



GOODWILL ACADEMY
ON-DEMAND CATALOG



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KEY: All entries denoted with an asterisk (*) are Goodwill Industries International original content.

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GETTING STARTED*

GETTING STARTED FOR USERS*

Using Goodwill Academy*

A walkthrough video for navigating Goodwill Academy.

Goodwill Academy LMS Overview Quick Reference Guide Guide*

a Quick-Reference Guide on logging in and navigating for users.

PDP Template – Goodwill Academy*

GETTING STARTED FOR ADMINS*

Implementation Support*

A series of templates to help you plan through all phases of LMS implementation.

QRG – Admin Guide*

a Quick-Reference Guide on administrative back-end functions for administrators

Additional Video and Resources*

Users* (4:00)

This video will show you how to perform user administrator functions.

Enrollments* (4:00)

This video will show you how to perform enrollment administrator functions.

Reports* (4:00)

This video will show you how to perform reporting administrator functions.

SURVEYS*

GWA Feedback Survey*

Demographic Survey*

Promotion Survey*

Suggestions*



BOARD DEVELOPMENT

BOARD DEVELOPMENT RESOURCES

Board Development and Governance Playbook

The Board Development and Governance Chapter outlines the roles and responsibilities of the CEO and the board in the success of your Goodwill organization. Your organization will grow stronger with a clear distinction between the management and governance roles as well as ongoing investment in developing effective leaders.

Local Goodwill Boards Exchange Site

Optimize your local Goodwill® board's governance. Governance resources from Goodwill Industries International (GII) include playbooks, consultations, roundtables, and more to support local board development and training.

BOARD DEVELOPMENT TRAINING SERIES

Board Development Training Series

Board Overview and Responsibilities (10:00)

This lesson will discuss the main functions of a board and individual Board member's fiduciary responsibilities.

Board Composition (10:00)

This lesson will examine board recruitment steps including the use of a board composition and recruitment matrix, the recruitment process, and onboarding new board members.

Self-Assessment and Effective Meetings (7:00)

This lesson will help board members to understand the importance of board self-assessments and learn best practices for effective meetings.

Governance and Management (10:00)

This lesson will distinguish the differences in board governance versus management and explain the structure of a Goodwill board and their committees.

Bylaws (10:00)

This lesson will explain the interaction of Articles of Incorporation, bylaws, and policies, and explore the key components of bylaws.

Executive Compensation Compliance (6:00)

This lesson will help board members be able to implement key compliance practices for executive compensation.

Goodwill's Federated Model (5:00)

Learn about Goodwill's federated model and how the Goodwill network balances centralized coordination and local autonomy, while sharing a core mission and brand.



CONFERENCES AND LEARNING EVENTS

DELEGATE ASSEMBLY

Delegate Assembly 2024

Advancing and Protecting the Goodwill Brand

This course provides a curated selection of highlights from the Delegate Assembly 2024 session on the future trajectory of the Goodwill brand. Guided by the 2024 Deloitte strategy work, these snippets offer valuable insights into the current state of the Goodwill brand, its cultural impact, and proposed strategies for enhancing brand protection and equity. This course is designed for Goodwill network members, brand managers, marketing professionals, and anyone interested in the strategic direction and protection of the Goodwill brand.

Introduction

Analysis

Application

New Lives Campaign

Conversations with Dr. Opal Lee

This course contains video recordings from the keynote conversation with Dr. Opal Lee at the 2024 Delegate Assembly. Dr. Lee is a trailblazer in the fight for justice. These curated highlights feature inspiring and thought-provoking dialogue with Dr. Lee and her granddaughter, Dionne Lee, who carries the Juneteenth legacy forward. Dr. Opal Lee unravels the origins of Juneteenth and its impact on African American history, while Dionne Lee shares her perspective on resilience and hope. Together, we explore the intersection of Juneteenth and Goodwill's mission, discussing how the pursuit of freedom aligns with creating opportunities and empowerment. The course is designed for all Goodwill network members.

Part 1

Part 2

Part 3

Part 4



Addressing Competitive Threats

This course contains video recordings of speakers addressing competitive threats presented at the 2024 Delegate Assembly. These curated highlights offer insights into how companies face competitive threats and emerge successful, the competitive product landscape, and the potential of the Goodwill market. You will be able to identify resources available for the Goodwill network to navigate this competitive environment together. This course is designed for Goodwill network members, C-suite professionals, Donated Goods Retail leadership, and anyone interested in addressing competitive threats.

Introduction

Strategies and Tactics to Execute

Our Motivation for Aggressive Growth

Q & A

DIGITAL SKILLS, AWARENESS AND LITERACY

ARTIFICIAL INTELLIGENCE (AI)

Artificial Intelligence Basics (AI)

01. What is AI? (6:09)

Artificial intelligence, or AI, is no longer a concept confined to science fiction; it's a transformative force that's already reshaping industries across the globe. From healthcare to finance, manufacturing to retail, AI is becoming an integral part of everyday life. AI's most basic definition is a machine's ability to perform tasks that typically require human intelligence. These tasks include learning, reasoning, problem solving, understanding natural language, and adapting to new situations. In this course, we'll talk about the importance of AI, the primary components of AI, and common AI applications.

02. Applying AI to Business (6:49)

Artificial intelligence, or AI, is reshaping the way many industries do business. If you're considering how to apply AI to your organization, this course is for you. In this program, we'll discuss the significant advantages that artificial intelligence offers, go over many common applications, and talk about various industries that are using AI to their benefit. Lastly, we'll cover some best practices and precautions to consider before implementing AI in your organization.

03. The Ethics of AI (6:15)

As artificial intelligence becomes a larger part of business operations, it also raises a number of ethical questions. AI systems are powerful and extensive, so it's essential to address these concerns.



In this course, we'll explore the critical ethical considerations surrounding the use of AI in the business world.

Using Artificial Intelligence

Different Types of AI (8:45)

Artificial intelligence is quickly becoming a major component in many different industries, and there are numerous ways it can be used to augment and enhance your day-to-day operations. In this program, we'll talk about the different types of AI and how they're being applied to business processes to increase efficiency, reduce costs, improve customer experiences, and drive innovation.

AI Security Concerns (7:54)

As more companies integrate artificial intelligence into their daily operations, understanding and addressing security risks becomes essential to its responsible and ethical usage. In this program, we'll talk about some of the major security concerns surrounding AI. We'll discuss cybersecurity threats, data breaches, and AI data and algorithm manipulation. We'll also go over methods to secure your AI applications and cover ways to monitor and maintain regulatory compliance.

AI Regulation and Compliance (8:00)

Artificial intelligence is a new and evolving technology, and as such, the landscape of AI regulations and compliance is not set in stone. Because AI has powerful and far-reaching implications, lawmakers understand the critical need to introduce comprehensive regulation, emphasizing transparency, fairness, and data protection. As this concept continues to quickly evolve, companies will need to maintain compliance while staying up-to-date on ever-changing regulations. In this course, explore existing AI regulations as well as regulations that are currently in development. Also, learn AI ethical best practices that help organizations stay within the law.

Using AI for Customer Service (6:56)

Using AI for customer service improves customer satisfaction and loyalty by making your customer service routines more efficient and quicker to respond to customers. It allows companies the opportunity for personalization to help meet specific customer needs, and it reduces the costs of customer service through automation. In this course, we'll talk through the different types of AI tools available for customer service, including chatbots, virtual assistants, and predictive support. We'll also discuss some challenges and future trends that businesses should consider.

How to Use Generative AI (8:04)

Have you ever used AI to create pictures, music, or text? The technology behind AI is constantly evolving, and it's capable of recreating so many kinds of content. In this program, learn about generative AI and how to make the most of it. Explore ways that other businesses are benefiting from it, learn about its limitations, and discover some best practices for using generative AI.

CYBERSECURITY AWARENESS

Authentication

Authentication: You Need to Know (7:00)

Authentication is the means of verifying your identity to gain access to privileged content. In this course, Authentication: You Need to Know, you'll learn about 3 common types of authentications used for network security.



Multi-factor Authentication (7:00)

Multi-factor authentication is like Cinderella's slipper. Cinderella can give her name and confirm where she was before midnight, but it's only when the slipper fits that Prince Charming knows for certain it's her. In this course, Multi-factor Authentication, you'll learn how to use multi-factor authentication to add an extra layer of security to your online accounts.

Password (7:31)

Passwords are your first line of defense against cybercriminals - protecting everything from your personal data and work information to any organizational or customer information your company holds. In this course, we'll explore a couple of topic areas related to those passwords. First, we'll go over expert recommendations for creating safe passwords. Then we'll discuss password management and other ways to protect your passwords from would-be hackers.

Passkeys—The Future of Passwords (6:13)

It's difficult to make and use foolproof passwords for every account you use. And even if you do, they can be stolen in phishing attacks or other cybercrimes. That's why major tech companies have joined forces to create "passkeys" instead. Unlike passwords, passkeys are tied to a device rather than a website. That means you can log in with a PIN or a biometric input, like a fingerprint or face ID on your device, and your accounts can be more secure than ever. No passwords to come up with or remember at all!

Cybersecurity Regulations

General Data Protection Regulation (8:46)

The General Data Protection Regulation (GDPR) is a law in the European Union which requires leaders to have a complete understanding of what personal data is and how it's handled by their company. Safeguarding people's data privacy rights and protecting sensitive information means properly obtaining consent and following best practices for compliance.

Introduction to Cybersecurity Regulations (9:48)

Protecting against cyberattacks is all about data security and privacy. This requires you to learn about key regulations, potential threats, and risk management strategies. Only then can you protect sensitive data, ensuring legal compliance and maintaining trust in your organization.

General Cybersecurity

Cybersecurity Terminology (7:36)

Cybersecurity is a complex topic, but everyone should be familiar with concepts like data protection policies, common cyber threats, and some proactive security measures. Understanding these fundamentals will help you safeguard sensitive information and contribute to your organization's overall cybersecurity efforts.

Defining Cybersecurity (6:28)

Cybersecurity is essentially the measures taken to protect against criminal or unauthorized use of electronic data. What steps are taken to prevent these crimes? What exactly are the threats? How and who do they attack? We'll answer these questions and more in this course on the basics of cybersecurity. We'll define key terms like cybercriminals, cyberattacks, cyberterrorism, etc. We'll also review the high-level history of cybersecurity in the United States.



Empowering Leaders with Cybersecurity Training Essentials (9:29)

Leaders must fortify their organizations against cyber threats through comprehensive cybersecurity training, utilizing CIA triad principles, effective training strategies, risk assessments, and mitigation techniques. This ensures that employees are vigilant and well-prepared to recognize, report, and respond to cyberattacks.

Foundations of Cybersecurity (4:14)

The CIA triad is a set of principles - confidentiality, integrity, and availability - which can help you whether you're building a cybersecurity framework or just starting to think about your safety on the internet. They reflect the ways we protect ourselves offline, and are relevant in our digital world. There's no perfect balance to them because each principle impacts the others, but it's a useful starting point for your cybersecurity journey.

Managing Cyber Risk (7:00)

An online data breach can expose your email address, passwords, credit card or social security numbers, and other highly sensitive data. They occur almost daily and have costly consequences. In this course, Managing Cyber Risk, you'll learn your role in managing cyber risk at work and at home.

Managing Cyber Health (7:00)

Be honest. If you performed a security audit of your personal home technology and devices right now, what might you expect to turn up? In this course, Managing Cyber Health, you'll learn a preventative maintenance strategy to protect yourself from cyber-attacks at work and at home.

Compromised! Recognize & Report (7:00)

In cybersecurity, compromise describes a successful attack that exposes a system or network to potentially malicious activity. In this course, compromised! you'll learn how to recognize warning signs and what to do if you suspect your device has been compromised.

Think like an attacker (7:00)

What motivates someone to launch a cyber-attack? In this course, Think Like an Attacker, you'll examine the mindset and motives behind a cyber-attack, to help you know how to protect yourself.

Your Role in Cybersecurity (8:25)

Have you ever wondered how your everyday actions impact cyberthreats to your company? Then you'll want some practical strategies to cultivate a security-first mindset. This course empowers you to play an active role in protecting sensitive data and ensuring a secure digital environment wherever you work.

Data Privacy

Personal Identifiable Information (PII) (7:00)

Every day, without even thinking about it, you share information about yourself—at work, at home, and when you're out and about. Who is collecting your information, and where does it all go? In this course, Personally Identifiable Information, you'll learn how your PII is used online and how to take steps to protect it.

Protecting Against Identity Theft (9:33)

If you have access to people's private information, it's part of your responsibility to protect against identify theft. Cybercriminals use methods like theft and phishing to steal customer and employee



data. Part of your role is preventing this. Strong security, regular check-ins, and other preventative measures can help you stay secure and build customer trust.

Data Privacy Regulations at Work (GDPR and CCPA) (7:00)

Data protection laws prohibit the disclosure or misuse of personal information. They provide rights to individuals, like you, to determine how your personal data is stored and used. In this course, Data Privacy Regulations at Work, you'll learn about rights and responsibilities under two data protection regulations: GDPR and CCPA.

Information Sharing (7:00)

No matter how it is shared, improperly disclosed information may have devastating consequences for your workplace, its customers, its business partners—or you, personally! In this course, Information Sharing, you'll learn strategies for categorizing communications to help you discern when and how to share information.

Device Protection

Device Configuration (7:00)

Manufacturers often set the default configurations of new software and devices to be as open and multi-functional as possible, leaving you vulnerable to attack. In this course, Device Configuration, you'll learn to apply configuration choices to help keep all your devices secure at work and home.

Secure Web Browsing on a Work Device (9:16)

How often do you encounter cyberthreats online? Your daily web browsing routine might seem simple and safe, but there are countless threats to your digital security. It's especially crucial to protect sensitive information on a work device by adhering to company policies and following best practices.

Software Updates (7:00)

Security holes (vulnerabilities) are like a broken window that invites an attacker to access your device and personal information. In this course, Software Updates, you'll learn to make sure security updates are applied as needed to keep all your devices secure at work and home.

Malware Basics (6:44)

Malicious software, or malware, is intended to damage, disable, steal, or remove data from devices, computers, or computer systems. The threat of malware is real and significant - it costs businesses millions every year. By understanding and recognizing various malware threats you'll know what steps you can take to protect your organization and how to respond to a malware attack.

Ransomware (6:25)

Ransomware is one of the most dangerous types of malware. These are targeted attacks meant to lock down your company's computer systems and data, with the threat that they'll only be released if a ransom is paid. It's important to know what they look like, how to avoid them, and how to respond should they happen.

What is a Distributed Denial-of-Service (DDoS) Attack? (7:17)

Distributed denial-of-service (DDoS) attacks are a significant menace, disrupting internet services by flooding websites or platforms with excessive traffic, causing disruptions for businesses and remote workers. Recognizing and responding promptly to these attacks is crucial for mitigating their impact.

Phishing

Types of Phishing (5:48)

If you use the internet, phones, text messages, or social media - so, basically everyone - you need to know about one of the most prominent criminal threats out there: phishing. Phishing is a crime in which the victim is contacted through various platforms with fake messages intending to lure them into clicking a link, downloading a message, or giving out personal information to the criminal. This is an extremely common criminal endeavor and something nearly everyone will encounter in their lives. So, it's important to know what platforms it occurs on, what types of phishing are out there, and how to avoid these attacks in general. That's what we'll cover in this course.

How to Avoid Phishing Attacks (3:34)

Phishing attacks can come in many forms: email, text, social media, phone call, etc. As the methods become more sophisticated, it can feel overwhelming trying to discern phishing attacks from legitimate messages. Fortunately, there are several things you can do to avoid falling prey to phishing, which is what we'll go over here. We'll cover things like clicking web links, downloading attachments, giving out personal information, dealing with spoofed information, and more.

Email Phishing (7:04)

Email phishing has been around since the early days of the internet. In the past, email phishing attacks were relatively easy to spot. They typically involved an attacker sending an email pretending to be a bank or other financial institution, asking the recipient to provide their usernames, passwords, account numbers, or other private information. These were usually very generic and often had spelling or grammatical errors. However, over the last 20 years, email phishing has become increasingly sophisticated and much more difficult to detect. In this course, we'll discuss the various types of email phishing attacks, how to identify them, and what to do if you think you've received one.

Responding to Cybersecurity Threats

Responding to a Cybersecurity Crisis (8:54)

Effectively responding to a cybersecurity crisis requires a response plan that addresses a wide range of threats, limits as much damage as possible, and quickly gets you back to normal. This lesson will help you protect your business with proactiveness and vigilance.

Secure Communication

Secure Communication (7:00)

You're about to send an email. But wait, this attachment contains confidential and sensitive information. If this memo gets in the wrong hands, the consequences could be bad for business—and for you! In this course, Secure Communication, you'll learn ways to safely share sensitive or protected information.

Social Engineering (8:14)

If you got an urgent email from your boss asking for your company's latest financial reports, what would you do? Cybercriminals can pretend to be your coworkers, using only public information, sending you emails and asking for things; if you're not careful, you might not catch the difference. This is called "social engineering," and it can have major consequences.



DIGITAL LITERACY TRAINING

GCF Global Digital Literacy

From Microsoft Office and email, to reading, math, and more—GCFGlobal.org offers more than 200 topics, including more than 2,300 lessons, more than 2,000 videos, and more than 50 interactives and games, completely free.

Northstar Digital Literacy

Northstar Digital Literacy defines the basic skills needed to use a computer and the internet in daily life, employment, and higher education. You can build skills in key areas and demonstrate your knowledge by earning certificates and badges. Prepare for your future now!

Digital Skills Library

The Digital Skills Library is an open repository of free learning resources designed to help all adult learners develop the digital skills needed to achieve their personal, civic, educational, and career goals. The library is managed by the EdTech Center @ World Education. All resources within this library have been curated by educators to align to the Seattle Digital Equity Initiative Digital Skills Framework.

DIGITAL TRANSFORMATION BASICS

Digital Transformation Basics: What is Digital Transformation? (9:40)

A digital transformation is something that every business, regardless of size or industry, needs to consider. If you're unfamiliar with what exactly a digital transformation is, then this series is for you. It's a broad term, but it fundamentally changes how you operate internally and how you deliver value to your customers. In this first program, we'll take a deeper look at what digital transformation really means and go over the history of digitization. We'll also discuss how to reimagine your workplace to uncover the potential of a digital overhaul.

Digital Transformation Basics: Workplace Culture and Digital Transformation (7:27)

Business leaders are embracing digital transformation because they know it's the only way to stay relevant. But as companies advance from pilot programs to wide-scale implementation, they often run into an unexpected obstacle - workplace culture conflict. This massive, digital overhaul requires company-wide adoption and collaboration. How can your company make this transformation as seamless as possible within its own walls? In this course, we'll talk through various ways to implement a successful digital transformation with the buy-in and support of your entire team.

Digital Transformation Basics: Terminology (9:26)

Digital transformation is the integration of digital technology into all areas of a business, changing how you operate and deliver value to your customers. It requires a cultural change that pushes organizations to challenge the status quo, experiment, and get comfortable with failure. In this program, we'll go over common terms used alongside these transformations, giving viewers a deeper understanding of this process.

Digital Transformation Basics: Going From Vision to Execution (6:37)

Even though each business is unique in the way digital capabilities will benefit them, there are clear steps that all leaders wanting to embark on their digital transformation journey should think about.

That's what we'll cover in this course. We'll discuss redefining your businesses processes by looking at newly available technologies. We'll talk about the types of people you need onboard to help with this digital venture. We'll talk about understanding your customer's needs and how you can gain that information. Lastly, we'll go over how to define your outcomes and tie those back to your overall business strategy.

DIGITAL TRANSFORMATION FOR LEADERS

Digital Transformation for Leaders: Enhancing Your Customer Experience (6:58)

A digital transformation isn't only for your internal operations. One of its biggest benefits is to transform the way customers interact with you, your products, and your entire ecosystem. You first have to determine what your customers want from your business. Fortunately, there have been some great studies on what customers want out of digital technologies in the businesses they interact with. In this course, we'll talk about what some of those survey results show and what they mean to your business.

Digital Transformation for Leaders: Business Leaders - What's Your Role? (8:37)

According to Tech Republic, 41% of senior leaders surveyed said their digital transformation efforts have been a "waste of time." Yikes. The whole point of digital transformation is to improve your customer experience and gain a good return on investment. How do we succeed at this and avoid the waste of time and money? That's what this course will dive into. As a leader, you should be a key player, continually, throughout the digital transformation process. Your role might involve many things like doing research, creating a vision, getting buy-in, and finding the right people to do the work. Here, we'll discuss these actions more in depth, and go over what and how much influence you should have over the digital transformation process.

Digital Transformation for Leaders: Utilizing Your Data (6:43)

As you're digitally transforming your company, accumulating multiple new channels of communications, you're going to be presented with data. Lots and lots of data. Daunting? Yes, but highly profitable when used to your advantage. In this course, we'll discuss Big Data and the various ways you can collect and arrange it. We'll also go over what it can do for your company, including improving your customers' experiences, your employees' performance, and your customer service capabilities.

Digital Transformation for Leaders: The ROI of Digital Transformation (7:07)

We know that a digital transformation will cost your company money and time, so how do we know if it's worth it? In this course, we'll go over some helpful ways to determine your return on investing in a digital transformation. We'll take a look at a framework, provided by PricewaterhouseCoopers, of key performance indicators you can use to measure the impact of digital transformation on various silos of your business. We'll talk about determining the impact on your customers, employees, and company operations. We'll also discuss digital security and infrastructure.

Digital Transformation for Leaders: Considering Your Business (7:10)

While a digital transformation can be greatly beneficial, it can also be costly and time-consuming. There are many factors to consider before your company should make the decision to undergo a transformation. That's what this course is all about. We'll discuss how the size of your business, budget, and team competencies should factor into this decision. We'll go over questions you need to ask yourself before you move forward, including how new technology will help your business, how



long that technology will last, and how much you should be paying attention to changes in the marketplace.

DIGITAL TRANSFORMATION FOR TECH LEADERS

Digital Transformation for Tech Leaders: Cloud Management (7:32)

Possibly the most widely-used technology in digital transformation is cloud computing, which is the on-demand availability of resources, like data storage and computing power, without direct management by the user. Your business probably already uses cloud services in some way, so you should know how it can automate business processes and improve employee efficiency. In this program, we'll discuss the vast benefits of using cloud computing and go over how to properly integrate and deploy a cloud model to take advantage of those benefits. We'll talk about the different deployment models and cloud management platforms.

Digital Transformation for Tech Leaders: Dispersing the Data (6:49)

Throughout your company's digital transformation, you'll be communicating with more and more customers, partners, vendors, and employees. With each new channel that opens up, whether it's social media, the internet of things, or a new application, you're going to be presented with lots and lots of data. In this program, we'll discuss where to go with that data, and how to enable interoperability and collaboration. We'll talk about data-centric architectures and what they allow companies to do. We'll take a look at breaking down data silos so your data isn't getting stuck, and discuss sharing your data so it gets to the right place at the right time.

Digital Transformation for Tech Leaders: Tech Leaders - What's Your Role? (7:11)

As a tech leader, a large part of the ongoing digital transformation process will fall under your supervision. Even if it's not something you're directly overseeing, the acquisition of new technologies, the adoption of those technologies into various departments, the recommendations of technology-based processes, skills training, and so much more are all things other leaders may come to you for. Which is why it's important that we talk about your role in a digital transformation. In this program, we'll discuss what you may be doing throughout the process, including gaining commitment from your teams, researching and planning, defining roles, responsibilities, and priorities, and more.

Digital Transformation for Tech Leaders: Making Your Infrastructure Work (9:01)

As a tech leader, you're looking to modernize and adopt newer technologies through digital transformation. But your infrastructure likely has outdated hardware, software, and communications systems that don't have the flexibility and agility you need to deliver high-quality results in a cost-effective manner. In this course, we'll talk about transforming your infrastructure to keep up with evolving business demands. We'll discuss infrastructure goals, transformation technologies, data storage, and more.

SOFTWARE SKILLS

Gmail

Gmail Essentials (1:16:10)

In this course, you will learn the ins and outs of using Gmail.



Google Drive

Mastering Google Drive (1:09:53)

Google Drive is an accessible, secure, and free tool for collaborating, sharing, editing, and storing your files in the cloud. Learn to collaborate and store, share, and access your files any time from any device.

Mastering Excel 365

Mastering Excel 365—Basics (2:58:27)

In this 26-lesson course you'll learn to make your spreadsheets easily readable and visually appealing, while including complex functions and summary reports. You will also learn how to address function errors, customize your charts, and create and use tables and PivotTables to easily manipulate and summarize your data

Mastering Excel 365—Beginner (2:08:18)

In this 19-lesson course you will learn to work wonders with your data—from organizing lists to creating charts and interactive reports. Excel will help you answer critical business questions like ROI, budget allocations, expense tracking, and more. This course is your first step towards becoming an expert at using Excel.

Mastering Excel 365—Intermediate (3:32:49)

In this 37-lesson course you'll learn great tools to modify your data and refine your workbook. You'll even learn to enhance your visualizations by adding sparklines, pictures, and SmartArt. And if you need to work with others, you'll learn some great tools available when sharing your workbooks, including comments, hyperlinks, track changes, and share options.

Mastering Outlook 365

Mastering Outlook 365—Advanced (1:23:32)

In this 14-lesson course you will learn how to use many of the organization features built into Outlook to set up accounts, manage data files, and manage your inbox. You will be able to customize your Outlook environment by adding commands to the Quick Access Toolbar and placing groups and commands on a new tab.

Mastering Outlook 365—Basics (1:37:34)

In this 13-lesson course you will learn how to customize Outlook to fit how you work, as well as shortcuts to streamline how you create and manage messages. You'll also learn tricks to help you schedule meetings and track responses, as well as how to use your contacts effectively.

Mastering Outlook 365—Beginner (37:58)

This 8-lesson course will help you brush up on your Outlook skills, so you can become more productive while using the basic elements of Outlook.

Mastering Outlook 365—Intermediate (1:34:29)

In this 14-lesson course you will learn how to use many of the features built into Outlook to create professional outgoing messages, such as the accessibility checker and the Editor, as well as message options, signatures, and automatic replies. You'll also learn tools to manage incoming messages, such as tracking, categories and flags.



Mastering PowerPoint 365

Mastering PowerPoint 365—Advanced (1:23:32)

In this 27-lesson course you will learn how to use PowerPoint’s advanced customization options and editing tools to create powerful and dynamic presentations.

Mastering PowerPoint 365—Basics (00:59:57)

This 13-lesson course walks you through all the basic features of Microsoft PowerPoint so you can start creating your own presentations.

Mastering PowerPoint 365—Beginner (00:37:38)

In this 10-lesson course you’ll learn to modify your bulleted and numbered lists, add tables for readability, and add animation to keep viewers engaged.

Mastering PowerPoint 365—Intermediate (02:12:49)

In this 26-lesson course, you’ll learn design principles and how to customize themes to help you capture and retain the attention of your audience.

Mastering Word 365

Mastering Word 365—Basics (1:22:10)

In this 11-lesson course taught by Microsoft trainer Christina Tankersley, we’ll show you everything you need to know to work efficiently and create polished documents.

Mastering Word 365—Beginner (00:57:30)

In this 12-lesson course taught by Microsoft trainer Christina Tankersley, we’ll show you everything you need to know to start harnessing the full power of Microsoft Word.

Mastering Word 365—Intermediate (01:50:13)

This 19-lesson intermediate course is taught by Microsoft trainer Christina Tankersley, who will show you how to skillfully use key functions and features. You’ll also learn how to manage your documents and how to improve them using editing and collaboration tools.

Microsoft 365

Intro to Microsoft 365 (00:54:54)

In this course we’ll get you started with Microsoft 365. You’ll learn what it is and how to access it and how to navigate the home page and manage your files from the Quick Access list. Then, Microsoft expert Chip Reaves will show you how to use and customize the Navigation Bar, and how to use the App launcher. You’ll also learn how to modify settings, techniques for general and specific searches to find exactly what you need, and how to find help from multiple sources.

Microsoft Planner Essentials (00:39:24)

Microsoft trainer Vicki Drewa will show you not only how to create a new plan and attach it to a team or group, but also how to use your plan effectively. You’ll learn how to set up buckets for process management, add tasks, assign team members, and track the tasks effectively. You’ll also learn how to filter your plan to see just what you need and view dynamic charts to track everything.

Microsoft Teams Fundamentals and Best Practices (01:05:04)

This course covers everything you need to know in order to start using Microsoft Teams in just the first two lessons (20 minutes). The last three modules cover Teams best practices.



One Drive Essentials (01:31:12)

Take this course and discover the full potential of OneDrive, OneDrive for Business, and SharePoint Document Libraries.

SharePoint Online Basics (01:59:21)

In this Introductory course, SharePoint architect and Microsoft Certified Technical Specialist Idaho Edokpayi demonstrates the basics of using SharePoint and SharePoint Online. You will learn how SharePoint can be used to store documents and information, build intranet websites, securely share files, and more.

Zoom

Leading Engaging Zoom Meetings (1:03:41)

In this course, you'll learn how to use Zoom to effectively manage and lead meetings.



ESSENTIAL SKILLS LIBRARY

BUSINESS CASES

Building A Business Case

Concept Evaluation: 01. Identifying Opportunities (8:39)

Discover how to identify opportunities to grow or change your business strategy. Identifying opportunities is a tremendous skill for any employee or manager, allowing learners to become true contributors to their organization.

Concept Evaluation: 02. Finding Support (7:05)

Finding and utilizing support while building a business case is key to success. Learn how to identify potential supporters and how to engage your support team.

Concept Evaluation: 03. Making Decisions (7:19)

Deciding to move forward on a business case can be one of the most daunting parts of the process. This course will help you evaluate your idea and come to a conclusion.

04. Gathering Data: Costs and Benefits (6:00)

Discover how to identify opportunities to grow or change your business strategy. Identifying opportunities is a tremendous skill for any employee or manager, allowing learners to become true contributors to their organization.

05. Gathering Data: Identifying and Addressing Risks (6:15)

Discover the four types of risks associated with a new business idea or concept. A careful evaluation of risk is essential to any business case proposal.

06. Gathering Data: Understanding Financial Metrics (5:13)

Discover how to identify opportunities to grow or change your business strategy. Identifying opportunities is a tremendous skill for any employee or manager, allowing learners to become true contributors to their organization.

07. Gathering Data: SWOT Analysis (6:56)

Building a successful business case depends on understanding how your idea or initiative fits into the current company status. By conducting a SWOT analysis, you'll not only discover how to market your idea to decision-makers - but you might just find an opportunity refine the concept itself.

08. Telling the Story: Writing a Proposal (6:59)

Now that you've gathered all of your data, it's time to write your business case proposal. In this course, you'll learn the sections that should be included as well as some important writing advice.

09. Telling the Story: The Art of Persuasion (6:24)

Discover how to identify opportunities to grow or change your business strategy. Identifying opportunities is a tremendous skill for any employee or manager, allowing learners to become true contributors to their organization.



10. Telling the Story: Presentation (5:38)

Presenting a new idea to others can be a terrifying proposition. Let the course guide you through the basics, calming your nerves and preparing you to lead a successful business case proposal meeting.

11. Telling the Story: After Approval (7:49)

Once you've won approval for your business case idea, you can start the implementation process. This course will guide you through implementation steps and help you develop ways to cope with resistance.

BUSINESS MATH

New Employee Math

How to Fill Out a W-4 (7:32)

You've been offered a job, negotiated your salary and benefits, and now you've accepted! Next comes the paperwork. One of the forms you can expect to fill out for any U.S.-based job is the IRS Form W-4. At first glance, this form can look pretty complicated. In this course, we'll try to simplify it by walking through it together.

Retirement Savings Basics (4:26)

If you've been in the workforce for any length of time, odds are you might have daydreamed once or twice about retirement. Unless you plan to work for your entire life, the earlier you start planning and saving for retirement, the better. Today, we'll cover the basics to help set you on that path, including the following topics: Social Security, 401(k)s, Individual Retirement Accounts (IRAs), and Roth IRAs.

Your First Paycheck (4:29)

There's nothing quite like the thrill of your first paycheck. It's easy to let your eyes zoom in on that amount going into your checking account and nothing else. But it's a better idea to look at the rest of those numbers on your paystub, so you know where each and every penny you earned is going. That's what we're going to cover in this course.

Taxation Basics (3:32)

Taxes serve a very important purpose in society. We all pay taxes in some way, shape, or form, whether it's income tax from our paychecks, property taxes on our homes or automobiles, or sales tax on items we purchase. These taxes all go to fund initiatives for the greater good, including schools, roads, libraries, and government operations. In this course, we'll focus mostly on income tax. There are two types of income tax: earned income tax and unearned income tax. Each is taxed at different rates at federal, state, and local levels.

Budgeting Basics (5:10)

Your paycheck is only as powerful as your intentions on how to spend it. That's why we're going to discuss some budgeting strategies to help you make the most of every penny you earn.

Savings (5:10)

In this course, we'll discuss the four basic types of savings accounts and some strategies to help you build your savings one paycheck at a time.



Investment Basics (7:37)

If you want to put your money to work for you, investing is the way to go. There's a risk/reward level out there for just about everyone, but it's important to have a solid foundation of how investing works before you get started. We'll cover basic types of investment, as well as the easiest ways to start investing, no matter what your income or experience level.

Job Offer Math

Understanding a Job Offer (4:45)

Not all job offers are created equal. There are many factors to consider when determining whether a job offer is fiscally appropriate for your life. In this course, we'll go over the main components that comprise the total compensation package, in other words, what you'll be getting in exchange for your time and expertise. We'll also go over some other non-compensation elements that go into evaluating a job offer.

Cost of Living Comparisons (3:41)

If you've ever taken a good look at your budget, you probably know how much money you need to make in order to afford the life you have. But if you're entering a new geographic market, or even thinking about it, it's important to understand that your salary may translate to a very different way of life compared to what you're used to. In this course, we discuss the best way to determine the average cost of living for wherever you end up.

Benefits by the Numbers (3:03)

When you look at your pay stub, your eyes likely go directly to the amount that ends up in your checking account, followed by the amount you pay in taxes, followed by any deductions related to healthcare, insurance, or investment plans. But there's one amount that's missing from the net pay or even the gross pay listed, and that's the value of your employer benefits. In this course, we're going to take you through several common employee benefits and the dollar amount attached.

Medical Insurance Basics (6:18)

There's no doubt about it, health insurance can be complicated. This course is designed to help you better understand the basics of health insurance. We'll go over key terms, different kinds of insurance, and some points of consideration when looking at different plans.

CAREER ADVANCEMENT

Moving Up

Defining Your Career (2:44)

You might be at a point in your career where you want to move up, but you aren't sure where to go. Having a clear vision of where you want to end up before you take action will help you reach your goals. Do you want to move up in your current job? Are you hoping for a raise or promotion? If so, do you have a clear mental image of who you will be in the future? If you answered yes, great. You don't need to watch this program. If you're struggling to come up with an answer, this course will provide some helpful tips that you can apply to define your career.

Maintaining Your Resume (3:24)

Maintaining your resume, even in a job that you're completely satisfied with, is something that everyone should do regularly. This helps you to remember to include any awards or recognitions, to



expand on any job duties that may change, and to keep your contact information up-to-date. In this course, we'll discuss when and how you should update your resume. We'll go over what information to include, as well as how to maintain your LinkedIn profile.

Internal Interviews (3:34)

Internal interviewing can be a bit different from the standard interview. You're dealing with people who have an exact knowledge of your qualifications, your work ethic, and other critical areas of your work responsibilities. You may find that it's a bit more relaxed and informal, but that doesn't mean you shouldn't stay professional. In this course, we'll go over how to properly and professionally present yourself in an internal interview.

Asking for a Raise (3:49)

Another version of moving up could mean asking for a salary raise. This requires negotiation, which may come easier to some than others. If you believe career advancement is overdue, don't let a little discomfort keep you from asking for something you deserve. In this course, we'll discuss the best ways to ask for a raise. This includes what you should do to prepare, knowing the right time to ask, and how to present your pitch.

Internal Networking and Connecting with Executives (3:13)

When you hear the word "networking," you probably think of LinkedIn, professional associations, meetups, or conferences. You might assume that the most useful networking happens outside of the office. But if you really want to move up within your organization, you should make sure you're connected with your own colleagues first. Networking with different coworkers at different levels in different departments can be a game-changer in how you look for opportunities within your company. In this program, we'll talk about how to effectively network within your organization.

Taking Initiative (5:34)

Businesses want employees who can think on their feet and act without waiting for someone to tell them what to do. It's that kind of flexibility and courage that can drive your company to beat the competition. In this course, we'll define what initiative looks like and how it can benefit you when you use it at work. We'll also discuss how to develop and improve your initiative. We'll talk about creating a career plan, expanding your responsibilities, looking for opportunities for improvement, and requesting feedback..

Taking Control of Your Career

Career Planning (7:36)

It's easy to get complacent about professional development when you're currently employed. You can easily consume yourself with the day-to-day hustle, not taking time to increase your skill set. Making an effort to grow will help you become more successful in the long run. However, your goals are only as effective as the plan you create to accomplish them. So, in this program, we'll talk about the importance of having a strategy and then discuss putting a realistic plan in place. We'll go over the concept of "dreamstorming" and touch on setting achievable goals that are time-based. We'll also cover utilizing resources and explore some tips for successful career planning.

Knowing Yourself (8:27)

There could be several reasons why you aren't moving forward in your career. Perhaps there's no position available at your company. Maybe your boss doesn't think you're ready to move up to a higher role. Maybe you haven't given it much thought! But part of taking control of your career involves knowing yourself. How do others perceive you? What skills do you have, and what skills do you need to develop? What are some of your weaknesses? You've got to be honest with yourself if

you want to grow. In this program, we'll discuss strategies to becoming more self-aware in order to advance in your career. We'll go over internal and external self-awareness, knowing your skill set, seeking feedback, and more.

Taking Action in Your Career (4:18)

According to James Clear, author of "Atomic Habits," "Every action you take is a vote for the type of person you wish to become." Individuals who have the most career success are the ones who take steps towards self-improvement, and do not stay stagnant. In this course, we'll look at some moves you can make to take control of your career path. We'll discuss getting a plan in place, taking initiative, nurturing your network, and communicating your goals and next steps.

COMMUNICATION AND LISTENING

Disc

DISC Introduction (6:27)

Everyone is different, which can make it difficult for us to interact with each other. What is it that makes people different? What is it about an irritating coworker that makes him or her irritating to you? By looking into DISC personality types, we can recognize our own tendencies, so that we can better recognize tendencies in others. Having this information will help you strengthen relationships and become a better employee, manager, friend, spouse, parent, etc. In this first course, we'll introduce you to the DISC model and describe the four different DISC styles. (Note: Be sure to watch this series in order.)

DISC Questionnaire (7:14)

In this second program of the DISC series, we'll help you determine your DISC style. Download and take the self-assessment, completing all three sections. As you fill it out, consider your behavior at work. Rate each answer with a four, three, two, or one (four being the most like you, one being the least). Be honest, and remember there is no right or wrong, better or worse DISC style. *Be sure to watch this series in order.

Understanding DISC Styles (3:59)

In this third program of the DISC series, we're going to discuss the four different DISC styles more in-depth. We'll take a look at how each type handles stress or conflict, how they're motivated, what they fear, and what their strengths are. We'll also go over some DISC styles of famous TV and movie characters to give you some perspective.

Determining the Styles of Others (4:32)

In this fourth program of the DISC series, we're going to teach you a very quick way to determine someone else's style. Things to look at include pace, language, how they ask questions, conflict approach, and even the appearance of their desk. *Be sure to watch this series in order.

Mixing DISC Styles (7:14)

By now you have a basic understanding of the DISC personality types. You know their tendencies, and you know how to identify different personality types in the people you interact with. Just knowing someone's personality is a great place to start working together more efficiently, but it's also helpful to have an understanding of the common outcomes when certain types work together. That's what we'll cover in this final program of this DISC series. *Be sure to watch this series in order.



DISC Style: High D (3:01)

Now that you have a basic understanding of DISC and the different personality styles, we want to take a more in-depth look at each specific style, so we've created a separate program for each DISC type. This course will discuss the High D's and cover their strengths, weaknesses, fears, and needs. We recommend that you start with your dominant style. Then view the remaining three programs to help you understand how each type works and how to work with each type.

DISC Style: High I (2:38)

Now that you have a basic understanding of DISC and the different personality styles, we want to take a more in-depth look at each specific style, so we've created a separate program for each DISC type. This course will discuss the High I's and cover their strengths, weaknesses, fears, and needs. We recommend that you start with your dominant style. Then view the remaining three programs to help you understand how each type works and how to work with each type.

DISC Style: High S (3:10)

Now that you have a basic understanding of DISC and the different personality styles, we want to take a more in-depth look at each specific style, so we've created a separate program for each DISC type. This course will discuss the High S's and cover their strengths, weaknesses, and needs. We recommend that you start with your dominant style. Then view the remaining three programs to help you understand how each type works and how to work with each type.

DISC Style: High C (3:18)

Now that you have a basic understanding of DISC and the different personality styles, we want to take a more in-depth look at each specific style, so we've created a separate program for each DISC type. This course will discuss the High C's and cover their strengths, weaknesses, fears, and needs. We recommend that you start with your dominant style. Then view the remaining three programs to help you understand how each type works and how to work with each type.

Selling to a High D (4:52)

When you're selling to someone, especially someone with decision-making power, you need to understand their value set, and their value set varies by personality type. In this course, we talk about how you can sell to a High D.

Selling to a High I (4:41)

To sell to any customer, you have to meet their unmet need. So the objective of this program is to learn how High I customers behave, what their needs are, and how you can better sell to them.

Selling to a High S (4:46)

When selling to a High S, your goal is the same as when selling to anyone, and that is to meet their unmet need. Here, we'll talk about the needs of a High S and how you can better sell to them.

Selling to a High C (4:56)

The objective of this program is pretty simple: High C customers are different than other customers, and when you sell to them, your approach has to be different, too. Here's how you can meet the unmet needs of a High C to better sell to them.

Leading a High D (7:10)

In this course, we'll discuss the basic D characteristics and what you can expect in managing a High D. We'll also go over how to lead them so that you're getting the most out of your D team members. The goal of this program is to help you modify your style so you can lead a High D person



successfully. Notice that we say to modify YOUR style. You're not going to be able to get them to change. You have to change to lead them.

Leading a High I (6:18)

In this course, we'll discuss the basic I characteristics and what you can expect in managing a High I. We'll also go over how to lead them, so that you're getting the most out of your I team members. The goal of this program is to help you modify your style so you can lead a High I person successfully. Notice we say to modify YOUR style. You're not going to be able to get them to change. You have to change to lead them.

Leading a High S (6:59)

In this course, we'll discuss the basic S characteristics and what you can expect in managing a High S. We'll also go over how to lead them, so that you're getting the most out of your S team members. The goal of this program is to help you modify your style so you can lead a High S person successfully. Notice that we say to modify YOUR style. You're not going to be able to get them to change. You have to change to lead them.

Leading a High C (7:18)

In this course, we'll discuss the basic C characteristics and what you can expect in managing a High C. We'll also go over how to lead them, so that you're getting the most out of your C team members. The goal of this program is to help you modify your style so you can lead a High C person successfully. Notice we say to modify YOUR style. You're not going to be able to get them to change. You have to change to lead them.

Listening Skills

Active Listening (5:12)

To listen actively, you have to pay attention. You can't multitask, you can't avoid eye contact, you can't assume, and you can't be formulating your response. You have to hear the information. It needs to enter your brain, and then your brain needs to think about it. It's a much more complex task than we might think. This program discusses several ways to be a better listener, and the many things that often get in the way of listening well.

Listening Even When It's Difficult (6:26)

Listening to other people can be difficult when you're distracted or when the other person isn't speaking clearly, but it's even more difficult if you don't agree with what they're saying. In situations like this, it requires more than just active listening, which focuses on what the other person is saying and confirms your understanding. In order to truly listen through a disagreement, we need empathetic listening. In this course, we'll define empathetic listening and explore tips on how to effectively and empathetically communicate with people, even when you disagree.

Communications

Active Listening (5:12)

To listen actively, you have to pay attention. You can't multitask, you can't avoid eye contact, you can't assume, and you can't be formulating your response. You have to hear the information. It needs to enter your brain, and then your brain needs to think about it. It's a much more complex task than we might think. This program discusses several ways to be a better listener, and the many things that often get in the way of listening well.

Barriers to Effective Communication (4:43)

"Can you hear me now??" There are many barriers to communication in today's world, even beyond cell phone reception problems. Sure, some are obvious. But there are various others, some of which might even surprise you. Here, we'll explore these obstacles and provide the tools to tackle them. Then you'll be communicating "loud and clear."

Building Trust Through Communication (6:12)

Trust is the foundation for healthy relationships, both personal and business. No matter who you're communicating with, you want to trust them. And you want them to trust you. When trust is present, people are more open, honest, and willing to collaborate and work together toward common goals. However, trust is not something that is easily earned, and it must be continually nurtured and maintained. Communicating well is one way to build that trust, so in this course, we'll go over strategies for successful communication. We'll talk about transparency, active listening, showing respect and empathy, and knowing how to give and receive feedback.

Communication Across Cultures (6:21)

Effective communication is essential in any professional environment, and this is especially true when working with colleagues from different cultural backgrounds. Communication across cultures can be challenging because cultural differences can impact the way people express themselves, interpret messages, and make decisions. However, cross-cultural communication is critical as companies focus on increasing diversity and reaching further geographically with their business. In this course, we'll discuss the importance of understanding the similarities and differences of people from different backgrounds and groups to better share and engage with them. We'll also go over some ways to improve our own communication across cultures.

Communicating with Confidence (4:06)

In every interaction, it's not what you communicate, but how you communicate that can make all the difference. Do you communicate with confidence? What does that even mean? Well, you must be able to cultivate the emotional control, insight, charisma, and courage to voice your ideas. In this program, we want to discuss confident communication and the steps you can take to be great at it. We'll cover identifying and controlling your emotions, identifying goals, having clear views, preparation, and respect.

Difficult Conversations (6:12)

Difficult conversations are an unavoidable part of any professional environment. These types of conversations can be challenging because they often involve discussing sensitive or controversial topics, addressing conflicts or misunderstandings, and potentially delivering negative feedback. However, having these conversations is important in order to maintain a healthy and productive work environment. They're often necessary for resolving conflicts, addressing concerns, or moving forward with a project. In this program, we'll explore some strategies for having difficult conversations at work, in a way that promotes understanding and respect between parties. We'll go over the STAR method and cover some general tips for these challenging talks.

How to Be a Great Conversationalist (6:40)

Being a good conversationalist comes in handy both personally and professionally, and it comes easier to some than others. This course takes an in-depth look at what it takes to have a successful, two-sided conversation. We'll go over 10 rules that apply to any discussion, whether you're a professional communicator, or one who struggles with striking up a conversation. These rules include focusing on the positives, embracing differences, and asking purposeful questions.



Persuasive Communication (6:23)

Have you ever met someone who seems to have the ability to convince anyone to do anything? What is that magical charm they have? Effective persuasive communication is an important skill to have, whether you're trying to sell a product, convince a coworker to agree with your solution to a problem, or simply get someone to see from your point of view. In this program, we'll discuss several key elements of persuasive communication that can help you make your case more effectively. These include knowing your audience, establishing credibility, appealing to both emotions and logic, using persuasive language, and utilizing nonverbal cues.

Playing the Devil's Advocate (4:54)

Playing the devil's advocate at work can be valuable, as it helps to encourage critical thinking and promote healthy debate. However, it's important to approach this role with sensitivity and respect, as it can also be perceived as confrontational or divisive if not handled carefully. So, what does it mean to play devil's advocate at work? Essentially, it means to take on the role of the opposing side in a discussion or debate, even if you personally don't agree with that perspective. This tactic allows for a more well-rounded and thorough examination of an issue. In this program, we'll discuss how to present alternative views and why it's important to consider various angles. We'll go over critical thinking, asking difficult questions, using facts and logic, and more.

Saying "Yes, And" Instead of "No" (4:08)

Have you ever been to an improv show? Or even taken an improv class yourself? One of the cardinal rules of improv is NEVER say "no." Your improv partner says, "I see you've caught a bug that makes you dance!" If you say, "No, I haven't," it stops the show in its tracks. It gives the other person nothing to work with. A better answer to this scenario is, "Yes! And it's contagious." Now the other person has something to work with—they've caught the dancing bug as well. And the show can go on. Now, you might be wondering what on earth this has to do with you and how you communicate in your workplace. Well, it turns out that "Yes, and" instead of "no" isn't just helpful in improv comedy. It's actually a great tool to keep ideas and conversations flowing in any scenario, including at work. In this course, we'll explain how this works.

Sharpen Your Message (5:12)

With so much information competing for our attention, it's important to make sure your message stands out and is clear and concise. In this course, we'll explore some tips and techniques for sharpening your message to make it more effective. We'll go over the importance of identifying your purpose, being selective and straightforward with your language, presenting in an organized way, using visual aids, practicing active listening, and more.

Straight Talk On Bad Language (3:45)

Two out of three people say they prefer NOT to hear cursing in public conversations, and they're offended when they do hear it. That's a large part of the population that's offended when they hear people cursing. Meanwhile, a recent study revealed that 81% of employers believe that swearing at work is unprofessional. In this program, we'll go over several other surprising statistics, while we discuss the use of bad language in the workplace, and when it is, or is not appropriate.

The Water Cooler for Remote Teams (4:20)

Whether it's an actual "water cooler," kitchen, or employee lounge, most workplaces have a gathering spot where employees can hang out and get to know each other better. They can chat about work duties but also their families, pets, hobbies, sports, and other interests. This informal type of communication helps build relationships and increase morale, so it plays an important part of



workplace culture. In this program, we'll discuss ways to experience these bonding moments within our remote teams.

Tips for New Messaging Formats (7:50)

Using new messaging formats, such as chat, video calling, and texting while at work can be a great way to stay connected and productive. But it's important to use these tools effectively, in order to get the most out of them. In this program, we'll walk through some helpful tips for using these tools, regardless of the brands or names of your specific tools. We'll discuss tone and keeping conversations professional, we'll go over equipment and testing, and we'll also cover when it's appropriate to use each format.

Verbal Communication (8:07)

It's no secret that many people prefer texting and messaging to talking on the phone. It's astounding to think that talking is no longer a primary form of communication for many. Even though technology has given us alternative ways to connect, the ability to verbally communicate well is still an essential life skill. This course will go over the four elements of verbal communication: volume, tempo, inflection, and planning; and we'll discuss some general tips on how to be a good verbal communicator.

Communication Essentials

Types of Communication (5:55)

Communication in the workplace happens in many different ways. Face-to-face, telephone, and email are standard for most organizations. In many companies, workplace chats, instant messaging (IM), and texting have become the norm. The type and method of communication you use largely depends on whether the communication is formal or informal. This program talks about the different types of communication, when they're appropriate to use, and some things that can get in the way of good communication.

Communicating with Different Audiences (7:49)

Communication involves a whole set of skills-verbal and nonverbal. But there's another major layer to communication: communicating with different people...since we're all unique individuals. Whether this means people at different levels of your organization or people outside your organization, such as clients or customers. Or maybe it means speaking to people with different personalities and communication styles. In this program, we'll go over the basics of communicating with different people at work by tailoring your message and delivery, whether you're talking to them in person, through text, telephone, or video conference.

Communication Methods and When to Use Them (5:19)

When you're communicating, especially at work, it's important to understand the different methods of communication and when to use each of them. For instance, should the meeting you're about to set up be just an email instead? What about a chat? And in many workplaces now, there are video conferencing and other long-distance methods to consider. In this program, we'll explore different communication methods and what each one is best for. We'll cover emails, chats, phone calls, in-person meetings, and video chats.



CONFLICT MANAGEMENT

De-Escalation

Phases of Escalation (7:19)

Avoiding conflict in the workplace is impossible, because humans are social and emotional beings. No matter your business, emotions can escalate when dealing with conflict. But the more informed you are about how conflicts progress, the more power you have to de-escalate heated situations, whether you're involved or just a bystander. In this course, we'll walk through the four phases of escalation, but we'll also discuss what healthy conflict looks like and the necessary ingredients to help stay composed in tense situations.

De-Escalating Conflicts with Your Boss (6:49)

No matter your dispute, having some tools in your back pocket to use in case of conflict between you and a supervisor can be very helpful. In this course, we'll talk through some ways you can prepare and different strategies to use. These tips and tools will help you to de-escalate things so you can find a way to disagree productively.

De-Escalating Conflicts with Your Employees (9:49)

As a manager, it can be challenging to de-escalate conflicts with our employees. When disputes arise, the uneven power dynamic between boss and employee can spark intense emotions from them. Managers and leaders should be the models for how conflicts can be regulated. We must practice strategies to de-escalate disputes with our employees. It sets the tone, impacts our culture, and establishes boundaries for how team members operate at work. In this video, we'll discuss strategies you can employ to do just this.

De-Escalating Conflicts Between Coworkers (7:30)

There are many reasons for conflict in the workplace. Communication breakdowns, differing values and beliefs, resource scarcity, and unclear roles, expectations, or deliverables can cause conflict. It can also be caused by stress, burnout, or perceived power dynamics. It's no wonder that conflict is inevitable! But what's more important is how you show up in that conflict and help others through it so you can get to the other side. In this course, we'll talk about how to accomplish that successfully and cover techniques to help you de-escalate a conflict.

The Realities of Conflict Management (4:15)

Dealing with conflict is a difficult concept for many. Some will confront it head-on, others avoid it at all costs, and many will dwell on it, letting it simmer under the surface. Regardless of where you land on this, there are some right and wrong ways to deal with conflict, which is what we'll cover in this series. Here, in this first course, we'll talk about why conflict happens in the first place, and what you can do to mediate or mitigate those situations. We'll go over handling emotions, and what you should or shouldn't do when emotions are high.

Maintaining Self-Control (4:25)

Most people know from experience, it's hard to maintain self-control when we get into a conflict. It's easy to get caught up in the argument, to do everything to win the battle, or to become the bigger victim. But really, your energy should go toward maintaining your self-control. In this course, we'll talk about why that's so essential to healthy conflict management, but more importantly, we'll discuss how to actually do it. We'll cover ways to get in front of, or control of, your own emotions.



We'll talk about how to approach the situation objectively and analyze both sides, despite having high emotions.

The EASY Conflict Management Process (5:37)

Once you're able to maintain your own emotions, there are some things you can do to help other people calm down, too. Think of it as helping someone move their mood from the red zone to a much calmer, productive place. In this program, we'll talk about how that process works, using the acronym EASY. There's no guarantee that you'll be able to overcome all problems with this process, but managing and resolving conflict becomes much easier when you put EASY to use.

CONTRACT MANAGEMENT

Contract Management: 01. Introduction to Contract Management (4:31)

Contracts are legal documents that govern our relationships with vendors, contractors, partners, employees, and more. Contract management handles everything from the creation of a contract to the execution of a contract between people and/or entities. There's a lot that goes into contract management, so in this course we'll give you an introduction into what that entails. We'll cover the contract life cycle and its various stages. We'll also talk about the skills required for someone working in contract management.

Contract Management: 02. Writing Contracts (5:39)

Contracts can be lengthy, complex documents or a simple one or two pages, but they all need to have the same basic elements regardless of size or complexity. In this program, we'll go over all the aspects of writing a contract, including the essential elements you need to include. We'll discuss contract types and outlining the legal purpose of contracts. We'll also touch on contract obligations and metrics for success.

Contract Management: 03. Internal Contract Approval and Storage (4:18)

Once you've drafted a contract, you need to have it approved by your internal team before you begin negotiations with other parties. In this course, we'll discuss some helpful tips for getting internal approval. We'll go over ways to share your contract draft and apply any feedback received. We'll also touch on proper document storage and discuss the importance of having a version-control process.

Contract Management: 04. Contract Negotiation (4:25)

At the most basic level, contract negotiation is when the two parties come together over the drafted contract and align on all the contract terms. Negotiation can sound hostile, but it's mostly about creating the opportunity for both parties to express their concerns and ensure that the contract meets everyone's needs. In this course, we'll talk through the steps of a successful contract negotiation. We'll also discuss making counteroffers, knowing when to compromise, and seeking mutually beneficial agreements.

Contract Management: 05. Contract Initiation (4:03)

Once you have a signed contract in hand, it's time to initiate the terms of the contract. In this course, we'll talk about what this step in the process looks like for the contract manager and anyone else who may be involved. We'll discuss contract deliverables and obligations and go over how these should be communicated. We'll cover kickoff meetings, outlining and assigning key roles and responsibilities, setting metrics, and more.



Contract Management: 06. Contract Monitoring and Tracking (6:05)

If you have a contract moving forward, it's important to monitor and track its progress. Your role in this monitoring phase will depend heavily on the type of contract you're working with. Two essential aspects of this phase include tracking success metrics to ensure that key milestones are hit and communicating with leadership. In this program, we'll walk you through how to successfully accomplish this stage of the contract life cycle.

Contract Management: 07. How To Handle a Breach of Contract (5:13)

Contract breaches are unfortunate and rare, but they do happen. If you're working as a contract manager for any length of time, you'll have to deal with a contract breach eventually. In this course, we'll talk through the steps you'll take to handle a breach of contract. We'll discuss having proper documentation, working toward a resolution, and seeking mediation when necessary. We'll also cover two different kinds of breaches and whether they're material or immaterial.

Contract Management: 08. Avoiding Common Contract Pitfalls (4:34)

We've already covered a lot about the contract life cycle and the steps you'll take along the way. Like all other workflows, contract management has many potential pitfalls. So in this course we'll talk about how you can navigate around these pitfalls. We'll discuss managing delays and project bottlenecks. We'll cover how to avoid communication issues. And lastly, we'll talk about keeping contract deliverables on track.

Contract Management: 09. Overview of Contract Management Law (3:37)

Contract managers aren't lawyers, so they're not required to know all the details of contract law. However, if your role is to ensure that the contract is created and executed properly, you'll need to know the basics. That's what we'll cover in this course. First, we'll take you through the history of contracts. Then, we'll discuss the elements of a contract agreement that are needed to make the contract legally binding.

Contract Management: 10. Contract Conclusion or Renewal (4:42)

Contracts can come to a close in a variety of ways. They can end once all the terms have been met. They can conclude with a contract renewal or without renewal. They can also end in a breach of the contract. In this course, we'll go through these various scenarios and discuss your role as a contract manager. We'll go over automatic renewals, renegotiations, internal communications, and more.

CURRENCY & CASH COUNTING BASICS

"The Basics" on U.S. Currency (1:21)

Get a brief overview of U.S. currency, including the denominations and series in circulation, as well as the design process.

Currency Authentication (15:00)

This interactive lesson provided by the U.S. Currency Education Program is designed to help you learn how to use the security features in U.S. currency.

Counting Cash and Making Change* (15:00)

This course is designed to support employees who require additional assistance for counting cash and making change. It reviews US Currency and the value of each coin, how to count groups of same and mixed coins, as well as making correct change from the cash drawer. The course is meant to supplement in-person training.



CUSTOMER SERVICE

Customer Experience (CX)

What Is Customer Experience? (7:39)

If you are in any industry that provides products or services to customers, thinking carefully about the customer experience is essential to success. You want new customers to become satisfied customers, and satisfied customers to then become loyal customers. In flooded markets where people have endless options, access to online ordering, and stores around every corner, a standout experience can increase this satisfaction and loyalty. Which then of course increases sales! Understanding the components of CX can help you do all this. In this program, we'll define CX and talk through some of the basics.

Tips for Improving CX Strategy (10:18)

Customer experience, or CX, is about strengthening the bond between your customers and your brand. Businesses need to thoughtfully design, monitor, and respond to customer interactions in order to optimize their journey and takeaway. Approaching CX with intentionality helps ensure your customers have the best experience possible and that you're working to successfully increase your bottom line. In this course, we'll look at some concrete strategies to improve CX in your business to help turn your customers into brand advocates. We'll discuss having a customer-focused approach. We'll go over ways to personalize the customer experience, prioritize customer service, and leverage technology.

The Customer Journey (9:05)

Customer experience (CX) exploration inevitably involves the discussion of the customer journey. The customer journey maps potential touchpoints, allowing businesses to understand and strategize customer interactions. Strategic planning along the journey is crucial for turning customers into loyal advocates, ultimately leading to increased profitability. So, in this course, we'll walk you through the five phases of the customer journey: awareness, consideration, purchase, retention, and advocacy.

Good vs. Bad Customer Experiences (8:30)

Customer experience, or CX, refers to the development of the bond between a customer and a brand. Businesses have many opportunities to strengthen that bond - or to weaken it. Because the customer's experience isn't just at the time of purchase. There are many touchpoints along the customer journey that can make or break the trip. Which also means no matter where you work in the company, you can have an impact that matters. In this course, we walk through some examples of good and bad experiences at different points on the journey, so you can see how to guide your clients down the right path.

Customer Experience Management (6:47)

A sure way to increase your revenue is to improve your customer experience. That's why smart companies spend a lot of time and energy on customer experience management, also known as CEM or CXM. The main focus of CXM is optimizing the customer experience to strengthen the relationship between customer and brand. In this course, we'll unpack what exactly CXM is and go over the key aspects, which include empathy, touchpoints, continuous improvement, and metrics.



Customer Relationship Management (CRM)

01. Introduction to CRM (7:09)

Customer relationship management, or CRM, is a strategy and set of tools that organizations use to manage and analyze customer interactions and data throughout the customer life cycle. It's all about improving your understanding of your customers, which helps you build stronger customer relationships, provide better service, and make informed business decisions. In this course, you'll learn the fundamental components of CRM, discover popular CRM platforms, and explore ways to implement CRM.

02. Utilizing CRM (6:20)

Customer relationship management platforms are invaluable tools for organizations aiming to streamline their sales processes and maximize customer satisfaction. A well-implemented CRM system helps manage sales leads, caters to existing customers, and even rekindles connections with former ones. There are three key aspects of utilizing a CRM platform: managing sales leads, serving existing customers, and reconnecting with former customers. We'll discuss each of these elements in this program.

03. Data Analytics for CRM (5:49)

The integration of data analytics into CRM systems has become essential in maximizing the potential of these systems across various departments within a business. Data analytics in CRM involves the process of examining, cleaning, and interpreting data to reveal insights that can inform various aspects of customer interaction. This course discusses how this process can be applied in different ways across different departments. We'll also cover some tools and techniques to help you implement data analytics.

Customer Service Basics

Being Customer-Centric (5:58)

Being customer-centric means putting the customer at the center of a business's strategy, culture, and decision-making process. This approach prioritizes customers' needs, preferences, satisfaction, and retention. And being intentional about how each role connects to meeting the customer's needs can significantly impact your organization. In this course, we'll take a detailed look at the benefits of implementing this approach across the different areas of your workplace, and then talk through some strategies to make it happen.

Customer Retention (6:44)

In today's fiercely competitive business landscape, retaining existing customers is just as important as acquiring new ones. In this program, we'll talk about the knowledge and strategies you need to excel in customer retention and secure long-term sales success. We'll discuss building strong customer relationships with communication and personalization. We'll go over strategies like using customer loyalty programs and providing superior customer service. We'll also cover how to measure customer retention using KPIs and other metrics.

Creating Great Customer Conversations (4:56)

What exactly does it take to have a good conversation that would be considered good service? How do we deal with others with good customer service? Great customer conversations can be achieved with these five easy steps: Prepare, Greet, Act, Offer, and Thanks. That makes a great customer conversation.



Determining Customer Needs (4:58)

"Without a need, don't proceed." We want this expression ingrained into your sales psyche. If there's no unmet need, then there's really no reason to be there on a sales call. So, you must determine the customer's needs and then insert that into your sales strategy. In this course, we'll cover the psychology of a sale and look at unmet needs, solutions, and benefits. We'll also discuss how to determine customer needs and the ways that your solution can benefit them.

Representing Your Brand (7:46)

Often, millions of dollars are spent creating and maintaining a brand's image so that consumers will feel good about, and buy, their products. As a representative of a brand, you can do your part by looking good and acting appropriately every day. When you wear a company uniform, a nametag, or follow a dress code, you ARE the brand. In this course, we'll talk about how to present yourself to properly represent the brand you work for. We'll discuss appearance, driving company vehicles, language, attitude and more.

Customer Service Feedback

Feedback Basics (5:16)

If you've purchased a product or service recently, there's a good chance you read customer reviews before doing so. This is one of the most common forms of customer feedback today and it's one of the reasons experts refer to today's digital world as the "feedback economy." Customer feedback does, indeed, make the economic world go round. In this course, we're going to go over the basics - including the types of feedback, common ways of quantifying feedback, and why it's so important. In the rest of this series, you can explore a variety of ways to GET customer feedback.

Feedback Surveys (8:11)

If you watched our first course on the basics of feedback, you learned about different types of feedback you might get from customers. In this course, we're going to shift gears to talk about how you can collect that feedback. There are, of course, a variety of ways, but we're going to focus on surveys here. We'll cover the different types of surveys, ways to measure and interpret results, and using incentives for participation.

Social Media Feedback (5:08)

According to Social Media Today, 74% of consumers rely on social media to help them make buying decisions. If the post they read comes from a friend, colleague, or family member, it's even more impactful. More than 80% of the Social Media Today survey respondents said recommendations from family or friends strongly correlate to their buying decisions. So clearly, what people post about your company, products, and services online for their "friends" to see really matters. In this program, we'll talk through some of the ways you can use this avenue to gather customer feedback.

What To Do With Feedback (6:02)

Once you've gathered your feedback, what do you do with it? That's what this course is all about. In this course, we'll discuss the three main steps: tracking, analyzing, and taking action. We'll go over various tracking methods, discuss the importance of objective analysis, and talk about when and how to make changes based on customer feedback.



Retail Customer Service

Retail Customer Service (8:28)

Customer service doesn't exist just to make people feel good. If done right, it also increases the chances of customer loyalty and retention. And the alternative can be very harmful to businesses. According to research from American Express, Americans tell an average of 15 people when they've received poor service. That kind of negative word-of-mouth can add up! So, in this course, we'll talk through the key factors that impact customer service and explore strategies you can use to provide it at a high level.

How to Give Exceptional Service (6:55)

A survey of retail customers revealed that there are five things customers want in their retail experience. They want a knowledgeable associate, satisfaction, personalized service, online and offline integration, and they want fun. Let's take a look at each of these.

Managing Retail Employees (10:16)

Being a manager is difficult. Being a manager in the world of retail is even more difficult. Not only are you responsible for achieving store goals which include sales, upsells, shrink, and customer satisfaction, but also your success is dependent on the people who work for you.

How to Handle Feedback (7:18)

Feedback is a gift. If you're lucky, your customers are giving you feedback. Feedback tells you what you're doing well and what you're not doing well. And since you're striving to give exceptional customer service, you want to receive feedback, both good and bad.

When the Customer Isn't Right: Retail Conflict for Managers (5:22)

"The customer is always right." If you have any experience working in retail, you know this statement isn't accurate, nor is it a reasonable approach to customer service. There will always be unhappy or dissatisfied customers, and, unfortunately, conflict is inevitable. Because your employees are on the front line of customer conflict, they need to feel empowered to handle these situations. For that, they need to be armed with helpful de-escalation techniques and to know that you are on their side. In this course, we'll discuss how to empower your employees, so they're equipped to handle customer conflicts. We'll also go over your role in handling conflicts.

DATA

Interpreting Data (6:06)

Interpreting data is essentially analyzing and making sense of the information you've gathered so you can use it to make informed decisions and take appropriate actions. Seems simple enough, but there's much more to it. You need to evaluate the quality of your data, choose the right analysis method, recognize trends and patterns, and more. In this course, we'll cover some practical steps for interpreting data and go over some useful tips to help you make sense of this important organizational information.

EFFECTIVE TIME MANAGEMENT

Common Time Management Problems (5:56)

Take a look at your to-do list. Is there anything on the list that you've been avoiding? If you're like most people, you probably procrastinate from time to time, but how do you recognize that you're procrastinating? And what can you do to get yourself back on track? In this course, we'll explore why people wait until the last minute to do things and discuss how to stop doing that. We'll also talk about PREcrastination and the problems that method can create. Lastly, we'll teach strategies to manage your time wisely.

Workday Planning Techniques (4:51)

Do you ever feel like there's never enough time in the day? Well, planning your workday properly can make time work FOR you, not the other way around. Whether you're working from home or in an office, there's a lot to learn about managing your time effectively. In this course, we'll discuss some planning techniques that will help you prioritize your time. We'll discuss block scheduling, traffic light prioritizing, and power hour checklists. We'll also talk about how and when to schedule breaks.

Time Blocking and Focus Time (5:15)

Our time is valuable, yet we spend so much of it trying to do TEN things at once, leaving us too busy to actually focus and get through the work. Making time in your day for the things you need to get done is something you have to deliberately put into action, and time blocking is a good way to do it. In this course, we'll talk about the steps to put time blocking into action. We'll also discuss how to make the most of your time blocks using focus time.

The Pomodoro Technique (4:28)

The Pomodoro Technique is one of the most popular time management techniques, probably because it's so easy to use. Not only does it help you get things done more efficiently, it can also improve your understanding of how long each task will take. Essentially, the Pomodoro Technique helps you plan for your day realistically, without taking on too much. In this course, we'll talk about who can benefit from this technique, and how to put it to use.

Bullet Journaling Basics (4:37)

Do you prefer a physical planner or calendar to a digital one? Well, bullet journaling, which is usually done in a physical notebook, allows you to customize every element of your planning to suit your needs and manage your time better. Using this approach may take some getting used to, but for anyone feeling like simple to-do lists and weekly planners aren't cutting it anymore, bullet journaling could be the answer. In this course, we'll talk about how to create, customize, and use a bullet journal.

The Four D's of Time Management (5:21)

Do you find yourself running out of time every day? Do you go through to-do lists, and try weekly planners without ever feeling like they make a difference? Managing your time doesn't need to be a painful process. The simple, effective solution is the four D's of time management. In this course, we'll cover what the D's are, and how to put them to work for you.

Iceberg Method Basics (3:36)

Do you ever find yourself unable to get anything done, due to feeling so overwhelmed with work? Whether you work in a creative or analytical field, you probably spend much of your day sifting through huge amounts of information. The iceberg method will help you to quickly store and access

important information when it's needed. In this course, we'll talk about where this method originated from, and how it works to help you organize information.

Managing Multiple Priorities*

Managing Multiple Priorities* (45:00)

We all have so much to do every day, and it's a big challenge to manage everything in the most efficient, effective, and productive way. Adapted from the instructor led course developed by Dr. Everett Shupe, the purpose of this course is to help you learn how to better manage your time and priorities, using some proven strategies and techniques.

The Myth of Multitasking

Multitasking (7:04)

Multitasking is not what we think it is. Science shows the human brain isn't even capable of multitasking at all. After spending years trying to multitask, we have actually reduced our ability to focus. And we've decreased our productivity and increased our errors. Our brains just don't work in that way. So, in this course, we'll explore the myth that is "multitasking." We will define the term, discuss the things that compete for our attention, and explain the difference between cognitive and noncognitive tasks. We'll also explain how task shifting can lead to decreased attention spans, lower productivity, and increased stress levels.

Monotasking (8:29)

Monotasking is focusing on one task at a time. It's committing to doing ONE thing, giving your brain the opportunity to focus on that ONE item, for a set amount of time. It's the opposite of multitasking. And it's not the same thing as task shifting, which is moving rapidly from one task to another, which hurts productivity. In this course, we'll look at how monotasking and task shifting differ. We'll go over how to monotask, covering some tips and tools for monotasking successfully.

EMAIL ETIQUETTE

Email Etiquette: 01. To Email or Not To Email? (1:28)

We often default to email because we can get it anywhere. It's on our desktop, laptop, phones, tablets, and watches! It's become our "go to" for communication, but email isn't always the best way to communicate. There's still value in meeting face-to-face or talking over the phone, and there's still risk in communicating without the help of nonverbal cues and voice tone. In this program, we'll discuss the different things that you need to consider before drafting an email.

Email Etiquette: 02. Spelling and Grammar Check (1:05)

Every email you send is a representation of your level of professionalism and character, so sending messages that use proper spelling and grammar are highly important. In this course, we'll talk through the different ways to proofread your writing and also discuss specific things to avoid when drafting emails.

Email Etiquette: 03. Subject Line (1:18)

Every email needs a subject line. It's an attention-getter for your message. The subject line should serve as a short synopsis of the email's content which gives the recipient the opportunity to prioritize

their emails without reading through them first. There's an art to writing good subject lines, and that's what we'll discuss in this course.

Email Etiquette: 04. Formatting Your Email (2:29)

As a form of professional communication, each email needs to contain a greeting, a body, and a closing. Your company culture will dictate how formal or informal you can be. In this course, we'll go over the different ways to write formal and informal greetings and closings, and how to properly format the body.

Email Etiquette: 05. Sending Attachments (1:26)

There are many things to consider when sending files in your email. Most importantly, will the receiver be able to open the email attachment? System restrictions and file sizes can prohibit a person from receiving and opening your sent files. This course will discuss ways to successfully send attachments.

Email Etiquette: 06. Reply Time (1:27)

How quickly should you reply to an email? It might be sooner than you think. In this program, we'll go over the appropriate time frame for replying to emails. Other topics include: what you should do when emails are complicated, responses that can't fit into the time frame, what to do when you can't reply to emails for a few days, and the proper steps to awaiting a reply from someone else.

Email Etiquette: 07. When to Cc and Bcc (1:46)

Within your email system you have the option to carbon copy, Cc, or blind carbon copy, Bcc. How do you know which one to use and when to use it? That's what this course is all about. We'll also discuss other possible uses for these email features.

Email Etiquette: 08. Using Reply All (1:18)

"Reply all" is a blessing and a curse. The intent of "reply all" was to provide a quick way to respond to everyone on an email without having to type in everyone's email address again. Sure, it can be a great feature, but the problem is, it tends to get overused. In this program, we'll go over what you need to do before you "Reply all."

Email Etiquette: 09. Forwarding Emails (1:35)

"Forward" is another handy email feature that we take for granted. "Forward" is to quickly pass on information, without having to rewrite everything. However, like other email features, it's often used incorrectly. In this course, we'll go over what considerations to make when you forward a message.

EMOTIONAL INTELLIGENCE

What is Emotional Intelligence? (4:30)

Having a solid understanding of emotions, be it our own emotions or the emotions of others, helps us to be better people, particularly in the workplace. When we develop and use our emotional intelligence, it helps us reduce stress, prevent conflict, and develop better work relationships, resulting in higher quality work and productivity. In this course, we'll talk about the five competencies that make up emotional intelligence, and we'll define the term EIQ, or emotional intelligence quotient.



Developing Self-Awareness (4:21)

How well do you know yourself? We've defined self-awareness as the ability to accurately sense and identify your own feelings. It's the foundation that supports all the other emotional intelligence competencies. Here, we'll discuss how to develop your self-awareness. We'll also introduce the self-awareness triangle, which helps you identify how you see yourself, how comfortable you are with being who you are, and what motivates you. We'll also talk about the importance of measuring your self-awareness.

Developing Self-Regulation (6:30)

Your emotions will always be there, and the challenge is learning to manage the way you respond to them. That's what self-regulation is; it's managing your responses to emotions by understanding them and using that understanding to direct your behavior. It helps you act intentionally, rather than reactively. In this course, we'll talk about how to develop this skill of self-regulation and why it's important.

Developing Self-Motivation (3:09)

Even when you're familiar with your emotions, being productive and positive can be a real challenge. That's why we use self-motivation as a tool to get ourselves on the right track. Within emotional intelligence, self-motivation is how we find purpose and direct the power of our emotions toward a specific task or goal. In this course, we'll talk about the two types of motivators, go over how to strengthen your self-motivation, and discuss the search for things that inspire you.

Developing Empathy (4:58)

The first three competencies of emotional intelligence have been focused on you and your emotions. Now it's time to shift gears and look at how we deal with the emotions of others. We call it empathy, and it has a lot to do with social awareness. In this course, we'll define empathy and discuss how to identify the emotions of others. We'll also go over some helpful tips on developing empathy, which is an essential tool in demonstrating high emotional intelligence.

Failure: Moving Forward and Learning from Failure (5:36)

Henry Ford said, "Failure is simply opportunity to begin again, this time more intelligently." In the moment, certain failures can seem catastrophic, earth-shattering, and devastating, but it's important to maintain a healthy perspective and positive mindset. As Nelson Mandela once said, "Do not judge me by my successes, judge me by how many times I fell down and got back up again." This takes endurance, grit, and determination; these are the qualities we want defining our lives. In this course, we'll talk about what it takes to move forward from a mistake and how to learn from past failures to ultimately find success.

Making Sense of Feedback (6:32)

Throughout your career, you'll receive feedback from various sources. Sometimes, it arrives at just the right time, and it's actionable, clear, and fair. However, sometimes it can be unclear, or it might come at a time when you're just not ready to receive it. In this course, we'll talk about how to be open to feedback and turn it into something that benefits you. You'll learn how to manage emotions, categorize feedback, and handle actionable and nonactionable feedback.

Using DISC to Anticipate Emotions (5:30)

DISC can help you better understand the emotions of both yourself and other people. This allows you to anticipate and avoid bad situations, while setting yourself up for success, knowing what works better for you. In this course, we're going to talk about DISC personality styles and how you can use



them to improve your emotional intelligence. Typically, you would complete a full DISC questionnaire, and the result would give you your DISC profile, describing how you behave in most situations. Rather than going through the whole questionnaire, we're going to walk through each of the four DISC styles and how they relate to emotional intelligence.

How to Improve Your Emotional Intelligence (4:35)

After learning about each of the five emotional intelligence competencies, you should have a much better idea of what it means to understand your emotions, and how that understanding affects your work. So, how can you improve your emotional intelligence? That's what we'll cover here. We'll discuss putting the five competencies into practice and taking an EIQ inventory to measure your emotional intelligence growth.

ETHICS

Ethics for Everyone (6:24)

A simple explanation of ethics is "having a set of moral principles that guide us in determining what is good or bad." In business, this seems like it's pretty much black and white. We simply follow our company's code of conduct, and we're in good shape. But if we're not careful, ethical ambiguity can make its way into our actions and decision-making, leaving a trail of distrust and dissatisfaction. In this program, we'll talk about seven ethical principles and their importance in how you conduct yourself on a daily basis. We'll also discuss how to know whether you're acting ethically or not.

Ethics for Managers (6:20)

Ethics are a top priority when you're a manager. Every day, you make key decisions that affect your company, its stakeholders, and society as a whole. It's critical to understand and adhere to these ethical and legal obligations, in order to meet expectations and to set an example for your employees. In this course, we'll define business ethics and your ethical responsibilities as a manager. We'll discuss the benefits of acting ethically, go over how to solve ethical dilemmas, and cover business law in terms of ethical conduct.

FINANCIAL BASICS

Intro To Finance

Why Learn About Finance? (3:06)

Welcome to Finance 101. Are you feeling anxious already? Did your blood pressure spike just reading that? It's okay, not all of us are numbers people. This series is designed for those who wish to dip their toes into the world of finance and are ready to learn the basics. It's important that all people have a general understanding of this broad-ranging topic, not just for career purposes, but for personal finance benefits as well. In this first course, we'll discuss all that the term "finance" encompasses, and we'll go over the various skills that come with a solid understanding of finance. We'll also talk about why and how those skills are beneficial to you.

Finance Terms (5:46)

Finance jargon is a language all its own. In order to really delve into the study of finance, you'll need to know and understand some important terms. This course will cover some common terminology including assets and liabilities, expenses and cash flow, capital gains and losses, ROI, and more.

These courses will give you a solid foundation of knowledge as you move forward in your study of finance, helping you to comprehend more complex financial concepts.

Resources & Documents (3:25)

As a whole, a company's financial report provides a comprehensive look at their financial health. It's typically reviewed and may be shared with current and potential investors, government entities, and others who have a financial stake in the company. It lists every single transaction a business takes part in throughout a given period of time, including loan payments, purchases, and sales. This program will help you understand the main resources and documents needed for a financial report.

Budgeting Essentials

What is Budgeting? (1:52)

Every employee with every company impacts the budget of the business they work for, either directly or indirectly. Whether you're an accountant, supervisor, janitor, marketing intern, or anything in between, understanding your company's budgetary expectations and goals will help you be a better employee. In this course, we'll go over the basics of budgeting, including the different types, common timelines, necessary details, and objectives.

Budgeting Methods (3:02)

It's important to understand which types of budget will work best for your purposes. This course takes a look at the different types of budgets that are used depending on the strategy. We'll go over the most common types of business budgets: Zero-based, Top-Down, Bottom-Up, Value Proposition, and Incremental. Each budgeting method has its pros and cons, and understanding the strengths and weaknesses of each one can help you determine which is the most appropriate for your company at any given stage.

Budget Reporting (1:54)

You've determined your budget, distributed it to the proper recipients, and now you're carrying out the budget plan. The next and perhaps most vital part of the budgeting process is budget reporting. Not sure what budget reporting is? That's okay because that's what this course is all about. We'll define budget reporting and talk about two important terms: favorable and unfavorable variances. Budgets aren't intended to be inflexible. They should evolve with business, and budget reporting is the tool that allows companies to adapt and grow.

Budgeting Expenses (2:09)

Expense budgeting plays an integral part in ensuring that a company can turn revenue into profit, while still being able to pay the costs associated with running the business. In this program, we'll talk about what budgeting expenses means and why it's important. We'll also discuss the difference between fixed and variable costs, and what costs may fall into both categories. Having a solid understanding of these terms will help you to properly estimate total expenses in a given budgetary period and aid in better profit generation.

Budgeting Revenue (2:24)

Budgeting revenue is often where business owners start. Revenue is what provides the money to pay for expenses incurred by running a company, so it makes sense. Budgeting for revenue is also an estimate and requires careful attention to data to ensure that your estimate is reasonable and accurate. In this course, we'll talk about how to budget revenue correctly. We'll discuss the impact of past, present, and future trends. We'll also go over two important considerations: capacity and supplies. Having this knowledge will allow you to accurately and reasonably plan a revenue budget.



Budgeting Discounts (2:08)

Discounts on products or services are a part of every business. Perhaps you're running a promotion to increase sales, or lowering prices to move overstock off the shelves. Whatever the case, it's important that you understand how discounts can impact your budget. In this course, we'll take a look at planning and writing discounts into your budget and looking at your company's history of discount patterns. We'll also discuss friends and family discounts, reward programs, and wholesale discounts.

Managing Inventory (2:05)

An inventory budget is an estimate of how much money or capital a business needs to purchase inventory. In this program, we'll talk about how to create this type of budget. We'll discuss data analysis and the types of data used for inventory budgeting. We'll go over sales forecasts, bottom-up budgeting, vendor analysis, and internal inventory controls. With an in-depth analysis of these key factors, you can create an accurate budget that helps your company reach its goals.

Principles of Accounting

Principles of Accounting (5:12)

Businesses use accounting to create financial statements and analyze the contents of those statements to keep track of their finances. In order for that information to be meaningful and represent companies fairly across the board, they all have to play by the same set of rules. Those principles are what we'll be talking about in this course. The principles of accounting include the various standards used throughout the world and why and how they differ. We'll discuss the U.S. standard, in particular, and some of the most important principles within it. These principles aim to make financial reporting useful to both investors and creditors, as well as those involved in making financial decisions and improving company performance.

Common Accounting Terms (3:35)

Accounting jargon is a language all its own. If you're not familiar with the terminology, having an accounting-based conversation is virtually impossible. In this program, we'll help you learn to translate common financial terms so you can feel more comfortable interpreting and even engaging in corporate finance discussions. We'll go over four useful terms to give you a solid foundation for understanding and discussing company finances.

Cash vs. Accrual Basics (2:40)

When a company tracks its income and expenses, the method it uses is called its "basis of accounting." The two most commonly used methods are called "cash basis" and "accrual basis." In this course, we'll talk about what these two methods are, how they differ, and the pros and cons of each.

Fraud (6:30)

Fraud is a biggie in the financial world. It can affect companies of every size, so one of the biggest concerns for any company should be the avoidance of fraud. Understanding what constitutes fraud can help make sure you have procedures in place to avoid it. In this program, we'll be discussing what fraud is, why it happens, and what can be done to prevent it.

Balance Sheets

Introduction to Balance Sheets (3:03)

The balance sheet is one of the three components that make up a company's financial report. It indicates a company's assets, liabilities, and owner's equity. It's used to help a company evaluate its financial health and to communicate that information to interested parties. In this course, we'll go over the parts of a balance sheet, how to create one, and how to ensure that your balance sheet is "balanced."

Benchmarking, Ratios, Comparisons, and Trends (4:05)

Did you see the title of this course and think, "Big, scary financial words!" Have no fear. In this program, we're going to break down benchmarking, ratios, comparisons, and trends so that they're easy to understand. We'll discuss what each of these terms mean, how they work together on a balance sheet, and what they mean to the financial health of your company.

Assets and Liabilities (3:41)

We know that assets and liabilities are two important sections that make up a balance sheet. But what exactly constitutes an asset? Or a liability? There are many things that may or may not qualify, so this course is designed to help you determine what should and should not be included. We'll discuss the two categories of assets and two categories of liabilities.

Cash Flow Management

Cash Flow Management for Beginners (4:05)

Cash flow is one of the most important indicators of corporate financial health. It paints a picture of how a company receives, pays, and invests money. In this program, we'll talk about the basics of cash flow: what it is and why it matters. We'll go over cash flow statements, inflow, and outflow. Applying these cash flow management basics will help you better understand and develop your own company's finances.

Managing Payables (2:47)

A payable is money that your company owes to someone. When you receive a bill from a company that has provided you with a service, that money owed is considered an account payable. Managing these accounts is another important part of cash flow management, so that's what we'll be covering in this short program. We'll discuss prioritizing payables and go over some strategies for managing them.

Managing Receivables (2:46)

Managing receivables is another important aspect when it comes to cash flow management. This refers to the collection of monies owed to the business, and is essentially the opposite of payables. A receivable is an asset on the balance sheet that represents the amount of product sold on credit to a customer. In this program, we'll talk about issuing credit, and setting up effective collection and billing systems.

How to Read Cash Flow Statements (4:49)

Cash flow statements paint a picture of how money is flowing through a company, both in and out, from one period of time to another. They can be difficult to follow, but hold a wealth of valuable financial information. In this course, we'll go over how to interpret a cash flow statement. We'll discuss the four main sections that make it up, go over some key things to look for, and talk about the valuable analytics that come from this important statement.



Income and Expenditures

Key Components (2:25)

The success of a business lies in balance income and expenditures. Without expenditures, a business can't expand and grow. But without income, a business can't manage day-to-day operations or pay its employees. So in this program, we're going to talk about the basics of what income and expenditures are and how they affect a company's finances. We'll also go over both revenue and capital expenditures, how they differ, and where they'll appear on a financial report.

Income Streams (3:34)

You're hopefully making money from your products or services, but have you thought about other potential income streams to help your company achieve its financial goals? In this course, we take a more in-depth look at income and the various ways that companies can bring in revenue besides simply selling their products and services. We'll talk about calculating net income and go over the most common types of income streams.

Expenditure Costs (2:42)

Every business has costs that are necessary to keep the company running. To stay financially healthy, you must carefully balance these expenditures with the income coming in. There are two kinds of expenditures that affect financial goals: revenue expenditures and capital expenditures. In this program, we take a deeper look at what these are. We'll provide some common examples of these expenditures and discuss their financial impact on a company.

Benchmarking Ratios (4:09)

We've gone over some various ways to analyze a company's financials, but a good analyst doesn't stop there. In this program, we'll cover four more ratios to evaluate whether or not a company is on track to hit their financial goals. We'll discuss revenue growth, profitability, operating cost breakdown, and return on assets. We'll talk about benchmarking and how to compare a company's performance to itself or other businesses or categories. We'll also go over trends and what you should be looking out for.

Analysis (3:18)

Careful analysis and balancing of income and expenditures is key to ensuring that your organization is on track to achieve its financial objectives. That's what this course is designed to help you with. We'll discuss the strategy involved in determining what works best for your company. We'll talk about analyzing expenditures and some ways you can reduce them, if necessary. We'll also go over healthy ways to increase expenditures that will aid your business in the long run.

Financial Ratios

Revenue Ratios (2:56)

Productivity indicates a company is using its resources well. This is an area that should be examined closely when analyzing a company. Revenue ratios are a good metric of productivity and efficiency. Metrics may vary from company to company, but the mathematics are simple once you determine which ratios need to be analyzed. In this program, we'll look at four common revenue ratios: sales per customer, sales per employee, sales per cash register, and sales per unit of time.

Cost of Goods Sold and Gross Margin (2:01)

The cost of goods sold ratio and the gross margin ratio are two very helpful indicators of a company's efficiency. They provide valuable information that can reveal trends, help you budget, and help you

calculate product markup. In this program, we'll talk about these two important financial ratios. We'll discuss what they are, how to calculate them, and what they mean for your business.

Net Investment Ratios (3:41)

Comparing your company's financial statements against other companies can benefit you in many ways. This information can help you develop your own company's goals or show you how you're progressing against industry standards. Whatever your reasons, it's important to know the best methods to compare companies. In this course, we'll discuss different types of ratio analyses that allow you to make those comparisons.

Finance As a Tool

Evaluating Costs (2:44)

With every business comes the cost of running it. If you have too many expenses, even if you're bringing in revenue, you won't end up with a net profit. That's why evaluating costs is so vital to the success of your company. In this program, we'll discuss the comprehensive information you'll need to gather. We'll go over how to evaluate that data to determine which costs are essential and which ones need to be reduced or eliminated. We'll also go over some helpful strategies to reduce your costs.

Investing Using Metrics (3:14)

Anyone looking to pour money into a company is looking for a good return on their investment. In this program, we'll go over three metrics a company can focus on to attract investors: liquidity, growth, and return on assets. We'll take a look at what each of these metrics mean and what you can do to positively impact those numbers to help your business become a more desirable investment.

GROWTH MINDSET

The Growth Mindset

Understanding Fixed and Growth Mindsets (6:54)

Carol Dweck, a renowned Stanford psychologist, is known for her decades of work on motivation and mindset. In her book, "Mindset," Dweck says that people either have a fixed or a growth mindset, and the one that you adopt can affect every aspect of your life. She coined these terms - "fixed mindset" and "growth mindset" - to describe the underlying beliefs people have about learning and intelligence. In this course, we'll take an in-depth look at what these terms mean and how they impact our attitudes on our own accomplishments, failures, decisions, and more. We'll also discuss how to use each mindset for your own benefit.

Developing the Growth Mindset (4:53)

In her book "Mindset - The New Psychology of Success", Carol Dweck explains how having a growth mindset opens the doors to self-development and success. She describes "purposeful engagement" as using feedback and mistakes as opportunities to improve, while enjoying the process of learning and becoming more productive. A growth mindset can be adopted in all areas of your life, including education, physical abilities, artistic skills, relationships and, of course, in the workplace. Dweck outlines four simple steps that you can take to switch to a new way of thinking. We'll cover those strategies and more in this program.



Limitations of a Fixed Mindset (5:40)

For many, adopting a fixed mindset is a comfortable approach. Staying within one's comfort zone and focusing on routines helps fixed-minded people feel confident, secure, safe, and successful. When individuals act according to their beliefs and perceptions of their abilities, they increase their chances of success while minimizing their risk of failure or embarrassment. Now, while this might feel safe, it's important to recognize that a fixed mindset also has limitations. That is what we'll cover here. We'll also talk about the growth and fixed mindset spectrum and help you determine where you land on it.

INNOVATION

Creativity

Innovation Basics (7:24)

Behind every great idea is a million bad ideas. Throw in loads of failure, time, energy, hard work, and tedious planning. Sounds like fun, right? This is what innovation looks like. So, in this program, we'll discuss the basics of innovation. We'll cover stages of innovation, types of innovation, strategies to innovate, and ways to create a culture of innovation in your organization.

Innovating Outside the Box (6:59)

When you think of innovation, one of the first things you probably picture is pushing boundaries. Thinking outside the box to come up with entirely new ways of doing things. This is how you arrive at radical innovation, and in this course, we're going to talk about how this thinking outside the box can lead to an entire shift in the way we view our work or other pursuits. We'll discuss paradigm shifts and the many ways they can occur. This includes embracing failure, finding inspiration, and more.

Innovating Inside the Box (5:56)

When you think of innovation, what do you picture? Probably brand-new ideas that break the mold, that go outside the box. And that's often the case. But did you know that, even if you have constraints on what you can do, even if you have a box you HAVE to stay in, you can still innovate? In fact, a lot of times working within constraints leads to some of the best innovative solutions. In this course, we'll discuss how this works by embracing your limitations, thinking creatively, and remaining agile.

Creative Constraints (5:34)

Whether you're a leader, a manager, or a frontline employee, you have a role to play in the process of innovation. Ideas can come from anywhere, at any time! However, there are times when certain leadership, management, and employee styles of work get in the way of innovation rather than helping. So how can you spot when you're putting creative constraints on something? And how can you then improve your work style to help better foster new ideas and growth? In this course, we'll discuss various types of creative constraints we encounter and how to overcome these at work.

MATH

Currency & Cash Counting Basics

"The Basics" on U.S. Currency (1:21)

Get a brief overview of U.S. currency, including the denominations and series in circulation, as well as the design process.



Introduction To Math

Fighting the Fear (4:09)

If you took math in high school or college, you probably reached a point where you thought, "When am I ever going to use this?" Well, in the business world, you might be surprised by how often you do use math. If you didn't enjoy math back in school, and especially if you struggled with it, this may seem intimidating. In this course, we're going to help with that. We'll discuss how math is important in business and discuss strategies for overcoming your fears.

Positive and Negative Numbers (5:58)

In this program, we're going to discuss what positive and negative numbers are and how they're used, so you can get more comfortable with both the concept and practical applications.

Adding and Subtracting (7:07)

Addition and subtraction are the most commonly used math operations in our daily lives, so it's important to understand how to perform them. In this course, we're going to go over common terms, as well as how to do basic addition and subtraction.

Multiplying and Dividing (12:07)

Did you ever have to memorize times tables in elementary school? If so, you may or may not be a huge fan of multiplication and division. But the truth is, it's a quick way to add groups of numbers together or to separate a group into even subgroups. In this program, we'll learn the terms used to talk about multiplication and division, as well as strategies to help you master equations.

Inequalities (3:27)

In this program, we're going to discuss inequalities and comparing numbers in terms of being greater than or less than one another.

Understanding Fractions (4:47)

In math, we often deal in whole numbers. But what happens when things don't end up quite even? What do we do with a remainder in division? Perhaps more importantly, how do we split up that extra slice of pizza? In this course, we'll talk about how to do just that, with a type of number called a fraction. First, we'll define the parts of a fraction, and then we'll talk about how we can use them.

Understanding Decimals (5:42)

If you've taken our course on fractions, you already understand what happens when an equation doesn't end with a whole number. In this program, we're going to talk about an alternative to fractions called decimals. By the end of our lesson, you'll know what they are and how to use them.

Understanding Percentages (4:03)

Fractions and decimals are both ways to express parts of a whole. In this program, we'll talk about one more way: percentages. By the time we've finished today, you'll know what percentages are and how to use them.

Choosing the Right Operation (3:12)

"Once you've finished with school, most of the math problems you encounter will likely come in the form of word problems. In word problems, you're not told explicitly how to solve them. Instead, you have to use the clues given to you in the words that make up the problem itself. In this program, we'll learn what sort of words to look for to help you choose the right operation to successfully solve the problem."



Specialized Math

Understanding Ratios, Proportions, and Percentages (5:32)

Ratios, proportions, and percentages are all methods of comparing data. In this program, we'll define each one and discuss their purposes.

Mark-ups and Mark-downs (4:41)

In the world of marketing, one of the most important skills is understanding mark-ups and mark-downs. These two factors help determine potential for profits and drive potential sales. After watching this course, you'll understand how to calculate mark-ups and mark-downs to maximize profits.

Inventory Basics (6:27)

When it comes to running a business, one of the most important tasks is inventory management. Here, you'll learn the components of managing inventory and some strategies for carrying them out.

Payroll Basics (3:22)

For many employees, one of the major motivations for showing up to work is getting paid. The responsibility of making sure everyone gets paid on time and the correct amounts is called payroll. In this course, we'll discuss the basics of payroll, including setting pay periods and pay dates, dealing with taxes, timekeeping, and ensuring payroll is being done according to federal, state, and local laws.

Net vs. Gross (2:55)

Whether we're talking about our paychecks or how much a business makes in profit, there's often a difference between the initial amount made and what we get to keep. In this program, you'll learn the difference between gross and net, and what it means when it comes to employee paychecks, as well as business income.

Calculating Production Costs (4:36)

For businesses that sell products, knowing how to calculate the cost associated with creating those products is a vital part of understanding how to reduce costs and maximize profits. Here we'll cover the two kinds of production costs: fixed costs and variable costs. Then we'll use that information to calculate unit costs and do a break-even analysis.

Determining Pricing (7:33)

Figuring out what to charge for your products is one of the most important parts of running a successful business. If your price is too high, your sales will suffer. If you underprice your products, you won't earn as much money as you should, and you'll sacrifice potential for growth. In this program, you will learn effective strategies for pricing your products.

Understanding Profits and Margins (2:45)

When it comes to judging the success of a business, how much money it makes is one of the key factors. But there's a lot more that goes into determining how successful or viable a business is. In this program, we're going to look at two of those measures: profits and profit margins.

Understanding ROI (3:01)

In business, as in life, sometimes we have to give a little to get something back. At its simplest, that's what a return on investment, or ROI, is. In this program, we'll discuss how to calculate ROI,



what the limitations of ROI are when comparing the profitability of investments, and using rate of return.

Interest Rates (2:21)

If you've ever had a savings account or taken out a mortgage to buy a home, you're probably familiar with the term "interest." In this program, we're going to discuss interest and interest rates. We'll cover how interest rates are determined, and how they can impact the economy.

Compound vs. Simple Interest (8:13)

Whether you're saving money or paying down a loan, understanding interest is a vital part of making informed financial decisions. In this program, you can learn how to calculate both simple and compound interest, so you're prepared for both scenarios.

Understanding Annuities (4:58)

The thought of being guaranteed income for the rest of your life probably sounds appealing. And at their most basic definition, that's exactly what annuities provide. But, as with most things, it's not quite that simple. In this program, we'll go over what annuities are and how they work.

Understanding Loans (4:36)

Sometimes in life we encounter situations where we need a little more cash than we have on hand. Whether it's to buy a car or a house or to make a large purchase, when we take advantage of the availability of someone else's money for a set period of time, it's called a loan. In this course, we're going to learn how loans work so you can make informed decisions about when it's wise to take out a loan and when it's not.

Statistics

Introduction to Statistics (8:21)

Statistics is the science of collecting, organizing, and analyzing data. This series will give you a foundation for using statistics to find meaningful information in numbers. In this first course, we're going to start with the basics and define some important statistical terms.

Understanding Probability (6:43)

Probability, at its essence, is how likely or not an event is to occur. If you've ever flipped a coin, you've dabbled in probability. In this program, we'll learn about the basic principles of probability, including the formula for calculating a given event's probability, how independent and dependent events affect probability, and how to calculate the number of outcomes for different kinds of sampling.

Organizing Data (5:47)

Collecting data using sound, strategic methods is vital to doing effective research. But without strategies in place for organizing that data, you won't be able to interpret or communicate the story your data is telling, and that makes it essentially useless. In this course, we'll learn how to avoid such a scenario by going over terminology and principles for organizing data.

Data Analysis Basics (4:20)

When something starts going wrong at work, you don't want to just throw metaphorical spaghetti at a wall, hoping a solution sticks. No, you need to follow a methodical process that defines the problem, hypothesizes causes, collects and analyzes information, identifies solutions, and tests



them. In short, you need data analysis. In this program, we're going to cover the basics so you can solve problems at work quickly and efficiently.

MEETINGS

Effective Meetings

Tips to Facilitate Effective Meetings (6:33)

As a meeting facilitator, you want your meetings to be intentional and efficient, and to leave people feeling like they accomplished something that they couldn't have done alone. When a meeting is run well, it can increase engagement, productivity, and clarity within your organization. In this course, we'll discuss the key factors to running an effective meeting using the five P's: Purpose, People, Preparation, Promptness, and sticking to the Point.

Virtual vs. In-Person Meetings (5:36)

In recent years, technology has changed the meeting game. Being able to hold meetings online has transformed the way we do business. With more and more people working from home or in hybrid models, many businesses are tempted to make more meetings virtual. And while there are many benefits to making meetings virtual, there are just some things that are better done in person. So how do you decide? And what are the essential differences in these two meeting types? In this course, we'll talk through some of the factors to consider that will help you choose whether your meeting should be in-person or virtual.

Informational Meetings (5:05)

Informational meetings typically includes a facilitator who delivers a presentation while the rest of the audience listens and observes. Despite the boring reputation, informational meetings are essential in exchanging knowledge and information between departments and across an organization. So how can meeting facilitators effectively deliver information to a lot of people within a relatively short timeframe? This program gives viewers tips on delivering effective and engaging informational meetings.

Problem-Solving Meetings (5:58)

Problem-solving meetings bring diverse perspectives, people, and departments together to troubleshoot issues that get in the way of success. Some examples of this could include problems with operations, efficiency, productivity, or even problems with employment, such as turnover or retention. But if you're not careful, your problem-solving process can make or break the success of your business. In this course, we'll talk through how to structure your problem-solving meetings for success.

Decision-Making Meetings (5:18)

A decision-making meeting is a discussion that aims to find the best solution to a problem. The goal of the meeting is to bring people together to reach an agreement or to come to a consensus around a decision that needs to be made. Often, these meetings follow the structure of a problem-solving meeting. If you haven't watched the video on Problem-Solving meetings, you might want to check that one out first. But during a decision-making meeting, you aim to leave with concrete action steps and deliverables. In this course, we'll talk through some tips to running a decision-making meeting in a way that gets your people on board.

Team-Building Meetings (6:50)

In the era of virtual and hybrid work, building a "team" can seem like an impossible challenge. It's important for people to feel connected with their company's mission and vision. But it's also important to feel connected to one another. Companies can strategically grow employee connections by planning thoughtful team-building meetings. The purpose of a team-building meeting is to provide a space for employees to connect, interact, build relationships, and build cohesion. In this course, we'll discuss ways to plan team-building meetings, both in-person and virtually.

One-on-One Meetings (6:22)

A one-on-one is a time when someone in a supervisory role meets alone with a direct report. Often, the supervisor gives feedback on specific areas for improvement. They can help the employee set goals that align with the larger goals of the organization and provide coaching to meet those goals. Some examples might include performance reviews or sales rep meetings. In this program, we'll talk about some tips to help you get the most out of your one-on-ones with your direct reports.

MOVING UP

Moving Up: 01. Defining Your Career (2:44)

You might be at a point in your career where you want to move up, but you aren't sure where to go. Having a clear vision of where you want to end up before you take action will help you reach your goals. Do you want to move up in your current job? Are you hoping for a raise or promotion? If so, do you have a clear mental image of who you will be in the future? If you answered yes, great. You don't need to watch this program. If you're struggling to come up with an answer, this course will provide some helpful tips that you can apply to defining your career.

Moving Up: 02. Maintaining Your Resume (3:24)

Maintaining your resume, even in a job that you're completely satisfied with, is something that everyone should do regularly. This helps you to remember to include any awards or recognitions, to expand on any job duties that may change, and to keep your contact information up-to-date. In this course, we'll discuss when and how you should update your resume. We'll go over what information to include, as well as how to maintain your LinkedIn profile.

Moving Up: 03. Internal Interviews (3:34)

Internal interviewing can be a bit different from the standard interview. You're dealing with people who have an exact knowledge of your qualifications, your work ethic, and other critical areas of your work responsibilities. You may find that it's a bit more relaxed and informal, but that doesn't mean you shouldn't stay professional. In this course, we'll go over how to properly and professionally present yourself in an internal interview.

Moving Up: 04. Asking for a Raise (3:49)

Another version of moving up could mean asking for a salary raise. This requires negotiation, which may come easier to some than others. If you believe career advancement is overdue, don't let a little discomfort keep you from asking for something you deserve. In this course, we'll discuss the best ways to ask for a raise. This includes what you should do to prepare, knowing the right time to ask, and how to present your pitch.

Moving Up: 05. Internal Networking and Connecting with Executives (3:13)

When you hear the word "networking," you probably think of LinkedIn, professional associations, meetups, or conferences. You might assume that the most useful networking happens outside of



the office. But if you really want to move up within your organization, you should make sure you're connected with your own colleagues first. Networking with different coworkers at different levels in different departments can be a game-changer in how you look for opportunities within your company. In this program, we'll talk about how to effectively network within your organization.

NETWORKING

The Benefits of a Professional Network (6:16)

Whether you're just starting your career or well-established in your current role, it's important to create, grow, and maintain a network of professional acquaintances that you can reach out to for a variety of reasons in your day-to-day work. Who you know can be just as important as what you know in certain circumstances. In this course, we'll discuss why building a professional network is so critically important in business. We'll go over the benefits involved, including finding job opportunities, discovering good candidates for job openings, as well as gaining information, advice, and ideas.

Building Your Network (6:02)

Building your professional network should be a well-thought-out process. You want to include people who can help you further your professional goals. Connecting widely is okay, but you need to use discretion so you're growing your circles in the right way. That's what this course is all about. We'll go over how to properly use technology to grow your network. We'll also discuss the importance of "connectors" and "influencers." Other topics we'll cover include how to make a good introduction, looking for mutual connections, and creating personal messages.

Promoting Your Personal Brand (6:32)

Personal branding is the idea of developing a look and feel around your name or your career. You use this to express and communicate your skills, personality, and values. We all can be a brand and cultivate our power to stand out and be unique. This uniqueness draws people to your product, your services, or even just your message. Your personal brand should be about who you are and what you have to offer. In this program, we'll go over how to develop your brand, which includes defining your target, being a good storyteller, and knowing ways to highlight your uniqueness. We'll also cover creating an elevator pitch, developing your personal brand online, and speaking in public.

Giving Back to Your Community (6:26)

Perhaps the most important rule in networking is to be a giver, not a taker. A large part of creating a group is giving back to the community. Whether it's through the professional network you've created, an industry group, or the community you live in, hopefully you will feel compelled to help others in your journey. In this course, we'll go over the many different ways to do that.

Being a Member (5:38)

Building your professional network requires active participation on your part. You need to be adding value to the group or groups that you're a part of while promoting your personal brand along the way. In this course, we'll discuss how to cultivate your memberships and bring value to each of them. This includes finding the right groups to join, being an active virtual member, and knowing what your intentions should be.



OFFICE ETIQUETTE

Office Etiquette: Appearance (2:55)

Most companies have dress policies, but etiquette in appearance is more than wearing something too revealing or too casual. In this course, we'll discuss all things appearance-related including the do's and don'ts of personal hygiene, what to do if you notice a colleague's wardrobe malfunction, and respecting others' senses of smell. We'll even touch on clipping your nails at work and not wearing your shoes. Yes, this really happens.

Office Etiquette: Food (3:40)

Food can be offensive. Have you ever smelled an egg and onion burrito? It's horrible. Have you ever opened the microwave at work to find a gravy explosion that someone left behind? How about opening the shared fridge at your office, and it smells like feet and cheese? In this course on etiquette, we're talking about food and, in particular, the kitchen area. We'll go over some offensive behaviors and how to be a more considerate coworker.

Office Etiquette: Interactions (3:21)

Isn't it wonderful that every workplace is harmonious, where we can all hold hands, braid each other's hair, and do trust falls? That's not your workplace? Of course it isn't. We're all very different and we all have to get along. This course is designed to help employees interact respectfully with one another in the office. We'll go over some tips on eavesdropping, attending meetings, collecting donations, office parties, and other tricky situations.

Office Etiquette: Environment (3:01)

With the growing popularity of open office layouts, environmental etiquette has become increasingly more important. This course is designed to help employees be more considerate and less...annoying. We'll discuss things like speaking volume, phone etiquette, personal space, inappropriate desk decor, cleanliness, and people in Speedos. This program will help build employee awareness of surroundings and other people's needs.

PERFORMANCE REVIEWS

Performance Reviews for Employees

Performance Reviews for Employees: Preparing for Your Review (4:57)

Whether you've done a great job all year or not, review time is often one of stress. This course is here to help make it less painful. We'll talk about the best way to prepare for your review, which means starting the year before. Yes, you read that right. It might sound daunting, but it's really very simple. We'll discuss what information you'll want to hang onto and present. We'll also talk about how to find and discuss your own areas of improvement. Lastly, we'll cover setting SMART goals and creating a plan for achieving these.

Performance Reviews for Employees: Self-Assessments (5:44)

Self-assessments can be difficult to write. You might feel like you're bragging about your performance and find it challenging to be objective. For your manager, though, it's an opportunity to be reminded of your successes and challenges from your own perspective. Performance reviews help keep everyone on track, provide clear expectations, and set reasonable goals for the year, and self-assessments play a critical role in that. In this course, we'll go over some pointers to keep in

mind before writing your assessment. We'll talk about what information should go into your assessment and discuss how to review the assessment with your manager.

Performance Reviews for Employees: Handling a Bad Performance Review (3:33)

You've done your self-assessment, you've kept track of the work you've done throughout the year, and you just had your review. But what if, even though you've prepared for your review, it wasn't a positive one? Whether you knew the bad review was coming, or it was a complete surprise, there are things you can do to improve the situation. In this program, we'll talk about how to keep your emotions in check, discuss getting clarification on your manager's concerns, and go over creating a performance improvement plan.

PRESENTATION & TRAINING

Curriculum Design

What is Curriculum Design? (6:19)

A curriculum is defined as everything a learner experiences in the educational process, including things like learning methods and platforms, assignments, tests, certification, and so on. At work, this might be in-person training sessions, training materials or books, a learning management system or training platform, video programs, interactive courses, gamification, and any certification that follows. Curriculum design involves creating a plan for delivering the most effective training to the employee using all or some of what we just listed. In this program, we'll cover the basics of curriculum design. We'll talk about various types of curriculums and knowing which ones to choose for your team or organization.

Helping L&D With Curriculum Design (7:10)

When your organization creates training programs, usually with a learning and development team, they might not always have curriculum design in mind. This means they could end up creating training programs and learning initiatives that fail to meet the overall standards or goals for you and your team. This is especially true if you work in a large organization, where different departments don't normally work closely with each other. Departments must come together to ensure the viability and value of new and updated training programs. If you're working with the L&D team to design a curriculum that works for you, what should you focus on? What are the most important factors to consider during curriculum design? That's what we'll cover here. We'll go over knowing your target audience, identifying performance or knowledge gaps, and more.

Utilizing Blended Learning (6:41)

One very important aspect of curriculum design is knowing when to use different methods of learning. Blended learning is an approach to training that takes online educational materials and digital tools, and combines them with in-person, place-based instruction. There are several different models of blended learning, each one taking a slightly different approach to training. In this course, we'll walk through several models and discuss the advantages and disadvantages of using these blended learning approaches. We'll also talk about the use of learning management systems and their many benefits.

Facilitation Skills Workshop Resources

The tools included here were developed by Google and adapted with permission by GII for in-person or virtual training sessions. Please feel free to leverage these resources if you would like to run a

workshop of your own. Materials include a presentation deck, facilitator guide, participant notetaker, facilitation skills tip sheet/handout.

The Art of Effective Facilitation—Facilitator’s Guide

The Art of Effective Facilitation—Participant’s Guide

GWA Facilitation Skills Tip Sheet

Presentation Skill Basics

Presentation Skills Basics: Know Your Audience (5:36)

When you're tasked with delivering a presentation, the first thing you need to understand is your audience. Not every presentation is suitable to every audience. You may in fact have to have different versions of the same presentation, based on the audience you're talking to at a given event. So how do you get to know your audience? And once you do, how does that affect your basic outline for your presentation? In this program, we'll talk about getting to know your audience, so you can craft a presentation specific to them.

Presentation Skills Basics: Structuring Your Presentation (5:33)

Whenever you're putting together a presentation, you want to organize your information carefully, and come up with a structure for your presentation. This is sometimes referred to as the backbone of your presentation. There are all kinds of backbones that we can use, depending on what's most logical and effective for that content. In this program, we'll go over the different types of backbones and discuss some common mistakes people make when structuring presentations.

Presentation Skills Basics: Setting up Your Presentation (9:13)

A well-organized, prepared presentation is the best way to ensure the audience remains engaged and your message gets across. In this program, we'll talk about some key strategies and tips to setting up your successful presentation. We'll go over getting the room ready, including lighting, seating, and temperature. We'll also discuss audio-visual components and talk about getting yourself presentation-ready.

Presentation Skills Basics: Setting the Stage (8:27)

When you're putting together your presentation, there are going to be times when you need to set the stage and prepare your audience for the information they're about to receive. Or, perhaps you'll need to set up a point and drive it home. Whether you're setting the stage for your entire presentation or simply one specific point, there are several tactics you can use to better prepare your audience for what they're about to hear. In this program, we'll go over these strategies, covering various types of openings and different ways to keep your audience engaged.

Presentation Skills Basics: Closing and Q&A (2:54)

You've completed your presentation, hitting every point, working through any technical snafus, and keeping your audience engaged. Now it's time to bring it all home. You need a great closing to leave your audience with a good lasting impression. You might even consider including a Q&A as part of your closing. In this course, we'll go over how to wrap up your presentation and run a successful question and answer session. We'll discuss the different ways to close, and go over some tips and common missteps when it comes to Q&A.



Presentation Skills Basics: Punching up Your Presentation (4:59)

Unfortunately, not every topic is going to be an exciting one to present. How do you keep people engaged when you're talking about big data, budget forecasting, or employee benefits? That's what this course is all about. We'll go over things you can do to punch up your presentation. We'll discuss breaking up the content to maintain interest. We'll also talk about how to incorporate visuals and humor into your presentation.

Presentation Skills Basics: Designing Handouts (3:41)

Everyone was engaged. The content was relevant, succinct, and creative. You captured everyone's attention with your charismatic delivery. By tomorrow, 90% of the information you shared will be forgotten. Sorry to burst your bubble, but it's true! Unless you can find a way to reinforce what you covered, or provide a post-learning refresh, the attendees will not remember the content. In this program, we'll talk about what these learning reinforcements should look like, why and how they're helpful, and how much time you need to invest in creating them.

Presentation Skills Basics: Psyching Up, Not Out (3:19)

Public speaking is one of people's biggest fears. You may get clammy, dizzy, anxious, or even paralyzed with fear. So when you must give a presentation, how do you power through these emotions? In this program, we'll talk about psyching yourself UP, not out. We'll cover dealing with nerves. We'll go over being over-prepared for your presentation. We'll discuss practicing and building confidence. We'll also go over some breathing techniques to help calm your mind and body. Controlling your emotions and allowing yourself to get into the zone will make for an effective and powerful presentation.

Presentation Skills Basics: Handling Distractions (2:58)

Distractions happen. Maybe it's someone walking in mid-meeting. Or you experience a technology glitch over the webinar. It happens. And every time there's a distraction, the audience will turn and see what it is. Or sometimes they take that opportunity to check their phone or email, or otherwise check out mentally. That's just the reality of the situation. Let's talk about what we can do to deal with distractions, bringing the audience's attention back to us and what we're speaking on.

Presentation Skills Basics: After the Presentation (2:13)

The hard part is over. You've finished your presentation. What comes next? In this program, we'll discuss what needs to happen once you're done speaking. We'll go over addressing the audience and answering any questions. We'll also talk about cleaning the space and leaving it the way that you found it. Lastly, we'll talk about notes you should take following your presentation.

Presentation Skills Basics: Creating Slides (7:08)

Most often, when you're giving a presentation, whether it's in person or in a webinar, it's likely going to include PowerPoint slides. Let's be honest. A bad set of slides can turn the audience off and can distract from your content. A lot can be said about how to create effective slides. In this course, we'll focus on the most important aspects of creating great slides for your presentation.

Train The Trainer

Train the Trainer: What Is Your Role? (5:20)

If you're new to standing in front of people and sharing information, you might think that the roles of a trainer, presenter, or facilitator are interchangeable. However, these roles are actually very

different depending on how you wish to connect with your audience. In this program, we'll talk about the differences between these roles and what's expected of you if you're asked to share to a group.

Train the Trainer: Becoming a Subject Matter Expert (6:18)

Have you ever been to a training session that made you want to fall asleep after 5 minutes? Were you forced to go and look at the back of someone's head as they read off the PowerPoint slides? Did you leave there saying you could have done it better yourself? Whether you've been tasked with training your co-workers in-house or total strangers in public venues, there are steps you can take to prevent training session disasters. Let's start with the basics of becoming the subject matter expert (SME).

Train the Trainer: Creating Engaging Materials (8:06)

Great presentations are engaging and interactive. They leave an impression on the audience and help reinforce learning points, so your group leaves with what they need to know. In this program, we'll talk about how to create engaging materials to share with your group to get them excited about the information you are sharing. We'll discuss creating an outline and how the body of the presentation should flow. We'll go over designing slides and creating handouts. We'll also go over how to create and use pre- and post-work for your audience.

Train the Trainer: Managing the Audience (6:26)

You've got the content for your presentation prepped and ready, but before you can share it with a live audience, you need to work through some logistics. You want to think about the room layout. You have to consider people's learning styles and how to meet their needs. You should understand different audience types and how to handle their personalities. You need to come up with various ways to keep your audience engaged throughout your presentation. It's a lot to think about and we'll cover all of this and more in our Managing the Audience program.

Train the Trainer: Tricks of the Trade (8:04)

Engagement is a critical part of comprehension during a presentation. If you're dosing off, you're not retaining anything. In this course, we'll talk about ways that you can connect with your audience, and we'll go over some ways to get them to connect to each other. We'll discuss ice breakers, breakout sessions, telling stories, and debriefing. Having these tricks in your toolbox will make you a much more effective and impactful speaker.

Training Needs Assessments

What Are Training Needs Assessments? (5:32)

Within the world of learning and development, it can be difficult to make decisions about who needs training, what that training should be, and how to measure your success. That's what a training needs assessment is for. It can help you bridge the gap between your current performance and the goals you want to achieve. In this course, we'll discuss more in detail what a training needs assessment is and how you can use it.

Types of Training Needs Assessments (7:10)

A successful training needs assessment will identify those who need training and what kind of training is needed. Of course, it's counter-productive to offer training to people who don't need it or to offer the wrong kind of training. So, an assessment helps to put training resources, whether that's time, money, or energy, to their best use. In this program, we'll talk about the different types of training needs assessments, so you can get a better idea of which approach is best for you and what's involved in the process.



How to Conduct a Training Needs Assessment (9:28)

A training needs assessment identifies the current degree of competency, skill, or knowledge in one or more areas, and compares that to a goal that you want to reach. It maps out a path from your current performance to your target performance, and it can happen at three different levels: individual, operational, and organizational. Generally speaking, a training needs assessment process goes through five steps: identify business needs; gather data; perform a gap analysis; assess training options; and implement a training plan. In this program, we'll take an in-depth look at these steps and talk about how to conduct an assessment to address the needs of your company.

Developing an Evolving Learning Program (6:05)

As you go through the process of conducting a training needs assessment, you'll be creating a catalogue of training solutions that you can apply to different situations. Over time, you'll find that these solutions can't always address the skill and knowledge gaps presented by new employees and new challenges. So, you have to update your training programs and set them up for long-term success. You need to ensure that your training programs can evolve to meet the ever-changing learning needs of your organization. In this course, we'll cover how to develop a current and adaptable learning program and why it's beneficial to your company.

Understanding and Using Learner Archetypes (15:00)

This course will explore how learner archetypes can enhance learning and development for the seven identified archetypes found in the Goodwill network. It will explore the onboarding process from the perspective of three unique archetypes. For more information, navigate to Goodwill Exchange and search of the document title "How to Use Learner Archetypes to Coach, Lead, & Drive Organizational Change."

Video Conferencing

General Tips (3:12)

Right now, we're using video conferencing more than ever. Where would we be right now without it? But as with any workplace tool, there are some rules of etiquette that you should follow. In this course, we'll review best practices for video conferencing.

Appearance (2:07)

While you might be out of the habit of getting "ready" for work, you should still get dressed for a video conference call in the same way you would get ready to go into the office or to a meeting. Your audience will dictate your attire. Here we will review what is appropriate and what is not appropriate for different types of video conference meetings.

Camera (2:45)

Have you ever thought about the angle of your webcam? An ill-positioned webcam can make the most professional person look unprepared and unprofessional. Here we will review best practices for different types cameras and angles.

Audio (2:39)

Audio issues can completely derail a video conference. If attendees are unable to hear you, it's disruptive and prohibits productivity. Here are some ways you can troubleshoot audio issues before your meeting to ensure a smooth call.



Location (2:52)

Meeting attendees are learning lots of things about you based on what they see in the background of your video conference. What can you do to eliminate those distractions and to help keep the meeting focused on the topic? That's what we cover in this course.

PROBLEM SOLVING & DECISION MAKING

Decision Making Basics

Decision Making Basics: Gathering Information (6:39)

We are constantly making choices. Where to turn, what to eat, which work to start on, what to say on a call, etc. Of course, we always want to make informed choices, and living in the information age, finding information is easier than ever before. The trick is knowing where to find the data you need, and how to determine what sources are trustworthy and reliable. In this course, we'll talk about how to properly gather information to make good, informed decisions. We'll go over the difference between data and knowledge, the various sources of data, and how to know when to stop gathering it.

Decision Making Basics: Understanding Motivation (5:41)

Motivation is defined as the activation of goal-pursuing behavior. Motivation is the drive that pushes people to get things done. Over the years, much research has been conducted to find out what gets people motivated, and what helps them stay that way. To maximize workplace motivation, an employer must remove causes of dissatisfaction AND provide opportunities for satisfaction. In this course, we'll look at what truly drives people by discussing two types of motivation. We'll also walk viewers through hidden motivators, also known as cognitive biases, which tend to run in the background, yet still greatly impact decision making.

Decision Making Basics: Making Quick Decisions (6:47)

Have you ever been in a situation where you know you must make a decision, but you're dreading it? Making up your mind is so painful that you've been postponing the inevitable? Or, you've made a decision after careful thought, but then second-guess yourself, and pick apart your thought process and rationale? If either of these scenarios sound familiar, then you're probably one of the multitudes of people who have trouble making decisions quickly. This can be detrimental to your company or career, if you have difficulty deciding. So, in this course, we'll talk about overcoming roadblocks that get in the way of decision making. We'll also walk you through some good decision-making tips to help you decide on things quickly and confidently.

Decision Making Basics: Facts vs. Opinions (6:54)

Opinions are a flimsy and unreliable basis for business decisions. All too often, however, people do just that: base their workplace decisions upon the shaky foundation of their own or others' opinions. When what they really should be doing is basing their decisions on facts. Many struggle with even knowing if what they're hearing is a fact or an opinion. In this program, we'll talk about the difference between the two, and go over the various types of facts and opinions. We'll discuss how to use both in your decision making, and teach you how to test yourself, so you know that what you're basing your decision on is factual.

Decision Making Basics: Generating Options (4:16)

"I had no choice." "I wish there was another way to go..." "I'm stuck between a rock and a hard place." No matter how you say it, the desire for more choices is a common one. A lot of the time,

the hardest thing about making a decision is producing options in the first place. When you find yourself struggling to find viable options, or any options, two simple steps can help you move beyond the obvious and find creative solutions: naming the box and brainstorming. That's what we'll cover in this course on generating options.

Decision Making Basics: Decision-Making Models (4:32)

Over the last few decades, experts have studied and analyzed how decisions are successfully made. These models provide a framework for the decision-making process. In this program, we'll give you a brief introduction to two of these models and go over when we recommend utilizing them. When making quick decisions, we recommend using the TDODAR decision model. And for decisions that require deep analysis, we recommend using the Kepner-Tregoe matrix. Keep in mind, these models are adaptable and not set in stone. They can be used in different scenarios than traditionally recommended.

Decision Making Basics: Decision-Making Styles (6:10)

When different people make decisions, they approach those decisions in different ways. In other words, they have different styles of decision making. In fact, there are generally four recognized styles of decision making. They are directive, analytical, conceptual, and behavioral. In this program, we'll go over how to identify the different styles, and share the positives and negatives of each.

Avoiding Mistakes in Decision Making (6:23)

If you've ever made a bad business decision, it can haunt you forever. Whether it was financially detrimental, ethically unwise, or just a bad choice with a negative outcome, you're left to pick up the pieces and start over. You can avoid making these mistakes in decision making by remembering your ABCs: active, balanced, and conscientious. In this program, we'll talk about how to be all three of these things, in order to avoid making crucial decision-making mistakes.

Trusting Your Intuition (5:55)

We often hear stories of leaders in battle or in business going with their gut to make quick decisions. How many times in your personal life have you been told to trust your instincts? And yet, in business education we're usually taught to rely on data or evidence, so we can base our decisions on facts and analysis. So, should you go with your gut or not? We'll answer that question, and more, in this program. We'll go over what it means to use your intuition to make a decision. We'll also discuss how to develop and hear your intuition.

PROFESSIONAL SKILLS

Business Ethics (7:00)

Some situations that push ethical boundaries are obvious others less so. The definition of "ethics" varies dramatically among industries, and rules change when dealing with governmental agencies or international employees or customers. Savvy companies offer an annual ethical conduct compliance refresher course with up-to-date scenarios supporting the most current policies.

Coaching Others (7:00)

Do you have a few employees who struggle to meet their performance goals each quarter? Does your succession plan call for developing emerging leaders? The clock is ticking—what do you do? Perhaps some coaching sessions are in order.



Communicating Effectively (7:00)

Whether writing an email, sending a text, speaking to an audience, or talking on the phone, clear communication matters. Learning how to effectively get your message across is a key part of any business skillset. It takes practice and commitment to communicate effectively. To take this course to the next level, consider adding links to your own internal communication resources and templates.

Conflict Resolution (7:00)

This course will teach your employees how to CATCH interpersonal conflict early and manage it long before it gets out of hand. The course is ready to roll out as is, or you can consider adding internal policies and resources for seeking help in managing conflict. Following this course, participants will be able to:

Creative Problem Solving (7:00)

"If your organization values out of the box thinking, this course is for you. The course works well as stand-alone training, or use it to break the ice and open minds as a kick-off for a larger workshop or retreat."

Customer Service (7:00)

Provide team members the foundational customer service skills they need to take the high road while managing difficult customers. Use the course as is, or you can consider adding the proprietary customer service secrets that make your organization stand out from the competition.

Handling a Difficult Customer (7:00)

This course gives front line employees strategies for recognizing a difficult customer and regulating their initial emotional response. The end goal: increase trust and earn customer loyalty. The course can be used as is, or customized to empower customer service staff with your own best practices, policies, and resolutions.

Interpersonal Skills (7:00)

This course raises awareness and provides beneficial practice focused on improving workplace communication, trust, and ability to give and receive feedback. For an organizational boost, consider timing delivery of this course before your next round of performance reviews.

Meeting Management (6:41)

This course offers participants the opportunity to plan and prepare to lead a focused, effective meeting. The investment in this course will pay dividends every time employees meet.

Negotiation Skills (7:00)

This course works equally well as a stand-alone training, or as part of a blended curriculum with a negotiation stretch assignment and follow-up group discussion.

Presentation Skills (7:00)

This course will help participants prepare a compelling presentation and overcome common presentation issues. For maximum impact, consider using this fully customizable course in a blended learning program, and challenge learners with an on the job presentation assignment and follow-up for practice and feedback.

Prioritize Like a Pro (00:15)

This course will help participants define prioritization, describe the benefits of the Eisenhower matrix, and discuss how to use it to prioritize time



Stress Management (7:00)

This course helps participants recognize their own stress triggers, and provides tools to better manage stress in their work and personal lives. Show you are committed to improving employee health and quality of life. Consider personalizing the course to your organization, and making time for stress management training part of your next employee appreciation event.

Time Management (7:00)

Practicing the principles of time management will help your organization reap the benefits of a more productive and efficient workplace. This course is ready to use as is, or you can consider updating it to include your own workplace systems and tools helping team members make most efficient use of their workday.

Work-Life Balance (7:00)

This course will help employees hone in on what matters most to them, and develop strategies for setting priorities for using time in personally meaningful ways. The course is ready to deliver, or update it to reflect your own unique workplace roles and challenges.

Workplace Harassment (7:00)

Training is the answer to avoiding workplace harassment. Educate your managers and employees to recognize and mitigate situations that could be construed as harassment. This Workplace Harassment course provides a framework ready to customize with your own internal policies, practices, and support information.

PROJECT MANAGEMENT

Project Management Foundations Bundle

What is a Project? (4:26)

If you've been assigned to manage a project, welcome to the world of managing deadlines, managing other people, and seeing a project from start to finish. This series is designed to walk you through the steps and processes you go through when managing a project. There are certifications out there, and this series does NOT grant you certification. It will provide you with the basic understanding of project management. In this first course, we'll define what a project is, we'll introduce you to the four phases of the project management process, and we'll touch on some typical project constraints.

Project Charter (3:55)

When you've been assigned a project, the first thing you need to do as a project manager is to develop a project charter. The project charter defines the boundaries of a project. It's a document that you can refer to and look back at when you're at a difficult point in your project's timelines. It's important to share this with everyone on the project so that everyone knows what is expected of them and when it's expected. In this course, we'll discuss the three parts that a project charter should contain: a summary, an outline, and the authorization section.

Timelines (4:28)

If you've ever worked on a project with a poorly-set, or tight deadline, you know it can be a high stress situation. You may have different people trying to meet different deadlines and any number of variables can get in the way. You may get pressure from the stakeholders to meet specific deadlines that seem impossible to achieve. When you're a project manager, you need to be aware of timelines and how they effect the outcome of your project. In this course, we'll discuss how to

estimate timelines. We'll go over task lists, project management software, and using your project charter to accurately estimate deadlines for deliverables.

Negotiating (4:24)

Negotiating is an important part of being a project manager. Anytime someone reaches an agreement, a change, a commitment, an action, a result, or a price, negotiation is taking place. There will be projects when you need to use negotiation skills frequently, and sometimes there will be projects where you don't negotiate at all. It all will depend on the project and every project will be different. A successful project management negotiation is a win-win situation, so that's what we'll be focusing on in this program. We'll discuss preparation, making offers, deadlocks, concessions, agreement documents, and things that you'll want to avoid when negotiating.

Communicating (4:30)

For most jobs, it's important to be an excellent communicator. That's particularly true when it comes to being a project manager. As a project manager, you're going to spend a huge chunk of your time communicating, so you need to be good at it. Everything in a project is based on how efficiently we communicate. In this course, we'll briefly go over the communication process, different ways to communicate, and the advantages and disadvantages of communication mediums used in project management.

Measuring and Tracking (4:03)

To have a successful project, you need to be tracking and measuring the entire time. You can't start a project, then not check in or check on updates until a week before the project is due. You need to be constantly monitoring deadlines, tasks, and other updates. In this course, we'll help you determine what aspects of the project need to be tracked and measured, we'll discuss different metrics to use, and talk about how to refine and improve the way you're tracking your project progress.

Handling Change (4:28)

As a project manager, you're going to be wearing a lot of hats. One of those hats will be a magic genie hat for predicting the future. I know what you're thinking. It's not possible, but in fact, as a project manager, this WILL be one of your responsibilities. Some projects require you to anticipate what will happen in the next 6 months, 12 months, or even 24 months. And some projects will require you to make predictions based on what happened in the past. Scopes are going to change: whether it's because a stakeholder wanted a change, because a client missed a deadline, or because the team fell behind for reasons outside of your control. As a project manager, you need to be prepared for change and you need to know how to handle it. That's what we'll go over in this program.

People Problems (3:33)

If you aren't prepared for people problems as a project manager, you're going to struggle. You need to be prepared to deal with people. This might be issues with lack of teamwork, inadequate communication, unclear roles, little or no motivation, conflicting priorities, clashing personalities, or changing of job roles mid-project. These people problems can be reduced if you take action before problems arise. They can be reduced by paying close attention to three things: the design of the project, the selection of key personnel, and how you define project roles.

Completing the Project (2:41)

As your project comes to a close, your job doesn't end just yet. You must double-check to make sure everything was delivered correctly and on time, ensuring that the client's needs were met. In

In addition, we recommend holding an end-of-project meeting to garner feedback from the project team. In this last program, we'll discuss what important information should be gathered post-project to ensure more successful projects moving forward.

Project Management Supplemental Courses

Agile Methodology for Project Management (8:46)

If you work in project management, then you know that getting bogged down, becoming bottlenecked, or simply spending too much time on any one thing is bad for business. So, in 2001, a group of software developers came together in an effort to streamline their project management processes and created the Agile Manifesto. These principles have been adopted and utilized by many industries, and that's what we'll cover here in this course. We'll discuss the four agile values, the twelve agile principles, and the overall methodology, so your organization can work on improving your product development and management.

Project Management Overview (5:26)

Having a strong plan is integral to the success of any project. As every good project manager knows, starting off a project without a strong foundation can lead to delays, miscommunication, or even a complete project breakdown. To ensure your success, you need to be familiar with the basic principles of project management, including structure, collaboration, and communication. Those principles are what we'll be covering in this program.

Gantt Chart Basics (4:52)

Gantt charts are one of the oldest tricks in a project manager's playbook, and there's a reason they've been utilized for so long. Gantt project planning is a great way to visually represent all of the tasks your team has to complete for a project, as well as how the timeline for each task aligns. They're useful for all kinds of projects, but particularly for simplifying complex ones that have a lot of moving parts. In this course, we'll discuss the structure of the Gantt chart, how to build a chart and the programs you can use to create it, and the pros and cons to using them.

Critical Path Method Basics (4:37)

Planning project deadlines can be tedious, and they're sometimes hard to determine. One solution to this problem is found through the critical plan method. This method produces a planned schedule for all essential tasks, one after another, to tell you how long a project will take overall. Usually, these tasks will flow from one into another in one smooth path, but sometimes a project will have multiple paths going on at the same time. In this course, we'll talk about the benefits of using the critical path method, or CPM. We'll discuss the steps to using CPM, go over how to draw a critical path analysis chart, and cover how to estimate time for tasks.

Waterfall Model Basics (4:48)

The waterfall model is best suited to linear projects, where the requirements and deliverables are laid out clearly at the beginning, and there's little room for change. The project plan is built to fulfill those requirements. There are five phases of the waterfall method: requirements, design, implementation, verification, and maintenance. In this program, we'll walk through each of those in more detail, as well as discuss tips on how to best utilize this project model.

Scrum Framework Basics (4:36)

The scrum framework is designed for teams building software or new products that need frequent updates. It's one of the most popular frameworks within the Agile software development model, with a heavy focus on short-term project deliverables. So, if you're the leader of a product



development team expecting to produce multiple iterations throughout your product's lifecycle, scrum is what you need. In this course, we'll cover the origins of scrum and its basic terminology. We'll talk about building a scrum team and how to put the framework into practice.

RESPECT

Respect

Being Likeable (8:00)

Humans have an instinctive need to be liked. We experience positive feelings of high self-esteem when we believe that others view us positively. Being liked gives us a sense of belonging, and it impacts our view of our self-worth. Likability doesn't come just from natural traits. Likeability can be developed through learned behaviors, understanding emotional intelligence, and personal growth. In this course, you'll explore some key behaviors and habits of well-liked people that you can emulate to make yourself well-liked. Learn about making connections, being positive, staying present, and more.

Being Respected (6:59)

Being respected is when others hold feelings of admiration for you because of your worth, abilities, qualities, and achievements - when they hold you in high esteem. People have an inherent desire to be respected. It's a fundamental aspect of human interaction because it contributes to your sense of dignity, self-worth, and value as an individual. In this course, we'll explore several ways to earn respect. This includes showing empathy, maintaining accountability, and demonstrating confidence. We'll also go over strategies for restoring respect if it's been lost.

How to Work With Someone You Dislike (8:39)

The reality is that we're not going to like everyone we work with. And in turn, not everyone is going to like us. Sometimes we just don't click. Thankfully, there are some tried and tested methods we can employ to successfully engage with someone that we're not very fond of. In this program, we'll cover these strategies, including keeping emotions in check, practicing basic civility, finding common ground, and providing honest, constructive feedback.

WORK VIRTUALLY

Collaborating in a Digital Work World (5:49)

Before the 2020 coronavirus pandemic, many believed collaboration had to take place with all the stakeholders in a single room, using a whiteboard or Post-Its, to document and sort through their ideas. But now, as we're looking forward to the future, collaboration is looking a bit different, starting with the tools you'll use. In this course, we'll discuss video conferencing, project management, and digital collaboration tools that will help you and your team successfully work together in a virtual setting.

Setting Up Your Virtual Workspace (5:46)

Creating a dedicated home workspace isn't a one-size-fits-all approach. There is no perfect home office set-up. One of the many benefits of an at-home office is that you have the freedom to make it as individual as you are. You can decorate it to be minimalist and modern, or paint everything pink. It's up to you! That said, let's discuss some general do's and don'ts of setting up a home workspace.



In this course, we'll cover the best and worst places to set up a home office. We'll also talk about internet speeds, equipment maintenance, ergonomics, office decor, and more.

Networking in a Virtual World (3:20)

Traditional networking events, like business seminars and industry conferences, which are hugely beneficial for relationship building and gaining industry information, are being sidelined in our current climate. So how can we bring networking into a digital, virtual work world? In this course, we'll cover how to successfully interact with companies and other industry folks online. We'll discuss virtual conferences and happy hours, as well as talk about how to effectively connect with others through social media.

Building and Maintaining Sales Relationships (6:55)

How do you build a relationship when you're unable to interact face-to-face? How do you satisfy a customer's needs, while also making a positive impact through a digital service or purchase? It's achievable, and that's what we'll cover in this course. We'll discuss various ways to add a human touch to your digital relationships. We'll talk about methods to communicate with customers and establish a point of contact. We'll also go over how to provide quality online service.

Time Management in a Work-From-Home World (5:48)

The new normal for many office workers and other professionals has been to work from home. If you've found this transition away from the office to be difficult, then you're not alone. Juggling home responsibilities and work responsibilities in a space where those two worlds are now blurred presents a unique set of challenges. You might have difficulty focusing, or you're dealing with too many distractions, or you're struggling with, perhaps, the biggest hurdle of all - time management. Let's discuss some ways to tackle these issues so you are your most efficient, productive self while working from home.

Body Language in Virtual Meetings (4:25)

Body language is an important aspect of communication. Some researchers even believe that up to an incredible 93% of human communication is expressed nonverbally. Therefore, it's crucial to think about your body language and the things that you might be communicating with others - especially as you start to shift to remote work. In this course, we'll cover the basics of body language in virtual meetings.

Working Virtually with Your Boss (5:54)

Working remotely brings its own challenges, but one that isn't often discussed is the ability to maintain a healthy working relationship with your boss. It's all about knowing what's expected of you, as well as finding the right balance and methods of communication. In this program, we'll talk about the best ways to set expectations on both sides, knowing when and how to communicate. We'll also go over handling and communicating setbacks, dealing with personal matters, and seeking feedback.

WRITING

Writing Basics

Writing Basics: Why Care About Writing? (5:10)

Writing is one of our most important forms of communication. Most of us do quite a bit of writing daily without even realizing it. Whether it's drafting emails, text messages, social media posts, or

more in-depth pieces like proposals, writing well is a necessary skill. In this course, we'll go over why having good writing skills is essential in business.

Writing Basics: Parts of Speech (7:09)

When you speak or write, you likely don't pay much attention to the actual parts of speech. But learning the components used to communicate can help you form better, clearer, more cohesive sentences. In this program, we'll discuss the seven components of speech: 1. Nouns, 2. Pronouns, 3. Verbs, 4. Adjectives, 5. Adverbs, 6. Prepositions, and 7. Conjunctions.

Writing Basics: Parts of a Sentence (5:23)

Any given sentence, no matter how simple or complex, can be boiled down to two parts: the subject and the predicate. Here, we'll talk about what those two terms mean and how you can use them to construct better sentences.

Writing Basics: Capitalization (5:16)

Capitalization mistakes remain one of the most common errors found in today's business writing. In this course, we'll discuss how you can avoid those mistakes by going over the six instances that merit capitalization in the English language.

Punctuation

Punctuation: Ending Sentences (4:45)

When reading and writing, there are three ways to end a sentence. In this course, we'll go over those marks: the period, the exclamation point, and the question mark. We'll discuss what they mean and how to use them effectively. This is a great refresher course and is also helpful for ESL learners.

Punctuation: Commas (9:39)

The comma has long been a source of much confusion, conflict, and conversation. The comma's purpose is to indicate a small break or pause within a sentence. If you've ever been intimidated by appropriate use of commas, fear no more. After this course, you'll know how, when, and why to use commas.

Punctuation: Semicolons and Colons (5:01)

Periods, question marks, exclamation points, and commas will get you through a lot of sentences. But to take your writing to the next level, you'll want to consider a couple more options. Enter the semicolon and colon. In this course, we'll go over the purpose of both of these punctuation marks and how you should and shouldn't use them.

Punctuation: Apostrophes (6:41)

Apostrophes can get confusing because they serve many different purposes. In this course we'll discuss all of their uses and teach you when and how they should appear in sentences.

Punctuation: Quotation Marks (4:23)

Let's talk quotation marks. In this course, we're going to focus on the rules for American English, but know that the rules do differ in British English, so be prepared to do your research if needed.

Writing Clearly

Writing Clearly: Active Voice vs. Passive Voice (3:30)

It essentially boils down to this: who's in the driver's seat? Is it the subject or is it the verb? With active voice, the subject acts upon the verb. With passive voice, the subject receives the verb's action. In this course, we'll take an in-depth look at each of these voice types.

Writing Clearly: Fragments and Run-Ons (5:19)

At its most basic level, a sentence contains a subject and a verb. So, what happens when we don't have a fully formed sentence? Or what if we have one that tries to cram in too much? That's exactly what we're going to talk about in this course: sentence fragments and run-on sentences. We'll learn about the different types of sentence fragments and the rare occasions when you might want to use them. We'll also learn about run-on sentences and how to avoid them.

Writing Clearly: Thinking About Tone (3:24)

You've probably heard someone excuse away a rude email or text by saying something like, "Tone is hard to read in text." But in reality, with a well-constructed sentence, that's not true. Writers have been imparting tone into their sentences since the written word began. The difference is that people focus on it less these days, likely because everyone's in such a hurry. But truth be told, it takes more time to explain what you actually meant in a quick email than it would have to write the sentence carefully with tone in mind in the first place. To that purpose, in this program we'll talk about what tone is and some tips and tricks for imparting a purposeful tone into your writing.

Writing Clearly: Organize Your Writing (4:41)

A well-organized piece of writing, no matter what kind it is, helps the reader follow the thread of your idea from opening to ending. Even something as commonplace as email can benefit from some forethought toward organization. How you organize your writing will depend some on what kind of writing it is. How you organize an email is going to be different than how you organize a novel. But the intent is the same. Get your thoughts in order so you can put them down on paper in a manner that's clear and coherent for the reader. In this course, we'll discuss the five ways to organize your writing.

Proofreading

Proofreading: How to Proofread (4:11)

How you write a business document, whether it's a resume, email, or a client proposal impacts the way others view you. We all want to be perceived as professional, credible, and knowledgeable at work. Proofreading is essential to writing properly, particularly in business. It helps you pinpoint areas that need rewriting and it minimizes errors with grammar, punctuation, spelling, and wording. Yes, spellcheck is great but it doesn't catch everything. In this first program on Proofreading, we'll go over exactly how to proofread to help you perfect your writing.

Proofreading: Spell Check and Autocorrect (4:42)

Spellcheck and autocorrect tools are one of the great advances in technology when it comes to writing, but they cannot fully replace a set of human eyes. They're designed to work in conjunction with a good human proofread. In this course, we'll go over the pros and cons of spelling and grammar checking tools, along with best practices to use them to your advantage. We'll also discuss Autocorrect and its use in writing.



Proofreading: Creating a Cheat Sheet (3:09)

You'd be surprised by how many rules and exceptions to those rules exist within the English language. We all have words and grammatical rules that trip us up. One of the best things you can do to make writing easier and less error-prone is to create your own personal cheat sheet. In this program, we'll talk about some of the helpful items you might want to include.

Proofreading: Top 10 Writing Mistakes (6:10)

There are a lot of rules to remember when it comes to writing, and beyond just the rules, it takes voice, tone, and organization to create an effective piece. You've probably heard the adage, "Rules are made to be broken," but today we're going to talk about ten mistakes you should avoid at all costs.



GOODWILL HISTORY, STRUCTURE AND SIGNIFICANCE*

GOODWILL HISTORY AND STRUCTURE*

Goodwill History and Structure* (20:00)

Learn about the history of Goodwill, explore the structure of the Goodwill network, and discover other ways that our organization makes a positive impact across the globe in this interactive course.

GII GOVERNANCE*

Goodwill Industries International, Inc. (GII) Governance* (30:00)

In a series of short videos, you will learn more about GII's three governing bodies, the GII Board of Directors, the Delegate Assembly, and the Conference of Executives. You will also explore how their decision-making processes align with Goodwill's objectives that are in the best interest of all stakeholders

GOODWILL'S FEDERATED MODEL*

Goodwill's Federated Model* (5:00)

Learn about Goodwill's federated model and how the Goodwill network balances centralized coordination and local autonomy, while sharing a core mission and brand.

HOW DONATIONS MAKE A DIFFERENCE*

How Donations Make a Difference* (3:30)

In this short video, you will learn about how donations help fund Goodwill's important mission services. You will be prepared to share how retail store donations provide individuals with support to empower themselves and thrive through training, development and employment.

NOTE-Lesson duration is most commonly indicated using the format (minutes:seconds); if the lesson goes over an hour, it will be indicated using the format (hours:minutes:seconds)

GOVERNMENT RELATIONS*

Advocacy Toolkit* (20:00*)

This toolkit is designed to assist you in your efforts to engage lawmakers and other key stakeholders on the issues facing your Goodwill, so you can further help people access the training, education and services they need to find jobs. You will find materials, including turn-key resources and best practices, on how to educate your stakeholder and tools for you to be an effective advocate within your community.



Voter Engagement Toolkit:* (20:00)

This toolkit equips Goodwill organizations with the tools needed to effectively engage in elections in a nonpartisan way and empower advocates to make a greater impact in their community.

*Lesson duration is most commonly indicated using the format (minutes:seconds); if the lesson goes over an hour, it will be indicated using the format (hours:minutes:seconds)



HEALTH AND WELLNESS

HEALTH AND WELLNESS

Anger Management

Keep Your Cool: What is Anger? (4:34)

Do you have a hard time keeping your cool when something upsets you? When your emotions bubble to the surface, do you tend to explode, and then regret your reaction later? This can leave a wake of consequences, including damage to relationships and problems at work. In this program, we'll talk about the nature of anger, how to change your perspective, and several ways you can cool down before erupting.

Keep Your Cool: Types of Anger (5:38)

Do you think anger is a bad thing or a good thing? Well, most people say that anger is always bad, but it is both good and bad. Anger can be a tool that makes us determined, or strong, or inspired. On the other hand, it can also make us disruptive, toxic, and even violent. So, how you handle your anger is what matters – and the more you understand it, the more you can recognize it, and deal with it. In the previous program, we talked about the nature of anger and how nuanced it can be. Because there are multiple ways to experience anger, we need to talk about the different types of anger. That's what we'll cover here.

Keep Your Cool: Controlling Anger (5:43)

By this point in our series on keeping your cool, you should have a much greater understanding of your anger and your emotions, in general. But this is difficult. Sometimes you're going to lose perspective, and sometimes you'll fail to prevent your anger. That's okay, but there's still more we can do. In this last program, we'll talk about controlling your anger in the heat of the moment. We'll go over the steps you can take to slow the physical process that happens as anger flares up. We'll also discuss some mental and emotional exercises that can help keep your anger from erupting.

Keep Your Cool: Changing Perspective (6:16)

Keeping your cool is a decision. Like we mentioned earlier in this series, you CAN control your anger. Are you tired of being angry? Being mad all the time is exhausting. So, if you want things to change, you need to commit to it – and the first step in that process is changing your perspective. In this course, we'll go over various tips to help you with this, including increasing your self-awareness, identifying problems as they happen, and examining your circle of concern.

Keep Your Cool: Warning Signs (4:57)

We all get angry. It's a natural human response. But some of us tend to get angrier than others and later regret our reactions. If you fall into this category, then this course is for you. Here, we'll discuss the warning signs to watch for when we feel anger coming on, including the physical symptoms we experience. We'll also talk about internal and external agitators to be aware of, which include things that you can and cannot control. Then we'll go over how to navigate these situations to avoid an eruption of anger. Lastly, we'll do an exercise to help you determine your own agitators.



Keep Your Cool: Preventing Anger (4:50)

Wouldn't it be nice if you were able to just not get angry? That's kind of ridiculous, right? Well, that's actually what we're going to talk about in this course. It's normal to feel angry, and it's healthy for you to express your emotions. Preventing your anger IS possible – and it has a lot to do with knowing how to respond in those tense situations. In this program, we'll talk about the importance of using assertive communication, rather than being passive or aggressive, in how you address conflict with others.

Deskercises

Simple, Cardio, and Core (2:25)

Sitting improperly at your desk can cause many physical problems. However, research shows that stretching or light exercise at work can relieve physical and mental stress symptoms. These are some simple Deskercises, plus cardio and core Deskercises.

Chest, Neck, and Back (2:47)

Sitting improperly at your desk can cause many physical problems. However, research shows that stretching or light exercise at work can relieve symptoms of both physical and mental stress. These Deskercises will work your chest, back, and neck.

Arms and Shoulders (2:29)

Sitting improperly at your desk can cause many physical problems. However, research shows that stretching or light exercise at work can relieve symptoms of both physical and mental stress. These Deskercises work your arms and shoulders.

Legs and Backside, While Standing (2:30)

Sitting improperly at your desk can cause many physical problems. However, research shows that stretching or light exercise at work can relieve symptoms of both physical and mental stress. These Deskercises will work your legs and backside, while you're standing.

Legs and Backside, While Sitting (1:12)

Sitting improperly at your desk can cause many physical problems. However, research shows that stretching or light exercise at work can relieve symptoms of both physical and mental stress. These Deskercises will work your legs and backside, while you're sitting.

Engagement

Making Your Work More Meaningful (6:44)

Engagement, productivity, motivation, and general satisfaction all stem from the same place: doing meaningful work. People want their jobs to have purpose, they want to add value, and they want to make a difference through the work they're doing. What's your purpose at work? Are you lacking enjoyment or passion that you once had? Are you lacking the connection of seeing how your work benefits others and adds value to your company? Bear in mind that, as a manager, this often spills out onto your team, and they may feel the disconnect as well. So in this program, we'll talk about how to make your work more meaningful.



Ergonomics

Introduction to Ergonomics (8:17)

Office ergonomics can help you create a healthier, more productive workspace by fitting the job to the worker. In this course, you'll explore risk factors such as force, posture, movement, and work environment, and gain practical tips for optimizing your workstation. Whether you work from home or in an office, you can enhance your comfort, efficiency, and overall well-being.

Techniques for Maintaining a Healthy Posture (8:32)

A healthy posture and well-designed workspace can help you prevent injuries. This course explores the impact of poor ergonomics on your health and provides practical techniques to improve your desk setup. Learn how to adjust your chair, desk, and monitor for optimal comfort, and understand the importance of movement and proper positioning. Ideal for anyone working in a sedentary job, this course will help you enhance your well-being and productivity.

Adjusting Workspace to Minimize Strain (8:15)

You can enhance your well-being and reduce strain by optimizing your workplace. Key principles such as maintaining a neutral posture, lightening the load, and incorporating movement can help you to create a comfortable and productive environment. Perfect for anyone spending long hours at a computer, this course will help you work smarter and feel better.

Preventing and Responding to Strain (10:05)

This course covers common ergonomic risk factors such as force, posture, movement, and environment, and provides practical strategies to recognize early symptoms of cumulative trauma disorders (CTDs). You'll also discover effective stretches and movements to incorporate into your daily routine, helping you maintain comfort and productivity. This course empowers learners who work in sedentary roles to take control of their health and well-being at work.

Fighting The Flu

The Fight is On (1:00)

Flu season comes around every year. It seems every office, every school, and every family fights the flu each year. This series is designed to educate you on the symptoms, review ways it's spread, and ensure you're prepared to fight the flu.

Get to Know Your Opponent (3:02)

This toolkit equips Goodwill organizations with the tools needed to effectively engage in elections in a nonpartisan way and empower advocates to make a greater impact in their community.

Gain the Upper Hand (1:37)

This toolkit equips Goodwill organizations with the tools needed to effectively engage in elections in a nonpartisan way and empower advocates to make a greater impact in their community.

Throw in the Towel (2:18)

This toolkit equips Goodwill organizations with the tools needed to effectively engage in elections in a nonpartisan way and empower advocates to make a greater impact in their community.

Call for Backup (3:25)

This toolkit equips Goodwill organizations with the tools needed to effectively engage in elections in a nonpartisan way and empower advocates to make a greater impact in their community.



Health and Wellness

Optimizing Work-Life Balance (6:12)

Juggling takes practice and patience, and even with those two things, disaster can still occur. The same is true with work-life balance. There will be times when you drop the "family," "health," "friends," and "spirit" balls. They will get scuffed, marked, nicked, damaged, and sadly, sometimes shattered. This course will help you mitigate the damage.

Understanding Stress and Burnout (7:30)

Have you ever had one of those days, where nothing seems to go your way? It's like you're always stuck in second gear. When it hasn't been your day, your week, your month, or even your year? Well it could be more than just stress. You could be crossing over into burnout. What's the difference? Stress is stress, right? No. Burnout is something different. That's what we'll cover in this program: the difference between stress and burnout, what their causes are, and how to minimize stress and prevent burnout before it starts. We'll take you through some stress management techniques, and ways to reverse burnout.

The Benefits of Time Off (7:04)

Have you ever thought about the benefits of taking time off from work? A recent study found that Americans only use 77% of their paid time off. Why is this? Many fear returning to a mountain of work. Others can't afford to take a vacation. By not using all of their paid time off, the average U.S. worker effectively donates over \$600 of work time to their employer. Aside from the financial aspect, what's the motivation for taking time off from work? That's what we'll be discussing in this course.

Hygiene

Healthy Hygiene: Hand Hygiene (3:59)

Practicing proper hand hygiene is very important, particularly with the transmission of germs and viruses, and especially in the workplace. There are a handful of important elements to be aware of when it comes to keeping your hands clean, which is what we'll cover in this course. We'll go over various topics like how your hands get dirty in the first place, when to wash your hands, and how to wash your hands properly.

Healthy Hygiene: Staying Home Sick (4:14)

One of the most important aspects to staying healthy is knowing when to stay home sick. Maybe you came down with a nasty virus, maybe a member of your family is ill, or maybe you're on the fence about whether you're feeling well enough to go into your office. Whatever the case, in this program, we'll talk about some best practices for staying home sick, why you should or shouldn't stay home, and what symptoms to look for when deciding.

Healthy Hygiene: The Benefits of Wearing a Mask (2:40)

Airborne diseases can spread very easily from one person to another in close proximity, but we know that wearing a face mask helps slow the spread of germs and viruses in the air. In this program, we're going to talk about the benefits of wearing a mask. We'll discuss why and how they're helpful and go over how to properly wear a mask.

Healthy Hygiene: Cleaning Your Workstation (4:17)

Our desks and workstations can be one of the dirtiest and most germ-ridden surfaces, and we interact with them on a near daily basis. Whether you're working from home or commuting to work, it's important to maintain a clean workstation. Many viruses can live on surfaces for several hours,

so frequently washing your hands is important, but if you're just putting your clean hands back on your dirty keyboard or mouse or stapler, then you're still at risk. In this program, we'll teach you how to properly clean and disinfect your workstation, go over which areas are the most vulnerable to germs, and discuss how often it needs to be done.

Healthy Hygiene: Shared Workstation Hygiene (3:02)

Most employees don't get to choose whether their company will have a more traditional office setup or a shared desk arrangement, where people share the same workstation. If you're stuck with the latter, you should take certain precautions to keep yourself and your coworkers healthy. In this course, we'll go over several hygiene and cleaning tips to remember when working in shared spaces.

Know Your Numbers

Blood Pressure (3:38)

When you go to the doctor, or if you donate blood, it's customary to check your weight, temperature, your pulse, your oxygen level, and blood pressure. The nurse or doctor then rattles the results back to you like a newscaster delivers the winning lottery numbers. These numbers are important, but do you really know what they mean?

Cholesterol (4:29)

Cholesterol is one of the modified risk factors that you do have control over. Meaning, it's a number you should know.

Glucose (2:50)

Knowing your glucose level is important because numbers outside the normal range can indicate serious health concerns, most notably diabetes.

BMI (2:43)

Body mass index, or BMI, is the last of the four modifiable risk factors we're discussing in this series. It's a measurement of your weight in relation to your height, and is used to gauge your percentage of body fat.

Mental Health

Destigmatizing (4:36)

Do you know how many Americans will experience a diagnosable mental illness in their lifetime? Eight out of ten. 80% of Americans will deal with some type of uncontrollable mental illness, yet somehow, mental illness still has a stigma attached. This needs to change, but to see that change, we need to educate ourselves. That's what these programs are for. In this first course, we'll discuss ways to destigmatize mental illnesses. We'll talk about educating others by removing offensive language, talking openly about these conditions, and combating exclusion by showing compassion and respect.

Navigating Your Own Mental Health (6:46)

Many people experience the debilitating symptoms of mental illness, but they don't recognize the signs. In many instances, they're left untreated or will self-medicate through unhealthy measures. In this program, we'll talk about the symptoms of mental illness and why these disorders affect certain people. We'll discuss different types of treatment options and when it's time to explore those. Lastly, we'll cover searching for a medical professional who suits your needs and what you can expect from therapy.



Managing Mental Health Issues (6:46)

As a manager, it's your responsibility to ensure that everyone is treated fairly and has the resources they need to be successful. This is especially true when one of your employees is experiencing a mental illness. In this course, we want to teach you how to recognize mental illness in an employee and to know what your responsibilities are. We'll talk about how to support your team member and encourage treatment. We'll also discuss what to do when mental illness impacts someone's work performance.

Returning To Work After a Loss

Returning to Work After a Loss: When You've Lost a Loved One (4:54)

If you've recently lost a loved one, then the grief is likely still fresh. And while you carry that grief with you, you have to start picking up the pieces and return to work. In this course, we're going to highlight some steps you can take to help ease your way back into work in a healthy way.

Returning to Work After a Loss: When a Coworker Dies (8:55)

We as workers, managers, and leaders spend a tremendous amount of time with our work colleagues. We get to know each other pretty well and even may get to know each other's families. This is why one of the hardest things at a workplace is to have a coworker pass away. Whether it's sudden and out of nowhere, or the result of a long battle with an illness, it's going to be difficult and traumatic. In this program, we'll discuss the challenging subject of what to do at work when a coworker dies. Whether you're a frontline employee or a C-suite leader, there are things you can do to help in the coping process, and that's what we'll go over here.

Stress Management

Understanding Stress (3:01)

Welcome to our series on stress management. Eighty percent of workers feel stress on the job, and nearly half of those people say they need help learning how to manage it. But in order to manage stress, you must first understand it. In this program, we'll discuss the different types of stress, common stressors, and the seven signs that indicate you're stressed.

Avoidable Stress (4:43)

Stress is a part of life, but some stress can be avoided with the right attitude. In this program, we'll discuss the four most common sources of workplace stressors: role, workload, responsibilities, and conflict. Then we'll go over the steps you need to take to avoid stress relating to these matters.

Unavoidable Stress (3:07)

Certain types of stress are completely unavoidable, but there are healthy ways to handle these situations. In this course, we'll go over some different steps to take to cope with everyday stressors and in particular, chronic stress.

Handling Stress (4:38)

Stress is something that we all face, but the way we handle stress impacts how much control that stress has in our lives. In this program, we'll discuss the four levels of stress, and go over some exercises everyone can do to manage or even eliminate the stressors in their lives.

Managing Stress (4:59)

Stress depends on the duration of the stressor, the intensity of the stressor, and the capacity of the individual to withstand the stress. Some people withstand stress better than others. This is



something that you can learn to do, or learn to do better, and that's what this course is all about. We'll go over four simple steps you can take when managing your stress. We'll also review the seven signs of stress and how to handle each one. And lastly, we'll discuss how to better manage stress in the workplace.

The Science of Sleep

The Science of Sleep (6:26)

A good night's sleep leaves you waking up on time, feeling refreshed, feeling healthy, and looking great. A good night's sleep has you feeling like you can take on the world. But how does that happen? We close our eyes for 8 hours and "poof" like magic we're rested. Well, it's a little more technical than the Sandman paying us a visit. Let's take a look at the science of sleep.

Sleep Hygiene (5:56)

Sleep hygiene is what you do before you go to bed. Do you have a bedtime routine? That's your sleep hygiene. There are both healthy and unhealthy sleep habits. The healthier the habit, the better sleep you get, the more rested you will feel, and the healthier you will be. Here's what the Academy of American Sleep Medicine recommends for creating good sleep hygiene.

How Much Sleep Do You Need? (7:03)

Most of us don't get enough sleep at night. We burn the candle at both ends, trying to do more, which results in less sleep. How much sleep do you need? There's no one size fits all answer to that question, but this course will help give you an idea.

Sleeping for Shift Work (6:21)

Getting a good night's sleep is important. However, depending on your schedule, you might work at night and therefore need to sleep during the day. Getting enough sleep is vital to your physical and mental health, no matter when your bedtime is. In this program, we're going to look at some strategies you can use to help you prepare for a change your sleep schedule.

Understanding Headaches

Understanding Headaches (5:23)

Most headaches aren't the result of a serious illness, but some may result from a life-threatening condition. Yet, we all get them. If we can understand headaches, we can prevent them.

Surprising Headache Triggers (2:44)

You've got a headache, but do you know why? There could be a lot of surprising causes for your headache, from the paint on your walls to your personality!

You Are What You Eat

You Are What You Eat (5:17)

Being a "morning person" or finding your "best time of the day" to be productive isn't just about your personality. Our ability to focus and remain energized throughout the day has a lot to do with the foods that we eat.

Reading Food Labels (6:10)

An average workweek is 40 hours, and hopefully, you're getting 8 hours of sleep a night. At best, that leaves you with 40 hours for yourself. You should use some of this time to fuel your body, rather than feed it.



Brain Food (6:04)

As we get older our brains start to deteriorate. But, just like there are foods that help our muscles, skin, or eyes, there are also foods that help our brains function and age well. Eating food that fuels your brain is as important as fueling the rest of your body.

Meal Planning (9:52)

We're all different. We work different schedules and have different access to food throughout the day. This means your meal plan is going to depend on your schedule.

FINANCIAL WELLNESS

Creating a Budget (7:46)

Are your finances healthy? We never really talk about money and health. We're focused on keeping our bodies and our minds healthy. However, financial health can impact your overall health. Money matters can cause stress and anxiety. Stress and anxiety can have a negative impact on your overall health. Therefore, we need to think about financial wellness when we're talking about our well-being. This course will go through budget creation as a first step.

Budget Sample (3:57)

If you're having trouble budgeting, it's not the end of the world. Staying on track can be tough, so here are some additional tips to make it easier for you.

Debts (3:20)

Debt is the part of financial wellness that no one likes to talk about. It's what keeps many of us up at night and can feel very isolating. Although you might think you're the only one facing this problem, you're not alone. Furthermore, there are steps you can take to get control. This course explores the initial steps.

Savings (2:22)

We live in the days of instant gratification. We want it, and we want it now. Unfortunately, that mindset can be detrimental when talking about personal finance. We spend quickly and frivolously when we shouldn't. When it comes to saving, we don't have the patience to wait and see our account grow. This combination can be dangerous. But have no fear; this program focuses on a way that you can start saving right away.

How to Save at Home (2:35)

Most likely, your home is your biggest expense. You need a place to live. There's no way around that. So what can you do? This course explores ways to save on the cost of your home, while maintaining the value of it.

How to Save on Food (3:14)

When you go to the doctor, or if you donate blood, it's customary to check your weight, temperature, your pulse, your oxygen level, and blood pressure. The nurse or doctor then rattles the results back to you like a newscaster delivers the winning lottery numbers. These numbers are important, but do you really know what they mean?

How to Save on Your Car (2:05)

This course explores ways to save on your vehicle and transportation in general.



How to Save at Your Financial Institution (1:46)

This course explores ways to save at your financial institution.

How to Manage Your Credit Cards (1:55)

This course explores ways to save on credit cards

How to Save Using Your Employee Benefits (2:33)

This course explores ways to save using your employer benefits that are beyond health and dental plans.

How to Save on Subscriptions (1:27)

This course explores ways to save on subscriptions.

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LEADERSHIP & MANAGEMENT

ACCOUNTABILITY

Accountable Leaders

Driving Performance and Responsibility Within Your Team (5:47)

Accountability is often thought of as something negative- the consequence for a task not having been finished, or a deadline that was missed. Unfortunately in many organizations, that's what accountability IS. The good news is that it doesn't have to be that way.

Building Accountability—Managing Yourself (6:45)

Do you manage yourself? Do you start your day knowing exactly what needs to be done? Or do you go into work, go through your emails and let your work manage you? Managing yourself is a huge part of building trust, which in turn, builds accountability. That's what this program is all about: how to manage yourself to become more accountable. We'll discuss the five-step process for creating a personal mission statement, we'll talk about how to set micro-goals for yourself, task management, personal rewards, and more.

Building Accountability—Taking Ownership (4:19)

To have a high-functioning and performing organization you need to have a strong link between three things: employees who take ownership, a culture of accountability, and a high-trust workplace. In this course, we're going to talk about what it means to take ownership of something and why it matters. We'll discuss different ways to encourage employees to take ownership of their work by establishing expectations and defining what success looks like.

Building Accountability—Trust and Performance at Work (6:34)

If you're in a leadership position, ask yourself: "Do my employees trust me?" There are several studies that show a widening in the trust gap between employees and leadership. This is a huge problem because trust at work is closely linked to engagement, collaboration, and an organization's ability to achieve its goals. Trust leads to high performance. In this course, we'll talk about the importance of employee trust and how it impacts organizations. We'll also discuss what you can do to build employee trust so that your team is engaged and performing at its best.

CHANGE MANAGEMENT

Change Management: Phases, Behaviors and Models

Change Phases (6:17)

Change is constant. Change is happening all the time to everyone. Things will always change. You can count on it. So, if change is happening all the time, why aren't we better at handling it? That's what we'll discuss in this course. We'll talk about common reasons that people resist change. We'll also dive into the three phases most people experience when dealing with a change.

Change Behaviors (3:10)

In the first course on the phases of change, we learned that your response to change is driven by how the change impacts you. In this program, we'll discuss three categories that people typically



fall into when presented with change. We'll also talk about various things you can do to help you cope with change.

Change Model (4:22)

In our previous courses, we've learned that our response to change is everything. In this program, we'll look at two change management models: the thought-oriented model and the results-oriented model. Understanding these models will help you develop an action plan and manage the change effectively.

Change for Managers (5:55)

Not only are you trying to manage YOUR response to the change, but you also have to help your teamwork through the change, as well. It's a tough job. So in this course, we'll talk through what you can do to help manage change for others. We'll talk about how to handle your team's concerns. We'll discuss various reasons that your team may resist change. We'll talk through how to properly communicate change, how to anticipate your employee's reactions, and how to manage negative responses.

COACHING

Coaching Skills

Introduction to Coaching Skills (4:38)

How do you get your employees to be better than they were yesterday? What can you do, as their manager, to help them improve? It can be useful to look to another form of leadership for advice in this area: coaching. Coaches have to handle all types of players, to get them to work together to achieve their collective goal. It's the same setup in the workplace. Coaching is a skill that we can learn and then follow as a process with all of our employees, and that's what we'll be covering in this series of courses. In this first program, we'll introduce you to the various types of "players" you may encounter on your team, and how to adapt your coaching to successfully manage each type.

The Rookie (5:02)

Everyone has to start somewhere, whether they're walking into a first job, or making a total career change. In either case, people typically come in motivated to work hard and prove themselves. These employees are what we call The Rookie, and they require a unique style of coaching out of you, their manager. In this course, we'll talk about where these employees fall on the coaching axis, and how to successfully coach them further along the axis through empowerment and encouragement.

The Everyday Player (4:00)

Once someone moves beyond their Rookie phase, they start to become a regular part of the team. In baseball, this is called an Everyday Player. This is when someone should be doing productive work for your team on an everyday basis. In this program, we'll talk about how to coach someone in this phase. We'll go over where they fall on the coaching axis, and what sort of empowerment and encouragement is needed. We'll also discuss some general tips to keep in mind when you're coaching an Everyday Player.

The Key Player (3:52)

When an Everyday Player becomes successful at their job and can work independently with little direction or guidance, they become a Key Player. This person understands the "how" and the "why" of their job. As a result, they're an important part of your team and serve in a key role or position.



In this program, we'll talk about how to effectively coach your Key Players. We'll also talk about where they land on the coaching axis and what you should do to keep them successful.

The Captain (4:08)

When a member of your team has been there a while, or perhaps just has developed a certain amount of leadership skills, they become a Captain. A Captain is someone who the other players believe has the skills to be somewhat like a coach on the field. In the business world, this means they can lead projects, or even step in for you when you're out. The Captain is the most trusted member of your team. In this course, we'll talk about how to coach these players, go over what NOT to do with them, and discuss ways to keep them empowered.

The Coaching Conversation (4:56)

Your coaching objective as a leader is to move every member of your team from Rookie to Everyday Player to Key Player to Captain. Because ultimately, we want a bunch of people on our team who can act independently and be trusted to lead their peers. So it's important that you know how to coach these people from point A to point B, then to C and D. In this program, we're going to talk about how to conduct a coaching conversation. A coaching conversation is one that helps somebody improve and moves them to the next level of skill and competence.

Understanding and Using Learner Archetypes (15:00)

This course will explore how learner archetypes can enhance learning and development for the seven identified archetypes found in the Goodwill network. It will explore the onboarding process from the perspective of three unique archetypes. For more information, navigate to Goodwill Exchange and search of the document title "How to Use Learner Archetypes to Coach, Lead, & Drive Organizational Change."

EMPLOYEE RECOGNITION

Employee Recognition Program

Employee Recognition: 01. The Basics of Employee Recognition Programs (6:10)

Employee recognition is the way in which an organization recognizes employee achievements, contributions, and successes. Employee recognition programs provide structures, systems, and processes for this recognition, and there are many types ranging from monetary awards to shoutouts. Employee recognition programs can be broken down into two categories: structured and unstructured programs. In this course, we'll discuss these two categories and how they work to help you decide if they're right for your workplace.

Employee Recognition: 02. Types of Employee Recognition (6:13)

Employee recognition programs can take many different forms. So how do you decide on which method to use when recognizing your team members? In this program, we'll discuss the various ways you can recognize employees and determine what's best for your organization's recognition program. We'll go over the four main types of recognition: public recognition, private recognition, promotions and perks, and monetary rewards.

Employee Recognition: 03. Employee Recognition Vendors (4:53)

It's possible to outsource certain aspects of employee recognition programs using vendors who specialize in them. They handle the logistics and take the guesswork out of implementing your own program. In this course, we'll talk through the pros and cons of working with employee recognition



vendors. We'll discuss ways to narrow down your search for vendors, and we'll cover a few high-profile vendors to help you see who's out there and what they provide.

Employee Recognition: 04. Your Role in Recognizing Employees (5:09)

Whether your company has a structured or unstructured employee recognition program, or uses a vendor or doesn't, knowing your role as a manager might be confusing. How do you observe and evaluate employee contributions in a remote workplace? What are the best ways to recognize your employees? In this course, we'll answer these questions and clarify your role as a manager in employee recognition programs.

Employee Recognition: 05. Making a Case for Employee Recognition Programs (5:09)

There may be a time when you need to make a business case for beginning or investing more heavily into an employee recognition program. In this program, we'll cover the benefits of an employee recognition program and talk about its potential return on investment. This includes increased employee engagement and productivity, and reduced employee turnover.

Employee Recognition: 06. Launching an Employee Recognition Program (6:31)

You understand and appreciate the benefits of an employee recognition program and now you're ready to implement it. Where do you start? In this course, we'll walk you through those steps, which include getting buy-in, deciding on a program structure, determining budgets, setting program goals, and communicating the program.

LEADERSHIP

Leadership Skills

Empathy as a Leader (5:39)

When you're leading a team, there are a lot of important skills you need to succeed. But more than succeeding, you need to help your team weather difficult times. That's where empathy comes in. Teams managed by emotionally intelligent leaders are proven to do better through rough patches. They are more likely to persevere through difficult projects and thrive during times of outside pressure. In this course, we'll talk about how to put empathy into practice as a leader. We'll take you through some tips/techniques that apply in-person or virtually, including active listening, non-verbal communication, and changing your perspective.

Introduction to VUCA Framework (5:08)

VUCA may sound like a snappy acronym straight out of a sci-fi film, but it's actually a useful way to approach challenges. Originally used by the U.S. Army in the early 90s, the term is often used as a catchall for big challenges. When applied correctly, however, there's a lot to be gained from putting the VUCA framework into action. Just keep in mind that VUCA is actually better suited as a checklist for organizations to ensure that they're ready to survive whatever is thrown at them. So, in this course, we'll discuss what VUCA is, how it works, and what it can do for your organization.

Leadership Fundamentals

The Leadership Toolkit (6:56)

When it comes to being a good leader, the question that's most often asked is, "What's the best leadership style?" The answer is: there isn't one. There are a lot of different ways to be a good leader; you just need to find the style that works best for you. In this course, we'll help you figure

that out by taking you through what we call the leadership toolkit. It includes possible leadership styles, behaviors, and theories you might want to apply to your work as a leader.

Characteristics of a Leader (4:16)

What makes a great leader? The simple answer is: A leader is a collection of certain characteristics that work well together. So, what are those characteristics? In this program, we're going to go through the list and break down each of those that a good leader should have. We'll also talk about the fundamentals of an effective leader.

Becoming a Followable Leader (8:37)

Who are the most followable leaders? Who are the people that everyone wants to work for? What are their behaviors? Their characteristics? What makes them so likable? That's what we'll be covering in this program. Then we'll talk about the skills you can develop to become a more followable leader yourself.

Empowering Others (7:03)

Empowering someone means giving them the authority or power to do something themselves. You also make that person feel stronger and more confident, in the process. When you empower your employees, it's a win/win scenario that will benefit your company, which is the goal of a good leader. In this course, we'll talk about empowering others, and specifically how to empower mid-level managers, as a C-suite executive.

How to Inspire as a Leader (7:40)

To inspire means to "fill someone with the urge or ability to do or feel something." Inspiration takes it one step further than motivation. If you've ever had an inspirational leader, you know what we mean by this. In this course, we'll talk about what it takes to be an inspirational leader. We'll also walk you through some do's and don'ts of inspiring as a leader.

Listening as a Leader (8:47)

Let's face it, many leaders are Type A personalities. We're energetic, we like to mingle, and most importantly, we like to TALK. That's certainly an important aspect of leadership. But sometimes what your staff needs from you is for you to stop talking and LISTEN. This is a key part of leadership, because it's only by listening that we truly begin to understand what's going on at all levels of our organization. So, in this program, we'll talk about both the types of listening and how to listen well as a leader.

Developing Yourself (5:44)

You may know everything there is to know about being a good leader. You may have had a lot of success in leading others and helping them develop. But have you ever thought about developing YOURSELF as a leader? Leaders often get so focused on their company or their staff that they forget about themselves. And while it's great to put others first, sometimes you need to step back and see what you can do to develop yourself into a better leader. In this course, we'll go over some questions you should be asking yourself and discuss ways to make improvements. We'll also cover some important things to avoid.

Leading Teams

Leading a Team (6:44)

Congratulations, you've been chosen as team leader! Maybe you're a manager and have lead dozens of teams. Or maybe you're a frontline employee who's been asked to lead a team of peers. It doesn't



matter. The fact is, that you're expected to put a team of people together to accomplish a goal. In this course, we'll discuss the characteristics, roles, and responsibilities of a good team leader. We'll also talk about discovering and defining a team's purpose, creating a workflow, measuring progress and the importance of good communication.

Team Building and the Tuckman Model (4:38)

According to the Tuckman Model, there are four stages to team development: forming, storming, norming, and performing. If a leader understands the stages, they can better guide the team along. Forming is the first stage when team members are getting acquainted. The next stage is Storming and typically involves conflict and issues of power. Norming occurs when teammates settle into their roles and learn to work cohesively. The Performing stage happens when the team works together to accomplish their goals. Let's take an in-depth look at the four stages and focus on how you, the leader, can intervene and support.

Transformational Leadership (Optional)

Transforming the Organization (7:27)

Customer needs are expanding, markets are changing, new products and technology are coming out. You have to adapt to these changes. If you don't adapt, your competitor will. How do you make things happen as a leader? How do you TRANSFORM the organization into a better version of itself? That's what this program is all about. We'll discuss various types of organizations and the elements at play when making a transformation, including managing process and cultural changes.

Dealing with Resistance (6:34)

You're trying to be a transformational leader. You're trying to bring your organization along into the present and beyond. Some of your staff are doing well. But others, not so much. They're resisting. How do you deal with someone in your organization who is resisting change? As a leader, if you want your organization to transform, you need to bring EVERYONE along with you. In this course, we'll talk about how to deal with this situation. We'll discuss the two ways to handle resisters. We'll also go over how to manage change effectively and walk you through several steps to help deal with resistance.

Creating Focus During Change (4:45)

Have you noticed your team becoming unfocused during change? It's easy to lose sight of what's really important or what you should be focusing on when things are shifting around you. And as a leader, you need to be focused. But you also need to help your TEAM focus on their work, in spite of the distractions that come with things changing around them. In this program, we'll talk about the circles of focus, and where you can help your team focus their energy. We'll also discuss importance versus urgency, and how to get your team to work more productively during change.

MANAGEMENT

Management Fundamentals

What It Takes to Manage (5:47)

Managing is not as easy as some people make it look, but it's also not as difficult as some others make it look. Regardless, being a good manager is hard work! Here, we look at things to consider as you consider moving into management.



Your Management Style (11:39)

Most people have been exposed at some point to a bad manager. There are plenty of bad managers, although no one wants to be one! In this course, we'll look at different management styles and the pros and cons of each. With this knowledge, you can identify the best style (or combination of styles) for you.

Stop Doing and Start Managing (6:54)

It's likely that you got promoted to manager because you were good at your job. Now, as a manager, you have to watch someone else do that job, and they might not be as good at it as you were. Or maybe they don't do it the way you used to do. For these reasons, it's easy to fall into the habit of jumping in and doing some of those things yourself, even though someone else has been hired to do them. But you need to stop doing that, because as a manager, it's your job to manage. In the long run, doing instead of managing hurts your team and individual team members, it hurts productivity, and keeps you from doing the job you're actually supposed to be doing. In this course, we'll talk about how to stop doing and start managing.

Retaining Your Best People (5:02)

You've found a great mix of team members for your department. They communicate well with each other, they work well under pressure, and they can get the job done. You genuinely like working with them and you hope that they feel the same way about you. But what role do you play in keeping good people? Time and time again, studies show that it's bosses that compel good employees to leave their jobs, even when they like the company. In this course, we're going to talk about important steps you can take to retain your best employees. We'll go over ensuring connection and engagement among your team. We'll also discuss feedback, finding opportunities for development and promotion, and providing recognition.

Fighting for Your Team (8:16)

Going to bat for your team is part of being a manager. You may need to defend their work. You might need to endorse their ideas. You may need to guard them from certain scrutiny. This could be from customers, other departments, or even company leadership. This takes courage on your part, but when you fight for the right things, you'll wind up with a team that's more productive and freed from bureaucracy. In this course, we'll talk about how to fight for your team. We'll discuss going up against bureaucracy, taking one for the team, and fighting for their future.

Evaluating Your Own Leadership Performance (6:44)

A leader's role is to guide their organization toward success, but how do they know if they're doing a good job? In this course, we'll explore the key areas that a C-suite leader should consider when evaluating their own performance. These competencies include communication, emotional intelligence, decision-making, vision, and coaching and mentoring. If you're an executive, this course will help you determine the best ways to evaluate your performance against these competencies by receiving feedback and identifying areas for growth.

Are You a Boss or a Leader? (4:16)

Leading your team is not just about being the boss. It's about inspiring and empowering your team members to achieve their goals and succeed. It includes supporting, coaching, and motivating your employees by understanding their needs and strengths. In this course, we'll break down the differences between being a boss and being a leader. From creating a positive work environment to investing in your team's development, we'll cover all the ways to successfully lead your team.

Your Open-Door Policy (4:44)

In today's fast-paced and competitive business environment, effective communication is crucial for the success of any organization. Not only that, but employees want and need personal connections to their bosses, whether they're physically in the same building with them or not. The ability to communicate openly and honestly with managers and leaders can have a significant impact on employee morale, productivity, and job satisfaction. This is where the concept of an open-door policy comes in. In this course, we'll define what an open-door policy looks like, go over its benefits, and discuss how to set up an open-door policy in your organization.

Managerial Courage

Are You a Micromanager? (5:07)

A recent poll states that 79% of employees claim they've been micromanaged at some point during their careers. Managers have a difficult time recognizing their role in this, because the line between being an effective leader and a micromanager can often be pretty thin. In this course, we'll clearly define micromanagement and what those behaviors look like. We'll discuss delegation, setting clear expectations, and learning how to trust the skills and experience of your team.

How to Break Bad News (4:40)

Delivering bad news is inevitable. The thought of delivering bad news can keep you awake at night. Having to look someone in the eye and say something that will hurt them, disappoint them, or anger them can be scary, awkward, and sad. In this program, we'll prepare you for sharing unpleasant news. We'll talk about controlling your own emotions, planning the right time and place, and properly delivering the message. We'll also cover empathy and how you should react to the other person's response.

Hiring Team Players (6:22)

Team members who can cooperate and work toward a common goal are essential. These kinds of employees are team players, and they bring together different points of view to allow for more creativity and the freedom to take smart risks. They're the kind of people you want to be hiring, so how can you make sure that you're hiring team players? In this course, we'll talk about what a team player brings to the table and how to spot one during the hiring process. We'll discuss targeted questions to ask to determine the prospect's cultural fit, so you can find the right person for your team.

How to Build Resilience (6:06)

As a manager, your job can be rewarding and wonderful. It can also be tiring and thankless. It's a difficult task dealing with the ups and down of management without becoming stressed and burned out. With any job, you'll have challenges and setbacks. You're likely to make mistakes along the way. How you handle these situations is what makes you a good manager. In this course, we'll discuss having the ability to bounce back when things don't go as planned.

Effectively Challenge the Status Quo (6:20)

Status quo is defined as "the current state of things," and in this case, it refers to the way your business operates. Maybe you've had the same sales strategy for years and years, or maybe you haven't changed your workflow since you started. As new technologies arise, and as your customers develop new needs, following the status quo only leads to complacency and stagnation. Your resistance to change means you'll miss out on opportunities for growth, because growth requires

change. In this program, we'll discuss the importance of exploring all perspectives, supporting new ideas, and having a forward-thinking mindset.

Fighting for Your Team (8:16)

Going to bat for your team is part of being a manager. You may need to defend their work. You might need to endorse their ideas. You may need to guard them from certain scrutiny. This could be from customers, other departments, or even company leadership. This takes courage on your part, but when you fight for the right things, you'll wind up with a team that's more productive and freed from bureaucracy. In this course, we'll talk about how to fight for your team. We'll discuss going up against bureaucracy, taking one for the team, and fighting for their future.

Building Strategic Alliances (6:43)

Alliances and partnerships are staples in a business's strategy. Large and small companies can benefit from joining forces with another business to help each other achieve their goals. However, strategic alliances are not simple or easy to create, build, and maintain. Strategic partnerships often fail because of management errors. It's crucial to choose not only the right partner, but also to take steps to grow the relationship. In this program, we'll talk about how to do that. We'll also discuss advantages and disadvantages to these alliances, as well as how to ensure a successful partnership.

Developing Tact (9:51)

Business Insider conducted a survey of over 15,000 managers and professionals about what skills made a good leader. What do you think came back as one of the top responses? It wasn't the ability to be authoritative, or even organized, or inspiring. No, the thing respondents prized highly was tact. Managers sometimes have to deliver bad news. But if you can learn to do so tactfully, you'll be a much better leader, one that employees trust and like more. So in this course, we'll talk about how to develop tact. We'll go over the preparation required for difficult situations. We'll also discuss how to consider the personality of the person you're addressing. Lastly, we'll go over choosing your words, using proper body language, and setting the tone.

Managing Prejudice Within Your Team (7:24)

There are a lot of difficult tasks and challenges you may face as a manager. But one of the trickiest is when prejudice pops up within your team. This can be prejudice towards someone based on their race, gender, religion, or national origin. But prejudice can also mean judging someone based on their age, socioeconomic status, where they live, their appearance, medical conditions, or any other defining characteristic a person has. So as a manager, how do you handle situations where prejudice rears its ugly head within your team? In this course, we'll talk about starting with yourself, and ensuring that you're leading by example. We'll discuss ways to curb offhanded remarks and slights against others. We'll also talk about removing stereotypes and unconscious biases. These teachings will help you create a safe and comfortable work environment for everyone.

Retaining Your Best People (5:02)

You've found a great mix of team members for your department. They communicate well with each other, they work well under pressure, and they can get the job done. You genuinely like working with them and you hope that they feel the same way about you. But what role do you play in keeping good people? Time and time again, studies show that it's bosses that compel good employees to leave their jobs, even when they like the company. In this course, we're going to talk about important steps you can take to retain your best employees. We'll go over ensuring connection and engagement among your team. We'll also discuss feedback, finding opportunities for development and promotion, and providing recognition.



Stop Throwing People Under the Bus (5:38)

When things goes wrong or mistakes are made, sometimes people place blame on someone or something else. This is also known as throwing someone under the bus. They blame the process, the circumstance, the client, or another coworker. This is harmful behavior, done for selfish gain and to avoid looking bad, but the side effects of doing this can ripple far beyond just one act of office scapegoating. In this program, we'll take a look at the adverse impact that throwing someone under the bus can have on one's team, reputation, and career. We'll talk about why this happens, and what you, as a manager, can do to put a stop to it, and even avoid doing it yourself.

Stop Doing and Start Managing (6:54)

It's likely that you got promoted to manager because you were good at your job. Now, as a manager, you have to watch someone else do that job, and they might not be as good at it as you were. Or maybe they don't do it the way you used to do. For these reasons, it's easy to fall into the habit of jumping in and doing some of those things yourself, even though someone else has been hired to do them. But you need to stop doing that, because as a manager, it's your job to manage. In the long run, doing instead of managing hurts your team and individual team members, it hurts productivity, and keeps you from doing the job you're actually supposed to be doing. In this course, we'll talk about how to stop doing and start managing.

Controlling Disruptive People (8:32)

Every manager will deal with difficult workplace behavior at some point. Even if you have the best hiring process in the world, it's still possible to end up working with a disruptive employee. Disruptive people can consume a lot of your time and negatively impact your team's productivity. It takes strong management to control disruptive behavior and prevent it from affecting your team's functioning. In this program, we'll discuss the various types of disruptive behaviors, equipping you with the skills, processes, and confidence to handle this type of person in your workplace.

Making Your Work More Meaningful (6:44)

Engagement, productivity, motivation, and general satisfaction all stem from the same place: doing meaningful work. People want their jobs to have purpose, they want to add value, and they want to make a difference through the work they're doing. What's your purpose at work? Are you lacking enjoyment or passion that you once had? Are you lacking the connection of seeing how your work benefits others and adds value to your company? Bear in mind that, as a manager, this often spills out onto your team, and they may feel the disconnect as well. So in this program, we'll talk about how to make your work more meaningful.

The Leadership Ladder (6:24)

You're a manager now! Congratulations! But what exactly does that mean? What's the difference between a supervisor and a manager? And what's the difference between a manager and a director? And what does being a leader mean? Change to: These are all great questions and in this program, we'll cover the roles and responsibilities of a supervisor, manager, director, vice president, and the leaders in the C-suite.

Character 01. Management is All About Character (4:42)

The difficult situations in your life and how you deal with those situations can make or break your character. Character is defined as, "one of the attributes or features that make up and distinguish an individual." Abigail Van Buren is quoted as saying, "The best index to a person's character is how he treats people who can't do him any good, and how he treats people who can't fight back." This character thing is important, particularly in business, and especially as a leader. This course takes



an in-depth look at the importance of having good character as a manager, how to develop it, and how to use it.

Character 02. Developing Your Character (6:11)

Character is not something that you're born with. It's something that you can grow and cultivate over time. In this course, we'll discuss the six ways to build your character: 1. Defining your values and using them 2. Learning from your past 3. Evaluating the company you keep 4. Being nice when tempted not to be nice 5. Practicing humility and 6. Giving back. We'll also go over different ways to handle difficult situations and what to do when your character is attacked.

How to Apologize: 01. The Process (5:37)

The best apology you can give someone is to change your behavior. Think about it. Let's say someone lets you down, and they apologize with an "I'm sorry." Then, they turn around and do the same thing again. If they're willing to wrong you twice with the same bad behavior, then how "sorry" are they? While saying sorry is an important part of an apology, it's not the only part. To truly make amends for something you've done wrong, you need to show that you're willing to put in the work to right that wrong. Then, take action to prevent it from happening again. In this course, we'll go over why apologies are important, we'll discuss the four steps to an apology, and then we'll cover some examples of good and bad apologies.

How to Apologize: 02. The Audience (3:51)

We've discussed what a good apology looks and sounds like. We've gone over what each apology should include: expressing remorse, accepting responsibility, offering a solution, and changing your behavior. In this course, we want to demonstrate how to apologize to the different people that you work with. This includes apologizing to your boss, your colleagues, your employees, and your customers. We'll also talk about when you should not apologize, as we often over-apologize, even when we aren't to blame.

Managing Difficult People (7:39)

Have you ever worked with that person who technically doesn't do anything wrong but is just... awful? It might be someone with a difficult attitude, someone who whines, someone who's manipulative, someone who lies, someone who's lazy, someone who spreads gossip, or maybe you just can't put your finger on what's "off" about them. How do you manage someone like this? What should you do if their behavior borders on inappropriate? In this program, we'll discuss how to address these issues.

Taking a Stand (6:49)

As a manager you need to be able to advocate for yourself and your team. You may find yourself wanting to draw your sword and storm the castle, but you need to control your reaction. The passion and emotion you're feeling is admirable, but you can't let your emotions get the best of you or you'll be met with more resistance. On the flipside, not taking a stand could be more harmful. Sometimes fear of rocking the boat, creating enemies, or making the situation worse keeps us from doing what's right and committing to the issue. In this program we'll discuss the most effective way to take a stand for yourself and your team. We'll go over how to analyze the situation, gather the facts, defend appropriately, and when to let it go.



"You're Wrong!" (6:59)

When being told they are wrong, people can sometimes be defensive. But generally, people want to learn from their mistakes and improve. Telling someone when they make a mistake is giving them that opportunity. The skill is learning how to best tell someone, and we'll discuss that here.

Swallow Your Pride (5:58)

Pride manifests in many ways. Even if you don't go on and on about how awesome you are, pride may still be a barrier between where you are now and the success you'd like. In this course, we'll explore this concept and what you can do about it.

Your Management Style (11:39)

Most people have been exposed at some point to a bad manager. There are plenty of bad managers, although no one wants to be one! In this course, we'll look at different management styles and the pros and cons of each. With this knowledge, you can identify the best style (or combination of styles) for you.

Supervision and Management

Productivity Through Praise (5:31)

Exactly as the name implies, productivity through praise is all about increasing your team's productivity by praising and recognizing them. Based on a well-known psychological theory, this proven methodology looks at basic human needs, and how satisfying those needs motivates people. In this course, we'll discuss Maslow's Hierarchy of Needs and how to use this theory to help your team reach their fullest potential.

Successful Delegation (5:47)

Successful delegation at work gives you more time to focus on other tasks. It also helps you grow and develop your direct reports by sharing opportunities with them. The more successful they are, the more successful you are. In this course, we'll talk about why delegation is difficult for some, go over creating a process for passing off work to others, and explain how to use that process to delegate effectively.

Employee Recognition (7:45)

Regardless of how you approach recognition, formal versus informal, group versus individual, or hopefully a mixture of all of these, the most important thing is that you actively participate in employee recognition.

Giving Feedback as a Manager (6:03)

We, as managers, often shy away from giving feedback or we approach it in the form of discipline. The goal of feedback is to clarify the employee's current status and determine what the best next steps are. It's an opportunity to help your team develop and become more successful.

8 Steps to Effective One-on-Ones (2:13)

Here are eight steps to running an effective one on one meeting.

8 Steps to Effective Team Meetings (2:48)

Here are eight steps to running an effective team meeting.



Conducting a Performance Review (5:30)

Performance reviews aren't typically the most enjoyable part of anyone's job, whether you're the reviewer or reviewee, even if you're an A+ performer. Managers, this course is designed to help you turn the review process into a positive experience. We'll talk about how to conduct reviews effectively, to get the best possible outcomes from your employees. We'll discuss setting clear expectations, creating achievable goals, and staying in frequent communication throughout the year. We'll also go over what steps to take before and during each review.

Doing More With Less (6:55)

When we talk about doing more with less, it usually means you have less time, less money, or fewer tools and employees. Maybe your organization decided to downsize or restructure, and you've found yourself lacking the resources you once had. Or maybe your business is growing, and you need to find ways to make the most of what you have. Whatever the case, doing more with less is never easy. In this program, we'll talk about how to work smarter, not harder. This includes focusing on the strengths of your team and reprioritizing your goals. We'll also go over the importance of having clear communication, analyzing goals, and planning for the future.

Managers: Creating a Culture of Transparency (8:10)

In creating a culture of transparency, your actions and behaviors create a workplace that generates trust, engagement, and buy-in from your employees. While transparency isn't always easy, its benefits far outweigh the risks. And in light of the COVID pandemic, where the future and the economy are uncertain, successful businesses are the ones that have a strong culture of transparency. In this program, we'll talk about what your company can do to create a culture of transparency in your workplace.

101 MANAGEMENT FUNDAMENTALS TRACK

Leadership Fundamentals

The Leadership Toolkit (6:56)

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You may know everything there is to know about being a good leader. You may have had a lot of success in leading others and helping them develop. But have you ever thought about developing YOURSELF as a leader? Leaders often get so focused on their company or their staff that they forget about themselves. And while it's great to put others first, sometimes you need to step back and see what you can do to develop yourself into a better leader. In this course, we'll go over some questions you should be asking yourself and discuss ways to make improvements. We'll also cover some important things to avoid.

Leading Others

Successful Delegation (5:47)

Successful delegation at work gives you more time to focus on other tasks. It also helps you grow and develop your direct reports by sharing opportunities with them. The more successful they are, the more successful you are. In this course, we'll talk about why delegation is difficult for some, go over creating a process for passing off work to others, and explain how to use that process to delegate effectively.



Empowering Employee Decisions (3:32)

Empowering employees to make decisions is becoming more common in the workplace, especially with the increase in remote workers. When employees are empowered to make choices, they gain confidence, feeling more invested in their work and the success of the company. Their work progresses more efficiently, without the need to continually stop and wait for approval. It puts a stop to the "I've got to check with my supervisor" conversations, which cause annoyance and dissatisfaction with customers. In this course, we'll talk about how to empower your employees. We'll talk about setting clear boundaries and giving your team the information they need to become more empowered. We'll also go over how to support empowered decision-making.

Retaining Your Best People (5:02)

You've found a great mix of team members for your department. They communicate well with each other, they work well under pressure, and they can get the job done. You genuinely like working with them and you hope that they feel the same way about you. But what role do you play in keeping good people? Time and time again, studies show that it's bosses that compel good employees to leave their jobs, even when they like the company. In this course, we're going to talk about important steps you can take to retain your best employees. We'll go over ensuring connection and engagement among your team. We'll also discuss feedback, finding opportunities for development and promotion, and providing recognition.

Fighting for Your Team (8:16)

Going to bat for your team is part of being a manager. You may need to defend their work. You might need to endorse their ideas. You may need to guard them from certain scrutiny. This could be from customers, other departments, or even company leadership. This takes courage on your part, but when you fight for the right things, you'll wind up with a team that's more productive and freed from bureaucracy. In this course, we'll talk about how to fight for your team. We'll discuss going up against bureaucracy, taking one for the team, and fighting for their future.

Communication & Listening

Active Listening (5:12)

To listen actively, you have to pay attention. You can't multitask, you can't avoid eye contact, you can't assume, and you can't be formulating your response. You have to hear the information. It needs to enter your brain, and then your brain needs to think about it. It's a much more complex task than we might think. This program discusses several ways to be a better listener, and the many things that often get in the way of listening well.

Interpersonal Communication for Managers (9:14)

To be a good manager, you have to communicate well with your employees. Are you aware of how you communicate, while you're communicating? That's interpersonal communication and that's what this course is all about. We will cover the different elements of interpersonal communication and how it's used effectively. We'll also talk about some helpful tips and tricks to being a better communicator toward your employees and in general.

Listening Even When It's Difficult (6:26)

Listening to other people can be difficult when you're distracted or when the other person isn't speaking clearly, but it's even more difficult if you don't agree with what they're saying. In situations like this, it requires more than just active listening, which focuses on what the other person is saying and confirming your understanding. In order to truly listen through a disagreement, we need



empathetic listening. In this course, we'll define empathetic listening and explore tips on how to effectively and empathetically communicate with people, even when you disagree.

Leading a Team

Leading a Team (6:44)

Congratulations, you've been chosen as team leader! Maybe you're a manager and have lead dozens of teams. Or maybe you're a frontline employee who's been asked to lead a team of peers. It doesn't matter. The fact is, that you're expected to put a team of people together to accomplish a goal. In this course, we'll discuss the characteristics, roles, and responsibilities of a good team leader. We'll also talk about discovering and defining a team's purpose, creating a workflow, measuring progress and the importance of good communication.

Team Building and the Tuckman Model (4:38)

According to the Tuckman Model, there are four stages to team development: forming, storming, norming, and performing. If a leader understands the stages, they can better guide the team along. Forming is the first stage, when team members are getting acquainted. The next stage is Storming and typically involves conflict and issues of power. Norming occurs when teammates settle into their roles and learn to work cohesively. The Performing stage happens when the team works together to accomplish their goals. Let's take an in-depth look at the four stages and focus on how you, the leader, can intervene and support.

Coaching & Feedback

Introduction to Coaching Skills (4:38)

Painter Benjamin Haydon said, "Fortunately for serious minds, a bias recognized is a bias sterilized." Whether we'd like to admit it or not, we all have biases. You're probably not even aware of some of yours. In this course, we look at how they are formed, what they can look like, and why it's so important to gain "consciousness."

The Rookie (5:02)

Everyone has to start somewhere, whether they're walking into a first job, or making a total career change. In either case, people typically come in motivated to work hard and prove themselves. These employees are what we call The Rookie, and they require a unique style of coaching out of you, their manager. In this course, we'll talk about where these employees fall on the coaching axis, and how to successfully coach them further along the axis through empowerment and encouragement.

The Everyday Player (4:00)

Once someone moves beyond their Rookie phase, they start to become a regular part of the team. In baseball, this is called an Everyday Player. This is when someone should be doing productive work for your team on an everyday basis. In this program, we'll talk about how to coach someone in this phase. We'll go over where they fall on the coaching axis, and what sort of empowerment and encouragement is needed. We'll also discuss some general tips to keep in mind when you're coaching an Everyday Player.

The Key Player (3:52)

Authenticity can help us form stronger bonds, make us more confident, and even allow us to feel happier. Just knowing that, though, doesn't make it any easier to be vulnerable. In this course, you'll see some strategies that the experts say can help you identify authenticity and reap the benefits of becoming more authentic yourself.



The Captain (4:08)

When a member of your team has been there a while, or perhaps just has developed a certain amount of leadership skills, they become a Captain. A Captain is someone who the other players believe has the skills to be somewhat like a coach on the field. In the business world, this means they can lead projects, or even step in for you when you're out. The Captain is the most trusted member of your team. In this course, we'll talk about how to coach these players, go over what NOT to do with them, and discuss ways to keep them empowered.

The Coaching Conversation (4:56)

Your coaching objective as a leader is to move every member of your team from Rookie to Everyday Player to Key Player to Captain. Because ultimately, we want a bunch of people on our team who can act independently and be trusted to lead their peers. So it's important that you know how to coach these people from point A to point B, then to C and D. In this program, we're going to talk about how to conduct a coaching conversation. A coaching conversation is one that helps somebody improve and moves them to the next level of skill and competence.

Stress Management

Understanding Stress and Burnout (7:30)

Have you ever had one of those days, where nothing seems to go your way? It's like you're always stuck in second gear. When it hasn't been your day, your week, your month, or even your year? Well, it could be more than just stress. You could be crossing over into burnout. What's the difference? Stress is stress, right? No. Burnout is something different. That's what we'll cover in this program: the difference between stress and burnout, what their causes are, and how to minimize stress and prevent burnout before it starts. We'll take you through some stress management techniques, and ways to reverse burnout.

Handling Stress (4:38)

Stress is something that we all face, but the way we handle stress impacts how much control that stress has in our lives. In this program, we'll discuss the four levels of stress, and go over some exercises everyone can do to manage or even eliminate the stressors in their lives.

Managing Stress (4:59)

Stress depends on the duration of the stressor, the intensity of the stressor, and the capacity of the individual to withstand the stress. Some people withstand stress better than others. This is something that you can learn to do, or learn to do better, and that's what this course is all about. We'll go over four simple steps you can take when managing your stress. We'll also review the seven signs of stress and how to handle each one. And lastly, we'll discuss how to better manage stress in the workplace.

Time Management

Managing Multiple Priorities (45:00)

We all have so much to do every day, and it's a big challenge to manage everything in the most efficient, effective, and productive way. Adapted from the instructor-led course developed by Dr. Everett Shupe, the purpose of this course is to help you learn how to better manage your time and priorities, using some proven strategies and techniques.



Helping Employees Use Their Time Wisely (6:41)

Just like you, your employees have a list of things to do every day. Some days their list is overflowing, and they can't possibly get everything done. As a supervisor, it's up to you to help your employees make the best use of their time to maximize their productivity.

Management Fundamentals Recommended Add-Ons

These optional course bundles are curated additions to the Management Fundamentals learning track.

101 MANAGEMENT FUNDAMENTALS TRACK (ADD-ONS)

Foundations For New Managers

What It Takes to Manage (5:47)

Managing is not as easy as some people make it look, but it's also not as difficult as some others make it look. Regardless, being a good manager is hard work! Here, we look at things to consider as you consider moving into management.

Your Management Style (11:39)

Most people have been exposed at some point to a bad manager. There are plenty of bad managers, although no one wants to be one! In this course, we'll look at different management styles and the pros and cons of each. With this knowledge, you can identify the best style (or combination of styles) for you.

Stop Doing and Start Managing (6:54)

It's likely that you got promoted to manager because you were good at your job. Now, as a manager, you have to watch someone else do that job, and they might not be as good at it as you were. Or maybe they don't do it the way you used to do. For these reasons, it's easy to fall into the habit of jumping in and doing some of those things yourself, even though someone else has been hired to do them. But you need to stop doing that, because as a manager, it's your job to manage. In the long run, doing instead of managing hurts your team and individual team members, it hurts productivity, and keeps you from doing the job you're actually supposed to be doing. In this course, we'll talk about how to stop doing and start managing.

Supplemental Courses (Optional)

Optimizing Work-Life Balance (5:47)

Juggling takes practice and patience, and even with those two things, disaster can still occur. The same is true with work-life balance. There will be times when you drop the "family," "health," "friends," and "spirit" balls. They will get scuffed, marked, nicked, damaged, and sadly, sometimes shattered. This course will help you mitigate the damage.

8 Steps to Effective One-on-Ones (2:13)

Here are eight steps to running an effective one on one meeting.

Going from Coworker to Boss (3:32)

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.



Ethics for Managers (6:20)

Ethics are a top priority when you're a manager. Every day, you make key decisions that affect your company, its stakeholders, and society as a whole. It's critical to understand and adhere to these ethical and legal obligations, in order to meet expectations and to set an example for your employees. In this course, we'll define business ethics and your ethical responsibilities as a manager. We'll discuss the benefits of acting ethically, go over how to solve ethical dilemmas, and cover business law in terms of ethical conduct.

8 Steps to Effective Team Meetings (2:48)

Here are eight steps to running an effective team meeting.

201 LEADERSHIP EXCELLENCE TRACK

Learning Culture

Developing a Learning Culture (8:43)

Learning often takes a back seat to other business functions, when it really should be in the driver's seat. Without a culture of learning, how does your company improve and expand? How do you beat the competition? It won't and you won't, not to your full potential, anyway. With this course, we can help you change that. We give you the keys to formalizing your training and creating a structure to it, so you can steer your way to Successville!

Change Management

Change Phases (6:17) *

Change is constant. Change is happening all the time to everyone. Things will always change. You can count on it. So, if change is happening all the time, why aren't we better at handling it? That's what we'll discuss in this course. We'll talk about common reasons that people resist change. We'll also dive into the three phases most people experience when dealing with a change.

Change Behaviors (3:10)

In the first course on the phases of change, we learned that your response to change is driven by how the change impacts you. In this program, we'll discuss three categories that people typically fall into when presented with change. We'll also talk about various things you can do to help you cope with change.

Change Model (4:22)

In our previous courses, we've learned that our response to change is everything. In this program, we'll look at two change management models: the thought-oriented model and the results-oriented model. Understanding these models will help you develop an action plan and manage the change effectively.

Change for Managers (5:55)

Not only are you trying to manage YOUR response to the change, but you also have to help your teamwork through the change, as well. It's a tough job. So in this course, we'll talk through what you can do to help manage change for others. We'll talk about how to handle your team's concerns. We'll discuss various reasons that your team may resist change. We'll talk through how to properly communicate change, how to anticipate your employee's reactions, and how to manage negative responses.

Cultivating a Growth Mindset

Understanding Fixed and Growth Mindsets (6:54)

Carol Dweck, a renowned Stanford psychologist, is known for her decades of work on motivation and mindset. In her book, "Mindset," Dweck says that people either have a fixed or a growth mindset, and the one that you adopt can affect every aspect of your life. She coined these terms - "fixed mindset" and "growth mindset" - to describe the underlying beliefs people have about learning and intelligence. In this course, we'll take an in-depth look at what these terms mean and how they impact our attitudes on our own accomplishments, failures, decisions, and more. We'll also discuss how to use each mindset for your own benefit.

Developing the Growth Mindset (4:53)

Carol Dweck's book called, Mindset-The New Psychology of Success explains how having a growth mindset opens the doors to success and self-development. When you approach challenges with a growth mindset, you understand that you can develop the skills necessary and that failure is not permanent. The growth mindset can be applied in all areas of life, including education, physical abilities, artistic skills, relationships, and the workplace.

In this course, we'll discuss the four steps to developing a growth mindset:

- Learning to hear your fixed mindset voice.
- Recognizing that you have a choice.
- Talking back with your growth mindset voice.
- Taking the growth mindset action.

Limitations of a Fixed Mindset (5:40)

The fixed mindset is tempting. It's a comfortable place to live and work. Believing that you already know what you're good at, and what you're not good at, gives you the opportunity to pick and choose what you try and what you don't. It gives you the ability to put yourself in situations where you'll be successful and to avoid situations where you might fail or be embarrassed. It's safe, but it's limiting. Chances are, you're living in a fixed mindset more often than you think. In this course, we'll go over how to know when you're in this cycle of negativity and what the risks are. We'll also go over failure, practice, and how to "fix" a fixed mindset.

Problem Solving

Introduction to Problem-Solving (3:26)

Although a "problem-solving" series is for those with broken systems, flawed processes, or team failures, it is also for you. Unless your team is doing 100% of their job, 100% right, 100% of the time, then you have a problem to solve.

Define the Problem (5:18)

You can't solve a problem without first knowing what your problem is. That's why the first step in problem-solving is defining the problem.

Determine the Root Cause (3:47)

Once you know you have a problem, and have documented your symptoms, it's time to get an idea of how complex your problem really is by determining the root cause.

Generate Solutions (3:34)

By this time, you know that you have a problem, and you've done extensive fact-finding to discover the root cause. Now, it's time to generate solution ideas. Our goal here is to get as many possible solutions and ideas, from as many varying perspectives, as possible. Notice that the goal here is NOT to choose a solution. That's our next step. We are simply gathering ideas during this phase..

Evaluate and Select Solutions (3:13)

Now that you have a list of solutions, it's time to narrow down those solutions to the one that you will implement. In order to do that, we must determine the solution that is most effective to solve the specific problem you are focusing on.

Implement Solutions (4:23)

You have a solution idea. Now, you have to implement that solution. This could be something that is a quick process adjustment. This might mean three years of transition to get new equipment. It might mean a personnel shift. No matter what your solution is, you have to create an action plan. In doing that, you must also determine exactly who needs to be involved and exactly who will be impacted.

Monitor the Resolution (4:00)

This is our final step in problem-solving. By now you have assessed the problem, you've chosen your best solution and you have implemented that idea. The last thing you need to do is monitor the resolution.

Decision-Making Basics

Gathering Information (6:39)

We are constantly making choices. Where to turn, what to eat, which work to start on, what to say on a call, etc. Of course, we always want to make informed choices, and living in the information age, finding information is easier than ever before. The trick is knowing where to find the data you need, and how to determine what sources are trustworthy and reliable. In this course, we'll talk about how to properly gather information to make good, informed decisions. We'll go over the difference between data and knowledge, the various sources of data, and how to know when to stop gathering it.

Understanding Motivation (5:41)

Motivation is defined as the activation of goal-pursuing behavior. Motivation is the drive that pushes people to get things done. Over the years, much research has been conducted to find out what gets people motivated, and what helps them stay that way. To maximize workplace motivation, an employer must remove causes of dissatisfaction AND provide opportunities for satisfaction. In this course, we'll look at what truly drives people by discussing two types of motivation. We'll also walk viewers through hidden motivators, also known as cognitive biases, which tend to run in the background, yet still greatly impact decision making.

Making Quick Decisions (6:47)

Have you ever been in a situation where you know you must make a decision, but you're dreading it? Making up your mind is so painful that you've been postponing the inevitable? Or, you've made a decision after careful thought, but then second-guess yourself, and pick apart your thought process and rationale? If either of these scenarios sound familiar, then you're probably one of the multitudes of people who have trouble making decisions quickly. This can be detrimental to your company or



career, if you have difficulty deciding. So, in this course, we'll talk about overcoming roadblocks that get in the way of decision making. We'll also walk you through some good decision-making tips to help you decide on things quickly and confidently.

Facts vs Opinions (6:54)

Opinions are a flimsy and unreliable basis for business decisions. All too often, however, people do just that: base their workplace decisions upon the shaky foundation of their own or others' opinions. When what they really should be doing is basing their decisions on facts. Many struggle with even knowing if what they're hearing is a fact or an opinion. In this program, we'll talk about the difference between the two, and go over the various types of facts and opinions. We'll discuss how to use both in your decision-making, and teach you how to test yourself, so you know that what you're basing your decision on is factual.

Generating Options (4:16)

"I had no choice." "I wish there was another way to go..." "I'm stuck between a rock and a hard place." No matter how you say it, the desire for more choices is a common one. A lot of the time, the hardest thing about making a decision is producing options in the first place. When you find yourself struggling to find viable options, or any options, two simple steps can help you move beyond the obvious and find creative solutions: naming the box and brainstorming. That's what we'll cover in this course on generating options.

Decision Making Models (4:32)

Over the last few decades, experts have studied and analyzed how decisions are successfully made. These models provide a framework for the decision-making process. In this program, we'll give you a brief introduction to two of these models and go over when we recommend utilizing them. When making quick decisions, we recommend using the TDODAR decision model. And for decisions that require deep analysis, we recommend using the Kepner-Tregoe matrix. Keep in mind, these models are adaptable and not set in stone. They can be used in different scenarios than traditionally recommended.

Decision Making Styles (6:10)

When different people make decisions, they approach those decisions in different ways. In other words, they have different styles of decision making. In fact, there are generally four recognized styles of decision-making. They are directive, analytical, conceptual, and behavioral. In this program, we'll go over how to identify the different styles and share the positives and negatives of each.

Conflict Management 201

The Realities of Conflict Management (4:15)

Dealing with conflict is a difficult concept for many. Some will confront it head-on, others avoid it at all costs, and many will dwell on it, letting it simmer under the surface. Regardless of where you land on this, there are some right and wrong ways to deal with conflict, which is what we'll cover in this series. Here, in this first course, we'll talk about why conflict happens in the first place, and what you can do to mediate or mitigate those situations. We'll go over handling emotions, and what you should or shouldn't do when emotions are high.

Maintaining Self-Control (4:25)

Most people know from experience, it's hard to maintain self-control when we get into a conflict. It's easy to get caught up in the argument, to do everything to win the battle, or to become the bigger victim. But really, your energy should go toward maintaining your self-control. In this course,

we'll talk about why that's so essential to healthy conflict management, but more importantly, we'll discuss how to actually do it. We'll covers ways to get in front of, or control of, your own emotions. We'll talk about how to approach the situation objectively and analyze both sides, despite having high emotions.

The EASY Conflict Management Process (5:37)

Once you're able to maintain your own emotions, there are some things you can do to help other people calm down, too. Think of it as helping someone move their mood from the red zone to a much calmer, productive place. In this program, we'll talk about how that process works, using the acronym EASY. There's no guarantee that you'll be able to overcome all problems with this process, but managing and resolving conflict becomes much easier when you put EASY to use.

Emotional Intelligence

What is Emotional Intelligence? (4:30)

Having a solid understanding of emotions, be it our own emotions or the emotions of others, helps us to be better people, particularly in the workplace. When we develop and use our emotional intelligence, it helps us reduce stress, prevent conflict, and develop better work relationships, resulting in higher quality work and productivity. In this course, we'll talk about the five competencies that make up emotional intelligence, and we'll define the term EIQ, or emotional intelligence quotient.

Developing Self-Awareness (4:21)

How well do you know yourself? We've defined self-awareness as the ability to accurately sense and identify your own feelings. It's the foundation that supports all the other emotional intelligence competencies. Here, we'll discuss how to develop your self-awareness. We'll also introduce the self-awareness triangle, which helps you identify how you see yourself, how comfortable you are with being who you are, and what motivates you. We'll also talk about the importance of measuring your self-awareness.

Developing Self-Regulation (6:30)

Your emotions will always be there, and the challenge is learning to manage the way you respond to them. That's what self-regulation is; it's managing your responses to emotions by understanding them and using that understanding to direct your behavior. It helps you act intentionally, rather than reactively. In this course, we'll talk about how to develop this skill of self-regulation and why it's important.

Developing Self-Motivation (3:09)

Even when you're familiar with your emotions, being productive and positive can be a real challenge. That's why we use self-motivation as a tool to get ourselves on the right track. Within emotional intelligence, self-motivation is how we find purpose and direct the power of our emotions toward a specific task or goal. In this course, we'll talk about the two types of motivators, go over how to strengthen your self-motivation and discuss the search for things that inspire you.

Developing Empathy (4:58)

Your emotions will always be there, and the challenge is learning to manage the way you respond. The first three competencies of emotional intelligence have been focused on you and your emotions. Now it's time to shift gears and look at how we deal with the emotions of others. We call it empathy, and it has a lot to do with social awareness. In this course, we'll define empathy and discuss how



to identify the emotions of others. We'll also go over some helpful tips on developing empathy, which is an essential tool in demonstrating high emotional intelligence.

Developing Effective Relationships (4:37)

Mastering the abilities of the first four competencies paves the way for attaining greater relationship skills. Effective relationships are about successfully interacting with people, managing your emotions, and helping others manage their emotions. In this course, we'll talk about the importance of effective relationships and how to develop the relationships you already have. We'll go over dealing with peoples' differences, analyzing your current relationships, and understanding what you can do to make those relationships stronger.

Using DISC to Anticipate Emotions (5:30)

DISC can help you better understand the emotions of both yourself and other people. This allows you to anticipate and avoid bad situations, while setting yourself up for success, knowing what works better for you. In this course, we're going to talk about DISC personality styles and how you can use them to improve your emotional intelligence. Typically, you would complete a full DISC questionnaire, and the result would give you your DISC profile, describing how you behave in most situations. Rather than going through the whole questionnaire, we're going to walk through each of the four DISC styles and how they relate to emotional intelligence.

How to Improve Your Emotional Intelligence (4:35)

When you're familiar with your emotions, being productive and positive can be a real challenge. That's why we use self-motivation as a tool to get ourselves on the right track. Within emotional intelligence, self-motivation is how we find purpose and direct the power of our emotions toward a specific task or goal. In this course, we'll talk about the two types of motivators, go over how to strengthen your self-motivation and discuss the search for things that inspire you.

201 Leadership Excellence Recommended Add-Ons

These optional course bundles are curated additions to the Leadership Excellence learning track.

201 LEADERSHIP EXCELLENCE TRACK (ADD-ONS)

Teambuilding Series (Optional)

What is Team Building? (3:10)

Almost all of us work or play or serve on teams in some capacity, so this topic is an important one. A team is a group of people who are mutually dependent on one another to achieve a common goal. A team recognizes and leverages the different talents and experiences each individual brings to the table and uses that to achieve their shared goal. We're going to spend some time talking about the characteristics that make a great team, how to develop a successful team, and then how to lead them.

Types of Teams (4:48)

We've come up with six different types of teams that are commonly found within an organization. Some teams are permanent, some are temporary. Some require supervision, while others are self-directed. Some teams work in the same office, and others are globally separated, requiring technology to stay connected. In this program, we'll look at each type of team, what their goals are, and how they operate.



Effective Team Members (5:26)

What traits make up a good team member? This is important to learn for two reasons: 1. To know what to look for if you're adding people to your team. And 2. To learn whether YOU possess the traits of a good teammate. In this program, we'll talk about the common features found in the best team players: from being constructive communicators to solution-oriented, from reliability to adaptability, and everything in between.

Team Development and the Tuckman Model (4:38)

When a group of people first form a team, their roles and interactions have not yet been determined. Some individuals may simply observe while they decide where they fit, while others may jump right in. There are models that describe how team development progresses. The most popular one is called the Tuckman Model, and is generally accepted as the basic standard of team development. The four stages in the Tuckman Model are known as Forming, Storming, Norming, and Performing. In this program, we'll take a look at each stage.

Characteristics of a Successful Team (4:15)

We've looked at the characteristics of good team players and the traits that people should possess to contribute successfully as individuals. A team, as a whole, should also possess characteristics that create a climate for success. In this course, we'll discuss those essential team traits, including how conflict should be handled, how to agree on a shared purpose, acknowledging people's value and responsibilities, our views on diversity, making decisions, communication, recognition, and much, much more.

Teams in Crisis Situations (5:51)

Eighty percent of businesses impacted by a crisis event either never reopen or close within 18 months. When your team is faced with a critical or unexpected situation, it's imperative that you employ a crisis plan. Does your team have one in place? If so, what does it look like and does it cover all bases? If not, you need to create one immediately. From communicating with your team or customers, to how to manage a team during a crisis, this course covers the essentials when handling the unexpected.

Transformational Leadership

Transforming the Organization (7:27)

Customer needs are expanding, markets are changing, new products and technology are coming out. You have to adapt to these changes. If you don't adapt, your competitor will. How do you make things happen as a leader? How do you TRANSFORM the organization into a better version of itself? That's what this program is all about. We'll discuss various types of organizations and the elements at play when making a transformation, including managing process and cultural changes.

Dealing with Resistance (6:34)

You're trying to be a transformational leader. You're trying to bring your organization along into the present and beyond. Some of your staff are doing well. But others, not so much. They're resisting. How do you deal with someone in your organization who is resisting change? As a leader, if you want your organization to transform, you need to bring EVERYONE along with you. In this course, we'll talk about how to deal with this situation. We'll discuss the two ways to handle resisters. We'll also go over how to manage change effectively and walk you through several steps to help deal with resistance.



Creating Focus During Change (4:45)

Have you noticed your team becoming unfocused during change? It's easy to lose sight of what's really important or what you should be focusing on when things are shifting around you. And as a leader, you need to be focused. But you also need to help your TEAM focus on their work, in spite of the distractions that come with things changing around them. In this program, we'll talk about the circles of focus, and where you can help your team focus their energy. We'll also discuss importance versus urgency, and how to get your team to work more productively during change.

Building Strategic Alliances (6:43)

Alliances and partnerships are staples in a business's strategy. Large and small companies can benefit from joining forces with another business to help each other achieve their goals. However, strategic alliances are not simple or easy to create, build, and maintain. Strategic partnerships often fail because of management errors. It's crucial to choose not only the right partner, but also to take steps to grow the relationship. In this program, we'll talk about how to do that. We'll also discuss advantages and disadvantages to these alliances, as well as how to ensure a successful partnership.

MENTORING

What is a Mentoring Program? (4:42)

You can probably learn how a car engine works in a few hours by reading a book, right? But it takes years to be able to listen to an engine and know what's wrong with it just by the sound. How do you start to gain that kind of experience? How do you transfer knowledge? You need a mentoring program! In this course, we'll look at what a mentoring program is, including the mentor/mentee relationship and the different types of mentors. We'll also go over the benefits of a mentoring program and why every organization should have one.

How to Create a Mentoring Program (4:51)

We understand that having a mentoring program is important, but how do we create one? In this course, we'll go over the steps to developing and executing a successful mentoring program for any organization. We'll discuss establishing goals, finding sponsors, and creating a mentoring committee. We'll also go over how to find and properly match participants, as well as how to monitor progress.

Matching Mentors and Mentees (6:14)

Matching mentors and mentees is a key component to creating a successful mentoring program. There should be careful thought put into matching pairs or groups. A successful match depends on three things: experience, expectations, and compatibility. In this course, we'll talk about how each of these factors should determine your mentor/mentee pairings. We'll go over how to create a mentoring profile form that participants will fill out. We'll also discuss some additional things to consider as you help develop these relationships.

Making a Mentoring Agreement (5:07)

You've heard the saying, "If it's not in writing, it never happened." Well, this applies to your mentoring program. A written mentoring agreement ensures that your mentors and mentees are on the same page throughout the entire mentoring process. In this course, we'll discuss the eight steps that your mentoring agreement should include.

Mentoring Meeting Guidelines (2:50)

Once you already know how to start and set up a mentoring program, it's time to get into the nitty-gritty details of the meetings. Namely, it's time to talk about your mentoring meeting guidelines.

These should be laid out ahead of time and clearly conveyed to all participants. In the end, this will lead to more cohesive and successful mentorships. In this program, we'll go over how to set up good guidelines, including transitioning into the meeting, reviewing open issues, taking notes, and answering questions. We'll also cover some do's and don'ts of mentoring meetings.

Creating a Successful Mentoring Relationship (5:26)

So, you're part of a mentoring program, and you've been successfully paired up. What's next? How do both the mentor and mentee actually take advantage of this opportunity? How do you create a successful mentoring relationship that bears fruit? In this course, we'll discuss the keys to a successful mentoring relationship, including establishing trust, setting clear expectations, being prepared, and giving/receiving feedback. We'll also touch on some do's and don'ts for both mentors and mentees to follow.

RECRUITING & HIRING

Recruiting & Hiring

Hiring the Right Person (4:02)

Hiring is tough. You have an open position, and it needs to be filled. It's either open because someone left the company, or it's open because you need to add headcount. Either way, the longer the position is open, the less productive and more overworked that department becomes. As a result, the thought often becomes "Let's hurry up and hire someone." However, you can't just hire anyone. The goal is to hire the right person, the best person, and the most qualified person. In this course, we'll talk about the costs of hiring the wrong person.

The Hiring Process (11:41)

Having a well-thought-out, documented, repeatable hiring process will help you to hire qualified candidates. Not only does it take the guesswork out of the hiring decision, but it also keeps you compliant with employment law. The process you use needs to make sense for the amount of hiring you do and the type of company you work for. In this program, we're going to look at an in-depth process broken down into three sections: what happens before posting a job, sourcing candidates, and verifying your candidates.

Creating Job Postings (9:29)

A job posting is an advertisement for a job. Unlike a job description, which is used for compliance and is typically maintained by HR, the job posting should include some information from the job description but should also be written to appeal to the right candidates. In this course, we'll talk about how to create a great job posting. We'll discuss where to post it, what information to include, and go over some general tips to reach the best audience.

Using Social Media to Recruit (7:35)

One way to improve hiring is to incorporate social media into your recruitment strategy. Why's that? According to Kepios, a digital consulting firm, there are 4.74 billion people on social media. That's more than half the world's population. So, that's a lot of people you can reach for your recruiting needs, if you know how to use social media effectively. Believe it or not, using this format can save you time and money. It doesn't usually cost to create an account or to post jobs. The question is where and how should you post? That's what we'll cover here.



Managing Unconscious Bias During Recruiting (10:08)

When you interview, your goal is to find the best candidate using the fairest process, not only because it's a legal requirement, but because it's the right thing to do. And while we try hard to make sure we abide by Title VII and the EEOC, we do have biases that can creep into the process. In this program, we'll define unconscious bias, discuss some common biases that impact hiring decisions, and walk through some steps you can take to eliminate these biases.

Reviewing Resumes (5:40)

One of the most important parts of the recruiting and hiring process is looking at applicant resumes. But this is also one of the trickiest parts of the process. In this course, we'll talk about how to fairly evaluate the resumes you get during recruitment. We'll discuss using applicant tracking systems, go over what to look for in resumes, and touch on how to reduce bias.

Conducting an Interview (8:28)

You've reviewed several resumes, found candidates you wish to speak with, and now it's time for interviews. In this course, we'll outline a process you can use to be consistent in each interview and to get the information you need to make a good hiring decision. We'll discuss how to conduct a phone interview as well as a face-to-face interview. We'll also go over several sample questions you can ask candidates once you get to the interview stage.

Unacceptable Interview Questions (4:43)

There comes a time in practically every interview when you want to ask a specific question, but you know you can't. But you really, REALLY want to. If you know you shouldn't be asking that type of question, don't do it! You can land your company in a lot of trouble. Just like there are great questions to ask in an interview, there are also questions you should NEVER ask. In this course, we'll go through questions that may seem perfectly innocent but are on the borderline of discriminatory, intrusive, and just plain inappropriate.

Verifying the Candidate (5:54)

Offering someone a job is one of the most gratifying parts of being a recruiter or hiring manager. You may not realize it, but you are changing this person's life. On the flip side, one of the worst feelings is when you have to call a candidate back and say, "Sorry, we're pulling our offer." In this course, we'll talk about handling both of these situations, and discuss various ways to verify a candidate's resume and background. We'll go over red flags that may come up when checking credentials and what you should do when issues arise.

Successful Employee Onboarding

The Importance of Onboarding (3:37)

Losing employees comes at great costs and yields negative ripple effects. According to the Society for Human Resources Management, or SHRM, the price of losing an employee, whether it's voluntary or involuntary, is about six months of the base salary. And it takes approximately 42 days to fill an open position. These are grim statistics, but they demonstrate the importance of keeping good employees. This starts with having an excellent onboarding program. It's so integral that we're focusing this entire series on how to onboard well. In this first program, we'll go over the importance of onboarding and what a successful onboarding program consists of.



Before They Start (5:25)

Onboarding can reduce turnover and increase employee retention. It can reduce job dissatisfaction and increase employee engagement. It can reduce stress and increase productivity. All of this sounds great, but onboarding is only successful if it's done correctly and consistently. In this program, we'll look at some of the best practices, and specifically, what to do before the new hire starts.

Orientation Checklist (5:33)

When you're onboarding new employees, one of the most important steps is to have them go through a new employee orientation right at the start. But what IS orientation, how does it differ from and fit into the onboarding process, and what items should you make sure to include in your company's orientation? In this program, we'll talk about all those things, as well as give you an actual checklist you can use for your orientation.

Their First Week (6:59)

Have you ever heard someone talk about their first day and say that it was "information overload"? That's the experience for many people. Of course, you're eager to get your new employee up and running, but throwing loads of information at someone in a short time frame isn't the answer. In this program, we'll look at the new hire checklist and see what you can do to make the first week meaningful and successful. We'll go through a sample orientation agenda, and we'll discuss some tips for the first week, including scheduling their days and the important paperwork that should be completed.

Their First Three Months (5:16)

We know that 20% of turnover happens within an employee's first 45 days of employment. And we know that a good onboarding process can increase employee retention by 3 years. So, the first three months of an employee's tenure is critical to their longevity with your organization. In this course, we'll discuss common reasons why employees jump ship quickly. We'll talk about some management tips for the first three months and go over some additional things to consider as you bring a new employee on board.

SUCCESSION PLANNING

The Importance of Succession Planning (4:41)

Succession planning is a process for identifying and developing new leaders who can replace the leaders that retire or otherwise leave their position. When implemented correctly, succession planning will ensure a smooth transition from one leader to the next, keeping the organization moving forward, without people having to scramble to pick up the pieces when leadership changes. In this course, we'll talk about why this matters, how it impacts companies, and what you can do to start preparing to fill potentially vacant vital leadership positions.

Creating a HiPo Policy (5:16)

When developing your succession plan, you need to have a HiPo policy in place. This provides some rules around who is considered a HiPo and how to find progression opportunities. This policy will be unique to your organization, but there are some general things to keep in mind when you create it, starting with business planning and strategic thinking. In this course, we'll discuss what this policy should include, so you can find and develop the best high-potential employees.

Identifying HiPos (5:35)

When identifying HiPos, you're ultimately trying to determine the likelihood that someone will become a leader within your organization. The desired skills and traits will be unique to the organization, levels of leadership, and roles you're forecasting to fill. In this course, we'll talk about what to look for in your HiPos, by covering some common characteristics that many organizations seek out. We'll discuss measurable criteria you can use to find the right candidates. We'll also go over the difference between high-potential employees and high-performing employees, including why it's important to make that distinction.

Retaining and Developing HiPos (5:20)

HiPos are some of the most sought-after employees in the job market. Their individual value is easy to understand, even outside of their own organizations. That means there's competition, so you have to work to keep your HiPos in your organization. You must find ways to keep them committed to your business. That's what we'll cover in this program. We'll talk about personalizing a HiPo's development, as well as how to keep them motivated and engaged.

STORYTELLING

Storytelling in Leadership (5:03)

Being a leader isn't easy, and being a respected and trusted leader is even more difficult. In order to motivate your employees and gain their confidence, you have to put forward your authentic self. One of the most effective ways to demonstrate authentic leadership at work is through storytelling. This can be a powerful tool for connecting with others, building trust, and sharing important messages in a way that resonates with people. In this course, we'll discuss how to use storytelling to demonstrate authentic leadership at work. We'll go over how to develop these skills and identify key messages.

TEAM BUILDING

What is Team Building? (3:10)

Almost all of us work or play or serve on teams in some capacity, so this topic is an important one. A team is a group of people who are mutually dependent on one another to achieve a common goal. A team recognizes and leverages the different talents and experiences each individual brings to the table, and uses that to achieve their shared goal. We're going to spend some time talking about the characteristics that make a great team, how to develop a successful team, and then how to lead them.

Types of Teams (4:48)

We've come up with six different types of teams that are commonly found within an organization. Some teams are permanent, some are temporary. Some require supervision, while others are self-directed. Some teams work in the same office, and others are globally separated, requiring technology to stay connected. In this program, we'll look at each type of team, what their goals are, and how they operate.

Effective Team Members (5:26)

What traits make up a good team member? This is important to learn for two reasons: 1. To know what to look for if you're adding people to your team. And 2. To learn whether YOU possess the traits of a good teammate. In this program, we'll talk about the common features found in the best



team players: from being constructive communicators to being solution-oriented, from reliability to adaptability, and everything in between.

Team Development and the Tuckman Model (4:38)

When a group of people first form a team, their roles and interactions have not yet been determined. Some individuals may simply observe while they decide where they fit, while others may jump right in. There are models that describe how team development progresses. The most popular one is called the Tuckman Model and is generally accepted as the basic standard of team development. The four stages in the Tuckman Model are known as Forming, Storming, Norming, and Performing. In this program, we'll take a look at each stage.

Characteristics of a Successful Team (4:15)

We've looked at the characteristics of good team players and the traits that people should possess to contribute successfully as individuals. A team, as a whole, should also possess characteristics that create a climate for success. In this course, we'll discuss those essential team traits, including how conflict should be handled, how to agree on a shared purpose, acknowledging people's value and responsibilities, our views on diversity, making decisions, communication, recognition, and much, much more.

Teams in Crisis Situations (5:51)

Eighty percent of businesses impacted by a crisis event either never reopen or close within 18 months. When your team is faced with a critical or unexpected situation, it's imperative that you employ a crisis plan. Does your team have one in place? If so, what does it look like and does it cover all bases? If not, you need to create one immediately. From communicating with your team or customers, to how to manage a team during a crisis, this course covers the essentials when handling the unexpected.



MARKETING & COMMUNICATIONS

MARKETING

Digital Marketing

What is digital marketing? (4:45)

Unless you're completely "off the grid," you're interacting with digital marketing all day, every day. From your smartphone, nudging you with text alerts, to your laptop and its email greetings, to the tablet's app notifications, there is continual outreach from the business world to you, as the consumer. You can sign up, save, engage, and "like," all with an easy "click" or "tap." So how are you reaching out to your customer? What prompts, nudges, and invites should you have out there? and where? "Follow" us through this series, and we'll help you figure that out! We'll start with a general scroll-through and then go through each component...click, click, click!

Types of Digital Marketing (6:38)

How do you optimize a search engine? What is pay-per-click? Why would you share content for free? There are many new questions with digital marketing, and it can seem overwhelming at first. Never fear, EJ4 is here! In this program, we'll list and explain the main aspects of marketing digitally. Then, in the following programs, we'll break those down individually, helping you choose the best tools for your company.

Social Media (3:27)

Warning: Content is fire, and social media is gasoline, according to digital marketing guru, Jay Baer. It's true that when used well, social media can cause your product to explode (in a good way!). But how do you ignite and fuel your social media presence? We'll explain here, as we go through best practices and approaches.

SEO (4:14)

Where do you rank? When someone searches those precious keywords, does your company show up? Or are you three pages back, twiddling your digital thumbs? This is what search engine optimization (SEO) addresses, and we're here to help you get up to speed. We'll go through the key(word) aspects of SEO, so you'll know best how to hit that coveted first page!

Content Marketing (3:57)

Author Andrew Davis says, "Content builds relationships. Relationships are built on trust. Trust drives revenue." When you provide valuable information, the prospect remembers and begins to trust you. This dynamic makes content marketing an invaluable tool. Here, we explore the key aspects of it, how to get started, and how to get specific to your target market.

Email Marketing (4:09)

According to the Direct Marketing Association, for every \$1 spent on email, the average return on investment (ROI) is \$40. Not too shabby! If you want to increase revenue, or even just reach out personally to your customer, you'll want to check out this course. We go through the uses and advantages of this very effective (and oftentimes, lucrative!) marketing tool.



Pay Per Click (3:58)

What's the deal with pay-per-click marketing? When is it wise to PPC? In this course, we'll go through the process, how it works, and when it would behoove you to join in.

Five Things Everyone Needs to Know (2:13)

There's no avoiding the digital movement. It's everywhere, with everyone, including your customer. If you have a business, online or not, you'll want to get familiar (maybe even friendly) with these five terms.

Driving Traffic to Your Website (4:35)

"If you build it, they will come." If your website was in the 1989 movie, Field of Dreams, you'd have customers coming out of the cornfields to read your content and buy your product. Alas, that is not the case. You need to build a good website, but you also need to direct the traffic to it. Here, we'll go through best practices to get that virtual doorbell ringing.

Marketing Essentials

Understanding Marketing (4:59)

To consumers, marketing can seem like a mystery. We buy things and don't realize how much marketing impacted our decision to buy this brand over that brand. For a business, marketing is an essential function. For those of us outside of the marketing department, marketing can seem complicated and confusing. Yet while it can be tricky, marketing can make your life a lot easier, and your company more profitable. You just have to be familiar with it, which is what this series is in place to help you with. In this course, we'll define marketing for the non-marketer.

We'll cover marketing orientations, and common marketing terms, and provide a general overview of this complicated, yet critical part of running a successful business.

Types of Marketing (5:49)

Every business owner wants to grow and develop a strong client base. Marketing and promoting a business is key to creating that growth. There are several different marketing methods that will help to grow a business, and that's what we'll cover in this course. First, we'll discuss traditional marketing like print advertisements, radio ads, and television spots. Then, we'll get into new marketing methods that utilize the internet, as well as integrated marketing which centers around strong, focused brand imaging. All of these types are important, so this program will help you determine which method may work best for your company.

Brand and Product Overview (3:51)

If you have a superb product but a weak brand, you'll be lucky if anyone tries your product at all. Those are two big words you'll hear a lot when it comes to marketing: "brand" and "product." You might think they are the same, or that one is more important than the other. Neither of these are true. There are several fundamental differences between a brand and a product and it's important that you understand these differences. In this course, we'll go over the uniqueness of each, but also discuss how they're in balance with one another.

What Everyone Needs to Know (3:24)

In most businesses, employees are expected to learn the ins and outs of the company. From the company values to the rules to the processes to the employee's duties and expectations, there's a lot to know. What should always be included in this list, is marketing. Any employee who comes into contact with a customer or client is performing marketing, whether they know it or not. They are



brand ambassadors, and every employee should know how to represent the organization accurately and positively. Here are some key things EVERY employee must know about marketing.

Marketing to Millennials (4:09)

When marketing to millennials, you have to drill down deep into the generation and the corresponding characteristics. In this course, we'll do just that, enabling you to create an effective and targeted marketing campaign.

Marketing Strategy

What is a Marketing Strategy? (1:57)

Author Lee Bolman said, "A vision without a strategy remains an illusion." Having a strategy is important, but what is a strategy? Here, we'll look at the components and benefits of this first step to effective marketing.

Developing a Strategy (4:38)

We've all heard of the K.I.S.S. principle, which encourages us to "Keep It Super Simple." This applies well to creating your marketing strategy. In this course, we'll take you through five simple steps to get you started. Then, we'll explore the unique selling proposition, which is the base concept for all good marketing. Finally, we'll go over the seven sentences you'll write to complete your strategy. Sweet and simple.

Defining Your Target Audience (2:55)

There's a joke about a marketing client that says: "Our target market is males and females aged zero and up." We can bet with good odds that this client is spending way too much on marketing. Defining your market (with specific parameters) is crucial for your marketing budget and bottom line. This course helps you hit the bullseye, by first focusing on your current base, then demographics, and on to psychographics. By zeroing in on your customer, you'll avoid zeroing out your profits!

Measuring Your Marketing (3:55)

Management consultant Peter Drucker said, "What gets measured, gets managed." We agree. You can't effectively manage your marketing without knowing where you're at by measuring. That's where your marketing metrics come in. Through qualitative and quantitative data, you can tell who is consuming your content, and how they are consuming it (with relish, or no?). Here, we'll explore this data, where it comes from, and what it means for your "next move."

Public Relations

Intro to Public Relations (4:48)

In today's market, having a good public reputation is more important than ever before. If you have one negative incident, it could affect the future of your company. According to the Public Relations Society of America, or PRSA, Public Relations is defined as a strategic communications process that builds mutually beneficial relationships between organizations and their publics. The goal of Public Relations is to receive free editorial coverage. This can happen in two ways: press releases and company mentions. How can you get your company featured in the New York Times? How do you deal with bad press? We're going to talk through those scenarios throughout this series. In this first course, we'll discuss the basics of public relations and the common terminology that you'll want to become familiar with.



Press Releases (7:07)

A press release is the quickest, easiest, and most cost-effective way to get free publicity. If the press release is well written, it can result in multiple published articles about your company and your products. In this program, we are going to talk about writing press releases, what it takes to write a good one, and the steps you need to take. But also, just as important as writing a press release, we're going to talk about how to send them. If your writing isn't getting in front of anybody, what's the point in writing it?

Dealing with the Media (4:24)

As a Public Relations professional, you are going to have to deal with the media in a lot of ways. You're going to see the good, the bad, and the ugly. In the last program, we talked about writing press releases and sending those releases out to the media. But in this program, we are going to dig a little deeper and talk about how to contact reporters, besides just sending them an email, how to introduce yourself, and how to meet them in person.

How to Handle Bad Press (4:20)

You've heard the saying, "There's no such thing as bad press." That's only true to an extent. You will have to deal with negative stories and bad press, but how you overcome these can make or break a company. As a public relations professional, it's your job to handle disasters. No two situations are the same, but in this course, we'll talk about some tips for handling a PR nightmare. We'll discuss getting in front of the story, controlling the "spin," shortening the news cycle, and when it's best to take no action.

Public Relations Trends: (3:23)

It's never too early to be planning and preparing your team for your PR strategy. Public Relations is constantly changing. There are content marketing trends and innovative social media tools that change how we approach media and public relations. In this course, we'll take you through a breakdown of some Public Relations trends that you can expect to see. This includes going beyond executives for personal branding and thought leadership, owning your digital landscape, bringing in specialty firms for support, the "new" press release, and the importance of using video.

GOODWILL BRAND & MARKETING*

Goodwill MarCom Intro & Overview* (40:00)

Learn how to access GII MarCom Resources, including Brandfolder and the GII Editorial Calendar, to build a stronger brand presence. In addition, learn how to connect with the Goodwill MarCom Community.

NOTE-Lesson duration is most commonly indicated using the format (minutes:seconds); if the lesson goes over an hour, it will be indicated using the format (hours:minutes:seconds)

MISSION

BUSINESS ENGAGEMENT

Business Engagement Training Series

Business Engagement Training Series Overview

"Unlike other courses that offer training that tend to focus on delivering business services from the job seeker perspective, Business U's comprehensive webinars provide the foundational framework and tools to implement business engagement strategies and tactics that can be applied immediately to build and sustain long-term employer relationships to expand job seeker opportunities. "

Business Engagement Framework (75:00)

This course provides comprehensive insights into Business Engagement Frameworks, covering effective strategies, business needs, and various engagement practices for fostering successful partnerships.

Expanding Business Engagement Opportunities (75:00)

This course explores Expanding Business Engagement Opportunities, encompassing work-based learning strategies and enhancing customer relevancy to drive business growth.

Workforce Development Strategies (75:00)

This course focuses on Workforce Development Strategies, emphasizing partnership leverage, solution-driven resource development, and process alignment with service teams to extend outreach opportunities.

Engagement Strategies One-to-One & One-to-Many (75:00)

This course delves into Engagement Strategies of One-to-One and One-to-Many, encompassing hiring and training needs, multi-layered communication approaches, and the effective use of testimonials to foster meaningful connections.

Prospecting for New Business Customers (75:00)

This course offers insights into Prospecting for New Business Customers, emphasizing relationship building and leveraging online professional profiles to effectively engage with potential clients.

Overcoming Objections & Recovery Work (75:00)

This course provides practical strategies for Overcoming Objections and Recovery Work, focusing on addressing business customer objections to achieve successful outcomes.

Monetizing Value-Based Business Services (75:00)

This course explores Monetizing Value-Based Business Services, examining the advantages of publicly-funded business services, analyzing Return on Investments (ROI), and implementing effective engagement strategies for enhanced profitability.



CAREER COACH AND NAVIGATOR TRAINING

[Goodwill Career Coach and Navigator Professional Certificate*](#)

Goodwill Career Coach and Navigator Overview*

Coursera and Goodwill have created the Goodwill Career Navigator Professional Certificate so learners can enhance the skills needed to build relationships with job seekers, assess needs, provide industry information and advice, and analyze data and local market conditions. This knowledge will help them inform career pathing and guide career planning and wraparound support for individuals. The training provides a holistic and comprehensive skillset that will have an infinite ripple effect for all it touches.

Goodwill Career Coach and Navigator Professional Certificate Self-Enrollment*

Use this link to self-enroll into the professional certificate.

Goodwill Career Coach and Navigator Professional Certificate (60:00)*

Through the Goodwill Career Coach and Navigator Professional Certificate training program on Coursera, you will build skills and learn best practices to help others navigate their careers. No degree or prior experience is required. Those who participate will learn to:

- Equip people to plan career moves and be successful in the workforce.
- Help people develop cover letters, résumés, portfolios interview skills, and plans for long-term career management.
- Engage community partners and employers to connect job seekers and career advancers with opportunities and resources.

[Skilling America Certified Navigator](#)

Skilling America Overview

This course contains resources needed to understand and access in the Career Coach training program.

Skilling America License Request

Use this link to request a Skilling America license.

Skilling America Certified Navigator Program (15:00)

Skilling America — an industry validated certification program — offers training on four critical domains of talent development: career coaching, partnership development, labor market and job analysis, and leadership, equipping navigators to move clients and communities toward financial independence.

CARF*

[Introduction to CARF*](#)

Introduction to CARF: The Commission on Accreditation of Rehabilitation Facilities* (15:00)

This course offers a comprehensive introduction to the Commission on Accreditation of Rehabilitation Facilities (CARF), an internationally recognized nonprofit accreditor of health and human services. Participants will learn about CARF's mission, the significance of accreditation, and the detailed process involved in achieving it. The course also highlights the support and resources



that Goodwill Industries International (GII) provides to assist Goodwills in navigating the CARF accreditation process.

CASE NOTES*

Completing Case Notes*

Project and Case Management Skills* (6:00)

This lesson is an excerpt from the Goodwill Career Coach and Navigator Professional Certificate. In this lesson, you will learn about how to manage client caseloads effectively and efficiently.

Taking Comprehensive Case Notes* (12:00)

This lesson is an excerpt from the Goodwill Career Coach and Navigator Professional Certificate. In this lesson, you will learn tips to create detailed and frequent case notes by using the five Ws and one H strategy as well as identify best practices to document case notes efficiently.

CASEWORTHY

CaseWorthy Onboarding*

Introduction To CaseWorthy* (5:00)

This **lesson** will provide an introduction to CaseWorthy, a case management tool to track mission participants through enrollment, service delivery, placement, and retention. It previews some of the web-based platform's system features and capabilities.

Logging In To CaseWorthy* (2:00)

This lesson will review logging in to CaseWorthy.

Interface and Layout* (5:00)

This lesson will review CaseWorthy's interface and layout.

Finding and Adding Clients* (6:00)

This lesson will review how to find and add new clients to CaseWorthy.

Program Enrollment* (5:00)

This lesson will review how to enroll clients in programs in CaseWorthy.

Documents and Checklists* (5:00)

This lesson will review how to enroll clients in programs in CaseWorthy.

Reports* (4:00)

This lesson will review reports available in CaseWorthy.

Users' Roles* (2:00)

This lesson will review the various roles users can have in CaseWorthy.

Caseworthy Training Videos

Logging In & Database Overview (12:50)

This training video provides you with an overview of accessing and using the Caseworthy system.



Finding Clients (06:29)

Learn how to how to find clients in the Caseworthy system.

Adding Clients (10:40)

Learn how to add clients in the Caseworthy system

Program Enrollment (20:30)

Learn how to enroll others into programs in the Caseworthy system.

Assessments Dashboard (11:23)

This training video provides you with an overview of the Caseworthy assessments dashboard.

Individual Career and Financial Plan (11:26)

Learn step by step instructions for creating a service plan for clients in Caseworthy.

Job Placement and Retention (13:39)

Learn step by step instructions for recording job placements and retention in Caseworthy.

Case Management - Core Functionality (30:00)

Learn about the core functionality of Caseworthy.

Case Management - Additional Functionality (17:17)

Learn about the additional functionality available within Caseworthy.

Family Dashboard (6:12)

Learn how to add information about the primary client and associated family members in Caseworthy.

Client Incidents (12:50)

Details important concepts about adding and managing incidents within Caseworthy.

My Caseworthy Tab (23:02)

Learn about menu items and queries that exists on the My Caseworthy dashboard.

Caseworthy Webinars

Caseworthy Data Upload Training (36:19)

In this webinar you will learn how to upload data into Caseworthy using templates.

CaseWorthy Introduction and LifeLaunch Workflow (1:23:16)

In this webinar you will learn about the Caseworthy portal and how to navigate the LifeLaunch workflow.

CaseWorthy Introduction and OA Workflow (1:30:56)

In this webinar you will learn about the Caseworthy portal and how to navigate the Opportunity Accelerator workflow.

CaseWorthy Introduction and LLI Workflow (32:17)

In this webinar you will learn about the Caseworthy portal and how to navigate the provider grant portal.



GII Subgrantee - Live Portal Training 1* (2:04:10)

This training webinar provides an overview of the Goodwill subgrantee portal in Caseworthy

GII Subgrantee - Live Portal Training 2* (1:53:36)

This training webinar provides an overview of the Goodwill subgrantee portal in Caseworthy.

Caseworthy Instructions & Templates

CaseWorthy Data Upload Instructions

CaseWorthy Data Upload Template

Caseworthy University Learning Guides

Form apBuilder Resource Guide

This guide from CaseWorthy University contains information about CaseWorthy's apBuilder including key terms, form types, how to access, an interface overview, as well as how to manage your forms.

Form Element Properties Reference Guide

This guide contains a table that lays out the properties and properties of CaseWorthy's form elements.

Data Types Reference Guide

This one-pager breaks down key data types in CaseWorthy.

Form Properties Reference Guide

This one-pager breaks down the types of form properties used in CaseWorthy.

Reporting and Analytics Resource Guide

This guide from CaseWorthy University contains information about CaseWorthy's reporting and analytic capabilities including the reports tab, CaseBot, SSRS Reports, Power BI reports, and Query apBuilder.

Data Types Reference Guide

This one-pager breaks down key data types in CaseWorthy.

Query apBuilder 2023 Quick eference Guide

This QRG is your resource to the Query apBuilder, a tool within CaseWorthy that allows you to create your own queries on dashboards.

CONDUCTING A COMMUNITY NEEDS ASSESSMENT*

Conducting a Community Needs Assessment* (40:00)

This course is designed to guide you along your Community Needs Assessment journey. Each section offers you multiple resources to walk you step-by-step through the process.



DIGITAL SKILLS PROGRAMMING*

Starting, Managing, and Maintaining a Digital Skills Program*

Starting, Managing, and Maintaining a Digital Skills Program* (40:00)

This course is designed to accelerate Goodwill organization's adoption of digital skills initiatives, increase the speed of program implementation, and positively impact efficacy. The course provides the initial framework and critical focus areas that are key to digital skills programs.

Digital Skills Program Overview*

Digital Skills Program Overview* (00:34)

This video series provides information about digital skills resources available to the Goodwill network.

Goodwill Digital Skills - Grow with GDCA* (03:39)

This video series provides information about digital skills resources available to the Goodwill network.

Goodwill Digital Skills - Meta Social Media Marketing* (01:48)

This video series provides information about digital skills resources available to the Goodwill network.

Goodwill Digital Skills - Microsoft and LinkedIn* (02:32)

This video series provides information about digital skills resources available to the Goodwill network.

Goodwill Digital Skills - Additional Resources* (01:05)

This video series provides information about digital skills resources available to the Goodwill network.

GRANT WRITING*

Getting Your Organization Ready*

Getting Your Organization Ready* (06:00)

Is your organization ready to seek funding through grants? This course will provide an overview of key components to determine your organization's readiness. Identify key departments and questions to assess organizational capacity for grant management, establish and maintain a frequently used documents folder, and learn how to connect with other philanthropy professionals. Lastly, identify resources on Goodwill® Exchange to support your organization's readiness.

Finding Funders and Types of Funding*

Finding Funders and Types of Funding* (09:00)

Identifying the right funders allows your Goodwill® organization to successfully raise the necessary funds to support your mission and make meaningful impact. This course outlines where to look for funders, information a funder may request as well as projects your Goodwill® organization could seek funding for. In addition, the course identifies existing resources on Goodwill® Exchange to aid your organization's funding endeavors.



Writing Your Grant*

Writing Your Grant* (09:00)

Before you begin writing your grants, it is essential to familiarize yourself with the grant components and terminology used by a funder. This course provides an overview of items you may be asked to share with potential funders prior to a formal application as well as common grant components. Identify resources on Goodwill® Exchange that will aid your organization when writing your grant.

GOODWILL WORKS INSTRUCTIONAL TOOLS*

Virtual Training Instructor Guide*

Program staff that plan to utilize the Goodwill Works modules online via Zoom, Teams, Google Classroom or other platforms can use the planning techniques outlined in this guide. The guide provides insight into how to keep learners engaged online and how to prepare materials for presentation mode.

Accessing Community Resources*

Accessing Community Resources Participants Guide* (1:00)

In this module, participants will understand the recommended path to access support services from community organizations and a receive a step-by-step guide to help participants track progress.

Accessing Community Resources Instructor Guide* (1:00)

In this module, participants will understand the recommended path to access support services from community organizations and a receive a step-by-step guide to help participants track progress.

Accessing Community Resources PowerPoint* (1:00)

In this module, participants will understand the recommended path to access support services from community organizations and a receive a step-by-step guide to help participants track progress.

Attitude*

Attitude Participants Guide* (1:00)

In this module, participants will define a positive workplace attitude, learn strategies for responding to & receiving negative feedback from others, and explore example of attitudes that lead to success.

Attitude Instructor Guide* (1:00)

In this module, participants will define a positive workplace attitude, learn strategies for responding to & receiving negative feedback from others, and explore example of attitudes that lead to success.

Attitude PowerPoint* (1:00)

In this module, participants will define a positive workplace attitude, learn strategies for responding to & receiving negative feedback from others, and explore example of attitudes that lead to success.

Career Development*

Career Development Participants Guide* (1:00)

In this module, participants will define career development and career advancement. Group activities for goal setting and individual strategies for advancement are included.



Career Development Instructor Guide* (1:00)

In this module, participants will define career development and career advancement. Group activities for goal setting and individual strategies for advancement are included.

Career Development PowerPoint* (1:00)

In this module, participants will define career development and career advancement. Group activities for goal setting and individual strategies for advancement are included.

Conflict Resolution*

Conflict Resolution Participants Guide* (1:00)

In this module, participants will define conflict, understand reasons conflict happens at work, and build skills to influence the impact of conflict on performance.

Conflict Resolution Instructor Guide* (1:00)

In this module, participants will define conflict, understand reasons conflict happens at work, and build skills to influence the impact of conflict on performance.

Conflict Resolution PowerPoint* (1:00)

In this module, participants will define conflict, understand reasons conflict happens at work, and build skills to influence the impact of conflict on performance.

Customer Service Relationships*

Customer Service Relationships Participants Guide* (1:00)

In this module, participants will understand qualities of excellent customer service including friendly greetings and goodbyes. Participants will also explore ways to provide extra consideration to help special populations of patrons and how to respond to customer complaints.

Customer Service Relationships Instructor Guide* (1:00)

In this module, participants will understand qualities of excellent customer service including friendly greetings and goodbyes. Participants will also explore ways to provide extra consideration to help special populations of patrons and how to respond to customer complaints.

Customer Service Relationships PowerPoint* (1:00)

In this module, participants will understand qualities of excellent customer service including friendly greetings and goodbyes. Participants will also explore ways to provide extra consideration to help special populations of patrons and how to respond to customer complaints.

Decision Making*

Decision Making Participants Guide* (1:00)

In this module, participants will understand different types of decisions, review the decision-making process, and practice decision making at the workplace through various role plays.

Decision Making Instructor Guide* (1:00)

In this module, participants will understand different types of decisions, review the decision-making process, and practice decision making at the workplace through various role plays.



Decision Making PowerPoint* (1:00)

In this module, participants will understand different types of decisions, review the decision-making process, and practice decision making at the workplace through various role plays.

Dependability*

Dependability Participants Guide* (1:00)

In this module, participants will define dependability and use activities to explore ways to become more dependable with co-workers, colleagues, supervisors and others in personal and professional life.

Dependability Instructors Guide* (1:00)

In this module, participants will define dependability and use activities to explore ways to become more dependable with co-workers, colleagues, supervisors and others in personal and professional life.

Dependability PowerPoint* (1:00)

In this module, participants will define dependability and use activities to explore ways to become more dependable with co-workers, colleagues, supervisors and others in personal and professional life.

Ethics*

Ethics Participants Guide* (1:00)

In this module, participants will define ethics and understanding the role ethics play in everyday decision making. Scenarios are included where participants can explore various ethical conflicts and make decisions in the workplace.

Ethics Instructor Guide* (1:00)

In this module, participants will define ethics and understanding the role ethics play in everyday decision making. Scenarios are included where participants can explore various ethical conflicts and make decisions in the workplace.

Ethics PowerPoint* (1:00)

In this module, participants will define ethics and understanding the role ethics play in everyday decision making. Scenarios are included where participants can explore various ethical conflicts and make decisions in the workplace.

Job Retention*

Job Retention Participants Guide* (1:00)

In this module, participants will define job retention and explore strategies to retain employment and prepare for career advancement.

Job Retention Instructor Guide* (1:00)

In this module, participants will define job retention and explore strategies to retain employment and prepare for career advancement.

Job Retention PowerPoint* (1:00)

In this module, participants will define job retention and explore strategies to retain employment and prepare for career advancement.



Job Search*

Job Search Participants Guide* (1:00)

In this module, participants will understand the job search process, access up-to-date online resources for assisting with the job search process, and prepare for interviews and discussions with potential employers.

Job Search Instructor Guide* (1:00)

In this module, participants will understand the job search process, access up-to-date online resources for assisting with the job search process, and prepare for interviews and discussions with potential employers.

Job Search PowerPoint* (1:00)

In this module, participants will understand the job search process, access up-to-date online resources for assisting with the job search process, and prepare for interviews and discussions with potential employers.

Motivation*

Motivation Participants Guide* (1:00)

In this module, participants will define motivation and understand how motivation drives success in the workplace, community or personal life. Goal setting is emphasized.

Motivation Instructor Guide* (1:00)

In this module, participants will define motivation and understand how motivation drives success in the workplace, community or personal life. Goal setting is emphasized.

Motivation PowerPoint* (1:00)

In this module, participants will define motivation and understand how motivation drives success in the workplace, community or personal life. Goal setting is emphasized.

Organizational Skills*

Organizational Skills Participants Guide* (1:00)

In this module, participants will learn the benefits of personal and professional organization. They will learn common frameworks for organization, as well as resources to use.

Organizational Skills Instructor Guide* (1:00)

In this module, participants will learn the benefits of personal and professional organization. They will learn common frameworks for organization, as well as resources to use.

Organizational Skills PowerPoint* (1:00)

In this module, participants will learn the benefits of personal and professional organization. They will learn common frameworks for organization, as well as resources to use.

Self Advocacy*

Self Advocacy Participants Guide* (1:00)

In this module, participants will understand how to build their knowledge of their rights and learn how to advocate for themselves in the workplace.



Self Advocacy Instructor Guide* (1:00)

In this module, participants will understand how to build their knowledge of their rights and learn how to advocate for themselves in the workplace.

Self Advocacy PowerPoint* (1:00)

In this module, participants will understand how to build their knowledge of their rights and learn how to advocate for themselves in the workplace.

Self Presentation*

Self Presentation Participants Guide* (1:00)

In this module, participants will understand recommendations for body language, attire, and other social interactions that influence interviews and daily work environments. Scenarios and an "essentials shopping list" assist trainees in developing the skills they need to succeed.

Self Presentation Instructor Guide* (1:00)

In this module, participants will understand recommendations for body language, attire, and other social interactions that influence interviews and daily work environments. Scenarios and an "essentials shopping list" assist trainees in developing the skills they need to succeed.

Self Presentation PowerPoint* (1:00)

In this module, participants will understand recommendations for body language, attire, and other social interactions that influence interviews and daily work environments. Scenarios and an "essentials shopping list" assist trainees in developing the skills they need to succeed.

Stress and Anger Management*

Stress and Anger Management Participants Guide* (1:00)

In this module, participants will understand how stress and anger present in our everyday lives and multiple methods for managing stress and anger through a variety of helpful strategies. Methods can be used in professional and personal settings.

Stress and Anger Management Instructor Guide* (1:00)

In this module, participants will understand how stress and anger present in our everyday lives and multiple methods for managing stress and anger through a variety of helpful strategies. Methods can be used in professional and personal settings.

Stress and Anger Management PowerPoint* (1:00)

In this module, participants will understand how stress and anger present in our everyday lives and multiple methods for managing stress and anger through a variety of helpful strategies. Methods can be used in professional and personal settings.

Team Building*

Team Building Participants Guide* (1:00)

In this module, participants will experience various team building activities and learn key vocabulary. Participants will understand how to be a team player and positively contribute to workplace culture.

Team Building Instructor Guide* (1:00)

In this module, participants will experience various team building activities and learn key vocabulary. Participants will understand how to be a team player and positively contribute to workplace culture.



Team Building PowerPoint* (1:00)

In this module, participants will experience various team building activities and learn key vocabulary. Participants will understand how to be a team player and positively contribute to workplace culture.

TIME MANAGEMENT*

Time Management Participants Guide* (1:00)

In this module, participants will learn strategies for managing personal and professional responsibilities through daily task lists, goal setting, and an introduction to apps and online tools for calendars/projects. Participants will work through various workplace scenarios and practice tools for time management in their personal lives as well

Time Management Instructor Guide* (1:00)

In this module, participants will learn strategies for managing personal and professional responsibilities through daily task lists, goal setting, and an introduction to apps and online tools for calendars/projects. Participants will work through various workplace scenarios and practice tools for time management in their personal lives as well

Time Management PowerPoint* (1:00)

In this module, participants will learn strategies for managing personal and professional responsibilities through daily task lists, goal setting, and an introduction to apps and online tools for calendars/projects. Participants will work through various workplace scenarios and practice tools for time management in their personal lives as well

HOW DONATIONS MAKE A DIFFERENCE*

How Donations Make a Difference* (3:30)

In this short video, you will learn about how donations help fund Goodwill's important mission services. You will be prepared to share how retail store donations provide individuals with support to empower themselves and thrive through training, development and employment.

MISSION MATTERS

Strategic Supports for Mission Success

Strategic Supports for Mission Success* (8:00)

This course will introduce you to GII's mission consultation services and how their strategic support can impact your mission success. You will learn about how a consultation can benefit your Goodwill and the timeline and processes involved. Last, it will show you how to formally request a consultation.

RECRUITMENT AND HIRING*

Indeed Digital Resource Guide*

Indeed Digital Resource Guide* (30:00)

The Indeed + Goodwill Digital Resource Guide is an interactive course intended to walk Goodwill career navigators through the Indeed + Goodwill partnership including the landing page, job search, Indeed assessments, hiring events, and other Indeed tools.



Successfully Recruiting and Engaging Program Participants*

Successfully Recruiting and Engaging Program Participants* (30:00)

This course provides a framework for recruiting program participants and covers important topics to consider for successful recruitment when launching a new program or increasing engagement in an existing program.

NOTE-Lesson duration is most commonly indicated using the format (minutes:seconds); if the lesson goes over an hour, it will be indicated using the format (hours:minutes:seconds)

OPPORTUNITY ACCELERATOR*

Introduction to the Opportunity Accelerator Course*

Introduction to Opportunity Accelerator* (20:00)

Introduction to the Opportunity Accelerator® provides a foundation to the Opportunity Accelerator® framework. This course outlines the overall program, goals, connection to the mission, and resources available to successfully implement the framework at your local Goodwill®. This course will take approximately 20 minutes to complete.

Navigating the Opportunity Map Course*

Navigating the Opportunity Map* (30:00)

In this course, learners will practice using the Opportunity Map to adopt tools, resources and market data to create career plans and to establish and sustain productive career coaching relationships with clients.

RETAIL



AFTER-RETAIL*

Overview of After-Retail Course*

Overview of After-Retail* (15:0)

The Overview of After-Retail course provides a foundation in the after-retail channels for your local Goodwill®. Topics include a cursory glance at Recycling, Salvage, Downcycling and Trash, as well as resources available to support your after-retail efforts. This course will take approximately 15 minutes to complete.

CUSTOMER SERVICE*

Customer Service for Donation Attendants GRATIS* (0:03)

In this short course, Donor Attendants will learn about the customer service principle of GRATIS for interacting with Donors. There is a short 4 question knowledge check.

Retail Conflict Management

Why Conflict Management (2:48)

If you work in an industry with continual customer interaction and exchange of money, you're bound to run into an unhappy person or experience a disagreement with someone at some point. Nobody wants to deal with conflict at work, but it's an unfortunate fact of doing business. In this series, we'll look at a few important keys to retail conflict management, including preparing yourself with common scenarios, recognizing the phases of escalation, de-escalating, and maintaining control in these tense situations. The goal is to prepare you for the worst-case scenarios ahead of time, so they don't catch you off guard.

Preparation and Scenarios (5:02)

When you're dealing with stressful situations at work, one of the best things you can do is to prepare yourself for those scenarios ahead of time. It boils down to knowing your company policies, being aware of difficult scenarios that might arise, and knowing how to handle them before they happen. Then, you'll be better positioned to respond in the appropriate manner. In this course, we'll talk about ways to prepare for difficult situations at work by going over common retail scenarios you might run into and how they should be handled.

Phases of Escalation (6:01)

Conflicts can escalate quickly. Your job is to step in and de-escalate the situation before things get out of hand. There are four phases of conflict, with each phase presenting different signs, and that's what we'll cover here. We'll talk about what signs to look for and how to handle each phase, so you're prepared for anything when conflicts arise. Luckily, with the right training, you'll be able to catch specific signs in the early phases and diffuse these situations quickly.

De-Escalation (5:37)

The ideal outcome for conflict management is to prevent it from ever happening. But no matter what you do, some conflicts are going to flare up, especially when nerves are high, and people are worn out. You do, however, have the ability to prevent some issues from arising. And you do have the ability to minimize the conflicts that are seemingly inevitable. That's what we'll discuss in this



course on de-escalation. We'll talk about what angry customers need, and how to meet those needs through listening, understanding, and empathy.

Maintaining Control (6:20)

When you're in a difficult situation, it can be easy to let things get out of hand. Maybe you feel too convinced that "the customer is always right." Or perhaps you just don't know what to do with your own emotions. Whatever your personal struggle may be, you're not alone. Maintaining control over tense and argumentative situations isn't easy. So, in this course, we'll go over some tips to help simplify things. We'll talk about the importance of being prepared and how to best equip yourself for conflict. Then, we'll cover how to stay in control and react properly when you're confronted by an angry customer.

DGR LEADERS*

Effective Practices for Working with Community Partners* (0:10)

Learn from Donated Goods Retail experts on effective practices for working with community partners. From tips on how to leverage Goodwill's brand name to ideas for providing excellent customer service, you'll be able to maximize the value of corporate donations.

DGR OPTIMIZATION EXECUTIVE SUMMARIES*

Data Analytics*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Donation Acquisition*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Donor Engagement*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Production Approaches*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Pricing Strategies*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Store Design*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.



Customer Experience*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

After-Retail*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Warehouse*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Transportation*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

Real Estate Growth*

Designed for CEOs and Senior Leaders, the DGR Optimization Executive Summaries contain the tools and practices that support consistent quality performance in donated goods. Eleven executive summaries provide an overview of critical topics for successful retail operations.

DGR PRODUCTION APPROACHES OVERVIEW*

Production Approaches*

There are three primary approaches for donation processing. The approach you choose will depend on the growth stage, maturity and capacity of your Goodwill DGR program. These include: Least-Cost Model, Multi-Sort Processing, and Advanced Multi-Sort Processing. Additional content is being developed to support Goodwill organizations with each of these approaches.

DGR TOOLS & EQUIPMENT*

DGR Tools & Equipment* (30:00)

In this course, you will learn about common tools used to process donations in the Donated Goods Retail division of Goodwill

HOW DONATIONS MAKE A DIFFERENCE*

How Donations Make a Difference* (3:30)

In this short video, you will learn about how donations help fund Goodwill's important mission services. You will be prepared to share how retail store donations provide individuals with support to empower themselves and thrive through training, development and employment.



1-TOUCH TRAINING*

1-Touch For Team Members*

1-Touch Overview* (04:09)

This brief video outlines the "what" and "why" of the 1-Touch processing model and provides a high level look into each component of this processing model.

Introduction to 1-Touch for Store Team Members* (30:00)

This eLearning course provides a detailed look into the 1-Touch process for new and existing team members, and will cover the following topics: An Introduction to the 1-Touch Model for Donations Processing, How to Collect Donations, How to Process Donations, How to Flow Items to the Sales Floor, How to Rotate Merchandise.

1-Touch for Team Members - Next Steps*

Recommended next steps upon completing the 1-Touch learning content.

1-Touch For Store Leadership*

1-Touch Overview* (04:09)

This brief video outlines the "what" and "why" of the 1-Touch processing model and provides a high level look into each component of this processing model.

Introduction to 1-Touch for Store Leadership*

This eLearning course covers the responsibilities of store leadership and store team members, how to manage the processing of donated goods in the 1-Touch model, and how to maintain the 1-Touch model.

Introduction to 1-Touch for Store Team Members* (30:00)

This eLearning course provides a detailed look into the 1-Touch process for new and existing team members, and will cover the following topics: An Introduction to the 1-Touch Model for Donations Processing, How to Collect Donations, How to Process Donations, How to Flow Items to the Sales Floor, How to Rotate Merchandise.

1-Touch for Team Leadership - Next Steps*

Recommended next steps upon completing the 1-Touch learning content

1-TOUCH TOOLS AND RESOURCES*

Microlearning Videos*

1-Touch Overview* (04:09)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Donation Intake Process* (02:17)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Initial Donation Sort* (01:36)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.



1-Touch: Routing Donations: Donor Door to Processing* (01:24)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Routing Donations: Processing to Staging Area* (01:43)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Hardlines Processing: Completing Quality Sort* (01:40)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Hardlines Processing: Processing Saleable Hardlines* (02:25)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Processing Softlines: Completing Quality Sort* (01:51)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Processing Softlines: Processing Saleable Softlines* (02:12)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Merchandise Flow to Floor* (02:04)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Material Handler: Stocking Workstations with Donations and Supplies* (01:45)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

1-Touch: Material Handler: Prepping and Moving Salvage Containers* (01:58)

The 1-Touch microlearning videos offer bite-sized lessons that will help reinforce key topics.

Operations Manual*

The playbook, or store operations manual, is a critical support resource, intended to act as a “one stop shop” for daily 1-Touch store operations.

Implementation Materials*

Implementation Guide*

The supporting assets in this section are designed to prepare retail leaders and store management for execution of the 1-Touch conversion and ensure store teams embed new ways of working.

Implementation Checklists*

The supporting assets in this section are designed to prepare retail leaders and store management for execution of the 1-Touch conversion and ensure store teams embed new ways of working.

Store Manager Toolkit*

The supporting assets in this section are designed to prepare retail leaders and store management for execution of the 1-Touch conversion and ensure store teams embed new ways of working.

Job Aids*

Donor Count Sheet*

This section includes helpful job aids like tracking sheets and production schedules.

Donor Count Sheet (High Volume)*

This section includes helpful job aids like tracking sheets and production schedules.



Production Output Sheet*

This section includes helpful job aids like tracking sheets and production schedules.

Production Cycle Poster*

This section includes helpful job aids like tracking sheets and production schedules.

Rotation Pull Job Aid*

This section includes helpful job aids like tracking sheets and production schedules.

Rotation Pull Schedule*

This section includes helpful job aids like tracking sheets and production schedules.

Quick Reference Guides and On-Site Posters*

1-Touch Infographic (Digital)*

This section includes various guides and visual aids that can be posted throughout the backroom.

1-Touch Infographic Poster (40x20 in.)*

This section includes various guides and visual aids that can be posted throughout the backroom.

1-Touch Common Terminology*

This section includes various guides and visual aids that can be posted throughout the backroom.

Donation Intake Guide*

This section includes various guides and visual aids that can be posted throughout the backroom.

Furniture Processing Guide*

This section includes various guides and visual aids that can be posted throughout the backroom.

Hardlines Processing Guide*

This section includes various guides and visual aids that can be posted throughout the backroom.

Material Handling Guide*

This section includes various guides and visual aids that can be posted throughout the backroom.

Merchandise Flow to Floor Guide*

This section includes various guides and visual aids that can be posted throughout the backroom.

Softlines Processing Guide*

This section includes various guides and visual aids that can be posted throughout the backroom.

GOODSITES*

Goodsites Overview* (5:00)

In this course, you will be introduced to GoodSites, a Territory Optimization tool. GoodSites is a vendor-hosted, web-based platform that provides insights into your territory through mapping, market planning and analytics. This course also includes insights from a member CEO and information on how to access the tool.



Goodsites: Toolbar and Base Map* (12:00)

In this course, you will be introduced to the capabilities of the GoodSites Toolbar and Base Maps. This course features valuable insights for strategic planning for your organization to help you make informed, data-driven decisions.

Goodsites: Hot Spots* (12:00)

In this course, you will learn about GoodSites Hot Spots. Hot Spots allow you to analyze the donor and shopper viability of an area based on advanced analytics.

Goodsites: Massive Mobile Data* (10:00)

In this course, you will learn about the GoodSites Massive Mobile Data function. Learn how to harness the power of massive mobile data to see regional information about where Goodwill visitors typically spend their time. Additionally, you will learn how to run a variety of reports to best utilize this data to support your organization.

Goodsites: Market Tab* (8:00)

In this course, you will learn about the many features of the Market Tab in GoodSites. The Market tab includes map layers associated with market review, massive mobile data, demographics, and standard geographies of each Goodwill territory.

Goodsites: Demographic Map Layers* (7:00)

In this course, you will learn about the Demographic Map Layers area of the Market Tab. This GoodSites ability provides thematic map layers that represent varying demographics within your Goodwill territory.

Goodsites: Potential Site Location* (8:00)

In this course, you will learn how to utilize GoodSite's tools to explore potential site locations. Learn how to search, preview the site using tri-view, and create reports that will help you analyze potential sites.

Goodsites: Location Icon Menu* (8:00)

In this course, you will learn about the Location Icon Menus in GoodSites. Use these menus to locate specific data about each location, create reports, and leverage this information to make strategic decisions for your organization.

LOSS PREVENTION*

Internal Theft*

Internal Theft* (15:00)

This course is an overview of internal theft and the potential signs it may be occurring. In addition, identify why and what team members may steal. The course emphasizes the importance of safety when handling an internal theft situation as well as maintaining a secure and supportive environment for everyone.

Shoplifting*

Shoplifting* (20:00)

This course is an overview of shoplifting and the potential signs it may be occurring. Identify how to handle a shoplifting situation as well as tactics to help prevent shoplifting in your retail store. The



course emphasizes the importance of safety when handling a shoplifting situation as well as maintaining a secure and supportive environment for everyone.

MULTI-SORT TRAINING*

Intro To Multi-Sort Training*

This introductory resource outlines the role-specific lessons included in multi-sort training and provides recommendations for how to use the eLearning modules

DGR Multi-Sort Overview* (10:00)

This lesson provides an overview of the donated goods retail multi-sort processing approach

Apparel Processing*

Apparel Processing: How to Be Successful in My Role* (10:00)

Apparel Processing: How to be Successful in My Role is part two of the apparel processing course. In this module you will learn about the critical performance factors that serve as a blueprint to success in this role.

Apparel Processing: The How-to-Guide* (15:00)

Apparel Processing: The How-to Guide is part one of the apparel processing course. In this module you will learn, in detail, the steps of the sorting, hanging, and tagging process for all apparel and soft-line goods.

Cashier*

Cashier: How to Be Successful in My Role* (12:00)

Cashier: How to be Successful in My Role is part two of our cashier course. In this module you will learn how to successfully provide a world-class customer service experience to our shoppers, and learn about the critical performance factors that serves as a blueprint to success in this role.

Cashier: The How-to-Guide* (10:00)

Cashier: The How-to Guide is part one of the cashier processing course. In this module you will learn, in detail, the steps of the checkout, bagging, and cash handling process.

Donor Greeter*

Donor Greeter: How to Be Successful in My Role* (15:00)

Donor Greeter: How to be Successful in my Role is part two of the Donor Greeter course. In this module you will learn about the critical performance factors that serve as a blueprint to success in this role.

Donor Greeter: The How-to-Guide* (15:00)

Donor Greeter: The How-to Guide is part one of the Donor Greeter course. In this module you will learn, in detail, the steps of the multi-sort process that occurs at the donor door.



Material Handler*

Material Handler: How to Be Successful in My Role* (15:00)

Material Handler: How to be Successful in my Role is part two of the material handler course. In this module you will learn about the critical performance factors that serve as a blueprint to success in this role.

Pricer*

Pricer: How to Be Successful in My Role* (15:00)

Pricer: How to be Successful in My Role is part two of the pricer course. In this module you will learn about the critical performance factors that serve as a blueprint to success in this role.

Pricer: The How-to-Guide* (25:00)

Pricer: The How-to Guide is part one of the pricer course. In this module you will learn, in detail, the steps of the sorting, pricing, and merchandising of all hard-lines goods.

Sales Floor*

Sales Floor: How to Be Successful in My Role* (14:00)

Sales Floor: How to be Successful in My Role is part two of the Sales Floor course. In this module you will learn about the critical performance factors that serve as a blueprint to success in this role.

Sales Floor: The How-to-Guide* (14:00)

Sales Floor: The How-to Guide is part one of the Sales Floor course. In this module you will learn, in detail, the priorities of the sales floor team member including customer service, hanging and organizing the sales floor, and keeping the sales floor clean, neat and safe for our shoppers.

MULTI-SORT TOOLS & RESOURCES*

Course Catalog Functional Training*

The course contains tools and resources related to the multi-sort process.

On-The-Job Checklists*

Accessories Pricer Checklist*

The course contains tools and resources related to the multi-sort process.

Books Pricer Checklist*

The course contains tools and resources related to the multi-sort process.

Cashier Checklist*

The course contains tools and resources related to the multi-sort process.

Donor Greeter Checklist*

The course contains tools and resources related to the multi-sort process.

Electrical Pricer Checklist*

The course contains tools and resources related to the multi-sort process.



Furniture Pricer Checklist*

The course contains tools and resources related to the multi-sort process.

Hanger 2 Checklist*

The course contains tools and resources related to the multi-sort process.

Jewelry Pricer Checklist*

The course contains tools and resources related to the multi-sort process.

Keyholder Tier1 Tier2 Checklist*

The course contains tools and resources related to the multi-sort process.

Large Hard Goods Pricer Checklist*

The course contains tools and resources related to the multi-sort process.

Material Handler OJT Checklist*

The course contains tools and resources related to the multi-sort process.

Sales Floor Team Member 2 Checklist*

The course contains tools and resources related to the multi-sort process.

Shoes Pricer Checklist*

The course contains tools and resources related to the multi-sort process.

Sorter Checklist*

The course contains tools and resources related to the multi-sort process.

Sorter - Hanger Checklist*

The course contains tools and resources related to the multi-sort process.

Wares Pricer Checklist*

The course contains tools and resources related to the multi-sort process.

NOTE-Lesson duration is most commonly indicated using the format (minutes:seconds); if the lesson goes over an hour, it will be indicated using the format (hours:minutes:seconds)



SYSTEM TRAINING

SMARTSHEET

Smartsheet Training

Smartsheet Training Recommendations

Not sure where to start with Smartsheet training? This document provides general guidance on where to begin the training based on your access level and how you plan to use Smartsheet. We recommend that all learners take the Introduction to Smartsheet and use the additional learning paths to hone in on specific skills.

Intro to Smartsheet (19:28)

Smartsheet is Project Management software. In this introductory course, you will learn about the basic functions that you will use as a Smartsheet user as you work with your team to track project progress.

Smartsheet Level 1 (40:00)

Get started with this learning track to gain foundational knowledge in Smartsheet, including how to set up your sheet for effective work management. The sheet is the foundation of your work in Smartsheet. You can view a sheet as a grid, Gantt chart, calendar, or in a card view. In this learning track you'll explore how to set up a sheet, including structuring smart columns, rows, and hierarchy to drive functionality. You'll also learn how to share and manage files and collaborate with team members through real-time conversations. Additionally, you'll learn how to set up formulas and conditional formatting rules. Finally, you'll learn how to share your work with others.

Smartsheet Level 2 (40:00)

This learning track will help you get started tracking changes and automating work across your team in Smartsheet. Smartsheet allows you to automate and track work processes in real-time so that everyone can be more productive. In this learning track, you'll learn how to easily collect data using forms, track and view activity in your sheet, and custom sort and filter views. You'll also learn how to automate workflows and take action using alerts, reminders, update requests, approvals and more. Finally, you'll review best practices for when to use cell linking and reporting to surface data across multiple sheets to answer key business questions.

Smartsheet Level 3 (40:00)

This learning track will help you to understand how to work at scale across multiple teams with Smartsheet. From managing multiple projects to providing visibility to executives, Smartsheet helps organizations work at scale. In this learning track you'll learn how to apply advanced cross-sheet formulas to calculate metrics. You'll also learn how to use dashboards to centralize key information and chart real-time data. You'll review how to effectively set up and track projects, including dependencies, baselines, and critical path. You'll also learn how to manage and collaborate on content including proofing and document builder.



MICROSOFT TOOLS

Microsoft FindTime Add-In (3:40)

Learn how to use the Microsoft FindTime add-in.

Microsoft Teams Spotlight (1:27)

Learn about how to use the spotlight feature in Microsoft Teams.

Microsoft Teams Spotlight (3:16)

Learn about how to use the spotlight feature in Microsoft Teams.

*Lesson duration is most commonly indicated using the format (minutes:seconds); if the lesson goes over an hour, it will be indicated using the format (hours:minutes:seconds)



WORKPLACE SAFETY

OSHA

What is OSHA

What is OSHA? (3:53)*

When learning about workplace safety, you will hear the term "OSHA" frequently. That's because the purpose of OSHA is to keep workers safe. In this course, we'll learn more about this entity and its very important mission.

OSHA Recordkeeping

General Recordkeeping Criteria (6:23)

While it may not be an exciting topic, it's imperative that you know what's required in recordkeeping on work-related injury and illness. This series will provide a thorough examination of the when, what, how, and who of reporting and recordkeeping. In this first course, learn OSHA's general criteria, as well as the special cases, for creating and keeping records. And since we're so nice, we've done our best to make it "painless" for you. This content complies with OSHA regulation 1904.1-1904.3

Special Cases (4:20)

In this course, learn about the four special cases that require recordkeeping: needlestick injuries, medical removal, hearing loss, and tuberculosis diagnosis. This content complies with OSHA regulation 1904.8 - 1904.11.

First Aid (3:40)

In this course, learn what's considered "first aid" by OSHA for recordkeeping purposes, and what is not. This content complies with OSHA regulation 1904.7.

Understanding OSHA Forms and Privacy Protection (5:11)

In this course, learn how to complete OSHA's injury and illness recordkeeping forms, while protecting the privacy of the employee. This content complies with OSHA regulation 1904.29.

Reporting Requirements for Serious Events (4:19)

Learn about OSHA's reporting requirements for serious events, including what needs reported, in what manner, and how quickly. This content complies with OSHA regulation 1904.39.

New Electronic Rule (2:41)

Learn OSHA's 2017 rule for electronic submission of recorded injuries and illnesses, and how to comply with it. This content complies with OSHA regulation 1904.41.

RISK MANAGEMENT

Risk Management Basics

Defining Hazards (3:39)

Hazards and risks, and loss, oh, my! At first, risk management can seem overwhelming, even frightening. But, as The Wizard of Oz's Good Witch told Dorothy, "It's always best to start at the

beginning..." In the case of risk, you begin by defining it. This course explores the concepts of hazard, risk, and loss. With this base knowledge, you can follow the (not necessarily yellow or brick) road to a solid risk management plan and the peace of mind it brings.

Identifying Risk (4:50)

How do you identify risks? Do you walk around the office, looking for loose wires and water on the floor? That may be a small part of it, but there's much more to finding possible problems. It involves looking at your unique company and analyzing its unique situation. Here, we talk you through this process, enabling you to clarify, and consequently better handle, whatever the future may hold.

Risk Management Techniques (3:33)

Spongebob Squarepants said of blowing bubbles, "It's all in the technique." This statement can be applied to risk management. What techniques do you have for handling various risks? Do you fly by the seat of your (square)pants? Or do you have established policies to minimize the impact? This course presents several methods and their benefits, empowering you to answer back when (bubble) trouble calls.

Risk Assessment (10:02)

Have you had your risks assessed lately? Do you know what it means to do so? We do, and we're more than happy to share! In this course, we'll walk you through two methods for evaluating and rating risks. This enables you to more objectively and rationally move forward on a plan.

Healthy Risk Culture (3:55)

There's a healthy balance between safe and risky business, but do your people know what this "balance" means for them? And are they encouraged to put it into practice daily? This course explores what a healthy risk culture looks like, and helps you instill it with confidence.

Embedding Processes (4:16)

Your risk management philosophy and plans only flourish if nurtured. This happens through planting seeds of integration, keeping a continuous flow of communication, and weeding out any misunderstandings. This course addresses these items, and more.

Managing Risk

Safety (5:52)

As Mom would say, "Better safe than sorry." Why are mothers always warning us to play it safe? Because they're smart. They know that by making assessments and training on safety ahead of time, you can alleviate a lot of trouble and pain. This course (cross)walks you through how to do all that, including OSHA's take on safety controls. Mom would most definitely approve.

Preventive Maintenance (4:46)

As Benjamin Franklin said, "An ounce of prevention is worth a pound of cure." When good ol' Ben said this, he was addressing fire safety. But it can pertain to just about everything, and preventive maintenance is no exception. This course looks at preventive versus reactive maintenance, how to plan, and what triggers are. Once you've applied this knowledge, you'll find yourself enjoying another one of his wisdoms: "A penny saved is a penny earned."

Criminal Awareness (4:32)

"That would never happen to us." This is a common thought when it comes to workplace violence. But the companies that have experienced it most likely thought the same thing. So even though we

hope for the best, we need to plan for the worst. This course goes through the types of violence, risk exposure, and warning signs, helping you best manage if something should occur.

Employee Health (6:27)

What makes for a healthy workplace and, as the band R.E.M. would put it, "Shiny Happy People"? Well, it takes a mixture of things, including safety, wellness, and stress prevention. This course explores these items and a sound approach to each.

Financial Basics (4:45)

How's your cash flow these days? How about your debt-to-equity ratio? If they're both good, we'll assume you want to keep it that way. This course introduces the basic ways we gauge financial health, and then looks at possible risks to that health. Finally, we go through the steps you can take now to best avoid each scenario.

Reputation Management (7:30)

Warren Buffet says, "It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently." This is so true, particularly in our age of social media. Whatever we're doing, we need to be acting as if our reputation depended on it...because it does! We must first look internally at our hiring, training, and general processes. Then, we must evaluate the management of our external reputation, which includes our critically-important online presence. This course goes through both of those profiles, and how to make sure your company is getting the "thumbs up" and "five stars."

Decision Making (5:22)

The Clash rock band shared it in their eternal lyrics, "Should I stay, or should I go now? If I go, there will be trouble, and if I stay, it will be double." They are having trouble making a decision, but at least they're performing a risk assessment on the choices! We can do the same, only better. In this course, we share our five-step plan for defining the decision, and choosing between the options, but only after identifying the risks for each. With this knowledge, you can feel much more confident in "rockin' out" those decisions!

Crisis Management

Planning (8:10)

A crisis is defined as "a time of intense difficulty, trouble, or danger." These are typically unexpected events that can be catastrophic to businesses of any size. While companies cannot usually prevent disasters from happening, they can recover more efficiently with a planned and coordinated response. In these programs, we'll discuss the importance of crisis management planning and how it can reduce risk, minimize damage, and save lives. Let's take a look three key crisis plans to have in place: an emergency response plan, a crisis communication plan, and an information technology disaster recovery plan.

Preparing for Crises (9:20)

In this course, we'll look at how to prepare for a crisis. We'll cover preventive maintenance and how to be "crisis ready" in your office, including what should be stocked in emergency supply kits and first aid kits. Communication is key during disasters, so we'll touch on how to keep lines of communication open within your organization following a crisis. Lastly, we'll go over how to establish a culture of awareness to limit the impact or even evade disasters.

Responding to Natural Disasters (5:40)

Before disaster strikes, organizations need to plan, prepare, and promote awareness. However, despite best efforts, natural disasters can happen at any time, leaving a deep impact on companies. In this course, we'll talk about the different types of natural disasters and how businesses should react in the moments after. Whether an organization experiences severe thunderstorms or catastrophic hurricanes, the response should be prompt and the focus should be on recovery, with safety being the number one priority.

Responding to Emergencies (8:16)

When things go wrong, what do you do? In this course, learn how to respond to emergencies. Accidents, medical crises, fires, hacking events, and workplace violence are all examples of emergencies. How should you respond when something like this happens in the workplace? How should companies prepare for the unexpected? In this course, we'll cover different safeguards that businesses can put in place to help prevent these incidents, we'll talk about what steps to take during an emergency, we'll discuss what to do when someone is injured, and what information all employees should know prior to an emergency.

Business Continuity (6:19)

The ability for a company to continue operating following a crisis is critical to stay in business. How can your company return to business as usual as quickly as possible? In this course, we'll go over how to assess the risks that are unique to your business and area. We'll talk about the importance of completing a business impact analysis which helps companies predict the consequences of business disruption due to a crisis. Lastly, the course will cover the components of a business continuity plan which documents recovery procedures following a crisis.

Media Inquiries (5:40)

Media presence after a crisis is unavoidable. However, the treatment your company receives by the media and the resulting public opinion is within your control. In this course, we'll go over the roles and responsibilities of a crisis communication team. We'll talk about who should be the face of the company during a crisis, we'll discuss what information should be relayed and the best ways to communicate it, we'll go over how to manage social media, and we'll cover some additional communication tips.

Planning for a Pandemic

Preparing for a Pandemic (4:39)

A pandemic is an epidemic of disease that has spread across a large region. They happen when new diseases emerge that are able to infect people easily and spread from person to person in an efficient and sustained way. Pandemics can affect your business in countless ways and require extensive planning and allocation of resources to reduce risks, minimize damage, and protect the health of your employees and customers. In this course, we'll take a look at how to prepare for a pandemic, including establishing company policies, creating plans for maintaining business operations, and coordinating a communications strategy.

Internal Communications (5:17)

In the event of a pandemic, one of the most important things you'll need to manage is internal communications with your staff. They may be frightened, worried, or confused about what this event means for both their personal lives and work projects. How are they going to do their jobs? What do you expect of them? Should they come into the office or stay home? And what about your

customers? Will their orders be delayed? It's up to your business to have a plan in place for internal communications during a pandemic, so you can answer all these questions for your staff and customers in a timely manner. In this course, we'll discuss how to establish a communication team and communication procedures for a pandemic.

External communications (6:40)

Media presence after and during a pandemic crisis is unavoidable. Reporters report, it's as simple as that. The treatment your company receives by the media and the resulting public opinion, however, is within your control. In this program, we'll go over some best practices for handling media inquiries in the event that a pandemic outbreak affects your company. We'll discuss naming a spokesperson, preparing media statements, holding press conferences, and handling interviews. We'll also cover what should be included in a media kit, how to manage social media, and general tips for communicating with the media.

Illness in the Office (9:16)

If a pandemic breaks out in your region of the world, or in a region of the world where you have employees, it could severely impact your staff's lives and ability to work. What do you do in a situation like this? Luckily, there are some steps you can take in your office to prevent the spread of the illness in question, continue operations as much as possible, and stay in line with public health recommendations. We'll go over what preventative measures to take to avoid the spread of illness. We'll also talk about handling sick employees and recommendations for working from home.

Business Continuity (5:07)

Business continuity is the ability to continue to do business regardless of crises, disasters, and other disruptions. Normally these disruptions might be earthquakes, floods, or fires, but pandemics can affect your business in much the same way, even if it's not happening where you live and work. In this program, we'll discuss how to assess the potential impact of a pandemic to your business. We'll go over various disruption scenarios as well as how to create a business continuity plan.

SAFETY

Back Safety and Injury Prevention

Back Safety: You Need to Know (7:00)

Take care of your back, and your back will take care of you! In this curriculum, your learners will understand their backs, recognize injury risk factors, demonstrate ways to eliminate or reduce back injury hazards, know how to handle materials safely, and recognize and report concerns when it comes to back safety.

- Identify the parts of a healthy human spine and describe how your back works.

Back Injury Risk Factors at Home & Work (7:00)

Take care of your back, and your back will take care of you! In this curriculum, your learners will understand their backs, recognize injury risk factors, demonstrate ways to eliminate or reduce back injury hazards, know how to handle materials safely, and recognize and report concerns when it comes to back safety.

- Identify personal and occupational risk factors for back injury and describe repetitive actions that increase risk of back injury.

Recognize & Report a Back Injury (7:00)

Take care of your back, and your back will take care of you! In this curriculum, your learners will understand their backs, recognize injury risk factors, demonstrate ways to eliminate or reduce back injury hazards, know how to handle materials safely, and recognize and report concerns when it comes to back safety.

- Recognize the primary symptoms of back injury, identify steps to take if back pain occurs, and explain the importance of reporting back injury.

Understanding Back Pain (7:00)

Take care of your back, and your back will take care of you! In this curriculum, your learners will understand their backs, recognize injury risk factors, demonstrate ways to eliminate or reduce back injury hazards, know how to handle materials safely, and recognize and report concerns when it comes to back safety.

- Identify three main sources of back pain and describe simple steps to help keep your back pain free.

Reducing Your Risk of Back Injury (7:00)

Take care of your back, and your back will take care of you! In this curriculum, your learners will understand their backs, recognize injury risk factors, demonstrate ways to eliminate or reduce back injury hazards, know how to handle materials safely, and recognize and report concerns when it comes to back safety.

- Explain back injury risk factors

Materials Handling for Back Safety (7:00)

Take care of your back, and your back will take care of you! In this curriculum, your learners will understand their backs, recognize injury risk factors, demonstrate ways to eliminate or reduce back injury hazards, know how to handle materials safely, and recognize and report concerns when it comes to back safety.

- Identify best practices for manual materials handling and list the steps to take for safer lifting.

Bloodborne and Airborne Pathogens

Exposure Control Plan (7:00)

Training for exposure to bloodborne or airborne pathogens is critical for worker safety. In this curriculum, you will learn to identify bloodborne and airborne pathogen hazards, describe exposure controls and safe work practices, and list actions to take if an exposure incident occurs.

- Describe exposure controls to protect against bloodborne and airborne pathogens.

Airborne Diseases: TB & FLU (7:00)

Training for exposure to bloodborne or airborne pathogens is critical for worker safety. In this curriculum, you will learn to identify bloodborne and airborne pathogen hazards, describe exposure controls and safe work practices, and list actions to take if an exposure incident occurs.

- Describe the characteristics and hazards of two major airborne diseases: TB & Flu.

Airborne Pathogens: You Need to Know (7:00)

Training for exposure to bloodborne or airborne pathogens is critical for worker safety. In this curriculum, you will learn to identify bloodborne and airborne pathogen hazards, describe exposure controls and safe work practices, and list actions to take if an exposure incident occurs.

- Define airborne pathogens, explain how airborne diseases are transmitted in the workplace, list practices to help prevent the spread of airborne disease at work.

Bloodborne Diseases: HBV, HCV, HIV (7:00)

Training for exposure to bloodborne or airborne pathogens is critical for worker safety. In this curriculum, you will learn to identify bloodborne and airborne pathogen hazards, describe exposure controls and safe work practices, and list actions to take if an exposure incident occurs.

- Describe the characteristics and hazards of three major bloodborne diseases: HBV, HCV, HIV.

Bloodborne Pathogens: Bloodborne Pathogens for Employees (6:19)

Many professions put employees in close proximity with blood, which may contain bloodborne pathogens. To address this health concern, the Occupational Safety and Health Administration, or OSHA, established certain standards for limiting your exposure to potentially infectious materials. In this program, we'll take a look at what bloodborne pathogens are and what you need to know to deal with them. We'll cover ways to protect yourself and what you should do if you're exposed. This content complies with OSHA regulation 1910.1030.

Bloodborne Pathogens: Bloodborne Pathogens for Employers (7:20)

The Occupational Safety and Health Administration, or OSHA, identifies bloodborne pathogens as "infectious microorganisms present in blood that can cause disease in humans." OSHA created their Bloodborne Pathogens Standard in order to help keep employees safe. OSHA's Bloodborne Pathogens Standard identifies what an employer is required to do to protect its employees who are "occupationally exposed to blood or other potentially infectious materials," or OPIMs. In this course, we'll talk about what your responsibilities are as an employer. We'll discuss creating an exposure control plan. We'll go over preventative measures and implementing the use of universal precautions. We'll also cover reactive measures that must be taken if there's an exposure incident. This content complies with OSHA regulation 1910.1030.

Bloodborne Pathogens: You Need to Know (7:00)

Training for exposure to bloodborne or airborne pathogens is critical for worker safety. In this curriculum, you will learn to identify bloodborne and airborne pathogen hazards, describe exposure controls and safe work practices, and list actions to take if an exposure incident occurs.

- Define bloodborne pathogens and describe occupational exposure for bloodborne disease.

Work Practices to Control Pathogen Exposure (7:00)

Training for exposure to bloodborne or airborne pathogens is critical for worker safety. In this curriculum, you will learn to identify bloodborne and airborne pathogen hazards, describe exposure controls and safe work practices, and list actions to take if an exposure incident occurs.

- List precautions to take when cleaning and decontaminating materials which may be infected with blood or OPIM, describe best practices for disposing of biohazards, and explain precautions for workers trained and authorized to provide first aid.

Pathogen Exposure Incident Response (7:00)

Training for exposure to bloodborne or airborne pathogens is critical for worker safety. In this curriculum, you will learn to identify bloodborne and airborne pathogen hazards, describe exposure controls and safe work practices, and list actions to take if an exposure incident occurs.

- Explain actions to take if an exposure incident occurs and list employer responsibilities following an exposure incident.

Understanding Bloodborne Pathogens: Bloodborne Pathogens and the Needlestick Safety and Prevention Act (3:21)

In 1991, OSHA's Bloodborne Pathogens Standard was put into effect because injuries caused by needles or other sharps were still an issue. The Needle Stick Safety and Prevention Act, which required certain revisions be made to the original Standard, was passed. This content complies with OSHA regulation 1910.103.

Confined Spaces for Employers

Confined Spaces for Employers: 01. Rules and Responsibilities (7:16)

Being trapped in a confined space as poisonous gas fills the air sounds like a nightmare, right? This could be a potential reality because more than 1.5 million American workers are sometimes required to work in confined spaces. The atmosphere in a confined space can become hazardous quickly. Accidents can cause workers to be buried alive, or flash flooding can occur. Of all the workplace fatalities tracked by the Occupational Safety and Health Administration (OSHA), about 3% occur in confined spaces due to asphyxiation, drowning, or explosions. As an employer, you need to understand how serious these situations are. Moving forward, we're going to highlight key aspects of the OSHA confined spaces standard. If you're in charge of compliance at your organization, it's highly recommended that you read the entire standard and check state and local regulations. This content complies with OSHA regulation 1910.146.

Confined Spaces for Employers: 02. Emergency Procedures and Rescue (6:09)

When it comes to confined space rescues, emergency planning and rescue protocols can greatly influence the outcome. In fact, proper planning could mean the difference between a rescue and an avoidable tragedy. The federal Occupational Safety and Health Administration (OSHA) estimates there are about 100 deaths in confined spaces every year. These occur across a variety of industries, but more than 60% of the fatalities are would-be rescuers. And while we all know that different confined spaces have their own unique challenges, OSHA points to poor planning as a leading cause of fatalities. Some rescues are unsuccessful because the rescuers don't fully understand the environment they're entering or the on-site team is unprepared to help. In this course, we're going to talk about what employers need to know when planning for a rescue. It's important to begin by noting that, regardless of your industry, a documented, written emergency response plan is required by OSHA for permit-required confined spaces. This content complies with OSHA regulation 1910.146.

Confined Spaces for Employees

Confined Spaces for Employees: 01. Personnel Responsibilities (6:50)

Every year, more than a million and a half American workers perform duties in confined spaces. And, every year, more than 100 people die as a result. These statistics are disturbing. You need to understand the importance of this course and all the confined space courses. In this program, we're going to cover how having the right personnel in place, with proper training, can enhance safety!



We'll also discuss permit-required confined spaces and key roles and responsibilities. This content complies with OSHA regulation 1910.146.

Confined Spaces for Employees: 02. Understanding Permits (5:49)

If your work dictates that you sometimes need to enter a permit-required confined space, this course is for you. In this course, we'll define permit-required confined spaces, discuss the permit procedure and what it entails, we'll talk about the entry supervisor's responsibilities when it comes to permits, and what information a permit should address. We'll also touch on when a new permit is required, permit cancellations, and the exception to permit requirements. This content complies with OSHA regulation 1910.146.

Confined Spaces for Employees: 03. Atmospheric Hazards (8:11)

Atmospheric hazards can range from reduced oxygen levels, noxious fumes, flammable gases, combustible dust, or potentially lethal gases that can be undetectable by even the most experienced workers. They can render a person unconscious within seconds or minutes. In this course, we want to take you through each of the possible hazards and discuss what they are, how they originate, what the impacts are, and the testing that the Occupational Safety and Health Administration (OSHA) requires to detect them. We'll also go over what to do if dangerous levels are found. This content complies with OSHA regulation 1910.146.

Confined Spaces for Employees: 04. Personal Protective Equipment (5:12)

Working in confined spaces is inherently risky. Anytime someone enters these spaces, their risk of injury increases. Personal Protective Equipment, or PPE, can help protect people from injury. In this course, we'll go over the different types of PPE one might use when working in confined spaces. We'll discuss where to go to find out what equipment you'll need and who should provide it. We'll also talk about cleaning and maintenance, routine tests, and what to do when PPE is defective. This content complies with OSHA regulation 1910.146.

Confined Spaces for Employees: 05. Confined Spaces for Construction (5:14)

In 2015, when the Occupational Safety and Health Administration (OSHA) decided to create a separate confined spaces standard for the construction industry, officials said they hoped to save 780 lives every year. With the development of the rule, the administration recognized that construction is a unique industry with its own unique challenges. It's recommended that all construction employees participate in the full training on confined spaces for general industry. This course is essential for construction because it points out the differences between the two standards. However, you'll still need to view these other courses to ensure full compliance. This content complies with OSHA regulation 1910.146.

Control Of Hazardous Energy: Lockout/Tagout

Workplace Energy Control Program (7:00)

Workers can be seriously or fatally injured if machinery they service or maintain unexpectedly energizes, starts up, or releases stored energy. In this curriculum, you will learn how to identify workplace energy hazards, list safe practices to control hazardous energy, and describe the workplace energy control program.

- Describe workplace Energy Control Program (ECP) requirements.

LOTO Procedure 1: Lockout/Tagout (7:00)

Workers can be seriously or fatally injured if machinery they service or maintain unexpectedly energizes, starts up, or releases stored energy. In this curriculum, you will learn how to identify workplace energy hazards, list safe practices to control hazardous energy, and describe the workplace energy control program.

- Describe a basic lockout/tagout procedure and explain Energy Control Procedure requirements.

LOTO Procedure 2: Return to Service (7:00)

Workers can be seriously or fatally injured if machinery they service or maintain unexpectedly energizes, starts up, or releases stored energy. In this curriculum, you will learn how to identify workplace energy hazards, list safe practices to control hazardous energy, and describe the workplace energy control program.

- Explain the procedure for returning electrical equipment to service once maintenance is complete.

How Hazardous Energy Works (7:00)

Workers can be seriously or fatally injured if machinery they service or maintain unexpectedly energizes, starts up, or releases stored energy. In this curriculum, you will learn how to identify workplace energy hazards, list safe practices to control hazardous energy, and describe the workplace energy control program.

- Differentiate between potential (stored) and kinetic energy and explain how potential energy can create a hidden hazard.

Types of Hazardous Energy (7:00)

Workers can be seriously or fatally injured if machinery they service or maintain unexpectedly energizes, starts up, or releases stored energy. In this curriculum, you will learn how to identify workplace energy hazards, list safe practices to control hazardous energy, and describe the workplace energy control program.

- Identify forms of hazardous energy in the workplace and describe the hazards posed by each energy type.

Electrical Safety: Unqualified

First Aid: Electrical Shock (7:00)

This curriculum provides basic electrical safety knowledge for ALL workers who are not qualified to do electrical work but who use electrical tools and appliances, or might be in the vicinity of live electrical work. Your learners will understand how electricity works, recognize workplace electrical hazards, protect yourself from workplace electrical hazards, and know what to do if electric shock occurs.

- Explain how to provide first aid for an electrical shock victim until help arrives.

Basics for General Employees (3:50)

Most people work around electricity in some form or another. From overhead lighting to computers to power tools, electricity keeps them, and us working. It's easy to take electricity for granted; however, it's a potentially hazardous energy source. Exposure to electricity can lead to shocks, burns,



and even death. Because of the seriousness of these hazards, it's essential that all employees understand the basics of electrical safety. In this course, we'll talk about the Occupational Safety and Health Administration's (OSHA) requirements for employees working with electrical components, lockout/tagout procedures, and the seven basic safety rules for working with electricity. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

Safe Work Practices and PPE (8:54)

Unsafe work practices are one of the most common causes of electrical accidents. Failing to de-energize equipment prior to service, allowing unqualified personnel to work on energized equipment, using tools too close to energized equipment, and neglecting to post warnings and barricades around a work area are some examples of unsafe work practices. What can we do to work safer? That's what this program is about. We will go over the Occupational Safety and Health Administration (OSHA) regulations regarding electrical safety, electrical work permits, using insulated tools, how to create a written safety program, and personal protective equipment. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

Hazard Recognition (6:31)

Knowing how to recognize electrical hazards is a must. In this course, learn how to put safety first by being on the lookout for dangerous situations. What exactly ARE the hazards? What warning signs should you look for in order to steer clear of danger? We're going to cover the hazards relating to electrical components, tools and equipment, overhead power lines, and environmental factors. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

Understanding Grouping (5:06)

Grounding is the most common safety measure related to electricity. What does "grounding" really mean? What are the different types of grounding? How do they work? What requirements are there? In this program, we'll answer each of these questions and more. In order to understand the importance of grounding, one must first understand how electricity works, so this course will also provide a brief explanation of how electricity flows. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

Arc Flash (6:12)

Most people are at least somewhat familiar with the hazard of electrical shock and the danger associated with touching a live electrical wire. Fewer people are aware of the hazard of an arc flash. With arc flashes, a person doesn't have to be touching the electrical circuit to be in danger. Serious and even fatal injuries can occur due to arc flashes when an individual is as much as 10 feet away from energized equipment at the time of an accident. In this course, we'll cover how to protect yourself from the serious hazard of arc flash. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

Wiring, GRCI, and Extension Cords (6:17)

As we all know, wires, cables, and extension cords form pathways for electricity. But it's easy to discount the safety hazards these common tools can carry. Poorly installed, faulty, or damaged pathways create a serious hazard. To protect workers from electric shock, certain wiring methods and safety devices have been developed and must be used according to OSHA requirements. In this course, we'll go over these requirements to keep electrical workers safe. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

Responding to Emergencies (4:30)

OSHA reports that electrocution is the second most common cause of death in construction accidents. If you work with, on, or near electrical equipment, there is a chance that you will someday encounter an emergency. Do you know what you should do in an electrical emergency, whether it's an electrical shock accident, an electrical fire, or fallen high voltage power lines? In this program, we'll walk through how to handle each of these situations. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

OSHA Requirements for Employers (4:09)

Workers have a right to a safe workplace. To this end, OSHA requires employers to take certain steps in order to create and maintain safe working environments. OSHA's requirements can be divided into two basic categories: 1. Making it safe to work, and 2. Making it safe to speak up. Construction sites, factories, power plants, and other worksites where workers might be exposed to electricity are inherently hazardous. Under OSHA law, employers have a host of responsibilities. That's what this program will cover. This content makes best practice suggestions regarding OSHA regulation 1910.331-333.

First Aid

First Aid: Shock (7:00)

First aid training can equip you with the skills and knowledge to help save a life. This introductory curriculum provides a first step as a foundation for follow-on hands-on training. Learn basic first aid to know how to respond when an emergency happens.

- Identify five conditions that can trigger shock and describe actions to take if someone could be going into shock.

First Aid: Heat Illness (7:00)

First aid training can equip you with the skills and knowledge to help save a life. This introductory curriculum provides a first step as a foundation for follow-on hands-on training. Learn basic first aid to know how to respond when an emergency happens.

- Know what to do if you recognize the symptoms of heat illness.

First Aid: Electrical Shock (7:00)

This curriculum provides basic electrical safety knowledge for ALL workers who are not qualified to do electrical work but who use electrical tools and appliances, or might be in the vicinity of live electrical work. Your learners will understand how electricity works, recognize workplace electrical hazards, protect yourself from workplace electrical hazards, and know what to do if electric shock occurs.

Introduction to First Aid (8:51)

We take precautions everyday to try and stay safe, but accidents happen. Whether you slip and fall in the rain, or step on a rusty nail, or come in contact with a harmful substance, there are a number of scenarios that we can run into at any time. In this first program about First Aid, we'll cover information that is helpful if someone has an accident or gets hurt on the job. The information involves basic first aid measures to keep someone stable, or comfortable, until they can seek proper medical attention.



Broken Bones (5:40)

We know accidents are going to happen, and some accidents are going to be more serious than others. A pretty serious injury could involve a fracture or a completely broken bone. These are not always easy to detect. But knowing if someone has a broken bone can help you get them the medical attention they need sooner rather than later. In this program, we'll discuss the different types of fractures, their causes, symptoms, and how you can help treat them before they receive medical attention.

Burns (6:06)

If you work in an office, your risk of getting burned at work isn't that high. While you may not get burned at the office, you might be burned outside of work and that could affect your daily work load. It's important that you know the types of burns, the risks, and how to treat burns, which is what we'll cover in this program. Most people can recover from burns without serious health consequences, depending on the cause and the degree of the injury. More serious burns will require medical attention.

Bites, Cuts, and Scrapes (6:57)

Bites, cuts, and scrapes are pretty common. It's a part of first aid and you need to know what to do if this happens to you or a colleague at work. In this program, we'll go over insect bites and stings, animal and human bites, and cuts and scrapes. We'll discuss how to treat these and when it's important to seek medical attention.

Choking (3:04)

Choking is a serious situation, and while the chances of successfully helping a victim are high, it can be life threatening. You need to know exactly what to do in order to help the person. This course is designed to walk you through how to determine if someone is choking, and what to do to assist them.

AED Training (5:12)

If you've ever watched a medical show on television, then you've likely seen a defibrillator in action. A defibrillator is used to shock a person's irregular heart rhythm back into normal rhythm. An Automated External Defibrillator, or AED, is a miniature version of that. AEDs are placed strategically in public places like schools, gyms, restaurants, and offices, in case of emergencies. An AED device will measure someone's heart rate and rhythm on its own to determine if a shock is needed. In this program, we'll go over when and how to use an AED. We'll discuss what to do if someone becomes unconscious, including checking for breathing and performing CPR. We'll go over who you can use an AED on and the steps to using one properly.

Seizures (7:39)

According to the CDC, one in 10 people will have a seizure in their lifetime. Therefore, the odds of you being witness to one of these medical events are pretty high. In this course, we'll discuss how to administer first aid to someone who's having a seizure. We'll go over the symptoms to look out for, the most common type of seizure, and when to call 911. We'll also cover some do's and don'ts of seizure first aid, so you're informed and prepared if someone near you has an episode.

Diabetes (8:36)

More than 30 million people in the U.S. have diabetes, with another 84 million in the pre-diabetic range. Chances are, you know someone with diabetes, so how do you recognize diabetic emergencies? How do you administer first aid? In this course, we'll define diabetes and go over its

three types. We'll talk about how to recognize the various symptoms associated with diabetic episodes, and how to provide aid for each instance. We'll also talk about when it's time to call 911.

Toxic Plants (9:49)

If you work outdoors, you may have encountered toxic plants at some point. The kind that give you a rash and leave you with that terrible itch for a week. No one wants that. In this program, we'll talk about the plants you ought to avoid, how to take precautions to avoid being harmed, and the first aid steps you should take if you or someone else IS exposed to these plants.

Bug Bites and Stings (11:55)

Whether you work inside or outside, dangerous insects can be found anywhere. It's important that you know what these bugs are, how they look, and where they reside. You should also be aware of the symptoms of their bites and stings, and how to administer first aid for them. In this course, we'll discuss some of the most common dangerous bugs in North America and help you understand how to treat their bites and stings.

EpiPens and Allergic Reactions (6:20)

Allergic reactions are very commonplace. Some people react mildly to certain products or foods. Perhaps they're left with only a rash, or itching and hives. Others have severe reactions, like anaphylaxis, which if left untreated, can lead to death. How do you know if someone is experiencing anaphylaxis? What can cause it? What are EpiPens, and how do they work? That's what this program will teach you.

Strokes (7:09)

When you think of first aid situations that can arise, one of the most common and frightening that probably comes to mind is someone having a stroke. But what exactly is a stroke? And what can you do if you or someone around you has one? How will you even know if they're having one? In this program, we'll go over all these topics, so you'll be better-prepared to assist in first aid situations involving strokes.

Mammal Bites and Scratches (7:13)

Whether you're working in someone else's yard or on your own property, you should be aware of the dangers of bites and scratches from various mammals, the most common being dogs and cats. In this program, we'll go over how to treat such wounds, when to seek professional medical attention, and what to do about rabies.

Snake Bites (8:57)

If you work outdoors, especially if you work with debris or moving rocks and logs, there's a chance you'll encounter a snake at some point. You might even be bitten by one. Luckily, only 20% of snakes in North America are venomous. But if you do happen to get bitten by a venomous snake, the results can be deadly. In this course, we'll talk about proper first aid for a venomous snake bite.

Forklift Best Practices

Physical Conditions (3:46)

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to talk about the various physical condition risks you may face while driving a forklift, and how to handle them. Physical conditions refer to the surface or ground conditions in your workplace. Potential hazards are typically divided into the following areas: slippery conditions, obstructions and uneven surfaces, and floor loading limits. We're going to go over the recommended



ways to stay safe when you run into these hazards at work. This content complies with OSHA regulation 1910.178.

Safe Travel Practices (3:23)

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to cover safe travel practices. When you don't follow this type of safety protocol when operating a forklift, potential hazards include overturning the forklift, falling loads, being struck or crushed by the forklift, and collisions. This content complies with OSHA regulation 1910.178.

Pedestrian Traffic Concerns (2:39)

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to talk about pedestrian traffic concerns. These are things like knowing who has the right of way, when it's necessary to notify or warn pedestrians and how to do so, and using a spotter. We'll also discuss OSHA, or Occupational Safety and Health Administration's, special considerations for managers when it comes to pedestrian traffic. This includes particular safety precautions and requirements. This content complies with OSHA regulation 1910.178.

Ramps and Grades (2:05)

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to talk about ramps and grades. Tipover risk is increased on ramps and grades, so you need to follow the best practices that we're going to cover in order to stay safe. This includes turning, traveling with and without a load, when to use a spotter, and working with pallet trucks. This content complies with OSHA regulation 1910.178.

Tipovers and Loading Docks (1:41)

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to talk about tipovers, as well as the dangers of loading docks. We'll discuss the different types of tipovers and what to do if this happens to you, depending on the type of forklift you're using. We'll also go over what to do if you're working on or near loading docks. This content complies with OSHA regulation 1910.178.

Narrow Aisles and Enclosed and Hazardous Areas (4:53)

Your number one priority on the job, whether you're an employee or a manager, should be safety. In this course, we're going to discuss the correct ways to handle narrow aisles and enclosed or hazardous areas according to the Occupational Health and Safety Administration (OSHA). We'll cover the best practices associated with the special trucks required, including reach trucks and order pickers. We'll talk about safe stacking rules, as well as the importance of air quality when working in an enclosed space with a forklift. This content complies with OSHA regulation 1910.178.

Forklift Safety for Managers

Introduction to Forklifts for Managers (12:31)

Forklifts can be an incredible tool for workers, but they're also a tremendous safety hazard. Knowing the fronts, backs, ins and outs, upside downs and right side ups of forklifts is vital to doing your job effectively and, most importantly, safely. In this course, we'll cover forklift basics, including the types of forklifts, the power sources they use, and their parts, so you can ensure your employees stay safe. This content complies with OSHA regulation 1910.178.



Forklift Safety for Employees

Introduction to Forklifts for Employees (11:21)

Forklifts can be an incredible tool for workers, but they're also a tremendous safety hazard. Knowing the fronts, backs, ins and outs, upside downs and right side ups of forklifts is vital to doing your job effectively and, most importantly, safely. In this course, you'll be introduced to some forklift basics, including the types of forklifts, the power sources they use, and their parts. This content complies with OSHA regulation 1910.178.

Forklift Operations for Employees: Pre-Operation (5:53)

There are three main stages of operation. Those stages are: Pre-Operation, Traveling and Maneuvering, and Load Handling. Right now we're going to start with the first stage: Pre-Operation. What you do before you operate a forklift is perhaps the most important part of the process. This is where you have the chance to identify anything that would make the forklift unsafe and to ensure the forklift isn't defective or in need of repair. If it is, it needs to be removed from service immediately, you'll need to document the problems, and report them to your supervisor. Let's go over what the inspection entails. This content complies with OSHA regulation 1910.178.

Forklift Operations for Employees: Traveling and Maneuvering (6:26)

Operating a forklift is a big responsibility. If you don't follow safety guidelines and instructions, you could do major damage to the machinery, merchandise or, even worse, to yourself or fellow employees. Now that we're in the work phase of our operations class, let's go over some of the main traveling and maneuvering actions, as well as, their hazards and recommended practices. We'll cover mounting and dismounting, starting and stopping, operating at speed, steering, turning and changing direction, traveling on inclines, and parking. This content complies with OSHA regulation 1910.178.

Forklift Operations for Employees: Load Handling (6:08)

Operating a forklift is a big responsibility. If you don't follow safety guidelines and instructions, you could do major damage to the machinery, merchandise or, even worse, to yourself or fellow employees. The third stage of operating a forklift is load handling. There are eight steps for safe load handling, all of which have their own safe operating rules, and we'll go through each one in this course: 1. Safe handling preparation 2. Approaching 3. Mast position 4. Fork position 5. Lifting the load 6. Lowering the load 7. High tiering and 8. Loading and unloading trailers.

Hazard Communication for Employers

Hazard Communication for Employers: 01. Creating an Effective Program (4:16)

Creating a hazard communication program can seem intimidating, but it doesn't have to be. Here, we'll walk you through, step by step, how to develop a plan that is clear, comprehensive, and most importantly, effective. This content makes best practice suggestions regarding OSHA regulation 1910.1200.

Hazard Communication for Employers: 02. Labeling (6:30)

You should never judge a book by its cover. But you should always judge a chemical by its label. We all depend on labels for our safety. For that reason, we need to ensure that labels are at all times accurate and compliant. Join us as we review label standards, use, and exceptions, so you can be certain that you're doing your part. This content makes best practice suggestions regarding OSHA regulation 1910.1200.



Hazard Communication for Employers: 03. SDS (6:37)

Safety data sheets (SDSs) are there to help. But they can't help if they're outdated or inaccessible. This course goes over OSHA's Hazard Communication Standard on SDSs, and what's required of us, as employers. This includes a list of the 16 sections, as well as the responsibilities on collecting, storing, and maintaining these very important documents. This content makes best practice suggestions regarding OSHA regulation 1910.1200.

Hazard Communication for Employers: 04. Training Requirements (5:56)

Do your people know what they should when it comes to hazardous materials? If not, do they have access to the proper training? This course helps you figure these things out. We go through the training requirements according to the OSHA Hazard Communication Standard, as well as training methods and documentation. This content makes best practice suggestions regarding OSHA regulation 1910.1200.

Hazard Communication for Employees

Hazard Communication for Employees: 01. Introduction to Hazard Communication (3:44)

I don't always handle toxic chemicals, but when I do, I like to know about the hazards. I'm betting you feel the same way. So is your employer doing their job in communicating hazards to you? Let's find out in this course, which takes you through the OSHA Hazard Communication Standard, employer responsibilities, training, and the reporting of noncompliance. This content makes best practice suggestions regarding OSHA regulation 1910.1200.

Hazard Communication for Employees: 02. Understanding Labels and Pictograms (6:38)

When dealing with chemicals, there is no room for confusion. You need to know what you're dealing with, and how to deal with it. That is where labels and pictograms come in, and we'll explore them in this course. We'll go through the Occupational Safety and Health Administration (OSHA) standards for labels, and the separate elements. We'll also go through pictograms and what each of them mean, helping you be best prepared when time is of the essence. This content makes best practice suggestions regarding OSHA regulation 1910.1200.

Hazard Communication for Employees: 03. SDS (7:21)

Where do you go if the label doesn't give you what you need to know? To the Safety Data Sheet! In this course, we'll go through the sections of the SDS, as well as the protocols, procedures, and rights surrounding them. This content makes best practice suggestions regarding OSHA regulation 1910.1200.

Hazardous Materials

HAZWOPER Overview (3:44)

The Hazardous Waste Operations and Emergency Response, or HAZWOPER, is a set of guidelines maintained by OSHA, which protects workers and enables them to handle hazardous substances safely and effectively. In this program, we'll talk about the dangers of working with or around hazardous substances, discuss the five operations required by the HAZWOPER standard, and go over some general business applications.

Understanding Hazardous Waste (10:13)

It's no surprise that as our population increases, so does the amount of waste that we create. And it only makes sense that when waste increases, the amount of hazardous waste also increases. You



need a waste program that provides a cradle-to-grave management for your hazardous waste. This is necessary for employee and community safety.

Hot and Cold Weather Safety

Heat Stress (5:11)

Some of us work in hot conditions, whether outdoors or indoors. Two things we need to be aware of and prevent when working in hot conditions are heat stress and, an even more serious version of this, heat stroke. In this course, we'll walk through the symptoms of both conditions and discuss what happens to the body as your internal temperature rises. We'll also go over how to respond when you or a coworker experience the warning signs of heat stress and heat stroke.

Cold Stress (8:40)

The weather is something that we all have to deal with, and it's something we have no control over, whether it's good or bad. Sometimes we have to work in very cold weather, or even cold indoor temperatures, which exposes us to potential stressors on our body. There are two major health conditions you need to be concerned about when working in the cold: hypothermia and frostbite. In this program, we'll talk about each of these kinds of cold stress and injury and what you should do if you or a colleague experiences these conditions.

Working in Hot Weather (4:50)

When we work in hot weather or hot indoor conditions, our bodies become fatigued more quickly, and we increase our risk of accidents. The most serious issue caused by working in hot conditions is heat stress, leading to a possible heat stroke. But there are other risks and concerns to working in hot conditions. And they can apply to either outdoor work in hot weather OR indoor work in hot conditions, such as a warehouse without air conditioning, a foundry, or any number of warm interior spaces. In this course, we'll talk about the hazards and go over ways to safely work in these places.

Working in Cold Weather (6:19)

Many work in cold weather environments, which can bring a range of health risks and hazardous conditions. In this course, we'll talk about how low temperatures and windchill affect the body and what you can do to prevent injury while working in cold weather or cold indoor conditions. This includes using protective gear, making healthy choices, utilizing heat shelters, and more.

Personal Protective Equipment (PPE)

Introduction to PPE (5:58)

Personal protective equipment, or PPE, includes any gear or equipment someone might wear at work to protect themselves from harm. PPE can include a wide range of devices and garments, from face shields and hard hats to safety glasses and goggles, coveralls, vests, and safety shoes. Basically, anything you can wear to protect yourself from workplace hazards is considered PPE. In this course, we'll introduce the main Occupational Safety and Health Administration, or OSHA, standard concerning PPE. We'll discuss what's required for specific industries under this standard and answer some general questions about PPE.

Hand and Arm Protection (8:29)

Your hands and arms work hard lifting, typing, measuring, painting, steering, pushing, pulling, carrying, etc. Depending on the job, your hands and arms can also be exposed to many risks. This might include chemical or thermal burns, electric shock, bruises, abrasions, carpal tunnel syndrome, fractures, and more. In this course, we'll cover everything you can do to keep your hands and arms

safe from harm. We'll talk about the various types of protective gloves available and choosing the correct PPE for the hazards you face at work.

Foot and Leg Protection (7:37)

When a serious foot or leg injury occurs, it can alter our lives forever, making activities that we once took for granted difficult or even impossible. However, most of these injuries are preventable. In this program, we'll talk about how to select and properly use foot and leg protection. We'll discuss the various types of leggings, guards, and protective footwear, including the codes that identify the type of protection the shoes provide.

Head Protection (4:57)

Head protection is essential to employee safety. Head injuries can impair someone for life or can even be fatal. Keeping your head safe is critical, and there are various ways you can and should protect yourself with personal protective equipment. In this course, we'll discuss the industries and jobs that often require head protection. We'll go over the various features of hard hats and the three industrial categories they're divided into. Lastly, we'll cover how to maintain and care for your head protection.

Eye and Face Protection (6:16)

Eye and face protection is a key element to workplace safety. Thousands of people are injured or even blinded each year from work-related eye injuries, which cost more than \$300 million per year in medical expenses, workers' compensation, and lost production time. Keeping your eyes and face safe is critical to your well-being, and there are many ways you can protect yourself with personal protective equipment, or PPE. In this course, we'll discuss the industries that require eye and face protection per OSHA standards, and the various PPE available. We'll also cover ways to maintain and care for your visual and facial protective gear.

Hearing Protection (5:20)

Excessive, loud noise is a common problem in many workplaces. Thousands of workers every year suffer from preventable but irreversible hearing loss due to high levels of noise in the workplace. Since occupational hearing loss can be a gradual process, it's often less noticeable than other types of workplace injuries. In this course, we'll talk about the effects of noise exposure and how to reduce that through the use of noise controls and hearing protection.

Respiratory Protection (7:17)

Respiratory hazards affect workers all across the country in many different industries. It might surprise you to learn that an estimated five million U.S. workers are required to wear respirators throughout 1.3 million workplaces. Different types of respirators offer protection from different hazards that can lead to health issues like asthma or even cancer. In this course, we'll go over the various types of respirators and the hazards they protect against. We'll also talk about some cautions, limitations, and restrictions associated with devices.

Construction Industry PPE (7:39)

OSHA estimates that nearly 6.5 million people work at construction sites across the country every day. Unfortunately, the construction industry is also one of the more hazardous industries. OSHA recently reported that the rate of fatalities in construction is higher than the national average of all other industries. In this course, we'll talk about why that statistic is so staggering and what construction companies and workers can do to stay safe. We'll discuss OSHA's PPE requirements specifically for the construction industry and the mandatory types of PPE.

PPE for Managers (7:15)

OSHA requires employers to establish and administer an effective personal protective equipment program for employees. It's the law, and due to the potential danger of workplace hazards, it's serious business. In order to know what PPE is necessary, employers need to conduct an assessment to determine the various hazards present in their workplace. Not all hazards are obvious, so in this course, we'll go over various questions you should ask during an assessment. We'll touch on OSHA requirements relating to engineering controls, work practice controls, and PPE. We'll also cover training requirements for employers regarding PPE.

Physical Safety Ergonomics

Common Physical Labor Ergonomic Issues (6:20)

If you work a physically demanding job, understanding and addressing common ergonomic issues is key to maintaining your well-being and ensuring long-term job satisfaction. Physical labor ergonomics focus on injury prevention through the design and evaluation of workplaces, including postures, manual tasks, and repetitive movements. Depending on your job, there are several potential issues you should be aware of, including musculoskeletal disorders (MSDs), and repetitive strain injuries (RSIs). Here, we'll cover these conditions in depth, discuss the consequences of neglect, and go over prevention and self-care strategies.

Body Mechanics and Posture (5:59)

Whether you're lifting heavy loads or spending hours on your feet, understanding and mastering your body mechanics and posture can make a world of difference. Issues like injuries and chronic pain can reduce your productivity, dramatically impact your overall health, and are connected to an increased risk of other illnesses. Practicing proper ergonomics will keep you in good working condition for years to come. In this course, we'll discuss correct lifting and carrying techniques, and go over various stretches to perform in preparation for laborious work.

Tools and Equipment Ergonomics (6:04)

Understanding how to optimize your tools and equipment can lead to both increased efficiency and a safer work environment. There are several health risks associated with irresponsible tool and equipment usage, including musculoskeletal disorders and repetitive strain injuries. Engaging in repetitive motions, lifting heavy loads, or maintaining awkward positions for extended periods of time contributes to the development of these issues - but proper ergonomics can help you avoid these risks. In this course, we'll talk about how to properly utilize your tools and equipment to stay healthy. We'll discuss choosing the right tools and reporting concerns

Warming Up and Cooling Down (5:20)

When your job involves physical labor, warming up and cooling down can protect you against injury. According to the Centers for Disease Control and Prevention, a simple warm-up can reduce your risk of injury by up to 50%. Warm-ups and cool-downs are great for promoting blood circulation and preventing fatigue and burnout, thereby reducing the risk of ergonomic health issues, like musculoskeletal disorders and repetitive strain injuries. In this course, we'll cover some exercises you can do yourself and go over their benefits.



Safety & Health Program Management

Workplace Energy Control Program (7:00)

Workers can be seriously or fatally injured if machinery they service or maintain unexpectedly energizes, starts up, or releases stored energy. In this curriculum, you will learn how to identify workplace energy hazards, list safe practices to control hazardous energy, and describe the workplace energy control program.

- Describe workplace Energy Control Program (ECP) requirements.

Hazard Communication Program (7:00)

You have a right to understand the risks associated with working with hazardous materials. This HazCom curriculum will help you to understand the OSHA Hazard Communication Standard, how hazardous chemicals affect your body, the GHS compliant product labels, Safety Data Sheets and where to find them, and how to protect yourself from hazardous chemicals.

- Describe general workplace Hazard Communication (HazCom) Program Requirements.

Recognizing Workplace Hazards (7:00)

This curriculum provides an introduction to safety best practices in the workplace. Your new workers will learn how to identify common workplace hazards, summarize safe work practices, describe emergency procedures, identify workplace PPE, and describe the Incident Prevention and Reporting process.

- Identify common workplace hazards.

Heat Stress Program (7:00)

Every year thousands of workers become sick or are fatally injured due to occupational heat exposure. This curriculum teaches workers how to recognize heat exposure hazards and provides tactics to avoid heat illness. Workers learn what to do in the event they or a coworker suffers from heat exposure. Easily customize the learning for your specific work conditions and policies.

- Describe general workplace Heat Stress Program requirements.

Safety Attitudes & Actions

Your Workplace Safety Culture (7:00)

Workplace safety culture is a result of positive attitudes towards safety from workers and management that lead to safer actions and consequences. This curriculum will help workers define and explain the role of attitude in workplace safety. Use this curriculum as a safety "tune-up" to remind every worker of actions they can take to keep the workplace and coworkers safe. Easily customize the learning for your specific culture, industry, and policies.

- Explain the role of attitude and culture in workplace safety.

Your Workplace Safety Attitude (7:00)

Workplace safety culture is a result of positive attitudes towards safety from workers and management that lead to safer actions and consequences. This curriculum will help workers define and explain the role of attitude in workplace safety. Use this curriculum as a safety "tune-up" to remind every worker of actions they can take to keep the workplace and coworkers safe. Easily customize the learning for your specific culture, industry, and policies.

- Define workplace safety attitudes and examine how the behavioral aspects of attitude affect workplace safety.

Safety For Employees

Safety for Employees: Machine Guard Safety for Employees (4:51)

Modern machinery offers us incredible advantages in the workplace. American workers are able to work faster and more efficiently than ever before. However, working with these machines carries an inherent risk. Take the safety steps recommended here and in your on-the-job training seriously - every time you use a machine.

Safety for Employees: Flammable and Combustible Liquids for Employees (5:39)

If you're working with flammable and combustible liquids. The stakes are high. Fires stemming from ignition of these liquids can cause injuries, burns, environmental damage and, in some cases, even death. As an employee, it's essential that you learn how to safely store, dispense, and handle these liquids.

Safety for Employees: Carbon Dioxide for Employees (4:24)

People inhale oxygen and exhale carbon dioxide. This odorless, colorless compound is not poisonous, but it can be dangerous in two ways. First, in its gaseous state, CO₂ displaces oxygen, so it can cause suffocation in high concentrations. Second, carbon dioxide in its solid state, also known as dry ice, can cause frostbite if it comes in contact with the skin.

Safety for Employees: Carbon Monoxide for Employees (5:40)

Carbon monoxide is a common industrial hazard. It's the byproduct of internal combustion engines, like the ones we find in regular vehicles, diesel engines, or forklifts. Carbon monoxide, or CO, is also the result of the incomplete burning of natural gas and any other material containing carbon. This means that some pretty standard appliances, like water heaters, space heaters, propane cooking ranges, or blast furnaces might have a carbon monoxide risk - especially if they aren't properly maintained.

Safety for Employees: Propane Gas Safety for Employees (4:08)

Even if you're new to your industry, you're probably familiar with propane. Propane tanks are commonplace at local hardware stores, as a fuel for backyard grills or camping stoves. Before you use propane in the work place, you'll need hands-on training.

Slips, Trips, and Falls for Employees (5:28)

In this course, learn about how to avoid slips, trips, and falls at work.

Portable Fire Extinguishers for Employees (6:28)

In this course, learn the basics for safely using portable fire extinguishers. This content complies with OSHA regulation 1910.157.

Safety For Managers

Safety for Managers: Machine Guard Safety for Managers (4:52)

Modern machinery offers us incredible advantages in the workplace. American workers are able to work faster and more efficiently than ever before. However, according to the Occupational Safety and Health Administration (OSHA), the risks can be tremendous. First and foremost, your job as a



manager is to provide the required hands-on training for employees. Even the most elaborate safety devices or guards won't protect workers unless they are used correctly.

Safety for Managers: Flammable and Combustible Liquids for Managers (5:52)

If your employees are working with flammable and combustible liquids, the stakes are high. As a manager or supervisor, it's your role to ensure that all of these volatile liquids are stored, handled, and used safely.

Safety for Managers: Carbon Dioxide for Managers (5:06)

You likely learned about carbon dioxide, or CO₂, in middle school chemistry. It's one part carbon and two parts oxygen. Because it's a part of the carbon cycle, CO₂ is in very low concentrations all around us. This program will help you keep your workplace safe from carbon dioxide exposure.

Safety for Managers: Carbon Monoxide for Managers (6:25)

Carbon monoxide, or CO, is a common industrial hazard. Your workplace is considered "at-risk" if you regularly have vehicles idling near employees. Your facility is also at-risk if you have machinery that burns natural gas or any other material containing carbon.

Safety for Managers: Propane Gas Safety for Managers (4:16)

Propane is a cost-effective, efficient, and highly flammable fuel used at many facilities across the United States. As an employer, you have some hefty responsibilities when it comes to propane in the workplace.

Safety for Managers: Powered Industrial Trucks for Managers (4:56)

Powered industrial trucks are tremendous workplace tools. Because these trucks operate like so many other vehicles in your life, it's easy to underestimate the safety concerns. It's up to you to make sure that they remain useful and safe for your employees.

Slips, Trips, and Falls for Managers (5:31)

In this course, learn what employers can do to minimize the risks of slips, trips, and falls.

Portable Fire Extinguishers for Managers (7:41)

In this course, learn how to protect your employees and your business from the most common emergency in the U.S. This content complies with OSHA regulation 1910.157.

Slips, Trips, and Falls

When Falls Happen (7:00)

Fall protection training failures consistently rank among the top 10 most frequently cited OSHA violations. This Slips, Trips, and Falls curriculum helps learners recognize slip, trip, and fall hazards, best practices for eliminating hazards, and what to do if injury occurs.

- Explain ways to help reduce injury from a fall and describe steps to take if a fall injury occurs.

Slips, Trips, & Falls 1: Causes (7:00)

Fall protection training failures consistently rank among the top 10 most frequently cited OSHA violations. This Slips, Trips, and Falls curriculum helps learners recognize slip, trip, and fall hazards, best practices for eliminating hazards, and what to do if injury occurs.

- Describe the scientific reasons slips, trips, and falls occur and explain the role of balance in preventing slips, trips, and falls.

Slips, Trips, & Falls 2: Hazards (7:00)

Fall protection training failures consistently rank among the top 10 most frequently cited OSHA violations. This Slips, Trips, and Falls curriculum helps learners recognize slip, trip, and fall hazards, best practices for eliminating hazards, and what to do if injury occurs.

- Recognize the conditions and situations that create slip, trip, and fall hazards.

Slips, Trips, & Falls 3: Prevention (7:00)

Fall protection training failures consistently rank among the top 10 most frequently cited OSHA violations. This Slips, Trips, and Falls curriculum helps learners recognize slip, trip, and fall hazards, best practices for eliminating hazards, and what to do if injury occurs.

- Explain first-line strategies to prevent slips, trips, and falls.

Stairways and Ladders

Ladders: You Need to Know (7:00)

Stairways and ladders are involved in a large percentage of fall incidents. This safety curriculum focuses on helping your workers safely use and maintain stairways and ladders. Workers will be able to describe safety requirements for stairways and ladder use, as well as best work practices for using ladders safely.

- Describe different types of ladders commonly found on the worksite. Explain proper ladder maintenance and set-up. Demonstrate how to climb and work safely on a ladder.

Stairways: You Need to Know (7:00)

Stairways and ladders are involved in a large percentage of fall incidents. This safety curriculum focuses on helping your workers safely use and maintain stairways and ladders. Workers will be able to describe safety requirements for stairways and ladder use, as well as best work practices for using ladders safely.

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- Explain ways to help reduce injury from a fall and describe steps to take if a fall injury occurs.

WORKPLACE VIOLENCE

Active Shooter Response

Managing Consequences of an Active Shooter Incident (7:00)

An active shooter incident can happen in any workplace, at any time. Grounded in a no-nonsense approach to planning and preparing for the unthinkable, this curriculum blends in learnings from the latest FBI research to enhance the Run-Hide-Fight strategy promoted by US Homeland Security. Workers learn specific, actionable steps to defend themselves and others when confronted with an

active shooter, as well as how to respond when law enforcement arrives. Easily customize the learning for your specific work conditions, policies, and Emergency Action Plan.

- Identify actions to take following an active shooter incident and describe resources to assist workers in recovering from extreme workplace violence.

Active Shooter Myth vs Reality (7:00)

An active shooter incident can happen in any workplace, at any time. Grounded in a no-nonsense approach to planning and preparing for the unthinkable, this curriculum blends in learnings from the latest FBI research to enhance the Run-Hide-Fight strategy promoted by US Homeland Security. Workers learn specific, actionable steps to defend themselves and others when confronted with an active shooter, as well as how to respond when law enforcement arrives. Easily customize the learning for your specific work conditions, policies, and Emergency Action Plan.

- Distinguish between common active shooter myths and realities and identify words and actions that are potential warning signs for incidents of violence.

Prepare Now for an Active Shooter (7:00)

An active shooter incident can happen in any workplace, at any time. Grounded in a no-nonsense approach to planning and preparing for the unthinkable, this curriculum blends in learnings from the latest FBI research to enhance the Run-Hide-Fight strategy promoted by US Homeland Security. Workers learn specific, actionable steps to defend themselves and others when confronted with an active shooter, as well as how to respond when law enforcement arrives. Easily customize the learning for your specific work conditions, policies, and Emergency Action Plan.

- Recognize the importance of mentally preparing for an active shooter scenario, describe how to respond if you hear a sound that may be gunfire, and explain actions you can take to plan your response in advance of an active shooter event.

Survival Mindset (7:00)

An active shooter incident can happen in any workplace, at any time. Grounded in a no-nonsense approach to planning and preparing for the unthinkable, this curriculum blends in learnings from the latest FBI research to enhance the Run-Hide-Fight strategy promoted by US Homeland Security. Workers learn specific, actionable steps to defend themselves and others when confronted with an active shooter, as well as how to respond when law enforcement arrives. Easily customize the learning for your specific work conditions, policies, and Emergency Action Plan.

- Explain the benefits of a survival mindset, describe how training affects your ability to react in an emergency situation, and identify tactics to develop a survival mindset.

When Law Enforcement Arrives (7:00)

An active shooter incident can happen in any workplace, at any time. Grounded in a no-nonsense approach to planning and preparing for the unthinkable, this curriculum blends in learnings from the latest FBI research to enhance the Run-Hide-Fight strategy promoted by US Homeland Security. Workers learn specific, actionable steps to defend themselves and others when confronted with an active shooter, as well as how to respond when law enforcement arrives. Easily customize the learning for your specific work conditions, policies, and Emergency Action Plan.

- Describe actions to take in an active shooter situation when law enforcement officers arrive and explain what to expect from first responders during an active shooter situation.

Run, Hide, Fight from an Active Shooter (7:00)

An active shooter incident can happen in any workplace, at any time. Grounded in a no-nonsense approach to planning and preparing for the unthinkable, this curriculum blends in learnings from the latest FBI research to enhance the Run-Hide-Fight strategy promoted by US Homeland Security. Workers learn specific, actionable steps to defend themselves and others when confronted with an active shooter, as well as how to respond when law enforcement arrives. Easily customize the learning for your specific work conditions, policies, and Emergency Action Plan.

- Describe actions to take if confronted with an active shooter.

Workplace Violence: Warning Signs and Prevention

Responding to Aggressive Behavior at Work (7:00)

Workplace Violence can strike your workplace through former or current workers, customers, or even seemingly random acts of strangers. This curriculum teaches workers how to recognize and report early warning signs for violent behavior and offers strategies to help prevent violent situations. Workers learn what to do when confronted with an aggressor, and how to manage the consequences of a violent incident. Easily customize the learning for your specific work condition, policies, and Emergency Action Plan.

Risk Management Basics: Violence Awareness (5:11)

You can't turn on the news these days without hearing about another incidence of violence - whether it be in schools, churches, grocery stores, or workplaces. Of course, we all hope that we're safe when we come to work. But the reality is that safety is equal parts planning and awareness - with a little bit of luck. This course is designed to help you with the planning and awareness pieces of that equation. We'll discuss the different types of violence that workplaces commonly experience. We'll go over risk exposures to various industries, warning signs you should always take note of, and what to do if you see these warning signs.

Violence Awareness: The 4 Types of Workplace Violence (9:38)

It's crucial that everyone understands the four types of workplace violence and how to recognize potential risks and warning signs. Identifying, preventing, and reporting violent or threatening behavior helps to foster a safer work environment. Here you'll find some practical tips on de-escalation and promoting a positive workplace culture.

Workplace Violence for Employees (8:23)

Workplace violence statistics are so staggering that the conversation is slowly shifting from "if it happens" to "when it happens," so preparation is everything. In this program, we'll have a realistic conversation with you about the steps you can take before anything violent occurs in your workplace. We'll discuss workplace violence statistics, who's at risk, warning signs to be on the lookout for, and common triggers that often lead to violence. We'll also go over ways to prevent future acts of workplace violence to help keep you and your colleagues safe.

Workplace Violence for Supervisors (9:34)

Workplace violence statistics are so staggering that the conversation is slowly shifting from "if it happens" to "when it happens," so preparation and prevention are everything. In this program, we'll discuss how you, as a supervisor, can help spot and prevent workplace violence in your organization. We'll cover workplace violence statistics, who's at risk, warning signs to be on the lookout for, and

common triggers that often lead to violence. We'll also go over ways to protect your work environment.

Workplace Violence Warning Signs (7:00)

Workplace Violence can strike your workplace through former or current workers, customers, or even seemingly random acts of strangers. This curriculum teaches workers how to recognize and report early warning signs for violent behavior and offers strategies to help prevent violent situations. Workers learn what to do when confronted with an aggressor, and how to manage the consequences of a violent incident. Easily customize the learning for your specific work condition, policies, and Emergency Action Plan.

Workplace Violence Prevention Strategies (7:00)

Workplace Violence can strike your workplace through former or current workers, customers, or even seemingly random acts of strangers. This curriculum teaches workers how to recognize and report early warning signs for violent behavior and offers strategies to help prevent violent situations. Workers learn what to do when confronted with an aggressor, and how to manage the consequences of a violent incident. Easily customize the learning for your specific work condition, policies, and Emergency Action Plan.

- Describe employer and worker responsibilities in preventing workplace violence.

Workplace Violence: You Need to Know (7:00)

Workplace Violence can strike your workplace through former or current workers, customers, or even seemingly random acts of strangers. This curriculum teaches workers how to recognize and report early warning signs for violent behavior and offers strategies to help prevent violent situations. Workers learn what to do when confronted with an aggressor, and how to manage the consequences of a violent incident. Easily customize the learning for your specific work condition, policies, and Emergency Action Plan.

- Define workplace violence, identify the four recognized categories of workplace violence, and explain how experienced or perceived events can motivate workplace violence.

Managing Consequences of a Workplace Violence Incident (7:00)

Workplace Violence can strike your workplace through former or current workers, customers, or even seemingly random acts of strangers. This curriculum teaches workers how to recognize and report early warning signs for violent behavior and offers strategies to help prevent violent situations. Workers learn what to do when confronted with an aggressor, and how to manage the consequences of a violent incident. Easily customize the learning for your specific work condition, policies, and Emergency Action Plan.

- Identify actions to take following a workplace violence incident and describe resources to assist workers in recovering from workplace violence.

NOTE-Lesson duration is most commonly indicated using the format (minutes:seconds); if the lesson goes over an hour, it will be indicated using the format (hours:minutes:seconds)



WORKPLACE SUSTAINABILITY

SUSTAINABILITY BASICS

Basics

The Business Case for Going Green (5:42)

You've probably heard about a lot of businesses "going green" these days. And rightly so. People are concerned about conserving water, using safe cleaning supplies, managing waste and recycling, and just being more environmentally conscious overall. Do you view going green as a trend, or have you really weighed the benefits of it for your business? In this course, we'll talk about why implementing some green actions around your office should become a priority for you, and how this can help your bottom line.

What Is Workplace Sustainability? (5:46)

Sustainability. We hear it a lot, though we often don't know exactly what it means, especially in the context of workplace sustainability. If you're recycling paper and using water tumblers rather than plastic bottles, are you doing your part? Well, there is a bit more to sustainability than that. In this course, we'll define this concept and go over the three pillars of sustainability. We'll talk about why it's important for businesses to prioritize it and go over the benefits of sustainable practices.

Corporate Social Responsibility vs. Sustainability (6:00)

There is a close connection between corporate social responsibility and workplace sustainability - but they do differ. In this course, we're going to discuss the differences and the various areas of corporate social responsibility. We'll talk about human rights, fair labor and operating practices, environmental strategies, and an organization's social responsibility to its customers.



Introduction to ESG: Environmental, Social, and Governance (4:50)

ESG is a subset of both workplace sustainability and corporate social responsibility. ESG, which stands for environmental, social, and governance, is a set of metrics that investors use to screen potential investments. This includes data on how an organization limits negative impacts and enhances positive impacts on the environment and society. It also includes information on internal governance and leadership practices. In this course, we'll look at how this works, talk about the history of ESG, and go over the data that is used in these reports.

Creating a Sustainability Strategy (6:45)

Any organization can take steps toward being greener. But in order to create true change, you must have a holistic sustainability strategy in place for your company. In this course, we'll talk about how you craft and implement one that you can have the desired impact on your organization. We'll discuss creating short- and long-term initiatives, performing sustainability audits, setting metrics, and more.

Engaging the Team in Workplace Sustainability (6:19)

While many people view workplace sustainability as a series of leadership-level decisions, the reality is that these types of changes are only successful when the whole team is involved. In this course, we'll examine how to involve the team in your workplace sustainability efforts. Then we'll explore how team members can be part of building a sustainability culture and engaging the team to champion sustainability.

SUSTAINABILITY STRATEGY IDEAS

Strategy Ideas

Energy Consumption (6:38)

Corporate sustainability strategies almost always include a section on energy. That's because it's one of the major areas where we as humans affect the environment. So, managing energy resources and their use is an important part of any sustainability plan. In this course, we'll talk about why organizations should have an energy strategy and how it impacts profit. We'll talk through several energy-related sustainability goals and discuss energy alternatives like solar power, wind power, and renewable energy.

Exploring Waste Management (6:41)

Corporate waste management includes your practices for managing organizational assets and handling waste disposal like food waste, pollution, and reusing or recycling materials. According to the United Nations, humans generate 11.2 billion tons of waste each year. Corporations, specifically, generate a huge percentage of this waste. By taking a sustainable approach to waste management, you're doing your part to reduce these alarming figures. In this course, we'll talk about why this matters for companies and how to implement strategies to lower organizational waste output.

Transportation Sustainability (5:31)

Sustainable corporate transportation looks at everything from how your goods are shipped, to the type of work vehicles employees drive, to how your team travels across the country or globe. In this course, we'll talk about why this is beneficial and important for companies to consider. We'll also discuss some tips for creating a transportation sustainability strategy. We'll cover reducing travel, finding commute alternatives, and more.



Water Conservation (6:20)

When it comes to creating a sustainable future, one of the most important environmental aspects to consider is water conservation. People can't live without water. And the costs of water and wastewater services are rising at rates above the consumer price index. Couple that with droughts, difficulties in developing new water sources, human conflicts that restrict water resources, and increased environmental concerns, and water conservation becomes an even more important part of any sustainability program. But how can you, as a business, contribute in a positive way? In a way that serves both your community and your business needs? That's what we'll cover in this course.

Green Cleaning Concepts (6:13)

Green cleaning is an approach to cleaning that prioritizes the use of nontoxic and environmentally friendly cleaning products and practices. Unlike conventional cleaning methods that often involve harsh chemicals, green cleaning aims to minimize harmful impacts on both human health and the environment. By reducing the use of hazardous chemicals, wasteful practices, and excessive energy consumption, green cleaning can significantly contribute to creating a more sustainable workplace. This is critical in reducing illnesses in workers who use your spaces. Rashes and asthma associated with disinfectants and cleaners are two of the most common occupational illnesses in workers. In this course, we'll go over what's known as "sick building syndrome" and define volatile organic compounds, or VOCs. We'll also take you through steps to implement green cleaning concepts into your workplace.

Green Purchasing (6:28)

You've probably thought before about how things like recycling and water conservation can play into your company's sustainability plan. But have you ever thought about how the items you purchase for your company impact the environment? Part of your "Green" policy at work should also include environmentally preferable purchasing, or green purchasing. In this course, we'll discuss the concept of green purchasing, how it benefits organizations, and how to roll it into your sustainability strategy.