

| Subject Area > Course | Vendor | Course # | Description |
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| Personnel Management > Hiring | | | |
| Equal Employment Opportunity (EEO) | SkillSoft | SS_HR0155 | Think about the last time you were in an interview. Did you pay attention to the types of questions being asked? If not, you may have offered or requested information prohibited under anti-discrimination laws. It is essential to know the types of questions that can, and cannot, be asked in order to avoid charges of unfair discrimination. In this course, you will learn the Equal Employment Opportunity laws that prohibit unfair discrimination in the workplace and how these laws apply to you. This course will educate you on how to avoid discrimination in the recruiting and hiring process, and what occurs when a discrimination charge has been filed. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. |
| Interviewing and Hiring Practices | SkillSoft | SS_LCO0118 | This course is intended to teach learners how to exercise sound judgment in the hiring and interviewing process. Not many companies nowadays specify discriminatory characteristics either directly or openly in an advertisement, unless these are required by a bona fide occupational qualification. Your advertising medium, the questions you ask on forms, what you discuss in company publications, and your interview questions combine to create an impression of you and your organization. It may happen, unintentionally, that your recruiting, interviewing, and hiring processes illegally or unfairly discriminate against "protected" individuals or minority groups. It may also happen that your company communicates the wrong message unintentionally. This course helps to recognize aspects of discrimination in advertising and other recruitment materials, and how to avoid the use of discriminatory language. The course also highlights employers' legal obligations regarding discrimination and other recruitment issues, and the importance of basing your recruitment decisions on a valid business reason or a bona fide occupational qualification. SkillSoft's Legal Compliance courses are developed and maintained with subject ma |
| Interviewing and Hiring Practices Simulation | SkillSoft | SS_LCO0110 | In this simulation, you will assume the role and responsibilities of an HR professional at BTJ Technical Staffing Inc., a metropolitan staffing and recruitment agency. Having faced claims of possible discrimination in past job postings created on behalf of clients, BTJ management has redoubled its efforts to ensure that all employment advertisement is above reproach and adheres strictly to antidiscrimination guidelines. The simulation is based on the SkillSoft series "HR Compliance" and includes links to the following course: LCO0118. |
| Rightful Employment Termination | SkillSoft | SS_lchr_01_a08_lc_enus | One of the most difficult things you will do as a manager is to terminate an employee. Understandably, employees who are being terminated – regardless of the reason for the termination – may feel angry, frustrated, or betrayed. They may want someone to blame for their plight, and if the termination is not handled properly, your company could find itself defending against a wrongful termination lawsuit. Further, even if the termination is handled properly, an employee may file a claim anyway, and your company must be prepared to successfully defend the termination through appropriate decision making and documentation. It is important for a company to be able to manage its workforce to accommodate the demands of its business. If employees are not performing as expected – or if the company experiences a change in the business and fewer people are needed to perform the work – some hard decisions must be made. Employers can minimize the risk of being involved in wrongful termination lawsuits, or being held liable in the event that they are defending wrongful termination lawsuits, by following some basic guidelines during the hiring process and managing employees' performance during their tenure. Although most employees are at v |
| Rightful Termination | SkillSoft | SS_HR0157 | One of the most difficult things you will do as a manager is to tell an employee that his or her working relationship with the company must end. When you take this course, you will learn specific steps to follow when terminating someone's employment due to layoffs, performance problems or misconduct. You will then have the opportunity to apply what you've learned in a role play. Of course, the best way to avoid firing an employee is to do a good job of hiring and managing performance. Therefore, you will learn how to prevent this unpleasant task by interviewing effectively, and by using progressive discipline. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated. |
| What to Consider When Hiring | SkillSoft | SS_hr_03_a01_bs_enus | Recruitment is a complex and important activity for a manager. Effective hiring requires effective preparation. The recruitment process must be fair and safe, and there is plenty of legislation to trip up the unwary manager. Getting any part of this wrong is expensive, time consuming, and damaging to the good name of the company. This course will give you a brief overview of the major employment legislation that affects recruitment. Then the course will explore the options that any manager has when faced with hiring a new employee. Hiring is an expensive process, so the course explores a cost-benefit analysis of the various hiring methods, examining in detail internal hiring and contingent workers as two particular options. Defining a job in terms of competencies and then rating them provides the foundations for effective hiring, and this course will show you how to use these methods in creating a structured interview. |

Personnel Management > Staff Training & Development

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| YOU CAN DO IT: A RECIPE FOR DESIGNING WEB-BASED INSTRUCTION | LibraryU | LU_LUR001 | <p>If you have ever done any baking, you know how important it is to have a recipe and the right ingredients on hand. Designing web-based training is a little like baking a cake, if you want to end up with a quality product, you need to use a "recipe" and "ingredients" that will ensure your success.</p> <p>This course introduces the basic instructional design principles behind building successful web-based instruction and gives you the recipe for creating your own online training. Learn to use the ADDIE instructional design model of analyze, design, develop, implement and evaluate to create effective and appealing web-based training.</p> |
| Developing Employees (HRCI/PHR) | SkillSoft | SS_HR0267 | <p>The Human Resource Certification Institute's (HRCI) certification examinations cover a broad range of workforce planning and employment issues, including the theories and applications of employee training and training program development. As a human resources professional, you are responsible for helping to ensure that your company's workforce possesses the skills, knowledge and abilities to meet the current and future needs of the company. This course will help you prepare for the HRCI certification examinations in the areas of employee training and development. In the area of employee training, you will learn methods for effectively training adult learners and techniques for aligning all training programs with your company's strategic goals. This course will also help you understand the necessary steps for developing effective employee development programs. All the topics in this course are based on the HR Development functional area of the HR Body of Knowledge recommended by the Society for Human Resource Management (SHRM). Due to the rapidly changing nature of the law, information in this course may become outdated.</p> |
| E-Learning Essentials Pt. 1: E-Learning and Successful Strategy | SkillSoft | SS_en_US_48301_ng | <p>This Course is designed to cover the broad offerings within the scope of e-learning and the various challenges that arise in implementing an e-learning solution. It places e-learning within the context of learning and knowledge management and the role of e-learning in harnessing an organizations's intellectual and human assets. The course covers the importance of a clear and effective strategy in successfully implementing an e-learning solution, the need to link the strategy to organizational business goals, and pointers that direct translating the strategy into an action plan.</p> |
| E-Learning Essentials Pt. 2: Marketing Your Solution | SkillSoft | SS_en_US_48302_ng | <p>This course covers the aspects of marketing that are essential to marketing an e-learning solution within an organization. It focuses on the required change of organizational mindset to one that supports anytime, anywhere learning. The three important marketing channels are covered - through a champion, culture change and communication plan. The course then looks at each of the key player groups within an organization that need to be understood and brought on board for an effective marketing and implementation of your e-learning solution: Executives, Learners, HR, and Trainers. The most common concerns of these groups are identified, and guidelines for winning their support.</p> |
| E-Learning Essentials Pt. 3: Deploying and Measuring Your Solution | SkillSoft | SS_en_US_48303_ng | <p>The third course in this curriculum focuses on issues of deployment and measurement of an e-learning solution. Regarding deployment, technological, interoperability and multi-site challenges are addressed, as well as using the Internet, choosing the right platform, managing learners and learning objects. The final area to be covered is that of measuring the e-learning solution, integrating measurement with the solution deployment, how to carry out effective measurement and present results. The course closes with some consideration of directions within e-learning and encouragement to the learner to remain open to developments and continually maintain their solution.</p> |
| Energizing and Empowering Employees | SkillSoft | SS_LEAD0123 | <p>Energy. Without it, the wheels and gigabytes of industry come to a screeching halt. And without energized, empowered employees, your part of global industry will make far less progress. This course introduces you to the importance of energizing and empowering employees. By doing so, you multiply the benefits to your department, team, and organization. The course begins by showing you ways to cultivate employee energy as well as the reasons why it's important. It shows you not only the need to energize and empower employees, but also how to do so. Then you'll explore the role of communication in amplifying that energizing process. You will also learn how to create a work environment that inspires excellence. Finally, you'll see how to act on that energy and reap the benefits.</p> |
| Implementing a Mentoring Program for the Organization | SkillSoft | SS_mgmt_10_a03_bs_e nus | <p>Would a mentoring program give your employees the extra edge they need to succeed? In this course, you'll learn about the purposes, advantages, and procedures involved in developing a mentoring program. You'll examine the program coordinator's role and the guidelines that should be in place before the program begins. You'll learn about selecting and matching mentors and proteges and motivating their progress. Finally, you'll explore how to evaluate the program's effectiveness so it can be fine-tuned for even greater success.</p> |
| Implementing and Evaluating Self-directed Learning | SkillSoft | SS_KNOW0114 | <p>Self-directed learning is the foundation for the Knowledge Age. Well-conceived implementation of self-directed learning is crucial for the success of learning organizations in the 21st century. In this course, you'll look at three major implementation schemes: distributed implementation, implementation through a learning center, and implementation through an intranet. Learn how to set up the systems, evaluate them, and position them for success. Learn how to use SDL as a supplement or replacement for instructor-led training. And learn new roles and skills trainers will need in the 21st century corporation.</p> |
| Mentoring as a Manager | SkillSoft | SS_mgmt_10_a02_bs_e nus | <p>Looking for ways to enhance your managing skills? In this course, you'll acquire expertise as a mentor that will benefit your employees, your organization, and your own career. You'll examine how mentoring differs from managing, and you'll brush up on essential communication skills. Finally, you'll learn to use mentoring to improve on team organization, dynamics, and performance.</p> |

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| Mentoring On-Line | SkillSoft | SS_mgmt_10_a06_bs_e nus | Rapid changes in the way organizations look and do business have generated a new business tool: e-Mentoring. Here's an opportunity to examine the challenges and advantages of e-Mentoring and explore how to adapt communication skills to electronic media. Learn how to grow and manage e-Mentoring relationships by effectively selecting and matching e-Mentors and proteges, developing trust, using technology effectively, setting expectations, providing feedback, and addressing traditional mentoring challenges within an electronic environment. |
| Organizational Learning: Developing a Knowledge Management System | SkillSoft | SS_en_US_44601_ng | In Organizational Learning: Developing a Knowledge Management System, you will learn the benefits of a learning organization. You will also learn processes for aligning strategy with knowledge management and how to identify who should be included in a knowledge assessment team. In addition, you will learn the process for performing a knowledge assessment and selecting a knowledge management system. |
| Organizational Learning: Transferring Knowledge within an Organization | SkillSoft | SS_en_US_44602_ng | In Organizational Learning: Transferring Knowledge Within an Organization, you will learn to use management tools and identify challenges encountered when using technology for knowledge transfer. You will also learn how to encourage knowledge transfer through employee empowerment and incentives, as well as how to address and overcome transfer reluctance. |
| The Coaching Skillset | SkillSoft | SS_mgmt_09_a04_bs_e nus | At its simplest, a coaching session is a conversation, a dialog between coach and coachee, and so all coaching interventions depend totally on communication. Within that simplicity however, are layers of subtle interaction, which a coachee needs to be aware of, alert to what both "sides" of the conversation are actually communicating--verbally, visually, and vocally. The first requirement for a successful coaching conversation is rapport, once that exists, the coach is better placed to discover the facts, opinions and feelings of the coachee's situation; only by establishing the present position of the coachee are you able to move forward. Additionally, the coach must control the conversation proactively, for example, knowing what questions to ask rather than providing answers. |
| The Key Stages of Coaching | SkillSoft | SS_mgmt_09_a03_bs_e nus | Coaching has many uses in organizations, and the sequence of coaching activities is similar in all of them. This course will involve learners in the continuous process of discovery, goal setting, action planning, and follow-up that distinguishes coaching from other development methods. |
| The Power of the Learning Organization | SkillSoft | SS_KNOW0112 | In the new Knowledge Age, the only successful organizations will be those that know how to gather, support, and manage knowledge. If you're a manager or trainer who wants to improve performance, you need support from the corporate culture. Take this course to discover what factors make up a learning organization, how to assess whether your organization has them, how to train leaders to support them, and how to create them if they're missing. |
| The Role of Critical Thinking in Organizations | SkillSoft | SS_PD0251 | In the organizational arena, applied critical thinking skills provide an essential foundation for all effective planning, problem-solving, and decision-making activities. Employees who can analyze and reason consistently and proficiently furnish a cost-efficient resource that results in a distinctive competitive advantage. Workers who are skeptical of quick fixes and operational dogma pay attention and generate productive ideas. They are intellectually competent to chart new directions. This course introduces the basic concepts, features, and skills associated with critical thinking and explains the roles and propagation of critical thinking in the workplace. |
| Trends in Coaching | SkillSoft | SS_mgmt_09_a06_bs_e nus | When is a good time to coach? And what is the business case for coaching? Is coaching just another popular fad, or can organizations really benefit from it? Every coach should be aware of the strategic uses of coaching: the organizational benefits that are offered, how coaching can be used to help coachees deal with positive and negative change, and ways of coaching innovators and mavericks. What factors are important when coaching teams? It's true that many of the techniques that you use for individual coaching will be the same. But when coaching teams, you'll need to run an initial meeting, set boundaries, and deal with team tension. In order for coaching to improve the bottom line for your organization, you must display an ongoing commitment to coaching. Coaching works in all directions--consider upward and peer-to-peer coaching--which is one of the reasons it is so powerful. Total confidentiality and life coaching can also help to foster a long-term coaching strategy that leads to ultimate business success. |

Personnel Management > Supervision

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| A New Manager and the Company's Future | SkillSoft | SS_mgmt_03_a04_bs_e nus | Perhaps one of the most exciting and challenging changes that comes with moving into a management role is the need to take a more strategic view of the work you are doing. You need to develop a greater awareness of how your own work, and the work of those in your department, fits with the strategic vision of the company. You will also need to have a greater understanding of the impact that the output of your department can have on other parts of the organization. Complacency is the enemy of continuing business success and, as a manager, it is vital that you always look for ways in which to "do things better." This may include enhancing the quality of the product you produce or the service you provide, or looking at ways in which to improve processes. It could also be about improving working relationships. |
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| Addressing Problem Performance | SkillSoft | SS_mgmt_05_a04_bs_e nus | When the relatively informal measures that most managers will attempt fail, there has to be recourse to a more formal and powerful approach. This is the progressive disciplinary approach. Organizations need to have a clear and defined policy outlining their approach. Discipline is a very difficult time for both managers, and the employees they are applying this procedure to. So the onus on managers is to get it right. This means careful and conscientious planning of the actual process. Managers also need to be aware of the legal implications of the disciplinary actions they take, if they are to avoid causing substantial litigation problems for their company. The conventional staged disciplinary approach based on a punitive style is considered in detail so that managers can feel confident in the way they progress from verbal warnings, through written warnings, and finally to the termination of a problem performer. Finally, an alternative to the conventional disciplinary approach is outlined. Based on Dick Grote's writing, the Discipline without Punishment model is outlined and explained. Managers can then identify the differences in this way of acting, and learn how to coach within the model and how to operate the different stages. |
| Assessing Performance Continuously | SkillSoft | SS_mgmt_11_a01_bs_e nus | This course shows you how to make performance appraisal a continuous process. The first stage of continuous performance assessment is planning. Appraisal must be linked to performance goals that matter, these goals need to encompass both the organization and the individual before a performance plan can be agreed on by appraiser and appraisee. Even with conventional roles and relationships this is a challenge, but for many organizations, the role of the employee is more flexible, and reporting arrangements are more remote. The modern manager has to plan to appraise employees he may rarely see. The second stage is changing the annual performance meeting into ongoing communication about performance between the manager and employee. The manager must review and monitor performance, and respond to it by motivating the effective worker and helping the less successful worker. In this way, performance appraisal becomes one of the major managerial tools. Then the manager is in a position to assess the performance of a worker. This third stage prepares specifically for the annual performance appraisal meeting by collecting data. The course examines the common evaluation methods, which most organizations use. |
| Becoming a Manager: Leading and Communicating | SkillSoft | SS_mgmt_03_a03_bs_e nus | Employees want decisive leadership from their managers. Organizations, too, need their managers to be clear about their objectives, and how their teams can achieve them. As a new manager, it is important that you understand that leadership is about giving direction, but it is also crucial that you realize that it also involves trusting and empowering your staff. You will undoubtedly have been very good at your last job, but now you will need to resist the temptation to continue doing it. For some time to come, it may be true that you could do it quicker or better, but an important part of your new role is delegating tasks to others. You will not have time to do everything yourself, and your staff members will need to know that you trust them enough, and are sufficiently interested in their development, to give them the opportunity to learn new skills. Effective communication is at the heart of most successful businesses. Being a manager means that you need to be at the center of everything. There will be people from whom you need information, and those who need information from you; some will be inside the organization, and others will be outside it. The way in which you communicate with each group may be different, but the clarity of the message is essential. |
| Becoming a Manager: Responsibilities and Fears | SkillSoft | SS_mgmt_03_a02_bs_e nus | Promotion to management is obviously welcome and something to celebrate, but when the initial excitement is over, you may begin to wonder about your new responsibilities. Your main focus is now on managing the activities of others and ensuring that the company's resources are used effectively. Apprehensions about whether you are able to do the job are natural—it merely indicates a healthy respect for the role. Taking some time to consider how you can best direct your current abilities toward the new task will be time well spent. It is inevitable that your co-workers' expectations of you will change. It may be hard for some of your former colleagues to accept your promotion. Your new fellow managers, who were once senior to you, may also take some time to adjust. Again, thinking through some of the possible scenarios you may face will help you to be better prepared. |
| Delegation: the Personal Approach | SkillSoft | SS_mgmt_07_a02_bs_e nus | Have you delegated tasks only to later find out that the task wasn't completed properly or that it wouldn't be completed on time? Perhaps you need to reevaluate your delegation skills. This course will help you work more effectively with employees in a delegation situation. As you progress through the "Delegation: the Personal Approach" course, you will discover several important factors about delegation—how you can benefit from a shared commitment to a delegated task, how to identify confident and motivated employees, and how the knowledge of common delegating problems can help you become an effective delegator. By participating in this course, you will be prepared to overcome many obstacles in the delegation process. |
| Facilitating Difficult Situations | SkillSoft | SS_mgmt_08_a04_bs_e nus | How do you deal with the group that has an exceptionally dominant person who doesn't let anyone else have say, or trivializes the contributions of others? How do you keep a faction from taking over? What is the best means of handling direct challenges to you or the group? What do you do when you know someone is deliberately trying to derail your meeting and/or success? What is the best way to clear the air when there is tension? Welcome to the tough stuff in facilitation. In this course you will learn to recognize and deal with the most difficult aspects of facilitating groups. You will explore typical trouble spots, like dealing with side conversations. Discover ways to maintain and channel enthusiasm with high-participation groups and turn around low-participation situations. Learn techniques to help you handle sabotage and passive/aggressive behavior. Capitalize on confrontation by shifting your analysis from "what's wrong" to assessing "what is really going on." You will also learn the benefits of conflict and apply tips to transform chaos into creativity. |

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| | | | | The performance of your business depends upon the performance of every member of your staff. Thus a key skill for all who manage staff is the ability to provide candid, constructive feedback about performance. The purpose of this course is to enable you to enhance your skills in giving feedback. The course starts by exploring the nature of feedback, and it then develops a practical approach to the feedback process, detailing five logical steps. However, in some situations it is not always sensible to use a standard approach and so the course concludes by considering how to cope with challenging situations, such as giving feedback to the staff member who is angry or upset. |
| Giving Feedback: A Manager's Guide | SkillSoft | SS_COMM0525 | | |
| Goal Setting: Goal Setting Tools for managers | SkillSoft | SS_en_US_46032_ng | | In Goal Setting: Goal Setting Tools for Managers, you will learn how to guide employees and mentees through the goal-setting process. You will learn how to foster an enthusiastic and supportive environment for goal setting as well as how to motivate individuals to continually set new and challenging goals. |
| Leading an Effective Business Meeting | SkillSoft | SS_comm_06_a02_bs_e nus | | Since there are more than 11 million meetings held every day in the United States, there is a good chance that your life is full of meetings. There is a general agreement among business professionals that most meetings are not well run. They often waste your time, drain your energy, seem to have no purpose, and bear few positive results. Are you tired of attending meetings like this? Are you tired of your meetings ending up like this? This course will teach you how to make your meetings more successful by providing the tools and information that are necessary to lead an effective meeting. |
| Managing Diversity in the Workplace Simulation | SkillSoft | SS_HR002A | | You're a procurement manager at Zip Cola, which was established in 1924 as a small, family-run business. You're in charge of identifying and sourcing product lines, and negotiating competitive purchasing from suppliers. The company has expanded steadily over the years and now is one of the largest soft drink companies in the world. Recently, the company put a diversity initiative into place. As a manager, you will need to support this initiative and encourage the employees that report to you to do the same. A major challenge will be to handle opposition to the diversity initiative. This will involve acknowledging opposing views, debunking myths and misconceptions, and stating behavior expectations in light of the initiative. If you do these things successfully, you will also have the opportunity to take advantage of the diversity initiative to increase employee job satisfaction. Lesson Objectives: * handling opposition to a diversity initiative. * using a diversity initiative to increase employee satisfaction. * overcoming barriers to the success of a diversity initiative. * explaining the differences between a diversity initiative and legal mandate. * following a diversi |
| Managing Organization Conflict | SkillSoft | SS_comm_07_a03_bs_e nus | | As a manager, you will inevitably have to sort out some of the conflict that occurs in your organization. Sometimes, this will be between individuals, but often it will be between teams, and even departments. The different nature of these conflicts is likely to require different approaches, and there are also likely to be a range of particular demands on you in the way that you manage the conflicts. A way of differentiating and applying these approaches is by adopting a short-term approach against a longer-term strategy. The first is categorized by a "quick and dirty" style of containment and reduction. The second is characterized by approaches that are concerned with resolving the roots of the conflict by finding structural remedies to prevent the conflict from occurring in the future. Another form of a long-term approach is to attempt to prevent conflict from occurring. This is, of course, probably impossible, but this approach is characterized by considering in what ways a manager can act to discourage negative conflict. |
| Mentoring as a Manager | SkillSoft | SS_mgmt_10_a02_bs_e nus | | Looking for ways to enhance your managing skills? In this course, you'll acquire expertise as a mentor that will benefit your employees, your organization, and your own career. You'll examine how mentoring differs from managing, and you'll brush up on essential communication skills. Finally, you'll learn to use mentoring to improve on team organization, dynamics, and performance. |
| Moving from Management to Leadership Simulation | SkillSoft | SS_LEAD001A | | Do you feel that your people can't get along without you? If you're not available, do your people lack direction and therefore, productivity suffers? If you feel that you've been overmanaging and underleading, the Going from Management to Leadership Simulation is for you. There exist numerous differences between the skills and roles of effective managers and those of successful leaders. In the Going from Management to Leadership Simulation, you'll practice the skills necessary for embodying the traits and qualities of a leader, including developing ongoing relationships with employees, walking the talk, and leading by influence rather than by force. Additionally, opportunity will be provided for you to master the four essential leadership objectives: setting a goal, identifying what needs to be done, creating a willingness to cooperate, and bringing out the best in your employees. The Going from Management to Leadership Simulation is based on the SkillSoft series "Going from Management to Leadership" and contains links to the following SkillSoft courses: LEAD0141, LEAD0142, LEAD0143, and LEAD0148. |
| Performance Support | SkillSoft | SS_KNOW0115 | | Performance support is the new training buzzword. In a world that demands instant information and fast response, training can no longer suffice as the only solution to performance gaps. Learn how to provide performance consulting using a variety of interventions to address performance challenges. Find out how to create a performance-consulting department to replace your training department and how to prepare your organization for the new age of performance consulting. |
| Remote Manager Practices - Communicating with Employees | SkillSoft | SS_en_US_41417_ng | | In this course, you will learn how to develop effective strategies to communicate with telecommuting employees. You will also learn the importance of recognizing and responding to nonverbal cues. In addition, you will learn common issues to consider when implementing technology for a telecommuting employee. The target audience for this course is new and experienced managers that are managing a telecommuting employee for the first time. |

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| Remote Manager Practices- Monitoring Employee Performance | SkillSoft | SS_en_US_41419_ng | In "Monitoring Employee Performance," you will learn about the specific challenges that are common to telecommuting employees. You will also learn how to help your telecommuting employees address these challenges. Additionally, you will learn the important role feedback plays in the telecommuting manager-employee relationship and how you can provide effective feedback to telecommuting employees. |
| Taking on a Management Role | SkillSoft | SS_mgmt_03_a01_bs_e nus | What does becoming a manager involve? What skills are needed to be a good one, and what will others expect of you? These are all natural questions for anyone who is about to become a manager, or who has recently been promoted. Moving into a first management role represents possibly one of the biggest changes in your working life. The transition from player to manager is an exciting, but challenging, one. It takes most people out of an area in which they have been comfortable and successful for some time into more unfamiliar territory. Moving from being one of the team to leading it can be daunting. |
| The Basics of Delegation | SkillSoft | SS_mgmt_07_a01_bs_e nus | Do you feel that there are just not enough hours in the day? Are you always striving to keep ahead of the paperwork that litters your desk? Perhaps it is time to consider sharing some of those tasks with your skilled employees. As you progress through this "Delegation Basics" course in the "Effective Delegation" series, you will discover what delegating is all about, what you need to do to prepare for and implement this process, and how to ensure that you and your employees will effectively complete those delegated tasks. By participating in this course, you will discover how delegating tasks can enhance and accentuate your management skills. |
| Volunteers: Recruitment, Development, and Supervision | UNT | UNT_Volunteers | In order to manage a volunteer program successfully, supervisors must have a mind set that truly values the work of volunteers. A good management mind set will perceive volunteers as motivated and professional. The volunteers will be perceived as enhancements rather than threats to library jobs and as boosts to staff morale. This course is designed to provide library staff the tools to create and effectively manage a successful volunteer program. |

Personnel Management > Workplace Safety & Compliance

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| Back Safety | SkillSoft | SS_SAH0404 | This course is designed to bring awareness into the work environment and help eliminate preventable back injuries. It will provide information regarding job-specific hazards, safe work practices, and ergonomics. The content in this course is designed to comply with the intent of the applicable regulatory requirements. identify job-specific hazards that contribute to preventable back injuries. describe ergonomic considerations that minimize back injuries in the workplace. recall safe work practices that minimize back injuries. |
| Computer Ergonomics | SkillSoft | SS_SAH0412 | This one-hour course is designed to provide the basic information needed to recognize and report musculoskeletal disorders (MSD) signs, symptoms, and risk factors. It addresses the key components of an Ergonomics Program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers required to work in computer/data entry environments. The content in this course is designed to comply with the intent of the applicable regulatory requirements. define terms related to the study of ergonomics. recognize signs and symptoms of injury to the muscles and skeleton, and the importance of early reporting. identify risk factors for injury to the muscles and skeleton. specify controls and work practices to reduce and/or eliminate risk factors for injury to the muscles and skeleton. |
| Cross-generational Workers in the 21st Century | SkillSoft | SS_LEAD0236 | This course deals with preparing the work force generations (silent generation, baby boomers, Generation X, and Generation Next) for the workplace of the 21st century. The course's first lesson identifies the contributions each generational group makes to the workplace today. Contributions will center on the concepts of outlook, work ethic, and preferred leadership style. The second lesson in the course focuses on the training needs of the generational groups that will foster their success in the workplace of the new century. The generational groups' learning styles will be tied into the training needs. The third and final lesson focuses specifically on the future: competing in the work force in the new century. Topics in this lesson will be cross-generational management, cross-generational teams, and future workplace trends. |
| Dealing with Sexual Harassment Simulation | SkillSoft | SS_LCO0200 | You're a junior underwriter at FIVE STAR Insurance Company. The company has over 20,000 employees, and you began working there just ten months ago. Sexual harassment training was an element of your new employee orientation. Your boss, the life underwriting manager, has always been nice to you, but lately has begun complimenting your appearance in ways that you feel are inappropriate. When your boss asks you out on a date and says that you should accept in order to get a promotion and raise, you will need to take action to deal with the situation. Note that the intent of this simulation is to illustrate ways of responding to sexually harassing behavior. The types of responses the simulation presents are not intended to apply to all situations. Other responses may be as appropriate or effective, or more so, in particular situations. Individual employees will need to decide, on the basis of their own specific circumstances, how best to respond. Employees who are uncertain how to proceed in a particular situation should consider seeking help from a company human resources representative, an ombudsperson, an employee assistance program counselor, a friend, or another resource. |

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| Drug-free Workplace | SkillSoft | SS_HR0164 | Would you know what to do if you suspected that one of your employees was abusing drugs or alcohol during work hours? Does your company have a program supervisors can follow to effectively handle such problems--one that educates employees about the consequences of substance abuse? Do you think that alcohol and other drug abuse won't be a problem at your organization? In fact, the National Institute on Drug Abuse estimates that about 70 percent of illicit drug users are employed, and that substance abusers tend to apply at companies that never administer drug tests. Substance abuse costs businesses millions of dollars each year in lost productivity and increased insurance costs. Creating a drug-free workplace program at your organization will help keep employees healthy and productive. In this course, you'll learn about the Drug-free Workplace Act, the criteria for developing a drug-free workplace program, and the measures that ensure program success. |
| Emergency Disaster Preparedness | SkillSoft | SS_SAH0421 | This course was designed and developed to provide instruction on emergency response, safety, reporting, and evacuation of company facilities and work areas in the event of a natural disaster, fire, bomb threat, or other emergency. The procedures contained in this training should be followed unless otherwise directed by your employer, police or fire department officials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: discuss the purpose and scope of an emergency response plan, describe the purpose and scope of an emergency evacuation plan, recall the actions to take in specific emergency situations, describe the purpose and scope of a workplace violence prevention plan, and identify specific actions to take in the event of a bomb threat. Target Audience: All employees. Lesson Objectives: * identify components of an emergency response plan. * identify the information you need to know to be prepared for an emergency evacuation. * identify the actions to take in the event of a fire. * identify the actions to take in the event of a hazardous substance spill. * identify the actions to take in the event of an earthquake. * identify the actions to |
| Employee Sexual Harassment Awareness | SkillSoft | SS_Ich_01_a01_lc_enus | Sexual harassment can have a disastrous impact on victims, offenders, and the company in which the offense occurs. Training employees in the essentials of prohibited conduct is an important part of reducing liability and maintaining a professional work environment. This course helps participants identify two types of sexual harassment, and recognize behaviors that may be considered sexually harassing in the workplace. Participants will also learn about courses of action available to victims, as well as the rights of employees, and the responsibilities of employers relative to sexual harassment in the workplace. This one-hour course can help your company demonstrate its commitment to a fair, responsible, and healthy organizational environment free from harassment and intimidation. SkillSoft's Legal Compliance courses are developed and maintained with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. |
| Fire Prevention and Safety | SkillSoft | SS_SAH0427 | This one-hour training course addresses how to prevent fires and recognize fire hazards. It will also discuss what actions to take in the event of a fire, including the proper use of portable fire extinguishers. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define the chemistry of fire, recognize common fire hazards, classify types of fires and fire extinguishers, identify the general requirements of egress (i.e., exit) standards, specify how to prevent workplace fires, identify how to respond to a fire, and specify the proper use of portable fire extinguishers. |
| First Aid--Basic | SkillSoft | SS_SAH0429 | First aid is the immediate care for victims of injuries or sudden illness, before professional medical treatment is available. It not only involves the victim's physical condition and emotional state, but the entire emergency situation. This one-hour training course will focus on how to use a systematic approach to evaluate an emergency situation and respond to basic first aid situations prior to the arrival of the Emergency Medical Services (EMS). Note: This training should not be used as the primary basis for any first aid certification. It is intended to provide the learner with knowledge-based training only. This training should be accompanied with a performance-based component provided by a certified first aid instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements. |
| First Aid--CPR | SkillSoft | SS_SAH0431 | Emergencies requiring cardiopulmonary resuscitation (CPR) can and do occur without warning. It is important that you know the basic emergency techniques for recognizing and treating failures of the respiratory system and heart. This one-hour course will focus on the ABCs of basic life support: maintaining an open airway, restoring breathing, and restoring circulation. Note: this training should not be used as the primary basis for any CPR certification. It is intended to provide the learner with knowledge-based training only. This training should be accompanied with a performance-based component provided by a certified CPR instructor. The content in this course is designed to comply with the intent of the applicable regulatory requirements. recall basic life support techniques used to open a victim's airway. recall basic life support techniques used to restore and maintain breathing.. recall basic life support techniques used to restore and maintain circulation |
| WebJunction Course Catalog 5-26-09 Harassment in the Workplace | SkillSoft | SS_Ich_01_a03_lc_enus | Harassment in the workplace is not confined to sexual harassment. Harassment can be based on all protected characteristics, including race, color, national origin, religion, age, and disability. Depending on state law and other circumstances, additional characteristics such as sexual orientation and marital status may also be protected. An effective harassment prevention training program must touch upon all of these categories. This one-hour course will provide an overview of the characteristics of various forms of harassment and what can be done to create a harassment-free work environment. It addresses how workplace harassment is defined, how to confront workplace harassment, and how to prevent it. It also offers advice on selecting the best course of action to take should you find yourself involved in an incident of harassment. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area. SkillSoft's Legal Compliance courses are developed and maintained with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. |

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| Implementing IT Security and Workplace Safety Measures | SkillSoft | SS_251135_eng | In the Implementing IT Security and Workplace Safety Measures course, you will learn how to: protect data and hardware using access control and hardware security potential workplace hazards and how to avoid them identify the features of authentication technologies and how to control access to data and hardware recognize ways to control access to data and hardware identify potential hazards and proper workplace safety procedures recognize safety procedures for reducing the risk of workplace accidents |
| Ladder Safety | SkillSoft | SS_SAH0448 | This course provides information about the safe use of portable and fixed ladders. The intent of the course is to provide the learner with information about the hazards involved with the use of ladders and control methods that will greatly reduce these hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. identify hazards related to the general use of ladders, and how to control these hazards. describe the types of portable ladders and their use, capacities, and safety considerations. describe the specific use, capacities, and safety features of fixed ladders. specify proper guidelines for ladder care and maintenance. |
| Managing Sexual Harassment Problems Simulation | SkillSoft | SS_LCO020S | You're the manager of consolidations at the corporate headquarters of QXT Chemical Company, a large global corporation. You supervise a team of accountants. When one of them, Shelly Jones, tells you that another of your direct reports, Damon Beasley, has been sexually harassing her, you will need to take action to deal with the situation. Note that the intent of this simulation is to illustrate ways of responding to sexually harassing behavior. The types of responses the simulation presents are not intended to apply to all situations. Other responses may be as appropriate or effective, or more so, in particular situations. Individual employees will need to decide, on the basis of their own specific circumstances, how best to respond. Employees who are uncertain how to proceed in a particular situation should consider seeking help from a company human resources representative, an ombudsperson, an employee assistance program counselor, a friend, or another resource. This SkillSoft product has been reviewed by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly c |
| Managing Workplace Harassment Complaints Simulation | SkillSoft | SS_LCO020T | You're the general manager of a corporately owned branch of Pennywise Rental Car, one of the largest car rental companies in the world. The company has provided you with workplace harassment training for managers. All of the employees at this particular Pennywise location report to you. When one of the rental agents, Violet Pham, comes to you to complain that her shift supervisor, Cliff Kinsler, has been harassing her, you will need to take action to deal with the situation. This will entail interviewing Violet to take her complaint, as well as dealing effectively with the ramifications of what she tells you. Note that the intent of this simulation is to illustrate ways of responding to harassing behavior in the workplace. Other responses may be as appropriate or effective, or more so, in particular situations. Individual employees will need to decide, on the basis of their own specific circumstances, how best to respond. Employees who are uncertain how to proceed in a particular situation should consider seeking help from a company human resources representative, an employee assistance program counselor, or another resource. This SkillSoft product has been reviewed by the Labor, Employment, and Employee Benefits Law Group of the law firm of Baker Donelson Bea |
| Mold Awareness | SkillSoft | SS_esh_sah_a01_sh_en us | Many businesses and organizations, including government-owned facilities, can experience mold at their facilities at some point in their business life. A mold is a coating or discoloration that develops in a damp atmosphere on the surface of food or fabric. Not everyone is at risk from exposure to molds but certain groups of individuals, including infants and the elderly, are particularly susceptible to mold-induced allergies or infections. Providing information on the hazards associated with mold is an important aspect of the health and safety requirements for businesses and organizations. This course is part of the Safety and Health Series and is aimed at any employee whose normal job activities could result in occupational exposure to mold. This course provides the learner with the basic understanding of mold awareness in the workplace - how mold grows and spreads, how to recognize mold, the routes of human exposure to mold, associated health effects from mold exposure, and methods of mold prevention and clean up. |
| Office Safety | SkillSoft | SS_SAH0458 | This course is designed to cover hazards that may be encountered when working in administrative areas. These areas of concern are ergonomic stress, hazard communication, bloodborne pathogens, and electrical safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements. identify office noise abatement and air quality/ventilation strategies. identify the signs and symptoms of ergonomic hazards, and how to reduce injuries. identify how to prevent office hazards and injuries. identify potential office hazards and common injuries, such as: -back strain -slips, trips, and falls -inadequate lighting and eye strain -electrical shocks |
| Portable Fire Extinguishers | SkillSoft | SS_SAH0462 | This one-hour course is designed to protect employees and help prevent serious property loss from workplace fires. It identifies the various classes of fires, types of portable fire extinguishers, and actions to take in the event of a fire. It describes when and how to use portable fire extinguishers to put out small fires. The content in this course is designed to comply with the intent of the applicable regulatory requirements. discuss the regulatory background for portable fire extinguishers. classify types of fires. identify types of portable fire extinguishers and fir extinguishing agents. describe the proper location and use of portable fire extinguishers |

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| Safe Work Practices | SkillSoft | SS_SAH0475 | This course provides information about day-to-day safe work practices and working safely with equipment and hazardous materials. The intent of the course is to enable the learner to identify those practices (the right way to do things) that must be followed that will either eliminate or minimize the potential for injury from workplace hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. define the purpose of safe work practices. identify the assessment tools used to identify workplace hazards. define job safety analysis (JSA), its methods, and steps. define job safety analysis control methods and specify the effectiveness and/or limitations to each method. recognize workplace inspection components and procedures. identify housekeeping practices for work areas. identify safe work practices for hand and portable power tools. identify safe work practices for clothing and attire. identify safe work practices for coal handling. identify safe work practices for hoisting equipment. identify safe work practices for forklifts or other self-powered lifts |
| Sarbanes Oxley: Whistleblower Protection | SkillSoft | SS_HR0172 | Following the Enron collapse, the Sarbanes-Oxley Act was signed into law in an effort to prevent or reduce the incidence of corporate and securities fraud. Significantly, the Act (technically named "The Corporate and Criminal Fraud Accountability Act of 2002") provides protection to, and even encourages, employees who would report such fraud. Sarbanes-Oxley provides the most forceful protections to date for corporate whistleblowers. It prohibits retaliation against whistleblowers, reinforces the act of whistleblowing, and requires public companies to adopt a code of business ethics and protocols for receiving and reviewing reports of ethical wrongdoing. More importantly, the Act enforces compliance by making both corporations and individuals accountable for their actions via administrative, civil, and criminal enforcement mechanisms. In this course, you'll learn about the key whistleblower provisions of the Sarbanes-Oxley Act, the creation of policies and practices that comply with the provisions, and ways to process whistleblower complaints. The course does not teach learners how to resolve those complaints. |
| Slips, Trips, and Falls | SkillSoft | SS_SAH0479 | Slips, trips, and falls constitute the majority of general industry accidents. They cause 15% of all accidental deaths and are second only to motor vehicles as a cause of fatalities. This course is intended to provide employees with the ability to recognize and prevent slip, trip, and fall hazards and to address the key components of ladder safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements. list injuries that can result from slips, trips, and falls. identify fall hazards in the work area. describe the proper use of a ladder. specify how to set up a ladder. list tips to prevent injuries on stairs. describe how to minimize walkway hazards. list contributing factors to slips, trips, and falls |
| Supervisor and Manager Sexual Harassment Awareness | SkillSoft | SS_Ich_01_a04_lc_enus | Sexual harassment can have a very negative impact on an organization's work environment. Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to sexual harassment. This role includes knowing the laws, guidelines, policies, and resources for correcting, preventing, and investigating sexual harassment complaints. This two-hour course can help your company demonstrate its commitment to a fair, responsible, and healthy organizational environment, free from sexual harassment and intimidation. This course is designed specifically to address sexual harassment training requirements under California and Connecticut law, but is applicable for supervisor and manager training in all states. This course was developed with subject matter support provided by the Employment Law Group of the law firm of Wilson Sonsini Goodrich & Rosati. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion |
| Workplace Safety Orientation | SkillSoft | SS_SAH0486 | This one-hour course will provide an awareness level orientation of basic industrial safety fundamentals. It was designed to provide an overview of some of the basic concepts and techniques used in modern industry to protect workers. It also describes the purpose of the following safety programs: Hazard Communication; Bloodborne Pathogen Safety; Lockout/Tagout; Confined Space Entry; Emergency Response; Respiratory Protection; Personal Protective Equipment; Hearing Conservation. The content in this course is designed to comply with the intent of the applicable regulatory requirements. specify the role of the Occupational Safety and Health Administration. identify basic rules of safety and general employee protective measures. identify common hazards found in the workplace. specify the purpose of each of the following safety programs: Hazard Communication, Bloodborne Pathogen Safety, Lockout/Tagout, Confined Space Entry, Emergency Response, Respiratory Protection, Personal Protective Equipment, Hearing Conservation |
| Workplace Security Awareness | SkillSoft | SS_SAH0487 | This one-hour course will provide an awareness-level orientation of basic workplace security fundamentals and appropriate actions for workers to take in the event of potential threat situations that may be encountered in the workplace, including encountering trespassers, receiving phone threats, dealing with workplace violence incidents, evacuating during an emergency, and protecting against various types of terrorist acts. The content in this course is designed to comply with the intent of the applicable regulatory requirements. identify general security guidelines and best practices. recall how to deal with trespassers and unknown persons in the workplace. describe how to deal with threatening phone calls. identify actions to take in the event of workplace violence incidents. recall steps to take in the event emergency situations require evacuation. describe protective measures to take in the event of various acts of terrorism in the workplace, including mail tampering, biological threats, chemical threats, explosions, nuclear blasts, and radiation threats |

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| Workplace Violence | SkillSoft | SS_Ichr_01_a04_Ic_enus | <p>This course on workplace violence seeks to help employees understand the motivations that trigger violence in the workplace and to prevent workplace violence from occurring. Violence can happen in any type of workplace. According to the Bureau of Labor Statistics, in the US, 10% of the 5,702 work-related deaths in 2005 were attributable to homicide, and 4% to other types of assault and violent acts (US Department of Labor, 2007). While this is certainly troubling, the incidence of workplace deaths attributable to violence is just a small percentage of the violence that occurs in US workplaces. The majority of violent incidents that managers and employees deal with on a daily basis consist of assault, domestic violence, stalking, bullying, robbery, and harassment of all types, including sexual harassment. This course will enable all employees to recognize the early warning signs of impending workplace violence, and the actions they can take to prevent and reduce workplace violence. This course was developed with subject matter support provided by the Labor and Employment Practice Group of the law firm of Baker, Donelson, Bearman, Caldwell & Berkowitz, PC. Please note, however, that the course materials and c</p> |
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