



OCCUPANCY
SOLUTIONS, LLC

Online Solutions 2016 Course Catalog

Welcome!

Welcome to the Occupancy Solutions Online Learning Solutions Course Catalog. With “bite-sized” e-learning courses, Online Learning Solutions provides any organization or learner numerous opportunities to build the skills needed to lead and manage others, as well as increase individual performance and results.

Developing On the Job

Built to meet the way most people learn (on the job), the combination of short instructional videos, power points and webinars helps the learner transition from learning to application and puts ideas into practice.

We offer an ever increasing number of courses covering a myriad of topic areas so you now have the tools available any time or anywhere no matter where you work in the world.

We look forward to helping you and your organization achieve your goals and deliver great results.

Elaine M. Simpson
President

Property Management Solutions

Learn directly from Elaine Simpson by signing up for her instructor lead webinars, power points, and property management solutions training.

Manager Courses

Courses designed for supervisors, managers and leaders who are responsible for leading, coaching, and inspiring employee performance. These courses will help build the skills needed to manage individual and team performance, engage and retain employees, as well as contribute to organization success.

Individual Courses

Whether a person is an individual contributor, project manager, or has supervisory responsibilities, these courses will help build the skills needed to increase personal performance, develop communication and team skills, as well as help individuals become contributing members of the organization long-term.

Course Bundles

Online Solutions course bundles provide learners with a comprehensive learning option. When using a bundle, learners complete a number of courses to more fully develop their skills and capabilities in a recommended sequence.

Toolkits

Online Solutions has partnered with industry experts in various fields to create courses based on the experts’ books, instructor led workshops, and expertise. These toolkits provide the learner an opportunity to experience this great content without the need to attend classroom training.

General Business

Online Solutions also offers courses that address very specific topics pertinent to all businesses. These are individual courses that deeply explore each topic.

Maintenance & Safety

In their personal lives, employees learn new information by watching videos and they have come to expect that on the job as well. Our safety and maintenance courses are short instructional videos in high definition for a better learner experience.

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Building Trust and Respect

Managers build the level of trust and respect they receive from their employees, peers and customers.

Management Communication Skills Learning Track: *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

Course Title	Course Result
Supporting Company Values*	Understand how your actions support the company values
Fairness with Others*	Evaluate how fair you are with others
Building Trust with Employees*	Build trust by learning what will create a great work situation for each employee
Trusting Others to Innovate*	Increase trust and respect by supporting and encouraging innovation
Respect through Resources*	Build respect by creating a network of resources for employees

Coaching Career Development

Managers learn how to guide and coach employees in developing their career within the organization.

Career Development Learning Track: *Coaching Career Development, Developing for Success, Building Your Career*

Course Title	Course Result
Employee Career Aspirations*	Get to know your employee's career desires and aspirations
The Company Career System*	Employees learn about the company career system
Career Plans for Your Employees*	Create a career plan with your employee
Finding Employee Development Opportunities*	Identify skill development opportunities for your employee
Building an Employee's Professional Network*	Help build your employee's professional network
Career Plans and Employee Expectations*	If needed, set appropriate expectations with employees regarding their career plans

Communication Skills for Managers

Managers build and strengthen their communication skills to work more effectively with their employees, peers and organization leaders.

Management Communication Skills Learning Track: *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

Course Title	Course Result
Team Communication Expectations*	Establish team communication norms and expectations
Managerial Listening Skills*	Evaluate your communication with others to see how well you listen
Communicate Clear and Concise Messages*	Use three communication elements to strengthen your ability to deliver clear and concise messages
Team Listening*	Evaluate your communication with co-workers and peers to see how well you listen
Right Information at the Right Time*	Ensure your team gets the right information at the right time
Communicating with Different Audiences*	Create communication reminders for the most frequent audiences you interact with
Team Communication Feedback*	Team members let you know when you perform selected communication actions
Communicating Key Messages*	Receive feedback from your team on how well you are communicating key messages

Conflict Management Skills

Managers build their own conflict management skills, as well as learn how to coach employees to manage conflict with others.

Leading Teams Learning Track Bundles: *Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills*

Course Title	Course Result
Helping Employees Manage Conflict*	Learn how to recognize when team members need help managing conflict
Help Groups Resolve Conflict*	Use a mediation process to help groups resolve existing conflict
Conflict Management Expectations*	Create expectations for managing conflict
Create a Conflict Management Culture*	Create a conflict management agenda item to create a conflict management culture
Coaching Employees to Manage Conflict*	Provide employees a process for managing conflict with others

Creating Great Teamwork

Managers strengthen their skills to build great teamwork among their employees and team.

Leading Teams Learning Track Bundles: *Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills*

Course Title	Course Result
Team Norms and Expectations*	Create behavior norms and expectations for working together as a team
Creating a Strong Team Culture*	Create a team culture that capitalizes on team member strengths
Working with Others Within the Company*	Identify actions the team can take to strengthen how they work with others within the company
Project Teams Rely on Each Other*	Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities
Involving Others for Great Decisions*	Involve the right people and gather the right information to make great decisions

Delegating Work

Managers develop their skills to effectively and successfully delegate work to others.

Management Communication Skills Learning Track Bundles: *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

Course Title	Course Result
Delegating to Others*	Determine what you can delegate to others to be more effective in your role
Delegating with Clear Expectations*	Establish clear agreements regarding what will be done when delegating to employees
Getting Buy-In When Delegating*	Increase buy-in for your requests when delegating to others
When Agreements are Broken*	Effectively confront others when agreements are broken
Leadership through Delegation*	Strengthen your leadership capabilities through delegation

Developing and Coaching Employees

Managers develop their skills to coach and develop their employees to become more capable and high performing individuals.

Developing and Rewarding Others Learning Track: *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

Course Title	Course Result
Support Your Team for Performance*	Determine how to support your team so they can perform at their best
Giving Employee Feedback*	Employees receive feedback on their job performance
Building Employee Skills*	Top two actions your employees can do to improve their capabilities and contribute to organization
Skill Development Plan*	Create a skill development plan with your employee
Coaching After Mistakes*	Use a coaching process after employees make mistakes or miss their performance goals
Energizing Work*	Identify what work is energizing to your employees
Support Employee Development*	Identify actions you can take to support each person's development
Improve the Feedback You Give Others*	Improve the feedback employees receive on their performance

Discussing Total Compensation

Managers learn how to discuss compensation issues, rewards, as well as company benefits with individual employees.

Developing and Rewarding Others Learning Track: *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

Course Title	Course Result
Market Range Compensation	Help employees know what the compensation market range is for their role
Performance and Rewards	Discuss with your employees how individual performance impacts rewards and compensation
Linking Performance and Rewards	Create a clear link between performance delivered and rewards received
Going Above and Beyond	Identify who needs to be rewarded for working hard and going above and beyond what's required
Benefits Discussion	Conduct a benefits discussion with your team

Giving Great Feedback

Managers discover how to provide the feedback each person needs to perform at a high level.

Developing and Rewarding Others Learning Track: *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

Course Title	Course Result
Improve the Quality of Feedback You Give*	Improve the quality of the feedback you give your employees
Employees Monitor Personal Performance*	Employees monitor and measure their own performance
Acting with Appropriate Speed to Problems*	Evaluate whether you acted with appropriate speed to problems and issues
Employee Reactions to Performance Evaluations*	Quickly understand how employees feel about their performance evaluation and rating
Teams Monitor Performance*	Team members learn how to monitor and measure their own performance

Increasing Employee Engagement

Managers build the skills required to engage employees to perform at their best.

Engagement & Retention Learning Track: *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

Course Title	Course Result
Supporting Employees*	Determine how you support your employees
Connecting Work to the Organization*	Connect the work employees do to the organization and to future opportunities
Requirements for Success*	Assess whether employees have what they need to be successful in their role
Using an Employee's Best Skills and Abilities*	Perform a job evaluation to determine if a particular role uses an employee's best skills and abilities
Team Satisfaction*	The team evaluates how well the company meets their individual needs
Inform and Inspire Your Team*	Inform and inspire your employees regarding the team's vision
Work-Life Balance for Each Person*	Understand what work/life balance looks like for each person
Appreciating Contribution and Results*	Ask a leader to thank an individual employee or team for their contribution and results

Leadership Essentials

Managers build the leadership skills required to lead the organization strategy, retain top talent and communicate the organization vision.

Leadership Development Learning Track: *Leadership Essentials, Leading the Organization Strategy*

Course Title	Course Result
Become a Reliable Leader with Integrity*	Increase the actions and behaviors that demonstrate you are a reliable leader with integrity
Balance Your Leadership and Employee Roles*	Determine your work priorities as a leader and as an individual contributor
Connecting Goals to Vision*	Connect every employee's individual goals to the organization's vision and strategy
Connecting Team Work to the Strategy*	Discuss how the team's goals and core work is directly connected to the company's strategy
Align Resources to Strategic Priorities*	Define the strategic priorities for the department and align the required resources
Speaking Your Mind*	Assess if people are truly able to speak freely within the team
Innovation Norms and Expectations*	Create team innovation norms and expectations
Are Your Actions Consistent with Your Values?*	Determine if your actions are consistent with your values
Keep Your Top Talent*	Perform a top talent review to determine what you need to do to keep your top talent
Increase Employee Innovation*	Increase the level of innovative actions of your employees
Responding to Issues and Concerns*	Evaluate how you respond to concerns or issues presented by your employees
Analyze the Pros and Cons of Key Decisions*	Analyze essential information and the pros and cons of key decisions

Leading the Organization Strategy

Managers develop their ability to lead others towards achieving the organization strategy.

Leadership Development Learning Track: *Leadership Essentials, Leading the Organization Strategy*

Course Title	Course Result
Integrity Expectations*	Identify and share what you expect from your employees
How Employees Support Organization Goals*	Show employees how they support the organization's goals and strategy
A Leader's Thoughts on Strategy*	Ask a leader to discuss the company's upcoming strategy and changes with your team
Connecting Work to Company Objectives*	Create the connection between company objectives and employees' core work
Meeting Goals and Achieving the Strategy*	Determine what the team can do to help meet the team's goals and achieve the organization strategy
Connecting Work Projects to the Vision*	Evaluate the success of projects based on how well it moved the company towards its vision & strategy
Capture and Share Best Practices*	Encourage the capturing and sharing of best practices and lessons learned
Trust Others to Drive the Strategy*	Show employees you trust them to support the organization's goals and strategy

Management Essentials

Managers build the basic management skills required to coach employees, deliver feedback and recognize the achievements of others.

Management Development Learning Track: *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

Course Title	Course Result
Giving Clear Work Priorities*	Employees get clear on their work priorities for the next 30 days
What Employees Need*	Find out what your employees need from you, their manager
Reinforce Great Teamwork*	Create a team meeting agenda item to reinforce great teamwork
Valuing Employees*	Discuss with your employees why you value them, why they're important to the team and company
Listening to Others' Ideas and Opinions*	Evaluate how well you listen to others' ideas and opinions
Problem Solving Expectations*	Create problem-solving expectations for your employees
The Right Workload for Employees*	Determine if the workload is right for your employees and for the company
The Great Things Employees Do*	Share with your employees the great things they do and how they make a difference
An Ethics and Integrity Discussion*	Ask a leader to come talk to the team about ethics, integrity, and the company values
Perform a Performance Review*	Perform a performance review with your employees
Creating Challenging Work*	Increase the level of challenge an employee experiences at work
Receive Feedback From Your Employees *	Receive feedback from your team on how you're doing as a manager
Creating a Great Work Situation*	Determine what factors would create a great job and work situation for your employees
Evaluating Performance in the Right Way*	Determine if you're doing the right things when evaluating an employee's performance
Perform a Departure Review*	Perform a departure review for your team members

Managing for Success

Building off of the Management Essentials, managers continue developing their ability to manage, inspire and lead employees towards success.

Management Development Learning Track: *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

Course Title	Course Result
What the Team Loves About the Company*	Facilitate a team discussion regarding what employees love about the company
Building Relationships with Colleagues*	Build relationships with colleagues to learn about their role, skills, and expertise
Team Work-Life Balance *	The team determines what they can do together to create balance for everyone on the team
More Than One Solution*	Identify a number of potential solutions for the same problem
Solving Problems in the Right Way*	Determine what is required to ensure issues are solved in the right way at the right time
Team Integrity*	Teams discuss what integrity looks like and identifies expectations for the team
Speaking Freely with Others*	Share with your team how people react to you when you speak freely with others
Soliciting Ideas and Opinions*	Create an agenda item to discuss how the ideas and opinions of others are being solicited and used
Differences Make a Stronger Team*	Employees learn how each person is diverse and how these differences help make a strong team
Understand Customer Needs*	Strengthen your understanding of your customers' needs and what you can do to meet them
The Importance of Safety*	Discuss and reinforce the importance of safety with your team
Create a Safety Culture*	Create a team culture focused on safety and accident prevention

Meeting Management

Managers learn how to lead and facilitate effective meetings.

Project Management Learning Track: *Project Management for Managers, Meeting Management, Become a Contributing Project Team Member*

Course Title	Course Result
Prepare for Any Meeting*	Prepare thoroughly for any meeting
Conduct Effective Meetings*	Conduct effective and efficient meetings
Be a Significant Meeting Member*	Become a significant and contributing meeting member
Stay Focused in Meetings*	Learn how to stay focused in meetings
Meeting Behavior Expectations*	Create meeting behavior expectations with your team

Onboarding New Employees

Managers work with new hires to help them quickly get up to speed by understanding what they must do and achieve to become fully integrated employees.

Onboarding Learning Track: Onboarding New Employees, Starting a New Job

Course Title	Course Result
New Hire Expectations of a Manager*	New employees know exactly what they can expect from you as a manager
First Weeks' Deliverables*	New hires learn what work they must do & what they must achieve in the first few weeks on-the-job
Team Members Introduce Themselves*	Team members introduce themselves to the new hire
Great Work Situations for New Hires*	Managers learn what will create a great work situation for each new employee
Learning a New Role*	New employees learn how they fit in with the team and how they can contribute to the organization
We Wish We Had Known*	New hires learn what their peers wished they had known when starting their own job
Learning from Co-Workers*	New hires learn from co-workers why it's great to work for the team and the company
Teams Share with New Hires*	Team members discuss the team's overall purpose and deliverables with the new hire
New Hires Build New Skills*	Know what skills and knowledge the new hire must build to be successful in the new role
Coaching New Hires*	New employees receive coaching & information to ensure the right work is done at the right time
New Hires Get Coaching From Others*	New hires have a network of resources for coaching, feedback and skill building
Reconnect Employees to Individual Work*	New employees are reconnected to the work they must do and achieve
Feedback for New Hires*	New employees receive feedback on what they've done so far & learn what they must do in the future
Exploring Professional Development*	New hires explore how they can grow and develop within the company
New Hires Build a Professional Network*	Team members help new hires build a network of people within the company
Feedback from New Hires*	Managers receive feedback from their new hires
New Hire Performance Review*	New hires receive a review of their performance since starting their new job
Work and Challenges in the Future*	New hires get clear on the work and challenges that lie ahead

Project Management for Managers

Project Managers focus on the skills required to lead and manage effective and successful projects.

Project Management Learning Track: *Project Management for Managers, Meeting Management, Become a Contributing Project Team Member*

Course Title	Course Result
Team Involvement in Planning	Identify how you will involve the team in planning the project
Brand and Promote Your Project	Create a compelling and concise branding statement for your project
Project Plan Updates	Identify the individuals who must be informed and updated on the project plan
Planning Tools and Resources	Determine the tools and resources you will use to effectively plan your project
Articulate the Attributes of Your Ideas	Learn how to confidently articulate the positive attributes and benefits of your ideas
Essential Project Plan Components	Ensure your project plan has the key components required for success
Status Reporting Expectations	Set team expectations for reporting and sharing project and task status
Sharing Essential Project Information	Determine how quick and informative project information will be delivered from the team
Sharing Problems Right Away	Discuss with the team why problems and difficult information must be shared right away
Monitor Project Status	Actively monitor the current status of your project
Objectively Evaluate Proposals	Use objective criteria to evaluate proposed agreements
Advocate for Interests	Strengthen your ability to advocate for interests rather than positions
Be Open to Different Solutions	Stay open to various and creative solutions
Focus on the Issues vs. Individuals	Avoid getting personal by keeping the focus on issues, not individuals
Negotiating with Difficult People	Implement negotiation strategies to cope with difficult or unethical individuals
The Likelihood of Project Risk	Consider both the impact and likelihood project risks will materialize
Responding to Project Risk	Know how to respond to project risks appropriately
Minimize the Consequences	Minimize the consequences of adverse situations on the project

Providing Resources for Success

Managers learn how to provide the resources employees need to successfully deliver their objectives and achieve team goals.

Engagement & Retention Learning Track: *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

Course Title	Course Result
Managing Team Resources*	Evaluate how well you manage the team or department resources
Required Employee Resources*	Determine if employees have the resources they need to be successful
One Resource for Success*	Employees identify one resource they need to be successful in the next 60 days
Use a Resource Management Agenda Item*	Create a resource management agenda item to ensure team needs are met
Resources and Customer Needs*	Consider the customers' needs when allocating resources
Providing the Right Resources*	Take action to provide the resources employees need for success
Team Resource Needs*	Team members prioritize resources needs
Teams Improve Efficiency of Resources*	The team determines how they can improve the efficiency of existing resources

Recognizing Employees

Managers build their capabilities to recognize their employees for their work and accomplishments.

Engagement & Retention Learning Track: *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

Course Title	Course Result
Recognize Employees Each and Every Day*	Provide recognition to your employees each and every day
Recognize Accomplishments and Contribution*	Employees are recognized for their accomplishments and contribution
Improving How Things Get Done*	Recognize employees who seek out ways to improve the way things get done
Balance Public and Private Recognition*	Create the right balance between public and private recognition
Find Others to Provide Team Recognition*	Find others within the organization who can give praise and recognition to your team

Retaining Your Employees

Managers perform the skills needed to retain each individual employee.

Engagement & Retention Learning Track: *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

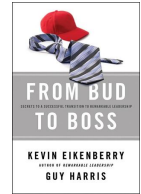
Course Title	Course Result
Overall Satisfaction at Work*	Talk with your employees about their overall satisfaction with the company and their work situation
Keeping Your Employees*	Find out what factors will cause your employees to stay
Decreasing Employee Turnover*	Identify what is required to create a work situation that will cause each employee to stay
Who Needs Better Work-Life Balance?*	Identify who needs help getting a better balance between work and their personal life
Maximizing Employee Talents*	Determine how an employee's top talents are used in his or her job
Creating Work Autonomy*	Create the right level of work autonomy for your team
Compensation Rule of Thumb*	Determine if each employee's compensation package is within market range
Your Own Requirements to Stay*	Identify what will create a work situation that will cause you to stay

Supervision Basics

Managers learn the supervision skills needed when they are responsible for guiding the performance of others.

Management Development Learning Track: *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

Course Title	Course Result
Three Month Work Objectives*	Employees gain a clear understanding of what they must deliver in the next three months
Assist Employees Facing Challenges*	Provide help and assistance to your employees facing challenges and obstacles
Team and Company Policies*	Discuss the importance of team and company policies with your team
Know Your Employees*	Identify what you know about your employees' family, hobbies, personal challenges and interests
Know Who's Really Contributing*	Identify individuals who are really contributing to the team or company goals
Involving Others in Problem Solving*	Involve others in solving important problems and issues
Know Your Team's Experience and Background*	Get clear on the various experiences, backgrounds, skills and perspectives of your team
Work-Life Balance for the Team*	Ensure everyone is clear on what work/life balance looks like with the team or department



Bud to Boss Toolkit

Designed for anyone who is new to supervising and managing others, the *Bud to Boss Toolkit* will provide the foundation needed to take on a new leadership position. New Managers will learn how to communicate with former peers who are now subordinates, as well as develop their skills to coach others, give feedback and handle performance reviews. In addition, they will learn how to conduct difficult conversations, all in a way that is comfortable and productive for everyone.

Management Development Learning Track: *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

Course Title	Course Result
Discussing Your New Leadership Role*	Plan and conduct productive conversations with those you will work with in your new role
Understand the Expectations of a New Role*	Create clear expectations with your boss in your changing role
Creating the Mindset for Your New Role*	Know what you need to do to transition your personal mindset to be effective in your new role
Control vs. Influence*	Determine what you can control and influence to increase your personal and professional effectiveness
Communicating Positive Expectations*	Know how to have positive expectations of others
Motivation for Change*	Understand the factors that influence the desire and motivation to make a change
Accelerate the Acceptance of Organization Change*	Implement the right actions to accelerate the acceptance and success of any organization change
Diagnose Resistance to Change*	Diagnose resistance to change to effectively lead and champion organization change
Dominant Communication Style*	Know how to communicate and connect with employees who like to move fast and are task oriented
Inspiring Communication Style*	Know how to communicate and connect with employees who are high energy and relationship oriented
Supportive Communication Style*	Communicate and connect with employees who care about others and like to evaluate before acting
Cautious Communication Style*	Communicate and connect with employees who are great with data and like to evaluate before acting
Seven Components of Great Presentations*	Apply the seven key components required to give a great presentation
Sources of Feedback*	Understand where you can tap into your feedback power and put it to use
Four Types of Feedback*	Use the four types of feedback to create the right balance in your coaching
Six Step Coaching Model*	Use the six step coaching model to lead others to higher levels of performance
Remove Yourself as a Source of Threat*	Remove yourself as a source of threat during conflict to develop a mutual resolution plan
Creating a Conflict Resolution Mindset*	Create a conflict resolution mindset to increase your ability to facilitate effective conflict management
Accelerate Goal Achievement*	Articulate a compelling reason why a goal matters to accelerate progress towards achieving the goal
Goal Setting at Three Levels*	Know the three types of goals to motivate & inspire your team to achieve higher levels of performance

Remote Leadership Toolkit

Designed for anyone who manages and leads others remotely, the *Remote Leadership Toolkit* provides remote leaders the tools they need to be successful leaders, no matter where their employees work in the world.



Remote Leadership Learning Track: *Introduction to the Remote Leader, Create and Manage Remote Teams, Leading Effective Virtual Meetings, Delivering Great Web Presentations, Remote Goal Setting and Accountability, Remote Coaching and Feedback*

Introduction to the Remote Leader

Course Title	Course Result
The Unique Aspects of the Virtual Work Environment*	Find out what's unique about leading within the virtual environment
Classic Leadership with a Virtual Twist*	Know what additional leadership actions are a must when leading others remotely
Building Trust in the Virtual Environment*	Shift your mindset to successfully build trust and lead others in the virtual environment

Create and Manage Remote Teams

Course Title	Course Result
Managing Remote Teams*	Understand the challenges and obstacles managers face when leading remote teams
Building Trust with Remote Teams*	Identify what's required to build trust and communication with your team
Maximizing Virtual Tools*	Increase your ability to use the tools available to manage others remotely

Leading Effective Virtual Meetings

Course Title	Course Result
The Pitfalls of Web-Based Meetings*	Find out why web-based meetings are sometimes painful and ineffective
Planning a Virtual Meeting*	Know what is required to plan an effective virtual meeting
Leading a Virtual Meeting*	Build the skills required to lead successful virtual meetings

Remote Leadership Toolkit **CONTINUED**

Designed for anyone who manages and leads others remotely, the *Remote Leadership Toolkit* provides remote leaders the tools they need to be successful leaders, no matter where their employees work in the world.



Remote Leadership Learning Track: *Introduction to the Remote Leader, Create and Manage Remote Teams, Leading Effective Virtual Meetings, Delivering Great Web Presentations, Remote Goal Setting and Accountability, Remote Coaching and Feedback*

Delivering Great Web Presentations

Course Title	Course Result
Getting Ready for Your Virtual Presentation*	Understand the challenges of presenting remotely and what's required for success
Web-based Presentation Basics*	Integrate proven practices to ensure great web-based presentations each and every time
Communication Techniques for Web-based Presentations*	Deliver successful web-based presentations with three essential communication techniques

Remote Goal Setting and Accountability

Course Title	Course Result
Keys to Remote Accountability*	Build the capabilities to overcome the challenges of holding people accountable remotely
Collaborative Goal Setting at a Distance*	Learn the keys to setting goals with people who aren't located with you
Helping Others Achieve Goals*	Learn ways to support people in reaching their short and long term goals

Remote Coaching and Feedback

Course Title	Course Result
Coaching Others—The Basics*	Learn how to apply the coaching model to your interactions with others
Applying Coaching Remotely*	Discover what's required to coach others remotely
Giving Remote Feedback*	Build the skills required to provide feedback remotely

totalView™ Toolkit

The totalView™ Toolkit teaches the OMNIview patented “Behavior Based Interviewing” approach, which is the most complete interviewing process in the world. Behavior Based Interviewing allows individuals to structure both behavioral interview questions AND the many other critical non-behavioral questions you need to have answered to truly assess a candidate’s “fit”.



Course Title	Course Result
Interviewing Basics	Discover what interviewers must do to make a good hiring decision
Recognizing Behavior Responses	Learn how to interview for a behavioral response
Evaluating Candidate Responses	Find out how to evaluate candidate responses
Conducting Professional Interviews	Build your skills to conduct effective behavioral based interviews
The Blended Interview Process	Learn how to truly assess a candidate’s fit for the position
The Legal Aspects of Interviewing	Understand what you need to know from a legal perspective when interviewing candidates

Performance Management and Development Toolkit

This set of e-learning courseware will solve some of the most common performance management, performance review and development headaches. Turn the one time per year discussions into on-going discussions. Create valuable annual reviews driving development resulting in more motivated employees.

Course Title	Course Result
An Introduction to Performance Development	Know the mindset required for successful performance development discussions
The Performance Development Mindset	Understand the role you play as a leader in the performance development process
Getting Ready for Performance Development Discussions	Know what you must do to prepare for a performance development conversation
Conducting Performance Development Discussions	Know what you must do to conduct effective and successful performance development conversations
Performance Development for Star Performers	Know what you must do to conduct performance development discussions with your star performers
Performance Development for Struggling Performers	Know what you must do to conduct performance development discussions with your struggling performers
Performance Development for Remote Employees	Know what you must do to conduct performance development discussions with your remote employees
A New Supervisor’s First Performance Development Discussion	Know what you must do to conduct your very first performance development conversation

Predictable Revenue Toolkit

Designed for sales leaders who need to create scalable revenue, a repeatable system, and gain piece of mind knowing that the system they've put in place will do its job and ultimately help triple sales!



Predictable Revenue: An Introduction

Course Title	Course Result
How to Triple Your Sales	Find out what's required to crush your growth goals and create predictable sales
Why Sales People Shouldn't Prospect	Understand why sales people shouldn't do their own prospecting
Sales Tools and Technology	Determine how you will use technology to support your sales initiatives

Lead Generation: Seeds (Customer Success)

Course Title	Course Result
Seeds and Word of Mouth	Understand the value of word-of-mouth lead generation
Customer Success and Growth	Learn the key drivers required to make customer success core to your revenue growth
Lifetime Customer Value	Calculate the true customer value to your bottom line

Lead Generation: Nets (Inbound Marketing)

Course Title	Course Result
A "Triple" Framework for Lead Generation	Build your ability to implement the framework for growing great marketing leads
Common Marketing Failures	Learn what you should not do when conducting inbound marketing
The Most Important Growth Metric	Implement the most important growth metric within your sales team

Lead Generation: Spears (Outbound Prospecting)

Course Title	Course Result
Outbound Prospecting: The Business Case	Know why outbound prospecting is a must for any company wanting to increase sales
Building an Outbound Team	Learn how to hire, compensate and motivate your outbound team
Maintaining an Outbound Team	Discover what's required to onboard, assign territories and measure performance of team members

Specializing Your Sales Team

Course Title	Course Result
Why Specialization Matters	Understand why sales role specialization is essential for large revenue growth
Four Core Sales Roles	Learn the four core sales roles required for all companies wanting to triple their revenue
Specialization in Your Company	Find out how to adapt specialization to your unique situation

Building a Scalable Sales Teams

Course Title	Course Result
Drop Sales Team Churn	Reduce sales attrition to meet your sales goals
Hire a Great Sales VP	Find out what makes a great Sale VP and if you have one already
Hiring the Right People	Learn the best hiring tricks to build the most successful team
Essential Sales Metrics	Use five key sales metrics to drive growth

Stay Interview Toolkit

Designed for managers who need to interview, hire and retain team members of the best and brightest caliber by engaging them properly right from the start. Material derived from the book *The Stay Interview* written by Dick Finnegan. Completing all twelve courses in the toolkit earns two hours of CE for recertification credit through HRCI.



Course Title	Course Result
Introduction to the Stay Interview	Structure a discussion to reveal what is most important to the employee and how to satisfy their desires
Preparing to Conduct Stay Interviews	You can't just wing it and see what happens. Prepare properly and reap the rewards of commitment.
Essential Stay Interviews Skill #1: Listening	Learn great techniques for listening to hear what your employee actually says in your meeting
Essential Stay Interviews Skill #2: Take Notes	Capture key information and show your employees that their opinions are important by taking notes
Essential Stay Interviews Skill #3: Probing	Great probing leads to fresh discovery of important information about the employee and shows concern
Essential Stay Interviews Skill #4: Taking Responsibility	Set a good example as a leader. Don't point fingers and join in the complaining.
Managing the Stay Interview	Use these scripts to direct your employee to respond in the best way.
Developing a Stay Plan	Learn how to mutually create and customize a stay plan with and for your employee
Closing and Forecasting	Use these examples to make essential closing messages to your employees at the end of stay interviews
Avoiding Stay Interview Preparation Traps	Learn the techniques to avoid common traps in preparing for stay interviews
Avoiding Stay Interview Meeting Traps	Review common meeting traps that can occur such as conquering silence, losing focus, becoming defensive, or forcing the meeting
Avoiding Stay Interview Post Interview Traps	Guidelines provided to avoid post interview traps such as dropping the ball and breaking trust

Basic Business Skills

Individuals build the basic business skills required to be successful in any job, at any company.

Being a Business Professional Learning Track: Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss

Course Title	Course Result
Strengthen Job Required Skills*	Increase your ability to perform the processes and procedures required for your job
Know and Meet Customer Needs*	Understand the changing needs of your customers and work to anticipate and meet those needs
Identify All Outcomes of a Potential Decision*	Identify all possible outcomes before implementing a decision
Ensure Strategy Alignment*	Ensure alignment to the organization's strategy before committing to a project or initiative
Seeking Out Cutting Edge Ideas*	Seek out new or cutting edge programs or processes that positively impact the organization's strategy
Organizing Your Workspace*	Organize your workspace and maintain a clutter free and productive work environment
Resources for Success*	Identify the resources you need to be successful in your role
Learn Workplace Technology*	Learn a new workplace technology to enhance your individual work performance
Work Place Rules and Policies*	Evaluate how well you adhere to critical work place rules and policies
Understanding Financial Management*	Take your knowledge and understanding of financial management to the next level

Become a Contributing Project Team Member

Individuals learn what is required to be a successful member of any project team.

Project Management Learning Track: Project Management for Managers, Meeting Management, Become a Contributing Project Team Member

Course Title	Course Result
Performance Measures for Performance	Identify the performance measures you will use to determine project performance
Effective Decision Making	Evaluate the effectiveness of your decision making capabilities
Understand Past Project Issues	Understand past problems and plan for their potential impact on the project
Meeting Customer Needs	Know what your customers need and what you can do to meet these needs
Share What You Think is Best	Share with others what idea or course of action you think is best
Potential Project Risks	Identify potential risks for any project
Navigate within the Organization Structure	Know how to navigate people relationships and within the organization's structure
Know the Competition	Know the competition and how it compares to your company's products and services
Clear and Concise Emails	Learn how to compose clear and concise emails for any audience

Building Your Career

Individuals take action to identify career opportunities, build the required skills and brand themselves to others.

Career Development Learning Track Bundles: Coaching Career Development, Developing for Success, Building Your Career

Course Title	Course Result
Potential Career Opportunities*	Identify potential career opportunities
Company Jobs and Opportunities*	Explore the jobs and opportunities within the company
Identify Your Skill Gaps*	Identify your current skills and capabilities and determine what gaps exist
Create a Career Plan*	Create a solid career plan
Building Skills for Your Career*	Create a skill development plan
Building a Personal Network*	Strengthen your personal network
Branding Yourself*	Brand yourself to others
Reconcile Insufficient Career Opportunities*	Reconcile a situation with little to no career opportunities

Building Your Leadership Skills

Individuals build leadership skills that can help in any role, whether the person is an individual contributor, new supervisor or experienced manager.

Becoming a Future Leader Learning Track Bundles: Communicating with Others, Building Your Leadership Skills

Course Title	Course Result
Keeping Customers Informed*	Keep your customers informed of key information, progress and status updates
Seek Out the Ideas and Opinions of Others*	Actively seek the thoughts and opinions of others in key situations
Show Good Judgment Regarding Creative Ideas*	Demonstrate good judgment for how creative ideas and suggestions will work
Integrity Review*	Perform an integrity review on your actions and behaviors
Contributing to the Organization Strategy*	Identify what you need to do differently to effectively contribute to the organization strategy
Support the Organization's Vision and Strategy*	Select the actions you will take to lead the organization's vision and strategy
Manage Conflict with Others*	Use a process for managing conflict with others
Learn From a Conflict Management Expert*	Identify someone who is good at conflict management who you can learn from
How Inspiring Are You?*	Evaluate how inspiring your words and actions are to others
Be a Powerful and Inspirational Role Model*	Become a powerful and inspirational role model to others

Communicating with Others

Individuals build the skills required to effectively communicate their thoughts, ideas and opinions to others.

Becoming a Future Leader Learning Track: *Communicating with Others, Building Your Leadership Skills*

Course Title	Course Result
Nonverbal Communication*	Monitor and improve your nonverbal communication actions
Understanding Body Language*	Strengthen your ability to read other people's body language
Talk About and Promote the Company Vision*	Determine how you will talk about, promote and share the organization's vision with others
Create a Vision Branding Statement*	Create a concise branding statement to connect others to the organization's vision
Handling Customer Complaints*	Positively handle queries or complaints from your customers

Creating Great Work

Individuals take the initiative to create work that is inspiring, challenging and focused on what they love to do.

Become a High Performing Employee Learning Track: *Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work*

Course Title	Course Result
What Excites You at Work?*	Identify what excites you the most about the company and its future
Increase the Level of Challenge at Work*	Identify the actions you can take to increase the level of challenge in your own work
Analyze Key Experiences for Lessons Learned*	Analyze key experiences from the last two years to discover what you've learned
Work-Life Balance for You*	Define what great work balance looks like for you
The Right Level of Challenge*	Talk to your boss about the right level of challenge for you

Customer Service Basics

Individuals focus on building their knowledge and skills to be successful in their current role, as well as future company positions.

Customer Service Learning Track Bundles: *Building Customer Rapport, Handling Confrontation & Conflict, Serving Customers in the Field*

Course Title	Course Result
Building Customer Rapport	Building customer rapport is easy once you discover the basic elements of customer service
Customer Service Confrontation & Conflict	Understand how to handle upset customers
Customer Service Over the Phone	Speaking to a customer on the phone is just as important as being face to face
Internal Customer Service	How you treat people within your organization is important
Listening to Your Customers	Learn how to be a good listener
Serving Customers in the Field	Identify how best to serve your customers in the field

Customer Service Management

Individuals focus on building their knowledge and skills to be successful in their current role, as well as future company positions.

Customer Service Management Learning Track Bundles: *Customer Service Coaching, Quality, Motivating Agents, Onboarding New Agents*

Course Title	Course Result
Customer Feedback & Insight	Gain insight and learn from customer feedback
Customer Service Coaching	Learn to coach others to give quality customer service
Customer Service Quality	Identify the top customer service actions that create quality customer service
Giving Feedback to your Customer Service Agent	Explore the ways to give meaningful feedback to your agents
Inspiring & Motivating Customer Service Agents	Learn how to motivate and inspire your agents
Managing Remote Customer Service Teams	Identify ways to better manage remote customer service teams
Onboarding New Customer Service Agents	Explore the best ways to onboard new customer service agents
Shaping the Direction of Customer Service	Identify the ways you can help shape the direction of your team's customer service

Developing for Success

Individuals focus on building their knowledge and skills to be successful in their current role, as well as future company positions.

Career Development Learning Track Bundles: *Coaching Career Development, Developing for Success, Building Your Career*

Course Title	Course Result
Exploring Company Job Opportunities*	Explore the jobs and opportunities within the company
Brand and Promote What You Do*	Learn how to brand and promote what you love to do
Identify Potential Career Opportunities*	Identify potential career opportunities
Know Your Skills and Gaps*	Identify your current skills and capabilities and determine what gaps exist
Building Skills and Capabilities*	Identify the top actions you can do to strengthen your skills, capabilities, and overall performance
Skill Development Opportunities*	Identify skill development opportunities for yourself and/or your employees
Personal Skill Development Plan*	Create a personal skill development plan
Increase Your Personal Performance*	Build the skills required to increase personal performance
Best Professional Organizations for You*	Identify the best professional organizations you should join for your job or career
Personal Expectations and Your Workload*	Check your personal expectations regarding your workload and job requirements

Developing Work Relationships

Individuals build their relationships with colleagues and peers to increase personal success and team collaboration.

Leading Teams Learning Track: *Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills*

Course Title	Course Result
Working with a Diverse Team*	Evaluate how well you work with individuals with different perspectives and expertise
Build your Network*	Build relationships with colleagues to learn about their role, skills and expertise
Empathy for Others*	Assess the level of empathy you show others
Share Your Knowledge and Expertise*	Increase your willingness to share your knowledge and expertise with others
Recognize Your Peers*	Recognize your peers for their contributions and accomplishments
Building Trust with Others*	Build trust with others by building relationships with your colleagues
Balance Conflicting Customer Priorities*	Balance the conflicting priorities of different customers

Increasing Your Contribution at Work

Individuals develop the skills required to deliver high performing results.

Become a High Performing Employee Learning Track: *Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work*

Course Title	Course Result
Increase Your Personal Success*	Identify one action that if done more will increase your personal success
Struggling to Meet Commitments*	Solve for the reasons you struggle to meet commitments
Increase Your Personal Engagement*	Outline the actions that will increase your personal engagement and performance
Increase the Quantity of Work*	Select specific actions you will take to increase the quantity of work produced
Stay Productive While Waiting for Answers*	Maintain personal productivity while waiting for answers to critical questions
When Are You Most Creative?*	Identify the time you are most creative and innovative
Organizing Information for Productivity*	Organize information to increase your effectiveness and productivity
Creating Accountability for Business Results*	Work with your boss to create accountabilities for how you are responsible to achieve business results

Personal Behaviors and Conduct

Individuals strengthen their personal conduct and behaviors to become individuals with character and integrity in the workplace.

Being a Business Professional Learning Track Bundles: Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss

Course Title	Course Result
Manners and Courtesy at Work*	Evaluate your level of manners and courtesy at work
Developing an Attitude to Learn*	Determine if you display an attitude to learn
Increase Your Objectivity*	Increase objectivity by identifying various perspectives of the same situation
Do You Overreact?*	Determine if you tend to overreact to stressful and difficult situations
Persevere During Setbacks*	Persevere in the face of setbacks
Being Consistent with Company Values*	Increase the consistency between your actions and the company values
Don't Jump to Solutions*	Spend time asking questions before immediately jumping to solutions

Starting a New Job

Individuals new to a job, role or the company, take action to accelerate the time it takes to become a productive employee and integrated team member.

Onboarding Learning Track: Onboarding New Employees, Starting a New Job

Course Title	Course Result
Clear Work Expectations*	Know exactly what you must do over the next six months to be a high performing employee
Learn about the Company and Customers*	New hires learn more about the company and its customers
Information for Success*	Find out who can provide the information you need to be successful in your job
Making an Impact*	Determine how you make a positive impact on the team and within the company
Getting to Know Your Peers*	Get to know your co-workers' role, skills, and expertise
Six Month Work Priorities*	Get clear on your work priorities for the next six months
Current Performance Review*	Review your current level of performance and determine what you should do going forward

You and Your Boss

Individuals build their relationship with their boss to receive the right level of feedback and coaching for success.

Being a Business Professional Learning Track: Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss

Course Title	Course Result
Feedback for Great Results*	Identify the areas you need feedback on to deliver great results
Ask Your Boss for Feedback*	Ask your boss for feedback on your performance
Support the Company Mission and Vision*	Talk with your boss regarding how your actions & behaviors support the company mission and values
Discuss Your Work-Life Balance Needs*	Meet with your boss to discuss your work/life balance needs
Recognizing Your Boss for Personal Achievements*	Recognize your boss for his or her contribution to the team's achievements & your individual success

Writing to Get Things Done® Toolkit (also available in Spanish)

Individuals improve productivity by learning how to use writing as a powerful tool for getting things done. Individuals will improve their on-the-job writing skills, including creating clear, easy-to-read emails, letters, memorandums, meeting minutes, procedures and technical reports.



Become a High Performing Employee Learning Track: Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work

Course Title	Course Result
Effective Business Communication*	Know and use the three components of effective business communication
Separating Readers' and Writers' Needs*	Be able to separate the readers' needs from the writer's needs
Identifying Ineffective Writing Styles*	Identify ineffective writing styles
Using the Reporting Process*	Use the reporting process when creating written communications
Selecting the Best Writing Model*	Know how to select and use the best writing model for presenting your thoughts and ideas
Write Effective Opening Paragraphs*	Be able to write an effective opening paragraph
Effective Middle and Closing Paragraphs*	Write an effective middle and closing paragraph
Forecasting Subject Lines*	Be able to write a concise and effective forecasting subject line
Most Common Business Writing Model*	Know how to use the writing model required for about 80% of your writing
Writing Model for Reports and Documents*	Use the writing model required for long documents, such as reports and manuals
Writing Style and Tone*	Know how to use an effective writing style and tone
Effective Emails*	Assess the quality of your emails

General Business Training A-La-Carte Courses

Course Title	Course Result
Administrative Support	Learn new tools of efficiency in time management, communication and collaboration.
Anger Management	Identify new ways to control reactions of anger in the workplace.
Appreciative Inquiry	Manage and guide employees in a positive environment.
Assertiveness & Self Confidence	Find your inner strength and let it lead you in new directions.
Attention Management	Gain insight and strategies into what it takes to increase efficiency and productivity.
Basic Bookkeeping	Learn the basics of bookkeeping.
Being A Likeable Boss	Choose inspirational and engaging tasks for yourself and others.
Body Language Basics	Adjust and improve the way you communicate through non-verbal communication techniques.
Business Acumen	Find key financial levers, see the big picture and develop a risk management strategy.
Business Succession Planning	Identify the people who will lead in the future.
Call Center Training	Sharpen effective communication, proper telephone etiquette, identify types of buying motivations.
Civility In The Workplace	Practice workplace etiquette and learn styles of conflict resolution and specific interventions.
Communication Strategies	How to understand the different methods of communication and how to make the best of each one.
Conducting Annual Employee Reviews	Improve employee performance with meaningful employee reviews.
Conflict Resolution	Learn seven-step conflict resolution process to resolve conflict disputes of any size.
Creative Problem Solving	Learn key problem solving tools such as brainstorming, using resources to gather & analyze data.
Critical Thinking	Become a more rational and disciplined thinker to make better choices and decisions.
Customer Service	Practice good customer service at all levels.
Delivering Constructive Criticism	Learn how to prepare and when to deliver constructive criticism.
Developing Corporate Behavior	Identify the behaviors that are and are not appropriate in a corporate environment.
Developing a Lunch and Learn	Create new content and useful takeaways for informal meetings called Lunch and Learn Sessions.
Developing Creativity	Improve imagination, divergent thinking and mental flexibility.
Developing New Managers	Identify crucial steps to develop your new managers.
Digital Citizenship	Practice digital etiquette and safe use of technology to translate social skills into the virtual world.
Emotional Intelligence	Learn more about this trending topic. What is it and how is it useful in the workplace?

Employee Motivation	Learn five motivational models for setting clear and defined goals for employees.
Employee Onboarding	Identify ways to engage and follow up with employees.
Employee Recruitment	Discover ways to recruit and retain talent.
Event Planning	Use these tips to plan your future events.
Executive and Personal Assistants	Learn the skills necessary to become a successful gatekeeper.
Generation Gaps	People of all ages participate in today's work force. Learn to work with all of them.
Goal Setting and Getting Things Done	Learn strategies to overcome procrastination.
Hiring Strategies	Obtain the necessary tools to find that diamond in the rough.
Human Resource Management	Fundamentals that will assist you in handling personnel issues.
Internet Marketing Fundamentals	Utilize your content, the "king" of internet marketing.
Interpersonal Skills	Identify ways to improve interpersonal skills.
Knowledge Management	Learn fundamental ways to manage knowledge.
Leadership and Influence	Learn theories and techniques of leadership to apply in the workplace.
Marketing Basics	Identify basic elements of good marketing.
Manager Management	Provide the skills, guidance and empowerment to your team of managers.
Managing Workplace Anxiety	Identify signs of anxiety and learn the coping skills to deal with it in common situations.
Measuring Results from Training	Learn steps to measure the success of your training methods.
Media & Public Relations	Reach out to the best sources to market your services.
Middle Manager	Create structure and processes to manage teams.
Millennial Onboarding	Learn the best ways to welcome millennials to your company.
Motivating Your Sales Team	Target the unique ways each team member is motivated to improve performance and productivity.
Organizational Skills	Receive the tools necessary to develop better organizational skills for personal and professional gain.
Overcoming Sales Objections	Learn how to eliminate the objection to push through to get the sale.
Performance Management	Use three phases of project management to develop a performance journal and performance plan.
Personal Branding	Gain the knowledge to define and influence how others see you.
Presentation Skills	Identify the best ways to get your message across when making a presentation to others.
Social Intelligence	Learn how to express and interrupt social cues to have a positive influence on your environment.
Social Media In The Workplace	Build a social media policy. Realize how social media and the workplace can work together.

Talent Management	Create assessments and training programs, identify employee engagement, improve retention.
Team Building For Managers	Apply the principles of team building to your own organization.
Telework And Telecommuting	Add skills needed to be successful in a work-from-home environment.
Time Management	Receive skill set for personal motivation, organizational tools, delegation, crisis management & more.
Virtual Team Building	Learn how to manage a virtual team during any type of project.
Workplace Diversity	Use strategies to remove barriers and stereotypes to encourage diversity in the workplace.
Workplace Harassment	Understand your rights and responsibilities under the law. Implement anti-harassment policies.

Maintenance & Safety Courses

Course Title	Course Result
A Million Excuses	A humorous look at the “million” excuses to avoid safety procedures and responses to those excuses
A Practical Approach to Ladder Safety	Demonstration of basic precautions, proper choice of ladder type and duty-rating, placement, hazards
Active Shooter – Helping Prevent Tragedy	Review of elements of an active shooter scenario and what employees should do to deal with one
Adult, Infant & Child CPR & AED Awareness	Learn the different CPR techniques required for each appropriate age group
Aerial Boom Lift Platform Safety	Demonstration of safe work practices for operating aerial boom platforms
Aerial Lifts in Construction Environments	Learn the types of aerial lifts and how to set up, operate and move them safely
Anhydrous Ammonia Safety	Learn the chemical properties of ammonia, process hazard analysis and emergency response plan
Avian Flu – Get the Facts, Not The Hype	Give your employees the tools they need to act in the event of an outbreak or potential outbreak
Back Safety Basics	Back injuries caused by improper lifting are the most common disabling injuries in the workplace.
Back Safety for Landscaping & Maintenance	Learn body mechanics and exercises, how to lift below waist & above shoulders, two-person lift, etc.
Back Safety Update – proper care of the back	This excellent video emphasizes overall back health including weight control, back structure, diseases
Backhoe & Front End Loader Safety	This program covers the maintenance & operation of a backhoe with emphasis on safety.
Backhoe Safety	Real-world tips and advice on safe backhoe operation: trailers, inspection, start-up, positioning, etc
Basic Electrical Safety	Basic electrical terminology and definitions, hazard awareness, common mistakes made, safety issues
Benzene Safety	Reduce exposure to this hazardous chemical by using proper safety procedures.
Billy Robbins’ Hooked on Safety “My World”	Billy’s story of his own traumatic accident and its aftermath will influence a commitment to safety
Blood borne Pathogens-Always Protect Yourself	Explanation of what one is, the risks of exposure, the elements of protection and employee training
Blood borne Pathogens for Maintenance	Demonstration of how maintenance staff can safely clean up spills of blood or infectious materials
Blood borne Pathogens for Non-Healthcare staff	Educate your staff about HIV and Hep B viruses to reduce the risk of exposure with accident victims
Cal-OSHA – New Laws on Serious Injuries	Be aware of new laws to avoid conditions that may lead to severe penalties by OSHA
Close Calls and Near Misses	It is important to report all close calls to correct unsafe conditions and prevent injuries
Comprehensive Employee Safety Orientation	Properly orient workers to the safety issues they will face on the job, before they begin work.
Compressed Air Safety	A must-see for any employee using compressed air
Cell Phones – A Dangerous Distraction	When used at the wrong time and place, cell phones can get us in trouble and cause serious injury

Maintenance & Safety Courses

Course Title	Course Result
Chain Saw Safety for Landscape Operators	Demonstration of chain saw use for higher skilled operators – techniques for climbing, pruning, etc
Chainsaw Accidents – The Consequences	Explanation and demonstration of how chainsaw accidents can occur and be prevented
Chlorine Safety	Proper procedures for handling chlorine for swimming pool disinfection and water treatment
Crane Safety in Construction Environments	Over 90% of crane-related accidents are caused by human error. Learn more about crane safety.
Dealing with Drug & Alcohol Abuse	Identifies types of substances abused and what employees can do to help keep their workplace safe
Depending on You – Child Abuse & Neglect	We are all responsible for reporting child maltreatment. Learn about responsibilities under state laws
Dump Truck Safety	Review basic operation, equipment controls, attachments, dumping and spreading loads safely
Effective Safety Committees	Secrets to starting a successful and effective safety committee, developing policies and procedures
Electric Arc Flash Safety	Arc flash workplace standards, risk factors, regulations, pro-active safety precautions
Electrical Safety	Basic terms & definitions, circuits & flow, avoiding hazards, dealing with an electrical accident
Electrical Safety Awareness for Non-Electricians	Scenarios of electrical situations “gone wrong” and how to acquire safe work practices
Electrical Safety For Everyone	Obtain a general understanding of how electricity works and actions to take to prevent accidents.
Electrical Safety for Qualified Workers	Explanation of safety precautions that must always be taken to avoid needless tragedies.
Electrical Safety Illustrated	Teach employees how the currents of electricity flow through circuits and the body!
Electrocution Hazards in Construction – Part One	Types of hazards and electrocution are explained along with ways employees can protect themselves
Electrocution Hazards in Construction - Part Two	Employers are responsible for training their employees about electrical hazards and protection
Emergency First Aid	Provide basic information for your employees on how to properly apply first aid in an emergency.
Emergency Planning	Learn the basics of the emergency planning process. Every facility should have a plan in place.
Emergency Preparedness and Response	Become familiar with basic emergency response practices for response to crisis or an emergency.
Eye Safety – Basic Training	How to select and use personal protective equipment to protect eyes from injury at work.
Fall Factors: Preventing Slips, Trips & Falls	Learn the factors involved in every fall and the common hazards making them more likely.
Fire Extinguisher Training	OSHA requirements, fire prevention tips, classes of extinguishers, placement, use and maintenance
Fire Extinguisher Basic Training	Use, five classes of fire, types of extinguishers, when not to fight a fire, inspection requirements

Maintenance & Safety Courses

Course Title	Course Result
Fire Prevention & Emergency Evacuation	Help employees prepare for potential emergency situations, emergency planning & evacuations
Fire Safety in the Office	Teach employees steps to help prevent office fires and what to do in case of a fire emergency.
First Aid – Until Help Arrives	Viewers are shown how to respond in a variety of emergency situations by a veteran EMT.
First Aid in Construction Environments	Basic first aid knowledge can often limit the severity of any type of injury or even prevent death.
Good Housekeeping: Everyone’s Responsibility	Review basic housekeeping practices that can prevent workplace fires and review other hazards.
Good Housekeeping: Keeping Your Workplace Safe	OSHA compliance training offering info on cleaning methods for dust, clutter and mold.
Hand & Power Tools	See how accidents can be significantly reduced by applying good general safety rules.
Hand & Power Tools Safety in Construction	Tool hazards and maintenance, choosing the right tools for the job.
Hand Injury Prevention – Basic Training	Understand the structure of the hand and wrist and what precautions can be taken to avoid injuries.
Hand, Wrist and Finger Safety	Review hand, wrist and finger hazards and the steps necessary to avoid injuries.
Handling A Sexual Harassment Investigation	Understand exactly what constitutes sexual harassment and how to document and investigate a case
Hazard Communication	OSHA requires training for all employees who use or are exposed to chemicals to protect them.
Hazard Communication – Basic Training	Provide your employees with the training necessary to meet OSHA standards requirements.
Hazard Communication – GHS Compliance	OSHA has aligned with the Global Harmonization System put forth by the United Nations.
Hazard Communication – Key to Chemical Safety	Practical information for your employees on the use of chemicals.
Hazard Communication & the GHS System – What You Need to Know	New labeling requirements, the 16 section Safety Data Sheet, changes to the workplace
Hazardous Waste & Chemicals	Basic hazardous waste regulations, chemical labeling, working safely with solvents
Health & Safety Factors in Welding Operations	Hazards such as inhalation of toxic gases, fumes, radiation, live electrical circuits, combustion, etc
Hearing Conservation – Basic Training	Training on the basic methods of protection for work-related hearing loss
Hearing Conservation and Safety	How to comply with OSHA’s revised Hearing Conservation Standard
Heat Stress – Real Accident, Real Stories	Personal accounts of incidents when safety was neglected in high temperature situations
Heat Stress	Review how heat affects the body, prevention, first aid
Heat Stress in Construction Environments	Remind employees heat-related illnesses can occur in many situations and review prevention

Maintenance & Safety Courses

Course Title	Course Result
Heat Stress: Staying Healthy, Working Safely	Define heat stress and address proper clothing, hydration, work habits needed to stay safe.
Hedge Trimmer Safety	Train your landscape employees in the safe operation of hedge trimmers.
Hexavalent Chromium Employee Training	Learn the effects of exposure to it and how to maintain safe work practices per OSHA regulation
Housekeeping & Accident Prevention	Demonstrate how to prevent workplace accidents by paying attention to
Hydrogen Sulfide Employee Training	Characteristics, symptoms of exposure, respiratory protection, monitoring, evacuation procedures
I Chose To Look The Other Way	Speaking up can save lives and help develop a positive safe work environment.
Incident Investigation	Train managers to investigate each incident properly and thoroughly – fact finding, corrective actions
Industrial Fire Prevention	Learn the causes of fire, steps to help prevent industrial fires, and what to do in an emergency.
It's Up To Me	Compel your employees to report or correct unsafe situations.
Job Safety Awareness: Safety Awareness & You	Learn the process of developing a successful job safety analysis.
Just a Second Ago: The Brad Livingston Story	One man's story about his life-changing injury due to violation of a procedure by taking a shortcut.
Killer Bees, Wasps and Spiders	Review of when and why a bee is likely to attack, defense, treatment for stings and bites.
Ladder Safety	Review of ladder selection, inspection, climbing, accidents, precautions and more.
Ladder Safety in Construction Environments	Ladder selection and inspection before use, setting up and moving, climbing, accidents
Ladder Safety Updated	Basic safety techniques for both step ladders and extension ladders.
Landscape Power Tool Safety	Educate your employees on different types of landscape power tools and how to operate them safely
Large Equipment Safety	Review the safe use of front-end loaders, backhoes and tractors.
Lessons Learned from Hand Injuries - Graphic	Workplace hand injury scenarios teach valuable safety lessons about protecting our hands.
Lessons Learned from Hand Injuries – Non Graphic	Workplace hand injury scenarios teach valuable safety lessons about protecting our hands.
Light Industrial (Office) Back Injury Prevention	Learn how back injuries occur and why the back is susceptible to injury from improper lifting.
Lock Out/Tag Out	Review of OSHA's Lock Out/Tag Out regulation
Lock Out/Tag Out Procedures	Create awareness about proper procedures to use lock out/tag out equipment
Lock Out/Tag Out Would have Saved His Life	True story of a man killed in a workplace mishap that could have been prevented by lock out/tag out.

Maintenance & Safety Courses

Course Title	Course Result
Lock Out/Tag Out – Basic Training	Overview of the lock out/tag out process when working on machinery.
Lock Out/Tag Out Training for Employees	Review the procedures used to control common forms of energy that drive machinery.
Maintaining Your Safety – Graphic Long Version	Learn how to overcome pressure and always follow safe work procedures.
Maintaining Your Safety – Graphic Short Version	Reenactments of common maintenance incidents, testimonials and examples of safe practices.
Maintaining Your Safety – Non Graphic – Long	Job hazard analysis, reenactments of common maintenance incidents.
Making Safety Work: An Overview of Workplace Safety	Overview of common workplace hazards and how they can be controlled.
Managing Anger to Prevent Workplace Violence	Insights into the causes of workplace violence, warning signs and potential threats identified.
NFPA 70E 2012: Electrical Safety in the Workplace	The dual hazards of electric shock and arc flash are clearly explained with arc flash footage.
Office Injury Prevention – Long Version	A good safety attitude and using good judgment are the real keys to injury prevention.
Office Safety	Good safety practices in the office prevent accidents and injuries. Review hazards and preventions.
Office Safety: It's Not Magic	Magician Steve Faris addresses common hazards found in the office environment.
OSHA 4 – Bloodborne Pathogens, Hazcom, Ladders, LOTO	Four OSHA training topics assembled in one great video.
OSHA Lead Standard	Contents of the standards and methods of compliance, exposure assessment, monitoring, PEL
OSHA Recordkeeping for Managers/Supervisors	Provides information managers need to comply with OSHA's revised recordkeeping regulation.
Overexertion-Repetitive Motion Injury Awareness and Training	Learn how the body functions, risk factors associated with overexertion type injuries & prevention.
Pandemic Flu – The Facts	Insure your company is prepared for a pandemic outbreak with proper universal precautions.
Personal Protective Equipment – A Refresher	The proper use of PPE is key in avoiding many common workplace injuries.
Personal Protective Equipment	Review of OSHA's Personal Protective Equipment (PPE) Standard.
Portable Grinders and Abrasive Wheels	Learn the proper use of grinders and abrasive wheels, proper maintenance & PPE.
Power Saw Safety	Review of hand held and table saw safety requirements.
PowerLift: Lifting Training That Works	Five lifting techniques reviewed to use in practically every situation.
PPE – Head to Toe	Overview of the variety of PPE to help make work safe.
PPE – It's Your Call	The full range of PPE for head, eye, ear, hand and foot is shown in many job settings.

Maintenance & Safety Courses

Course Title	Course Result
PPE – Real Accidents, Real Stories	Follow three workers who decided to ignore PPE safety guidelines and paid the price.
PPE – Your First Line of Defense	Great advice on the proper use of PPE.
PPE – Your Last Layer of Protection	Discussion of the proper selection and use of common types of PPE.
PPE for Landscape and Maintenance Workers	How to properly protect landscape & maintenance workers with PPE while operating equipment.
PPE in Construction Environments	Assist construction workers in selecting proper Personal Protective Equipment.
PPE: Wear It For You	PPE only works if you wear it. Listen to David Dyck’s powerful true story of survival due to his PPE.
Property Management Safety – Slips and Falls	Promote awareness of slips and falls from a property management perspective.
Property Management Safety – Fire Prevention	Conditions that contribute to fires and how to minimize risk of a potential fire in an apartment.
Property Management Safety – PPE	Make sure your employees have and use the proper PPE in an apartment community.
Property Management Safety – Resident Safety	Train your employees on key issues relating to safety in regards to new residents.
Property Management Safety – Resident Slips and Falls	With a focus on exterior and weather related hazards, learn what to look for to limit liability exposure.
Protecting Our Sight	Discussion of the protective devices and precautions we can utilize to prevent injuries to our sight.
Preventing Harassment: Creating A Positive Workplace (Office)	Look at various types of workplace harassment and how it affects the work environment.
Preventing Sexual Harassment – For Employees	Understand what constitutes sexual harassment, victims and harassers, reporting incidents.
Preventing Sexual Harassment – For Managers	Recognize sexual harassment and how to prevent it.
Preventing The Spread of Contagious Illness	Explanation of the origins and symptoms of contagious illnesses and prevention of spreading them.
Principle to Practice with David Lynn CSP	Speaker David Lynn discusses 15 real-world techniques that can be used to put safety into practice.
Propane Safety Update	Safely use and handle liquefied petroleum gas. Review properties of propane.
Respiratory Protection and Safety Updated	Understand how the respiratory system works and common types of respiratory problems.
Respiratory Protection Basic Training	Basic information about personal respiratory protection under adverse or hazardous conditions.
Rigging Safety in Construction Environments	Review changes in the OSHA crane safety regulations.
Rooftop Safety Procedures	Working on roof tops requires specialized types of fall protection. Review controlled descent work.
Safe Electrical Work Practices & 2015 NFPA 70E	Learn NFPA’s “Best Practices” for electrical safety guidelines.

Maintenance & Safety Courses

Course Title	Course Result
Safe Lifting in Construction Environments	There are good reasons to consider how we lift and carry things. There are right and wrong ways.
Safe Operation of Scissor and Boom Lifts	Review procedures to prevent injuries such as electrocution, falls, crushed body parts and tip overs.
Safety – It’s YOUR Responsibility	Safety awareness is each employee’s personal responsibility. Review proper precautions needed.
Safety Awareness II: Real Accidents, Real Stories	Experienced workers talk about how ignoring safety guidelines led to their accidents and injury.
Safety Bob’s Comprehensive Construction Safety Orientation	Specialist Bob Synnett discusses the hazards of construction work and prevention of mishaps.
Safety Decision Making: Overcoming Human Nature	Reenactments and a little humor help explain how humans are tempted to make unsafe choices and how to overcome it.
Safety for Equipment Maintenance	All maintenance professionals need reminders on all types of safety awareness. This is an overview.
Safety Leadership–A Supervisor’s Responsibility	Review of the various training requirements a supervisor may encounter.
Safety Orientation	An overview of basic safety rules to reinforce an employee’s responsibility for safety per OSHA.
Safety Orientation – Employee Basic Training	Give new hires the tools to develop good safety habits and hazard perception skills from day one.
Safety Orientation in Construction Environments	Create an orientation to address the common safety problems that could be encountered at work.
Safety Orientation Updated	Train your employees to anticipate the possibility of accidents before they happen.
Safety Principles for Grounds Maintenance	Review proper use of PPE, back injury prevention, avoiding heat stress, emergency preparedness, etc
Safety Procedures for Lawn Mower Operators	Learn safety procedures for the walk behind and the ride on style of lawn mowers.
Safety Showers and Eye Washes	Training regarding situations where safety showers and eye washes should be used and how to do it
Safety’s Top 10	Top ten causes of workplace injuries and how they can be prevented
Scissor Lifts in Construction Environments	Review types of lifts, training requirements, potential hazards, inspections and proper operation.
Severe Weather Alert – Are You Prepared?	Be prepared for severe weather and review meanings of severe warnings and watches.
Sexual Harassment in the Workplace	Review the basics of sexual harassment law, employee rights and responsibilities
Sexual Harassment Training For Employees	Learn how to identify and report sexual harassment and what to do if you become a victim.
Sexual Harassment Training For Managers	Educate all employees about sexual harassment, responsibilities, identification, reporting, prevention
Shop Safety	What DOESN’T go on in the shop? Review a variety of common safety prevention techniques.
Skid Steer Safety	Review of pre-start inspection, working with attachments, preventing rollovers and best practices.

Maintenance & Safety Courses

Course Title	Course Result
Slips, Trips & Falls in Construction Environments	Learn about situations found on sites that can lead to slips, trips and falls and accident prevention.
Slips, Trips & Falls Prevention	Solid common sense training for employees on how to prevent slips, trips and falls.
Slips, Trips & Falls Update	Slips, trips & falls account for more workplace injuries than any other type of accident. Find out why.
Slips, Trips & Falls: Stranger Than Fiction	Follow a day in the life of an unsuspecting worker who learns a life-altering lesson.
Small Falls Are a Big Deal	First hand stories from EMT and firefighter Martin Lesperance on how to control fall hazards.
String Trimmer Safety	Review current models, maintenance & proper operation.
Superintendent Safety Responsibilities	Supervisors are solely responsible for the health and safety of their employees. Learn to protect them.
Supported Scaffolding Safety	Learn the correct ways to erect, maintain, and use scaffolding equipment.
Supported Scaffolding Safety in Construction	How to comply with OSHA's scaffolding regulation to avoid injury and accidents.
Surviving The Fall – Proper Use of Personal Fall Arrest System	See fall protection equipment deployed in actual fall events and learn proper selection of the devices.
Suspended Scaffolding Safety	Increase awareness of scaffolding risks and how to minimize the risks.
Suspended Scaffolding Safety in Construction	Reduce hazards by knowing the correct ways to erect, maintain, and use scaffolding equipment.
Take Time for Safety	Learn to always choose safety over time savings by taking these steps to stay safe.
That's Why You Wear Eye Protection	Review real life scenarios to teach about the hazards of not wearing eye protection.
The ABC's of Your Personal Fall Arrest System	How to use a body harness and inspect it for potential problems and tying off safety.
The Safe Operation of Utility Carts	Review problems caused by complacency in the operation and basic maintenance of utility vehicles
Top 5 Things to Know About The Flu	Take a tour of the top 5 effective ways to avoid the flu during flu season and beyond.
There's No Excuse For Unsafe Acts	Put safety first in every job because unsafe acts always have the potential to cause injury or death.
Ticks: Disease Prevention	Increase awareness of tick-related diseases and how to inspect for, identify and remove ticks.
Tower Safety and Rescue Procedures	Training to help take the danger out of working on a tower.
Toxic Mold – The Facts	Explanation of toxic mold, review of hazards involved in working around it, proper handling of it.
Tree Trimming Safety	Review of saws, axes, pruning tools, chainsaws, PPE, safety belts, harnesses, ladders, booms, etc.
Understanding & Preventing Heat-Related Illness	Discussion of heat-related ailments, what to do to treat victims, and precautions to take.

Maintenance & Safety Courses

Course Title	Course Result
Utility Cart Safety	Reenacted accidents demonstrate how people can be hurt if carts are driven improperly.
Welding Safety in Construction Environments	Reminder of the hazards associated with welding and information to work and weld safely.
What To Do About Workplace Emergencies	Vital information to use in establishing an Emergency Action Plan and written policies.
Working Safely in Cold Weather	Cold stress can mentally and physically disorient workers. Review effects, symptoms, first aid and prevention.
Working Safely With Compressed Gas Cylinders	Handle and transport these potentially volatile storage containers safely.
Working Safely With Pneumatic Tools	Review proper use of tools powered by compressed air including drills, hammers, spray guns, etc.
Workplace Harassment in Industrial Facilities	Review the many forms of sexual harassment, how to handle verbal abuse and threats, what to do and what not to do.
Workplace Harassment in the Office	From practical jokes to intimidation, harassment encompasses a wide variety of behaviors.
Workplace Harassment, Discrimination & Respect	Identify & prevent harassment, discrimination and disrespectful behavior.
Workplace Security Awareness – Concise	Increase awareness of workplace security issues.
Workplace Violence – Prevention & Intervention	How to recognize the potential for violence and how to respond if threatened.
Workplace Violence: The Myths & Mysteries	Review the real cost of workplace violence and how to prevent, deter, or defuse it before it occurs.
Workplace Safety Investigation–Lockout/Tagout	Viewers learn the OSHA Lockout Tagout standard 1910.147 referenced in an accident investigation.

Property Management Solutions

Course Title	Course Result
Affirmative Fair Housing Solutions	All your questions are answered including what, where, how, when and why!
Basic Leasing Solutions	Learn telephone techniques, personal demonstrations, follow-up tips, and other leasing solutions.
Customer Service = Resident Retention Solutions	It costs 5-6 times more to replace a resident than it does to keep one, learn how to retain residents and increase your bottom line.
Fair Housing Solutions	Obtain Best Practices for Federal Fair Housing Compliance
Fantastic Follow Up Solutions	Studies show that 3 out of 4 prospects will lease if followed up on...learn the follow up techniques that work.
Overcoming Objections & Closing with Confidence Solutions	Increase your closing ratio with these techniques. This course covers verbal & non-verbal leasing signals, knowing when to close, overcoming common objections and offers more closing solutions.
Reducing Delinquency Solutions	Learn the steps to take to reduce your property's delinquency.
Resident Communication Strategy Solutions	Communication is key when providing great customer service and can make a resident loyal to you. Reduce turnover, increase value and referrals.
Terrific Telephone Techniques Solutions	Learn these techniques to ensure that your community lands on the short list and results in qualified visits.