

# COURSE LIST



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## WORKPLACE SAFETY COURSES

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### ACCIDENT INVESTIGATION

This session will show the importance of accident investigation, how to talk to witnesses, what questions to ask when evaluating an accident scene, how to determine causal factors, and how to identify corrective actions. Duration: 22 minutes

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### ACTIVE SHOOTER ON-SITE: WHAT EVERY EMPLOYEE SHOULD DO (MULTIMEDIA)

When it comes to workplace shootings there are measures you can take to not only limit the damage but also to save precious lives both before and during these traumatic incidents. Because most incidents are over within minutes, you need to be prepared to react to the situation with speed. During this session we'll talk about how you, as an employee, should react to and prepare for an active shooter in your workplace. Duration: 22 Minutes

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### AERIAL LIFT SAFETY

Aerial lifts are extremely useful pieces of equipment and are commonly used in many industries. But this equipment can be hazardous to both operators and employees working nearby unless proper precautions are taken by all employees. Duration: 26 minutes

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### AERIAL LIFT SAFETY (SPANISH)

Aerial lifts are extremely useful pieces of equipment and are commonly used in many industries. But this equipment can be hazardous to both operators and employees working nearby unless proper precautions are taken by all employees. Duration: 28 Minutes

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### ARC FLASH SAFETY

This session will cover the hazards and risks of working on or near energized electrical equipment. It will also discuss the procedures for preventing an arc flash accident and how to protect yourself from the hazards of an arc flash. Duration: 17 minutes

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### ARC FLASH SAFETY (SPANISH)

This session will cover the hazards and risks of working on or near energized electrical equipment. It will also discuss the procedures for preventing an arc flash accident and how to protect yourself from the hazards of an arc flash. Duration: 18 minutes

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### AVOIDING EXPOSURE TO BLOODBORNE PATHOGENS

This session discusses how you might be exposed to bloodborne pathogens and infectious diseases, how you can protect yourself from exposure, and how to clean up and properly dispose of blood or bodily fluids. Employees most likely to be exposed include first-aid responders, janitorial and maintenance personnel, and workers assigned to clean up after an

industrial accident. Even if your job does not normally expose you to blood or bodily fluids, this session is helpful to raise your awareness of bloodborne pathogens, to understand why you should not come in contact with them, and to understand that it is important to report spills of blood or bodily fluids so that they can be cleaned up safely.

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#### AVOIDING EXPOSURE TO BLOODBORNE PATHOGENS (SPANISH)

This session discusses how you might be exposed to bloodborne pathogens and infectious diseases, how you can protect yourself from exposure, and how to clean up and properly dispose of blood or bodily fluids. Employees most likely to be exposed include first-aid responders, janitorial and maintenance personnel, and workers assigned to clean up after an industrial accident. Even if your job does not normally expose you to blood or bodily fluids, this session is helpful to raise your awareness of bloodborne pathogens, to understand why you should not come in contact with them, and to understand that it is important to report spills of blood or bodily fluids so that they can be cleaned up safely.

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#### BACK SAFETY

This training presentation will help you understand how back injuries occur; prevent back injuries; use proper lifting, load carrying, and unloading techniques; and think intelligently about your back. Duration: 21 minutes

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#### BACK SAFETY (SPANISH)

This session on Back Safety discusses one of the most common workplace injuries and what you can do to help prevent back injuries. You'll learn about the many ways you might injure your back, as well as the things you can do to prevent injuries. Duration: 24 minutes

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#### BASIC FIRST AID FOR MEDICAL EMERGENCIES

The main purpose of this session is to familiarize you with basic first-aid procedures. By the time the session is over, you will be able to recognize the benefits of obtaining first-aid and CPR certification; identify proper procedures for a variety of medical emergencies; assist in administering first aid when a co-worker is injured; and do no further harm. Duration: 26 minutes.

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#### BASIC FIRST AID FOR MEDICAL EMERGENCIES (SPANISH)

The main purpose of this session is to familiarize you with basic first-aid procedures. By the time the session is over, you will be able to recognize the benefits of obtaining first-aid and CPR certification; identify proper procedures for a variety of medical emergencies; assist in administering first aid when a co-worker is injured; and do no further harm. Duration: 26 minutes.

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#### BATTERY SAFETY

The main objective of this session is to make sure you work safely with batteries on the job. By the time the session is over, you will be able to identify battery hazards; understand how batteries work; charge batteries safely; assist in maintaining batteries properly; select appropriate PPE for battery maintenance; and follow proper emergency procedures. Duration: 23 minutes.

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## BATTERY SAFETY (SPANISH)

The main objective of this session is to make sure you work safely with batteries on the job. By the time the session is over, you will be able to identify battery hazards; understand how batteries work; charge batteries safely; assist in maintaining batteries properly; select appropriate PPE for battery maintenance; and follow proper emergency procedures. Duration: 22 minutes.

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## BLASTING AND EXPLOSIVES SAFETY

Adherence to safety precautions is of utmost importance in every area of working with dangerous explosives, and safety precautions are strictly enforced by OSHA. By the time the session is over, you will understand the importance of treating the explosives you work with and the blasting process with utmost respect, key blaster qualifications and skills, federal regulations for handling, storing, and transporting explosives, how to take proper precautions when loading and detonating explosives, and the rules to follow during and after the blasting process. Duration: 35 minutes.

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## BLASTING AND EXPLOSIVES SAFETY (SPANISH)

Adherence to safety precautions is of utmost importance in every area of working with dangerous explosives, and safety precautions are strictly enforced by OSHA. By the time the session is over, you will understand the importance of treating the explosives you work with and the blasting process with utmost respect, key blaster qualifications and skills, federal regulation for handling, storing, and transporting explosives, how to take proper precautions when loading and detonating explosives, and the rules to follow during and after the blasting process. Duration: 38 minutes.

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## CHAIN SAW SAFETY FOR CONSTRUCTION WORKERS

The main objective of this session is to give you information that will help you use chain saws safely. At the end of the training session, you will be able to understand how chain saws work, including maintenance tips, identify the basic risks associated with chain saw use, prepare and protect yourself with the right personal protection equipment, or PPE, and learn safe work practices for using a chain saw, as well as what not to do. Duration: 18 minutes.

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## CHAIN SAW SAFETY FOR CONSTRUCTION WORKERS (SPANISH)

The main objective of this session is to give you information that will help you use chain saws safely. At the end of the training session, you will be able to understand how chain saws work, including maintenance tips, identify the basic risks associated with chain saw use, prepare and protect yourself with the right personal protection equipment, or PPE, and learn safe work practices for using a chain saw, as well as what not to do. Duration: 16 minutes.

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## COMPRESSED GASES

This presentation will identify compressed gases by the labels and discuss safe transport, handling, and storage of compressed gas cylinders. Duration: 18 minutes

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## CONTRACTOR SAFETY

The main objective of this session is to make sure you understand our safety rules and policies so that you can avoid accidents and injuries while you are in our facility. By the time this session is over, you will be able to recognize the hazards of our workplace; understand emergency procedures and accident-reporting rules; follow safety policies and safe work practices; and avoid accidents and injuries in our facility. Duration: 28 minutes.

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## CONTRACTOR SAFETY (SPANISH)

The main objective of this session is to make sure you understand our safety rules and policies so that you can avoid accidents and injuries while you are in our facility. By the time this session is over, you will be able to recognize the hazards of our workplace; understand emergency procedures and accident-reporting rules; follow safety policies and safe work practices; and avoid accidents and injuries in our facility. Duration: 29 minutes.

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## DEFENSIVE DRIVING FOR NONCOMMERCIAL MOTORISTS

Motor vehicle accidents are the number one cause of accident death in the United States. They are also the number one cause of work-related fatalities. Duration: 21 minutes

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## DEFENSIVE DRIVING FOR NONCOMMERCIAL MOTORISTS (SPANISH)

Whether you drive on the job or just commute to work by car, you're in danger on the road unless you drive defensively. Motor vehicle accidents are the number one cause of accidental death in the United States. They are also the number one cause of work-related fatalities. Duration 25 minutes.

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## DISASTER PLANNING—WHAT EMPLOYEES NEED TO KNOW

Making sure that all employees receive basic emergency response training is a critical part of disaster planning, whether you are planning for a workplace fire or a natural disaster like a tornado or flood. This training session will help you identify different types of workplace disasters, understand the requirements of your emergency response plan, carry out emergency response assignments effectively, and evacuate quickly and safely in an emergency. Duration: 24 minutes

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## DISASTER PLANNING—WHAT SUPERVISORS NEED TO KNOW

This course will help you recognize the types of workplace disasters you may face, understand the requirements of the emergency response plan, satisfy employee training requirements, and carry out emergency response duties effectively. Duration: 23 minutes

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## ELECTRICAL SAFETY—UNQUALIFIED WORKER

This general industry session will help remind you how important it is to work safely near electrical equipment and to prevent injuries. At the end of the training, you will understand the hazards of electricity, how to identify and avoid common electrical hazard exposures, and safe work practices you should follow. Duration: 19 minutes

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## ELECTRICAL SAFETY—UNQUALIFIED WORKER (SPANISH)

This general industry session will help remind you how important it is to work safely near electrical equipment and to prevent injuries. At the end of the training, you will understand the hazards of electricity, how to identify and avoid common electrical hazard exposures, and safe work practices you should follow. Duration: 21 minutes

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## EMERGENCY ACTION AND FIRE PREVENTION

This training presentation will teach you to understand hazards that lead to an emergency, evacuate an area in an emergency, respond to an emergency, protect yourself from fire and other hazards, prevent fires, and respond to fires and spills. Duration: 20 minutes

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## EMERGENCY ACTION AND FIRE PREVENTION (SPANISH)

Al terminar esta sesión de capacitación, usted podrá comprender los peligros que llevan a un emergencia, evacuar un área ante una emergencia, responder en caso de emergencia, protegerse del fuego y de otros peligros, prevenir incendios y responder ante incendios y derrames. Duración: 25 minutos

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## ERGONOMICS—INDUSTRIAL

This session will look at some of the basic principles of ergonomics so that you can use a commonsense approach to working safely. In particular, the information presented here will focus on musculoskeletal disorders, or MSDs, and how ergonomics helps prevent them. Duration: 24 minutes

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## ERGONOMICS—INDUSTRIAL (SPANISH)

This session will look at some of the basic principles of ergonomics so that you can use a commonsense approach to working safely. In particular, the information presented here will focus on musculoskeletal disorders, or MSDs, and how ergonomics helps prevent them. Duration: 29 minutes

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## ERGONOMICS—OFFICE

The main objective of this session is to cover the topic of office ergonomics from hazards to precautions so that you can avoid developing work-related MSDs. Duration: 26 minutes

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## EXCAVATION SAFETY - CONSTRUCTION WORKER

The main objective of this session is to help you learn how important it is to work safely in excavations or trenches. At the end of the training session, you will understand, preventive measures required by law, your role in working safely, your employer's obligations to protect you, hazardous atmospheres, and types of protective systems. Duration: 22 minutes.

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## EXCAVATION SAFETY - CONSTRUCTION WORKER (SPANISH)

The main objective of this session is to help you learn how important it is to work safely in excavations or trenches. At the end of the training session, you will understand, preventive measures required by law, your role in working safely, your employer's obligations to protect you, hazardous atmospheres, and types of protective systems. Duration: 24 minutes.

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## EXIT ROUTES—SUPERVISORS

This training presentation will explain how to set up and maintain exit routes, implement the requirements of the facility Emergency Action Plan, recognize alarm signals, and implement evacuation procedures. Duration: 24 minutes

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## EYE PROTECTION

By the end of the training session, you will be able to identify the potential work areas and activities that could cause injury to your eyes; understand how to prevent those injuries; use, maintain, and inspect protective eyewear; and use appropriate first aid for emergencies. Duration: 15 minutes

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## EYE PROTECTION (SPANISH)

Activities that could cause injury to your eyes; understand how to prevent those injuries; use, maintain, and inspect protective eyewear; and use appropriate first aid for emergencies. Duration: 16 minutes

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## FALL PROTECTION IN CONSTRUCTION

This training presentation will teach you how to recognize fall hazards and identify when fall protection is needed, use basic fall protection systems, prevent objects from falling, inspect personal fall arrest systems, and rescue yourself and others from falls. Duration: 30 minutes.

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## FALL PROTECTION IN CONSTRUCTION (SPANISH)

This training presentation will teach you how to recognize fall hazards and identify when fall protection is needed, use basic fall protection systems, prevent objects from falling, inspect personal fall arrest systems, and rescue yourself and others from falls. Duration: 30 minutes

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## FIRE EXTINGUISHERS

This training session will teach you about what causes a fire, what fire extinguishers do, how to use an extinguisher, and different fire suppressant materials. Duration: 23 minutes

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## FIRE EXTINGUISHERS (SPANISH)

This training session will teach you about what causes a fire, what fire extinguishers do, how to use an extinguisher, and different fire suppressant materials. Duration: 27 minutes



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## FORKLIFT OPERATOR SAFETY

This session is designed to help you become a better and safer forklift operator. If you're an experienced operator, this session may remind you of safe habits and work practices that you might have forgotten. If you're a brand-new operator, this session will show you the operating practices you need to follow to be a safe operator. Duration: 24 minutes.

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## FORKLIFT OPERATOR SAFETY (SPANISH)

This session is designed to help you become a better and safer forklift operator. If you're an experienced operator, this session may remind you of safe habits and work practices that you might have forgotten. If you're a brand-new operator, this session will show you the operating practices you need to follow to be a safe operator. Duration: 25 minutes

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## GAS SAFETY FOR CONSTRUCTION WORKERS

The main objective of this session is to make sure you, as a construction worker, know the broad scope of gas safety and what is required to comply with the law. By the time the session is over, you will understand why gas safety is important, what the OSHA standards are, procedures to stay safe when working with gas, and your responsibilities for gas safety. Duration: 18 minutes.

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## GAS SAFETY FOR CONSTRUCTION WORKERS (SPANISH)

The main objective of this session is to make sure you, as a construction worker, know the broad scope of gas safety and what is required to comply with the law. By the time the session is over, you will understand why gas safety is important, what the OSHA standards are, procedures to stay safe when working with gas, and your responsibilities for gas safety. Duration: 19 minutes

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## GOOD HOUSEKEEPING

There is a direct correlation between a clean, neat, and orderly workplace and a safe, successful organization. Poor housekeeping, on the other hand, creates hazards and invites accidents. Use this PowerPoint presentation to train your employees on good housekeeping techniques for a safer workplace. Duration: 18 minutes

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## HAZARD COMMUNICATION AND GHS - WHAT EMPLOYEES NEED TO KNOW

The main objective of this session is to teach you about hazard communication. By the time the session is over, you should be able to: Recognize hazardous chemicals; Understand the risks they pose; Interpret the information on chemical labels; Understand safety data sheets, or SDSs; Protect yourself from physical and health hazards; and Respond to emergencies. Duration: 29 Minutes.

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## HAZARD COMMUNICATION AND GHS - WHAT EMPLOYEES NEED TO KNOW (SPANISH)

El objetivo principal de esta sesión es enseñarle sobre la comunicación de riesgos. Al finalizar esta sesión, usted será capaz de reconocer las sustancias químicas peligrosas; entender los riesgos que representan; interpretar la información de las etiquetas de sustancias químicas;

entender las hojas de datos de seguridad o SDS; protegerse de los riesgos físicos y de salud, y responder a las emergencias. Duración: 28 minutos

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#### HOUSEKEEPER SAFETY

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

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#### HOUSEKEEPER SAFETY (SPANISH)

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

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#### HOW TO MANAGE CHALLENGING EMPLOYEES

In this training session, we're going to cover the types of problems you might face with challenging employees and provide you with effective supervisory strategies for handling these difficult workers. Duration: 30 minutes

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#### INTRODUCTION TO OSHA AND THE GENERAL DUTY CLAUSE

The General Duty Clause affects your job and our workplace. By the time the session is over, you will be able to understand the purpose of OSHA; identify OSHA's strategies for improving workplace safety; recognize the impact of the General Duty Clause; and know your OSHA rights and responsibilities. Duration: 20 minutes.

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#### JOB HAZARD ANALYSIS

You will be able to identify the purpose of job hazard analysis (JHA) recognize the benefits of JHA; understand the JHA process; and analyze jobs effectively to detect and correct hazards. Duration: 25 minutes.

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#### LADDER SAFETY

This session covers all the key issues involved in working safely with ladders. This session includes information on portable ladders only. Duration: 21 minutes

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#### LAUNDRY SAFETY

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid

musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

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#### LAUNDRY SAFETY (SPANISH)

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

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#### LOCKOUT/TAGOUT—AUTHORIZED EMPLOYEE

This session will train you to perform the responsibilities of an "authorized person. A authorized person is an employee who services or maintains machinery and equipment. As an authorized person, you will be able to recognize hazardous energy sources, understand responsibilities to other employees, and control hazardous energy with lockout/tagout. Duration: 19 minutes

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#### LOCKOUT/TAGOUT: AUTHORIZED EMPLOYEE (SPANISH)

Esta sesión abarca el procedimiento de seguridad denominado "Cierre/etiquetado" requerido por la norma de la OSHA sobre Control de fuentes de energía peligrosa. Esto forma parte de su capacitación para convertirse en un "empleado autorizado", un empleado que mantiene o repara máquinas y equipos. Duración: 19 minutos

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#### MACHINE GUARDING

By the end of this training session, you will be able to understand the hazardous actions of different types of machinery, identify the hazards of working with machinery, identify machine safeguards and know how they work, and properly operate machines with guards. Duration: 2 minutes

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#### MACHINE GUARDING (SPANISH)

By the end of this training session, you will be able to understand the hazardous actions of different types of machinery, identify the hazards of working with machinery, identify machine safeguards and know how they work, and properly operate machines with guards. Duration: 2 minutes

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#### NOISE AND HEARING CONSERVATION

At the end of this training session, you will be able to understand the effects of noise on hearing; identify sources of noise in your workplace; describe the purpose of audiometric testing and be able to interpret your test results; and select, fit, and use hearing protection. Duration: 18 minutes

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#### NOISE AND HEARING CONSERVATION (SPANISH)

At the end of this training session, you will be able to understand the effects of noise on hearing; identify sources of noise in your workplace; describe the purpose of audiometric testing and be able to interpret your test results; and select, fit, and use hearing protection. Duration: 19 minutes

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#### OSHA INSPECTIONS, CITATIONS, AND PENALTIES

The main objective of this session is to prepare you to manage an OSHA inspection effectively to achieve the best possible result. By the time this session is over, you will be able to identify how investigations are triggered; develop an inspection action plan; understand the steps in the inspection process; assume an effective role in the inspection; and successfully deal with the outcome of an inspection. Duration: 33 minutes.

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#### OFFICE HAZARDS

The main objective of this session is to discuss office hazards and the safety precautions you need to take to prevent accidents and injuries. By the time this session is over, you should be able to: recognize office hazards, know what to do in emergencies; take proper precautions to avoid accidents; reduce ergonomic risk factors; use proper lifting techniques; and manage stress effectively Duration: 25 minutes

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#### PERMIT-REQUIRED CONFINED SPACE RESCUE - FOR SUPERVISORS

The main objective of this session is to review the requirements for successful confined space rescue operations. By the time the session is over, you will be able to recognize confined space hazards; plan for rescues; evaluate rescue services; differentiate among types of rescues; train and equip a rescue team; and identify the phases of a rescue operation. Duration: 25 minutes.

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#### PERMIT-REQUIRED CONFINED SPACE RESCUE - FOR SUPERVISORS (SPANISH)

The main objective of this session is to review the requirements for successful confined space rescue operations. By the time the session is over, you will be able to recognize confined space hazards; plan for rescues; evaluate rescue services; differentiate among types of rescues; train and equip a rescue team; and identify the phases of a rescue operation. Duration: 25 minutes

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#### PERMIT-REQUIRED CONFINED SPACES—ATTENDANT

This training session will help you identify the hazards of confined space entry, including the signs, symptoms, behavioral effects, and consequences of hazard exposure of authorized confined space entrants. Duration: 28 minutes

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#### PERMIT-REQUIRED CONFINED SPACES—ATTENDANT (SPANISH)

This training session will help you identify the hazards of confined space entry, including the signs, symptoms, behavioral effects, and consequences of hazard exposure of authorized confined space entrants. Duration: 28 minutes

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#### PORTABLE POWER TOOL SAFETY

By the end of the training session, you will be able to identify the hazards of portable power tools, take precautions against injury, use tool guards effectively, and understand common safety practices for specific types of tools. Duration: 14 minutes

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#### PORTABLE POWER TOOL SAFETY (SPANISH)

By the end of the training session, you will be able to identify the hazards of portable power tools, take precautions against injury, use tool guards effectively, and understand common safety practices for specific types of tools. Duration: 15 minutes

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#### POWERED PLATFORM SAFETY

The main objective of this session is to talk about powered platform safety features and procedures. By the time this session is over, you should be able to identify powered platform components, recognize platform safety features, understand inspection requirements, use personal fall arrest systems properly, follow safe work practices, and act effectively in an emergency. Duration: 26 minutes.

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#### POWERED PLATFORM SAFETY (SPANISH)

The main objective of this session is to talk about powered platform safety features and procedures. By the time this session is over, you should be able to identify powered platform components, recognize platform safety features, understand inspection requirements, use personal fall arrest systems properly, follow safe work practices, and act effectively in an emergency. Duration: 27 minutes.

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#### PPE—FOOT PROTECTION

OSHA requires employers to conduct a hazard assessment and determine the appropriate PPE for the different types of work that employees are expected to do. This includes an assessment for potential foot injury hazards. This training session will discuss the potential foot hazards in your workplace that were identified during the hazard assessment. Duration: 12 minutes

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#### PPE—HAND PROTECTION

By the end of the training session, you will be able to identify hand hazards, choose appropriate gloves for work tasks, know the limitations of hand protection, and use and care for protective equipment. Duration: 29 minutes

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#### PPE—HAND PROTECTION (SPANISH)

Este curso de entrenamiento de seguridad en línea se centra en peligros potenciales de mano en el lugar de trabajo y la protección de mano que los empleados necesitan usar en el trabajo. Duración: 31 minutos

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#### PPE—WHAT EMPLOYEES NEED TO KNOW

After this training session, you will understand how a PPE hazard assessment is conducted, which involves evaluating the workplace and job functions for any potential hazards that can be controlled through the use of PPE; be able to select the proper PPE to protect against the hazards found during the hazard assessment; and be able to show employees how to properly wear and care for their PPE. Duration: 24 minutes

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#### PREVENTING SLIPS, TRIPS, AND FALLS: A GUIDE FOR EMPLOYEES

By the end of the training session, you will be able to identify slip, trip, and fall hazards at work; understand safety specifications and features of walking surfaces and openings; use stairs and ladders safely to avoid falls; and avoid and eliminate slip and trip hazards. Duration: 22 minutes

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#### PREVENTING SLIPS, TRIPS, AND FALLS: A GUIDE FOR EMPLOYEES (SPANISH)

El objetivo principal de la sesión es eliminar los riesgos de resbalones, tropiezos y caídas en el lugar de trabajo y prevenir accidentes. Duración: 23 minutos

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#### RECORDKEEPING—INJURY AND ILLNESS

By the end of this training session, your employees will understand which employers are affected by recordkeeping standards, appropriate recordkeeping forms, how to handle reporting to the government, employee rights regarding recordkeeping, and injury and illness recording criteria. Duration: 29 minutes

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#### REFUELING EQUIPMENT

The main objective of this session is to teach you how to properly refuel the construction machinery you work with every day, while adhering to OSHA's rules and regulations. By the time the session is over, you will understand the hazardous liquids you will be working with, how to properly dispense liquid fuel, the location of appropriate refueling areas and where to store liquid fuels, how to control fuel spills and how to protect yourself against potential fires and explosions, and important OSHA regulations and how they protect you. Duration: 32 minutes.

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#### REFUELING EQUIPMENT (SPANISH)

The main objective of this session is to teach you how to properly refuel the construction machinery you work with every day, while adhering to OSHA's rules and regulations. By the time the session is over, you will understand the hazardous liquids you will be working with, how to properly dispense liquid fuel, the location of appropriate refueling areas and where to store liquid fuels, how to control fuel spills and how to protect yourself against potential fires and explosions, and important OSHA regulations and how they protect you. Duration: 36 minutes.

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#### RESPIRATOR FIT TESTING - WHAT SUPERVISORS NEED TO KNOW

The main objective of this session is to review respirator fit test options and procedures. By the time the session is over, you will be able to help employees select, assess comfort, and fit a respirator; teach workers to perform positive and negative seal checks; and understand qualitative and quantitative fit test procedures. Duration: 31 minutes.

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## RESPIRATORY PROTECTION

After this training session, you will be able to identify the hazards of airborne contaminants; identify and use appropriate respiratory protection; recognize the limitations and capabilities of respirators in our workplace; and inspect, maintain, and store respirators. Duration: 30 minutes

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## SCAFFOLDS IN CONSTRUCTION

This training presentation will teach you to understand the nature of scaffold hazards; identify major types of scaffolds and their use; erect, move, operate, inspect, and maintain a scaffold; and implement safe work practices, use fall protection, and protect yourself from falling objects. Duration: 25 minutes

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## SCAFFOLDS IN CONSTRUCTION (SPANISH)

This training presentation will teach you to understand the nature of scaffold hazards; identify major types of scaffolds and their use; erect, move, operate, inspect, and maintain a scaffold; and implement safe work practices, use fall protection, and protect yourself from falling objects. Duration: 23 minutes

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## TRENCHING—COMPETENT PERSON

This session is intended to provide a background of information on which to begin building the competent person's experience. By the end of this session, you as the competent person will be able to recognize hazards associated with trenches, understand the protective systems for trenches, and understand the hazards and prevention measures for the activities associated with excavation. Duration: 22 minutes

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## TRENCHING—COMPETENT PERSON (SPANISH)

This session is intended to provide a background of information on which to begin building the competent person's experience. By the end of this session, you as the competent person will be able to recognize hazards associated with trenches, understand the protective systems for trenches, and understand the hazards and prevention measures for the activities associated with excavation. Duration: 23minutes

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## UNDERSTANDING THE SAFETY DATA SHEET (SDS)

The main objective of this session is to describe the purpose of the GHS and introduce you to the SDS. By the time the session is over, you should be able to understand the GHS and how it affects hazard communication in the workplace; recognize how the SDS improves your access to vital safety, health, and environmental information about chemicals used in the workplace; and identify the 16 sections of the SDS and the information contained in each section.

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## WAREHOUSE SAFETY

The main objective of this session is to help you prevent accidents and injuries while working the warehouse and loading dock. By the time the session is over, you should be able to identify

warehouse hazards; prevent back injuries; work safely with material-handling equipment; protect against accidents on the loading dock; stack materials safely; and prevent slips, trips, and falls. Duration: 31 minutes.

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#### WELDING AND CUTTING SAFETY FOR CONSTRUCTION WORKERS

The objectives of this session are to discuss important safety points about welding and cutting. By the end of the session, you will be able to identify the major safety and health hazards, know the different welding processes, select appropriate personal protective equipment, or PPE, and implement controls needed to prevent or control fires. Duration: 22 minutes.

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#### WELDING AND CUTTING SAFETY FOR CONSTRUCTION WORKERS (SPANISH)

The objectives of this session are to discuss important safety points about welding and cutting. By the end of the session, you will be able to identify the major safety and health hazards, know the different welding processes, select appropriate personal protective equipment, or PPE, and implement controls needed to prevent or control fires. Duration: 23 minutes.

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#### WORKING IN COLD CONDITIONS

Cold conditions present hazards that may seriously impact worker health and safety. In this training program, employees will review the hazards posed by cold conditions and learn valuable methods for preventing illness and injury and responding appropriately to any health or safety incidents that may arise. Duration: 28 minutes

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#### WORKING IN COLD CONDITIONS (SPANISH)

Cold conditions present hazards that may seriously impact worker health and safety. In this training program, employees will review the hazards posed by cold conditions and learn valuable methods for preventing illness and injury and responding appropriately to any health or safety incidents that may arise. Duration: 28 minutes

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#### WORKING IN HOT CONDITIONS

Not only can working in hot conditions be uncomfortable, it can also be hazardous if you do not take the right precautions. You need to know how to protect your health and safety when you work in hot conditions. Duration: 22 minutes

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#### WORKING IN HOT CONDITIONS (SPANISH)

Not only can working in hot conditions be uncomfortable, it can also be hazardous if you don't take the right precautions. You need to know how to protect your health and safety when you work in hot conditions. Duration: 24 minutes

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#### WORKING SAFELY AROUND HEAVY EQUIPMENT

A construction site is an inherently dangerous workplace. You must pay attention not only to what you are doing but also to what other workers around you are doing. The main goal of this



session is to help you understand how important it is to work safely near heavy equipment. At the end of the session, you will be able to understand the leading causes of heavy equipment-related accidents, identify dangers associated with heavy equipment, discuss what OSHA regulations say about working safely on or near heavy equipment, and learn basic precautions to stay safe on the worksite. Duration: 21 minutes.

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#### WORKING SAFELY AROUND HEAVY EQUIPMENT (SPANISH)

A construction site is an inherently dangerous workplace. You must pay attention not only to what you are doing but also to what other workers around you are doing. The main goal of this session is to help you understand how important it is to work safely near heavy equipment. At the end of the session, you will be able to understand the leading causes of heavy equipment-related accidents, identify dangers associated with heavy equipment, discuss what OSHA regulations say about working safely on or near heavy equipment, and learn basic precautions to stay safe on the worksite. Duration: 16 minutes.

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#### WORKING SAFELY NEAR POWER LINES

The main objective of this session is to help you understand how important it is to work safely near power lines. This session is intended for general construction workers. At the end of the training session, you will be able to understand the major causes of power line-related accidents, identify dangers associated with power lines, find out what Occupational Safety and Health Administration, or OSHA, regulations say about power line safety, learn preventive measures to stay safe, and get some tips on what to do in case of an emergency. Duration: 20 minutes.

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#### WORKING SAFELY NEAR POWER LINES (SPANISH)

The main objective of this session is to help you understand how important it is to work safely near power lines. This session is intended for general construction workers. At the end of the training session, you will be able to understand the major causes of power line-related accidents, identify dangers associated with power lines, find out what Occupational Safety and Health Administration, or OSHA, regulations say about power line safety, learn preventive measures to stay safe, and get some tips on what to do in case of an emergency. Duration: 22 minutes.

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#### WORKING SAFELY OUTDOORS

The main objective of this session is to provide you with the information you need to work safe outdoors. By the time the session is over, you will be able to identify outdoor hazards; take proper precautions to prevent injury or illness; and apply effective first aid in the event of an injury or exposure. Duration: 32 minutes.

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#### WORKING SAFELY OUTDOORS (SPANISH)

The main objective of this session is to provide you with the information you need to work safe outdoors. By the time the session is over, you will be able to identify outdoor hazards; take proper

precautions to prevent injury or illness; and apply effective first aid in the event of an injury or exposure. Duration: 31 minutes.

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#### WORKING SAFELY WITH FLAMMABLE LIQUIDS

The main objective of this session is to help you work more safely with flammable liquids. By the time the session is over, you will be able to understand what a flammable liquid is; identify flammable liquid hazards; take proper precautions when storing, dispensing, and handling flammable liquids; prevent fires, explosions, and exposures; and know what to do in an emergency involving flammable liquids. Duration: 34 minutes.

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#### WORKING SAFELY WITH PESTICIDES

Although pesticides are an essential part of modern agriculture, they can also be hazardous unless they are used properly. If you handle pesticides on the job or work in areas where pesticides are used, you need to know the precautions you must take to protect your health and safety. Duration: 26 minutes

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#### WORKING SAFELY WITH SOLVENTS

This presentation is focused on the hazards of organic solvents, which are a dangerous group of solvents that can be hazardous to your skin and other organs of your body. Duration: 30 minutes.

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#### WORKPLACE SAFETY FOR EMPLOYEES

At the end of the training session, you will be able to understand why safety is such a important workplace issue, identify the requirements of OSHA and the law, know what our safety policy requires, and take an active role in promoting workplace safety and health. Duration: 27 minutes

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#### WORKPLACE SAFETY FOR EMPLOYEES (SPANISH)

Al terminar esta sesión de capacitación, usted podrá comprender las razones por las cuales la seguridad es un tema tan importante en el lugar de trabajo, identificar los requisitos de la OSHA, conocer los requisitos de nuestra política de seguridad, y desempeñar un papel activo en la promoción de la seguridad y la salud en el lugar de trabajo. Duración: 35 minutos

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### CYBER SECURITY COURSES

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#### WHAT IS CYBER SECURITY

A recent study predicts that cybercrime damage will cost \$6 trillion annually by 2020, up \$3 trillion from 1 year ago. This course provides an overview of cyber security and why it is important for each and every one of us. You'll learn the history and statistics of cyber attacks, who is responsible, why someone would commit a cyber crime, and who is a target.

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#### TYPES OF CYBER THREATS

What is the cyber-criminal after? How do cyber crimes start? This course covers cyber attack methods, as well as the different types of cyber threats you may encounter, including malware, viruses, Denial of Service (DOS), and Advanced Personal Threats (APT).

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#### ANATOMY OF A URL: HOW TO IDENTIFY WEB LINKS

The Anatomy of a URL: How to Identify Web Links course provides an overview of a URL, how you can identify various components of a URL to verify if you can trust clicking on one or not, and how to identify malicious web links. You'll also learn about Tiny vs. Long URLs, as well as anchors and destinations.

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#### E-MAIL SECURITY: RECOGNIZING A CYBER ATTACK

From phishing to pre-texting to baiting, this E-mail security course provides you with an overview of E-mail security and how you can identify if an E-mail you received is an attempt to access your device in part of a cyber-attack.

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#### SAFE WEB BROWSING: IDENTIFYING MALICIOUS WEB PAGES

The Safe Web Browsing: Identifying Malicious Web Pages course covers safe Web browsing practices and shows you how to identify safe web pages. You'll learn to spot indicators and examples of malicious Web pages.

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#### CREATING AND USING PASSWORDS

In this Creating and Using Passwords course, you will learn about the importance of passwords in order to protect your personal information. You'll get a better understanding about why passwords are important, password dos and don'ts, password examples, password best practices, and tips for managing passwords.

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#### PROTECTING AND SECURING YOUR DATA

This Protecting and Securing Your Data course is an overview of how you as a user can take additional steps in protecting and securing your data from cyber criminals. You'll learn about firewalls, virus vs. malware protection, and how to secure your internet equipment.

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#### MOBILE DEVICE BEST PRACTICES

This Mobile Device Best Practices course is an overview of the recommended best practices for securing your mobile device from a cyber attack. You'll learn about firewalls, Wi-Fi security, and Bluetooth.

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### DRIVER/TRANSPORTATION SAFETY COURSES

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#### CMV ACCIDENT PROCEDURES

The main objective of this session is to inform you about post-accident procedures. By the time the session is over, you should be able to: recognize the importance of taking proper action following an accident; identify post-accident procedures; understand alcohol and drug test requirements and procedures; respond effectively to emergency situations arising from an accident; and provide complete and accurate information about the accident to your employer.

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#### COMMERCIAL MOTOR VEHICLE DRIVER LOGS

The main objective of this session is to provide you with the information you need to complete the daily driver's log fully and correctly. By the time the session is over, you should be able to: identify record of duty status requirements; complete the daily log correctly; log changes of duty status accurately on the grid; and retain and submit logs in a timely manner.

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#### COMMERCIAL MOTOR VEHICLE INSPECTIONS

The main objective of this session is to explain the requirements of federal CMV inspection regulations. By the time this session is over, you should be able to understand the inspection, repair, and maintenance requirements of the Federal Motor Carrier Safety Regulations; perform pre- and post-operation vehicle inspections and write and review inspection reports; identify periodic inspection requirements; and comprehend inspector qualifications and recordkeeping requirements under the regulations.

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#### DANGERS OF DISTRACTED DRIVING: A GUIDE FOR CMVS

The main objective of this session is to provide you with information on avoiding distracted driving in commercial motor vehicles. By the end of the session, you should be able to understand the definition of and different categories of distracted driving; identify and avoid distractions when behind the wheel; understand FMCSA regulations as they pertain to driver distractions; and recognize distracted driving in other vehicles. Duration: 15 minutes

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#### DEFENSIVE DRIVING TRAINING—COMMERCIAL MOTOR VEHICLES

Commercial truck drivers have more nonfatal injuries than workers in any other occupation. Half of the nonfatal CMV driver injuries are serious sprains and strains, and the other injuries are bruises, fractures, cuts and lacerations, soreness, and multiple trauma. This online defensive driving training safety course has been designed for drivers of Commercial Motor Vehicles to teach defensive driving safety techniques while at work. Duration: 29 minutes

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#### DEFENSIVE DRIVING TRAINING FOR NON-COMMERCIAL MOTOR VEHICLES

Motor vehicle accidents are the most common form of death of all workplace fatalities, and vehicle accidents, injuries, and fatalities outside of work are also on the rise due to all different kinds of distracted driving and other hazards. Whether you drive on the job or just commute to work, it's important that you stay on your toes and drive defensively to keep yourself—and other drivers and pedestrians—safe. During this training session, we're going to talk about some techniques that will help you avoid driving accidents and injuries. Duration: 19 minutes

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## DOT ALCOHOL AND DRUG TESTING RULES—WHAT SUPERVISORS NEED TO KNOW

The main objective of this session is to review the DOT alcohol and drug testing rules so that you know how you can help us comply with the regulations. By the time this session is over, you should be able to understand the requirements of the DOT alcohol and drug testing rules; recognize the performance effects of drug and alcohol use; identify signs and symptoms of substance use on the job; and make proper reasonable-suspicion determinations. Duration: 27 minutes

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## DOT ALCOHOL AND DRUG TRAINING FOR SUPERVISORS

The main objective of this session is to help you perform your duties in compliance with DOT's alcohol and drug regulations and your organization's policy and procedures. By the time the session is over, you should be able to identify the requirements of DOT's alcohol and drug regulations; understand how alcohol and drugs affect health and performance; identify signs and symptoms of alcohol and drug use; make appropriate reasonable suspicion determinations; conduct effective reasonable suspicion interviews; and understand when alcohol and drug tests are required and how tests are conducted. Duration: 121 minutes.

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## DRIVER WELLNESS

In order to do your job well, you have to be well. Your good health is an important part of everything you do—both on the job and off. Today, we're going to talk about some wellness strategies you can use to help prevent accidents and injuries on the job. We'll also talk about simple ways to maintain a healthy lifestyle that will assist in avoiding disease and disabilities so that you keep working and keep doing all the things you like to do in your life. Duration: 24 minutes

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## EXTREME WEATHER DRIVING - FOR ALL DRIVERS

The main objective of this session is to provide safety tips for driving in extreme weather so that you can avoid accidents and breakdowns. By the time the session is over, you should be able to: recognize extreme weather driving hazards; identify appropriate safe driving precautions for different weather conditions; prepare yourself and your vehicle for any kind of weather; and prevent accidents and reach your destination safely when driving in extreme weather conditions.

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## SAFE DRIVING TECHNIQUES FOR CMVS

The main objective of this session is to provide you with information on safe driving techniques for commercial motor vehicles (CMV). By the end of the session, you should be able to understand the basics of safely operating a commercial motor vehicle; know the risks of unsafe operation of CMVs; identify and avoid risky driving behaviors; and operate a CMV safely. Duration: 22 minutes

### ACTIVE SHOOTER ON-SITE: WHAT EVERY EMPLOYEE SHOULD DO (MULTIMEDIA)

When it comes to workplace shootings there are measures you can take to not only limit the damage but also to save precious lives both before and during these traumatic incidents. Because most incidents are over within minutes, you need to be prepared to react to the situation with speed. During this session we'll talk about how you, as an employee, should react to and prepare for an active shooter in your workplace. Duration: 22 Minutes

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### ADA—WHAT SUPERVISORS NEED TO KNOW

This training session will help you identify the purpose of the ADA, define "disability" correctly, make reasonable accommodations, handle job interviews and post-offer discussions properly, deal appropriately with leaves of absence and reinstatement, and avoid discrimination based on disability. Duration: 31 minutes

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### BUSINESS ETHICS - WHAT EMPLOYEES NEED TO KNOW

The main objective of this session is to create awareness of ethical issues in business and ensure that you always know the ethical course of action to take on the job. By the time this session is over, you should be able to recognize the importance of business ethics, understand the requirements of the law and our ethics policy, identify ethical problems on the job, and make ethical decisions. Duration: 24 minutes

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### BUSINESS ETHICS - WHAT EMPLOYEES NEED TO KNOW (SPANISH)

The main objective of this session is to create awareness of ethical issues in business and ensure that you always know the ethical course of action to take on the job. By the time this session is over, you should be able to recognize the importance of business ethics, understand the requirements of the law and our ethics policy, identify ethical problems on the job, and make ethical decisions. Duration: 24 minutes

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### COACHING FOR SUPERIOR EMPLOYEE PERFORMANCE—TECHNIQUES FOR SUPERVISORS

The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand the techniques involved in successful coaching, and use coaching effectively to improve employee performance and help employees grow and develop. Duration: 27 minutes

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### DETECTING AND PREVENTING CHILD ABUSE

The main objective of this session is to help you understand the importance of recognizing and preventing child abuse. By the time this session is over, you should be able to understand and identify the different types of child abuse, recognize indicators of abuse, know how to interview

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a child to find out if he or she is experiencing some area of abuse, and know how and when to report suspected child abuse. Duration: 17 minutes

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#### DIVERSITY FOR ALL EMPLOYEES

This training presentation will explain how you can support diversity in our organization. At the end of the training session, you will be able to identify how we are diverse, understand the challenges and opportunities of workplace diversity, help avoid discrimination, and follow company policy. Duration: 17 minutes

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#### DIVERSITY FOR ALL EMPLOYEES (SPANISH)

This training presentation will explain how you can support diversity in our organization. At the end of the training session, you will be able to identify how we are diverse, understand the challenges and opportunities of workplace diversity, help avoid discrimination, and follow company policy. Duration: 17 minutes

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#### EMPLOYMENT LAW FOR SUPERVISORS—WHAT YOU SHOULD AND SHOULDN'T DO

The main objective of this session is to provide basic guidelines for compliance with important federal employment laws. By the time this session is over, you should be able to recognize that your job is directly affected by a variety of important employment laws, identify the requirements of these laws, use your knowledge to assist in compliance, and interact fairly and correctly with employees. Duration: 29 minutes

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#### ESSENTIAL HR: FOR THOSE WHO HAVE RECENTLY ASSUMED HR RESPONSIBILITIES

The main objective of this session is to introduce you to your new responsibilities as an HR specialist and to help you learn more about your job and the organization. By the time this session is over, you will be able to understand HR priorities; learn more about the organization; identify the requirements of employment laws and workplace policy; make ethical decisions; and perform job responsibilities successfully. Duration: 29 minutes.

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#### HIRING LEGALLY

This training presentation will explain how you can help ensure that we follow legal hiring practices when we hire new employees. At the end of the training session, you will be able to identify requirements of fair employment laws, follow the organization's EEO policy, evaluate job applicants based on job-related criteria, and conduct all phases of the hiring process to avoid discrimination. Duration: 23 minutes

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#### HOW TO MANAGE CHALLENGING EMPLOYEES

The main objective of this session is to help you manage challenging employees more effectively. By the time the session is over, you should be able to identify challenges associated with supervising difficult employees, manage your own feelings effectively, create a positive work environment for all, and respond positively to challenging employees and treat them fairly. Duration: 20 minutes

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## HOW TO PREVENT AND RESPOND TO BULLYING AT WORK

The main objective of this session is to help you understand bullying at work so that you can help prevent it and respond effectively to it if it occurs. By the time the session is over, you should be able to: Understand why workplace bullying is a problem; Recognize bullying when it occurs in the workplace; Understand what motivates bullying; Identify common characteristics of bullies; Take steps to help prevent bullying at work; and know what to do if you are bullied or witness bullying. Duration: 31 Minutes.

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## PREVENTING SEXUAL HARASSMENT: A GUIDE FOR SUPERVISORS

This course is about sexual harassment in the workplace. It's an important subject because sexual harassment is illegal. This workplace also has a formal policy that prohibits sexual harassment in the workplace—a policy you are responsible for enforcing. But beyond laws and policies, sexual harassment is very damaging to the workplace and work environment. This course will cover what sexual harassment is, why it's so damaging to employees and the organization, and what you can do about it.

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## PREVENTING SEXUAL HARASSMENT IN CALIFORNIA – AB1825

This library includes training to meet new guidelines for sexual orientation/gender identity training, compliance with AB1825, full coverage of AB2053 Abusive Conduct Law, interactive exercises and real-life scenarios and exercises, and so much more! This course provides California employers with everything you need to satisfy California regulation AB-1825, including a two-hour minimum course length, interactive content, expert “help link,” and employee policy acknowledgement. Duration: 2 hours

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## PREVENTING SEXUAL HARASSMENT IN CALIFORNIA – AB1825 (SPANISH)

This library includes training to meet new guidelines for sexual orientation/gender identity training, compliance with AB1825, full coverage of AB2053 Abusive Conduct Law, interactive exercises and real-life scenarios and exercises, and so much more! This course provides California employers with everything you need to satisfy California regulation AB-1825, including a two-hour minimum course length, interactive content, expert “help link,” and employee policy acknowledgement. Duration: 2 hours

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## PREVENTING WORKPLACE VIOLENCE—WHAT EMPLOYEES NEED TO KNOW

This presentation will help you to identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and recognize and respond to terrorist threats. Duration: 27 minutes

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## RECORDKEEPING AND NOTICE REQUIREMENTS

We'll solve this puzzle of federal requirements by focusing on a few specific goals. We'll begin this session with an introduction highlighting the importance of records and notices and commenting on retention, storage, and destruction of records. Next, we will review the recordkeeping requirements of key employment laws so that you will be familiar with the basic



rules. Then, we'll discuss notice requirements so that you will be aware of what notices need to be posted and how to post them in compliance with the laws. Duration: 29 minutes.

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#### RECORDKEEPING - INJURY AND ILLNESS

By the end of this training session, you will understand which employers are affected, recordkeeping forms, reporting to the government, employees recorded, employee rights, and injury and illness recording criteria. Duration: 29 minutes

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#### SEXUAL HARASSMENT—WHAT EMPLOYEES NEED TO KNOW

This training presentation will inform you about sexual harassment. We hope that awareness will help lead to prevention. At the end of this session, you will be able to recognize sexual harassment; differentiate between the two main kinds of harassment; understand and follow company policy; report incidents and cooperate in investigations; and help promote and maintain a comfortable, productive working environment. Duration: 17 minutes

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#### SEXUAL HARASSMENT—WHAT EMPLOYEES NEED TO KNOW (SPANISH)

Al terminar esta sesión de capacitación, usted podrá reconocer un acoso sexual, diferenciar entre dos clases principales de acoso, comprender y seguir la política del lugar de trabajo, denunciar incidentes y colaborar en las investigaciones y ayudar a fomentar y mantener un clima de trabajo confortable y productivo. Duración: 18 minutos

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#### SUBSTANCE ABUSE IN THE WORKPLACE—WHAT EMPLOYEES NEED TO KNOW

The main objective of this session is to help you understand the impact of substance abuse in the workplace and to suggest ways that you can help us deal with this serious problem. Duration: 22 minutes

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#### SUBSTANCE ABUSE IN THE WORKPLACE—WHAT EMPLOYEES NEED TO KNOW (SPANISH)

Se estima que 1 de cada 10 empleados estadounidenses tiene problemas de adicción. El impacto personal que esto genera puede ser devastador, puesto que repercute de manera destructiva en todos los órdenes de la vida de una persona. Es posible que el adicto termine perdiendo todo: familia, hogar, amigos, ahorros, trabajo y la salud física y mental. Duración: 25 minutos

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#### SUBSTANCE ABUSE IN THE WORKPLACE—WHAT SUPERVISORS NEED TO KNOW

The objective of this training session is to provide you with important facts about substance abuse in the workplace and show you how you can help deal with this damaging problem. Duration: 31 minutes

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#### VIOLENCE IN THE WORKPLACE—HOW TO PREVENT AND DEFUSE FOR SUPERVISORS

This presentation will help you identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and

recognize and respond to terrorist threats. A failure to address hazards could result in the finding of a violation of the OSH Act. Duration: 28 minutes

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#### WORKERS' COMPENSATION—WHAT SUPERVISORS NEED TO KNOW

The objective of this training session is to explain your workers' compensation program. At the end of the training session you will be able to recognize the purpose and benefits of workers' compensation, complete reports and help workers file claims, maintain contact with employees on leave and ease their return to work, and help prevent workplace accidents and keep workers' comp costs down. Duration: 21 minutes

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#### WORKPLACE HARASSMENT—WHAT EMPLOYEES NEED TO KNOW

There are many forms of harassment—all of them against the law. This session will discuss the kind of harassment that arises from the diversity of the American workforce. It covers harassment on the job because of a person's race, color, religion, or national or ethnic origin. Duration: 23 minutes

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#### WORKPLACE HARASSMENT—WHAT SUPERVISORS NEED TO KNOW

The main objective of this session is to help you understand the nature of harassment in the workplace, how you can help prevent it, and what to do if, despite our best efforts, it occurs in our organization. Duration: 29 minutes

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### CUSTOMER SERVICE COURSES

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#### CUSTOMER SERVICE SKILLS—HOW WE CAN ALL IMPROVE

The main objective of this session is to suggest ways we can all help improve the service we provide to our customers. By the time this session is over, you should be able to recognize that we all have customers and share responsibility for customer satisfaction, understand what customers expect from you, handle customers' problems effectively, and help improve overall customer satisfaction. Duration: 23 minutes

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#### HANDLING CUSTOMER COMPLAINTS

Effective complaint handling is one of the most important aspects of providing excellent service. The objective of this online training course is to help trainees handle customer complaints successfully. At the end of this training session, trainees will be able to view customer complaints as opportunities and identify problems that prompt complaints. Duration: 20 minutes

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#### PHONE SKILLS

The main objective of this online employment training course is to cover the basic phone skills needed to be a successful customer service representative. At the end of this training session, trainees will be able to answer the phone professionally and effectively, handle transfers and

holds successfully, make the most of opportunities to call customers, and take phone orders accurately and efficiently. Duration: 25 minutes

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## HOSPITALITY & GUEST MANAGEMENT COURSES

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### FRONT DESK OPERATION

The main objective of this session is to help you maintain high quality front desk operations. By the time the session is over, you will be able to interact efficiently and effectively with guests; provide the highest quality service; handle all your duties professionally and successfully; resolve any problems or complaints quickly and cordially; and encourage guest satisfaction and loyalty. Duration: 30 minutes.

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### GUEST MANAGEMENT

The main objective of this session is to help you improve your guest management skills. By the time the session is over, you will be able to understand the importance of guest management; identify requirements for effective guest management; integrate guest management responsibilities into your job; and assist the organization in managing guests well to assure satisfaction and loyalty. Duration: 30 minutes.

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### HANDLING CUSTOMER COMPLAINTS

Effective complaint handling is one of the most important aspects of providing excellent service. The objective of this online training course is to help trainees handle customer complaints successfully. At the end of this training session, trainees will be able to view customer complaints as opportunities and identify problems that prompt complaints. Duration: 20 minutes

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### HANDLING MONEY

The main objective of this session is to help you handle money correctly on the job. By the time the session is over, you will be able to understand why handling money properly is important; avoid money-handling errors; follow money-handling procedures; and handle money skillfully on the job. Duration: 22 minutes.

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### HOUSEKEEPER SAFETY

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

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### HOUSEKEEPER SAFETY (SPANISH)

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

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#### HOW TO BE A GREAT RESTAURANT SERVER

The main objective of this session is to help you become a truly great restaurant server. By the time the session is over, you will be able to understand what diners expect from you; welcome diners and take orders properly; serve meals correctly; monitor tables effectively; handle problems and complaints satisfactorily; and conclude meals successfully. Duration: 30 minutes.

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#### LAUNDRY SAFETY

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

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#### LAUNDRY SAFETY (SPANISH)

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

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#### PERSONAL HYGIENE AND GOOD GROOMING

The main objective of this session is to emphasize the importance of personal hygiene and good grooming on the job. By the time the session is over, you will be able to understand the importance of personal hygiene and good grooming on the job; identify necessary personal hygiene habits; identify good grooming habits; and present a positive, professional image at work. Duration: 33 minutes.

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