



Course Offerings

Diversity and Inclusion

How to Be an Ally for Diversity and Inclusion

Diversity Basics: Foundations

Diversity Basics: Taking Action

How to Recognize and Overcome Bias—featuring Bestselling Author Dr. Jennifer Eberhardt

How to Avoid Bias in Talent Recruiting and Retention

Creating Social Change: A Guide for Everyday Citizens

Cultivating Diversity Inclusion and Belonging

Working Across Cultures

Dr. Jennifer Eberhardt on Uncovering the Hidden Prejudice That Shapes What We See, Think, and Do

Zachary Wood on Having Uncomfortable Conversations About Sensitive Issues

Cultural Awareness

Diversity Inclusion and Belonging

Unconscious Bias Training

Power and Pride: The Origins of Pride Month

Beyond Pride: Year Around Action

Compliance

Substance Abuse and Misuse in the Workplace

OSHA's Focus Four Workplace Habits

Emergency Protocols

Understanding Workers' Rights Under the OSH Act

Bloodborne Pathogen Training

Employee Guide to Family and Medical Leave Act (FMLA)

Preventing Back Injuries

Preventing Slips, Trips and Falls

Sexual Harassment Prevention Training

ADA Compliance for Managers

ADA Compliance for Employees

Are You Prepared to Weather the Storm? (Hurricane Safety)

Fire Prevention and Safety

Disaster Preparedness

Protecting Patient Privacy

Construction Safety 101

How to Avoid a Conflict of Interest

Customer Success and Service

Soliciting and Responding to a Customer

Managing a Successful Contact Center

Cultural Sensitivity in Customer Service

Managing a Customer Service Team

Customer Communication Essentials

Working with Upset Customers

Optimizing Customer Communication Across Channels

Handling Difficult Customer Service Scenarios

Customer Service Skills

Customer Service Fundamentals

Providing Exceptional Customer Service

Dealing with Unhappy Customers

Do You Have These Four Essential Customer Service Skills?

Health and Wellness

Understanding Workplace Wellness

COVID-19: The Fight Continues

Answering Common COVID-19 Vaccine Questions

Retirement Planning for Every Stage of Life

Coping With Stress and Uncertainty During COVID-19

COVID-19: What You Need to Know

How to Create an Employee Wellness Program: A Step-by-Step Guide

Dealing with Stress Pressure and Burnout

Managing Workplace Stress

Remote Work Wellness

Impostor Syndrome: What It Is and How to Overcome It

Coping with Workplace Change

7 Go-To Strategies to Tame Stress

Beating Burnout: Spot the Symptoms and Take Action

Good Stress? Embracing Eustress to Improve Your Life

The Basics of Managing Stress

Dr. Vivek Murthy on the Healing Power of Human Connection in a Sometimes Lonely World

Daniel Levitin on Re-envisioning The Aging Process

Returning to Work After Parental Leave

Understanding Your Healthcare Benefits

Sexual Harassment Training for Employees and Managers

7 Types of Interviews and When to Use Them

Active Shooter Response Training

Employee Handbook (company must provide documents/policies)

Getting Started in Human Resources

How to Conduct an Effective Job Interview

How to Attract and Retain Top Talent

A Guide to Workplace Integrity

Doing the Right Thing: A Guide to Good Business Ethics

New Employee Onboarding

Dealing with a Problem at Work: When and How to Involve HR

S-Mart: New Employee Training (company workplace manual)

Employee Retention Strategies

Hiring Process and Systems

Workplace Violence Training

Workplace Harassment

Retirement Planning

Employee Code of Conduct (company must supply policies)

Driving Your Career (company must supply materials for employee growth)

Information Technology

Information Security Basics

How to Protect Yourself Against Phishing Attacks

On Line Security Fundamentals

What is Social Engineering?

How to Protect Your Data

Leadership

Change Management Models: Advanced Application

Elena Botelho on the Secrets to Career Success

Becoming a Boss: A Guide for New Managers

Develop a Thriving Team

Motivating Your Team

Transitioning to Remote Work

How Great Leaders Solve Problems

Leading With Emotional Intelligence

The Four Stages of Team Development

How to Be an Ethical Leader

A Blueprint for Effective Workplace Leadership

Leading Through Difficult Times

**Fostering Fearless and Resilient Teams—Featuring Bestselling Author
Mollie West Duffy**

Crisis Management

Letting an Employee Go Gracefully

A Guide to Mentoring Others

Resolving Conflict

Effective Feedback Strategies

5 Leadership Styles to Influence a Team

Overcoming Common Challenges of Remote Managers

A Guide to Managing Remote Teams

A Guide to Navigating Team Dynamics

Performance Management

The Secrets of Skilled Delegation

Creating an Enviably Team Culture

Introduction to Team Management

Daniel Coyle on the Secrets of Highly Successful Groups

Building an Environmentally Friendly Business (company supplies policies)

Corporate Social Responsibility (company supplies policies)

A Manager's Guide to Resolving Team Conflict

A Guide to Effective Meetings

Personal Development

Daniel Pink on the Power of Regret

Ayelet Fishbach on Getting It Done

Paul Bloom on Finding Meaning and Pleasure Through Suffering

Time to Find a New Job? Here's How

Bradley Staats on How to Stay Relevant, Reinvent Yourself and Thrive

Katy Milkman on How to Change for the Better

Amanda Ripley on Why We Get Trapped in Conflict, and How We Get Out

Setting Goals That Actually Work

How to Get Noticed At Work

4 Ways to Add Value and Earn a Raise At Work

5 Career Roadblocks and How to Overcome Them

Feeling Unmotivated at Work? Common Causes and Tips to Increase Motivation

Janelle Shane on the Realities of Artificial Intelligence

4 Personality Types That Suffer From Chronic Lateness

Scheduling 101: How to Prioritize Tasks and Avoid Procrastination

Time Management Essentials

How to Overcome Your Fear of Failure

Assessing your Strengths, Interests and Values

Wendy Wood on Good Habits, Bad Habits

Daniel Pink on the Science of Perfect Timing

Professional Skills

A Guide to Empathy at Work

Change Management Models: Understanding the Basics

Workplace Distractions: How to Avoid Common Time Wasting Traps

Creating and Delivering Business Presentations

Leading Through Change

A Guide to Workplace Professionalism

6-tips for Successful Peer-to-Peer Training

The Complete Guide for New Professionals

The Art of Managing Up

The Remote Work Survival Guide

Problem Solving Fundamentals

Giving Effective Presentations

Business Writing Fundamentals

Do's and Don'ts After Losing Your Job

Improving Your Project Management Skills

Change Management for Project Managers

CFC-PRMG-06 Secrets to Successful Reporting for Project Managers

CFC-PRMG-05 Communication Strategies for Project Managers

5 Strategies for Managing Scope

Project Management Scheduling

Taking Control of Your Future: Career Development 101

Developing and Maintaining a Professional Network

Maria Konnikova on Poker, Decision Making, and Human Psychology

Coming Back from a Big Workplace Mistake

Supercharging Your Career With The Help of a Mentor

How to Work Effectively With Different Communication Styles

How to Improve Your Focus at Work

How to Build Better Relationships with Your Boss and Co-Workers

Common Workplace Challenges and How to Handle Them

Guide to Negotiation and Persuasion

Master the Art of Verbal Communication

Improve Your Business Writing Skills

Write Like a Boss

Communication Fundamentals

Kate Murphy on the Science of Effective Listening

Steve Johnson on Making Farsighted Decision

Time Management

Resolving Conflict with Co-Workers

Giving Effective Feedback

Developing a Growth Mindset

When to Ask Your Boss for Help

Receiving and Seeking Feedback

Overcoming Procrastination

How to Have a Difficult Conversation

Workplace Communication Basics

[Sales and Marketing](#)

Getting Started with Marketing Analytics

A Guide to Content Marketing: Your Strategy and Crafting Compelling Content

How to Develop Winning Product Pages and Descriptions

A Quick Guide to Developing a Go-To Marketing Strategy

Product Marketing Fundamentals

Optimizing Your Images for SEO

Marketing Fundamentals: Your Getting Started Guide

Your Comprehensive Email Marketing Guide

Customer and Market Research

A Guide to Brand Identity and Strategy

Managing a Sales Team

An Introduction to Sales Enablement

PR Guidelines

Connecting With Your Audience

Secrets to Winning Sales Presentations

Psychology Tips That Unlock Sales

Building Relationships in Sales

Why People Buy: Boost Sales By Understanding Customers' Needs

The Ultimate Sales Prospecting Guide

How to Handle Objections: Getting Customers to Say Yes!