



Catalog

# LEARN COURSES

# CONTENTS

Harassment.....	3
Compliance & Legal .....	3
Environment & Climate.....	4
Workplace Safety .....	5
Human Resources .....	7
Computer & IT .....	8
Customer Service .....	8
Professional Development.....	8

# Learn Course Catalog

## Harassment

### Diversity

- A Manager's Guide to Diversity, Inclusion, and Accommodation
- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Global Diversity
- Maintaining a Cohesive Multigenerational Workforce
- Managing Multigenerational Employees
- Managing Workforce Generations: Working with a Multigenerational Team

### Harassment

- Bullying and Hazing on Campus
- Bullying and Violence in the Workplace
- Conducting Investigations Based on Unfair Treatment or Harassment Claims
- Preventing Harassment in the Global Workplace – Employee Edition
- Preventing Harassment in the Global Workplace – Manager Edition
- Sexual Harassment Prevention for Employees *(Also available in Spanish)*
- Title IX for Higher Education
- Workplace Harassment Prevention for Employees, Version 2.0 (Title VII)
- Workplace Harassment Prevention for Managers, Multi-State Edition, version 2.0 (Title VII)
- Workplace Harassment Prevention for Managers, State of CA (AB1825/2053/SB1343), CT & ME *(Also available in Spanish)*
- [Workplace Harassment Prevention for Employees, State of CA \(SB1343\)](#) *(Also available in Spanish)* †
- [Workplace Harassment Prevention for Employees, State of DE](#) ‡
- [Workplace Harassment Prevention for Managers, State of DE](#) ‡
- [Workplace Harassment Prevention for Employees, State of NY and New York City](#) *(Also available in Spanish)* †
- [Workplace Harassment Prevention for Managers, State of NY and New York City](#) *(Also available in Spanish)* †
- [Workplace Harassment Prevention Supplement, New York City](#) *(Also available in Spanish)* †

## Compliance & Legal

### Employment Law

- EEO and Lawful Hiring
- HIPAA – Privacy Rule for Business Associates
- HIPAA – Privacy Rule for Covered Entities
- HIPAA – Security Rule for Business Associates
- HIPAA – Security Rule for Covered Entities
- HIPAA for Non-Medical Employers
- HIPAA Privacy Essentials
- Privacy and Information Security
- Union Awareness
- Wage and Hour Awareness for Managers
- Wage and Hour for Employees
- Workplace Management: Employment Laws and Regulations

### Ethics

- Business Ethics
- Code of Conduct Awareness
- Code of Conduct Awareness – Higher Education Edition
- Compliance Impact: Business Ethics – Adjusting the Figures
- Ethics at Work: Monitoring and Program Improvement
- Financial Integrity
- Global Conflicts of Interest
- Integrity in the Workplace

† courses available only with subscription to Workplace Safety product

‡ courses available only with subscription to Workplace Harassment Prevention product

## HR Compliance

- Campus Security Obligations Under Federal Law
- FERPA for Higher Education
- Promoting a Substance-free Workplace
- Rightful Employment Termination

## Leaves of Absence

- FMLA Leave and More: An Overview of Legally Protected Leave

## Environment & Climate

### Environmental Compliance

- Asbestos †
- Environmental Regulations Overview †
- Laboratory Safety †
- Lead Awareness in Construction †
- Lead Awareness in General Industry †
- Mold Awareness †

### Hazard Communications

- Crane Signaling and Communications †
- Decontamination (HAZWOPER) †
- Emergency Response and Spill Control (HAZWOPER) †
- Fire and Explosion Hazards (HAZWOPER) †
- Globally Harmonized System of Classification and Labeling of Chemicals (GHS) †
- Hazard Communication (HAZWOPER) †
- Heat and Cold Exposure Management (HAZWOPER) †
- Site Safety and Health Plan Procedures (HAZWOPER) †
- Toxicology (HAZWOPER) †

### Hazardous Waste

- Biosafety Hazardous Waste Handling and Disposal †
- Hazardous Material Handling and Storage †
- Hazardous Materials in the Workplace †
- Hazardous Waste Generator (RCRA) †
- Regulatory Overview (HAZWOPER) †
- Site Control (HAZWOPER) †
- Storm Water Pollution Prevention †
- Universal Waste Rule Training †
- Waste Minimization and Pollution Prevention for Employees †

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## Workplace Safety

### OSHA & General Safety

- Accident Investigation and Reporting †
- Aerial Work Platforms †
- Behavior-based Safety for Supervisors †
- Chemical Process Safety †
- Chemical Process Safety Management †
- Compressed Gas Safety †
- Contractor Safety †
- Crane Signaling and Communications †
- Electrical Safety †
- Global Safety Principles: Indoor Hoisting and Rigging †
- Hand and Power Tool Safety †
- Hand and Power Tool Safety Impact: Pneumatic Tools †
- Hydrogen Sulfide †
- Introduction to Industrial Hygiene †
- Introduction to OSHA †
- Job Hazard Analysis †
- Lead Awareness in General Industry †
- Machine Guarding †
- Mold Awareness †
- NFPA 1600 Disaster/Emergency Management †
- NFPA 70E Electrical Safety in the Workplace 2015 Edition †
- Office Safety †
- OSHA 300 Recordkeeping †
- Regulatory Information †
- Rigging Equipment and Inspection †
- Safety at Work: A Systematic Approach †
- Scaffolding and Ladder Safety †
- Scissor Lifts †
- Spill Prevention and Control †
- Spill Prevention, Control, and Countermeasure Plan †
- Trenching and Excavation Safety †
- Warehouse Safety †
- Welding, Cutting, and Brazing †
- Workplace Inspections †
- Workplace Safety Orientation *(Also available in Spanish)* †

### OSHA 10-hour General Industry

- Confined Spaces *(Also available in Spanish)* †
- Hazard Communication: An Employee's Right to Know *(Also available in Spanish)* †
- Safety Data Sheets *(Also available in Spanish)* †
- Slips, Trips and Falls *(Also available in Spanish)* †

### Personal Protective Equipment

- Hearing Conservation †
- Personal Protective Equipment (HAZWOPER) †
- PPE: Eye and Face Protection †
- PPE: Foot and Leg Protection †
- PPE: Hand Protection †
- PPE: Head Protection †
- PPE: Personal Protective Equipment *(Also available in Spanish)* †
- Respiratory Protection †
- Respiratory Protection Impact: Donning and Doffing †

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## Personal Safety

- Back Safety and Injury Prevention *(Also available in Spanish)* †
- Benzene Awareness †
- Bloodborne Pathogen Awareness *(Also available in Spanish)* †
- Cold Stress †
- Electrical Safety †
- Fall Protection *(Also available in Spanish)* †
- Fire Safety and Prevention †
- First Aid: Basic †
- First Aid: Medical Emergencies †
- Flammable Liquids †
- Hazards to Outdoor Workers †
- Heat Stress Recognition and Prevention †
- Industrial Ergonomics †
- Laboratory Safety †
- Ladder Safety †
- Office Ergonomics †
- Portable Fire Extinguishers †
- Workplace Security Awareness †

## Transportation

- Accident Procedures Involving Large Vehicles †
- Collision Avoidance †
- Defensive Driving *(Also available in Spanish)* †
- Defensive Driving Fundamentals *(Also available in Spanish)* †
- Defensive Driving: Truck Safety †
- Distracted Driving †
- DOT 1: Hazardous Materials Table †
- DOT 1: Introduction, Classification, and the Hazardous Materials Table †
- DOT 2: Packaging, Labeling, Marking, and Placarding †
- DOT 3: Shipping Papers †
- DOT 4: Loading and Storage †
- DOT: Air Brakes †
- DOT: Drug and Alcohol Awareness †
- DOT: Hours of Service †
- DOT: Inspections †
- DOT: Security for Shipment of Hazardous Materials †
- Emergency Situations While Driving †
- Ergonomics and Injury Prevention for Commercial Vehicle Operators †
- Flagging Safety †
- Flatbed Cargo Securement †
- Forklift Operation 1: Safety Inspection and Maintenance †
- Forklift Operation 2: Stability and Capacity †
- Forklift Operation 3: Load Handling †
- Forklift Operation 4: Traveling and Maneuvering †
- Forklift Safety Awareness †
- Hazardous Materials: Infectious Materials Transportation by Ground †
- Hazardous Weather Driving for Commercial Vehicle Operators †
- IATA 1: Hazard Class Identification/Classification †
- IATA 2: Marking and Labeling †
- IATA 3: Packaging †
- IATA 4: Documentation †
- IATA 5: Limitations and Shipment Review †
- IMDG 1: Introduction, General Provisions, and Classifications †
- IMDG 2: Dangerous Goods List, Special Provisions and Exceptions †
- IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation †
- IMDG 4: Loading, Unloading, and Offering Dangerous Goods †
- Loading Dock Safety †
- Negotiating Hazards for Commercial Vehicles
- Packaging Small Quantities †
- Safe Vehicle Backing †
- Trailer Coupling and Uncoupling †
- Urban Driving †
- US Export Controls †

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## Workplace Safety

- Active Shooter
- Active Shooter: Preparation, Warning Signs and Survival
- Emergency and Disaster Preparedness *(Also available in Spanish)* †
- Fall Protection *(Also available in Spanish)* †
- Lockout/Tagout †
- Lockout/Tagout for Authorized Persons *(Also available in Spanish)* †
- Workplace Safety Orientation *(Also available in Spanish)* †

## Human Resources

### Leadership

- Achieve Your Objectives through Effective Delegation
- Being an Effective Team Member
- Building and Leading Teams
- First Time Manager: Understanding a Manager's Role
- Leadership Essentials: Motivating Employees
- Leading Teams: Building Trust and Commitment
- Leading Teams: Dealing with Conflict
- Leading Teams: Developing the Team and its Culture
- Leading Teams: Establishing Goals, Roles, and Guidelines
- Leading Teams: Managing Virtual Teams
- Leading Teams: Motivating and Optimizing Performance

### People Operations

- A Manager's Guide to Discipline and Documentation
- Compensation and Benefits: Managing Policies, Programs, and Activities
- Management of People: Talent Acquisition and Retention
- Managing Special Leaves of Absence Situations
- Retaining Your Talent Pool
- Rightful Employment Termination
- Strategies for Successful Employee Onboarding: Assessing Program Success
- Strategies for Successful Employee Onboarding: Getting Started
- The Benefits and Challenges of Engaging Employees
- Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

### Performance Management

- Human Resource Development: Performance Appraisal and Talent Management
- Monitoring and Improving Performance
- Performance Appraisal Essentials: 360-degree Appraisals
- Performance Appraisal Essentials: Conducting Traditional Appraisals
- Performance Appraisal Essentials: Planning for Appraisals
- Planning for Performance
- Strategies for Successful Employee Onboarding: An Introduction

### Wellness

- Optimizing Your Work/Life Balance: Maintaining Your Life Balance
- Optimizing Your Work/Life Balance: Taking Control of Your Stress
- Pandemic Flu Awareness

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## Computer & IT

### Cybersecurity

- Cybersecurity: Practical Steps to Avoid Risk
- IT Security for End Users: IT Security Fundamentals
- [Preventing Identity Theft †](#)

## Customer Service

- Creating and Sustaining a Customer-focused Organization
- Customer Advocacy: Communicating to Build Trusting Customer Relationships
- Customer-driven Process Improvement: Identifying Customer Needs
- Customer Service Confrontation and Conflict
- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Customer Service over the Phone
- Developing Your Customer Focus
- Essential Skills for Professional Telephone Calls
- Shaping the Direction of Customer Service in Your Organization
- The Angry Caller: What's Your Plan?

## Professional Development

### Meetings

- Dealing with Common Meeting Problems
- Managing Effective Business Meetings
- Preparing for Effective Business Meetings

### Workplace Skills

- Are You Listening to Your Customers?
- Basic Presentation Skills: Creating a Presentation
- Basic Presentation Skills: Delivering a Presentation
- Basic Presentation Skills: Planning a Presentation
- Business Writing: Editing and Proofreading
- Business Writing: How to Write Clearly and Concisely
- Business Writing: Know Your Readers and Your Purpose
- Communicating Across Cultures
- Communication Methods that Make Sense and Make Your Point
- Creating a Compelling Job Description
- Creating a Positive Attitude
- Emergency Response in the Workplace
- Essentials of Interviewing and Hiring: Conducting an Effective Interview
- Getting Results without Direct Authority: Persuasive Communication
- Handling Difficult Conversations Effectively
- Interpersonal Communication: Being Approachable
- Interpersonal Communication: Communicating Assertively
- Interpersonal Communication: Communicating with Confidence
- Interpersonal Communication: Listening Essentials
- Interpersonal Communication: Targeting Your Message
- Interviewing: Doing it Right
- Listening Essentials: Improving Your Listening Skills
- Listening Essentials: The Basics of Listening
- Listening to Improve Conversation
- Management Essentials: Confronting Difficult Employee Behavior
- Management of People: Total Rewards
- Solving Problems: Framing the Problem
- Techniques for Communicating Effectively with Senior Executives
- Telecommuting Basics: Communication Strategies for the Remote Employee

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- The Internet, Social Media, and Electronic Communication
- The Voice of Leadership: Effective Leadership
- Time Management: Analyzing Your Use of Time
- Time Management: Avoiding Time Stealers
- Time Management: Planning and Prioritizing Your Time
- Training and Development
- Using E-mail and Instant Messaging Effectively
- Working with Difficult People: Dealing with Micromanagers
- Working with Difficult People: How to Work with Aggressive People
- Working with Difficult People: How to Work with Manipulative People
- Working with Difficult People: How to Work with Negative People
- Working with Difficult People: How to Work with Procrastinators
- Working with Difficult People: How to Work with Self-serving People
- Working with Difficult People: Identifying Difficult People
- Workplace Conflict: Recognizing and Responding to Conflict
- Workplace Conflict: Strategies for Resolving Conflicts

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