

1 In-person trainer or webinar topics

- I 2 |— Accidents — Slips, Trips, & Falls :
- I 3 |— Alcohol & Drugs Substance Abuse in the Workplace — What Employees Need to Know :
- I 4 |— Alcohol & Drugs Substance Abuse in the Workplace — What Supervisors Need to Know :
- I 5 |— Employee Benefits — What Supervisors Need to Know :
- I 6 |— Bloodborne Pathogens :
- I 7 |— Civil Rights — Preventing Discrimination in the Workplace :
- I 8 |— Civil Rights — Title VII Discrimination - What Supervisors Need to Know :
- I 9 |— Civil Rights — Workplace Harassment - What Employees Need to Know :
- I 10 |— Civil Rights — Workplace Harassment - What Supervisors Need to Know :
- I 11 |— Communication — Business Writing for Employees :
- I 12 |— Communication — Business Writing for Supervisors & Managers :
- I 13 |— Communication — Coaching Techniques :
- I 14 |— Communication — Creative Problem Solving :
- I 15 |— Communication — Customer Service Skills - How We Can All Improve :
- I 16 |— Communication — E-Mail Best Practices for All Employees :
- I 17 |— Communication — Effective Communication — for Employees :
- I 18 |— Communication — Effective Meetings - How to for Supervisors :
- I 19 |— Communication — Encouraging Employee Input :
- I 20 |— Communication — Motivating Employees - Tips & Tactics for Supervisors :
- I 21 |— Communication — Motivation :
- I 22 |— Communication — Promoting Customer Service :
- I 23 |— Communication — Teambuilding for All Employees :
- I 24 |— Communication — Teambuilding for Supervisors :
- I 25 |— Complaints & Investigations — Handling Employee Complaints :
- I 26 |— Contingent Workers — Temporary Employees & Independent Contractors :
- I 27 |— Counseling Services/ EAPs — Employee Counseling and the EAP - for Supervisors :
- I 28 |— Death in Family — Bereavement :
- I 29 |— Disabilities (ADA) — How ADA Provides Equal Opportunities :
- I 30 |— Discipline — Dealing with Challenging Employees :
- I 31 |— Discipline — Progressive Discipline :
- I 32 |— Diversity — Diversity for All Employees :
- I 33 |— Diversity — Legal Basics for Supervisors :
- I 34 |— Diversity— Managing Non-English-Speaking Employees :
- I 35 |— Emergencies Disaster Planning — What Employees Need to Know :
- I 36 |— Emergencies Disaster Planning — What Supervisors Need to Know :
- I 37 |— Emergencies — Emergency Action & Fire Prevention :
- I 38 |— Emergencies — Emergency Preparedness - Healthcare Workers :
- I 39 |— Emergencies — Preparing for Weather Emergencies :
- I 40 |— Ergonomics — Back Safety (Spanish) :
- I 41 |— Ergonomics — Healthcare Workers :
- I 42 |— Ethics — Workplace Ethics for Supervisors :
- I 43 |— Fair Labor Standards Act (FLSA) — What Supervisors Need to Know :
- I 44 |— Garnishment — Wage Garnishment & Family Support Withholding - What Supervisors Need to Know :
- I 45 |— Health Information Privacy (HIPAA) — HIPAA Privacy Rules :
- I 46 |— Health Insurance Continuation (COBRA) — COBRA & HIPAA - What Supervisors Need to Know :
- I 47 |— Hiring — Hiring Legally :

- I 48 |— Hiring — Interviewing Skills :
- I 49 |— Hiring — Interviewing Skills for Supervisors :
- I 50 |— Homeworkers/ Telecommuting — Supervising Alternative Work Arrangements :
- I 51 |— Job Descriptions — Job Descriptions - How to Write Them Effectively :
- I 52 |— Job Descriptions — Writing Effective Job Descriptions :
- I 53 |— Laws & Regulations — Employment Law for Supervisor - What You Should & Shouldn't Do :
- I 54 |— Layoff — Coping with Downsizing & Layoffs :
- I 55 |— Layoff — How to Manage Downsizing and Layoffs :
- I 56 |— Leadership — Delegation Techniques :
- I 57 |— Leadership — Effective Communication for Supervisors :
- I 58 |— Leadership — Effective Decision-Making Strategies :
- I 59 |— Leadership — How to Manage Challenging Employees :
- I 60 |— Leadership — Leadership Skills - What New Supervisors & Managers Need to Know :
- I 61 |— Leadership — Negotiation Skills :
- I 62 |— Leadership — Planning & Organization Skills :
- I 63 |— Leadership — Project Management I - Planning A Project :
- I 64 |— Leadership — Project Management II - Implementation :
- I 65 |— Leadership — Time Management for Supervisors :
- I 66 |— Leadership — Project Management III - Sticking to Your Budget :
- I 67 |— Leave of Absence (FMLA) — FMLA - What Supervisors Need to Know :
- I 68 |— Pregnancy & Maternity — What Supervisors Need to Know :
- I 69 |— Military Service (USERRA)— Understanding Military Leave Laws :
- I 70 |— Motor Vehicles — Defensive Driving - Commercial Motor Vehicles :
- I 71 |— Orientation — New Employee Orientation :
- I 72 |— Orientation — New Employee Orientation - “How To” for Supervisors :
- I 73 |— Orientation — New Employee Safety Orientation :
- I 74 |— Paychecks — Basic Pay Guidelines for Employees :
- I 75 |— Performance Appraisals — How to Conduct Effectively :
- I 76 |— Performance Appraisal — Performance Goals - How Goals Help Supervisors Manage Employees :
- I 77 |— Personnel/ HR Management — Dealing with Change - How Supervisors Can Help :
- I 78 |— Privacy — Workplace Privacy :
- I 79 |— Records — Recordkeeping & Notice Requirements :
- I 80 |— Right to Know/ Hazard Communication — The Case of the Unknown Chemical Hazard :
- I 81 |— Right to Know/ Hazard Communication — Hazard Communication :
- I 82 |— Right to Know/ Hazard Communication — Hazard Communication - Healthcare Workers :
- I 83 |— Safety — Safety & Health Program :
- I 84 |— Safety & Health — Employee Safety Training :
- I 85 |— Safety & Health — Safety Training - Executives and Supervisors :
- I 86 |— Safety & Health — Food Safety :
- I 87 |— Safety & Health — Office Hazards :
- I 88 |— Safety & Health — Slips, Trips, & Falls :
- I 89 |— Safety & Health — Stress Management :
- I 90 |— Safety & Health — Working in Hot Conditions :
- I 91 |— Safety & Health — Workplace Safety for Employees :
- I 92 |— Safety & Health — Workplace Safety for Supervisors :
- I 93 |— Safety & Health — Fire Extinguishers :
- I 94 |— Security — Protection from Terrorism :
- I 95 |— Security — Workplace Security for Employees :
- I 96 |— Security — Workplace Security Safety :

- I 97 |— Security — Workplace Theft - What Supervisors Need to Know :
- I 98 |— Sexual Harassment — Sexual Harassment - What Employees Need to Know :
- I 99 |— Sexual Harassment — Sexual Harassment - What Supervisors Need to Know :
- I 100 |— Shift Operation — Shift Work Safety :
- I 101 |— Termination (with Discharge) — Grounds for Termination - What Managers & Supervisors Need to Know
- I 102 |— Termination (with Discharge) — Terminating Employees - The Process :
- I 103 |— Training — Computer-Based Training :
- I 104 |— Training — Conducting Effective Business Meetings :
- I 105 |— Training — Enhancing Professional Development of Employees :
- I 106 |— Training — Professional Behavior :
- I 107 |— Training — State-of-the-Art Classroom Training:
- I 108 |— Training — Time Management Skills for Employees :
- I 109 |— Training — Training — Strategies I - E-Learning :
- I 110 |— Turnover — Reducing Turnover & Increasing Retention :
- I 111 |— Turnover — Supervising an Aging Workforce :
- I 112 |— Turnover — Supervising Younger Generation Employees :
- I 113 |— Unions — NRLA & Unions - What Supervisors Need to Know :
- I 114 |— Violence in the Workplace — How to Prevent & Defuse for Employees :
- I 115 |— Violence in the Workplace — How to Prevent & Defuse for Supervisors :
- I 116 |— Wellness — Wellness & You :
- I 117 |— Workers' Compensation — What Supervisors Need to Know :

118 Discussion groups

- I 119 |— Age Discrimination — Preventing Age Discrimination in the Workplace :
- I 120 |— Alcohol & Drugs — Dealing With Over-The-Counter Drugs :
- I 121 |— Alcohol & Drugs — Drug Abuse :
- I 122 |— Alcohol & Drugs — Identifying Substance Abuse :
- I 123 |— Aliens & Immigration — Immigration & Hiring :
- I 124 |— Attendance — Lateness :
- I 125 |— Attendance — Successful Attendance Management :
- I 126 |— Background — Checks Background Check Basics :
- I 127 |— Benefits — Explaining Benefits to Employees :
- I 128 |— Civil Rights — Seven Steps to Understanding Discrimination in Employment :
- I 129 |— Civil Rights — Understanding Discrimination in Employment :
- I 130 |— Communication — Dealing with Workplace Stress :
- I 131 |— Communication — Handling Conflict :
- I 132 |— Communication — How Supervisors Can Encourage Employee Input :
- I 133 |— Communication — How to Build an Effective Team :
- I 134 |— Communication — How to Build Morale Through Participation :
- I 135 |— Communication — Improving Business Writing Skills :
- I 136 |— Communication — Managing Stress :
- I 137 |— Communication — Negotiation Skills :
- I 138 |— Communication — Selecting a Communication — Style :
- I 139 |— Compensation — Administration Writing and Using Job Specifications :
- I 140 |— Contingent Workers — How to Manage Temporary Employees :
- I 141 |— Contingent Workers — Utilizing Contingent Workers :
- I 142 |— Disabilities (ADA) — The ADA - What Supervisors Need to Know :
- I 143 |— Discipline — Disciplinary Meetings :
- I 144 |— Discipline — Keeping Discipline Legal :

- I 145 I— Discipline — Practice Good Discipline :
- I 146 I— Discipline — What Discipline Means Today :
- I 147 I— Diversity — Workplace Diversity :
- I 148 I— Diversity — Recognizing Diversity :
- I 149 I— Emergencies — Preparing for Emergency Evacuations :
- I 150 I— Emergencies — Weather Emergencies :
- I 151 I— Emergencies — Fire E:tinguishers - Types & Uses :
- I 152 I— Employment Contracts — Employment at Will :
- I 153 I— Ergonomics — Ergonomic Injuries :
- I 154 I— Ergonomics — Ergonomics in the Office :
- I 155 I— Ergonomics — Office Ergonomics: Practical Tips/What You Need to Know :
- I 156 I— Ergonomics — Safe Lifting Basics :
- I 157 I— Garnishment — Understanding Garnishment & Support Orders :
- I 158 I— Group Leaders — Becoming a Coach :
- I 159 I— Health Insurance Continuation (COBRA) — Understanding COBRA :
- I 160 I— Hiring — Choosing the Best Candidate :
- I 161 I— Hiring — Hiring the Best Candidates :
- I 162 I— Hiring — How to Find and Attract the Best Employees :
- I 163 I— Hiring — Job Offers - Taking All the Right Steps :
- I 164 I— Hiring — Legal and Illegal Questions :
- I 165 I— Hiring — Legal Issues in Hiring :
- I 166 I— Hiring — The Hiring Process: Critical Steps :
- I 167 I— Hiring — Traits & Attributes :
- I 168 I— Job Posting — Writing Useful Job Specs :
- I 169 I— Laws & Regulations — Basic Guide to W-4 & W-2 Tax : Withholding :

170 Individual-Employee, Tailored Coaching

- I 171 I— Act with Integrity:
- I 172 I— Analyze Issues:
- I 173 I— Build Relationships:
- I 174 I— Champion Change:
- I 175 I— Coach and Develop:
- I 176 I— Commit to Quality:
- I 177 I— Deliver Presentations:
- I 178 I— Demonstrate Adaptability:
- I 179 I— Develop Oneself:
- I 180 I— Develop Systems and Processes:
- I 181 I— Display Organizational Savvy:
- I 182 I— Drive for Results:
- I 183 I— Establish Plans:
- I 184 I— Focus on Customer Needs:
- I 185 I— Foster Open Communication:
- I 186 I— Foster Teamwork:
- I 187 I— Hiring the Right People:
- I 188 I— Influence Others:
- I 189 I— Innovate:
- I 190 I— Know the Business:
- I 191 I— Lead Courageously:
- I 192 I— Leverage Networks:
- I 193 I— Listen to Others:

- I 194 I— Manage Disagreements:
- I 195 I— Manage Execution:
- I 196 I— Manage Profitability:
- I 197 I— Motivate Others:
- I 198 I— Prepare Written Communication:
- I 199 I— Promote Corporate Citizenship:
- I 200 I— Provide Direction:
- I 201 I— Recognize Global Implications:
- I 202 I— Rewarding Excellent Customer Service:
- I 203 I— Show Work Commitment:
- I 204 I— Speak Effectively:
- I 205 I— Structure and Staff:
- I 206 I— Think Strategically:
- I 207 I— Training for Superior Customer Service:
- I 208 I— Use Financial and Quantitative Data:
- I 209 I— Use Sound Judgment:
- I 210 I— Use Technical/Functional Expertise:
- I 211 I— Value Diversity:
- I 212 I— Work Efficiently:

213 Custom Presentations

- I 214 I— Effective Networking
- I 215 I— 22 Effective Communications :
- I 216 I— 24 Effective Listening Skills :
- I 217 I— 26 Effective Time Management :
- I 218 I— 9 Crisis Management :
- I 219 I— Accounting’s Role In Business :up
- I 220 I— Achieving Breakthrough Service” (Harvard course):
- I 221 I— Attracting, Retaining and Motivating :
- I 222 I— Auditing PEO Effectiveness
- I 223 I— Building Your Business Plan
- I 224 I— Business Continuity Planning
- I 225 I— Business Ethics
- I 226 I— Customer Satisfaction
- I 227 I— Customer Service - The Other Half of Your Job:
- I 228 I— Customer Service Is Effective Listening
- I 229 I— Customer-Friendly Systems
- I 230 I— Dealing With Difficult Customers
- I 231 I— Dealing With Extreme Violence In The Workplace
- I 232 I— Dealing With The Media
- I 233 I— Deciding If, When and How to Outsource
- I 234 I— Discipline -Molding And Correcting
- I 235 I— Diversity Training
- I 236 I— Effective Call Center Operations
- I 237 I— Effective Coaching
- I 238 I— Effective Employee Evaluations
- I 239 I— Employment Test Selection & Use
- I 240 I— Evaluating Tests
- I 241 I— Executive Communication Skills
- I 242 I— Executive Incentive Interventions

- | 243 |— Executive Incentive Planning
- | 244 |— Executive Presence
- | 245 |— Fraud Auditing
- | 246 |— Fundamentals Of Compensation Planning
- | 247 |— Fundamentals of Decision Making (Tool practicum)
- | 248 |— Hard Questions & The “BS” :
- | 249 |— How To Find Training Programs
- | 250 |— How To Have More Time And Less Stress :
- | 251 |— HR Management – An Overview
- | 252 |— HR Metrics