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Course CATEGORIES and Page Containing Course TITLES/DESCRIPTIONS

1. California Anti-Harassment	2
2. Communication Styles (DiSC, Emotional Intelligence, etc.)	3
3. Communication Skills (Listening, Non-Verbal, Anger, Assertiveness, etc.	5
4. Customer Service	9
5. Financial Basics	11
6. Financial Compliance	14
7. Key Account Selling Skills, Planning Skills	19
8. Key Account Sales Call Planning & Techniques	20
9. Leadership	22
10. Microsoft Excel 2010, Advanced & Essentials	26
11. Microsoft Office 2003	27
12. Microsoft Office 2007	28
13. Microsoft 2010 New Features	29
14. Microsoft Office 2010: Special Features	29
15. Microsoft Office Access 2007: Essentials	30
16. Microsoft Office Excel 2007: Advanced & Essentials	31
17. Microsoft Office PowerPoint 2007	32
18. Microsoft Office PowerPoint 2010: Essentials	33
19. Microsoft Outlook 2010: Essentials	34
20. Microsoft Windows 7: Essentials	34
21. Microsoft Word 2010: Essentials	35
22. Negotiation Skills	36
23. Operations	38
24. PC Fundamentals Essentials	39
25. Presentation Skills	40
26. Professional Productivity (time mgmt., stress mgmt., writing skills, conflict mgmt., etc.)	42
27. Retail Excellence	46
28. Safety	47
29. Selling Skills	51
30. Sexual Harassment	53
31. Supervision Skills	54
32. Understanding the Media	57
33. Workplace Compliance	58

CALIFORNIA ANTI-HARASSMENT

Introduction to California Anti-Harassment: When you think of harassment in the workplace what comes to mind? Most of us are familiar with harassment and discrimination, meaning we know what it is and that we shouldn't do it. But have you ever thought about why a person harasses? What goes on in their mind to make them think their behavior is ok? And what about the employee who gets harassed is there something about them that makes them get harassed?

Presenter: Lori Plank

Length: 5:59

Sexual Harassment: Avoiding Sexual Harassment for Everyone: Sexual Harassment is illegal. We're all against it. However, nothing will happen in regards to this topic, unless it is openly discussed and everyone takes a stand against it. The U.S. Supreme Court has strongly suggested that every employer in America take action. This class is the way we begin the discussion with each and every employee of our organization. Watch, learn and take a stand.

Presenter: Ellen Charcut

Length: 9:26

Sexual Harassment: Avoiding Sexual Harassment for Managers: Managers have a legal duty to not only report instances of illegal harassment; they also have a legal duty to supervise responsibly. What does this mean? Do supervisors have a responsibility to report sexual harassment that they know about? The answer is, Yes. Can supervisors be held liable for sexual harassment that they should have known about? Learn here.

Presenter: Ellen Charcut

Length: 10:25

Sexual Harassment: Avoiding Sexual Harassment Investigating Complaints: Eliminate corporate liability and improve quality of work life by managing harassment situations when they occur.

Presenter: Ellen Charcut

Length: 7:03

Sexual Harassment: Avoiding Sexual Harassment Supervisor Responsibility: You will learn about laws concerning sexual harassment. You will also learn what to do, why you should do it, and how to be most successful.

Presenter: Ellen Charcut

Length: 9:21

Sexual Harassment: Avoiding Sexual Harassment Writing and Communicating an Effective Policy: We're not lawyers and we don't give legal advice. However, one thing is for sure: if you don't have a sexual harassment policy, you'll be talking to a lawyer sooner rather than later. The U.S. Supreme Court has sent us a message: Have a sexual harassment policy and communicate it to all of your employees.

Presenter: Ellen Charcut

Length: 12:22

Stop It Now: Sexual Harassment Today: Welcome to our series on stopping sexual harassment. You should already be familiar with our series on the legal aspects of sexual harassment, but in this series, we'll be discussing the behavioral aspects.

Presenter: Ken Cooper

Length: 11:27

Stop It Now: Understanding Offenders: Welcome to our second course in our series about stopping sexual harassment. In this course, we'll discuss offenders. We'll talk about how to better understand them, spot them ahead of time and stop them before problems arise.

Presenter: Ken Cooper

Length: 7:02

Stop It Now: Understanding Targets: Welcome to our third program in our series on stopping sexual harassment. In this program, we'll be discussing targets. We'll learn how to understand what's going on and how to spot possible targets in advance.

Presenter: Ken Cooper

Length: 8:01

Stop It Now: Tools #1 Six Levels of Sexual Harassment: Welcome to our fourth class in our series on stopping sexual harassment. In this course, we're going to be talking about different levels of sexual harassment.

Presenter: Ken Cooper

Length: 11:14

Stop It Now: Tools #2 Offender Stereotypes: Welcome to our series on stopping sexual harassment. In this program, we'll be focusing on offender stereotypes.

Presenter: Ken Cooper

Length: 8:42

Stop It Now: Tools #3 Office Instigators: Welcome to our series on stopping sexual harassment. In this program, we will be focusing on office instigators.

Presenter: Ken Cooper

Length: 9:04

Stop It Now: Early Warning Signs of Sexual Harassment: Welcome to our series on stopping sexual harassment. In this program, we'll be focusing on the early warning signs of sexual harassment.

Presenter: Ken Cooper

Length: 6:09

Stop It Now: Keeping Your Workplace Sexual Harassment Free: Welcome to our final program in our series on stopping sexual harassment. In this program, we'll be focusing on how to keep your workplace sexual harassment free.

Presenter: Ken Cooper

Length: 7:41

Understanding Harassment – California: Are you confused yet? Do not worry. We're not done. We've prepared several scenarios to help you understand your role in many situations involving harassment and discrimination. We'll look at each scenario and then review the correct answer.

Presenter: Lori Plank

Length: 17:13

COMMUNICATION STYLES

DISC: Introduction: Welcome to our introduction to the DISC Personality Tendencies series. This course will introduce the DISC styles. Understanding these styles will help you lead your people and sell your customers more effectively.

Presenter: Jamie Wagner

Length: 6:37

DISC: Questionnaire: People are different. Many of those differences require that we adjust our approach to dealing with others. This class uses a self-assessment tool (that can be downloaded in the student materials) to discover how these differences can be described.

Presenter: Jamie Wagner

Length: 5:41

DISC: Understanding DISC Styles: In this course, we'll be discussing the four different DISC types. In addition, how you can recognize them in yourself and others. We'll also discuss how each type works with the others.

Presenter: Jamie Wagner

Length: 13:10

DISC Style: High D: All people are made up of a combination of the DISC tendencies. The purpose of this course is to learn how to recognize High D tendencies in yourself and others and apply this knowledge to improve your personal productivity.

Presenter: Jamie Wagner

Length: 4:00

DISC Style: High I: All people are made up of a combination of the DISC tendencies. The purpose of this course is to learn how to recognize High I tendencies in yourself and others and apply this knowledge to improve your personal productivity.

Presenter: Jamie Wagner

Length: 3:42

DISC Style: High S: All people are made up of a combination of the DISC tendencies. The purpose of this course is to learn how to recognize High S tendencies in yourself and others and apply this knowledge to improve your personal productivity.

Presenter: Jamie Wagner

Length: 4:57

DISC Style: High C: All people are made up of a combination of the DISC tendencies. The purpose of this course is to learn how to recognize High C tendencies in yourself and others and apply this knowledge to improve your personal productivity.

Presenter: Jamie Wagner

Length: 4:55

DISC: Selling High D: By now, you should have watched the Understanding DISC styles class. This class will walk through selling the High D type, High D customers, and which tactics to use when encountering these types.

Presenter: Tim Tialdo

Length: 10:10

DISC: Selling High I: All people are made up of a combination of the DISC tendencies. The purpose of this course is to learn how to recognize High I tendencies in yourself and others and apply this knowledge to improve your personal productivity.

Presenter: Tim Tialdo

Length: 6:42

DISC: Selling High S: Selling to a High S requires a bit of a different approach. The goal of this course is to teach you that approach in order to make you and your sales team better.

Presenter: Tim Tialdo

Length: 8:55

DISC: Selling High C: High C customers are different from other customers. In order to sell to them, you need to understand why they're different. This class will help you and your sales team; achieve better results when selling to a High C.

Presenter: Tim Tialdo

Length: 8:01

DISC: Leading High D: By now, you should have watched the Understanding DISC styles class. This class will walk through leading the High D type, High D customers and which tactics to use when encountering these types of people.

Presenter: Vic Porcelli

Length: 6:35

DISC: Leading High I: The objective of this course is to learn how High I customers are different and how you can change to lead them better. This course will make you a better leader.

Presenter: Vic Porcelli

Length: 5:05

DISC: Leading High S: Leading a High S, requires a different approach. The goal of this course is to teach you that approach in order to make you a better leader.

Presenter: Vic Porcelli

Length: 5:34

DISC: Leading High C: Leading a High C requires a different approach. The goal of this course is to teach you that approach in order to make you a better leader.

Presenter: Vic Porcelli

Length: 5:34

Emotional Intelligence: Introduction: Welcome to our series on Emotional Intelligence! In this program, we will introduce the idea of emotions and how they affect the work environment. We will better understand emotions and learn how to be more productive.

Presenter: Ken Cooper

Length: 6:50

Emotional Intelligence: Developing Emotional Self-Awareness: Welcome to our series on Emotional Intelligence! In this program, we are going to focus on Self-awareness.

Presenter: Ken Cooper

Length: 7:46

Emotional Intelligence: Developing Emotional Self-Management: Welcome to our series on Emotional Intelligence! In this program, we are going to focus on developing emotional self-management.

Presenter: Ken Cooper

Length: 16:56

Emotional Intelligence: Developing Emotional Social-Awareness: Welcome to our series on Emotional Intelligence! In this program, we are going to focus on developing emotional social-awareness.

Presenter: Ken Cooper

Length: 13:31

Emotional Intelligence: Building Strong Relationships: Welcome to our series on Emotional Intelligence! In this program, we are going to focus on building strong relationships.

Presenter: Ken Cooper

Length: 12:25

Emotional Intelligence: Inspiring Emotions in Others: Welcome to our series on Emotional Intelligence! In this program, we are going to focus on inspiring emotions in others.

Presenter: Ken Cooper

Length: 5:47

Emotional Intelligence: Emotional IQ and DISC: Welcome to our series on Emotional Intelligence! In this program, we are going to focus on emotional IQ and DISC styles.

Presenter: Ken Cooper

Length: 6:28

Emotional Intelligence: Related Programs for Improving E-IQ: Welcome to our survey of programs on our campus that will help you improve your Emotional IQ. This is a companion piece to our series on Emotional Intelligence.

Presenter: Ken Cooper

Length: 3:49

COMMUNICATION SKILLS

Active Listening: In this class, you will learn how to be more of an effective listener.

Presenter: Colleen Kirk

Length: 8:35

The Great Conversationalist: Welcome to our program on How to Be a Great Conversationalist. Being able to converse is becoming a lost art. It's just hard to find people that know how to talk to other people and make other people comfortable, draw other people out and mix with other people. Watch this course to learn more.

Presenter: Tim Tialdo

Length: 9:52

Verbal Communication: How do you make a point effectively in a conversation? What voice traits make you more persuasive or more credible? How do you eliminate non-fluencies (ya know, uh, er, um, kinda, like, type of, etc.) that make you sound less professional? What are common errors in talking with others and what do you do about them? This program answers these questions to help you communicate better verbally with others.

Presenter: Colleen Kirk

Length: 7:07

Straight Talk - On Bad Language: TV, movies, music ... Profanity is more common in society than ever before. Moreover, it's often common at work, too. So, what do we do? This program takes a frank look at cursing in the workplace and explains how it affects customers, co-workers and managers ... and potentially your career and your pocketbook.

Presenter: James Nolan

Length: 11:24

Nonverbal Communication: Introduction to Nonverbal Communication: Communicating with each other involves more than words. It also includes nonverbal communication, i.e., body language and voice. This series, based on the book "BodyBusiness," presents a complete look at nonverbal communication and provides many opportunities to see and evaluate a range of signals in a business environment. This program introduces the series on nonverbal communication in business, explains the communications basics involved and dispels common myths about body language.

Presenter: Ken Cooper

Length: 21:17

Nonverbal Communication: Body Position Scan (Part 1): An important truth of nonverbal communication is that a single indicator cannot be taken out of the overall communications context. In order to get a valid read on others, we must see multiple signals that all indicate the same thing. The best way to do this is to use a scanning process to check common positioning indicators. This program covers the first two elements of a Body Position Scan process that can be used in any business situation ... territorial space and relative eye position.

Presenter: Ken Cooper

Length: 14:22

Nonverbal Communication: Body Position Scan (Part 2): The Body Position Scan is a reliable method for analyzing where people put their body. This program covers the final three elements of a Body Position Scan process ... office status, front power and seating dynamics ... that can be used in any business situation. Body Position Scan (Part 1) is a prerequisite for this program, and should be completed first.

Presenter: Ken Cooper

Length: 20:49

Nonverbal Communication: Body Movement Scan (Part 1): Now that you know how to analyze where people put their body, you need to know how to evaluate what they do with it once it's there. The best way to do this is to use a scanning process to check common movement indicators. This program covers the first two elements of a head-to-toe Body Movement Scan process ... center and head ... that can be used in any business situation.

Presenter: Ken Cooper

Length: 15:35

How Do You Know What You Don't Know? Welcome to our series on how to know what you don't know. We have some questions for you: Are you smarter than average. Are you a better driver than the typical commuter? Are you more ethical than most people? Most people would say, of course I am! Yet, by definition, in a large enough population, only half of us can say that we're better than average. The rest of us HAVE to be lower than average. So how do you know what it is that you DON'T know? Watch this course to find out.

Presenter: Tim Tialdo

Length: 8:47

Nonverbal Communication: Body Movement Scan (Part 2): The Body Movement Scan is a reliable method for analyzing what people do with their body. This program covers the final three elements of a Body Movement Scan process ... posture, gestures, and stance ... that can be used in any business situation. Body Movement Scan (Part 1) is a prerequisite for this program, and should be completed first.

Presenter: Ken Cooper

Length: 15:34

Nonverbal Communication: Artifacts: There is a wealth of nonverbal information about people provided by the things around them, i.e., their artifacts. This includes personal items such as appearance and clothing, shared items such as desks and offices, and public items such as the overall company office environment. This program shows where to look for this information, and highlights issues in maintaining a good personal image.

Presenter: Ken Cooper

Length: 10:18

Nonverbal Communication: Effective Voice Skills: Nonverbal communication is not just body language it also includes voice traits. This program explains the factors in vocal expression, and shows how to utilize your voice more effectively to be more persuasive and credible.

Presenter: Ken Cooper

Length: 16:50

Nonverbal Communication: Applications of Nonverbal Communication: There are a number of common business situations that aren't included solely in any one scan. This program explains greeting/meeting behaviors, how to deal with handshakes, how to keep from interrupting people, and how to understand when people want to talk or have finished talking. Then we wrap up the series with two key words of wisdom.

Presenter: Ken Cooper

Length: 12:34

Handling Angry Callers: Occasionally, when you answer your phone the person on the other end might be a little, well, ANGRY! Some of you might even have a customer or instance in your mind of someone being less than cordial with you. If so, this program will tell you how to handle these less than perfect calls.

Presenter: Trezette Dixon

Length: 7:16

The Putdown Game: Removing the Payoff: Welcome to the first program in our Ending the Putdown Game series! In this program, we'll be talking about what happens when workplace humor turns mean.

Presenter: Ken Cooper

Length: 5:17

The Putdown Game: Putdown Offenders: Welcome to the second part of Ending the Putdown Game series, Putdown Offenders. In this course, we'll be identifying putdown offenders.

Presenter: Ken Cooper

Length: 7:05

The Putdown Game: Response Strategies: Welcome to the final program in our Ending the Putdown Game series. In this program, we'll talk about response strategies that render the offender defenseless.

Presenter: Ken Cooper

Length: 9:51

Assertive Verbal Skills: Getting Started: Welcome to the first program in our Assertive Verbal Skills series. Let's get started. Assertion training was one of those hot topics back in the 60's and 70's that focused on soft skills, on personal productivity and on how we communicate with each other. It was a great topic, but somehow fell to the wayside in this modern era of having to put everything directly on the bottom line. We somehow lost interest in how we deal with each other, and now focus more on strictly business issues. But you know what? Assertion training is still an excellent way to raise your productivity in dealing with others.

Presenter: Kathy Irish

Length: 6:02

Assertive Verbal Skills: Dealing with Feelings: Welcome to our series on Assertive Verbal Skills. In this program, we're going to talk about dealing with feelings. So, what are feelings? What are the different kinds of feelings? There are many feelings. Watch this course to learn more about dealing with feelings.

Presenter: Kathy Irish

Length: 9:17

Assertive Verbal Skills: Identifying Manipulators: Welcome to our series on Assertive Verbal Skills. In this program, we talk about identifying manipulators. When it comes to manipulation, who's best at it? Face it; there are people that are not dealing with us on a straight-up basis. There's something else going on, some form of manipulation taking place. Watch this course to learn more.

Presenter: Kathy Irish

Length: 14:04

Assertive Verbal Skills: Manipulation in Business: Welcome to our series on Assertive Verbal Skills. In this program, we're going to talk about manipulation in business. In a previous program, we learned the different types of manipulators. But when it comes to the workplace, how do employees try to manipulate others?

Presenter: Kathy Irish

Length: 7:15

Assertive Verbal Skills: Your Assertive Rights: Welcome to our series on Assertive Verbal Skills. In this program we're going to talk about your assertive rights. The material for this program is based on the book, When I Say No I Feel Guilty by Manuel Smith. One of the questions the book covers is, are you letting people walk all over you? In this course, we'll be discussing that question and more. It's important to remember, though, that the book deals with assertive rights from a personal standpoint, but we're discussing them as they relate to work.

Presenter: Kathy Irish

Length: 8:20

Assertive Verbal Skills: Assertive Verbal Skills: Welcome to the final program in our Assertive Verbal Skills series. Here we look at specific verbal techniques to be assertive in dealing with

manipulators in business. Just a note...please don't start here at the last program. To get the most out of the series, you need to watch the programs in order from the start.

Presenter: Kathy Irish

Length: 8:05

Respect - How to Be Liked: How do you get respect? Respect is not something that can be demanded, it's earned. Watch this series to learn about respect and how it can be earned. In this class, we'll cover the basics of being liked.

Presenter: James Nolan

Length: 11:10

Respect - How to Be Respected: How do you get respect? It's not something that can be demanded, it's earned. Watch this series to learn about respect and how it can be earned. In this class, we'll cover the basics of earning respect.

Presenter: James Nolan

Length: 9:18

Respect - Working with Dislike: How do you get respect? It's not something that can be demanded, it's has to be earned. Watch this series to learn about respect and how it can be earned. In this class, we'll cover how to work with people you dislike.

Presenter: James Nolan

Length: 11:19

Healthy Communication: How We Recognize Each Other: Welcome to our series on Healthy Communication, and this first program, How We Recognize Each Other. Our goal is very simple. It's to create healthy and productive communication throughout the organization. And, do you know what's interesting about this topic? It's not only useful professionally, but you're going to find it extremely valuable in your personal life. It's good for both. So let's get started!

Presenter: Jamie Wagner

Length: 7:46

Healthy Communication: Personal Tapes: Welcome to our series on Healthy Communication, and the second program, Personal Tapes. Personal tapes are based on the idea that we have a lifetime of experiences in our head. Watch this course to learn more about Personal Tapes.

Presenter: Jamie Wagner

Length: 7:35

Healthy Communication: Hired to Win: Welcome to our series on Healthy Communication, and the third program, Hired to Win. Everybody is born with a capacity to win at life. It's the fundamental assumption behind this series. Watch this course to learn more about being, Hired to Win!

Presenter: Jamie Wagner

Length: 5:37

Healthy Communication: Everyone's OK: Welcome to our series on Healthy Communication, and the fourth program, Everyone's OK. Thomas Harris book, I'm OK. You're OK explains the life scripts that we all live out, called life positions. Watch this course to learn more about these different life positions!

Presenter: Jamie Wagner

Length: 8:04

Healthy Communication: PAC Analysis: Welcome to our series on Healthy Communication, and this first program, PAC Analysis. Our goal is very simple. It's to create healthy and productive communication throughout the organization. And do you know what's interesting about this topic? It's not only useful professionally, but you're going to find it extremely valuable in your personal life. It's good for both. So let's get started!

Presenter: Jamie Wagner

Length: 8:28

Healthy Communication: Games Workers Play: Welcome to our series on Healthy Communication, and this program, Games Workers Play. Our goal is very simple. It's to create healthy and productive communication throughout the organization. And do you know what's interesting about this topic? It's not only useful professionally, but you're going to find it extremely valuable in your personal life. It's good for both. So let's get started!

Presenter: Jamie Wagner

Length: 9:27

Healthy Communication: The OK Worker: Welcome to our series on Healthy Communication, and this program, The OK Worker. Our goal is very simple. It's to create healthy and productive communication throughout the organization. And do you know what's interesting about this topic? It's not only useful professionally, but you're going to find it extremely valuable in your personal life. It's good for both. So let's get started!

Presenter: Jamie Wagner

Length: 3:37

CUSTOMER SERVICE

Creating Great Customer Conversations: Customer conversations require thought and practice. Review this course to hear tips and valuable lessons to communicate better with your customers.

Presenter: Tim Tialdo

Length: 13:00

The four P's in Creating Loyal Customers: It's easy to make the mistake of assuming that customer service is all about happy employees delivering smiling service. Certainly, friendly go the extra-mile service is absolutely a requirement, but that alone isn't enough. People are just one of the Ps required. This program details the three building blocks and the mortar that holds them together-four Ps that are essential for markets to drive customer satisfaction.

Presenter: Ken Cooper

Length: 12:21

Customer Service: Do They Like You: Do you agree that people buy from people they like? If you agree, then you have to ask yourself, what makes people like people? Well, if you can answer that, you'll be able to get more people to buy from you, which is your goal, right? Watch this course to learn more about how to get people to like you.

Presenter: Tim Tialdo

Length: 4:47

Customer Service: The Next Level: By now you should have your Q-S-I list in place and figured out how you're going to do those things better than your competition. Now what do you now? Well, now you need to take customer service to the next level. What IS the next level? Watch this course to find out!

Presenter: Tim Tialdo

Length: 2:56

Customer Service: Cutting Expenses: After you've figured out your QSIs and after you've addressed how to make your customer more money, what else can you do? The answer is help find ways to cut expenses. What are some ways to do that? Watch this course to find out!

Presenter: Tim Tialdo

Length: 3:01

Feedback: Introduction to Feedback: In this series, we'll look at feedback, how it can be measured and used. Watch this course to get an introduction into the importance of using feedback in your organization.

Presenter: James Nolan

Length: 8:54

Feedback: Basics: In this series, we'll look at feedback, how it can be measured and used. This course discusses where you should be ranks and what to focus on when you are slipping.

Presenter: James Nolan

Length: 8:30

Feedback: Ways to Get Feedback: In this series, we'll look at feedback, how it can be measured and used. Here is an overview of the eleven ways to gather feedback. Find those that work best for you and use them regularly.

Presenter: James Nolan

Length: 8:56

Feedback: Complaint Tracking: Tracking complaints equals satisfied customers. Learn from both internal and external customers what improvements need to be made. Otherwise, you run the risk of losing customers.

Presenter: James Nolan

Length: 10:24

Feedback: Question of the Week: The question of the week is a quick and easy way to get feedback. Watch this course to find out what to avoid so you can get quality feedback with your question of the week.

Presenter: James Nolan

Length: 6:44

Feedback: Focus Groups: Welcome to our continuing series on using feedback to improve your business. We're going to talk about a special meeting that you can hold called a focus group. What are focus groups? Watch this course to find out!

Presenter: James Nolan

Length: 8:40

Feedback: Advisory Panels: Advisory Panels is one more way to get feedback from your customers. But, what exactly is an Advisory Panel? How do you form one? How do I make the meeting productive? Watch this course to answer those questions and more.

Presenter: James Nolan

Length: 7:44

Feedback: Interviews: Interviews can be a valuable source of qualitative feedback. When should you use the feedback? How should you use feedback? Watch this course to learn more about interviewing.

Presenter: James Nolan

Length: 6:43

Feedback: Surveys: Planning: Welcome to our series on using feedback to improve your business. This is the first of a mini-cluster of programs all focused on surveying. We're going to start today talking about planning. You've seen a lot of different ways to get feedback. Right now, we're going to really focus on one of the most common, which is how to create a survey that gets you reliable and actionable results.

Presenter: James Nolan

Length: 12:22

Feedback: Surveys: Satisfaction Items: Welcome to our continuing series on using feedback to improve your business and our little mini-series on surveys. This program talks about satisfaction items. There are many decisions that have to be made in order to produce a survey that is reliable and accurate. So, if you haven't seen the first program in this mini-series, we suggest you go back and look at the first course, then take a look at this one and we'll keep building this idea of a reliable survey.

Presenter: James Nolan

Length: 6:26

Feedback: Surveys: Response Formats: Welcome to our continuing series on using feedback to improve your business and our little mini-series on surveys. We're in program number three. If you haven't watched the first two we strongly recommend you do. We're building a survey point by point. So we started out with planning, we looked at satisfaction items, now we're looking at the response format, how you're going to score that survey.

Presenter: James Nolan

Length: 8:06

Feedback: Surveys: Writing Statements: Welcome to our continuing series on using feedback to improve your business. We're in program four of our mini-series on surveys. If you haven't seen the other programs, we recommend you look at these in order, because we are very carefully building the logic on how to create a reliable, repeatable, valid survey. We looked at scoring in the last program, now it's time to write the individual line items that we're going to have scored.

Presenter: James Nolan

Length: 6:30

Feedback: Surveys: Reporting and Interpreting: Welcome to our continuing series on using feedback to improve your business. We're in the survey mini-series and this is the last of those programs. If you haven't seen the first four, we strongly recommend you go back and take a look. In this program we're going to talk about reporting and interpreting the results. There are all kinds of ways to get feedback, surveys are one of the most powerful but it's also one of the most complex.

Presenter: James Nolan

Length: 10:49

Feedback: Report Cards and Phone Calls: Welcome to our continuing series on using feedback to improve your business. Here we're going to look at a couple of great ways to get quick, numeric feedback, report cards and phone calls.

Presenter: James Nolan

Length: 6:46

Feedback: Mystery Shopper: Welcome to our continuing series on using feedback to improve your business. This program is talking about mystery shoppers it's a great way to get data on a casual basis when no one is looking and nobody knows who's looking.

Presenter: James Nolan

Length: 5:26

Feedback: MBWA: Welcome to the last program in our continuing series on using feedback to improve your business. Something called MBWA (Management By Walking Around). This last one is the least structured of all. You're just getting out and wandering around and seeing what you see.

Presenter: James Nolan

Length: 6:03

FINANCIAL BASICS

Banks: We use the term Financial Institution a lot and it covers all the bases: commercial banks, savings and loans, and credit unions. Over the years, laws have been passed so that now these institutions aren't that different; but there is still some uniqueness in their specialties. That means we need to take a look at what a Bank is and how it works. That's what we are going to do right now.

Presenter: Jamie Wagner

Length: 7:09

Bank Regulations: We know banks are regulated, but do we know WHY? There are four main reasons a bank is regulated. Learn about them here.

Presenter: Jamie Wagner

Length: 9:12

Bank Assets: Commercial banks are the most diversified of our nation's depository institutions. This is because they have the broadest asset and liability powers among the different types of depositories. Generally, the larger the bank, the more diversified their asset and liability structure. Watch this course to learn more about bank assets.

Presenter: Jamie Wagner

Length: 7:23

Calculating Percentages: Do you know how to calculate interest? In this program you will learn how to change a fraction into a percent and a percent into a decimal.

Presenter: Jamie Wagner

Length: 2:17

Interest Rates: If you haven't watched our program on calculating percentages, we recommend you complete that course before viewing this one. In this course, you will learn about interest, basis points and simple & compound interest.

Presenter: Jamie Wagner

Length: 3:54

Credit Unions: What is a credit union? How does that fit in with the whole scheme of Financial Institutions? Watch this course to understand the structure of credit union, how they function and credit union benefits.

Presenter: Jamie Wagner

Length: 9:16

Credit Union Regulations: Both federal and state regulations are in place to ensure members have access to information regarding credit unions. Watch this course to learn where to find that information and how to understand the information when you review it.

Presenter: Jamie Wagner

Length: 7:34

Credit Union Services: What services do credit unions offer? How do those differ from other financial institutions? Watch this course to learn about credit union services and how they can be utilized for individuals.

Presenter: Jamie Wagner

Length: 6:02

Credit Union and Banks: the Differences: Credit unions and banks are more similar than different. But the differences are significant. Watch this course to understand how credit unions differ from banks.

Presenter: Jamie Wagner

Length: 2:01

Check Kiting: Check kiting is a growing problem, one that has become easier in recent years due to increasingly competitive banking practices and regulations requiring banks to make funds available sooner. Because check kiting is so easy, the crime is growing rapidly and FI's are losing millions of dollars each year.

Presenter: Tim Tialdo

Length: 3:55

Components of Check Fraud: Check fraud is one of the largest challenges facing financial institutions. Technology has made it increasingly easy for criminals to create realistic counterfeit checks and false identification to defraud financial institutions. It has been estimated that 75% of all FI's experience losses due to check fraud. To protect yourself and your customers from check fraud, you need to become familiar with check fraud schemes and common warning signs of counterfeit checks.

Presenter: Tim Tialdo

Length: 4:10

Types of Check Fraud: Most check fraud involves altering or counterfeiting checks and false identities. How can you spot a counterfeit check? Learn more here!

Presenter: Tim Tialdo

Length: 7:03

Teller Cash Handling: Tellers have several responsibilities, and they play a critical role in the success of financial institutions. One of their most important duties is to manage cash transactions. In this course, we're going to talk more in-depth about the teller's cash handling responsibilities.

Presenter: Jamie Wagner

Length: 8:31

Responsibilities of the Teller: A Teller can be described as someone who accepts deposits, cashes checks, and performs other banking services for customer. In most financial institutions, tellers work from behind a counter or enclosure. They combine financial knowledge and customer service skills. Just like every financial institution is different, so are the responsibilities of the teller, it really depends on the type and size of the institutions as well as the products offered.

Presenter: Jamie Wagner

Length: 7:37

ACH: The term payment system refers to a mechanism for the transfer of monetary value and related information. Electronic payment systems are used domestically and internationally to expedite transactions and the flow on info between FI's. In this course we'll learn about the different electronic pay systems used in the US and internationally.

Presenter: Trezette Dixon

Length: 8:55

Check Processing: In this program, we'll be taking an in depth look at the Check Processing System. These days, we use our debit card and automatic bill pay for paying off bills, we rarely use checks. We'll be discussing check processing, check clearinghouses and more.

Presenter: Trezette Dixon

Length: 9:08

Quality Customer Service: Four Basic Elements: Providing quality customer service is essential in any business. For financial institutions, great service can be a large part of their success. In order to maintain good relationships with new or existing customers, it's important that institutions create a quality customer service program, and to do that, they need to implement the 4 basic elements of customer service.

Presenter: Trezette Dixon

Length: 5:09

Quality Customer Service: Phone Calls: Put yourself in the seat of a customer. Why do they call your office? What would the reasons be? Well, it's faster and more convenient to call than get in the car and drive there. They may have an urgent problem and cannot wait for a visit. Perhaps they need information quickly. Or the person is comparison shopping and is interested in product, price or service information. No matter what the reason is, it's important to have good customer service skills on the phone. Watch this course to learn more.

Presenter: Trezette Dixon

Length: 7:40

Quality Customer Service: Customer Interactions: Employees should make a special effort to acknowledge people who enter their business. It's important to immediately make the customer feel welcome. Actually, many customers feel uncomfortable during their first few visits because they're unsure of where to go or who to see. So watch this course for some good examples of what to include in your customer service standards.

Presenter: Trezette Dixon

Length: 7:22

Escrow Accounts: In this program, we're going to go over Escrow Accounts. We'll talk about what they are, how they started and the terms and regulations involving escrow.

Presenter: Colleen Kirk

Length: 5:13

Cross Selling: It's no secret that financial institutions need to aggressively compete for the business of their customers. Unlike many years ago when banks were limited in what they offered, they now provide several services that consumers can take advantage of. So in this program, we're going to introduce cross-selling and cover how to sell a wide array of services to the appropriate customers. We'll talk about how cross-selling can benefit not only the consumer, but the sales professional and the institution.

Presenter: Trezette Dixon

Length: 9:47

Loan Processing: Taking the Application: Welcome to the Loan Processing series that is designed to cover 5 main parts of the home loan process. In this first course we'll discuss the loan application process.

Presenter: James Nolan

Length: 3:21

Loan Processing: Verification: Welcome to the Loan Processing series that is designed to cover 5 main parts of the home loan process. In this class we'll discuss verification of the application by the loan processor.

Presenter: James Nolan

Length: 3:29

Loan Processing: Compliance: Welcome to the Loan Processing series that is designed to cover 5 main parts of the home loan process. In this course we'll discuss compliance.

Presenter: James Nolan

Length: 1:35

Loan Processing: Underwriting: Welcome to the Loan Processing series that is designed to cover 5 main parts of the home loan process. In this course we'll talk about the underwriting process.

Presenter: James Nolan
Length: 3:57

Loan Processing: The Decision: Welcome to the Loan Processing series that is designed to cover 5 main parts of the home loan process. In the final class we'll discuss the four possible decisions.

Presenter: James Nolan
Length: 2:55

Handling Consumer Complaints: When consumers have a problem with something, they tell someone about it. Research shows that we're likely to tell 8-10 people when we're dissatisfied with a company, but fewer than 1 in 20 people who have a complaint will formally complain to the company itself. The best practice is for companies to welcome complaints, since they are direct

customer feedback. Handling complaints will help you improve service, reduce costs and improve your bottom line. Watch this course to learn more about effectively handling consumer complaints.

Presenter: Alex Fees

Length: 7:36

FINANCIAL COMPLIANCE

Bank Secrecy Part 1: Before You Start: These programs are an overview of money laundering and the legislation & processes that have been put in place to thwart money laundering.

Presenter: Ken Cooper

Length: 2:33

Bank Secrecy Part 2: Overview: Money laundering is a serious problem in the United States and around the world. It enables terrorists, drug traffickers, and other criminals to fund and expand operations. Since banks have become more regulated, criminals are turning to other financial institutions, including brokerage firms, to launder money. This program is an overview of money laundering and legislation that went into effect to thwart money laundering.

Presenter: Ken Cooper

Length: 12:40

Bank Secrecy Part 3: Currency Transaction Report: In this program we will cover the Currency Transaction Report or CTR. Under the BSA, domestic financial institutions must file a CTR on each single or multiple deposits, withdrawal, exchange of currency, or other payment or transfer, by, through, or to such financial institutions which involves a transaction in currency of more than \$10,000. The law covers transactions by all types of customers. CTR's have a high degree of usefulness in criminal, tax and regulatory investigations and proceedings.

Presenter: Ken Cooper

Length: 19:26

Bank Secrecy Part 4: Suspicious Activity Report: Under federal law, financial institutions and others are required to report known or suspected criminal offenses or transactions of \$5,000 or more that they suspect involve money laundering or violate the Bank Secrecy Act. Suspicious activity reporting focuses on financial transactions that appear to represent attempts to launder funds or violate banking laws. This course will explain what circumstances require SAR's to be filled out.

Presenter: Ken Cooper

Length: 18:47

Bank Secrecy Part 5: Customer Identification: The 2001 USA PATRIOT ACT added several new provisions to the Bank Secrecy Act that apply to all commercial banks, savings associations and credit unions. These provisions are intended to facilitate the prevention, detection, and prosecution of international money laundering and the financing of terrorism. The Financial Crimes Enforcement Network, FinCEN, published a 10 page FAQ in January 2004 to answer many specific questions that financial institutions have raised concerning the implementation of Customer Identification Program. In this program we are going to talk through CIP's.

Presenter: Ken Cooper

Length: 17:09

Bank Secrecy Part 6: Know Your Customer: By instituting know your customer guidelines, financial institutions have proven extremely effective in detecting suspicious activity in a timely manner. Know Your Customer guidelines and procedures were issued by the Federal Reserve. These guidelines preceded the Customer Identification Program requirements that are now part of the BSA programs and are somewhat duplicative.

Presenter: Ken Cooper

Length: 9:11

Bank Secrecy Part 7: Politically Exposed Persons: According to the government, a Politically Exposed Person (PEP) generally includes a current or former senior foreign political figure, their immediate family, and their close associates. In this program we will look at Politically Exposed Persons (or PEP for short) and Private Banking Accounts along with the policies and procedures you need to put in place to ensure compliance.

Presenter: Ken Cooper

Length: 12:32

Bank Secrecy Part 8: Recordkeeping and Retention: In general, the BSA requires that a bank maintain most records for at least five years. These records can be maintained in many forms including the original, microfilm, electronic copy, or a reproduction. However, a bank must maintain all records in a way that makes them accessible in a reasonable period of time. This course will explain what records must be kept and for how long.

Presenter: Ken Cooper

Length: 13:59

Bank Secrecy Part 9: USA PATRIOT Act: In response to the 9-11 terrorist attacks, Congress enacted the Patriot Act by overwhelming, bipartisan margins, arming law enforcement with new tools to detect and prevent terrorism. This program is an overview of the sections of the USA PATRIOT Act that affect financial institutions like yours.

Presenter: Ken Cooper

Length: 9:46

Right to Financial Privacy Act Part 1: The Right to Financial Privacy Act of 1977, or RFPA, was a result of the Supreme Court's Ruling in US v Miller (1976). The RFPA outlines specific process and procedures for disclosing member information to government authorities. Watch this course to find out how the RFPA applies to you!

Presenter: Ken Cooper

Length: 8:22

Right to Financial Privacy Act Part 2: There are always exceptions to rules and the RFPA is no different. On the one hand, you have the RFPA that protects financial records from being viewed. On the other hand you have the Patriot Act, BSA, and AML which provides government agencies the right to view customer records. Financial records are important tools in investigating drug-trafficking, espionage, fraud, and acts of terrorism. In order to keep records protected when they need to be, and viewed when they need to be, exceptions to the RFPA were created.

Presenter: Ken Cooper

Length: 7:53

Identity Theft: Red Flags Rule: Identity theft is a hot topic. It seems like every day you hear a story about someone's identity being stolen, or a company offering you protection against identity theft. In this program we are going to talk about the Identify Theft - Red Flags Rule and how it applies to your Financial Institution.

Presenter: Ken Cooper

Length: 12:00

Adult Financial Abuse: Adult financial abuse is a growing problem all over the country and many factors contribute to this rising trend. Americans are living longer, so there are more elderly adults within our population than ever before. Many over 65 live in their own homes. Over 1 million people who are over the age of 65 suffer from serious dementia, and a large portion of people that are 85 and older are dealing with some degree of Alzheimer's.

Presenter: Trezette Dixon

Length: 3:24

Adult Financial Abuse - California: California has the most reported cases of Adult Financial Abuse. With an estimated 4.1 million people who are 65 and older in 2009, it is the most popular retirement destination in the US. By 2020, that age group is expected to grow to over 9 million people. Due to the high numbers of adult financial abuse in California, the state passed the Financial Elder Abuse Reporting Act of 2005 (FEAR). Learn more about that act here!

Presenter: Trezette Dixon

Length: 2:39

Lending Laws: In this series, we're going to talk about Fair Lending Laws, what and who they apply to, and what lenders need to do in order to stay compliant. Now remember we aren't lawyers here, and we aren't giving legal advice, we are simply giving you a review on the Fair Lending Laws. So let's jump in!

Presenter: Trezette Dixon

Length: 10:58

Consumer Privacy Act: Over 75% of Americans use the internet and other electronic means of mass communications. Because of this, consumer privacy has become a major issue. Consumer privacy, also known as customer privacy, involves protecting personal information that is revealed during everyday transactions. Watch this course to learn more.

Presenter: Jamie Wagner

Length: 11:28

Bank Bribery Act: The Bank Bribery Amendments Act of 1985 requires that the financial institution regulatory agencies publish guidelines to assist employees, officers, directors, agents, and attorneys of financial institutions in complying with the law. The Act is in place to prevent misconduct in lending transactions; but it also applies more broadly to any business or transactions, so it includes vendors, contractors, and anyone else that may have contracts with the financial institution as well. Watch this course to learn more!

Presenter: Jamie Wagner

Length: 7:58

Office of Foreign Assets Control: The OFAC is part of the US Department of the Treasury, and is responsible for administering and enforcing economic and trade sanctions against targeted foreign countries and regimes, and other bad guys. Watch this course to learn more about the OFAC and what its policies can mean to your institution.

Presenter: Ken Cooper

Length: 6:41

Truth in Lending Act and Regulation Z: The Truth in Lending Act is designed to protect consumers and credit transactions by requiring disclosures about its terms. It also gives consumers the right to cancel certain credit transactions. TILA is closely related to Regulation Z, and both of these will be discussed in this program.

Presenter: Vic Porcelli

Length: 7:44

FDIC: There are many different types of depository accounts that can be insured by the FDIC. Each type of account serves a specific purpose for its owner or beneficiary. As a result of the many types of accounts available, it is important for FI employees responsible for opening accounts to be familiar with the accounts and how deposit insurance is different for each of them. In this program we'll be discussing the differences between the different ownership categories.

Presenter: Jamie Wagner

Length: 11:07

Regulation W: Regulation W establishes quantitative limits and other requirements for loans, purchases of assets, and other transactions between financial institutions and their affiliates. Regulation W can be broken down into two Sections: Section 23 A and Section 23 B and we will be looking at both in this program.

Presenter: Vic Porcelli

Length: 11:31

Regulation O: Regulation O applies to all federally insured Financial Institutions and governs loans to executive officers, directors, principal shareholders and to companies controlled by them. It also applies to any extension of credit by any federally insured Financial Institution to any executive officer, director or principal shareholder of the FI, of its parent company or of any other subsidiary of its parent company. What does that mean? Find out here!

Presenter: Tim Tialdo

Length: 12:40

Fair Debt Collection Practices Act: The Fair Debt Collection Practices Act, FDCPA, was enacted in 1977 to protect consumers from unfair, deceptive and abusive practices used by some third party debt collectors. In this program we will review who and what is protected by the FDCPA. Then we will talk more specifically about what debt collectors can and cannot do in an effort to collect payment.

Presenter: Paul Cook

Length: 14:38

Check 21: We've already learned about Regulation CC and the Expedited Funds Availability Act. This program provides information on the Check 21 Act, which is an amendment to Regulation CC. The purpose of Check 21 is to encourage the use of technology to improve the efficiency of the check payment system and this includes making check truncation possible.

Presenter: Alex Fees

Length: 4:44

Regulation BB: Regulation BB requires financial institutions, excluding credit unions, to help assist with the credit needs of their surrounding communities, including low-to moderate-income communities. Regulation BB, or the Community Reinvestment Act (CRA), was enacted in 1977. It

is revised yearly to update the asset threshold for banks. In this program we'll cover what effect CRA performance has on regulatory applications, how CRA performance is evaluated and what information a bank is required to collect and report.

Presenter: Cordell Whitlock

Length: 9:16

Fair Credit Reporting Act: The Fair Credit Reporting Act, or FCRA, was originally enacted in 1970 by the Federal Trade Commission. It outlines the rights of consumers and consumer reporting agencies with regard to consumer and/or credit information. The act has been amended many times, and was substantially amended in 2003 by the Fair and Accurate Credit Transactions Act, or the FACT Act. In this program, we're going to be discussing the permissible uses for credit reports, what happens if a person becomes the victim of fraud, and what guidelines should be put in place for the disposal of credit reports.

Presenter: Trezette Dixon

Length: 5:34

Reg CC - Expedited Funds Availability Act: The Expedited Funds Availability Act went into effect in 1987 to address concerns about delays in the accessibility of deposited funds. The Act limits the holds a financial institution can impose on money a customer deposits, before a customer tries to access those funds. Watch this course to find out what kinds of institutions the act applies to and more.

Presenter: James Nolan

Length: 9:48

Regulation E: Changes coming in July 2010: The Federal Reserve Board amended Regulation E in November 2009 to limit the ability of an FI to assess an overdraft fee for paying ATM and one-time debit card transactions that overdraw a consumer's account, unless the consumer affirmatively consents, or opts-in, to the institution's payment of overdrafts for these transactions. These changes took effect on July 1, 2010.

Presenter: Tim Tialdo

Length: 6:17

Regulation E: Overview: Regulation E was born out of Electronic Fund Transfer Act of 1978 which established the basic rights, liabilities, and responsibilities of consumers who use Electronic Funds Transfer services or EFT services and of the financial institutions that offer these services. The primary objective of the act is the protection of individual consumers engaging in EFT's.

Presenter: Tim Tialdo

Length: 7:09

Regulation E: Error Resolution Procedures: Financial Institutions must periodically send reminders of their error resolution procedures. Regulation E permits an institution to limit the investigation in certain circumstances. The required error resolution procedures outlined in Regulation E are complex, and we will learn about them here.

Presenter: Tim Tialdo

Length: 6:27

HPA: This class reviews the circumstances under which the Private Mortgage Insurance must be canceled according to Homeowners Protection Act of 1998. It also reviews what disclosures the Financial Institution must provide to the homeowner to keep them informed of their PMI status.

Presenter: Lori Plank

Length: 7:56

Regulation E: Electronic Check Conversion (ECK): Electronic Check Conversion transactions are covered by the EFTA and Regulation E, if the consumer authorizes the transaction as an EFT. In this program, we will learn more about ECKs.

Presenter: Tim Tialdo

Length: 1:56

Regulation E: Issuances of Access Devices: Regulation E stipulates that a depository institution may issue an access device, such as a debit card, only if a consumer has requested it either orally or in writing. The regulation covers both solicited issuance and unsolicited issuance. Learn about them here!

Presenter: Tim Tialdo

Length: 3:31

ECOA Reg-B: Creditors cannot discriminate when deciding who to give credit to. Watch this course to learn what questions can be asked and what information can be used with giving credit.

Presenter: Lori Plank

Length: 4:59

RESPA: What is the Real Estate Settlement Procedures Act? Watch this course to find out and to understand the AFBA disclosure, the HUD-1 and escrow requirements.

Presenter: Lori Plank

Length: 8:01

Regulation E: Electronic Terminal Receipts and Periodic Statements: Regulation E requires that consumers must be given documentation with an electronic terminal receipt. In addition to receipts when using an ATM, consumers must receive a receipt when they initiate an electronic transfer, and also monthly in the form of periodic statements. Watch this course to learn more.

Presenter: Tim Tialdo

Length: 3:23

Negotiable Instruments and Endorsement: In this program we're going to take a look at negotiable instruments. What are they? How do they work? How are they governed? Watch this course to learn more about negotiable instruments, promissory notes and more.

Presenter: Lori Plank

Length: 5:40

Home Mortgage Disclosure Act: The Home Mortgage Disclosure Act (1975) is implemented by the Federal Reserve Board's Regulation C. Watch this course for an overview of Regulation C and the Home Mortgage Disclosure Act.

Presenter: Colleen Kirk

Length: 4:31

National Flood Insurance Program: The National Flood Insurance Program, or the NFIP, was created by Congress through the National Flood Insurance Act of 1968. The federal program enables property owners in participating communities to purchase insurance protection against losses from flooding. Watch this program to learn more about why this program was put into place and how it helps property owners.

Presenter: Lori Plank

Length: 8:59

Reform, Recovery, and Enforcement Act of 1989: The Financial Institutions Reform, Recovery and Enforcement Act of 1989 is a federal law that was created to improve the situation after hundreds of U.S. Savings and Loan institutions failed in the 1980's. Watch this course to learn more about what the act accomplishes, who the RTC is, and more.

Presenter: Colleen Kirk

Length: 1:27

Regulation DD: Regulation DD implements the Truth in Savings, passed to help consumers make informed decisions about deposit accounts. Watch this course to understand how Regulation DD impacts financial institutions.

Presenter: Colleen Kirk

Length: 4:30

Fair Housing Act: The Fair Housing Act protects classes from discrimination. Watch this course to make sure you understand who is protected and what accommodations should be followed to avoid legal problems.

Presenter: Lori Plank

Length: 6:48

KEY ACCOUNT SELLING

Basics of Key Account Selling

Introduction to Key Account Selling: What makes a key account sale different from a typical sale? This program introduces the key account selling environment, and also identifies other online campus programs outside this series that are closely related to the key account sales process.

Presenter: Ken Cooper

Length: 7:21

How to Sell More: This program is brought to you by the letters Z and T, i.e., their overall strategies to increase key account sales. You will understand the Sales Growth Z model for prioritizing and driving sales, and the Two T's (traffic and transactions) for increasing sales productivity.

Presenter: Ken Cooper

Length: 11:56

Creating a GREAT Sales Company: Successful key account selling is often a team effort. This program explains the nine traits of great sales forces, and helps you identify where to strengthen your sales organization.

Presenter: Ken Cooper

Length: 7:23

Value-Added Selling: Prospects aren't sitting there thinking, I hope more salespeople call on me today! In order to be a welcome addition to your prospect's day, you must add value beyond simply pushing your product or service. This program details the ways you can add value, then challenges you to develop specific approaches you can use with your key accounts.

Presenter: Ken Cooper

Length: 12:27

Lifetime Customer Value: Transactional selling is about buyers. Key account selling focuses on creating clients, i.e., building a long-term relationship that delivers benefits for you and your customers over time. You must understand these relationship benefits, called lifetime customer value (LCV), in order to make strategic and tactical selling decisions. This program gives examples of how to calculate LCV to help you to compute LCV for your prospects.

Presenter: Ken Cooper

Length: 7:57

What Customers Want from Salespeople: No Push Selling: There have been decades of research into what buyers in key accounts actually want from salespeople. Surveys show that there is often a major disconnect between the traditional power persuader sales approach and customer preferences. This program introduces No Push Selling, a customer-focused approach designed to maximize lifetime customer value over the long term.

Presenter: Ken Cooper

Length: 21:38

Key Account Planning

Key Account Selling Worksheet: It has been said that if you fail to plan, you plan to fail. This program introduces the Key Account Sales Worksheet, which is designed to help you capture all the information you need to drive your sales efforts. The Worksheet is a general purpose sales planning tool that can be used for every account you call on. Its use is also a requirement for all the programs in this Planning section.

Presenter: Ken Cooper

Length: 4:18

Account Types: A crucial question in key account selling is, How do I manage my selling time? You must identify, categorize, and prioritize key accounts in order to make the best use of the limited time you have available. This shows how to segment your territory into four different kinds of key accounts, and then how to determine the right amount of attention to give them in order to achieve sustainable sales growth.

Presenter: Ken Cooper

Length: 9:33

Business Condition: Analyzing the Opportunity: How receptive is a key account to your proposal? It may all depend on that prospect's business condition. Are they in boom mode? Bust mode? Somewhere in between? And how does that affect potential sales success? This program explains the business condition continuum, and shows you how to use it to prioritize opportunities in your territory.

Presenter: Ken Cooper

Length: 13:11

Stages of the Sale: Conceptual Selling: Typically, key account selling focuses on finding unmet needs and then showing why your product or service is the best solution for meeting them. But in some cases, prospects aren't that far along in their decision process. They don't necessarily understand the concept or need behind your solution, so they are not ready to start evaluating vendors. In these situations, you must first make a conceptual sale that creates interest in the buyer before ever talking about your products/services. This program introduces the different stages of such a sale, and provides examples from both a consumer and industrial standpoint.

Presenter: Ken Cooper

Length: 8:35

Buying Criteria: Influencing the Decision Criteria: This is one of the most important programs in the entire series! A product/service feature, in and of itself, provides no inherent advantage to you in a sale unless a prospect thinks the feature is important. This suggests that key account sales can be won or lost based not on your product/service selling skills, but on the buying criteria that was established long before formal buying began. This program helps you identify the buying criteria you need to influence, and discusses how to get involved earlier in the sale.

Presenter: Ken Cooper

Length: 12:30

Buyer Roles: Selling to Key Account Buyers: A key account is not a person in itself; it is a group of individuals all involved in a purchase. So whom do you call on? What are their roles in the purchase? How important are they? Where does their power/influence come from? This program shows you how to identify and analyze the six unique buyer roles you will encounter in a key account sale. This is critical in developing sales call strategies for each individual in the buying process.

Presenter: Ken Cooper

Length: 11:32

Buyer Wins: Identifying Personal and Organizational Wins: A critical task in analyzing individual buyers (see Selling to Key Account Buyers) is to uncover their motivators—their personal and organization wins. This program, completing the key account sales planning process, highlights six general types of win (Easy motivation) and provides lists of common personal and organizational wins.

Presenter: Ken Cooper

Length: 9:17

Key Account Sales Call Planning

Sales Call Planning Worksheet: Successful key account sales means executing a series of successful sales calls over time on multiple buyer roles. This program introduces the Sales Call Worksheet, which is designed to help you identify a call goal and develop content for sales calls. The worksheet is a general purpose planning tool that can be used for every call you make. Its use is also a requirement for all the programs in this Call Planning section.

Presenter: Ken Cooper

Length: 1:49

Improving Sales with the Sales Cycle: The Key Account sales cycle is often long and complex, with many intermediate steps between identifying a prospect and developing a long-term relationship. This very important program introduces the concept of a sales cycle, which is critical in understanding what needs to be done to move a key account forward in the sales relationship and in also understanding overall sales efficiency and effectiveness.

Presenter: Ken Cooper

Length: 16:01

Setting Sales Call Goals: The only way to keep a Key Account sale moving forward is to have a specific goal for each sales call. This program discusses the three kinds of goals, and why only

one of them is the kind of goal you should set. The program also introduces the idea of today goals versus tomorrow goals, and how you can set up future sales calls in the current one.

Presenter: Ken Cooper

Length: 12:13

The 5-Minute Call Pre-Brief: There are a few short questions you can ask yourself (or your manager can ask) that will help you make sure you are on target for an upcoming sales call. This program explains a quick pre-brief process you need to do before every Key Account call to keep you focused on making successful sales calls.

Presenter: Ken Cooper

Length: 5:19

The 5-Minute Call De-Brief: There needs to be continuous improvement in every process ... even with experienced Key Account salespeople. This program explains a quick de-brief you (or you and your manager) need to conduct after every Key Account sales call—one that will help you identify areas for improvement for your upcoming calls.

Presenter: Ken Cooper

Length: 3:28

Key Account Sales Call Techniques

Opening the Call: Every sales call needs to get off on the right foot. For some customers, that may mean a period of rapport-building before the call starts. For others, it may mean getting down to business right away and perhaps chatting at the end of the call. This program helps you determine how to begin a Key Account sales call, and teaches a transition and hook technique that smoothly gets you into the needs determination portion of the call and generates interest in your solution.

Presenter: Ken Cooper

Length: 18:23

Finding Unmet Needs: A theme throughout this entire series is, Without a need, don't proceed. The only way to identify unmet needs is through targeted questioning ... a critical skill Key Account salespeople must master. And individual needs are not fully qualified until prospects indicate their intent to do something about it. This program introduces nod and need questions, and shows how needs can be understood through the four What Questions: What?, Then what?, So what?, Now what?

Presenter: Ken Cooper

Length: 13:32

Summary/Checkpoint: An often awkward part of the sales call occurs at the end of the questioning phase of a Key Account sales call in trying to transition to the selling phase. This program teaches a simple process that will: make sure you have fully developed all the needs a prospect has, make sure you are both in agreement about them, and then create interest for the prospect to hear about your solution.

Presenter: Ken Cooper

Length: 11:35

Selling Benefits: One of the most common mistakes salespeople make is to actually be selling features when they think they are selling advantages. This program teaches a five-step method to ensure that you are always selling benefits that link to specific unmet needs of the Key Account prospect, and that prospects agree that your products and services address their needs.

Presenter: Ken Cooper

Length: 23:05

Handling Objections: Not all objections can be handled in the same way. This program shows how to respond to each of the four types of objections in a Key Account sales call: misunderstanding, doubt, indifference, and true negative.

Presenter: Ken Cooper

Length: 19:06

No Push Closing: If the sales cycle has been managed properly, if call goals have been appropriate to move the sale forward, and if sales calls have been executed professionally, the Key Account closing techniques to obtain the order. This program discusses Key Account closing in order to maximize the today sale and tomorrow sale.

Presenter: Ken Cooper

Length: 12:18

Advanced Key Account Selling

Creating an Elevator Pitch: Even in the complex Key Account environment, there are often those random and brief opportunities to get your overall sales message out to someone who can influence the sale. To do that effectively, you need a well-constructed elevator pitch that hits key elements in your message. This program uses the QuickSell approach to quickly convey why you should do business with me.

Presenter: Ken Cooper

Length: 6:17

Building GREAT Sales Relationships: We've all heard that customers buy from people they like. Building a great personal relationship is a key factor in long-term sales success. This program shows how to solidify the business relationship by strengthening the personal relationship, and provides techniques for getting to know customers better and helping them to open up.

Presenter: Ken Cooper

Length: 17:15

Dealing with Competition: A standard factor in Key Account selling is that there is heavy competition for the business. This program explains how to talk about competition, how to respond to competitive claims, and how to properly point out concerns prospects should have about competitors. The program also shows how to perform a feature-by-feature Them/Buyer/Us analysis that can be used for creating your sales strategy and developing your sales message.

Presenter: Ken Cooper

Length: 12:27

Gotchas!: This sales skills development series has focused on all the things you need to do well to succeed in Key Account Selling. This program takes the opposite approach, and highlights the common mistakes (Gotchas!) that even experienced Key Account salespeople make ... so that you can avoid making them!

Presenter: Ken Cooper

Length: 9:08

Long-Term Development: Your personal skills development does not end with the completion of this training series. It's just the beginning. The goal in Key Account Selling is continuous improvement. (You can be sure your competition isn't standing still!) This program highlights a variety of resources you can use to continue your personal development, and to maintain your skills and execution advantage over your competitors.

Presenter: Ken Cooper

Length: 12:33

LEADERSHIP

Using ej4 to Lead: The goal of this class is to understand that to really change behaviors, achieve business success, and to get value from your ej4 subscription, you've got to work it. What do you really need from ej4? Watch this course to find out!

Presenter: Paul Russell

Length: 16:00

T.H.E. Answer for Business Success: What is THE answer for business success today? It turns out there isn't one correct answer; instead it's lots of different things.

Presenter: Ken Cooper

Length: 5:28

Criteria for Performance Excellence: The shelves are full of business books touting the answer for business success today. Yet the most proven criteria for success is available free from the U.S. National Institute of Standards, and is a must-have for every manager. This program introduces the Baldrige National Quality Program's Criteria for Performance Excellence, which will provide the backbone for many of the programs in this section. It's your first stop to improving your leadership skills.

Presenter: Ken Cooper

Length: 8:20

Vision, Mission, and Values: Nearly every organization has signs on the wall detailing the company's Vision and Mission (and maybe Values.) Yet are these statements accomplishing anything? Do employees know what they say? What they mean? How to apply them? Do the statements change anyone's actions? Are they little more than just nice words? This program shows how Vision, Mission, and Value statements can become the first important step in improving the organization, and provides a simple checklist to determine if your statements are working for you.

Presenter: Ken Cooper

Length: 13:50

Introduction to Leadership: Welcome to Introduction to Leadership. The goal in this program is to start you off on that path up the mountain towards leadership excellence. You can be a leader if others report to you, and you can also be a leader of your work team on the front lines. So the leadership opportunities are from executive to front-line and everything in between.

Presenter: Tim Tialdo

Length: 13:16

Leadership Fundamentals: Welcome to our program on Leadership Fundamentals. The question we get asked most often is, What's the best leadership style? Unfortunately, there isn't one style that's better than any other. In fact, there are lots of different ways to be a leader, and you can be effective doing all of them or be ineffective doing any of them. The goal of the program is simply to help you pick your path.

Presenter: Tim Tialdo

Length: 9:57

Characteristics of Leaders: Welcome to our program on the Characteristics of Great Leaders. A question we get all the time is: Who makes the best leader? It's a collection of traits that just seem to work well together. That leads to the next question - what are the traits of an effective leader? Lots of different things. The good news is there are some common themes. What we're going to do in this program is really examine the different things people talk about in identifying what good leaders do, and then highlight those themes for you, so that you have a foundation as you move forward in your leadership development.

Presenter: Tim Tialdo

Length: 11:29

Leadership and Power: Welcome to our program on Leadership and Power. A common question we get asked all the time is: How do leaders get their followers to execute? How do they get people to follow them? Well to answer that, we first need to talk about power.

Presenter: Tim Tialdo

Length: 8:41

How to be a Follow-able Leader Part 1: Who is your most follow-able leader? Why? Watch this course to understand what makes a leader follow-able.

Presenter: Ken Cooper

Length: 9:30

How to be a Follow-able Leader Part 2: Hi everybody, welcome to the second half of our How to be a Follow-able Leader program. In part one, we talked about the 3 hallmarks of a follow-able leader, but what's new about this one? Well in part two, we're going to talk about performance. That's behavior now for performance and we're going to once again give you three key items to remember.

Presenter: Cordell Whitlock

Length: 8:59

Creating Followership: Welcome to our program on Creating Followership. It's the answer to the big question. If you're going to be a leader, you need followers. How do you create followers? How do you set up an environment that creates people who want to follow you? Learn about all of this here!

Presenter: Cordell Whitlock

Length: 10:55

How to Motivate Employees: One of the most often asked questions from managers is, How do I motivate employees? Research shows that there are six hallmarks of a motivating experience ... and a video game fits them all perfectly! This program explains what an ideal motivating work experience is, and shows you how you can create a video game environment at work.

Presenter: Ken Cooper

Length: 18:31

Motivational Leadership: Welcome to our program on Motivational Leadership. So here's the question for you as a leader. Is there such a thing as an unmotivated employee? No! Nobody is totally unmotivated. Watch this course to learn more.

Presenter: Cordell Whitlock

Length: 10:02

Effective Delegation: Welcome to our program on Effective Delegation. Can you do everything by yourself? No! So if you can't do everything on your own, what CAN you do? The answer is delegate. Watch this course to learn more about effective delegation.

Presenter: Cordell Whitlock

Length: 10:36

Empowering Followers: Welcome to our program on Empowering Followers. How do you empower followers? Empowerment is not only about giving power to the employees, but also about getting them to take ownership. Watch this course to learn more.

Presenter: Cordell Whitlock

Length: 9:42

Building an Effective Leadership Team: Teams productively working together can be far more effective than individuals working separately. It's particularly important for an organization to build a cohesive leadership team. This program defines the three types of teams, explains the behaviors that drive team productivity, and provides a checklist for building effective leadership teams.

Presenter: Ken Cooper

Length: 10:53

Developing Followers: Welcome to our program on Developing Followers. It's interesting. Everybody talks about leadership, but hardly anyone ever talks about followership. Well, we're going to here.

Presenter: Cordell Whitlock

Length: 10:11

Developing Yourself as a Leader: Welcome to our program on developing yourself. In the previous program we talked about developing your followers and helping them become hyper participation subordinates working on high critical activities. The next topic we need to talk about is you and your development.

Presenter: Alex Fees

Length: 7:12

Daily Leadership Checklist: Ever wish you had a checklist to becoming an effective leader? Learn the easy steps to becoming an effective leader in your organization.

Presenter: Ken Cooper

Length: 11:08

Putting It All Together: Welcome to our program on Putting It All Together, where we wrap up leadership development. Now when your career is finished, the key question is: What is your legacy going to be? As you look back on your career, what will you have stood for? What will you be remembered for? How do you want to be remembered? Did you make a difference for your organization? And, more importantly, for your people?

Presenter: Alex Fees

Length: 6:10

Ten Symptoms of an Unhealthy Organization: In the last 25 years, ej4 consultants have been involved with hundreds of companies, conducted thousands of seminars and consulting engagements, and tabulated tens of thousands of leader and employee surveys. What has emerged is that there are common patterns to organizations that are having problems. This program details a checklist that you can use to evaluate your company for symptoms of dysfunction, and shows how to address issues that you find.

Presenter: Ken Cooper

Length: 14:32

Ten Symptoms of an Unhealthy Organization: The Cure: OK, so you now know the ten symptoms of an unhealthy organization. Some of the symptoms might be uncomfortably similar to what you see in your organization. Now what? This program details a process for rating your organization and using the results to create an action plan for organizational improvement. It is

the perfect pre-work to an executive leadership team meeting talking about your organizational culture and performance

Presenter: Ken Cooper

Length: 11:41

Six Wrong Ways to Manage: In this class, you will learn the six warning signs that a new manager or supervisor may need guidance on.

Presenter: Ken Cooper

Length: 7:20

Impedership: Are you working against your team? This session will help you identify behaviors that contribute and take away from the effectiveness of your team.

Presenter: Ken Cooper

Length: 13:12

Transforming the Organization: Welcome to our program on Transforming the Organization. You know, there's an old line about getting things done: There are three kinds of people in this world. One makes things happen. One watches things happen. And one sits around going, "What happened?" So the question is which one are you? Watch this course to learn more about transforming your organization.

Presenter: Alex Fees

Length: 9:07

Dealing with Resistance: Welcome to our program on Dealing with Resistance to Change. Change is something we all get very nervous about. Everybody's concerned about it and even fearful of it. That may be a part of the reason why organizations don't change when it's so obvious that they need to. Or maybe its ignorance and they just ignore the fact that they're losing to competitors or that customer's needs are changing. So what's going on? Why don't organizations change?

Presenter: Alex Fees

Length: 7:10

Creating Focus During Change: Welcome to our program on Creating Focus During Change. It's easy to lose sight of what's really important in the middle of a big change. And as a leader, you have to help your people deal with that.

Presenter: Alex Fees

Length: 6:17

DISC: Leading High D: By now, you should have watched the Understanding DISC styles class. This class will walk through leading the High D type, High D customers, and which tactics to use when encountering these types.

Presenter: Vic Porcelli

Length: 6:35

DISC: Leading High I: The objective of this course is to learn how High I customers are different and how you can change to lead them better. This course will make you a better leader.

Presenter: Vic Porcelli

Length: 5:05

DISC: Leading High S: Leading a High S requires a bit of a different approach. The goal of this course is to teach this approach in order to make you a better leader.

Presenter: Vic Porcelli

Length: 5:34

DISC: Leading High C: Leading a High S requires a bit of a different approach. The goal of this course is to teach you that approach in order to make you a better leader.

Presenter: Vic Porcelli

Length: 5:34

Diversity - Inclusive Leadership: Setting the Stage: Welcome to our two part series on Inclusive Leadership. Before you watch these courses, be sure to watch the entire Working Well with Everyone series.

Presenter: Ken Cooper

Length: 8:25

Diversity - Inclusive Leadership: Facilitating Training: Welcome to our two part series on Inclusive Leadership. Before you watch these courses, be sure to watch the entire Working Well with Everyone series. This program will help you understand how to tailor the Working Well series specifically to your organization.

Presenter: Ken Cooper

Length: 16:02

How to Work a Room: OK, so you need to attend a professional meeting in order to network with other professionals, lobby for a bill, convince city officials, promote your business, or generally influence people and make a good impression. This program teaches you a step-by-step process to work the room ... taking you from preparing for the meeting to following up afterwards ... all designed to help you achieve your goal for the meeting.

Presenter: Ken Cooper

Length: 26:32

MICROSOFT EXCEL 2010: ADVANCED

Advanced Calculations: In this course, we'll be discussing advanced calculations. This section covers using different types of functions including lookup functions, text functions and more.

Length: 97:34

Subtotals and Outlines: In this course, we'll be discussing creating subtotals and working with outlines. We'll also cover manually creating subtotals and outlines.

Length: 24:53

PivotTables: In this course, we'll be discussing PivotTables. This course covers constructing and modifying PivotTables. We'll also discuss using filters and slicers and using the report filter.

Length: 57:15

Adapting Charts for Complex Data: In this course, we'll discuss adapting charts for complex data. This course covers adding a secondary chart axis and working with scatter charts.

Length: 19:05

Advanced Data Tools: In this course, we'll be discussing advanced data tools. This course will cover importing data & adding hyperlinks, converting text to columns and consolidating data.

Length: 44:34

Auditing Calculated Values: In this course we'll be talking about auditing calculated values. This course will cover working with circular references, tracing precedents & dependents and evaluating formulas.

Length: 33:47

Performing a What-If Analysis: This course will discuss performing a what-if analysis. In this course we'll cover finding an input value with goal seek and displaying options via scenarios.

Length: 28:33

Macros, VBA and Security: In this course we'll be discussing macros, VBA and security. This course will cover macro concepts, viewing & editing VBA in Excel and applying security settings.

Length: 59:43

MICROSOFT EXCEL 2010: ESSENTIALS

Getting Comfortable With Excel: Here we'll break down Excel into its component parts to make it more manageable and less overwhelming. We'll start with discussing workbooks.

Length: 50:59

The Basics of Data: In this section, you will learn how to insert all types of data. By the end, you will be copying and moving data as well as filling a series.

Length: 41:26

Managing Workbook Structure: Now that we've discussed the basics of workbooks, it is time to manage the workbook structure. Learn how to resize the workbook elements and even hide workbook components.

Length: 27:39

Creating Formulas: Walk through how to create formulas in Excel. Learn how enter formulas and controlling calculation options.

Length: 33:32

The Basics of Functions: Truly understand how functions work, no matter how seemingly simple or complex. Go from the foundation of functions to using AutoSum and the formulas tab.

Length: 25:50

What's in a Name? Learn all about names. This series discusses creating names, using names as references, and creating named formulas.

Length: 43:00

Making Data Look Good: How can you make your data look good? You will learn in this series where you can apply basic formatting, format numbers and define custom formats.

Length: 74:05

A Picture is Worth a Thousand Words: Need to make a chart? Learn all of aspects of making charts and using a chart template.

Length: 38:26

The Simplicity of Tables: Embrace the power of tables to sort, filter and manage data more easily. This series will go over converting data ranges to tables and using table calculations.

Length: 53:43

Managing the Excel Environment: Learn how to manage the excel environment. Here you can adjust the view and control the excel windows.

Length: 20:00

Preparing Files for Distribution: It's time to prepare Excel files for distribution. This series discusses the elements of printing an Excel file as well as adding headers and footers to your file.

Length: 22:43

MICROSOFT OFFICE 2003

Stay in Touch with Microsoft Outlook: In this course we'll talk about staying in touch with Microsoft Outlook. This course will cover setting up a new email account and creating & sending new email messages. We'll also discuss how to organize your email and create distribution groups.

Length: 71:45

Common Microsoft Office Features: In this course, we'll take a look at common office features. We'll discuss using the task pane and clipboard in addition to using smart tags and hyperlinks.

Length: 13:08

Microsoft Excel Foundations: In this course, we'll cover some Excel foundations. We'll talk about navigating workbooks and worksheets in addition to adding worksheets and creating workbooks. We'll also discuss using different functions and creating tables & charts.

Length: 75:53

Express Yourself with Microsoft Word: In this course, we'll talk about using Microsoft Word. This course will cover topics including saving & printing documents, creating templates, and using styles. They'll also cover adding headers & footers, creating a table of contents, and working with rows & columns.

Length: 2:01:18

Microsoft PowerPoint Basics: In this course, we'll be discussing PowerPoint basics. This course will cover choosing a presentation template, adding text to slides and adjusting that text. We'll also discuss working with Clipart, pictures and shapes, editing slide master and title master, and adding advanced animation effects.

Length: 2:01:33

Take Control of Data with Microsoft Access: In this course, we'll be discussing Microsoft Access. This course will introduce databases, in addition to covering how to connect tables using queries and how to use forms. We'll also cover using the filtering, sorting and find tools.

Length: 56:38

MICROSOFT OFFICE 2007: GETTING UP TO SPEED

Getting Started With Word: In this course, you'll learn how to get started with Word. This series covers Word's new Ribbon-based interface, plus shortcuts for selecting, moving, copying and replacing text. In addition, you'll learn how to easily standardize page layouts.

Length: 33:33

Refining Word Documents: In this course, you'll learn how to refine your Word documents. You'll learn how to quickly format your document. Other topics covered include inserting graphs, working with Clip Art and inserting & formatting tables.

Length: 45:24

Exploring Excel: In this course we'll be exploring Excel. You'll learn how to use Excel to create a new spreadsheet and add a new worksheet within the same file. Other topics covered include building tables and an introduction into formulas & functions.

Length: 67:00

Formatting & Stylizing in Excel: In this course we'll cover formatting and stylizing in Excel. This course will cover formatting worksheets, using Format Painter and number formatting. Topics also covered include creating and using cell styles.

Length: 68:00

Powering Up with PowerPoint: In this course about PowerPoint we'll talk about different slide designs and layouts. We'll also cover inserting objects, applying themes and animations. Finally, we'll discuss setting up and running a slide show.

Length: 60:00

Staying Connected in Outlook: In this course about Outlook, we'll talk about creating signatures and folders. We'll also discuss how to create and flag tasks. In addition, these courses cover using and sharing your calendar.

Length: 25:00

Managing Data with Access: In this course we'll talk about managing data with Access. You'll learn how to add and delete contacts. We'll also cover creating reports and filtering data.

Length: 21:06

A Seamless Office 2007 Workflow: This series covers creating a seamless workflow with Office 2007. In these courses, we'll talk about getting better at using charts and other content in Excel. We'll also find out tricks for sharing content between Word, Excel and PowerPoint.

Length: 49:41

MICROSOFT 2010: NEW FEATURES

Office 2010 First Glance: As the introduction to the Office 2010 series, the fluent interface is revisited. You will also learn how to customize the ribbon.

Length: 34:19

Office 2010 File Formats: This series reviews file formats in Office 2007. You will learn how to convert older files and sharing files.

Length: 22:11

Office 2010 Shared Features: This series covers new features shared by all Office 2010 applications. Paste preview and the screenshot tool are included.

Length: 31:08

What's New in Word 2010: What new features are in Word 2010? Find out in this series. You will learn about the navigation pane and opening unsaved documents as well as text effects.

Length: 26:23

What's New In Excel 2010: Here's an overview of what's new in Excel 2010. Learn about data bar enhancements and filtering data with slicers.

Length: 43:34

What's New In PowerPoint 2010: PowerPoint 2010 has some new features you need to check out. This series will go over how you can create presentation sections to exploring video format tools.

Length: 51:44

What's New In Access 2010: What's new in Access 2010? Check out adding quick start field collections and how to use the data type gallery.

Length: 55:29

What's New in Outlook 2010: Outlook 2010 has new features. It's important to be in control of your inbox and to stay socially connected and you can learn how in this series.

Length: 60:36

What's New in OneNote 2010: OneNote 2010 has got some new features you have to see. You can learn how to create OneNote notebook and share them.

Length: 44:37

What About Web Apps? This is an introduction to the new Web Apps. This series will provide an overview of Windows Live SkyDrive, Silverlight & accessing Web Apps as well as accessing Files & the Excel Web App.

Length: 44:39

MICROSOFT OFFICE 2010: SPECIAL FEATURES

The Office 2010 Interface: This series provides a comprehensive introduction to the Fluent interface and Ribbon. Courses explain how to customize the ribbon and offer a backstage view.

Length: 90:35

Working With Office 2010 File Formats: This series covers a complete discussion about the new XML file format and how to work between the old and new formats. We'll share files and use the compatibility checker.

Length: 57:06

Keeping Consistent With Themes: This course discuss managing consistency between application files using common tools like Themes. We cover the concept of Themes to defining Theme colors and selecting Theme effects.

Length: 53:10

Manipulating & Enhancing Text: It's important to learn the basics of Text and then using Text Effects. Learn how to use AutoCorrect and the Format Painter.

Length: 67:51

Communicating Clearly With SmartArt: Enhance your document by using SmartArt. You will learn how to insert SmartArt, adjust the design, and add text.

Length: 33:13

Adjusting Images Like a Pro: When you are working with images, you need to have the skills to adjust them to make them fit to your needs. This series will teach arranging graphics, inserting screenshots, and shape basics.

Length: 87:41

Preparing & Distributing Files: Need to get feedback on your file? Here you will go from commenting and sharing your file to printing the final version and distributing.

Length: 77:19

MICROSOFT OFFICE ACCESS 2007: ESSENTIALS

Introducing Access 2007: In this series, we'll introduce Access 2007. These courses will discuss when to use Access. In addition, they'll also cover defining a database, working with a database, and converting old databases.

Length: 17:28

Exploring the New User Interface: In this series, we'll explore Access's new user interface. This course will cover using the Office and Help menus and adding custom commands. We'll also discuss using different tabs.

Length: 84:00

Working in the Navigation Pane: In this series, we'll be talking about working in the navigation pane. This course will cover sorting and searching objects and adding object shortcuts. We'll also discuss collapsing and creating custom groups

Length: 45:37

Creating Tables: In this series, we'll talk about creating tables. This course will cover creating and working with table relationships, as well as entering data in new tables. We'll also discuss creating data types and defining primary keys.

Length: 67:30

Creating Queries: In this series, we'll look at creating queries. This course will cover creating a select query and creating a crosstab query. We'll also discuss running update and actions queries and using the Query Wizard.

Length: 50:36

Creating Forms: In this series, we'll talk about creating forms. This course will explore form types and creating forms from scratch. We'll also discuss navigating within forms and using Form Wizard.

Length: 48:20

Creating Reports: In this series, we'll talk about creating reports. This course will cover creating reports from scratch and adding sub-reports. We'll also discuss using the report command, exploring report views and running the Report Wizard.

Length: 57:41

Creating Macros: This series will discuss creating macros. In this course, we'll cover creating embedded macros and assigning macro actions. We'll also discuss setting macros arguments.

Length: 26:12

MICROSOFT OFFICE EXCEL 2007: ADVANCED

Summarizing Data: In this series, we'll discuss summarizing data. This course will cover advanced subtotals and formatting subtotals. In additions, we'll discuss adding and copying subtotals, consolidating data and using the SUMIF command.

Length: 58:00

Working With Pivot Tables: In this series, we'll be discussing pivot tables. This course will cover the creation, rearranging, sorting and formatting of pivot tables. We'll also discuss using Top 10 and date filter features.

Length: 52:29

Charting Excel: In this series, we'll discuss charting in Excel. This course will cover the moving, sizing and copying of charts. We'll also discuss how to decide which type of chart to use and advanced chart types.

Length: 75:12

Getting Visual: In this series, will discuss adding conditional formatting. This course will also cover highlighting, sorting and filtering columns. In addition, we'll discuss using SmartArt graphics and embedding a formula into a shape.

Length: 27:58

Creating Powerful Formulas: In this series, we'll talk about creating powerful formulas. This course will cover auditing formulas and understanding errors. We'll also cover using custom formatting codes, converting text to numbers and explaining the many different types of functions.

Length: 85:00

Recording Macros: In this series, we'll be discussing recording macros. This course will cover simplifying macros and recording a simple macro.

Length: 18:12

Tips and Tricks: In this series, we'll discuss some tips and tricks when using Excel 2007. This course will cover how to use Excel as a word processor, validating date and changing text direction.

Length: 27:42

MICROSOFT OFFICE EXCEL 2007: ESSENTIALS

Working with the User Interface: This series will cover working with the user interface. This course will introduce you to the ribbon interface. We will also discuss workbooks and worksheets.

Length: 24:54

Entering & Managing Data: This series will cover entering and managing data. This course will discuss importing text files and managing rows & columns.

Length: 47:06

Using Formatting Techniques: This series will cover formatting techniques. This course will discuss how to format dates, numbers and cells. It also includes courses on setting font type, color and size.

Length: 22:45

Formula Basics: This series will cover formula basics. This course will cover understanding the order of operations as well as using formulas with date and text.

Length: 33:52

Useful Functions: This series will cover some of the different functions available in Excel.

Length: 39:56

Creating Reports: This series will cover creating reports. This course will discuss creating and refining charts, as well as creating and managing conditions.

Length: 33:00

Sharing and Distributing Your Work: This course will discuss sharing and distributing your work. We'll cover inserting headers & footers, adding comments and protecting your worksheets.

Length: 25:22

Tips & Tricks: This course will cover tips and tricks for using Excel. Topics covered include using the fill handle, filling in a series of numbers and turning formulas into hard data.

Presenter: Mike Alexander

Length: 52:55

MICROSOFT OFFICE POWERPOINT 2007

Seeing PowerPoint with New Eyes: In this course, we'll navigate the ribbon and the quick access toolbar. We'll also examine different views.

Length: 17:23

Understanding the Basics: In this course, we'll talk about understanding the basics. We'll discuss defining themes, creating color schemes and specifying fonts and effects.

Length: 20:07

Starting Your Presentation: In this course, we'll talk about starting your presentation. We'll discuss adding and editing slides and the Reuse Slides pane.

Length: 17:08

Formatting Text: In this series, we'll cover formatting text. This course will explain the font dialog box in addition to applying text fills and effects.

Length: 13:39

Using Drawing Tools: In this series, we'll talk about drawing tools. This course will cover inserting & modifying shapes and using picture & gradient fill.

Length: 16:25

Using Pictures: This series will cover using pictures. This course will discuss inserting pictures, using the clip art pane and formatting & arranging images.

Length: 19:13

Working with SmartArt: In this series, we'll talk about SmartArt. This course will cover converting text to SmartArt and formatting & modifying SmartArt diagrams.

Length: 9:45

Creating Tables and Charts: In this series, we'll be talking about creating tables and charts. This course will cover how to create and format tables and charts.

Length: 24:50

Using Animation: In this series, we'll talk about using animation. This course will discuss the different types of animation. We'll also cover how to animate text, auto shapes, charts and tables.

Length: 41:30

Adding Multimedia: In this series, we'll discuss adding multimedia to your PowerPoint presentations. We'll cover adding and playing sounds and video.

Length: 16:37

Making Your Presentation: In this course, we'll cover making your presentations. This course will discuss opening your presentation in slide show view and using presenter view. We'll also cover how to navigate using the keyboard.

Length: 11:52

Sharing Your Presentation: In this course, we'll talk about sharing your presentation. We'll cover adding action buttons and links in addition to recording narrations. We'll also talk about checking for compatibility and using the file inspector.

Length: 22:19

Tips and Tricks: In this course, we'll cover some tips and tricks for using PowerPoint. We'll talk about pinning files to the open panel, animating master slides and exploring the Save As options.

Length: 11:00

MICROSOFT OFFICE POWERPOINT 2010: ESSENTIALS

Getting Started with PowerPoint 2010: In this course, we'll talk about getting started with PowerPoint 2010. This course explores the interface and covers how to create photo albums and different setting options & saving files.

Length: 43:21

Setting Up the Presentation File: In this course, we'll talk about setting up a presentation file. We'll discuss design essentials, working with & adding slide masters, and changing backgrounds. We'll also cover configuring placeholders & bullets, and adding headers & footers.

Length: 1:22:26

Working with Slide Text: In this course, we'll be discussing working with slide text. This course will cover entering text, working with outlines & text boxes, and organizing presentation content.

Length: 55:57

Enhancing Presentations with Graphics: In this course, we'll discuss how to enhance your presentation with graphics. We'll cover basic image manipulation, advanced image tools and SmartArt.

Length: 1:04:15

Managing Multimedia: In this course, we'll talk about managing multimedia by working with audio and adding video.

Length: 23:55

Adding Animations and Transitions: In this course, we'll cover adding animations and transitions. We'll discuss using animations and animating with the animation pane and painter.

Length: 42:55

Preparing for the Presentation: In this course, we'll discuss getting prepared for your presentation. This course will cover preparing notes and collaborating with others. We'll also discuss setting up a slide show and how to set accurate slide timings.

Length: 37:34

Delivering the Presentation: In this course, we'll discuss delivering your presentation. This course will cover sharing & protecting your files and saving files to other formats.

Length: 47:00

MICROSOFT OUTLOOK 2010: ESSENTIALS

Introducing Outlook 2010: In this course, we'll cover introducing Outlook 2010. This course will discuss viewing & adding email accounts, understanding Outlook data files and customizing Outlook.

Length: 59:48

Composing Basic E-Mail: In this course, we'll discuss composing basic emails. This course will cover understanding email formats, the address & subjecting lines, and setting message options. We also talk about adding signatures and including attachments.

Length: 62:45

Creating More Elegant E-Mail: In this course, we'll discuss how to create a more elegant email. This course will cover creating messages with stationery & themes and modifying default email options.

Length: 37:13

Managing Incoming Messages: In this course, we'll discuss how to manage your incoming messages. This course will cover setting auto replies and controlling send/receive. We'll also cover working with attachments and replying to & forwarding messages.

Length: 74:43

Managing Outlook Folders: In this course, we'll discuss managing your outlook folders. We'll cover searching your email and creating additional folders. We'll also cover moving messages manually and with rules.

Length: 54:01

Staying Organized With the Calendar: In this course, we'll be discussing staying organized using your calendar. This course will cover different calendar views, setting calendar defaults and creating appointments & events. We'll also cover creating recurring items, organizing & scheduling meetings, and sharing & viewing calendars.

Length: 72:38

Keeping Track of Contacts: In this course, will discuss how to keep track of your contacts. This course will cover creating contacts, customizing business cards and creating contact groups.

Length: 31:34

Getting Things Done With Tasks: In this course will be discussing how to get things done with tasks. We will cover creating notes and tasks as well as assigning tasks and adding them to your calendar.

Length: 27:34

MICROSOFT WINDOWS 7: ESSENTIALS

Getting Started Using Windows 7: In this course, we'll talk about how to get started with Windows 7. This course will cover an introduction to Windows. It will first look at the desktop and working with user accounts.

Length: 48:02

Customizing the Windows Desktop: This course will cover customizing your Windows desktop. We'll discuss using icons and shortcuts, adding gadgets and changing your screen resolution.

Length: 46:38

Accessing the Start Menu: in this course, we'll discuss using your start menu options. We'll also talk about customizing the menu and how to find programs, files and settings.

Length: 37:39

Exploring the Revised Task Bar: In this course, we'll talk about exploring the task bar. We'll talk about customizing the notification area and setting task bar properties.

Length: 39:28

Optimizing the Windows User Experience: In this course, we'll talk about optimizing your experience with Windows. This course will cover moving & sizing windows, and window navigation & customization. We'll also talk about organizing, rating and tagging files.

Length: 77:45

Examining Hardware & Software: In this course, we'll examine hardware and software. This course will cover viewing devices & printers, and installing & uninstalling software.

Length: 70:10

Enjoying Media: In this course, we'll discuss playing audio and video using the media player. We'll also discuss ripping CDs and creating playlists.

Length: 45:07

Connecting to a Network: This course offer a networking overview. We'll discuss working with the network adaptor and mapping a network drive.

Length: 45:01

Maintaining Your System: In this course, we'll discuss maintaining your system. This course will cover optimizing performance, using troubleshooters and keeping current with Windows updates.

Length: 28:59

Securing Your System and Data: In this course, we'll talk about securing your system and data. We'll discuss working with system restore and shadow copies. We'll also cover executing backup and restore.

Length: 33:51

MICROSOFT WORD 2010: ESSENTIALS

Getting Started With Word: In this course, we'll talk about getting started with Word 2010. This course will cover working with Word views, navigating through documents and selecting document content. We'll also discuss converting and saving files.

Length: 61:14

Setting Up the Document: In this course, we'll talk about how to set up your document. We'll cover configuring your paper size, orientation and margins. We'll also talk about document themes and adding page borders, colors and watermarks.

Length: 23:12

Applying Character Formatting: In this course, we'll talk about character formatting. We'll cover aligning text in a document, copying and pasting text, and font formatting basics.

Length: 43:31

Applying Paragraph Formatting: This course will cover applying paragraph formatting. We'll discuss nonprinting characters & paragraph marks, how to align and indent paragraphs, and line & paragraph spacing. We'll also cover some advanced paragraph formatting.

Length: 60:22

Leveraging the Power of Styles: This course will cover different styles. We'll discuss identifying, clearing and copying styles. We'll also talk about applying built in styles and customizing basic styles.

Length: 60:59

Adding Other Content: In this course, we'll talk about adding other content. We'll cover customizing numbered and bulleted lists, creating tables and adding Excel spreadsheets. We'll also cover sorting text and formatting tables.

Length: 2:11:18

Optimizing Long Documents: This course will cover how to optimize long documents. We'll discuss adding cover pages and using sections & breaks. We'll also talk about formatting with columns and working with hyperlinks, in addition to working with footers in complex documents.

Length: 76:52

Enhancing Through References: In this course, we'll talk about enhancing your documents with references. This course will cover how to generate a table of contents, inserting cross-references & tables of figures and configuring an index.

Length: 39:13

Finalizing Documents and Mail Merge: In this course, we'll talk about finalizing documents and mail merge. This course will cover proofing text and protecting word documents. We'll also discuss how to create and add mail merge rules.

Length: 38:54

NEGOTIATION SKILLS

Introduction to Negotiating: This is the kickoff program in the negotiating skills series. The skills covered in this series will have an immediate impact on your career and your personal pocketbook. This introductory program discusses basic issues in negotiating such as: negotiating as a talent or a skill, who has all the power in a negotiation, how much price drives the agreement, and what is a negotiations win. NOTE: This is a sequential series on a complex topic, and the programs are best viewed in order the first time through the series.

Presenter: Ken Cooper

Length: 7:23

Developing the Right Mindset: Attitude is everything in negotiating. Many people dread the hassle of negotiating vs. the benefits to be gained. This program helps you understand the reasons for a reluctance to negotiate, and shows how a simple change of mindset can unleash your bargaining potential and let you negotiate like the world's greatest experts ... teenagers negotiating with parents!

Presenter: Ken Cooper

Length: 13:33

Using Decision Keys (Framing): Can people you are negotiating with influence your decision without you knowing it? Can the way statements are worded, even with the same content, change your decision? Research on framing and decision-making under risk says, Yes! This program

introduces seven subtle decision keys that are frequently seen in negotiating sessions. You will learn how to use them to gain a more favorable agreement, and also how to recognize them when they are used on you. This is truly advanced skills training, and will provide you with a definite advantage in negotiations.

Presenter: Ken Cooper

Length: 15:43

Negotiating Styles: This program introduces the Negotiating Style Profile instrument, and discusses how to interpret and use the resulting report. It details each of the five styles, and shows how to deal with them in a negotiation. You will then be able to analyze yourself (and members of your negotiating team, if any) and those you are negotiating with, and develop a strategy to address dealing with them by style.

Presenter: Ken Cooper

Length: 10:33

Analyzing the Upcoming Negotiation: It's all about the five Ps ... proper preparation prevents poor performance. You never want to go into a negotiation with TLI (too little information.) This program is the first of three discussing preparation, and helps you identify questions you should ask and information you need before you can create a plan.

Presenter: Ken Cooper

Length: 7:05

Planning for the Negotiation: We're still talking about the five Ps ... proper preparation prevents poor performance. Without a plan you are far less likely to achieve your negotiating goals. This program presents a Planning Checklist you can use to help create your strategy, a Pre-Negotiation Checklist you can use to help develop your goals and tactics, and a way to evaluate the value your offer provides.

Presenter: Ken Cooper

Length: 11:47

Identifying and Developing Leverage: We're still talking about the five Ps ... proper preparation prevents poor performance. In a negotiation, everyone wants to use power over the other party. It's not about power because negotiating isn't a battle. It's about recognizing and developing leverage in a negotiation. This program explains eight sources for leverage and six rules for how to use them. It also teaches the importance of trading 1s for 10s whenever possible. Understanding leverage is a critical factor in successful negotiating.

Presenter: Ken Cooper

Length: 11:22

The Negotiation Process: Successful negotiating is understanding your goals, developing a strategic to reach them, using tactics in the negotiation, and coming to an agreement. This program talks about the four goal levels, and teaches a four-step offer cycle you can use repeatedly in a negotiation. It also shows how you can use skills from other programs such as the QuickSell and No But If™ when negotiating. Finally, it explains the seven rules for making concessions in order to minimize their impact.

Presenter: Ken Cooper

Length: 11:06

Reaching Agreement: Negotiating is the process of reaching a mutually beneficial agreement. This sounds easy, but often is it not. This program covers techniques for focusing on value throughout the negotiation, breaking deadlocks, dealing with nibbling and locking in agreement.

Presenter: Ken Cooper

Length: 11:34

Evaluate Your Performance: There can be no improvement without analysis. A key activity in improving your negotiating skills is the post-agreement analysis. This program details the eight factors in evaluating how you (or your team) did in a negotiation. These factors include issues covering personal performance, satisfaction among the parties, business results of the agreement, and potential for the ultimate success of the agreement.

Presenter: Ken Cooper

Length: 7:37

Adapting for DISC Styles: Advanced negotiators know how to mediate their own personality style depending upon the other party. For those new to the DISC model, this program provides a quick overview of the four styles. The program then moves right into how to adapt your

negotiating approach when dealing with each style. Style information covers personal characteristics by style, wins by style, and negotiating compatibility by style.

Presenter: Ken Cooper

Length: 13:38

Recognizing and Dealing With Tactics: Many people view negotiating as simply using tactics against the other party. The effective negotiator can immediately recognize these tactics and deal with the subtle leverage they're meant to apply. This program introduces a four-step process for dealing with tactics, and analyzes over 50 tactics commonly seen in negotiating sessions. Each tactic is labeled, described, and analyzed for what it's trying to do to the other party. In addition, each tactic is mapped to the appropriate DISC styles for effectiveness. Being able to identify and handle tactics is a critical skill in successful negotiating.

Presenter: Ken Cooper

Length: 21:26

Tips and Gotchas: OK, now you're a lean, mean negotiating machine with all the skills ready to go. But what are the real world tips to use and gotchas to avoid that experienced negotiators have learned the hard way? This program wraps up the negotiating skills series with advice on negotiating over the phone, truly following the training when it comes to preparation and goals, doing the tough work like planning that really pays off and managing yourself and your attitudes during a negotiation. This advice can help you be the best you can be.

Presenter: Ken Cooper

Length: 6:37

OPERATIONS

How to Lower Your Energy Bills: Doing Your Part at Work: Lowering utility bills is not only a matter of expense reduction, it is an environmental responsibility. For example, a single CFL light bulb can save \$30 over its life and eliminate 450 pounds of power plant emissions. This program shows what individuals can do at work to dramatically lower the over energy and water bills at work.

Presenter: Ken Cooper

Length: 13:46

How to Lower Your Energy Bills: Saving Fuel Costs: Improving fuel economy just five percent can save over the year, \$1,200 in fuel and 8 metric tons of greenhouse gases per vehicle. This program details simple techniques that all drivers can use to reduce fuel usage. For example, should you turn off the air-conditioner and open the windows to save gas? In this program, learn the answer to this and many other driving questions.

Presenter: Ken Cooper

Length: 17:10

How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan: While individuals can make a big difference in overall energy and water usage, it requires a total organizational effort to generate the most benefits. This program shows how to set up an energy savings PIT (process improvement team), details a seven-step organizational action plan, and lists over 30 ideas for reducing usage and costs.

Presenter: Ken Cooper

Length: 18:10

Fuel Savings: ej4 Driving School: Welcome to the ej4 Driving School! This course will give you some basic tips on how to drive more safely and efficiently, whether it's in your personal car or a company car.

Presenter: Paul Russell

Length: 2:20

Fuel Savings: Idle Time: Every hour a vehicle spends idling, can burn up to ¼ of a gallon of gas. This course will help to explain how long a vehicle should be left idling and other helpful tips to improve your fuel economy.

Presenter: Paul Russell

Length: 3:27

Fuel Savings: Oil, Tune and Tires: The right oil can help improve a vehicle's fuel efficiency substantially. You will learn the importance of proper vehicle maintenance in order to improve your vehicles fuel consumption.

Presenter: Paul Russell

Length: 4:01

Fuel Savings: Order Accuracy: Order accuracy is key to conserving fuel. Properly stocked accounts mean fewer delivers. Fewer deliveries mean less miles, and that means we save on fuel.

Presenter: Paul Russell

Length: 2:32

Fuel Savings: Power Curve: Speed has a direct correlation with fuel consumption. This course will explain the relationship between speed and fuel.

Presenter: Paul Russell

Length: 2:59

Fuel Savings: Take Home Vehicles: In this course, you will learn about Business Only vehicles and fuel efficiency.

Presenter: Paul Russell

Length: 2:21

PC FUNDAMENTALS: ESSENTIALS

PC Components: In this course, we'll cover PC components. We'll discuss basic PC system parts and computer memory as well as the boot process.

Length: 47:50

The Mouse: In this course, we'll be discussing mouse basics, including moving the cursor and mouse techniques.

Length: 32:03

The Keyboard: In this course, we'll be discussing keyboard basics including keyboard parts and applying keyboard techniques.

Length: 31:51

Operating Systems: In this course, we'll be discussing operating systems. We'll talk about what an operating system does, the Windows desktop and configuring basic desktop settings.

Length: 36:01

Window Basics: In this course, we'll be talking about window basics. We'll cover resizing windows and understanding multitasking. We'll also talk about minimizing, maximizing and menus.

Length: 50:54

Software Basics: In this course, we'll be discussing software basics. This course will cover different software categories, saving & naming files and save & save as options.

Length: 36:03

Printing Basics: In this course, we'll talk about printing basics. This course will cover how to set up a default printer, adding & sharing printers and printing documents & pictures.

Length: 41:13

Understanding File Structure: In this course, we'll talk about understanding file structure. This course will cover file system concepts, navigation options and selecting text. We'll also cover cutting, copying and pasting text and files.

Length: 89:42

Networking Basics: In this course, we'll be talking about networking basics. This course will cover network fundamentals and terminology as well as networking devices. We'll also talk about reviewing your network and setting up a user account.

Length: 54:50

Basic PC Maintenance: In this course, we'll talk about optimizing your system with basic PC maintenance.

Length: 29:33

PRESENTATION SKILLS

Creating the Presentation

Introduction: When giving a presentation even one little mistake can trip you up. Watch this course to learn how to present effectively.

Presenter: Ken Cooper

Length: 6:57

Basic questions: According to Lawrence J Peter, if we don't know where we're going, any road will do. So, how do we know where we're going? We need to ask questions before our presentations to make sure we're on target.

Presenter: Ken Cooper

Length: 8:23

Logistics: As we look at creating a presentation, one thing we need to analyze is the logistics we'll have in the presentation. In this course, we'll discuss the best time of day for presentations, best room lay out and more.

Presenter: Ken Cooper

Length: 15:13

Organizing: Now we're ready to organize our materials into a presentation.

Presenter: Ken Cooper

Length: 5:03

Structuring: Now that the backbone of your presentation is in place, we need to examine its structure. There are many different things that make up the structure of the presentation and we'll be looking at them one at a time in this course.

Presenter: Ken Cooper

Length: 7:57

Opening: A good opening is all about getting off on the right foot. What are the goals of your opening? What types of openings are there? Watch this course to learn the answers to these questions and more.

Presenter: Ken Cooper

Length: 9:59

Closing: The last thing we need to do in creating a presentation is close it! How do you finish a presentation the right way? Watch this course to learn how!

Presenter: Ken Cooper

Length: 5:36

Designing Materials

Creating slides: Welcome to our second group of programs. In this series we'll be focusing on designing your presentation materials. This course discusses the overall design of slides.

Presenter: Ken Cooper

Length: 21:02

Graphics and effects: When designing slides it is important to understand how to properly use graphics and effects. This course will give you a basic understanding of using these elements for your presentation.

Presenter: Ken Cooper

Length: 9:00

Handouts: The final thing we need to consider for creating your presentation are your handouts. People will forget 50% of what you have told them by the time your presentation is over. Watch this course to learn what to include in your handouts so they remember more.

Presenter: Ken Cooper

Length: 4:12

Presentation Techniques

How to make a point: Welcome to our third set of programs involving Presentation Techniques. In this course, we'll discuss how to make a point in your presentation, whether it's a single point or a group of points.

Presenter: Ken Cooper

Length: 5:33

Using audio visuals: Our next course in the Presentation Technique series is about how to use audio visuals. In this course, we'll discuss the different types of audio visuals and what you need to consider before you use them.

Presenter: Ken Cooper

Length: 15:16

Presenting numbers visually: The next course in our Presentation Techniques series deals with how to present numbers. In this course, we'll discuss how to recognize, as a view, when the data you're being shown is slanted. We'll also discuss how to effectively present your own data.

Presenter: Ken Cooper

Length: 10:30

Presentation-nonverbal: In a presentation, your message isn't just what you say and what you show. Nonverbal communication is just as important. What does that mean? Learn more about nonverbal communication here.

Presenter: Ken Cooper

Length: 14:43

Writing speech information: We've talked in other programs about information you need to provide before your presentation. Now we're going to talk about how to write those materials.

Presenter: Ken Cooper

Length: 7:23

Be ready for the worst: We've already talked about all the things you need to do right for your presentation, but what happens when something goes wrong? It only takes one small thing to ruin all the hard work you've put into your presentation. Watch this program to learn how to be ready for the worst!

Presenter: Ken Cooper

Length: 6:14

Making the Presentation

Before the presentation: Now that we've finished discussing the content of your presentation, we can move on to actually making the presentation. This course will cover what you should do right before your presentation begins.

Presenter: Ken Cooper

Length: 15:55

Psyching up, not out: In a previous program we talked about public speaking, which can be many peoples' biggest fears. It can be terrifying to speak in front of so many people. How do you psych yourself up, but not out? Watch this program to learn more.

Presenter: Ken Cooper

Length: 6:12

Switching between presenters: All the courses you've watched so far assume that you are the only speaker at your presentation. But, what if you're not the only one speaking? Watch this course to learn more.

Presenter: Ken Cooper

Length: 4:31

Punching up your presentation: So, you've got to present on the most boring topic ever? How do you punch up your presentation to make it more engaging? Learn here!

Presenter: Ken Cooper

Length: 13:57

Handling questions: Another part of your presentation that you need to develop a strategy for is the Q & A session. Watch this course to help you learn how to answer questions that come up during a presentation.

Presenter: Ken Cooper

Length: 15:33

Handling distractions: In previous programs we've talked about how to minimize distractions caused by technology. But what if the distractions are coming from your audience? Learn how to handle these types of distractions here.

Presenter: Ken Cooper

Length: 5:23

After the presentation: Hooray! Your presentation is finished! You're done, right? Not so fast. Watch this program to learn what you should do once your presentation is finished.

Presenter: Ken Cooper

Length: 7:04

PROFESSIONAL PRODUCTIVITY

How to Leave Phone Messages that Get Returned: It's getting to the point where it's almost impossible to reach people on the phone. Call anybody and you're likely to reach a voice mailbox ... and then never get called back. So how can you leave voice messages-sales and otherwise-which generate a call-back? This program details exactly how to leave the ideal 30-second voice message that research says has the best chance of getting returned.

Presenter: Ken Cooper

Length: 12:37

Protecting Your PC from the Bad Guys: Viruses, worms, spyware, adware, psychoware, spam ... The attacks on your computer is escalating with millions of variations. These programs threaten at any time to bring your entire computing network to a standstill and damage your valuable data. No matter how good your internal systems protection is, your computers are only as safe as your PC end-users are. Malicious software can come in not only through careless use of e-mail and Internet access while at work, but through the unprotected home computers of your employees who take work back and forth. This program shows every PC user in your company how to personally practice safe computing, and minimize the chance of infection from malicious software.

Presenter: Ken Cooper

Length: 16:16

Writing Effective E-Mails: This course covers the eight factors you need to consider in creating an effective e-mail. The program also teaches you how to maximize the chance that your e-mail will be read, how to make your points simply and quickly, and how to avoid e-mail remorse from putting things in writing that you shouldn't have. Check this program out before you write another e-mail!

Presenter: Ken Cooper

Length: 15:38

Conflict Management: Unavoidable Truths: Dealing with upset customers and co-workers is one of the most difficult things we do. Our natural reaction is to fight back and defend ourselves, yet that rarely resolves the problem. In this first program of a four-part series on Conflict Management, learn the unavoidable truths that you must accept in dealing with conflict-truths that often run counter to how you most often react.

Presenter: Ken Cooper

Length: 4:44

Conflict Management: Maintaining Self-Control: The easiest thing to do in a conflict situation is to let yourself get emotionally linked to it. You must stay in a thinking mode rather than getting emotional about what the other person is saying. In this second program of a four-part series on Conflict Management, you will learn six tips for staying in control while others are losing theirs.

Presenter: Ken Cooper

Length: 5:00

Conflict Management: Conflict Process: OK, so you accept the unavoidable truths and can stay in control. That takes care of you. Now how do you deal with the other person who is causing all the conflict? In this third program of a four-part series on Conflict Management, you will learn the five-step process for responding to someone in a conflict situation. There are no guarantees that everything will turn out perfectly, but this process gives you the best chance of helping others calm down and refocus them, so the problem can be mutually resolved.

Presenter: Ken Cooper

Length: 8:58

Conflict Management: Special Situations: Sometimes you can apply the conflict management process perfectly, and the other person still won't calm down. Sometimes the other person can begin to cross the line between being upset versus being angry, abusive or threatening. In this final program of a four-part series on Conflict Management, you will learn how and where to get

help when the situation goes beyond your ability to resolve it, or when the other person steps over the line verbally.

Presenter: Ken Cooper

Length: 5:36

Personal Time Management: This course will help you create a process for managing your time effectively.

Presenter: Colleen Kirk

Length: 12:00

Change Management: In the business world, if you keep doing the same thing, you won't continue to get what you've always gotten. You'll get less. Why? Because if we don't keep moving forward, then we are falling behind.

Presenter: Colleen Kirk

Length: 12:52

Change Management: When You're Through Changing....You're Through! The title says it all. This program shows how to develop the right attitude about change and to accept the hard reality that change is going to be with us forever ... and is accelerating. Learn a new approach to change, and how to create a climate, both as a leader and co-worker, that encourages positive change.

Presenter: Ken Cooper

Length: 21:05

Change Management: The Change Agenda: In today's fast-paced work environment, to be standing still is to actually be falling behind. This program introduces ten driving forces for change and how they're affecting the workplace. There is also a discussion covering some of the demographics, social communications and weird research on new technologies that gives a flavor for what the near-term future could look like.

Presenter: Ken Cooper

Length: 17:00

Change Management: A Look at the Future: Ideas no longer outlast lifetimes. This program examines the accuracy of past forecasts about the future, and then takes a long-term look at the so-called second scientific revolution. See how three emerging 21st Century technologies are going to significantly change life and work.

Presenter: Ken Cooper

Length: 23:59

Helping Employees Use Their Time Wisely: Supervisors know their subordinates have lists of things to do every day. They also know that from time to time other people might ask their subordinates to help them with a special request. This course will help you help your subordinates manage their time.

Presenter: Paul Russell

Length: 4:37

Writing Effective Memos: Learn how to write more effectively and efficiently while projecting a professional image that gets results.

Presenter: Ken Cooper

Length: 9:33

Telephone Techniques Part 1: You say the phone rings and answering it is your job? Quite frankly, the telephone is the number one line of communication with unhappy customers and therefore we need to make sure that we handle it correctly. And the first thing that has to happen with the phone is to...answer it.

Presenter: Pete Nelson

Length: 8:52

Telephone Techniques Part 2: You say the phone rings and answering it is your job? Quite frankly, the telephone is the number one line of communication with unhappy customers and therefore we need to make sure that we handle it correctly. And the first thing that has to happen with the phone is to...answer it.

Presenter: Pete Nelson

Length: 13:32

Telephone Techniques Part 3: You say the phone rings and answering it is your job? Quite frankly, the telephone is the number one line of communication with unhappy customers and

therefore we need to make sure that we handle it correctly. And the first thing that has to happen with the phone is to...answer it.

Presenter: Pete Nelson

Length: 11:41

Social Networking: LinkedIn: LinkedIn is a powerful tool that can be used to grow your business, but like any tool, it needs to be used properly. View this course to understand how to use LinkedIn and learn best practice advice.

Presenter: Colleen Kirk

Length: 8:54

Social Networking: Twitter: Twitter is a powerful tool, it allows for instant communication, it can create a buzz; it can make your business stronger. If used responsibly. So think before you Tweet. Watch this course to review safe ways to use Twitter and to improve your business and communication.

Presenter: Ernie McClellan, Jr.

Length: 7:48

Social Networking: Instant Messaging: Mayors, governors, high-ranking officials, executives and regular folks are being brought down by the electronic trails they leave. Review this course to understand how to use IM as a business asset rather than a personal liability.

Presenter: James Nolan

Length: 5:51

Proper Introductions: You know the saying; you never get a second chance at a first impression. It's so true, right? Especially in business. You always want to come across as confident, poised and professional. A lot of people don't know this, but there is proper etiquette to introducing people to each other, or introducing oneself to others.

Presenter: Paul Cook

Length: 5:37

Social Networking: Facebook: Facebook is a valuable tool for staying in contact with friends and family. It is even a valuable tool for business connections. But it must be used wisely.

Presenter: Colleen Kirk

Length: 9:25

Ethics for Everyone: Ethics in the organization is essential to retaining customers, employees and confidence. Watch this course to see how personal ethical behaviors impact the work environment.

Presenter: Tim Tialdo

Length: 13:32

Workplace Ergonomics: Things You Can Do: Welcome to the first program in our series on workplace ergonomics. Just a heads up for you, we have done our homework on this. We have looked at the U.S. Department of Labor information and OSHA information and put together the best practices that we can find. What we will do here is provide some general guidelines that people have found useful in improving the ergonomics of their work station.

Presenter: Tim Tialdo

Length: 5:49

Workplace Ergonomics: Your Chair and You: Welcome to our series on work place ergonomics. In this program, we are going to focus on one of the most important things in your office, your chair!! As we mention in all of our programs we have done our homework with the U.S. Department of Labor and OSHA.

Presenter: Tim Tialdo

Length: 6:50

Workplace Ergonomics: Reducing Eye Strain: Welcome to our series on work place ergonomics. In this program, we are going to talk about reducing eye strain. Eye strain can cause fatigue, headaches, reduce productivity and so on. So what do we need to do to minimize eye strain and what are some of the symptoms that we ought to be aware of? Find out here!

Presenter: Tim Tialdo

Length: 6:29

Workplace Ergonomics: PCs: Welcome to our series on work place ergonomics. In this program, we are going to focus on working with PCs and all the ergonomic elements that we need to be thinking about.

Presenter: Tim Tialdo

Length: 10:13

Workplace Ergonomics: Stretching: Welcome to this final program on work place ergonomics, here are the stretching exercises. In previous programs, we have talked about what you can do in the work place to minimize strain through proper ergonomics. Sometimes you have done all you can do and there is still strain and so stretching is a great way to alleviate discomfort and keep productivity high and stay healthy.

Presenter: Tim Tialdo

Length: 4:10

Don't Press Send: Pressing send can get you into trouble. Wait, read and think about what you're sending before you send it. It's easy to misunderstand ones meaning over email, IM or texting.

Presenter: Paul Russell

Length: 3:20

Office Etiquette: Office etiquette is mostly common sense but, sometimes it is good to review some basic manners that should be followed to keep the work environment productive and livable.

Presenter: Colleen Kirk

Length: 9:59

Business Meals: Hosting a Business Meal: Welcome to our series on proper etiquette for business meals. In this course, we'll discuss how to host a business meal. Remember that a meal with a client is basically a business meeting with food. It's important, then, that you know what your hosting duties are. Watch this course to learn about all the details from extending the invitation, making sure your guests have a pleasant experience and more!

Presenter: Alex Fees

Length: 7:18

Business Meals: Attending a Business Meal: Welcome to our series on proper etiquette for business meals. In this course, we'll discuss attending a business meal. Remember that a meal with a client is basically a business meeting with food. It's important, then, that you know how to be a good guest.

Presenter: Alex Fees

Length: 3:45

Business Meals: Table Manners: Welcome to our series on proper etiquette for business meals. Remember that a meal with a client is basically a business meeting with food. In this course, we'll discuss table manners.

Presenter: Alex Fees

Length: 4:46

Remembering Names and Faces: Welcome to our program on remembering names and faces. Have you ever met a bunch of people at one time and at the end, you don't even remember your OWN name? Or have you ever been told somebody's name, only to forget it immediately? Our goal here is to make sure you can attach a name to all those faces you meet.

Presenter: Kara Savio

Length: 8:45

Stop Procrastinating - Getting Started: The best way to move past procrastination is to get started! How do you do that? How do you get past the burden of the project? Watch this course for tips on getting started.

Presenter: Colleen Kirk

Length: 8:31

Stop Procrastinating - The Pain: Why are you procrastinating? Procrastinating just makes you feel burdened by a project. The hardest part is getting started. Once you do, the project usually isn't as bad as you imagined.

Presenter: Colleen Kirk

Length: 4:03

Stress Management - Understanding Stress: Welcome to our series on Stress Management. The goals of the series are very straight-forward. First, you'll learn how to recognize stress, and then you'll learn how to avoid stress when you can. You'll learn how to handle stress when you can't avoid it, even how to be able to vent about what you take on, and learn how to work in a way that reduces everybody's stress. In this course, we'll learn how to understand stress, reasons for stress, whether or not stress is avoidable and more!

Presenter: Vic Porcelli

Length: 6:56

Stress Management - Avoidable Stress: Welcome to our series on Stress Management, and this program on Avoidable Stress. In the first program, we introduced the four common stressors: role, workload, responsibilities and conflict. In this program, we'll take a deeper look at each of these stressors, and give you some tips on how to avoid them.

Presenter: Vic Porcelli

Length: 7:56

Stress Management - Unavoidable Stress: Welcome to our series on Stress Management, this program is about what to do with Unavoidable Stress. In this course, we're going to talk about what to do with stress that you can't control.

Presenter: Vic Porcelli

Length: 10:34

Stress Management - Handling Stress: Welcome to our series on Stress Management, this program is about Handling Stress. Are there different levels of stress? Does everybody handle stress the same way? In this course, we'll talk about different ways to handle stress.

Presenter: Vic Porcelli

Length: 7:54

Stress Management - Managing Stress: Welcome to our final program in the Stress Management series. Stress depends on a couple of things. It depends on the duration of the stress, the intensity of the stress, and it also depends on the capacity of the individual to withstand the stress. In this course, we'll talk about how to manage stress.

Presenter: Vic Porcelli

Length: 8:39

RETAIL EXCELLENCE

Retailer Profitability Model: Part 1: This course starts to explore the different parts of the Retailer Profitability Model and how they can impact a retailer's profits.

Presenter: Paul Russell

Length: 6:59

Retailer Profitability Model: Part 2: The next step in the Retailer Profitability Model is looking at ways to reduce the costs of your retailers' expenses and what to do next if you're already doing the most you can.

Presenter: Paul Russell

Length: 10:28

Retailer Profitability Model: Part 3: This course explains the many ways to impact Operating Profits by increasing Revenue, without any cost to you.

Presenter: Paul Russell

Length: 15:31

Retailer Profitability Model (for Retailers): Introduction Frontline (Retail): The Retailer Profitability Model (RPM) explains how retailers make a profit. Profit really is simple to calculate and there are things you can do to control the profit margin. Watch this series to understand how you can directly impact revenue and secure your job.

Presenter: Paul Russell

Length: 11:21

Retailer Profitability Model (for Retailers): Introduction Frontline (Restaurant): The Retailer Profitability Model (RPM) explains how retailers make a profit. Profit really is simple to calculate and there are things you can do to control that profit margin. Watch this series to understand how you can directly impact revenue and secure your job.

Presenter: Paul Russell

Length: 12:24

Retailer Profitability Model (for Retailers): Frequency: The Retailer Profitability Model (RPM) explains how retailers make a profit. Profit really is simple to calculate and there are things you can do to control the profit margin. Watch this course to understand how frequency impacts profit.

Presenter: Paul Russell

Length: 16:35

Retailer Profitability Model (for Retailers): Reach: The Retailer Profitability Model (RPM) explains how retailers make a profit. Profit really is simple to calculate and there are things you can do to control the profit margin. Watch this course to understand how reach impacts profit.
Presenter: Paul Russell **Length:** 12:52

Retailer Profitability Model (for Retailers): Items Per Customer: The Retailer Profitability Model (RPM) explains how retailers make a profit. Profit really is simple to calculate and there are things you can do to control that profit margin. Watch this course to understand how items per customer impacts profit.
Presenter: Paul Russell **Length:** 11:00

Retailer Profitability Model (for Retailers): Price Per Item: The Retailer Profitability Model (RPM) explains how retailers make a profit. Profit really is simple to calculate and there are things you can do to control that profit margin. Watch this course to understand how items per customer impacts profit.
Presenter: Paul Russell **Length:** 13:30

Motivating and Retaining the Teenage Worker: Knowing how teens differ from adults in their attitudes and perceptions will allow you to create an atmosphere that will motivate all employees to higher levels of performance. Learn the important motivators that teens say will cause them to give extra effort and make a commitment to stay with their employer and why money does not motivate teens. You will learn the key drivers of teen worker motivation and practical action steps that will help you or any manager develop a motivated and customer focused teenage workforce. You'll discover easy to use tools and techniques that will help you create a more satisfying environment for your teen workers and instill pride-an essential ingredient for motivation. Do you know what really motivates teens to go the extra mile? Do you know what discourages them? Teens are talking-it pays to listen!
Presenter: Fred Martels **Length:** 12:42

Looking Good for the Customer: When you wear the logo, you are the brand. This course will explain the importance of appearance, hygiene, actions, language and attitude while on the job.
Presenter: Paul Russell **Length:** 12:10

SAFETY

Hazard Communication: This course provides the student with an overview of the OSHA Hazard Communication Standard. Additionally, students are taught how to read and interpret a Material Safety Data Sheet, the importance of understanding and reading material labels, and where to find additional information about chemicals used in the workplace.
Presenter: Ray Boehm **Length:** 26:28

Lockout Tagout: Hazardous energy control while working on machinery, equipment, electrical circuits, etc. is also known as Lockout-Tagout. It is a significant issue for personnel protection at many work sites. OSHA has developed a standard for work sites to follow in order to achieve this protection. This presentation outlines the key requirements of OSHA's Control of Hazardous Energy (Lockout-Tagout) Standard.
Presenter: Tom Lawrence **Length:** 18:41

Defensive Driving: Basics Part 1: You will reacquaint yourself with the basics of safe driving. Understand the concept of the Safety Bubble, and know key things to check before starting the engine.
Presenter: Ernie McClellan, Jr. **Length:** 14:34

Defensive Driving: Basics Part 2: Keep traffic out of your bubble. Increase following distances and signal in plenty of time for traffic to accommodate your move. Watch this course to review important safety elements to operating a vehicle in traffic.

Presenter: Ernie McClellan, Jr.

Length: 12:54

Defensive Driving: Road Rage: A primary ingredient in many vehicular fatalities, Road Rage is an exposure all drivers face. This presentation covers some of the issues surrounding Road Rage and gives advice as to how a professional driver should respond to it.

Presenter: Ray Boehm

Length: 21:09

Defensive Driving: Driving Distractions: Anything that takes the driver's attention away from the task of driving can result in serious injury or death. This program discusses the importance of consistently applying good driving practices and how to respond when other drivers do not pay attention to the road.

Presenter: Ray Boehm

Length: 25:40

Bloodborne Pathogens: In this workplace safety program, we're going to cover bloodborne pathogens: what they are, how to prevent exposure and proper protocol if someone is exposed in an occupational setting.

Presenter: Tim Tialdo

Length: 7:23

Personal Protective Equipment: This course provides the student with an overview of employer and employee responsibilities regarding personal protective equipment. Students will learn what types of PPE are appropriate for particular situations as well as the importance of reading and understanding written standards for PPE.

Presenter: Ray Boehm

Length: 27:22

Commercial Driver's License: License Preparation: This introductory course prepares the learner for obtaining a commercial driver's license. The learner is taught the basic requirements for a CDL, what types of conditions require a driver to have a CDL and how to avoid any penalties or violations.

Presenter: Ray Boehm

Length: 20:39

Commercial Driver's License: Vehicle Inspection: Knowing the correct process for vehicle inspection is an integral part of obtaining a commercial driver's license. The learner is taken through each of the 7 steps in detail and is given tips and strategies for a successful inspection.

Presenter: Ray Boehm

Length: 31:39

Commercial Driver's License: Hazardous Materials: Regardless of whether a driver will be obtaining a hazardous materials endorsement for his/her CDL, it is essential for all drivers to understand what to do in the event of an accident on the highway involving hazardous materials. The learner is taken through the basics of transporting hazardous materials as well as what steps to take during an accident.

Presenter: Ray Boehm

Length: 16:01

Confined Spaces: Introduction: Working in or around confined spaces can be dangerous for not only the entrant but also rescue personnel. This introductory course touches on the most important areas of working in confined spaces. By focusing on the basic definitions and procedures, this course prepares all workers who might have exposure to confined spaces.

Presenter: Ray Boehm

Length: 11:25

Confined Spaces: Permit Entry Part 1: Measures need to be taken to prevent accidental entry into confined spaces. Employees must be trained to work with confined spaces, pre-entry procedures and hazard assessment. In part one of this class, the instructor takes the learner through these beginning steps of permit entry into confined spaces.

Presenter: Ray Boehm

Length: 22:51

Confined Spaces: Permit Entry Part 2: In part two of this class, the instructor takes the learner through the final steps of permit entry into confined spaces. Topics such as ventilation, personnel and isolation procedures are explained in detail.

Presenter: Ray Boehm

Length: 31:31

Confined Spaces: Hazards: About 60% of accidents in confined spaces involve rescue personnel. In this class, the viewer is shown how to reduce the risk of injury in a confined space, and the proper procedures involving rescue systems.

Presenter: Ray Boehm

Length: 19:20

Forklift Safety: Part 1: You will learn how to safely operate a forklift truck in the workplace. You will also learn what not to do and also some things that might put you, the driver or your co-workers at risk.

Presenter: Ray Boehm

Length: 25:55

Forklift Safety: Part 2: You will review the OSHA regulations in the use and operation of Industrial Forklift Trucks. You will also learn the operator's responsibility regarding those vehicles.

Presenter: Ray Boehm

Length: 14:45

Forklift Safety: Part 3: You will learn how to safely operate a forklift truck in the workplace. You will also learn what not to do and also some things that might put you, the driver, or your co-workers at risk.

Presenter: Ray Boehm

Length: 18:09

Alcohol Abuse in the Workplace: Testing Procedures: This series of programs is meant to provide insight on recognizing potential problems with drivers and to help better understand alcohol abuse in the work place. They are designed to meet the requirements set forth in the FMCSR 382.603 for training for supervisors. This course is the first installment regarding alcohol abuse in the work place for commercial drivers.

Presenter: Ray Boehm

Length: 24:43

Alcohol Abuse in the Workplace: Detection Periods: This series of programs is meant to provide insight on recognizing potential problems with drivers and to help better understand alcohol abuse in the work place. They are designed to meet the requirements set forth in the FMCSR 382.603 for training for supervisors. This course is the second installment regarding alcohol abuse in the work place for commercial drivers.

Presenter: Ray Boehm

Length: 22:02

Alcohol Abuse in the Workplace: Signs and Symptoms: This series of programs is meant to provide insight on recognizing potential problems with drivers and to help better understand alcohol abuse in the work place. They are designed to meet the requirements set forth in the FMCSR 382.603 for training for supervisors. This course is the third installment regarding alcohol abuse in the work place for commercial drivers.

Presenter: Ray Boehm

Length: 16:17

Substance Abuse in the Workplace: Testing Procedures: This series of programs is meant to provide insight on recognizing potential problems with drivers and to help better understand substance abuse in the work place. They are designed to meet the requirements set forth in the FMCSR 382.603 for training for supervisors. This course is the first installment regarding substance abuse in the work place for commercial drivers.

Presenter: Ray Boehm

Length: 13:13

Substance Abuse in the Workplace: Drugs and Detection: This series of programs is meant to provide insight on recognizing potential problems with drivers and to help better understand substance abuse in the work place. They are designed to meet the requirements set forth in the FMCSR 382.603 for training for supervisors. This course is the second installment regarding substance abuse in the work place for commercial drivers.

Presenter: Ray Boehm

Length: 14:00

Substance Abuse in the Workplace: Signs and Symptoms: This series of programs are meant to provide insight on recognizing potential problems with drivers and to help better understand substance abuse in the work place. They are designed to meet the requirements set

forth in the FMCSR 382.603 for training for supervisors. This course is the third installment regarding substance abuse in the work place for commercial drivers.

Presenter: Ray Boehm

Length: 36:48

Back SMARTS: You want to be smart about your back. If you're out of commission, you're worthless to yourself and your employer. Watch this course for helpful tips on Back Smarts.

Presenter: Paul Russell

Length: 12:38

Working in Cold Weather: There are a lot of cold work places and it's important to know how to safely work in them. Among other things, this course reviews the symptoms of hypothermia & frostbite, first aid and protective clothing.

Presenter: Ray Boehm

Length: 23:23

Working In Hot Weather: There are a lot of hot work places and it's important to know how to safely work in them. This course will review heat related illnesses and how to treat them, how accidents may be caused by heat, and more.

Presenter: Ray Boehm

Length: 18:27

Powered Industrial Trucks and Power Pallet Trucks: In order to operate a Powered Industrial Truck you need specialized training. Watch this course for important information regarding the training to help you to safely operate powered industrial trucks.

Presenter: Ray Boehm

Length: 24:16

Fire Safety Prevention: Most people are capable of using a fire extinguisher and how it's important to know how to use them. In addition to fire extinguishers, this course will teach you some fire prevention basics, including types of fire hazards and types of fires.

Presenter: Ray Boehm

Length: 21:04

Hearing Conservation: What are you missing when you damage your hearing? Can hearing damage be repaired? Watch this course to learn how hearing damage occurs and how you can avoid it.

Presenter: Ray Boehm

Length: 18:46

Emergency Exits: Any workplace you are in is required to have adequate exit routes in the event of an emergency. These exits are designed to save lives. This course will help you understand them better.

Presenter: Ray Boehm

Length: 16:23

Propane Gas: Propane is an extremely flammable gas and requires specific training. This course will outline the hazards of working with propane as well as review OSHA regulations.

Presenter: Ray Boehm

Length: 13:56

Combustible and Flammable Liquids: You can handle combustible and flammable liquids safely. You just need to understand the nature of those products, reading labels and more. This course will help you understand these products.

Presenter: Ray Boehm

Length: 20:04

Indoor Air Quality: Carbon Monoxide: Carbon Monoxide poisoning is the leading cause of accidental poisoning deaths in the country. What is Carbon Monoxide and why is it harmful? This course will answer these questions and more.

Presenter: Ray Boehm

Length: 9:46

Indoor Air Quality: Carbon Dioxide: What is Carbon Dioxide? Where can it be found? Is it safe for a working adult to be around? Learn the answers to these and more questions in this course.

Presenter: Ray Boehm

Length: 6:42

Machine Guard: Any machine part, function or process that may cause injury must be safeguarded. Machine guarding is an essential element in your safety. Watch this course for tips on how to keep safe around machinery.

Presenter: Ray Boehm

Length: 15:49

Two-Wheeled Handcart: This seemingly simple tool of our trade is a bit more complex than we think. Do you push or pull? What is the balance point? How much of a load is too much of a load? And, what do you do about stairs? This fast paced presentation will not make you an expert but it will shorten the time you need to become an expert.

Presenter: Tim Tialdo

Length: 6:15

Aerial Lift: This safety courses focuses on scissor lifts and aerial lifts. We will discuss some general safety requirements, in addition to learning information specific to each type of lift.

Presenter: Ray Boehm

Length: 19:02

First Aid - Introduction: Welcome to our series on First Aid! This course is meant to teach you basic first aid measures to keep a person stable and/or comfortable until they receive proper medical attention. In this overview, we'll be discussing what first aid is, what should be kept in a first aid kit, and more!

Presenter: Jamie Wagner

Length: 9:20

First Aid - Broken Bones: Welcome back to our series on First Aid! In this course, we'll be discussing broken bones. What is the difference between a compound fracture and stress fracture? How should you help treat somebody with a broken bone? Learn the answers to those questions, and more, right here!

Presenter: Jamie Wagner

Length: 3:23

First Aid - Burns: Welcome back to our series on First Aid! In this course, we'll be discussing how to treat burns. You may be thinking, how will I ever get burnt at work? After watching this course, you may be able to think of instances at work where you may get burnt, and now you'll know how to treat those burns!

Presenter: Jamie Wagner

Length: 4:18

First Aid - Cuts and Scrapes: Welcome back to our series on First Aid! In this course, we'll be talking about cuts and scrapes. Hopefully, treating a cut or scrape will be the most first aid you'll ever need to use, but if not, do you know how to help somebody?

Presenter: Jamie Wagner

Length: 1:31

First Aid - Bites: Welcome back to our series on First Aid! Now, you might be thinking, why will I ever get bit at work?! But, it's more common than you think. In this course, we'll discuss what to do if a bite occurs, whether it's an animal or human bite.

Presenter: Jamie Wagner

Length: 5:20

First Aid - Choking: Welcome back to our series on First Aid! In this course we'll be discussing what to do if somebody is choking.

Presenter: Jamie Wagner

Length: 2:41

SELLING SKILLS

QuickSell: Today's customers are busy with no time to waste on forming personal relationships with their sellers. Learning the Quicksell is fast, easy, and it works!

Presenter: Paul Russell

Length: 9:28

Closing the Sale: In business, nothing happens until the sale is closed. Sometimes closing is hard, and we risk receiving a no. Watch this course for tips and tricks on how to close the sale.

Presenter: Paul Russell

Length: 7:38

No, But, If™: Your customers will always be asking you for stuff. As sellers, we are conditioned to say Yes. No, But If... training will help you to say no while still keeping your retailers satisfied.
Presenter: Paul Russell **Length:** 5:58

Determining Customer Needs: We need to figure out what our customers really need. Without a need, don't proceed!
Presenter: Thorsten Fraley **Length:** 4:19

Handling Tough Customers: What makes a customer tough? What type of personality does a tough customer have? Watch this course for the answers to these questions and more!
Presenter: Pete Nelson **Length:** 11:03

Selling In New Products: How do you get customers to welcome new products with open arms? Always go back to traffic and transaction size. Your retailer wants those to increase, convince them your new product will increase traffic and transaction.
Presenter: James Nolan **Length:** 5:50

Customer Service Basics: These customers of ours can be mystifying. What do they want? This ej4 class attempts to remove the mystery and make one simple point: To keep customers satisfied, meet their Unmet Needs. But how? Watch and learn.
Presenter: Paul Russell **Length:** 15:42

Selling To Different Customer Roles: If satisfying the Customer Need is the key to the sale (which it is), then it stands to reason that the class: Determining Customer Needs is the where the locksmith works. But there is always one more thing to learn about your customer. This class shows how customer employees who work in different roles have different-sometimes very selfish-needs. If you try to sell the same benefit of your solution idea to every buyer in a particular account, some respond and others don't. The answer is that they have a different perspective as to what is needed...because they have a different area of responsibility. Figure it all out in this fast moving class.
Presenter: Paul Russell **Length:** 7:27

Turning Features into Benefits: One of the things that is key to being a successful sales person is knowing how to turn a feature into a benefit. Watch this course for tips on how to get that done.
Presenter: Pete Nelson **Length:** 8:01

Objection Series: Misunderstanding: Real selling doesn't begin until we hear, No. Not all objections can be overcome in the same way. Watch this course to learn how to overcome misunderstandings and turn No into Yes!
Presenter: Paul Russell **Length:** 5:25

Objection Series: Doubt: Real selling doesn't begin until we hear, No. Not all objections can be overcome in the same way. Watch this course to learn how to overcome doubts and turn No into Yes!
Presenter: Paul Russell **Length:** 6:26

Objection Series: Indifference: Real selling doesn't begin until we hear, No. Not all objections can be overcome in the same way. Watch this course to learn how to overcome indifference and turn No into Yes!
Presenter: Paul Russell **Length:** 5:32

Objection Series: True Negative: Real selling doesn't begin until we hear, No. Not all objections can be overcome in the same way. Watch this course to learn how to overcome a true negative and turn a No into a Yes!
Presenter: Paul Russell **Length:** 6:25

DISC: Selling High D: By now, you should have watched the Understanding DISC styles class. This class will walk you through selling to the High D type, High D customers and which tactics to use when encountering these types of customers.

Presenter: Tim Tialdo

Length: 10:10

DISC: Selling High I: All people are made up of a combination of the DISC tendencies. The purpose of this course is to learn how to recognize High I tendencies in yourself and others and apply this knowledge to improve your personal productivity.

Presenter: Tim Tialdo

Length: 6:42

DISC: Selling High S: Selling to a High S requires a bit of a different approach. The goal of this course is to teach you that approach in order to make you and your sales team better.

Presenter: Tim Tialdo

Length: 8:55

DISC: Selling High C: High C customers are different from other customers. In order to sell to them better, you need to understand why they're different. This class will help you and your sales team get better results when selling to a High C.

Presenter: Tim Tialdo

Length: 8:01

Building GREAT Sales Relationships: We've all heard that customers buy from people they like. Building a great personal relationship is a key factor in long-term sales success. This program shows how to solidify the business relationship by strengthening the personal relationship, and provides techniques for getting to know customers better and helping them to open up.

Presenter: Ken Cooper

Length: 17:15

Retailer Hot Buttons Part 1: To understand the keys to selling, you have to understand the keys to buying. And the keys to buying are from the retailers' point of view. If our ideas hit their hot buttons, they'll say YES! Watch this course to learn what the hot buttons are and how to hit them.

Presenter: Paul Russell

Length: 8:21

Retailer Hot Buttons Part 2: To understand the keys to selling, you have to understand the keys to buying. And the keys to buying are from the retailers' point of view. If our ideas hit their hot buttons, they'll say YES! Watch this course to learn what the hot buttons are and how to hit them.

Presenter: Paul Russell

Length: 7:20

Speaking Customer: Is it important to speak the same language as your customers? Yes, it is! Find out more here.

Presenter: Thorsten Fraley

Length: 4:07

When to Shut Up: Zipping it can be a very important part of the sale. It can be the difference between making that sale or walking out the door with nothing. Silence is golden. Understand how to use silence in negotiating and how different types of personalities welcome the silence.

Presenter: James Nolan

Length: 7:56

Smile!: Smiling has a great impact on ourselves and those around us. Smiling affects everything from our health to our work productivity. This course reviews the positive outcomes of smiling and it gives advice on how to practice a genuine smile.

Presenter: Colleen Kirk

Length: 8:02

SEXUAL HARASSMENT

Avoiding Sexual Harassment for Everyone: Sexual Harassment is illegal. We're all against it. But, nothing good happens about this topic unless it is openly discussed and everyone takes a stand. The U.S. Supreme Court has strongly suggested that every employer in America take

action. This class is the way we begin the discussion with each and every employee of our organization. Watch, learn and take a stand.

Presenter: Ellen Charcut

Length: 9:26

Avoiding Sexual Harassment for Managers: Managers have a legal duty to not only report instances of illegal harassment, they also have a legal duty to adequately supervise. What does this mean? Do supervisors have a responsibility to report sexual harassment that they know about? The answer is, Yes. Can supervisors be held liable for sexual harassment that they should have known about? Learn here.

Presenter: Ellen Charcut

Length: 10:25

Avoiding Sexual Harassment: Investigating Complaints: Eliminate corporate liability and improve quality of work life by managing harassment situations when they occur.

Presenter: Ellen Charcut

Length: 7:03

Avoiding Sexual Harassment: Supervisor Responsibility: You will understand about laws concerning sexual harassment. You will also learn what to do, why you should do it and how to be most successful.

Presenter: Ellen Charcut

Length: 9:21

Avoiding Sexual Harassment: Writing and Communicating and Effective Policy: We're not lawyers and we don't give legal advice. But, one thing is for sure: if you don't have a sexual harassment policy you'll be talking to a lawyer sooner rather than later. The U.S. Supreme Court has sent us a message: Have a sexual harassment policy and communicate it to all of your employees.

Presenter: Ellen Charcut

Length: 12:22

SUPERVISION SKILLS

Analyzing Poor Performers: If every one of your employees does 100% of their job-up to standard-100% of the time, then you don't need this course. However, surveys from supervisors show that even they estimate that no more than half their people regularly do all their jobs well every day and, more importantly, that they don't know what to do about it. This class teaches managers how to diagnose performance problems using the simple Can Do/Will Do Grid. From that analysis, a plan emerges to improve performance from every employee-or to decide it is time to find someone new for the job.

Presenter: Paul Russell

Length: 22:42

Motivating Won't Do's: Motivation is not a difficult subject to understand...once you learn how the process works. Motivating Won't Do's shows that the two step process (1. define the desired action and 2. determine what reason will cause a person to want to take that action) really works. The class teaches that the four motivators (incentives, fear, environment and need-satisfaction) each have their strong and weak points. To achieve the goal of 'motivation' participants learn how to create a quick motivation plan for a poor performer. A good course to complete before taking this one is: Analyzing Poor Performers.

Presenter: Paul Russell

Length: 22:47

Productivity Through Praise: It is the least complicated motivator available. It works almost every time on almost every person. It is lightning fast to use. It's free. And, it's easy to use. But most team leaders use it sparingly; some use it not at all. It is Praise. When leaders properly praise, self-esteem of the work force rises and productivity rises too. Work force self-esteem is set and maintained, in large part, by the supervisors. This course will help those who can benefit from this management tool.

Presenter: Paul Russell

Length: 14:22

Progressive Discipline: From time to time you will have to discipline somebody. If you do it progressively, it will work better for you.

Presenter: Paul Russell

Length: 9:46

Assertiveness without Aggressiveness: Being assertive is defined as confidently aggressive. There is a difference in approach when being assertive, and the responses from others will vary depending upon how they are approached.

Presenter: Kara Findlay

Length: 3:06

Managing Different Generations: Rookies and veterans respond to different approaches. That is the theme of this class which lists Do's and Don'ts for managers to remember when dealing with these two generationally different groups.

Presenter: Paul Russell

Length: 16:41

Staying Positive: Nothing can kill enthusiasm and zest for life faster than exposure to somebody with a 'bad attitude.' All of us are exposed to those negative people every day. What to do? Keeping a positive attitude shows why people (co-workers, customers, family members) get bad attitudes and, more importantly, what to do about it. The steps are clear and easy to follow. And, when used, the steps help keep the 'bad attitude' disease from spreading.

Presenter: Paul Russell

Length: 13:23

Supervising a Pronoid: The opposite of paranoid (delusions of persecution), pronoids have delusions of acceptability. They think they're doing great even as they create conflict and problems around them. This is one of the most common types of Why isn't the job getting done? Subordinate, and nearly everyone knows one or has one working for them. The problem is that these individuals just don't see the world and their performance in it the same way others do. As a result, pronoids have a hard time adjusting their approach with others. Improving this requires a special coaching tactic. This program explains a step-by-step process for how managers and supervisors can help a pronoid start picking up on feedback he/she is missing, and improve performance and people skills.

Presenter: Ken Cooper

Length: 13:21

Going from Coworker to Boss: Congratulations! You're the supervisor, now! But, what if you're the supervisor of your former coworkers? Now you must change your role. Watch this course for advice.

Presenter: Pete Nelson

Length: 5:09

Coaching Skills: Introduction: The goal of this series is to teach you how to coach others to higher performance. This initial program focuses on the need to adapt your leadership style to the specific coaching situation ... based on the seven different kinds of performances... and explains the basic concepts for the rest of the series. NOTE: It is highly recommended that the Coaching program series be viewed in order the first time through.

Presenter: Tim Tialdo

Length: 4:07

Coaching Skills: Leadership Styles: This program introduces the leadership grid for analyzing coaching opportunities, and shows how employees can be coached from beginning as a rookie to a captain on the job. NOTE: It is highly recommended that the Coaching program series be viewed in order the first time through.

Presenter: Tim Tialdo

Length: 6:14

Coaching Skills: Adapting Your Style: This program explains exactly how to coach in each subordinate situation ... rookie, contributor, key player and captain. It also explains the gotchas that can harm the process, and what to do about them. NOTE: It is highly recommended that the Coaching program series be viewed in order the first time through.

Presenter: Tim Tialdo

Length: 7:44

Coaching Skills: The Coaching Process: This is the program that puts everything together about coaching. It explains a simple four-step process for coaching others to reach a higher

performance, and covers how to conduct a coaching conversation. NOTE: It is highly recommended that the Coaching program series be viewed in order the first time through.

Presenter: Tim Tialdo

Length: 4:46

Coaching Skills: Giving Feedback: This program wraps-up by covering the most difficult skill in coaching others ... providing feedback. The program explains how to use first-person praise statements and second-person teaching statements. It also discusses how to maintain the proper balance between the two, depending upon the coaching situation. NOTE: It is highly recommended that the Coaching program series be viewed in order the first time through.

Presenter: Tim Tialdo

Length: 4:57

Effective Performance Reviews: One of the key tools in improving the performance of your subordinates is the performance review. More than simply a grade for last year's performance, the review provides leaders an opportunity to formally document behavior, to listen to needs, to reinforce strengths, to identify coaching opportunities, to create development plans and to improve employee satisfaction and motivation. This program provides guidelines for conducting a productive performance review that supports improving employee performance. NOTE: This program is an excellent companion program to the Coaching series.

Presenter: Ken Cooper

Length: 14:30

Running a Sales Meeting: Learn the process to correctly administer a Sales Meeting with your team.

Presenter: Ken Cooper

Length: 4:32

Coaching Sales Reps: Learn the steps to correctly coach your Sales Reps.

Presenter: Ken Cooper

Length: 5:02

Riding Along: To be a great coach, you need to observe people in action. Watch this course for important information to use on your Ride Along.

Presenter: Paul Russell

Length: 12:50

Managing People Offsite: Do you manage people offsite? How do you effectively manage them? Watch this course for tips on making sure you get more productivity and work more harmoniously with these people who do not regularly come in to your office.

Presenter: Paul Russell

Length: 15:20

S.M.A.R.T. Goals: Do you have a particular goal in mind? SMART Goals are specific, measurable, ambitious, attainable, relevant, and time bound. Watch this course for more tips on how to set SMART Goals.

Presenter: Paul Russell

Length: 7:43

Concerned Conversations: Talking to somebody about what they did wrong, or that their work is not up to standard is hard. But saying nothing at all just allows the problems to build up until it's too late to do anything about them. So, what do you do? Watch this course to learn about Concerned Conversations.

Presenter: Paul Russell

Length: 8:30

Delegation: What do you do when you don't have enough time to do everything that you need to? Delegating is hard to do, but if coaches, managers and leaders don't learn to do it, they are limiting themselves and their organizations. Not enough gets done and customers and bosses will be unhappy. Watch this course for helpful tips on delegation.

Presenter: Paul Russell

Length: 8:16

Ethics for Managers: Why Traditional Approaches don't work: Are traditional approaches to ethics working? In this course three traditional forms of ethics are evaluated. Understand how there are applied and learn about the flaws of each.

Presenter: Tim Tialdo

Length: 13:53

Ethics for Managers: Controlling Employee Behavior: Controlling Employee Behavior begins within. It cannot be imposed with policies or audits. Watch this course to understand the best basics to control your organization's environment.

Presenter: Tim Tialdo

Length: 11:24

Ethics for Managers: Leadership To do's: Ethics begins from the top and works down. What are some ethical elements that cannot be ignored?

Presenter: Tim Tialdo

Length: 10:53

Employee Engagement: Ridiculous or Strategic?: Welcome to this first program in our series on Employee Engagement, where we answer the questions, How important is this and what do we do about it? Is this one of those teddy bear and fluffy bunny topics that organizations get hooked on? Is this a ridiculous subject? NO! Watch this program to learn more about employee engagement!

Presenter: Tim Tialdo

Length: 9:37

Employee Engagement: The Business Case for Engagement: Welcome to our series on Employee Engagement, and the program, The Business Case for Engagement. Now we saw in the first program that engagement is certainly strategic. The next question is, OK, is there a payoff? If we take this on as an initiative, is it worth the time, trouble and money? And the answer is a big resounding, Yes. Watch this course to learn more.

Presenter: Tim Tialdo

Length: 4:13

Employee Engagement: Measuring Employee Engagement: Welcome to our series on Improving Employee Engagement, and the program, Measuring Employee Engagement. Now we've seen that engagement is strategic. We've seen that there's a strong business case for it. So what next? Watch this course to find out!

Presenter: Tim Tialdo

Length: 6:07

Employee Engagement: Managing for Engagement: Welcome to our series on Improving Employee Engagement, and the program, Managing for Engagement. We've taken a look at the importance of engagement, the reasons why organizations want to do it and how to measure it. But there's more to it than that.

Presenter: Tim Tialdo

Length: 4:53

Employee Engagement: Creating an Engaged Organization: Welcome to the final program in our series on Improving Employee Engagement. It's finally time to talk about creating an engaged organization. Remember there are two types of engagement. There's job engagement and organizational engagement. We're going to talk about the second one here.

Presenter: Tim Tialdo

Length: 9:59

UNDERSTANDING THE MEDIA

Understanding the Media Part 1: Watch this course for valuable insight into the workings of the radio and television industries.

Presenter: Speed Marriott

Length: 7:02

Understanding the Media Part 2: According to a media audit, nearly 75% of all adults use the internet. Nearly 1 in 5 of those adults will view a radio web site over the course of a month. Watch this course for tips on how radio websites keep these visitors coming back.

Presenter: Speed Marriott

Length: 6:00

Understanding the Media Part 3: There are two types of advertising - Long Term Strategic and Short Term Tactical. Watch this course to learn about both of them

Presenter: Speed Marriott

Length: 3:34

Understanding the Media Part 4: The Account Manager is your link to the radio or TV station, and they can be a tremendous resource for you. Watch this course to learn how to get the most out of your Account Managers.

Presenter: Speed Marriott

Length: 4:38

WORKPLACE COMPLIANCE

Avoiding Discrimination Problems:

5 Keys: If there is one thing you want to avoid, it is a discrimination charge. There are five keys you need to know in order to do that. These five keys will help you to avoid a potentially catastrophic lawsuit that could come from one of your employees or candidates for employment. At the same time, avoiding discrimination will make your workplace a better place to work.

Presenter: Paul Russell

Length: 14:23

Background Checks: Have you hired any criminals, liars, cheats or losers lately? Well, who hasn't? The costs of turnovers and training goes up, worker's comp rates rise and our corporate reputation falls when we make a bad hire. Our friends at LaborChex know our business, and here they offer tips and advice that work in your business. You can do it yourself or you can hire specialists...but you've got to do it. While we're not lawyers, we offer tips and advice that will help your bottling operation save money and reduce risk.

Presenter: Paul Russell

Length: 8:49

Discrimination: The Protected Classes: Discrimination against protected classes is illegal. What are the protected classes? Are there any exceptions to these rules? Watch this course to find out.

Presenter: Paul Russell

Length: 5:53

Legally Firing: The media would have us believe that all bosses are bad guys and that they love nothing more than to fire people. Nothing could be further from the truth. We've never met a person who enjoyed firing someone. A bigger problem is that we know lots of customers who are afraid to fire anyone. That's because they don't understand what the law says. You have to run your business and, because of that, you may need to fire somebody sometime. Don't get sued. Watch and learn how to make this painful process less painful.

Presenter: Jamie Wagner

Length: 10:08

Legally Hiring: If you've ever read in the newspaper about a company being sued for discrimination (and who hasn't?), chances are that company was being challenged about how it hired new employees. There is a right way-a legal way-and a wrong way to go about this process. And, due to the fact that many customers have high turnover rates, they are out of practice when it comes to recruiting, interviewing and selecting new employees. And, worst of all, they may not have a well written job description or interview guide based on the job description. Fix all that with what you learn in this class.

Presenter: Jamie Wagner

Length: 10:12

Handling References: Handling reference requests is a surprisingly controversial topic. Giving a false or negative reference on a former employee can get you sued. In addition to explaining why giving references can lead to trouble for our company, this course explains how to handle a reference request if you get one.

Presenter: Jamie Wagner

Length: 4:18

Avoiding Sexual Harassment for Everyone: Sexual Harassment is illegal. We're all against it. But, nothing good happens about this topic unless it is openly discussed and everyone takes a stand. The U.S. Supreme Court has strongly suggested that every employer in America take action. This class is the way we begin the discussion with each and every employee of our organization. Watch, learn and take a stand.

Presenter: Ellen Charcut

Length: 9:26

Avoiding Sexual Harassment: Investigating Complaints: Eliminate corporate liability and improve quality of work life by managing harassment situations when they occur.

Presenter: Ellen Charcut

Length: 7:03

Avoiding Sexual Harassment: Supervisor Responsibility: You will understand about laws concerning sexual harassment. You will also learn what to do, why you should do it and how to be most successful.

Presenter: Ellen Charcut

Length: 9:21

Avoiding Sexual Harassment: Writing and Communicating an Effective Policy: We're not lawyers and we don't give legal advice. But, one thing is for sure: if you don't have a sexual harassment policy you'll be talking to a lawyer sooner rather than later. The U.S. Supreme Court has sent us a message: Have a sexual harassment policy and communicate it to all of your employees.

Presenter: Ellen Charcut

Length: 12:22

Avoiding Sexual Harassment for Managers: Managers have a legal duty to not only report instances of illegal harassment; they also have a legal duty to adequately supervise. What does this mean? Do supervisors have a responsibility to report sexual harassment that they know about? The answer is, Yes. Can supervisors be held liable for sexual harassment that they should have known about? Learn here.

Presenter: Ellen Charcut

Length: 10:25

Workplace Violence: More and more, employers are surprised by bizarre and unexpected conduct of their employees or outsiders. Not only do people say outrageous things, they are beginning to do outrageous things as well. These actions put the safety of others at risk. Employers miss signs that might prompt them to take action. This class, while only a beginning, takes a look at violence in the workplace and suggests some steps that we can take to minimize risk.

Presenter: Paul Russell

Length: 12:14

Substance Abuse: When an employee is using illegal substances that impact their job performance, employers must act-quickly. But this is not a time to make a mistake. Is an alcoholic covered under the Americans with Disabilities Act? How about a marijuana user? Can an employer be prosecuted if it fails to terminate a substance abuser who harms a third party while they are under the influence of an illegal substance? It would pay you to know all you can about this increasing problem.

Presenter: Jamie Wagner

Length: 4:57

Retaliation: What constitutes illegal retaliation against an employee? How can you guard against the potentially catastrophic monetary damages that could result from making a mistake? Learn about retaliation here.

Presenter: Jamie Wagner

Length: 5:50

Age Discrimination in Employment Act: The Age Discrimination Act is predicted to become the basis for increased litigation in the American workplace as baby boomers age. Can you fire someone over 40? Will you lose a lawsuit if you do? You owe it to yourself to understand this law.

Presenter: Paul Russell

Length: 5:45

Fair Labor Standards Act: The Fair Labor Standards Act has been around for years. Yet employers in every state violate provisions of this law every year and pay dearly for their mistake. Learn what this law is all about and how it might change the way you think about some of your employees, their rates of pay and the hours that they work.

Presenter: Jamie Wagner

Length: 4:40

Interviewing Checklist: There is more to hiring a qualified candidate to work at your business than simply saying, you're hired. What about record keeping? What should you say to the people

you don't hire? Can you be sued if you make a mistake in hiring? Get up to date by watching this quick program.

Presenter: Paul Russell

Length: 5:15

Termination Checklist: Nobody likes to fire an employee-even one who has it coming. What can you do if you must fire someone to make the process go as smoothly as possible for both of you? You need a checklist. Find one right here.

Presenter: Paul Russell

Length: 8:51

Workplace Bullying: Until recently, controlling workplace bullying was a thing to do for practical reasons, not legal reasons. However, laws are changing. Bullying is the same as and in some cases more detrimental than harassment. Are you a bully? Do you know a bully? Watch this course to find out how to help a bully.

Presenter: James Nolan

Length: 8:55

Family Medical Leave Act: The Family and Medical Leave Act gives employees certain rights to take unpaid leaves when certain things happen to them or to members of their immediate family. Is your workplace covered under this law? Find out here!

Presenter: Kathy Irish

Length: 9:41

Military FMLA: The Family Medical Leave Act was enacted in 1993 and amended in January 2009. This program will focus on eligibility and military leave entitlements and qualifying exigencies. Watch this course to understand what qualifies a military member to FMLA leave.

Presenter: Kathy Irish

Length: 9:08

Pregnancy Discrimination Act: The Pregnancy Discrimination Act is a federal law that makes pregnancy and related medical conditions protected classes in employment. What, exactly, does that mean? Do you have to hire an obviously pregnant job candidate when you know that their delivery date will coincide with your peak production time? Can you fire a pregnant employee who is not performing her job up to standard? Find out here.

Presenter: Kathy Irish

Length: 5:12

Americans with Disabilities Act: An important and often times confusing employment law is the Americans with Disabilities Act (ADA). The law, originally passed in 1990, was recently amended. This course will help explain both the original act and the ADA Amendments Act of 2008.

Presenter: Kathy Irish

Length: 10:28

Stop It Now: Sexual Harassment Today: Welcome to our series on stopping sexual harassment. You should already be familiar with our series on the legal aspects of sexual harassment, but in this series we'll be discussing the behavioral aspects.

Presenter: Ken Cooper

Length: 11:27

Stop It Now: Understanding Offenders: Welcome to our second course in our series about stopping sexual harassment. In this course, we'll discuss offenders. We'll talk about how to better understand them, spot them ahead of time and stop them before problems arise.

Presenter: Ken Cooper

Length: 7:02

Stop It Now: Understanding Targets: Welcome to our third program in our series on stopping sexual harassment. In this program, we'll be discussing targets. We'll learn how to understand what's going on and how to spot possible targets in advance.

Presenter: Ken Cooper

Length: 8:01

Stop It Now Tools #1: Six Levels of Sexual Harassment: Welcome to our fourth class in our series on stopping sexual harassment. In this course, we're going to be talking about different levels of sexual harassment.

Presenter: Ken Cooper

Length: 11:14

Stop It Now Tools #2: Offender Stereotypes: Welcome to our series on stopping sexual harassment. In this program, we'll be focusing on offender stereotypes.

Presenter: Ken Cooper

Length: 8:42

Stop It Now Tools #3: Office Instigators: Welcome to our series on stopping sexual harassment. In this program, we'll be focusing on office instigators.

Presenter: Ken Cooper

Length: 9:04

Stop It Now: Early Warning Signs of Sexual Harassment: Welcome to our series on stopping sexual harassment. In this program, we'll be focusing on the early warning signs of sexual harassment.

Presenter: Ken Cooper

Length: 6:09

Stop It Now: Keeping Your Workplace Sexual Harassment Free: Welcome to our final program in our series on stopping sexual harassment. In this program, we'll be focusing on how to keep your workplace sexual harassment free.

Presenter: Ken Cooper

Length: 7:41

Working Well with Everyone: The New Melting Pot: Welcome to our series on working well with everyone. Diversity is a topic that makes lots of people uneasy. Our goal is to create a more productive, more comfortable working environment. In this program, we're going to talk about something called the New Melting Pot.

Presenter: Jamie Wagner

Length: 8:18

Working Well with Everyone: The Diversity Continuum: Welcome to our series on Working Well with Everyone. In this program, we're going to talk about something called The Diversity Continuum. Now if you haven't seen the first program, The New Melting Pot, please stop this program and go back and watch it. Then watch this one. This series is made to be seen in order, and things will make a lot more sense if you do so.

Presenter: Trezette Dixon

Length: 7:12

Working Well with Everyone: The Mistake of Stereotyping: Welcome to our series on Working Well with Everyone. In this program, we're going to talk about The Mistake of Stereotyping. As we mentioned in earlier programs, if you haven't seen The New Melting Pot or The Diversity Continuum programs, please stop and go back and watch them. This series is made to be seen in order, and things will make a lot more sense if you do.

Presenter: Cordell Whitlock

Length: 4:02

Working Well with Everyone: The Power of Inclusion: Welcome to our series on Working Well with Everyone. In this program, we're going to be talking about The Power of Inclusion. By definition, we don't know what we don't know... the known unknowns. As a result, we have a very limited viewpoint. With that limited view comes some danger to us and to the organization, that we may miss some things if we're not including others.

Presenter: Kathy Irish

Length: 6:38

Working Well with Everyone: The Power of Engagement: Welcome to our series on Working Well with Everyone. In this program, we're going to be talking about The Power of Engagement. When you consider employee engagement, it's really two factors at play. One is personal and the other is professional. Watch this course to learn more.

Presenter: Kara Savio

Length: 7:30

HIPAA: Introduction: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. In this course, we'll be discussing the history of HIPAA, and general information regarding the act. It's important to watch these courses in order the first time you view them.

Presenter: Kathy Irish

Length: 7:54

HIPAA: Background: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing background information and some general information regarding the act.

Presenter: Kathy Irish

Length: 9:25

HIPAA: PHI: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing protected health information, or PHI.

Presenter: Kathy Irish

Length: 4:10

HIPAA: Disclosing PHI: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing PHI and when covered entities must disclose it.

Presenter: Kathy Irish

Length: 13:43

HIPAA: Minimum Necessary: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing the methods a covered entity should use when correctly disclosing authorized PHI.

Presenter: Kathy Irish

Length: 5:41

HIPAA: Protecting PHI: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing how PHI must be protected. We'll talk about privacy notifications, covered entities and more.

Presenter: Kathy Irish

Length: 5:47

HIPAA: Patient Rights Notification: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing patient rights notification.

Presenter: James Nolan

Length: 5:36

HIPAA: HHS Requirements: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll discuss Health and Human Service requirements.

Presenter: James Nolan

Length: 4:23

HIPAA: Penalties: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll discuss civil and criminal penalties.

Presenter: James Nolan

Length: 4:27

HIPAA: Security Rule: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing the Security Rule.

Presenter: James Nolan

Length: 4:08

HIPAA: Risk Analysis and Administrative Safeguards: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be discussing risk analysis and the administrative safeguards you should be using.

Presenter: James Nolan

Length: 5:29

HIPAA: Summary: Welcome to our series on the Health Insurance Portability and Accountability Act, or HIPAA. Before we get started, we need to make clear that we are not lawyers and this should not be considered a source of legal advice. It's important to watch these courses in order the first time you view them. In this course, we'll be reviewing the entire series.

Presenter: James Nolan

Length: 6:56

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