



# Course Catalog

Fall/Spring 2011-2012





# eLearning Services

*“Unbeatable price and quality”*

We offer unbeatable price and quality in every learning solution we create. Every e-Learning course contains audio, is interactive, and includes a scored post assessment. Every course is developed in-house by our instructional designers, subject matter experts and professional course writers. Our content is not only exciting, it is current. We review all of our courses annually for updates and are continually adding new content and media!



# Off-the-Shelf Training

“LMS integration is a breeze”

Research indicates that people learn best when exposed to information in small chunks. All content and materials are developed around this convenient and effective chunking strategy. This strategy allows learners to master each topic and sub-topic before moving forward. And in the event that their instruction is interrupted they are easily able to go back to it using the course's bookmarking feature and start again where they left off without losing valuable time. Web-based courses are delivered through our Learning Management System or yours! All courses are SCORM 1.2 or 2004 compliant making LMS integration a breeze.



# Custom eLearning

“*Practical and cost effective solution*”

Custom course development is a practical and cost effective solution designed to complement your organizations' new or existing e-learning. Custom courses range from simple yet well-organized tutorials to highly interactive courses with simulations, games, and case studies. With custom eLearning you can ensure that your efforts will meet the mark every time. We offer a variety of support services including LMS integration, LMS management, user registration, and remote cloud hosting. When a one-size-fits-all approach just won't do select custom eLearning!



# “eLearning Conversion

*Delivery is a fraction of the cost of seminars”*

With eLearning conversion, existing instructor-led materials are transformed into vibrant and engaging eLearning courses. Rather than attending a physical learning site, students and employees learn via CD-ROM software or a web-based Learning Management System. Forget the large invoices for a seminar workshop; with eLearning conversion, training courses are delivered at a fraction of the cost and a one-time fee. Even better, eLearning courses can be reused over and over to teach new employees. Budget friendly update services are just part of the package. A dedicated instructional design team works with each client to create custom eLearning courses for their organization and ensures that all employees have access to the tools to improve their job performance. With eLearning conversion, companies are dramatically increasing their chances for success!

# Business and Soft Skills

## **360 Degree Feedback**

360 Degree Feedback covers how organizations use 360 degree feedback, the benefits of using 360 degree feedback, and the different methods for collecting 360 degree feedback. This course also covers the type of information provided in 360 degree feedback, and provides information that will help you determine whether your organization is ready for 360 Degree Feedback and the common reasons why 360 Degree Feedback Programs fail.

## **Basic Credit**

This course discusses basic lending principles and the fundamentals of macroeconomic risk. Understanding these two topics is an integral part of lending. A credit officer must understand the risks he is taking and manage them skillfully.

## **Business Writing**

Email and other electronic communication tools have brought a new level of importance to business writing. This course reviews styles, tone, bias, strategies, and uses of technology in business communications.

## **Change Management**

This course analyzes the various aspects of organizational change and provides managers with methods of managing people through change in the organization. Focus is placed on helping employees to move through the SARA model of change and accept what direction the organization is heading.

## **Coaching Skills**

Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.

# Business and Soft Skills

## **Communication for Managers**

Effective communication can be the difference between a functional and dysfunctional manager. This course focuses on types of communication, barriers, and improvement techniques.

## **Communication Today**

Business communication is rapidly evolving. This eLearning course focuses on how to use technology to communicate effectively in the workplace.

## **Communication in the Workplace**

The information age has produced a communication dependent culture. This course focuses on the role and types of communication in the workplace. Communication strategies and tone are also discussed. The goal is to improve communication effectiveness among participants.

## **Communicating in Virtual Teams**

Although virtual teams are formed for the same reasons and encounter many of the same obstacles as traditional teams, the geographical distances between members create unique challenges that must be overcome for team success. This course explores the effectiveness, success factors, and communication techniques that enhance virtual teams in the workplace.

## **Conflict Management**

Conflict is a normal dynamic of interpersonal relationships. This course reviews types of conflict and management techniques.

# Business and Soft Skills

## **Creative Problem Solving**

There can always be a gap between what is actually happening and what is supposed to be happening. Quite simply by solving the problem will close the performance gap. This course discusses the importance of solving problems and ways to engage proper problem solving activity.

## **Customer Care for Call Centers**

Customer service is one of the most important aspects of any business. It's not just a question of reacting to your customers' needs - it's also about defining what they really want, even when they are not sure themselves. In this course learners will form best practices for handling customer complaints and assertiveness. They will also examine how best to develop a rapport with customers.

## **Decision Making in the Workplace**

This eLearning course focuses on timely and quality decisions in the workplace. Learners will review techniques for overcoming barriers to decision making.

## **Effective Complaint Handling**

Dissatisfied customers can become irrational, irate and even abusive towards Customer Service Representatives. Organizations need to be able to address the needs of such customers in a professional and positive manner. This course describes how to properly support an irrational customer, handle emotional and rambling customers, and how to best resolve customer complaints.

## **Effective Meetings**

Effective meetings are indispensable vehicles for action and performance on different organizational levels. This course reviews various types of meetings and analyzes the conditions that must be fulfilled to ensure their effectiveness. Pay close attention, as your role, as a meeting participant, is key for having effective meetings!

# Business and Soft Skills

## **Email Etiquette**

Email has become the dominant communication tool in business today. Email etiquette reviews tone and approaches for composing professional email messages.

## **Excellent Customer Service - Employee Version**

The global marketplace has created a heightened need to compete on many levels particularly customer service. This course defines customer service principles and provides steps towards service improvement.

## **Excellent Customer Service – Supervisor Version**

The global marketplace has created a heightened need to compete on many levels particularly customer service. This course defines customer service principles and provides steps towards service improvement.

## **Emotional Intelligence**

Understanding emotional intelligence is important to both management and staff. This course reviews the concept of emotional intelligence and its importance in the workplace.

## **Ethics and Values**

Ethics training has been clearly identified as an important component in countering unethical behavior in organizations. The goal of this course is to guide you through your company's Ethics and Values and help you to develop a working knowledge of how these principles apply to your job.

## **Foundations of Management**

This course is designed for new managers. A variety of topics are discussed, including management functions, planning and decision making, staffing, motivation, communications, conflict, and discipline.

# Business and Soft Skills

## **Generations in the Workplace**

This course examines the differences between Baby Boomers, Gen Xers and the new Millennials (Gen Y(Why?)) in the workplace. The generational influences of each group are examined as well as the cultural impact on the workplace. Methods for closing the generational gap are discussed as well as techniques for effective intergenerational teams.

## **Group Dynamics**

Group performance has a substantial impact on goal accomplishments and employee satisfaction. This course reviews the role of groups within an organization and the various factors that influence the functioning of a group. The overview will help you to evaluate the performance of groups and teams that you are a member of!

## **Innovation: Process, Product, Positioning and Paradigm**

Innovation is easily described as problem solving. The goal of this session is to recognize and apply different kinds of problem solving or innovation methods.

## **Intellectual Property**

Intellectual Property Training is designed for all employees within an organization and provides an understanding of the various types of Intellectual Property a company values and the steps they can take to safeguard their company's proprietary information.

## **Interpersonal Skills**

This course shows why it is so important to have excellent interpersonal skills. It also reviews different behavioral styles, techniques, and obstacles you might face in communicating with others. After completing this course you will have the tools to develop excellent interpersonal skills and become that star performer!

# Business and Soft Skills

## **Managing: Groups and Teams**

The challenges of managing groups and teams can be very different from those related to managing individuals. This course explores the stages of group development along with how groups delegate and assign work tasks among members. Learners also review strategies that can be used to increase team effectiveness.

## **Marketing Essentials: Research and Trends**

Marketing is not just an important focus of a single department; rather it should be understood by the entire organization. This course reviews general marketing concepts, the 4 Ps, developing SWOTT analyses, research, segmentation, product positioning, and promotional activities. The topics of market research and trends are discussed. Learners will develop specific strategies for gathering information from their customers and learn how to forecast future trends.

## **Motivation in the Workplace – Employee Version**

Most people understand the benefits of motivation; while few understand what it is and how to effectively motivate individuals. This course reviews several popular motivational theories and implications for managers.

## **Motivation in the Workplace – Supervisor Version**

Most people understand the benefits of motivation; while few understand what it is and how to effectively motivate individuals. This course reviews several popular motivational theories and implications for managers.

## **Negotiation Skills**

Negotiation occurs when conflict exists between groups and both parties are prepared to seek a resolution through bargaining. This course discusses how to effectively resolve conflicts and explains various negotiation techniques.

# Business and Soft Skills

## **Personal Productivity**

Ownership of Personal Productivity lies primarily with the individual. The team and the organization have a responsibility to ensure that the relevant resources are in place to allow people to be productive. The problem faced in the workplace is not coming up with ideas or setting objectives - but in being able to convert plans into results. By looking at personal productivity in terms of utilizing a key resource, the conversion of plans into reality is significantly enhanced.

## **Principles of Finance**

Finance is the art of raising, managing and making money in business. It's not a synonym for accounting, nor is it interchangeable with banking. This course explores the definition of finance, record keeping terminology, GAAP, the balance sheet, and credits and debits.

## **Project Management**

Project management helps organizations keep competitive in an era of constant change. This course reviews project management processes, project and team cycles, and evaluation and improvement techniques. The goal is to orientate both staff and managers to the functions and tools needed for successful project management.

## **Public Speaking**

Public speaking is a skill important to just about anyone. This eLearning course focuses on the use of language, organization, delivery methods, and controlling anxiety. Several persuasion techniques are also introduced.

## **Sarbanes Oxley**

The Sarbanes-Oxley Act of 2002 (SOX) created new responsibilities on organizations and at the same time encourages employees to report possible illegal accounting and financial reporting activity through the use of anonymous hotlines and anti-retaliation measures. This course examines the provisions of SOX that are relevant to employees.



# Business and Soft Skills

## **Strategy Development**

This course reviews the development of a SWOTT analysis and how it can be used to develop, plan, and execute strategies.

## **Stress Management**

This course will help you understand workplace and its affect on employee absenteeism. The organization's influence on stress will also be discussed.

## **Time Management**

Effective time management skills drive all successful organizations. In this eLearning course you will learn key time management skills that you can adopt in your organization to deliver endless results.

## **Team Dynamics**

Never before has teamwork been as important as it is today. Team dynamics focuses on stages of group development, communication, and conflict. The course is designed to help individuals acknowledge and reduce barriers to success.

## **The Customer Driven Organization**

The customer is a vital part of the organization. Without customers, the organization is unable to exist. Therefore, delivering excellent customer service to both internal and external customers is critical for an organization in order to be successful. This course reviews what it takes to be a true Customer Driven Organization. It also shows the benefits of providing excellent customer service and the obstacles an organization can face in striving for the provision of excellent customer service.

# Business and Soft Skills

## **The Excellent Organization**

Excellence is defined as outstanding practice in managing the organization and achieving results, based on fundamental concepts of results, customer focus, leadership, people development, innovation and improvement, and public responsibility. This course discusses the key business drivers that need to be operating at the highest possible levels of efficiency within the organization so that excellence becomes a way of operating the business.

## **Writing Reports**

This course focuses on the development of formal reports in the business environment. The focus is on non-technical report writing.

# Compliance & Safety

## **A Drug Free Workplace**

A drug free workplace is an employment setting where all employees adhere to a program of policies and activities designed to provide a safe workplace, discourage alcohol and drug abuse and encourage treatment, recovery and the return to work of those employees with such abuse problems. This course reviews company policy and explains the negative effects of drug use including: unsafe working conditions, loss of productivity, smaller profits, more accidents, higher medical expenses, and its effect on one's coworkers.

## **Accident Investigation**

This eLearning safety course explains how to conduct a proper investigation of a workplace accident. The course covers the proper investigative procedures and helps learners gain an understanding of basic investigation skills.

## **Americans with Disabilities Act (ADA)**

This course explains the ADA in simple, understandable terms. The topics covered in the program include who is protected by the statute, the meaning of a reasonable accommodation, use of qualification standards and selection criteria, application of the ADA to the hiring process, and considerations in dealing with current employees.

## **Asbestos Awareness**

This eLearning safety course will teach employees how to properly identify asbestos hazards and protect themselves from contamination. Employees learn where they may find asbestos and how to minimize asbestos exposure and its hazardous effects.

## **Bloodborne Pathogens**

This course is designed to provide a basic understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information. This program is designed to meet the requirements of the Occupational Safety and Health Administration's (OSHA's) Bloodborne Pathogen Standard, 29 CFR 1910.1030.



# Compliance & Safety

## **Discrimination and Harassment Free Workplace**

Discrimination and workplace harassment are based upon an individual's protected class status. This course will cover three types of illegal, prohibited behavior: Discrimination, Workplace harassment, and Sexual harassment.

## **Diversity in the Workplace**

Diversity training is a required topic in the area of corporate compliance. This course reviews legal requirements, discrimination, benefits of diversity, and techniques for promoting diversity in the workplace.

## **Emergency Planning**

This eLearning safety course is designed to teach all employees how to respond to workplace emergencies. Employees will learn how to identify the importance of a well-defined emergency response plan and reporting emergencies, the components of an evacuation, and identify emergency response actions.

## **Fire Safety**

Fire Safety training explains what actions an employee should take in a fire emergency. In addition, employees learn how to identify different alarm signals, evacuation routes and procedures and safe fire extinguisher use.

## **Forklift Safety Training**

In this eLearning safety course employees learn about the hazards associated with forklift operation and OSHA-required safe work practices for forklift operation.

## **HIPAA Awareness Training**

This eLearning safety course provides information about the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This eLearning course explains the HIPAA regulations pertaining to the privacy and security of healthcare information. This eLearning course was designed for use by any individual or organization involved in the health care of patients.



# Compliance & Safety

## **Industrial Ergonomics**

Industrial ergonomics is a health and safety course that covers the steps that you can implement to reduce employee injuries. This eLearning course explains the importance of using ergonomics in industrial environments to reduce potential injuries. Employees learn how to identify ergonomic risk factors, potential injuries and methods to minimize or eliminate industrial ergonomic hazards.

## **Personal Protective Equipment Training (PPE)**

Personal protective equipment, or PPE, is a health and safety requirement for many different jobs. This eLearning course explains the proper techniques for identifying the need for PPE, the different types of PPE available, and how to choose PPE correctly.

## **Preventing Sexual Harassment**

Sexual harassment is a common issue for organizations. This course was developed to build awareness and provide steps for identifying, reporting, and preventing the problem.

## **Preventing Sexual Harassment AB 1825**

Sexual harassment is a common issue for organizations. This course was developed to build awareness and provide steps for identifying, reporting, and preventing the problem. This course complies with California AB 1825 which applies to organizations that regularly employ 50 or more employees or regularly "receive the services of" 50 or more persons. The content of this course includes information and practical guidance regarding federal and state statutory laws about sexual harassment. In addition, learners will learn about the correction of sexual harassment and the remedies available to victims of sexual harassment.

# Compliance & Safety

## **Preventing Sexual Harassment – Supervisor Version**

Sexual harassment is a common issue for organizations. This course was developed to build awareness and provide steps for identifying, reporting, and preventing the problem. Supervisors will learn about the correction of sexual harassment and the remedies available to victims of sexual harassment. Practical examples aimed at instructing supervisors in the prevention of harassment, discrimination, and retaliation are presented.

## **Slips, Trips, and Falls Prevention**

Slips, trips and falls are a major source of injury in the workplace. This eLearning safety course explains how employees can minimize and eliminate slip, trip, and fall hazards in the workplace. Course topics include OSHA safety requirements, guarding for floor and wall openings, issues with stairways, ladder, scaffolds, loading docks, and how personal behavior affects safety.

## **Substance Abuse Awareness**

Substance abuse in the workplace is a major cause of workplace injuries and high health costs for employers. It is important for managers to understand substance abuse, how to identify drug users and abusers, and how to properly handle employees under the influence of drugs and alcohol.

## **Workplace Violence**

This eLearning safety course covers the causes and types of workplace violence. Employees will review various types of workplace violence and the techniques that can be used to prevent workplace violence according to OSHA.

## Desktop Applications

**Microsoft**<sup>®</sup>

Partner



### **Microsoft Office 2007 ( 4 Module Package)**

Get an introduction to the new look in familiar programs of the 2007 Microsoft Office system. Try out the changes with a hands-on test drive of Microsoft Office 2007. Many of the programs in the 2007 Microsoft Office system have a brand-new look. Most menus and toolbars have gone away, and along with the new look come new and easier ways to use the keyboard. In this program you will explore Access, Excel, Outlook, PowerPoint, and Word.



### **Microsoft Office 2010 and Windows 7**

This program will show you the new features of Microsoft Office 2010 and the Windows 7 Operating System. This package includes 20 instructional video modules. The modules include lessons in Windows 7, Outlook 2010, Excel 2010, PowerPoint 2010, and Word 2010. A bonus Computer Hardware module is also included!

# DOT/Commercial Motor Vehicle

## **Anti-Terrorism & Security Precautions**

Everyone involved in the transportation of hazardous materials plays a role in the nation's security. Hazardous materials can pose a significant security threat should they fall into the wrong hands by theft, interception, detonation, or release of cargo. As a driver who transports placarded amounts of hazardous materials, you are required to implement your company's plan to address security risks related to the transportation of hazardous materials in accordance with 49 Code of Federal Regulations (CFR), Part 172, Subpart I.

## **Driver Essentials - Qualifications, Wellness, and Whistleblower Protection**

This comprehensive program was designed for CMV drivers with less than one-year experience. Course content covers CMV driver qualification, personal wellness, and whistleblower protection. When this course is combined with CMV Drivers: Hours of Service the FMCSA rule (Minimum Training Requirements for Entry-Level Commercial Motor Vehicle Operators) can be met. This course is broken into three modules. In the first module, drivers will learn about Federal rules concerning medical certification, medical examination procedures, general qualifications, responsibilities, and disqualifications based on various offenses, orders, and loss of driving privileges. The second module focuses on driver wellness issues including basic health maintenance, diet, exercise and the dangers of excessive use of alcohol and tobacco. The third module reviews whistleblower protection (the right of an employee to question the safety practices of an employer without the employee's risk of losing a job or being subject to reprisals simply for stating a safety concern).

## **Drug and Alcohol Training**

Drug and alcohol abuse has a negative effect on the way people do their jobs. This course was designed to provide Commercial Motor Vehicle (CMV) drivers with knowledge of the effects of drugs and alcohol on health, safety, and the work environment. The resultant problems of substance abuse and substance dependency in the US transportation industry are discussed along with an examination of the US laws that relate to drug and alcohol testing of all transportation employees.

# DOT/Commercial Motor Vehicle

## **Hazardous Materials General Awareness**

The US Department of Transportation (DOT) requires training for anyone who handles hazardous materials including individuals who ship or receive hazardous materials, prepare hazardous materials for transportation, mark and label containers, complete shipping documents, select packaging and load or unload hazardous materials. This eLearning course is designed to provide basic information about hazardous materials and Hazardous Material Regulations (HMR) for CMV drivers.

## **Hazardous Materials Table**

The Hazardous Materials Table, or HMT, is the backbone of the Hazardous Materials Regulations. Understanding and knowing how to use the Hazardous Materials Table is the first step toward compliance with the Hazardous Materials Regulations.

## **Highway Carrier Requirements**

This course reviews the requirements affecting the transportation of hazardous materials on public highways by various carriers; the differences among the Federal Motor Carrier Safety Regulations (FMCSR), the HMR and state regulations; and other requirements for shipping, handling, incident reporting and unloading.

## **Hours of Service**

This course reviews the rules and exceptions concerning driver hours. This course also includes several related sample forms and instructions for completing each form. We will end this lesson with a quiz that will test your knowledge. Take careful notes and feel free to return to any area that you need to review.

# DOT/Commercial Motor Vehicle

## **Inspections, Repairs, and Maintenance**

This course focuses on the role of the CMV driver in keeping his or her CMV in safe working order by inspecting the vehicle at the start and end of every day. In this course, drivers learn about the types of inspections that drivers need to complete, including what to do if defects or problems are uncovered during an inspection.

## **Marking and Labeling**

One important method for identifying hazardous materials is through the use of container labels. From bottles and drums to trucks and railcars, labels and placards provide information about the contents of a container, as well as what to do and who to call in case of an emergency. Because this information is so critical for the safe handling and transporting of these potentially dangerous substances, several organizations have developed labeling and placarding systems to communicate to employees about a container's contents.

## **Packaging**

This course reviews HMR's definition of "packaging;" covers the responsibilities of shippers; the requirements and exceptions for packaging, Limited Quantities, Materials of Trade, Agriculture Products, and Lab Packs, damaged or leaking HM packages, DOD packaging certification, and over packs.

## **Parts & Accessories**

The Federal Motor Carrier Safety Administration (FMCSA) has established minimum standards for commercial motor vehicle parts and accessories. This course reviews those requirements and will help you to keep your vehicle in safe operating condition.

## **Placarding**

This course reviews placarding requirements and any possible modifications or exceptions allowed; placarding tables in 172.504(e); and requirements for the design, placement and visibility of placards.



# DOT/Commercial Motor Vehicle

## **Road Signs in English and Spanish**

Being a professional driver requires to be familiar with the rules of the road. This course reviews a wide variety of road signs that will help you to comply with the rules and drive safely.

## **Rules of the Road**

This training reviews some of the important traffic regulations and traffic control devices used in the United States. All drivers are required to comply with U.S. traffic regulations when using our streets and highways.

## **Sharing the Road Safely**

The Federal Motor Carrier Safety Administration (FMCSA) believes that the more people know about how to share the road safely, the fewer number of accidents will happen.

## **Shipping Papers**

Documentation is an important part of any safety sensitive job. The Department of Transportation (DOT) has specific requirements for drivers and how they should document their shipments. In this course you will learn what shipping papers are and how to fill them out properly according to DOT and Hazardous Materials Regulations (HMR). We will also review special circumstances that may affect what shipping papers you should be using.

## **Speed and Space Management**

This course provides instruction addressing the principles of speed and space management. Emphasis is placed on maintaining safe vehicular speed and appropriate space surrounding the vehicle under various traffic and road conditions. It covers driving too fast, following and stopping distances, and other factors that can lead to costly accidents on the road.