



Course Descriptions


Library	Course Title	Description	Supervisor/ Employee	Market
Customer Service				HR,CS
	Business Writing for Employees	The ability to write effectively is a skill every employee needs to possess. This online employment training course is designed to review important writing techniques that can help employees make the most of their business communications. At the end of this training session, trainees will be able to identify the characteristics of good business writing, use words for maximum impact, develop efficient sentences and paragraphs, and write more effective business communications. Duration: 23 minutes	E	
	Coaching for Superior Employee Performance—Techniques for Supervisors	The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand the techniques involved in successful coaching, and use coaching effectively to improve employee performance and help employees grow and develop. Duration: 27 minutes	E	
	Conflict Resolution for Employees	Whether it's at work, at home, with friends or neighbors, disagreements between people happen. When they do, you need to be able to manage and resolve conflicts successfully to achieve the best outcome for you and for those with whom you are in conflict. During this session we're going to show you some basic conflict resolution skills and techniques you can use to manage the conflicts in your workplace more effectively. Duration: 24 minutes	E	
	Connecting with Customers	The objective of this online employment training course is to focus on how to connect with customers. At the end of the training session, employees will be able to understand the importance of connecting with customers, identify effective methods for making good connections, and communicate well to ensure successful connection with customers. Duration: 21 minutes	E	
	Customer Service—How to Promote Excellent Service Among Your Staff	The objective of this online training course is to prepare supervisors to train and encourage their employees to provide the highest level of service to all customers. At the end of this training session, supervisors will understand what customers expect from their employees, be able to create a customer-oriented focus in their department, and train employees to deal effectively with customers' problems, and improve overall customer satisfaction. Duration: 23 minutes	S	
	Customer Service Skills—How We Can All Improve	The main objective of this session is to suggest ways we can all help improve the service we provide to our customers. By the time this session is over, you should be able to recognize that we all have customers and share responsibility for customer satisfaction, understand what customers expect from you, handle customers' problems effectively, and help improve overall customer satisfaction. Duration: 23 minutes	E	



Indicates presentation that includes Articulate Engage and Quizmaker interactive features.



Indicates video presentation.

Library	Course Title	Description	Supervisor/ Employee	Market
Customer Service (continued)	Effective Communication for Employees	The objective of this training session is to teach you the basics of effective workplace communication. At the end of the training session, you will be able to understand the benefits of effective workplace communication, recognize obstacles to effective communication, enhance your communication skills, and communicate more effectively on the job. Duration: 20 minutes	E	
	E-mail Best Practices for All Employees	The objective of this online employment training course is to help trainees make the most efficient use of electronic correspondence. At the end of this training session, trainees will be able to understand our e-mail policy; manage e-mail volume and storage effectively; present a professional image in e-mail; produce clear, concise messages; and reply efficiently to incoming mail. Duration: 24 minutes	E	
	Handling Customer Complaints	Effective complaint handling is one of the most important aspects of providing excellent service. The objective of this online training course is to help trainees handle customer complaints successfully. At the end of this training session, trainees will be able to view customer complaints as opportunities and identify problems that prompt complaints. Duration: 20 minutes	E	
	How to Maintain Customer Loyalty	The objective of this online training course is to help customer service representatives understand the importance of customer loyalty and discover ways that they can promote it. At the end of this training session, trainees will be able to recognize the value of loyal customers, understand how to build and maintain loyalty, identify and meet customer expectations, and provide superior service that generates loyalty. Duration: 17 minutes	E	
	How to Manage Time Wisely - A Guide for Employees 	This session will focus on practical techniques and information that you can start using right away to gain more control over your busy work schedule. It will cover everything from eliminating time wasters to planning your workday to making time-wise decisions. The bonus of this training session is that everything you learn today about time management on the job can easily be applied to managing your personal life more efficiently as well.	E	
	Identifying Customers' Needs	The objective of this online employment training course is to help trainees identify and meet customers' needs, an important step in creating loyal customers. At the end of this training session, trainees will be able to recognize the importance of correctly identifying customers' needs; ask the right questions to accurately identify needs; identify and take advantage of cross-selling opportunities; and present products, services, and solutions that meet customers' needs. Duration: 20 minutes	E	



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Library	Course Title	Description	Supervisor/ Employee	Market
Customer Service (continued)	Maintaining a Positive Attitude	The main objective of this online training course is to suggest ways representatives can maintain a positive attitude to improve the customer experience. At the end of this training session, trainees will be able to recognize the value of a positive attitude, understand how to maintain a positive attitude, cooperate with co-workers to create positive experiences for customers, and demonstrate a positive attitude every day on the job. Duration: 19 minutes	E	
	Making Customers Feel Special	Everyone likes to feel special. People like to feel that others value them and think they are important. But making customers feel special involves more than just professional, courteous service. As important as that is, it's just not enough to really connect with customers and make them feel that we make that extra effort just for them, because they really are very important to us. When customers get that feeling from doing business with us, they want to come back and deal with us again so that they can feel that way again. Duration: 21 Minutes.	E	
	Motivating Employees—Tips and Tactics for Supervisors	The main objective of this session is to provide you with tips and tactics to motivate your employees to perform at their best. By the time this session is over, you should be able to recognize that motivators vary from person to person, find out what motivates your employees, use an effective arsenal of motivational techniques to help workers achieve peak performance, and encourage employees to reach their highest potential. Duration: 21 minutes	S	
	Phone Skills	The main objective of this online employment training course is to cover the basic phone skills needed to be a successful customer service representative. At the end of this training session, trainees will be able to answer the phone professionally and effectively, handle transfers and holds successfully, make the most of opportunities to call customers, and take phone orders accurately and efficiently. Duration: 25 minutes	E	
	Stress Management	The main objective of this session is to help you better manage the stress in your life. By the time this session is over, you should be able to identify the causes of stress, recognize the different types of stress, understand how stress affects you, and manage stress effectively. Duration: 25 minutes	E	
	Teambuilding for All Employees	The main objective of this training session is to explain how we can build strong, effective teams in our organization. By the time this session is over, you should be able to recognize the value of teamwork, identify the characteristics of an effective team, understand the qualities of a productive team member, and help build successful teams to achieve important goals. Duration: 19 minutes	E	



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Library	Course Title	Description	Supervisor/ Employee	Market
Customer Service (continued)	The Power of Listening	The objective of this online training course is to give representatives the basic skills they need to become good listeners. At the end of this training session, trainees will be able to understand the benefits of active listening; identify feelings, attitudes, and unspoken needs underlying customers' words; overcome listening obstacles; and use listening skills to meet and exceed customer expectations. Duration: 21 minutes	E	
	Problem Solving for Employees	Recognize the importance of problem solving, understand the positive impact of input, identify problem-solving steps, and use effective problem-solving techniques. Duration: 28 minutes	E	
	Time Management Skills for Employees	This training presentation will help you gain control over your time so that you can work more efficiently and productively. At the end of the training session, you will be able to identify and eliminate your time wasters; plan and prioritize effectively; define goals and make time-wise decisions; capitalize on prime and commuting time; avoid procrastination; and handle communications, interruptions, and emergencies effectively. Duration: 19 minutes	E	
	Turn Satisfied Customers into Repeat Customers	The objective of this online employment training course is to emphasize the importance of repeat customers and suggest ways to build long-lasting relationships with clients. At the end of this training session, trainees will be able to describe repeat customers, identify what makes them come back, understand their importance, and employ strategies that turn satisfied customers into repeat customers. Duration: 20 minutes	E	






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Course Description

Library	Course Title	Description	Supervisor/ Employee	Market
HR Employment				HR
	ADA—What Supervisors Need to Know	This training session will help you identify the purpose of the ADA, define "disability" correctly, make reasonable accommodations, handle job interviews and post-offer discussions properly, deal appropriately with leaves of absence and reinstatement, and avoid discrimination based on disability. Duration: 31 minutes	S	
	Affordable Care Act: What You Need to Know 	The ACA will affect health insurance coverage for most Americans, including you and your employees. It will also have a considerable impact on the organization's health insurance plan. As a supervisor, you need to understand the basic requirements and benefits of the ACA, as well as the impact it will have so that you can work with Human Resources to make sure employees understand the provisions of the new law that affect them and so that you can answer basic questions employees are likely to ask.	S	
	Attendance Management—What Supervisors Need to Know	The objective of this training session is to help you manage attendance effectively. At the end of the training session you will be able to recognize the serious problems created by absenteeism and lateness, identify causes of attendance problems, understand the requirements of our attendance policy, control absenteeism and lateness in your department, and encourage punctuality and good attendance. Duration: 21 minutes	S	
	Avoiding Exposure to Bloodborne Pathogens 	This session discusses how you might be exposed to bloodborne pathogens and infectious diseases, how you can protect yourself from exposure, and how to clean up and properly dispose of blood or bodily fluids. Employees most likely to be exposed include first-aid responders, janitorial and maintenance personnel, and workers assigned to clean up after an industrial accident. Even if your job does not normally expose you to blood or bodily fluids, this session is helpful to raise your awareness of bloodborne pathogens, to understand why you should not come in contact with them, and to understand that it is important to report spills of blood or bodily fluids so that they can be cleaned up safely.	E	
	Avoiding Back Injuries 	The main objective of this session is to help you prevent back injuries. By the time the session is over, you should be able to: identify causes of back injuries; prevent back injuries; use proper lifting, load carrying, and unloading techniques to help protect your back; and think smart about your back and the importance of keeping it healthy.	E	
	Back Safety	This training presentation will help you understand how back injuries occur; prevent back injuries; use proper lifting, load carrying, and unloading techniques; and think intelligently about your back. Duration: 21 minutes	E	
	Back Safety (Spanish)	Al final de esta sesión usted será capaz de entender cómo se producen las lesiones en la espalda; impedir que su espalda se lesione; usar las técnicas apropiadas para levantar, transportar y descargar, a fin de proteger su espalda; y razonar acerca de su espalda y de la importancia de mantenerla saludable. Duración: 26 minutos	E	
	Basic First Aid for Medical Emergencies	The main purpose of this session is to familiarize you with basic first-aid procedures. By the time the session is over, you will be able to recognize the benefits of obtaining first-aid and CPR certification; identify proper procedures for a variety of medical emergencies; assist in administering first aid when a co-worker is injured; and do no further harm. Duration: 26 minutes.	E	
	Bloodborne Pathogens—General	This session will train you to identify bloodborne pathogens, or BBPs, that might be present in the workplace; understand how certain diseases are transmitted through blood; determine your risk of exposure to bloodborne pathogens in the workplace; protect yourself from exposure through prevention and by following certain procedures if you are exposed; respond appropriately if you are exposed to bloodborne pathogens; and understand your right to medical evaluations. Duration: 24 minutes	E	
	Bloodborne Pathogens—General (Spanish)	Al terminar esta sesión de capacitación, usted podrá identificar los patógenos de la sangre que podrían estar presentes en el lugar de trabajo, comprender cómo ciertas enfermedades se transmiten a través de la sangre, determinar su riesgo de exposición a los patógenos de la sangre, protegerse de la exposición, responder ante una exposición y comprender su derecho a recibir evaluaciones médicas. Duración: 35 minutos	E	
	Business Ethics - What Employees Need to Know	The main objective of this session is to create awareness of ethical issues in business and ensure that you always know the ethical course of action to take on the job. By the time this session is over, you should be able to recognize the importance of business ethics, understand the requirements of the law and our ethics policy, identify ethical problems on the job, and make ethical decisions. Duration: 24 minutes	E	
	Business Ethics - What Employees Need to Know (Spanish)	The main objective of this session is to create awareness of ethical issues in business and ensure that you always know the ethical course of action to take on the job. By the time this session is over, you should be able to recognize the importance of business ethics, understand the requirements of the law and our ethics policy, identify ethical problems on the job, and make ethical decisions. Duration: 24 minutes	E	
	Coaching for Superior Employee Performance—Techniques for Supervisors	The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand the techniques involved in successful coaching, and use coaching effectively to improve employee performance and help employees grow and develop. Duration: 27 minutes	S	
	Customer Service Skills—How We Can All Improve	The main objective of this session is to suggest ways we can all help improve the service we provide to our customers. By the time this session is over, you should be able to recognize that we all have customers and share responsibility for customer satisfaction, understand what customers expect from you, handle customers' problems effectively, and help improve overall customer satisfaction. Duration: 23 minutes	E	
	Defensive Driving for Noncommercial Motorists	The main purpose of this session is to talk about defensive driving techniques so that you can be safe behind the wheel and avoid accidents. By the time this session is over, you will be able to identify driving hazards, understand defensive driving techniques, and use defensive driving techniques to prevent accidents and injuries on the road. Duration: 21 minutes	E	
	Defensive Driving for Noncommercial Motorists (Spanish)	El principal objetivo de esta sesión es hablar sobre las técnicas de conducción a la defensiva para que conduzca seguro detrás del volante y evite accidentes. Al final de esta sesión, podrá: identificar los peligros al conducir, entender las técnicas de conducción a la defensiva, y utilizar las técnicas de conducción a la defensiva para prevenir accidentes y lesiones en la carretera. Duración: 25 minutos	E	





HR Employment (continued)	Defensive Driving—Commercial Motor Vehicles	This training presentation will explain how to recognize driving hazards and dangerous conditions, respond to a specific hazard or dangerous condition and react in time to avoid an accident, inspect and maintain your vehicle, operate your vehicle safely, and respond to emergencies and accidents. Duration: 29 minutes	E	
	Defensive Driving—Commercial Motor Vehicles (Spanish)	Now in Spanish! This training session on defensive driving has been designed for drivers of Commercial Motor Vehicles (CMVs). In one recent year, there were 4,986 CMV-related fatalities, and only 14 percent of these fatalities occurred to the truck occupants. Duration: 32 minutes.	E	
	Disaster Planning—What Employees Need to Know	The objective of this training session is to prepare you to deal with workplace disasters and other emergencies. At the end of the training session, you will be able to identify different types of workplace disasters, understand the requirements of our emergency response plan, carry out emergency response assignments effectively, and evacuate quickly and safely in an emergency. Duration: 24 minutes	E	
	Disaster Planning—What Supervisors Need to Know	The objective of this training session is to prepare you to deal with workplace disasters and other emergencies. At the end of the training session you will be able to recognize the types of workplace disasters you may face, understand the requirements of our emergency response plan, satisfy employee training requirements, and carry out emergency response duties effectively. Duration: 23 minutes	S	
	Diversity for All Employees	This training presentation will explain how you can support diversity in our organization. At the end of the training session, you will be able to identify how we are diverse, understand the challenges and opportunities of workplace diversity, help avoid discrimination, and follow company policy. Duration: 17 minutes	E	
	Diversity for All Employees (Spanish)	This training presentation will explain how you can support diversity in our organization. At the end of the training session, you will be able to identify how we are diverse, understand the challenges and opportunities of workplace diversity, help avoid discrimination, and follow company policy. Duration: 17 minutes	E	
	Diversity—Legal Basics for Supervisors	This training presentation will help you encourage and support diversity in our organization. At the end of the training session, you will be able to identify how we are diverse, understand the challenges and opportunities of workplace diversity, avoid legal problems, and follow company policy. Duration: 20 minutes	S	
	Effective Communication for Employees	The objective of this training session is to teach you the basics of effective workplace communication. At the end of the training session, you will be able to understand the benefits of effective workplace communication, recognize obstacles to effective communication, enhance your communication skills, and communicate more effectively on the job. Duration: 20 minutes	E	
	Effective Meetings—How-to for Supervisors	The main objective of this session is to help you use meetings effectively to accomplish important goals. By the time this session is over, you should be able to plan meetings to achieve the best results, conduct meetings efficiently, and participate more effectively in other people's meetings. Duration: 23 minutes	S	
	Emergency Action and Fire Prevention	This training presentation will teach you to understand hazards that lead to an emergency, evacuate an area in an emergency, respond to an emergency, protect yourself from fire and other hazards, prevent fires, and respond to fires and spills. Duration: 20 minutes	E	
	Emergency Action and Fire Prevention (Spanish)	Al terminar esta sesión de capacitación, usted podrá comprender los peligros que llevan a una emergencia, evacuar un área ante una emergencia, responder en caso de emergencia, protegerse del fuego y de otros peligros, prevenir incendios y responder ante incendios y derrames. Duración: 26 minutos	E	
	Employment Law for Supervisors—What You Should and Shouldn't Do	The main objective of this session is to provide basic guidelines for compliance with important federal employment laws. By the time this session is over, you should be able to recognize that your job is directly affected by a variety of important employment laws, identify the requirements of these laws, use your knowledge to assist in compliance, and interact fairly and correctly with employees. Duration: 29 minutes	S	
	Essential HR: For Those Who Have Recently Assumed HR Responsibilities	The main objective of this session is to introduce you to your new responsibilities as an HR specialist and to help you learn more about your job and the organization. By the time this session is over, you will be able to understand HR priorities; learn more about the organization; identify the requirements of employment laws and workplace policy; make ethical decisions; and perform job responsibilities successfully. Duration: 29 minutes.	E	
	Exit Routes—Supervisors	This training presentation will explain how to set up and maintain exit routes, implement the requirements of the facility Emergency Action Plan, recognize alarm signals, and implement evacuation procedures. Duration: 24 minutes	S	
	Fire Extinguishers	This training session will discuss what causes a fire, what fire extinguishers do, how to use an extinguisher, and different fire suppressant materials. Duration: 23 minutes	E	
	FLSA—What Supervisors Need to Know	This training presentation will familiarize you with the numerous requirements of FLSA. By the end of the training session, you will be able to comply with the basic requirements of FLSA, including minimum wage, overtime, and equal pay; determine whether an employee is exempt or nonexempt; apply FLSA requirements to part-time workers and independent contractors; and identify and observe child labor restrictions. Duration: 42 minutes	S	
	FMLA for Supervisors	 The objective of this training session is to familiarize you with the provisions of the FMLA. At the end of the training session, you will be able to identify the purpose and benefits of the FMLA; recognize when and to whom it applies; understand key provisions of the law; assist employees in handling leaves appropriately; and protect yourself and your organization from liability. Duration: 46 minutes.	S	
	FMLA—What Supervisors Need to Know	The objective of this training session is to familiarize you with the provisions of the FMLA. At the end of the training session, you will be able to identify the purpose and benefits of the FMLA; recognize when and to whom it applies; understand key provisions of the law; assist employees in handling leaves appropriately; and protect yourself and your organization from liability. Duration: 43 minutes.	S	
	Generational Diversity	The main objective of this session is to help you better understand generational diversity so that you can supervise all your employees more effectively. By the time the session is over, you will be able to define generational diversity; identify the different generations in the workforce; understand differences among the generations that can affect the workplace; appreciate the impact of generational diversity in communication, feedback, teamwork, motivation, training, and development; and use knowledge of generational diversity to improve supervision of all employees. Duration: 28 minutes.	S	
	Good Housekeeping	The main objective of this session is to emphasize the importance of good housekeeping and explain what it really involves. By the time this session is over, you should be able to recognize the importance of good housekeeping, understand housekeeping responsibilities, develop good housekeeping habits, identify and eliminate housekeeping hazards, and help prevent workplace fires and accidents. Duration: 18 minutes	E	



HR Employment (continued)	Grounds for Termination—What Managers and Supervisors Need to Know	The main objective of this session is to discuss legal grounds for termination. By the time this session is over, you should be able to identify the employment laws that affect termination, recognize legitimate reasons for terminating employees, and prevent wrongful discharge and discrimination lawsuits. Duration: 21 minutes	S	
	Hazard Communication	Hazard Communication means knowing about the possible dangers of the hazardous chemicals you use in your job and how to protect yourself against those hazards. The main objective of this session is to tell you about the hazards of materials in the workplace and how to find the information you need to protect yourself and work safely. Duration: 25 minutes	E	
	Hazard Communication (Spanish)	Al terminar esta sesión de capacitación, usted podrá comprender los riesgos que representan los productos químicos en su área de trabajo, interpretar la información sobre riesgos en las etiquetas de los recipientes de productos químicos, tener acceso a e interpretar la información de las MSDSs, protegerse de los riesgos, y responder a las emergencias. Duración: 36 minutos	E	
	Hazard Communication - GHS and Your Right to Know 	The main objective of this session is to teach you about hazard communication. By the time the session is over, you should be able to: Recognize hazardous chemicals; Understand the risks they pose; Interpret the information on chemical labels; Understand safety data sheets; Protect yourself from physical and health hazards; and Respond to emergencies.	E	
	HIPAA - What Employees Should Know 	This session will guide you through a variety of topics, which will help you understand HIPAA and its privacy policy. By the time the session is over, you should be able to understand how HIPAA helps you to acquire benefits when you lose eligibility, how HIPAA protects your rights to benefits when certain conditions or health issues may otherwise make it difficult, the purpose of HIPAA's Privacy Rule, and what, when, and how your personal health information is protected. Duration: 28 minutes	E	
	HIPAA - Your Obligations Under the Privacy Rule 	This session will guide you through a variety of topics which will help you understand HIPAA's Privacy Policy. By the time the session is over, you should be able to understand the purpose of HIPAA's Privacy Rule, the basic requirements of the rule, covered entities and business associates, and what, when, and how personal health information is protected. Duration: 43 minutes	E	
	Hiring Legally	This training presentation will explain how you can help ensure that we follow legal hiring practices when we hire new employees. At the end of the training session, you will be able to identify requirements of fair employment laws, follow the organization's EEO policy, evaluate job applicants based on job-related criteria, and conduct all phases of the hiring process to avoid discrimination. Duration: 23 minutes	S	
	Home Safety	The main objective of this session is to help you ensure that your home is safe. By the time the session is over, you will be able to understand the importance of home safety; identify hazards in your home; eliminate or minimize recognized hazards; and keep your home and your family safe and secure. Duration: 25 minutes.	E	
	How to Conduct New Employee Orientation 	The main objective of this course is to help you plan and conduct effective employee orientations. By the time the course is over, you should be able to: recognize the benefits and goals of new employee orientation; assume a leadership role in the process; determine the issues to be covered; and plan and execute successful orientations.	S	
	How to Explain the 401(k) to Employees	The main objective of this session is to help you gain a solid understanding of the 401(k) plan's features, benefits, and rules so that you can explain these issues to your employees and answer their questions about the plan. By the time the session is over, you will be able to identify benefits of participating in a 401(k); understand investment options; explain the plan's rules; answer questions; and help employees make informed choices. Duration: 25 minutes.	S	
	How to Manage Challenging Employees	The main objective of this session is to help you manage challenging employees more effectively. By the time the session is over, you should be able to identify challenges associated with supervising difficult employees, manage your own feelings effectively, create a positive work environment for all, and respond positively to challenging employees and treat them fairly. Duration: 20 minutes	S	
	How to Manage Military Leave	The main objective of this session is to talk about the requirements of the law concerning military leave and return to work, and to clarify the rights and responsibilities of both employees and the organization under the law. By the time this session is over, you will be able to identify the requirements of the federal military leave law; understand the rights and responsibilities of employees and the organization under the law; inform employees about military leave procedures; handle return-to-work issues appropriately; and help the organization comply with the law. Duration: 31 minutes.	S	
	How to Manage Time Wisely - A Guide for Employees 	This session will focus on practical techniques and information that you can start using right away to gain more control over your busy work schedule. It will cover everything from eliminating time wasters to planning your workday to making time-wise decisions. The bonus of this training session is that everything you learn today about time management on the job can easily be applied to managing your personal life more efficiently as well.	E	
	How to Prevent and Respond to Bullying in the Workplace 	The main objective of this session is to help you understand bullying at work so that you can help prevent it and respond effectively to it if it occurs. By the time the session is over, you should be able to: Understand why workplace bullying is a problem; Recognize bullying when it occurs in the workplace; Understand what motivates bullying; Identify common characteristics of bullies; Take steps to help prevent bullying at work; and Know what to do if you are bullied or witness bullying. Duration: 31 Minutes.	E/S	
	Interviewing Skills for Supervisors	This training presentation will explain how you can conduct more effective interviews. At the end of the training session, you will be able to recognize legal and policy issues related to interviewing, identify styles and types of interviews, plan an effective interview strategy, develop good interview questions, conduct successful interviews, and take precautions to prevent discrimination. Duration: 24 minutes	S	
	Job Descriptions—How to Write Them Effectively	This training presentation will explain how to write effective job descriptions. At the end of the training session, you will be able to define the purpose of job descriptions; identify the key elements of an effective job description; gather and organize the necessary information; write complete, accurate, and objective job descriptions; and help us comply with employment laws. Duration: 27 minutes	S	
	Leadership Skills—What New Supervisors and Managers Need to Know	The main objective of this session is to discuss the important supervisory and managerial topic of leadership and explain how you can become a more effective leader. By the time this session is over, you should be able to identify the qualities of effective leaders, understand different leadership styles, build credibility and trust, use leadership techniques to ensure success, lead teams effectively, and lead employees skillfully in challenging times of change. Duration: 26 minutes	S	






HR Employment (continued)	Measuring Job Performance—What Supervisors Need to Know	All companies evaluate employees. But, too often, this evaluation is done without evidence or data by relying on impressions, incomplete observations, or even hearsay. In fact, experts in employee evaluation and human resources will tell you that a job performance appraisal system is only as good as the data on which it is based. That's why this training session focuses on the crucial supervisory skill of measuring job performance. Duration: 29 minutes	S	
	Mold Hazards and Prevention	The main objective of this session is to explain mold hazards and suggest ways to prevent harmful exposures. By the time the session is over, you should be able to understand the potential health hazards of exposure to mold, detect mold and know where to look for it, prevent mold from growing, and clean up small amounts of mold contamination safely. Duration: 27 minutes	E	
	Motivating Employees—Tips and Tactics for Supervisors	The main objective of this session is to provide you with tips and tactics to motivate your employees to perform at their best. By the time this session is over, you should be able to recognize that motivators vary from person to person, find out what motivates your employees, use an effective arsenal of motivational techniques to help workers achieve peak performance, and encourage employees to reach their highest potential. Duration: 21 minutes	S	
	New Employee Orientation—How-To for Supervisors	This training presentation will help you recognize the benefits and goals of new employee orientation, assume a leadership role in the process, determine the topics to be covered, and plan and execute successful orientations. Duration: 25 minutes	S	
	New Employee Safety Orientation	By the end of this session, you will be able to understand your role in our company's safety and health program, including security procedures, and get safety information from various sources, including company safety newsletters, bulletin boards, safety committee members, and labels or material safety data sheets. Duration: 28 minutes	S	
	NLRA and Unions—What Supervisors Need to Know	The objective of this training session is to familiarize you with the National Labor Relations Act and the influence of unions within the workplace. At the end of the training session, you will be able to identify the basic provisions and prohibitions of NLRA, distinguish the rights of employers and employees under the Act, recognize the influence of unions in the workplace, and understand how NLRA and union contracts may affect your relations with employees. Duration: 21 minutes	S	
	Office Ergonomics	The main objective of this session is to cover the topic of office ergonomics from hazards to precautions so that you can avoid developing work-related MSDs. Duration: 26 minutes	E	
	Office Hazards	The main objective of this session is to discuss office hazards and the safety precautions you need to take to prevent accidents and injuries. By the time this session is over, you should be able to: recognize office hazards, know what to do in emergencies; take proper precautions to avoid accidents; reduce ergonomic risk factors; use proper lifting techniques; and manage stress effectively. Duration: 25 minutes.	E	
	Office Hazards- What Supervisors Need to Know	The main objective of this session is to review office hazards and the safety precautions you need to take to help your workers prevent accidents and injuries. By the time this session is over, you should be able to recognize office hazards, know what to do in emergencies, take proper precautions to avoid accidents, reduce ergonomic risk factors, use proper lifting techniques, and Manage stress effectively. Duration: 25 Minutes	S	
	Pandemic Flu—How to Prevent and Respond	The main objective of this session is to make you aware of the risks of flu pandemics, the potential problems we could all face should we be hit with a pandemic, and the precautions you would need to take to keep yourself and your family safe. Duration: 19 minutes	E	
	Performance Appraisals—How to Conduct Effectively	This training presentation will help provide you with the basic tools you need to conduct effective performance appraisals. At the end of the training session, you will be able to identify the importance and benefits of performance appraisals, assess and prepare necessary documentation, set motivational performance goals, plan for effective appraisal interviews, conduct fair and beneficial appraisals, and avoid discrimination charges. Duration: 21 minutes	S	
	Preventing Sexual Harassment: A Guide for Employees 	This training course is about sexual harassment in the workplace. It's an important subject because sexual harassment is a form of illegal discrimination under federal and state civil rights laws. Our workplace also prohibits sexual harassment, both because it is illegal and also because it creates an unproductive, unpleasant, and sometimes even hostile working environment. And that's not what we want for our workplace or our employees.	E	
	Preventing Sexual Harassment: A Guide for Supervisors 	This course is about sexual harassment in the workplace. It's an important subject because sexual harassment is illegal. This workplace also has a formal policy that prohibits sexual harassment in the workplace—a policy you are responsible for enforcing. But beyond laws and policies, sexual harassment is very damaging to the workplace and work environment. This course will cover what sexual harassment is, why it's so damaging to employees and the organization, and what you can do about it.	S	
	Progressive Discipline	This training presentation will explain the steps of progressive discipline and help you use this disciplinary system consistently and fairly to manage employee behavior and performance. At the end of the training session, you will be able to apply progressive discipline steps fairly and consistently, identify laws and policy requirements affecting discipline, conduct effective disciplinary meetings, and document disciplinary action properly. Duration: 21 minutes	S	
	Recordkeeping and Notice Requirements	We'll solve this puzzle of federal requirements by focusing on a few specific goals. We'll begin this session with an introduction highlighting the importance of records and notices and commenting on retention, storage, and destruction of records. Next, we will review the recordkeeping requirements of key employment laws so that you will be familiar with the basic rules. Then, we'll discuss notice requirements so that you will be aware of what notices need to be posted and how to post them in compliance with the laws. Duration: 29 minutes.	S	
	Recordkeeping - Injury and Illness	By the end of this training session, you will understand which employers are affected, recordkeeping forms, reporting to the government, employees recorded, employee rights, and injury and illness recording criteria. Duration: 29 minutes	S	
	Reducing Turnover and Increasing Retention	The objective of this training session is to understand the reasons for turnover and discuss strategies for retaining employees. At the end of the training session, you will be able to identify the costs of excessive turnover, calculate and analyze your department's turnover rate, determine causes of turnover among your employees, understand what your employees want from their jobs, and develop an effective turnover reduction strategy. Duration: 24 minutes	S	



HR Employment (continued)	Saving Energy in Work and Beyond	In this session, you'll learn about key terms, such as "conservation" and "sustainability"; energy conservation and why it is important; facts about energy use including that energy use is not just use of electricity; costs of using and wasting energy; and tips, strategies, and opportunities for saving energy. Duration: 22 minutes.	E	
	Sexual Harassment—What Employees Need to Know	This training presentation will inform you about sexual harassment. We hope that awareness will help lead to prevention. At the end of this session, you will be able to recognize sexual harassment; differentiate between the two main kinds of harassment; understand and follow company policy; report incidents and cooperate in investigations; and help promote and maintain a comfortable, productive working environment. Duration: 17 minutes	E	
	Sexual Harassment—What Employees Need to Know (Spanish)	Al terminar esta sesión de capacitación, usted podrá reconocer un acoso sexual, diferenciar entre dos clases principales de acoso, comprender y seguir la política del lugar de trabajo, denunciar incidentes y colaborar en las investigaciones y ayudar a fomentar y mantener un clima de trabajo confortable y productivo. Duración: 18 minutos	E	
	Sexual Harassment—What Supervisors Need to Know	This training presentation will provide you with the information you need to know about sexual harassment in order to help us deal with incidents and prevent future problems. At the end of this session, you will be able to understand legal and policy requirements; recognize what constitutes illegal sexual harassment; handle complaints effectively; participate in investigations; take appropriate corrective action; and promote a comfortable, productive working environment. Duration: 26 minutes	S	
	Shiftwork Safety	The main objective of this session is to talk about how to keep safe and healthy when working nontraditional shifts. By the time this session is over, you will be able to recognize the health, social, and safety effects of working outside the usual 8-hour day shift; identify strategies for minimizing the negative impact of shiftwork; and stay healthy and safe when working shifts. Duration: 29 minutes.	E	
	Slips, Trips, and Falls	By the end of the training session, you will be able to identify slip, trip, and fall hazards at work; understand safety specifications and features of walking surfaces and openings; use stairs and ladders safely to avoid falls; and avoid and eliminate slip and trip hazards. Duration: 22 minutes	E	
	Slips, Trips, and Falls (Spanish)	El objetivo principal de la sesión es eliminar los riesgos de resbalones, tropiezos y caídas en el lugar de trabajo y prevenir accidentes. Duración: 23 minutos	E	
	Social Media and Sexual Harassment 	The main objective of this session is to give you an overview of sexual harassment using social media and cell phones. By the time the session is over, you should be able to: Understand how your use of social media both at and outside of work can be harassment; Recognize what an improper text communication is; See that actions taken in the workplace, even with personal electronic equipment, are covered by workplace rules; Understand that even personal social networking sites can be the site of harassment; Know your rights with respect to personal electronic equipment and social networking accounts; and Recognize that harassment comes in many shapes and forms. Duration: 24 minutes.	E	
	Strategies for Legally Avoiding Unions	The main objective of this session is to help you avoid unions if you choose to do so. By the time the session is over, you will be able to understand employee union-organizing rights; identify reasons employees join unions; identify reasons employees reject unions; recognize signs of a union-organizing campaign; and take legal and effective action to avoid unionization in your workplace. Duration: 25 minutes.	E	
	Stress Management	The main objective of this session is to help you better manage the stress in your life. By the time this session is over, you should be able to identify the causes of stress, recognize the different types of stress, understand how stress affects you, and manage stress effectively. Duration: 25 minutes	E	
	Substance Abuse in the Workplace—What Employees Need to Know	The main objective of this session is to help you understand the impact of substance abuse in the workplace and to suggest ways that you can help us deal with this serious problem. Duration: 22 minutes	E	
	Substance Abuse in the Workplace—What Employees Need to Know (Spanish)	Se estima que 1 de cada 10 empleados estadounidenses tiene problemas de adicción. El impacto personal que esto genera puede ser devastador, puesto que repercute de manera destructiva en todos los órdenes de la vida de una persona. Es posible que el adicto termine perdiendo todo: familia, hogar, amigos, ahorros, trabajo y la salud física y mental. Duración: 25 minutos	E	
	Substance Abuse in the Workplace—What Supervisors Need to Know	The objective of this training session is to provide you with important facts about substance abuse in the workplace and show you how you can help deal with this damaging problem. Duration: 31 minutes	S	
	Teambuilding for All Employees	The main objective of this training session is to explain how we can build strong, effective teams in our organization. By the time this session is over, you should be able to recognize the value of teamwork; identify the characteristics of an effective team, understand the qualities of a productive team member, and help build successful teams to achieve important goals. Duration: 19 minutes	E	
	Teambuilding for Supervisors	This training presentation will teach you techniques for building more effective work teams. At the end of the training session, you will be able to recognize the value of team efforts, identify the characteristics of an effective team, build commitment and cooperation among team members, and use teams effectively to achieve goals. Duration: 20 minutes	S	
	Terminating Employees—The Process	The objective of this training session is to teach you key information about the termination process so that when you must fire an employee, you can do so effectively and legally. Duration: 25 minutes	S	
	The Paperless Office: Conservation for Employees	In this session, you will learn about what conservation is and about sustainability; what a "real" paperless office is—fact or fiction; the environmental costs of paper production and waste; the economic costs of waste paper; and, we will share some "best practices" to save you paper, ink, and money. Duration: 16 minutes.	E	
	Time Management Skills for Employees	This training presentation will help you gain control over your time so that you can work more efficiently and productively. At the end of the training session, you will be able to identify and eliminate your time wasters; plan and prioritize effectively; define goals and make time-wise decisions; capitalize on prime and commuting time; avoid procrastination; and handle communications, interruptions, and emergencies effectively. Duration: 19 minutes	E	
	Training the Trainer	For a highly mobile workforce, when many people are inexperienced at their jobs in their current careers, effective training is essential. Becoming a proficient trainer requires practice, organization, a clear sense of purpose, and an understanding of how to engage trainees in ways that will help them learn. Duration: 30 minutes	E	




HR Employment (continued)	Understanding COBRA/HIPAA for Supervisors 	The main objective of this session is to give you an overview of COBRA and HIPAA. By the time the session is over, you should be able to understand the effects of the two laws; understand an employee's continuation rights when terminated; recognize a qualifying event under COBRA; know the length of continuation coverage; help keep your company compliant with healthcare information privacy requirements; make sure healthcare information is secure; and inform employees of their rights.	S	
	Violence in the Workplace—How to Prevent and Defuse for Supervisors	This presentation will help you identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and recognize and respond to terrorist threats. Duration: 28 minutes	S	
	Water Conservation - Making Every Drop Count	By the end of the session, you should understand the meaning of conservation and sustainability; water conservation; some facts about water use and pollution; the environmental and economic costs of water use and pollution; and useful tips, strategies, and opportunities to improve water use. Duration: 16 minutes.	E	
	What You Need to Know About Identity Theft	The main objective of this session is to discuss identity theft and talk about prevention, detection, and actions to take if your identity is stolen. By the time the session is over, you will be able to understand what identity theft is; recognize its effects; detect identity theft; take effective action in the event of identity theft; and finally, prevent identity theft. Duration: 21 minutes.	E	
	Workers' Compensation—What Supervisors Need to Know	The objective of this training session is to explain your workers' compensation program. At the end of the training session you will be able to recognize the purpose and benefits of workers' compensation, complete reports and help workers file claims, maintain contact with employees on leave and ease their return to work, and help prevent workplace accidents and keep workers' comp costs down. Duration: 21 minutes	S	
	Workplace Diversity for Employees 	The main goal of this session is to help you understand the importance of diversity in the workplace and how you can support it for everyone's benefit. By the end of the session, you should be able to: Identify the ways in which we are diverse; Understand both the challenges and the opportunities of a diverse workforce; Help avoid discrimination and harassment in the workplace; and Follow the laws and the organization's policy regarding workplace diversity and discrimination. Duration: 28 Minutes.	E	
	Workplace Diversity for Supervisors 	The main objective of this training session is to help you encourage and support diversity in our organization. At the end of the training session you will be able to: Identify how employees are diverse; Understand the challenges and opportunities of workplace diversity; Avoid legal problems; Follow company policy; and Benefit from workplace diversity. Duration: 30 Minutes.	S	
	Workplace Ethics for Supervisors	The objective of this training session is to help ensure that as an organization and as individuals we act ethically in all matters related to our business. At the end of the training session, you will be able to appreciate the importance of ethical conduct on the job, understand the requirements of the law and company policy, identify ethical problems in the workplace, make ethical decisions, and recognize and carry out ethical responsibilities. Duration: 30 minutes	S	
	Workplace Harassment—What Employees Need to Know	There are many forms of harassment—all of them against the law. This session will discuss the kind of harassment that arises from the diversity of the American workforce. It covers harassment on the job because of a person's race, color, religion, or national or ethnic origin. Duration: 23 minutes	E	
	Workplace Harassment—What Supervisors Need to Know	The main objective of this session is to help you understand the nature of harassment in the workplace, how you can help prevent it, and what to do if, despite our best efforts, it occurs in our organization. Duration: 29 minutes	S	
	Workplace Privacy—What Supervisors Need to Know	The main objective of this session is to help you understand workplace privacy rules and balance the rights of your employees with the rights of the organization. By the time the session is over, you should be able to recognize key workplace privacy issues, understand laws and policies concerning workplace privacy, and know how to balance the needs of the organization to control the workplace with the privacy rights of employees. Duration: 29 minutes	S	
	Workplace Safety for Employees	At the end of the training session, you will be able to understand why safety is such an important workplace issue, identify the requirements of OSHA and the law, know what our safety policy requires, and take an active role in promoting workplace safety and health. Duration: 27 minutes	E	
	Workplace Safety for Employees (Spanish)	Al terminar esta sesión de capacitación, usted podrá comprender las razones por las cuales la seguridad es un tema tan importante en el lugar de trabajo, identificar los requisitos de la OSHA, conocer los requisitos de nuestra política de seguridad, y desempeñar un papel activo en la promoción de la seguridad y la salud en el lugar de trabajo. Duración: 35 minutos	E	
	Workplace Security for Employees	The main objective of this session is to make you aware of security risks and what you can do to help prevent security breaches. By the time this session is over, you should be able to understand the company's security policy and procedures, take personal security measures on the job and commuting to work, identify requirements for protecting computer networks and sensitive business information, and help prevent workplace theft. Duration: 19 minutes	E	





Course Descriptions

Library	Course Title	Description	Supervisor/ Employee	Market
Leadership for Managers and Supervisors				HR
	Business Writing Skills for Supervisors	The main objective of this training session is to provide information that can help you improve your writing skills. Duration: 23 minutes	S	
	Coaching for Superior Employee Performance: Techniques for Supervisors	Coaches play a very important role in the success of a sports team. They develop and motivate players. They work hard to bring out the best in each player and to unify their players into a winning team. Coaching in the workplace has basically the same purpose and involves similar techniques. This session covers effective techniques you can use every day to coach your employees to higher levels of performance, which means greater success for you, your employees, and your department. Duration: 26 minutes	S	
	Communicating Up - How to Talk to High-Level Management 	Your relationships with your boss and other senior managers are extremely important. And those relationships are based on effective communication. Learning how to communicate up the organizational ladder effectively, therefore, will help you maintain a successful partnership with higher-level management and assist you in fulfilling your work duties.	S	
	Conflict Resolution and Consensus Building	Workplace conflict may be based on disagreements over work procedures, different needs and interests, clashes of personalities, or a range of other situations and circumstances that lead to confrontations between or among employees. When you know how to build consensus among employees, you can enhance motivation and cooperation as well as create an atmosphere in which agreement generally prevails over conflict. Duration: 27 minutes	S	
	Dealing with Change: How Supervisors Can Help	The objective of this training session is to help you understand how to manage change in your department so that you can help your employees cope—and even thrive—in a changing work environment. Duration: 20 minutes	S	
	Effective Communication for Supervisors	In your position as a leader in the organization, you need to be able to communicate effectively with employees, colleagues, and upper management. Duration: 24 minutes	S	



Indicates presentation that includes Articulate Engage and Quizmaker interactive features.



Indicates video presentation.



Library	Course Title	Description	Supervisor/ Employee	Market
Leadership for Managers and Supervisors (continued)	Effective Meetings: How-To for Supervisors	This training session covers planning and conducting effective meetings. We'll also briefly discuss how you can participate in other people's meetings more effectively. Duration: 22 minutes	S	
	Encouraging Employee Input	The main objective of this session is to help you encourage employee input. By the time this session is over, you should be able to appreciate the benefits of employee input, stimulate employees to develop ideas and suggestions for improvement, use suggestion systems and other strategies for soliciting employee input effectively, and respond positively to employee input and provide appropriate feedback and recognition. Duration: 18 minutes	S	
	How to Manage Challenging Employees	In this training session, we're going to cover the types of problems you might face with challenging employees and provide you with effective supervisory strategies for handling these difficult workers. Duration: 30 minutes	S	
	Leadership Skills: What New Managers and Supervisors Need to Know	This training session covers what it means to be an effective leader and provides you with the information you need to develop first-class leadership skills. Duration: 25 minutes	S	
	Motivating Employees: Tips and Tactics for Supervisors	Managers and supervisors can foster motivation among employees simply by understanding the nature of motivation and using tested techniques designed to motivate. We will discuss the nature of motivation and study motivational techniques in this training session. Duration: 33 minutes	S	
	Negotiating Skills for Supervisors	The main objective of this session is to help you develop and improve your negotiation skills. By the time the session is over, you should be able to identify the purpose of negotiation, recognize the importance of having good negotiation skills, and negotiate effectively with a variety of people in the workplace to achieve goals and reach mutually beneficial agreements. Duration: 29 minutes	S	



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Library	Course Title	Description	Supervisor/ Employee	Market
Leadership for Managers and Supervisors (continued)	New Supervisors' Guide to Effective Supervision	The main objective of this session is to help you be the best supervisor you can be. By the time the session is over, you should be able to identify key supervisory skills; manage employees effectively; promote superior employee performance; achieve goals and objectives; and project a competent, confident, and professional image. Duration: 25 minutes	S	
	Performance Goals: How Goals Help Supervisors Manage Employees More Effectively	The main objective of this session is to help you use goals to guide and improve employee performance so that all your employees can achieve at their highest potential. Duration: 18 minutes	S	
	Problem Solving for Supervisors	The main objective of this session is to help you become a highly effective problem solver. Duration: 27 minutes	S	
	Professional Behavior: What Supervisors Need to Know	Your success as a supervisor depends on conducting yourself in a professional manner at all times with everyone you come in contact with during the workday. Duration: 26 minutes	S	
	 Planning and Organizing Skills for Supervisors	Planning and organizing are two of the key functions performed by any manager or supervisor. That makes good planning and organizing skills an extremely important asset. During this training session, you'll learn about how you can become better organized so that you can become more efficient and stop wasting valuable time. You'll also learn how to develop better plans so that you can achieve goals and be more successful.	S	
	 Supervising Special Groups	The main objective of this session is to help you supervise special groups of employees more effectively. By the time the session is over, you should be able to: identify the needs of special groups of employees; avoid potential problems with young and older workers and non-English-speaking employees; supervise special groups more effectively; <i>and</i> obtain the best performance possible from each employee.	S	



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Library	Course Title	Description	Supervisor/ Employee	Market
Leadership for Managers and Supervisors (continued)	Time Management for Supervisors	The main objective of this session is to help you work more efficiently and productively. Duration: 22 minutes	S	
	Workplace Ethics	The objective of this training session is to help ensure that as an organization and as individuals we act ethically in all matters related to our business. Duration: 28 minutes	S	





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Course Descriptions

Library	Course Title	Description	Supervisor/ Employee	Market
Wellness				HR, SAFETY, ALL
	A Manager's Role in Wellness	Managers play a key role in making a workplace wellness program a success. As a manager, you need to motivate your staff by setting a good example, providing the tools that they need to keep themselves on the right track, communicating your organization's wellness messages, and helping to educate your staff on the latest wellness techniques. This training session will help you understand your role in your workplace wellness program. Duration: 26 minutes	S	
	All About Nutrition	The quantity and quality of the food you eat every day directly affects your health, energy level, and general well-being. You need to eat the right foods, in the right amount, at the right time, to stay healthy and feel good. The information you learn today will help you eat more nutritious meals and snacks, which will help you live longer and give you the energy you need to work and enjoy your leisure activities every day. Duration: 22 minutes	E	
	Avoiding Back Injuries 	The main objective of this session is to help you prevent back injuries. By the time the session is over, you should be able to: identify causes of back injuries; prevent back injuries; use proper lifting, load carrying, and unloading techniques to help protect your back; and think smart about your back and the importance of keeping it healthy.	E	
	Avoiding Exposure to Bloodborne Pathogens 	This session discusses how you might be exposed to bloodborne pathogens and infectious diseases, how you can protect yourself from exposure, and how to clean up and properly dispose of blood or bodily fluids. Employees most likely to be exposed include first-aid responders, janitorial and maintenance personnel, and workers assigned to clean up after an industrial accident. Even if your job does not normally expose you to blood or bodily fluids, this session is helpful to raise your awareness of bloodborne pathogens, to understand why you should not come in contact with them, and to understand that it is important to report spills of blood or bodily fluids so that they can be cleaned up safely.	E	
	Back Safety	This training presentation will help you understand how back injuries occur; prevent back injuries; use proper lifting, load carrying, and unloading techniques; and think intelligently about your back. Duration: 21 minutes	E	
	Balancing Work and Home	Many Americans are struggling to juggle a full-time job while also caring for young children, aging parents, and other tasks on a daily basis. This training session will help you learn how to successfully balance all of your responsibilities. Duration: 25 minutes	E	



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Library	Course Title	Description	Supervisor/ Employee	Market
Wellness (continued)	Creating a Successful Wellness Program: A Guide for Managers	A successful wellness program can help your employees be healthier and increase your bottom line by decreasing healthcare costs. It can also decrease employee time away from work, increase productivity, and even increase morale. As with any program, your wellness program needs to be well-focused and well-executed to succeed. This training session will go over the steps you need to take to create a successful wellness program. Duration: 31 minutes	S	
	Driver Wellness	In order to do your job well, you have to be well. Your good health is an important part of everything you do—both on the job and off. Today, we're going to talk about some wellness strategies you can use to help prevent accidents and injuries on the job. We'll also talk about simple ways to maintain a healthy lifestyle that will assist in avoiding disease and disabilities so that you keep working and keep doing all the things you like to do in your life. Duration: 24 minutes	E	
	Financial Wellness	This session covers what financial wellness is and how you can achieve it. No matter what your current income or expenses, you can improve the way you manage your money so that you can create more financial security and a better financial future. Duration: 29 minutes	E	
	Fitness for Everyone	Regular exercise is an excellent way to gain and maintain good health throughout your life. In fact, increasing your physical activity level may be one of the best, and simplest, things you can do for yourself. This session will cover how to make fitness a healthy habit that lasts—and improves—your lifetime. Duration: 31 minutes	E	
	Hazards of Smoking: How to Quit	Smoking harms nearly every organ in your body and diminishes your overall health. Smoking is a leading cause of diseases such as cancer and heart disease. During this session you'll learn all about smoking and how to quit. Duration: 24 minutes	E	
	Healthy Aging	No matter what you do, you're going to get older, and your body will change as you age. But although you can't turn back time, you can take steps to make sure that you maintain a healthy lifestyle as you age so that you can live a long and productive life. Duration: 22 minutes	E	



Library	Course Title	Description	Supervisor/ Employee	Market
Wellness (continued)	Healthy Sleep Habits	A lot of Americans have trouble sleeping, and sleeping is very important to maintaining good health. We'll talk about the problems associated with sleep deprivation, the various sleep disorders that interfere with healthy sleep, and we'll look at a variety of suggestions for getting a good night's sleep. Duration: 17 minutes	E	
	Heart Health	In this presentation, you will learn about the most amazing muscle in our body, how it works to keep us alive, and what we can do right now to make sure our hearts are healthy for years and years to come. Duration: 30 minutes	E	
	Keeping Yourself—and Your Family—Healthy	This presentation will cover how important it is that families be concerned about health. Preventive care, nutrition, exercise, and other factors play important roles. And especially for children, good health is essential—for them, now is the time when growth happens, some diseases may begin, and health habits are set for life. Duration: 22 minutes	E	
	Office Ergonomics	The main objective of this session is to cover the topic of office ergonomics from hazards to precautions so that you can avoid developing work-related MSDs. Duration: 26 minutes	E	
	Pandemic Flu—How to Prevent and Respond	The main objective of this session is to make you aware of the risks of flu pandemics, the potential problems we could all face should we be hit with a pandemic, and the precautions you would need to take to keep yourself and your family safe. Duration: 19 minutes	E	
	Stress Management	The main objective of this session is to help you better manage the stress in your life. By the time this session is over, you should be able to identify the causes of stress, recognize the different types of stress, understand how stress affects you, and manage stress effectively. Duration: 25 minutes	E	



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Library	Course Title	Description	Supervisor/ Employee	Market
Wellness (continued)	Substance Abuse in the Workplace—What Employees Need to Know	The main objective of this session is to help you understand the impact of substance abuse in the workplace and to suggest ways that you can help us deal with this serious problem. Duration: 22 minutes	E	
	Successful Weight Management	This session will cover some simple steps you can take to manage your weight successfully. If you're just at the right weight now, these strategies and tips can help you maintain a healthy weight as you age. If you're a little overweight, what you learn today can help you lose weight and keep it off. Duration: 25 minutes	E	
	Wellness and You	Good health is perhaps the most important thing in anybody's life. Without your health, you can't enjoy the rest of your life and meet the challenges you face every day. Today, we're going to talk about wellness and how to improve your health and the quality of your life. Duration: 24 minutes	E	
	What You Need to Know About Headaches	This session will talk about the different types of headaches, the symptoms, the medical and alternative cures and, finally, healthful lifestyle changes you can make to avoid the onset of headaches or to minimize headache pain. Duration: 22 minutes	E	



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