database Security	Whenever possible, database access is controlled at the operating system and database connection level for additional security. Access to production databases is limited to a number of points, and production databases do not share a master password database.
Server Management Security	All data entered into the NEOGOV application by a customer is owned by that customer. NEOGOV employees do not have direct access to the NEOGOV production equipment, except where necessary for system management, maintenance, monitoring, and backups.
Reliability and Backup	All networking components, firewalls, load balancers, Web servers, and application servers are configured in a redundant configuration. All customer data is stored on disk storage that is mirrored across different storage cabinets and controllers. All customer data, up to the last committed transaction, is automatically backed up on a nightly basis. Additionally, data is continuously backed up online in real-time to the secondary data center. Disaster recovery plans are in place and are reviewed on a continual basis.

Technology and Security FAQs

Question	Response
Is all access to and from the servers encrypted?	Yes, all access to and from the servers is encrypted using 256-bit SSL certificates.
Do you have procedures for identifying security breaches?	Yes, we have procedures for identifying security breaches. In addition to automated security detection with firewalls, intrusion detection systems, and anti-virus systems, we have also outlined manual security procedures that enforce our security policy.
Do you have standards for server & network hardening? Are these resources periodically audited to ensure integrity?	We audit our external facing infrastructure on a regular basis.
What kind of security vulnerability tests does you company have in place?	NEOGOV performs vulnerability tests on all ports for all external applications and devices. Security assessments on all of NEOGOV's applications, including static code analysis on compiled binary executables, dynamic web application analysis, manual penetration tests, automatic perimeter and internal scanning, and source code review. All relevant security updates are applied to the system to safeguard against all known vulnerabilities. We also have procedures for identifying security breaches. In addition to automated anti-virus and intrusion detection/prevention systems, we have also outlined manual security procedures that enforce our security policy.
How are firewall, o/s, database, anti-virus and other security patches kept up to date?	Anti-virus and attack signatures are scheduled to download the latest definitions using the most frequent setting.
How often are backups performed and are they being stored off site?	In addition to the full nightly backups, continuous log shipping, and mirrored disk arrays, NEOGOV continuously backs up data online in real-time to our secondary data center.
If a catastrophic event happen to the database server and the entire server is lost, what is the worst-case scenario in terms of data recoverability? How much data will be lost in such event?	If the catastrophic event occurs that completely destroys one of our hosting facilities, NEOGOV would resume service in the secondary data center with no historical data loss and an absolute minimum of recent transactional data lost.
Do you have procedures for disaster recovery?	Yes, a disaster recovery plan and corresponding procedures are in place. The plan is reviewed and updated regularly. Therefore, it is strict company policy not to share specific information regarding security procedures.

<p>Do you have service agreement with multiple ISPs?</p>	<p>The NEOGOV data center is fully switched using Cisco network gear and utilizes industry standard BGP routing using NEOGOV’s portable IP block amongst multiple carriers.</p>
<p>What was your uptime for the past year?</p>	<p>NEOGOV has built redundancy into its systems in order to minimize any system failures that could be perceived as customer outages. NEOGOV has continually achieved 99.9% uptime level as measured by an external service. All components of the NEOGOV system are proactively monitored and managed so that faults are detected before system outages. We realize there may occasionally be system outages due to issues beyond our control. NEOGOV has established numerous escalation procedures to notify the proper personnel in the event of any system outage and remedy any issues as quickly as possible. Since the application is managed by NEOGOV for all customers, the people who best understand the architecture, installation, and design are immediately available to resolve any issues.</p>
<p>How do you ensure performance does not degrade as you add new customers?</p>	<p>NEOGOV has the capacity to scale to the largest of enterprises. The architecture behind the NEOGOV solution was designed to handle millions of users. We use the most scalable hardware equipment and can scale as rapidly as our customers require. We have procedures and tools that monitor server performance, as well as load test simulations to anticipate the infrastructure needs as we add new customers.</p>
<p>How do you ensure performance during peak times?</p>	<p>We are not limited in the amount of bandwidth our servers can use, hence our high-speed Internet connectivity. During peak times, the bandwidth automatically bursts to the amount necessary to handle the traffic load; therefore, the performance does not suffer.</p>
<p>How do you schedule downtime for major upgrades to servers? What would our applicants see if they tried to apply during this downtime?</p>	<p>According to the Service Level Agreement we include as part of the NEOGOV contract, we are obligated to notify all customers at least two weeks prior to any scheduled outage. Notices are generated and sent via email to the system administrators and their backups. During the system outage, a notification page is displayed stating the system is undergoing maintenance and also states the scheduled outage times.</p>
<p>How do you announce upgrades to your customers before modifying functionality?</p>	<p>NEOGOV’s process to announce upgrades is to generate an email outlining new system capability and a description on how to utilize the functionality. Customers are notified via email of the new items and the process in which to use the functionality. We conduct quarterly online training sessions (included as part of the license agreement) to provide further instruction on how to utilize new features and improve our customer’s overall workflow.</p>

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. Required information not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Service Provider/Vendor: Neogov

Name of Agency: West Virginia Office Of Technology

Agency/public jurisdiction's required information:

1. Will restricted information be processed by the service provider?

Yes
No

2. If yes to #1, does the restricted information include personal data?

Yes
No

3. If yes to #1, does the restricted information include non-public data?

Yes
No

4. If yes to #1, may the service provider store public jurisdiction data in a data center in an acceptable alternative data center location, which is a country that is not the U.S.?

Yes
No

5. Provide name and email address for the Department privacy officer:

Name: Misty Peal

Email address: misty.peal@wv.gov

Vendor/Service Provider's required information:

6. Provide name and contact information for vendor's employee who shall serve as the public jurisdiction's primary security contact:

Name: Chris Rosenburger

Email address: CRosenberger@neogov.net

Phone Number: 310.426.6304

REQUEST FOR QUOTATION
Online Technical and Professional Training (OT22054)

- 8.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendors shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 8.4 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Paul Raspudic, Strategic Account Director

Telephone Number: (310) 658-5781

Fax Number: 310-426-6305

Email Address: PRaspudic@Neogov.Net

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Paul Raspudic, Strategic Account Director

(Name, Title)

Paul Raspudic, Strategic Account Director

(Printed Name and Title)

300 Continental Blvd., Suite 565, El Segundo, CA 90245

(Address)

(310) 658-5781

(Phone Number) / (Fax Number)

PRaspudic@neogov.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

Neogov

(Company)



Mike Burns, Director of Accounting

(Authorized Signature) (Representative Name, Title)

Mike Burns, Director of Accounting

(Printed Name and Title of Authorized Representative)

11/19/2021

(Date)

310-426-6304

(Phone Number) (Fax Number)

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Neogov

Authorized Signature:  Date: 11/10/21

State of California

County of Los Angeles, to-wit:

Taken, subscribed, and sworn to before me this ___ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE see CAJVrat attached NOTARY PUBLIC _____

CALIFORNIA JURAT

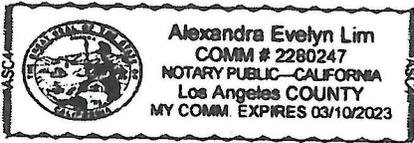
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)

County of Los Angeles)

Subscribed and sworn to (or affirmed) before me on this 16 day
of November, 20 21, by Shane Evangelist

proved to me on the basis of satisfactory evidence to be the person(s)
who appeared before me.



(Seal)

Signature Alex

Optional Information

Although the information in this section is not required by law, it could prevent fraudulent removal and reattachment of this jurat to an unauthorized document and may prove useful to persons relying on the attached document.

Description of Attached Document

This certificate is attached to a document titled/for the purpose of

State of West Virginia
promoting affidavit

containing 1 pages, and dated 11/16/21

Additional Information

Method of Affiant Identification

Proved to me on the basis of satisfactory evidence:
 form(s) of identification credible witness(es)

Notarial event is detailed in notary journal on:

Page # 14 Entry # 45

Notary contact: 310 347 2777

Other

Affiant(s) Thumbprint(s) Describe: _____

RFP Exceptions

Section/ Subsection	Specified Exceptions and Explanations Below:
General Terms and Conditions, Section 8 INSURANCE, Page 13	<p><u>Remove:</u> "...on each policy..." in line two of this Section. Replace with "...on the Commercial General Liability Insurance policy..."</p> <p><u>Explanation:</u> We can only accept additionally insured on the general liability policy.</p>
General Terms and Conditions, Section 19 CANCELLATION, Page 15	<p><u>Remove:</u> "The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract." Replace with "The State may terminate the Contract within this for convenience by providing written notice to Vendor of its intent to terminate within ninety (90) days from the Effective Date ("Termination for Convenience"). Termination for Convenience shall be effective upon Vendor receipt of the State's written notice to Terminate for Convenience. In the event the State elects to invoke its right to Terminate to Convenience, the State shall receive a pro-rata refund of all fees for the unutilized subscription service(s) and accompanying incomplete professional services under the applicable Order. After ninety (90) days have passed from the Effective Date, the State's right to Terminate for Convenience shall expire, and the Parties may terminate the service(s) in accordance with the Contract."</p> <p><u>Explanation:</u> The services NEOGOV provides are annual subscription services. We cannot agree to cancel the contract at any given time for the reason described above. We can, however, offer the alternative replacement listed above.</p>
General Terms and Conditions, Section 28 WARRANTY, Page 16	<p><u>Remove:</u> "...(b)be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship."</p>

	<p><u>Explanation:</u> We cannot agree to warranty for merchantability because, for instance, under UCC standards, a “good” (which could include software) can be considered to breach the warranty of merchantability if it “passes w/out objection in the trade”—that does not work in software development where there is constantly disagreement on what is the appropriate programming methodology or even which programming language to use, especially in SaaS where the product is constantly being upgraded and a new release comes out every 2 weeks. Additionally, we cannot agree to warranty for fitness for a particular purchase because we are not developing custom software with this agreement but are providing access to our hosted cloud solution which is shared by 4000+ customers, we can’t warrant that it will fit every customer’s particular needs.</p>
<p>General Terms and Conditions, Section 35 VENDOR RELATIONSHIP, Page 18</p>	<p><u>Remove:</u> “Vendor shall hold harmless the State and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.”</p> <p><u>Explanation:</u> We cannot agree to provide indemnity for any and all claims of this sort in relation to either party, as it is written here.</p>
<p>General Terms and Conditions, Section 36 INDEMNIFICATION, Page 18</p>	<p><u>Add:</u> “third party” to (1) in front of “any claims...”; add “third party” to (2) in front of “any claims...”</p> <p><u>Explanation:</u> Indemnification must be limited to third party claims. Claims by customer and its affiliates, officers etc. would be direct breach of contract claims.</p>
<p>General Terms and Conditions, Section 41 PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS”, Page 19</p>	<p><u>Remove:</u> Entirety of this Section</p> <p><u>Explanation:</u> This is not applicable to a hosted software.</p>

<p>General Terms and Conditions, Section 42 PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL, Page 20</p>	<p><u>Remove:</u> Entirety of this Section</p> <p><u>Explanation:</u> This is not applicable to a hosted software.</p>
<p>General Terms and Conditions, Section 44 PROHIBITION AGAINST USED OR REFURBISHED, Page 21</p>	<p><u>Remove:</u> Entirety of this Section.</p> <p><u>Explanation:</u> This is not applicable to a hosted software.</p>
<p>Specifications, Section 5.2 Payment, Page 26</p>	<p><u>Remove:</u> "...in accordance with the payment procedures of the State of West Virginia." Replace with "...Net 30 days from the date of invoice."</p> <p><u>Explanation:</u> Net 30 days from the date of invoice is our standard payment term for our customers. NEOGOV services are hosted software that are pre-paid annual subscriptions.</p>
<p>Specifications, Section 6 DELIVERY AND RETURN</p>	<p><u>Remove:</u> Entirety of this section.</p> <p><u>Explanation:</u> This is not applicable to a hosted software.</p>
<p>Specifications, Section 7.2.1, Page 27</p>	<p><u>Add:</u> "...upon thirty (30) days written notice to Vendor with opportunity to cure."</p> <p><u>Explanation:</u> We need to be able to have a cure period as well as a notice period.</p>

Software as a Service
Addendum, Section 4(b),
Page 32

Remove: "...twenty-four (24) hours after the service provider becomes aware of it..." replace with "...seventy-two (72) hours of the service provider's confirmation of such Security Incident..." in line 2 of this Section.

Explanation: 72 hours is our standard for all our customers, which complies with HIPAA, CJIS, and is the PCI and GDPR standard notification window as well. With so many agency customers, if a security incident were to occur, we have to have consistency in our notification responsibilities.

Legal Notice: The contractual terms and conditions under which NEOGOV proposes to provide the software and services identified in this proposal are those set forth in the current NEOGOV Services Agreement (the "Agreement"), a current copy of which is enclosed herewith, along with additional, mutually acceptable terms and conditions to be negotiated in good faith. The Agreement is tailored to the specific products and services provided by NEOGOV and contains provisions necessary to protect the Customer as well as our company. If additional provisions or modifications are necessary, we have every confidence that NEOGOV will be able to address all terms to the satisfaction of the Customer.

NEOGOV Service Level Agreement

NEOGOV SERVICES AGREEMENT

V020121

You agree that by placing an order through a NEOGOV standard ordering document (the “Order” or “Ordering Document”) you agree to follow and be bound by the terms and conditions set forth herein. “Governmentjobs.com”, “NEOGOV”, “we”, and “our” means Governmentjobs.com, Inc.(dba “NEOGOV”) and, where applicable, its affiliates; “Customer”, “you”, “your” means the Governmentjobs.com client, customer, or subscriber identified in the Ordering Document.

If you are placing such an Order on behalf of a legal entity, you represent that you have the authority to bind such entity to the terms and conditions of the Ordering Document and these terms and, in such event, “you” and “your” as used in these agreement terms shall refer to such entity. “Agreement” shall be used to collectively refer to this NEOGOV Services Agreement (the “Services Agreement”), documents incorporated herein including the applicable Ordering Document and Schedule(s), and Special Conditions (if any).

1. Provision of Services. Subject to the terms of this Agreement NEOGOV hereby agrees to provide Customer with access to its SaaS Applications and Professional Services (each defined below) included or ordered by Customer in the applicable Ordering Document (collectively referred to as the “Services”). Customer hereby acknowledges and agrees that NEOGOV’s provision and performance of, and Customer’s access to, the Services is dependent and conditioned upon Customer’s full performance of its duties, obligations and responsibilities hereunder. This Agreement entered into as of the date of your signature on an applicable Ordering Document or use of the Services commences (the “Effective Date”). The Agreement supersedes any prior and contemporaneous discussions, agreements or representations and warranties.
2. SaaS Subscription.
 - a) Subscription Grant. “SaaS Applications” means each proprietary NEOGOV web-based software-as-a-service application that may be set forth on an Order and subsequently made available by NEOGOV to Customer, and associated components as described in the Service Specifications made available to Customer by NEOGOV. Subject to and conditioned on Customer’s and its Authorized Users’ compliance with the terms and conditions of this Agreement, NEOGOV hereby grants to Customer a limited, non-exclusive, non-transferable, and non-sublicensable right to (a) access and use, and to permit Authorized Users to access and use, the SaaS Applications specified in the Order solely for Customer’s internal, non-commercial purposes; (b) generate, print, and download Customer Data as may result from any access to or use of the SaaS Applications; and (c) train Authorized Users in uses of the SaaS Applications permitted hereunder (these rights shall collectively be referred to as the “SaaS Subscription”). “Authorized Users” means (i) Customer employees, agents, contractors, consultants who are authorized by Customer to access and use the Services under the rights granted to Customer pursuant to this Services Agreement and (ii) for whom access to the Services has been purchased hereunder. You may not access the SaaS Applications if you are a direct competitor of NEOGOV or its affiliates. In addition, you may not access the SaaS Applications for purposes of monitoring their availability, performance, or functionality, or for any other benchmarking or competitive purposes.
 - b) Delivery and Subscription Term. NEOGOV delivers each SaaS Application by providing Customer with online access. When you access NEOGOV SaaS Applications, you are accepting it for use in accordance with this Agreement. Unless otherwise specified in an applicable Ordering Document, SaaS Subscriptions shall commence on the Effective Date and remain in effect for twelve (12) consecutive months, unless terminated earlier in accordance with this Agreement (the “Initial Term”). Thereafter, SaaS Subscriptions shall automatically renew for successive twelve (12) month terms (each a “Renewal Term” and together with the Initial Term, collectively, the “Term”) unless a party delivers to the other party, at least thirty (30) days prior to the expiration of the Initial Term or the applicable Renewal Term, written notice of such party’s intention to not renew this Agreement, or unless terminated earlier in accordance with this Agreement. NEOGOV shall provide Customer access to the SaaS Applications within a reasonable time following the Effective Date unless otherwise agreed.
 - c) Content and Program Documentation. Should Customer purchase access to SaaS Applications containing audio-visual content (“Licensed Content”), NEOGOV grants to Customer a non-exclusive, non-transferable, and non-sublicensable license, during the applicable Term, for Authorized Users to access and view the Licensed Content within the SaaS Application. Customer shall

not permit the Licensed Content to be, or appear to be, reproduced, performed, displayed, or distributed on, as part of or in connection with any website or other online area other than the SaaS Application. Customer shall not edit, alter, modify, combine with other content, or create any derivative works of the Licensed Content. "Program Documentation" shall mean all user guides, training, and implementation material, and Service descriptions provided by NEOGOV to Customer in connection with the Services. NEOGOV hereby grants to Customer a non-exclusive, non-sublicensable, non-transferable license to use, print, and distribute internally via non-public platforms, the Program Documentation during the Term solely for Customer's internal business purposes in connection with its use of the Services.

3. Professional Services. "Professional Services" shall mean consulting, training services purchased by Customer in an applicable Ordering Document or NEOGOV Scope of Work (SOW) relating to assistance, training, deployment, usage, customizations, accessory data processing, and best practices of and concerning the SaaS Applications. NEOGOV shall provide the Professional Services purchased in the applicable Order Form or SOW, as the case may be. Professional Services may be ordered by Customer pursuant to a SOW and Service Specifications describing the work to be performed, fees, and any applicable milestones, dependencies, and other technical specifications or related information. Order Forms or SOWs must be signed by both parties before NEOGOV shall commence work. If the parties do not execute a separate Statement of Work, the Services shall be provided as stated on the Order Form and this Agreement and documents incorporated herein shall control.
4. Payment Terms. Unless otherwise stated in an Ordering Document, Customer shall pay all Subscription fees ("Subscription Fees") and Professional Service fees ("Professional Service Fees", collectively the "Fees") within thirty (30) days of Customer's receipt of NEOGOV's invoice. Fees shall be invoiced annually in advance and in a single invoice for each Term. Invoices shall be delivered to the stated "Bill To" party on the Ordering Document. Unless explicitly provided otherwise, once placed the Ordering Document is non-cancellable and sums paid nonrefundable. Subscription Fees are based upon the Customer's employee count. Customer shall not exceed the employee amount its Subscription Fees are based off of unless applicable supplemental Subscription Fees are paid. The Term for the Services is a continuous and non-divisible commitment for the full duration regardless of any invoice schedule. The purchase of any Service is separate from any other order for any other Service. Customer may purchase certain Services independently of other Services. Your obligation to pay for any Service is not contingent on performance of any other Service or delivery of any other Service. If Customer issues a purchase order, then it shall be for the full amount set forth in the applicable NEOGOV invoice or Ordering Document. Failure to provide NEOGOV with a corresponding purchase order shall not relieve Customer of its payment obligations. Except as otherwise specifically stated in the Ordering Document, NEOGOV may change the charges for the Services with effect from the start of each Renewal Term by giving Customer at least thirty (30) day notice prior to commencement of a Renewal Term. Customer will pay all taxes, duties and levies imposed by all federal, state, and local authorities (including, without limitation, export, sales, use, excise, and value-added taxes) based on the transactions or payments under this Agreement, except those taxes imposed or based on NEOGOV's net income or those exempt by applicable state law. Customer shall provide NEOGOV with a certificate or other evidence of such exemption with ten (10) days of NEOGOV's request therefor.
5. Term and Termination.
 - a) Term. Unless otherwise specified in an applicable Ordering Document, this Agreement shall commence on the Effective Date. This Agreement shall remain in effect until all SaaS Subscriptions have expired and/or both parties have achieved full performance of Professional Services or other services detailed in a SOW, unless it is terminated earlier in accordance with this Agreement.
 - b) Termination for Cause; Effect of Termination. Either Party may terminate this Agreement immediately if the other is in material breach of this Agreement and such breach is not cured within thirty (30) days following non-breaching party's written specification of the breach. NEOGOV may suspend the Services or terminate this Agreement immediately in the event the Services or Customer's use of the Services provided hereunder become illegal or contrary to any applicable law, rule, regulation, or public policy. Upon expiration or any termination of this Agreement, Customer shall cease all use and refrain from all further use of the Services and other NEOGOV intellectual property. Additionally, Customer shall be obligated to pay, as of the effective date of such expiration or termination, all amounts due and unpaid to NEOGOV under this Agreement. Unless otherwise specified, after expiration or termination of this Agreement NEOGOV may remove Customer Data from NEOGOV Services and without Customer consent or notice.
6. Service Specifications. "Service Specifications" means Program Documentation, Service Schedules, Security Statements, and Service Level Warranties if applicable. The Service Specifications describe and govern the Services and are incorporated herein by reference. Online Service Specifications may be made available at <https://www.neogov.com/service-specifications> or provided upon Customer request. Excluding Service Schedules, NEOGOV may update the Service Specifications to reflect changes in, among other things, laws, regulations, rules, technology, industry practices, patterns of system use, Updates and Upgrades, and availability of third-party services.
7. Maintenance; Modifications; Support Services.

- a) Maintenance, Updates, Upgrades. NEOGOV maintains NEOGOV's hardware and software infrastructure for the Services and is responsible for maintaining the NEOGOV server operation and NEOGOV database security. NEOGOV may in its sole discretion, periodically modify, Update, and Upgrade the features, components, and functionality of the Services during the Term. "Update" means any update, bug fix, patch or correction of the Services or underlying NEOGOV software that NEOGOV makes generally available to its customers of the same module, excluding Upgrades. Updates are automatic and available upon Customer's next login to the Services following an Update at no additional cost to Customer. "Upgrade" means any update of the Services or underlying NEOGOV software such as platform updates, and major product enhancements and/or new features that NEOGOV makes commercially available. NEOGOV shall have no obligation to provide Upgrades to customers and retains the right to offer Upgrades free of cost or on a per customer basis at additional cost. NEOGOV shall have no liability for, or any obligations to, investments in, or modifications to Customer's hardware, systems or other software which may be necessary to use or access the Services due to a modification, Update, or Upgrade of the Services.
 - b) Training Materials; Support. Primary training of NEOGOV Services is conducted by self-review of online materials. NEOGOV's pre-built, online training consists of a series of tutorials to introduce the standard features and functions (the "Training Materials"). The Training Materials may be used as reference material by Customer Personnel conducting day-to-day activities.
 - c) Implementation. For Services requiring implementation, NEOGOV implementation supplements the Training Materials and is conducted off-site unless otherwise agreed in the Ordering Document. NEOGOV personnel will provide consultation on best practices for setting up the Services, answer Customer questions during the implementation period, and ensure Authorized User Admins grasp the system.
 - d) Support. Phone support for the Services is available to Customer Monday through Friday, excluding NEOGOV holidays. Online support for the Services is available 24 hours a day, seven days a week. The length of time for a resolution of any problem is dependent on the type of case.
 - e) Limitations. Unless otherwise specified in the Ordering Document, this Agreement does not obligate NEOGOV to render any maintenance or support services that are not expressly provided herein, including, but not limited to data uploads, manual data entry, migration services, data conversion, refinement, purification, reformatting, SQL dump, or process consultation.
8. NEOGOV Intellectual Property. NEOGOV shall exclusively own all right, title and interest in and to all pre-existing and future intellectual property developed or delivered by NEOGOV including all Services, products, systems, software (including any source code or object code) or Service Specifications related thereto, Updates or Upgrades, trademarks, service marks, logos and other distinctive brand features of NEOGOV and all proprietary rights embodied therein (collectively, the "NEOGOV Intellectual Property"). This Agreement does not convey or transfer title or ownership of the NEOGOV Intellectual Property to Customer or any of its users. All rights not expressly granted herein are reserved by NEOGOV. Other than recommendation use or as required by law, all use of NEOGOV Trademarks must be pre-approved by NEOGOV prior to use. Trademarks shall include any word, name, symbol, color, designation or device, or any combination thereof that functions as a source identifier, including any trademark, trade dress, service mark, trade name, logo, design mark, or domain name, whether or not registered.
9. Data Processing and Privacy.
- a) Customer & Platform Data. "Customer Data" shall mean all data that is owned or developed by Customer, whether provided to NEOGOV by Customer or provided by a third party to NEOGOV in connection with NEOGOV's provision of Services to Customer, including Personnel or Job Seeker Profile Data collected, loaded into, or located in Customer data files maintained by NEOGOV. NEOGOV intellectual property, including but not limited to the Services and all derivative works thereof, NEOGOV Confidential Information, and Platform Data do not fall within the meaning of the term "Customer Data". Customer exclusively own all right, title, and interest in and to all Customer Data. Customer grants NEOGOV a license to host, use, process, display, create non-personal derivative works of, and transmit Customer Data to provide the Services. "Platform Data" shall mean any data reflecting the access or use of the Services by or on behalf of Customer or any user, including statistical or other analysis and performance information related to the provision and operation of the Services including any end user visit, session, impression, clickthrough or click stream data, as well as log, device, transaction data. or other analysis, information, or data based on or derived from any of the foregoing. NEOGOV shall exclusively own all right, title and interest in and to all Platform Data. NEOGOV grants to Customer a limited, non-perpetual, non-exclusive, non-transferable, and non-sublicensable license during the Term to use and access, and to permit Authorized Users to use and access, Platform Data of which NEOGOV makes available through the SaaS Applications solely for Customer's internal purposes. Customer acknowledges NEOGOV may compile Platform based on Customer Data input into the Services. Customer agrees that NEOGOV may (i) make Platform Data publicly available in compliance with applicable law, and (ii) use Platform Data to the extent and in the manner permitted under applicable law.
 - b) Privacy Policy; Data Processing Agreement. NEOGOV shall process all data in accord with the NEOGOV Privacy Policy available at <https://www.neogov.com/privacy-policy>. The defined terms in the Privacy Policy shall have the same meaning in this

Agreement unless otherwise specified herein. To the extent Customer uses the Services to target and collect personal information from users located in the European Union, European Economic Area, or Switzerland (the "EU"), or has Authorized Users accessing the Services from the EU, the NEOGOV Data Processing Addendum ("DPA") available at <https://www.neogov.com/service-specifications> is incorporated herein by reference.

- c) **Data Responsibilities.** Customer is solely responsible for the development, content, operation, maintenance, and use of Customer Data. NEOGOV will have no responsibility or liability for the accuracy of the Customer Data prior to receipt of such data into the Services. Customer shall be solely responsible for and shall comply with all applicable laws and regulations relating to (i) the accuracy and completeness of all information input, submitted, or uploaded to the Services, (ii) the privacy of users of the Services, including, without limitation, providing appropriate notices to and obtaining appropriate consents from any individuals to whom Customer Data relates; and (iii) the collection, use, modification, alteration, extraction, retention, copying, external storage, disclosure, transfer, disposal, and other processing of any Customer Data. NEOGOV is not responsible for lost data caused by the action or inaction of Customer or Authorized Users. Unless vital to provide the Services or otherwise mutually agreed in writing, Customer shall not maintain any financial, health, payment card, or similarly sensitive data that imposes specific data security or data protection obligations within the Services.
- d) **Breach Notice.** In the event of a data or security breach, as defined by applicable law, by anyone other than your employee, contractor, or agent, upon discovery of such breach, NEOGOV will initiate remedial actions and notify Customer of the breach as required by and in compliance with applicable law. NEOGOV's notification of, or response to, a data breach under this Section will not be construed as an acknowledgement by NEOGOV of any fault or liability with respect to the breach. In the event of a security breach, as defined by applicable law, by your Personnel, Authorized, or unauthorized user, contractor or agent, you shall have sole responsibility for initiating remedial actions and you shall notify NEOGOV of the breach and steps you will take to remedy the breach as soon as possible. Customer is solely responsible for complying with data breach notification laws applicable to the Customer and fulfilling any third-party notification obligations related to any data breach(es).
10. **Subcontractors; Third Party Products.** NEOGOV may from time to time in its discretion engage third parties to perform Services (each, a "Subcontractor"). "Third-Party Products" means any products, content, services, information, websites, or other materials that are owned by third parties and are incorporated into or accessible through the Services. The Services may permit access to Third-Party Products. For purposes of this Services Agreement, such Third-Party Products are subject to their own terms and conditions presented to you for acceptance by website link or otherwise. If you do not agree to abide by the applicable terms for any such Third-Party Products, then you should not install, access, or use such Third-Party Products. NEOGOV cannot guarantee the continued availability of such Third-Party Products and may cease providing them without entitling Customer to any refund, credit, or other compensation, if for example and without limitation, the provider of a Third-Party Product ceases to make the third-party application available for interoperation with the corresponding NEOGOV Service in a manner acceptable to NEOGOV.
11. **Nondisclosure.** Through exercise of each party's rights under this Agreement, each party may be exposed to the other party's technical, financial, business, marketing, planning, and other information and data in written, oral, electronic, magnetic, photographic, and/or other forms, including, but not limited to (a) oral and written communications of one party with the officers and staff of the other party which are marked or identified as confidential or secret or similarly marked or identified, (b) other communications which a reasonable person would recognize from the surrounding facts and circumstances to be confidential or secret, and (c) trade secrets (collectively, "Confidential Information"). In recognition of the other party's need to protect its legitimate business interests, each party hereby covenants and agrees that it shall regard and treat each item of information or data constituting Confidential Information of the other party as strictly confidential and wholly owned by such other party and that it will not, (x) without the express prior written consent of the other party, (y) except as permitted or authorized herein or, (z) except as required by law including the Public Records Act of the Customer's State, redistribute, market, publish, disclose, or divulge to any other person, firm or entity, or use or modify for use, directly or indirectly in any way for any person or entity: (i) any of the other party's Confidential Information during the Term and for a period of three (3) years thereafter or, if later, from the last date Services (including any warranty work) are performed by the disclosing party hereunder; and (ii) any of the other party's trade secrets at any time during which such information shall constitute a trade secret under applicable law. In association with NEOGOV's concern for the protection of trade secrets, Confidential Information, and fair market competition, Customer acknowledges all photos, "screen captures", videos, or related media of NEOGOV products, pages, and related documentation shall be approved by NEOGOV prior to any publicly accessible disclosure of such media.
12. **Representations, Warranties, and Disclaimers.**
- a) **Service Performance Warranty.** NEOGOV warrants that it provides the Services using a commercially reasonable level of care and skill. THE FOREGOING WARRANTY DOES NOT APPLY, AND NEOGOV STRICTLY DISCLAIMS ALL WARRANTIES, WITH RESPECT TO ANY THIRD-PARTY PRODUCTS.
- b) **No Other Warranty.** EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN THIS WARRANTY SECTION, THE SERVICES ARE PROVIDED ON AN "AS IS" BASIS, AND CUSTOMER'S USE OF THE SERVICES IS AT ITS OWN RISK. NEOGOV DOES NOT MAKE, AND HEREBY DISCLAIMS, ANY AND ALL OTHER EXPRESS AND/OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A

PARTICULAR PURPOSE, NONINFRINGEMENT AND TITLE, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE. NEOGOV DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR COMPLETELY SECURE, OR THAT ANY ERROR WILL BE CORRECTED.

- c) **Disclaimer of Actions Caused by and/or Under the Control of Third Parties.** NEOGOV DOES NOT AND CANNOT CONTROL THE FLOW OF DATA TO OR FROM THE NEOGOV SYSTEM AND OTHER PORTIONS OF THE INTERNET. SUCH FLOW DEPENDS IN LARGE PART ON THE PERFORMANCE OF INTERNET SERVICES PROVIDED OR CONTROLLED BY THIRD PARTIES. AT TIMES, ACTIONS OR INACTIONS OF SUCH THIRD PARTIES CAN IMPAIR OR DISRUPT CUSTOMER'S CONNECTIONS TO THE INTERNET (OR PORTIONS THEREOF). ALTHOUGH NEOGOV WILL USE COMMERCIALY REASONABLE EFFORTS TO TAKE ALL ACTIONS IT DEEMS APPROPRIATE TO REMEDY AND AVOID SUCH EVENTS, NEOGOV CANNOT GUARANTEE THAT SUCH EVENTS WILL NOT OCCUR. ACCORDINGLY, NEOGOV DISCLAIMS ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO SUCH EVENTS.
- d) **Services Do Not Constitute Advice or Credit Reporting.** NEOGOV does not provide its customers with legal advice regarding compliance, data privacy, or other relevant applicable laws in the jurisdictions in which you use the Services. YOU ACKNOWLEDGE AND AGREE THAT THE SERVICES PROVIDED HEREUNDER ARE NOT INTENDED TO BE AND WILL NOT BE RELIED UPON BY YOU AS EITHER LEGAL, FINANCIAL, INSURANCE, OR TAX ADVICE. TO THE EXTENT YOU REQUIRE ANY SUCH ADVICE, YOU REPRESENT THAT YOU WILL SEEK SUCH ADVICE FROM QUALIFIED LEGAL, FINANCIAL, INSURANCE, ACCOUNTING, OR OTHER PROFESSIONALS. YOU SHOULD REVIEW APPLICABLE LAW IN ALL JURISDICTIONS WHERE YOU OPERATE AND HAVE EMPLOYEES AND CONSULT EXPERIENCED COUNSEL FOR LEGAL ADVICE. YOU ACKNOWLEDGE THAT NEOGOV IS NOT A "CONSUMER REPORTING AGENCY" AS THAT TERM IS DEFINED IN THE FAIR CREDIT REPORTING ACT AS AMENDED.
- e) **Configurable Services.** The Services can be used in ways that do not comply with applicable laws and it is Customer's sole responsibility to monitor the use of the Services to ensure that such use complies with and is in accordance with applicable law. In no event shall NEOGOV be responsible or liable for Customer failure to comply with applicable law in connection with your use of the Services. NEOGOV is not responsible for any harm caused by users who were not authorized to have access to the Services but who were able to gain access because usernames, passwords, or accounts were not terminated on a timely basis by Customer. Customer acknowledges that NEOGOV exercises no control over specific human resource practices implemented using the Service or Customer's decisions as to employment, promotion, termination, or compensation of any personnel or Authorized User of the Services. Customer further agrees and acknowledge that NEOGOV does not have a direct relationship with Customer employees and that Customer is responsible for all contact, questions, Customer Data updates and collection, with Customer employees.

13. **Customer Compliance.** Customer shall be responsible for ensuring that Customer's use of the Services and the performance of Customer's other obligations hereunder comply with all applicable rules, regulations, laws, codes, and ordinances. Customer is responsible for Customer's information technology infrastructure, including computers, software, databases, electronic systems (including database management systems), and networks, whether operated directly by Customer or through the use of third-party services equipment and facilities required to access the Services. All users of the Services are obligated to abide by the Terms of Use available at <https://www.neogov.com/terms-of-use>. Customer shall be responsible for procuring all licenses of third-party software necessary for Customer's use of the Services. Customer is responsible and liable for all uses of the Services, directly or indirectly, whether such access or use is permitted by or in violation of this Agreement.

14. Indemnification.

- a) **Indemnity.** Subject to subsections (b) through (d) of this Section, if a third party makes a claim against Customer that any NEOGOV intellectual property furnished by NEOGOV and used by Customer infringes a third party's intellectual property rights, NEOGOV will defend the Customer against the claim and indemnify the Customer from the damages and liabilities awarded by the court to the third-party claiming infringement or the settlement agreed to by NEOGOV, if Customer does the following:
 - i) Notifies NEOGOV promptly in writing, not later than thirty (30) days after Customer receives notice of the claim (or sooner if required by applicable law);
 - ii) Gives NEOGOV sole control of the defense and any settlement negotiations; and
 - iii) Gives NEOGOV the information, authority, and assistance NEOGOV needs to defend against or settle the claim.
- b) **Alternative Resolution.** If NEOGOV believes or it is determined that any of the Services may have violated a third party's intellectual property rights, NEOGOV may choose to either modify the Services to be non-infringing or obtain a license to allow for continued use. If these alternatives are not commercially reasonable, NEOGOV may end the subscription or license for the Services and refund a pro-rata portion of any fees covering the whole months that would have remained, absent such early termination, following the effective date of such early termination.

- c) No Duty to Indemnify. NEOGOV will not indemnify Customer if Customer alters the Service or Service Specifications, or uses it outside the scope of use or if Customer uses a version of the Service or Service Specifications which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Services or Service Specifications which was provided to Customer, or if the Customer continues to use the infringing material after the subscription expires. NEOGOV will not indemnify the Customer to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by NEOGOV. NEOGOV will not indemnify Customer for any portion of an infringement claim that is based upon the combination of Service or Service Specifications with any products or services not provided by NEOGOV. NEOGOV will not indemnify Customer for infringement caused by Customer's actions against any third party if the Services as delivered to Customer and used in accordance with the terms of the Agreement would not otherwise infringe any third-party intellectual property rights.
- d) Exclusive Remedy. This Section provides the exclusive remedy for any intellectual property infringement claims or damages against NEOGOV.

15. Limitations of Liability.

- a) EXCLUSION OF DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL EITHER PARTY BE LIABLE UNDER OR IN CONNECTION WITH THIS AGREEMENT OR ITS SUBJECT MATTER UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, AND OTHERWISE, FOR ANY: (a) LOSS OF PRODUCTION, USE, BUSINESS, REVENUE, OR PROFIT OR DIMINUTION IN VALUE; (b) IMPAIRMENT, INABILITY TO USE OR LOSS, INTERRUPTION OR DELAY OF THE SERVICES; (c) LOSS, DAMAGE, CORRUPTION OR RECOVERY OF DATA, OR BREACH OF DATA OR SYSTEM SECURITY; (d) COST OF REPLACEMENT GOODS OR SERVICES; (e) LOSS OF GOODWILL, LOSS OF BUSINESS OPPORTUNITY OR PROFIT, OR LOSS OF REPUTATION; OR (f) CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, ENHANCED, OR PUNITIVE DAMAGES, REGARDLESS OF WHETHER SUCH PERSONS WERE ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES OR SUCH LOSSES OR DAMAGES WERE OTHERWISE FORESEEABLE, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.
- b) CAP ON MONETARY LIABILITY. WITHOUT LIMITATION OF THE PREVIOUS SECTION, EXCEPT FOR DAMAGES ARISING OUT OF LIABILITY WHICH CANNOT BE LAWFULLY EXCLUDED OR LIMITED, CUSTOMER'S OBLIGATIONS TO MAKE PAYMENT UNDER THIS AGREEMENT, OR LIABILITY FOR INFRINGEMENT OR MISAPPROPRIATION OF NEOGOV INTELLECTUAL PROPERTY RIGHTS, THE TOTAL LIABILITY OF EITHER PARTY FOR ANY AND ALL CLAIMS AGAINST THE OTHER PARTY UNDER THIS AGREEMENT, WHETHER ARISING UNDER OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL NOT EXCEED THE AMOUNT OF ALL PAYMENTS ACTUALLY RECEIVED BY NEOGOV FROM CUSTOMER DURING THE RELEVANT YEAR OF THIS AGREEMENT DURING WHICH THE CAUSE OF ACTION AROSE. THE FOREGOING LIMITATION OF LIABILITY IS CUMULATIVE WITH ALL PAYMENTS FOR CLAIMS OR DAMAGES IN CONNECTION WITH THIS AGREEMENT BEING AGGREGATED TO DETERMINE SATISFACTION OF THE LIMIT. THE EXISTENCE OF ONE OR MORE CLAIMS WILL NOT ENLARGE THE LIMIT. THE PARTIES ACKNOWLEDGE AND AGREE THAT THIS LIMITATION OF LIABILITY IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES AND SHALL APPLY NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. EACH PARTY ACKNOWLEDGES THAT THIS LIMITATION OF LIABILITY REFLECTS AN INFORMED, VOLUNTARY ALLOCATION BETWEEN THE PARTIES OF THE RISKS (KNOWN AND UNKNOWN) THAT MAY EXIST IN CONNECTION WITH THIS AGREEMENT AND HAS BEEN TAKEN INTO ACCOUNT AND REFLECTED IN DETERMINING THE CONSIDERATION TO BE GIVEN BY EACH PARTY UNDER THIS AGREEMENT AND IN THE DECISION BY EACH PARTY TO ENTER INTO THIS AGREEMENT.

16. E-Signatures.

- a) E-Signature Provisioning & Consent. NEOGOV E-Forms and other electronically signed services ("E-Signatures") are provided by NEOGOV for two counterparties (generally a government employer (the "sending party") subscribing to NEOGOV Services and Personnel or Job Seekers) to electronically sign documents. If you use E-Signatures offered by NEOGOV, you agree to the statements set forth in this Section. Whenever you sign a document using E-Signatures you affirmatively consent to using electronic signatures via the E-Signatures and consent to conducting electronic business transactions. You also confirm that you are able to access the E-Signatures and the document you are signing electronically. When using E-Signatures for a document, your consent applies only to the matter(s) covered by that particular document.
- b) Right to Opt-Out of E-Signatures. You are not required to use E-Signatures or accept electronic documents provided thereby. Personnel and Job Seekers can choose to not use E-Signatures and may sign the document manually instead by notifying the sending party they are choosing to do so and by obtaining a non-electronic copy of the document. NEOGOV assumes no responsibility for providing non-electronic documents. In the event a non-sending party elects to sign the document manually, do not use E-Signatures to sign the document.

- c) **Electronic Download.** If you have signed a document electronically using E-Signatures and transmitted it back to the sending party, NEOGOV provides the opportunity to download and print a paper copy of the document at no charge. If you later withdraw your consent to using E-Signatures, please notify the sending party and stop using E-Signatures. Note that the decision to stop using E-Signatures after you have already used it does not change the legality of the documents you have previously signed using an electronic signature.
- d) **E-Signature Validity.** PLEASE NOTE THAT NEOGOV'S STATEMENTS CONTAINED HEREIN OR ELSEWHERE CONCERNING THE VALIDITY OF ELECTRONIC DOCUMENTS AND/OR THE SIGNATURE LINES OF DOCUMENTS THAT ARE ELECTRONICALLY SIGNED ARE FOR INFORMATIONAL PURPOSES ONLY; THEY SHOULD NOT BE CONSTRUED AS LEGAL ADVICE. UNDER FEDERAL AND STATE LAWS GOVERNING ELECTRONIC SIGNATURES, ELECTRONIC SIGNATURES ON CERTAIN TYPES OF AGREEMENTS ARE NOT ENFORCEABLE. NEOGOV HEREBY DISCLAIMS ANY RESPONSIBILITY FOR ENSURING THAT DOCUMENTS ELECTRONICALLY SIGNED THROUGH E-SIGNATURE'S ARE VALID OR ENFORCEABLE UNDER THE LAWS OF THE UNITED STATES OF AMERICA, ANY PARTICULAR STATE, OR ANY OTHER LEGAL JURISDICTION. YOU SHOULD CONSULT WITH LEGAL COUNSEL CONCERNING THE VALIDITY OR ENFORCEABILITY OF ANY DOCUMENT YOU MAY SIGN ELECTRONICALLY USING NEOGOV'S E-SIGNATURE'S.
17. **Text Message Communications.** NEOGOV may offer Job Seekers and Personnel the opportunity to receive text messages regarding job application or hiring process reminders, applicant status updates, or other human resource related notices. Since these text message services depend on the functionality of third-party providers, there may be technical delays on the part of those providers. NEOGOV may make commercially reasonable efforts to provide alerts in a timely manner with accurate information, but cannot guarantee the delivery, timeliness, or accuracy of the content of any alert. NEOGOV shall not be liable for any delays, failure to deliver, or misdirected delivery of any alert; for any errors in the content of an alert; or for any actions taken or not taken by you or any third party in reliance on an alert. NEOGOV cannot vouch for the technical capabilities of any third parties to receive such text messages. NEOGOV MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, EXPRESS, STATUTORY, OR IMPLIED AS TO: (i) THE AVAILABILITY OF TELECOMMUNICATION SERVICES; (ii) ANY LOSS, DAMAGE, OR OTHER SECURITY INTRUSION OF THE TELECOMMUNICATION SERVICES; AND (iii) ANY DISCLOSURE OF INFORMATION TO THIRD PARTIES OR FAILURE TO TRANSMIT ANY DATA, COMMUNICATIONS, OR SETTINGS CONNECTED WITH THE SERVICES.
18. **Cooperative Agreement.** As permitted by law, it is understood and agreed by Customer and NEOGOV that any (i) federal, state, local, tribal, or other municipal government (including all administrative agencies, departments, and offices thereof); (ii) any business enterprise in which a federal, state, local, tribal or other municipal entity has a full, majority, or other controlling interest; and/or (iii) any public school (including without limitation K-12 schools, colleges, universities, and vocational schools) (collectively referred to as the "New Entity") may purchase the Services specified herein in accordance with the terms and conditions of this Agreement. It is also understood and agreed that each New Entity will establish its own contract with NEOGOV, be invoiced therefrom and make its own payments to NEOGOV in accordance with the terms of the contract established between the New Entity and NEOGOV. With respect to any purchases by a New Entity pursuant to this Section, Customer: (i) shall not be construed as a dealer, re-marketer, representative, partner or agent of any type of NEOGOV, or such New Entity; (ii) shall not be obligated, liable or responsible for any order made by New Entities or any employee thereof under the agreement or for any payment required to be made with respect to such order; and (iii) shall not be obliged, liable or responsible for any failure by any New Entity to comply with procedures or requirements of applicable law or to obtain the due authorization and approval necessary to purchase under the agreement. Termination of this Agreement shall in no way limit NEOGOV from soliciting, entering into, or continuing a contractual relationship with any New Entity.
19. **Publicity.** Each party hereto may advertise, disclose, and publish its relationship with the other party under this Agreement.
20. **Force Majeure.** NEOGOV shall not be liable for any damages, costs, expenses or other consequences incurred by Customer or by any other person or entity as a result of delay in or inability to deliver any Services due to circumstances or events beyond NEOGOV's reasonable control, including, without limitation: (a) acts of God; (b) changes in or in the interpretation of any law, rule, regulation or ordinance; (c) strikes, lockouts or other labor problems; (d) transportation delays; (e) unavailability of supplies or materials; (f) fire or explosion; (g) riot, military action or usurped power; or (h) actions or failures to act on the part of a governmental authority.
21. **Independent Contractor; Third Party Agreements.** The relationship of the parties shall be deemed to be that of an independent contractor and nothing contained herein shall be deemed to constitute a partnership between or a joint venture by the parties hereto or constitute either party the employee or agent of the other. Customer acknowledges that nothing in this Agreement gives Customer the right to bind or commit NEOGOV to any agreements with any third parties. This Agreement is not for the benefit of any third party and shall not be deemed to give any right or remedy to any such party whether referred to herein or not.
22. **Entire Agreement; Amendment.** This Services Agreement and documents incorporated herein, the applicable Ordering Document, and Special Conditions (if any) constitute the entire agreement between the parties with respect to the subject matter hereof and supersede all prior or contemporaneous oral and written statements of any kind whatsoever made by the parties with respect to such subject matter. "Special Conditions" means individually negotiated variations, amendments and/or additions to this Service

Agreement of which are either drafted, or incorporated by reference, into the Ordering Document. Any Customer proposal for additional or different terms, or Customer attempt to vary in any degree any of the terms of this Agreement is hereby objected to and rejected but such proposal shall not operate as a rejection of this Service Agreement and Ordering Document unless such variances are in the terms of the description, quantity, or price but shall be deemed a material alteration thereof, and this Service Agreement and the applicable Ordering Document shall be deemed accepted by the Customer without said additional or different terms. It is expressly agreed that the terms of this Agreement and any NEOGOV Ordering Document shall supersede the terms in any non-NEOGOV purchase order or other ordering document. Notwithstanding the foregoing, any conflict of terms shall be resolved by giving priority in accordance with the following order: 1) Special Conditions (if any), 2) NEOGOV Ordering Document, 3) the NEOGOV Services Agreement and incorporated documents, 4) Customer terms and conditions (if any). This Agreement supersedes the terms and conditions of any clickthrough agreement associated with the Services. This Agreement may not be modified or amended (and no rights hereunder may be waived) except through a written instrument signed by the party to be bound.

23. General. This Agreement shall be governed by and construed in accordance with the laws of Customer's State, without giving effect to conflict of law rules. If any provision of this Agreement is held to be illegal or unenforceable, such provision shall be limited or eliminated to the minimum extent necessary so that the remainder of this Agreement will continue in full force and effect. Provisions that survive termination or expiration are those relating to limitation of liability, payment, and others which by their nature are intended to survive. All notices or other communications required or permitted hereunder shall be in writing and shall be deemed to have been duly given either when personally delivered, one (1) business day following delivery by recognized overnight courier or electronic mail, or three (3) business days following deposit in the U.S. mail, registered or certified, postage prepaid, return receipt requested. All such communications shall be sent to (i) Customer at the address set forth in the Ordering Document and (ii) NEOGOV at 300 Continental Blvd., Suite 565, El Segundo, CA 90245. The waiver, express or implied, by either party of any breach of this Agreement by the other party will not waive any subsequent breach by such party of the same or a different kind. This Agreement may be executed in two or more counterparts, each of which will be deemed an original, but all of which taken together shall constitute one and the same instrument. Delivery of a copy of this Agreement bearing an original signature by facsimile transmission, by electronic mail or by any other electronic means will have the same effect as physical delivery of the paper document bearing the original signature. Each party represents and warrants to the other party that (i) it has full power and authority under all relevant laws and regulations and is duly authorized to enter into this Agreement; and (ii) to its knowledge, the execution, delivery and performance of this Agreement by such party does not conflict with any agreement, instrument or understanding, oral or written, to which it is a party or by which it may be bound, nor violate any law or regulation of any court, governmental body or administrative or other agency having jurisdiction over it. Customer may not assign this Agreement without the express written approval of NEOGOV and any attempt at assignment in violation of this Section shall be null and void. The parties intend this Agreement to be construed without regard to any presumption or rule requiring construction or interpretation against the party drafting an instrument or causing any instrument to be drafted. The exhibits, schedules, attachments, and appendices referred to herein are an integral part of this Agreement to the same extent as if they were set forth verbatim herein.



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