



## MANAGER AND EMPLOYEE TRAINING FOR SMALL BUSINESS OWNERS

### COMPUTER & IT

#### CYBERSECURITY

##### **CIT01 - Cybersecurity: Practical Steps to Avoid Risk**

The main objective of this training course is to describe common cybersecurity threats and what you can do to prevent them from happening to you at work or at home. At the end of the session you will be able to identify various types of cyber threats, such as malware, phishing and spam, and how to protect yourself when using email, social media, instant messaging and other communication systems.

##### **CIT02 - IT Security for End Users: IT Security Fundamentals**

Companies that have the greatest chance of fending off IT security attacks are those that have employees who are armed with the knowledge of how to use a company's computers, network, and mobile devices with security in mind. In this course, you'll learn fundamental security concepts that apply to use as an end user, like the role you play in your company's overall IT security. This course also covers some of the most common IT security policies that apply to you as an end user, including policies for secure computer use, mobile device use, and general security policies if you work remotely.

### COMPLIANCE & LEGAL

#### EMPLOYMENT LAW

##### **CL01 - HIPAA Security Rule for Business Associates**

This course provides employees of business associates (as defined by HIPAA) with an overview of the security obligations that apply to their organizations with respect to electronically stored and transmitted PHI. It explains the importance of compliance, the different kinds of safeguards that business associates are required to put in place, and the role of individual employees in preventing breaches.

Employees are advised on best practices to reduce risks to e-PHI, including how to achieve better security when e-mailing, browsing the web, or remotely accessing e-PHI. This course was developed with subject matter support provided by the Labor & Employment Law Group of the law firm of Baker, Donelson, Bearman, Caldwell & Berkowitz, PC. 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 with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel.

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##### **CL02 - HIPAA for Non-medical Employers**

This course focuses on helping these employees learn how to identify protected health information (PHI), how to appropriately use, disclose or request PHI and the importance of following their employer's internal privacy policies and procedures for handling the PHI they come into contact with as they do their job.

### **CLo3 - HIPAA Privacy Essentials**

This course presents an overview of HIPAA (the Health Insurance Portability and Accountability Act), outlining the main components and identifying who is covered by the Act. It examines the privacy provisions under HIPAA as they relate to protected health information (PHI). This course helps employ employees and business associates of covered entities recognize the key provisions of HIPAA, how their organizations are affected by HIPAA and how the privacy rules impact them.

### **CLo4 - HIPAA–Privacy Rule for Business Associates**

This course will explore the basic principles of the Privacy Rule and offer some best practices for protecting information and avoiding violations. The information contained in this course reflects the most recent updates to HIPAA as outlined in the Final Omnibus Rule of 2013.

### **CLo5 - HIPAA–Privacy Rule for Covered Entities**

In this course, you will learn how to identify protected health information, how to appropriately use and disclose PHI and how to implement best practices for safeguarding the information you work with every day. The information that a health care provider collects and uses to provide patient care is confidential and often sensitive.

Because of the sensitive nature of medical records and other personally identifiable information, patients trust their health care provider to safeguard their information and use it appropriately. Employees of organizations that are considered ‘covered entities’ under HIPAA work with patients and their confidential information on a daily basis and are required to follow the HIPAA Privacy Rule as well as their employer’s internal privacy policies.

### **CLo6 - HIPAA–Security Rule for Covered Entities**

This course provides employees of covered entities with an overview of the security obligations that apply to their use of electronic protected health information (e-PHI). It explains the different kinds of safeguards that covered entities are required to put in place and explores best practices for preventing loss, theft or unauthorized disclosure of e-PHI.

### **CLo7 - Privacy and Information Security**

Information about individuals is used by businesses to provide customers with a huge array of targeted goods and personalized services that consumers have come to expect. If it lands in the wrong hands, this same information can result in harm to the very individuals it was meant to serve. The protection of an individual’s personal information has business implications that extend beyond the privacy of any one individual. Private information relative to certain businesses and industries is protected by various laws.

At present, there is no broad, general federal law protecting the privacy of customer information; most protections are aimed at particular types of information (such as medical or student records, for example) or particular types of businesses (such as healthcare and financial services providers, for example). Customers and consumers expect their information to be protected; businesses that recognize the need to make privacy part of their business strategy, are ahead of the game. However, the ability of a business to protect private information it collects as part of its business is only as strong as its weakest link – the human factor – something that technology can’t easily overcome.

This course is aimed at helping individuals who work with private information understand the ways that this information can be disclosed inadvertently, with an aim to ensure that private information doesn’t fall into the wrong hands. 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 Baker Donelson.

### **CLo8 - Union Awareness**

This course will provide an overview of workers’ rights under the various US labor laws, as well as employers’ rights and obligations with respect to union activity.

### **CLo9 - Wage and Hour for Employees**

This course tells you what you need to know about wage and hour laws in the context of everyday life on the job. For instance, it’ll explain the importance of accurately documenting your working time and explore your responsibilities with regard to overtime. The course will also give you guidance about what you should do if you have questions about wage and hour issues.

### **CLo10 - Workplace Management: Employment Laws and Regulations**

The HR practitioner must continuously maintain a working level of knowledge regarding laws and regulatory standards that impact the organization’s relationship with its employees and that serve to protect the interests of both parties. Organizational noncompliance may lead to financial penalties and other indirect costs, such as reputational impacts. In this course, you’ll learn about a number of federal laws and standards and their amendments, covering areas of compensation, employment, health and safety, employee relations, and employee protection.

The course contents are based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to improve their effectiveness in the workplace and advance their careers.

## ETHICS

### **CL11 - Code of Conduct Awareness— Higher Education Edition**

This course will introduce employees to the uses and benefits of their institution's Code of Conduct and offer practical advice on how to apply the Code to ethical dilemmas they may encounter in the academic environment.

### **CL12 - Compliance Impact: Business Ethics—Adjusting the Figures**

This course demonstrates how employees' unethical actions can result in severe and negative consequences.

### **CL13 - Ethics at Work: Monitoring Program Management**

This course builds on the foundations provided in the first three sections of the series. Students should be familiar with the contents within these sections before taking this course. Closing the four-part ethics series, students should now understand the foundations and importance of ethics in the workplace, as well as how to make sound ethical decisions. This course will specifically discuss how to monitor program improvement so that organizations can track and drive change throughout the organization.

### **CL14 - Financial Integrity**

This course will explore common sources of financial fraud, the signs that indicate risk for fraud and the importance of reporting any suspicious activities or behaviors.

### **CL15 - Global Conflicts of Interest**

Many employees routinely face situations that can create a potential conflict of interest, where divided loyalties may affect their ability to make impartial decisions on behalf of their employer. Inappropriate resolution of these conflicts can result in direct financial loss to the organization, as well as the erosion of an organization's ethical culture and a damaged reputation. This course describes how to identify potential conflicts of interest and respond appropriately to them.

### **CL16 - Integrity in the Workplace**

This course discusses various aspects of corporate ethics, including fraud and abuse associated with financial, safety, health, environmental and other workplace issues, and the regulatory agencies, laws and regulations that govern them. The course also discusses how both employers and employees can improve integrity and promote an ethical workplace culture. For employees, it is important to understand how to blow the whistle objectively, and also to understand the general protections afforded to whistleblowers by law, which protect them from retaliation by their employers.

For employers, this means implementing policies and practices that promote openness and transparency in the workplace, encouraging employees to report their concerns internally and rewarding employees and managers for strict compliance with laws and regulations.

## HR COMPLIANCE

### **CL17 - Campus Security Obligations Under Federal Law**

In this course, learners will become familiar with their role in helping the institution meet its campus security obligations under these laws. This course is designed to be used in conjunction with an institution's ongoing crime prevention and awareness campaigns.

### **CL18 - FERPA for Higher Education**

This course will provide employees of postsecondary educational institutions awareness-level training on their responsibilities and obligations under FERPA.

### **CL19 - Promoting a Substance-free Workplace**

Substance abuse is a pervasive problem in society, so it's no surprise that it carries over into the workplace. According to statistics compiled by the National Institute on Drug Abuse, over 75% of all adult illicit drug users are employed, as are most binge and heavy alcohol users. Substance abusers are more likely to be late or absent from work, change jobs frequently, be less productive, and be involved in workplace accidents. They also tend to have other personal problems outside of work as a result of the substance abuse, which further impairs their ability to concentrate on their work.

Successful substance-free workplace programs can result in decreased absenteeism, fewer accidents, less downtime, reduced turnover, and fewer incidents of theft, as well as improving morale and productivity for all employees. This course is designed to provide employees and supervisors with an understanding of the benefits of a substance-free work environment, to help them understand the impact substances have in the workplace and recognize signs of employee substance abuse.

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## LEAVES OF ABSENCE

### **CL20 - FMLA Leave and More: An Overview of Legally Protected Leave**

This course describes the family and health-related situations that trigger an employee's eligibility to take leave under the FMLA. It also explores the other types of leave which are protected by law and examines the criteria for leave entitlement.

## ETHICS

### **CL21 - Business Ethics**

This course considers the concept of ethics and its role in today's corporate culture. It looks at the impact of business ethics on both the individual employee and the organization as a whole and explores how the use of an ethical framework can promote ethically-driven behavior. The course also focuses on how employees can use an ethical filter to help resolve ethical dilemmas.

## CUSTOMER SERVICE

### **CUSTOMER COMMUNICATIONS**

#### **CS01 - Customer Service Fundamentals: Building Rapport in Customer Relationships**

This course covers how to build rapport with customers by being customer-focused. This includes being able to connect with your customers, being positive, paying close attention to the customers' needs and understanding their feelings by empathizing with them.

#### **CS02 - Customer Service over the Phone**

This course covers the basic rules for answering a customer call including greeting the customer and offering assistance. It includes information on how to make a good impression by listening and using questions to probe for more information, using your tone and being able to empathize and be sincere with the customer. This course also describes ways of reflecting or adapting to your customer's style. In the end, customer service should focus on how to better serve and benefit the customer.

#### **CS03 - Developing Customer Focus**

This exercise explores how to know, meet, and anticipate what your customers are looking for.

## CUSTOMER RELATIONSHIP

#### **CS04 - Essential Skills for Professional Telephone Calls**

Virtually every single company in the global economy uses the telephone for at least a part of their business. For many organizations, the telephone is the primary form of communication with customers, clients and colleagues. And with virtual work environments established as a modern business practice, business telephone etiquette is more important than ever to your success as an employee and the success of your organization.

This course introduces the essential skills for professional telephone usage. It covers best practices for making and receiving telephone calls, recording and leaving voice mail messages and the etiquette guidelines for using cell phones.

#### **CS05 - Creating and Sustaining a Customer-focused Organization**

This course provides direction on how to approach, implement and sustain effective customer-focused service strategies in order to increase your organization's competitive advantage. English: This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace.

#### **CS06 - Customer Advocacy: Communicating to Build Trusting Customer Relationships**

This course describes how to find out what customers value by using effective questioning techniques and then draw on this feedback to drive improvements in the customer experience. The course outlines the importance of trust in the customer relationship and how a customer

advocacy approach helps build trust. It also describes how to address customer complaints and problems in a way that builds trust. This entails viewing complaints as key opportunities for both resolving issues and providing customers with the tools and services they need in order to be successful.

#### **CS07 - Customer Service Confrontation and Conflict**

This course explores typical trouble spots in dealing with angry customers, including reasons for customer dissatisfaction and things customer service people should refrain from saying or doing to avoid adding to the customer's frustration.

#### **CS08 - Customer-driven Process Improvement: Identifying Customer Needs**

This course describes a process for identifying customer needs. It explains how to define your customers in a way that focuses on which customer voices matter the most as an input to a process improvement initiative. It also describes how to gather high quality information about customers by using tools such as surveys, focus groups and interviews. And it explains how to analyze customer data effectively using the Kano model.

#### **CS09 - Shaping the Direction of Customer Service in Your Organization**

This course explores strategies used to shape the direction of customer service in your organization including defining moments of truth, the creation and implementation of quantifiable service standards and methods of evolving your customer strategy to meet the changing needs of your customers.

#### **CS10 - The Angry Caller: What's Your Plan**

This course explores a four-step approach for making encounters with irate customers a productive experience.

## **ENVIRONMENT & CLIMATE**

### **ENVIRONMENTAL COMPLIANCE**

#### **EC01 - Asbestos**

This course will provide you with information about the serious health hazards associated with exposure to asbestos, where asbestos is commonly found, how it can potentially affect you and what you need to do to protect yourself and others from exposure.

#### **EC02 - Environmental Regulations Overview**

This course provides an overview of major environmental laws and regulations and the specific standards that outline requirements to comply with them.

#### **EC03 - Laboratory Safety**

This overview course is designed for employees who work in an industrial, clinical or academic laboratory setting. It will serve to educate the laboratory employee to diverse safety and health concerns related to their job. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives include the following: identify general requirements of the Laboratory Safety Standard, recognize the importance of a Chemical Hygiene Plan in your workplace, define the purpose of a Safety Data Sheet, describe safety guidelines specific to laboratory fire and burn hazards and identify general emergency guidelines to be followed in the laboratory.

#### **EC04 - Lead Awareness in Construction**

This course covers information mandated by OSHA 29 CFR 1926.62. It provides general knowledge of the hazards associated with lead exposure and requirements to reduce or eliminate exposure in the construction industry. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify sources of lead exposure, identify adverse health effects associated with lead exposure, specify the purpose and elements of the medical surveillance program and the medical removal protection program and specify controls and work practices to reduce lead exposures.

#### **EC05 - Lead Awareness in General Industry**

This course covers information mandated by OSHA 29 CFR 1910.1025. It provides general knowledge of the hazards associated with lead exposure and requirements to reduce or eliminate exposure. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify sources of lead exposure, identify adverse health effects associated with lead exposure, specify the purpose and elements of the medical surveillance program and the medical removal protection program, and specify controls and work practices to reduce lead exposures.

## HAZARD COMMUNICATIONS

### **EC06 - Comunicación de peligros: el derecho a saber del empleado English: Hazard Communication: An Employee's Right to Know**

Este curso le informará sobre las precauciones que tanto usted como su empleador deben tomar para usar, manipular y desechar de forma segura los productos químicos peligrosos en el lugar de trabajo. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables.

Los objetivos de aprendizaje son identificar las vías de ingreso del producto químico al cuerpo, definir las diversas categorías de peligros químicos, interpretar las etiquetas de advertencia, interpretar la información comúnmente hallada en la Hoja de datos de seguridad (SDS) e identificar los tipos de controles comúnmente usados para reducir o eliminar el contacto con materiales peligrosos en el lugar de trabajo. Este curso se desarrolló con el apoyo de temas proporcionados por EnSafe Inc., una compañía de servicios profesionales mundial que se enfoca en ingeniería, medioambiente, salud y seguridad, y tecnología de la información.

**English:** This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle and dispose of hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the routes of chemical entry into the body, define various categories of chemical hazards, interpret warning labels, interpret information commonly found in a Safety Data Sheet (SDS) and identify types of controls commonly used to reduce or eliminate contact with hazardous materials in the workplace.

### **EC07 - Crane Signaling and Communications**

This course will provide you with an understanding of the training requirements and proper hand signals and communication skills needed by signal persons and crane operators in these situations. This will allow the operation of mobile cranes in accordance with the Occupational Safety and Health Administration (OSHA)'s 'Signal Person Qualification' standard at part 29 Code of Federal Registers (CFR) 1926.1428.

### **EC08 - Decontamination (HAZWOPER)**

The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to list the major factors that affect permeation of contaminants, identify the steps in making a decontamination plan, identify the zones of a hazardous material site, list decontamination procedures for personnel and equipment, describe tests used to determine the effectiveness of decontamination methods, identify health and safety hazards associated with decontamination procedures and recognize how emergency decontamination situations should be handled.

### **EC09 - Emergency Response and Spill Control (HAZWOPER)**

The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define hazardous materials, recognize where spills are likely to occur, identify the elements of an emergency response plan, identify equipment and supplies in response to a spill, define levels of emergency response personnel, specify spill prevention measures, identify methods to contain or confine chemical material, identify post-response actions after a spill.

### **EC10 - Fire and Explosion Hazards (HAZWOPER)**

This course identifies procedures and precautions to help reduce the risks of fire and explosion from chemical reactions, ignition of explosive or flammable chemicals, ignition of materials due to oxygen enrichment and sudden releases of materials under pressure. By learning how to protect yourself and others from fire and explosion hazards, you can help save time, resources, serious injuries and loss of life.

### **EC11 - Globally Harmonized System of Classification and Labeling of Chemicals (GHS)**

GHS, an acronym for Globally Harmonized System of Classification and Labeling of Chemicals, is a system aiming to standardize and harmonize the classification and labeling of chemicals. Although many countries follow regulatory systems for the safe handling and transport of chemicals through labels and safety data sheets, there is no standard approach. So while the formats are similar in different countries, the differences are significant enough to warrant different labeling and safety data sheets for the same product in different markets.

With the gradual implementation of the GHS worldwide, countries have consistent and appropriate information on the chemicals they import or produce, and the infrastructure to control chemical exposures and protect people and the environment can be established in a comprehensive manner.

### **EC12 - Hazard Communication (HAZWOPER)**

This training discusses programs and procedures dealing with chemical hazards as stated in OSHA Regulation 29 CFR 1910.1200, the Hazard Communication Standard. This training is geared toward employees who are actively involved in cleanup activities. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify employer responsibilities and employee responsibilities under the Hazard Communication Standard, describe methods used to detect hazardous materials in the workplace, identify categories of chemical hazards, describe health effects associated with hazardous chemicals and list methods used to control hazardous chemicals.

### **EC13 - Hazard Communication: An Employee's Right to Know**

#### **Spanish: Comunicacion de peligros: el derecho a saber del empleado**

This course will acquaint you with the precautions that both you and your employer must take in order to safely use, handle and dispose of hazardous chemicals in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the routes of chemical entry into the body, define various categories of chemical hazards, interpret warning labels, interpret information commonly found in a Safety Data Sheet (SDS) and identify types of controls commonly used to reduce or eliminate contact with hazardous materials in the workplace.

**Spanish:** Este curso le informará sobre las precauciones que tanto usted como su empleador deben tomar para usar, manipular y desechar de forma segura los productos químicos peligrosos en el lugar de trabajo. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los objetivos de aprendizaje son identificar las vías de ingreso del producto químico al cuerpo, definir las diversas categorías de peligros químicos, interpretar las etiquetas de advertencia, interpretar la información comúnmente hallada en la Hoja de datos de seguridad (SDS) e identificar los tipos de controles comúnmente usados para reducir o eliminar el contacto con materiales peligrosos en el lugar de trabajo.

### **EC14 - Heat and Cold Exposure Management (HAZWOPER)**

The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify heat-related illnesses that can result from exposure to hot temperatures, specify first aid measures for heat-related illness, identify individual factors that affect the body's ability to withstand hot temperatures, specify steps to avoid or reduce heat-related illness, specify conditions and injuries that can result from exposure to cold temperatures, specify first aid measures for frostbite and hypothermia, identify individual factors that affect the body's ability to withstand cold temperatures and recognize measures for preventing injuries related to cold temperature exposure.

### **EC15 - Personal Protective Equipment (HAZWOPER)**

This training is intended to introduce you to the four levels, to acquaint you with the different types and the correct selection of PPE. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to specify why PPE is necessary; identify the proper category of protection for a hazardous situation; identify which PPE is necessary based upon the hazards present; identify the limitations of PPE; and specify the proper care, maintenance, useful life and disposal of PPE.

### **EC16 - Safety Data Sheets**

#### **Spanish: Hojas de datos de seguridad**

This course is designed to provide both workers and supervisors with a better understanding of how to interpret a safety data sheet (SDS), as well as address specific requirements associated with SDSs in the workplace.

**Spanish:** Este curso está diseñado para proporcionar a empleados y supervisores un mejor entendimiento sobre cómo interpretar la Hoja de datos de seguridad (SDS, Safety Data Sheet) y abordar los requisitos específicos asociados con las SDS en el lugar de trabajo. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables.

Los objetivos de aprendizaje son reconocer el estado físico de los productos químicos, identificar las vías de ingreso al organismo de los productos químicos, identificar el objetivo de una SDS, describir la información más común de una SDS típica, definir las abreviaturas comunes que se utilizan en una SDS, ubicar e interpretar la información en una SDS y especificar las medidas de control para evitar la exposición de los empleados a productos químicos peligrosos.

### **EC17 - Site Control (HAZWOPER)**

This training describes measures designed to minimize your exposure to hazardous substances and prevent the migration of contamination to 'clean' areas of the site. OSHA requires that employees who work at hazardous material sites, or respond to spill emergencies, receive training to eliminate unnecessary risk of exposure to hazardous substances.

The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define the purpose of the site control program, identify site control measures used to minimize employee exposure to health and safety hazards, including site map, site preparation, work zones, buddy system, site security, communications and safe work practices.

### **EC18 - Site Safety and Health Plan Procedures (HAZWOPER)**

This training is designed to provide on-site and off-site employees with information on the company's site safety and health plan. A site safety plan establishes policies and procedures to protect workers and the public from potential hazards posed by a hazardous waste site. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to: identify the purpose of personnel organizational structure associated with a site safety and health plan, identify the purpose of a work plan, identify the requirements of a site safety and health plan, identify the purpose and provisions of a site hazard assessment, identify the requirements for a personal protective equipment (PPE) program and identify the purpose and provisions of site control and standard operating procedures (SOPs).

### **EC19 - Toxicology (HAZWOPER)**

This course focuses on the study of toxins, their safe limits and their adverse effects on living organisms. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define the types of toxic agents, identify the four routes by which toxicants enter the body, recognize adverse responses to toxic chemical exposure, identify the principles of chemical exposure limits and describe the factors that influence the adverse effects of chemical exposure.

## **HAZARDOUS WASTE**

### **EC20 - Biosafety Hazardous Waste Handling and Disposal**

This course teaches basic precautions against the transmission of infection from biohazardous waste in the workplace. It describes the various categories of biohazardous waste and how infection can be transmitted by biohazardous waste. It also outlines standard safety precautions against transmission, and guidelines for the safe storage, treatment and disposal of biohazardous waste. It also describes the steps for cleaning up a biohazardous spillage.

### **EC21 - Hazardous Material Handling and Storage**

This course covers information about drum handling, compressed gas cylinders, flammable materials, slings, safe lifting techniques and safe handling procedures. The intent of the information is to familiarize the learner with safe work practices necessary to prevent injury while handling materials and equipment in the workplace. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to: identify safe lifting techniques when manually handling an object; identify hazards associated with handling drums and containers; specify the proper handling, transportation, storage, and use of compressed gas cylinders; identify hazards associated with handling acetylene, oxygen, or hydrogen; specify how to detect leaks; recognize materials that may be flammable and/or combustible; identify the factors involved in the proper selection, use, and inspection of slings used to hold suspended loads; and identify safe handling and moving practices when performing routine maintenance.

### **EC22 - Hazardous Waste Generator (RCRA)**

This course provides basic information on hazardous waste determination and characterization. In addition, this course describes the three types of generator status (Conditionally Exempt Small Quantity Generator, Small Quantity Generator, and Large Quantity Generator) along with applicable requirements. Generators must manage their hazardous waste per the Resource Conservation and Recovery Act (RCRA) regulations. Thus, accumulation, labeling and other management requirements are described for both satellite accumulation areas and 90-day accumulation areas.

Lastly, the importance of, and methods for, waste minimization and spill prevention and response are defined. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to identify and characterize all wastes, properly label and manage waste containers, use a manifest when RCRA waste is transported, properly dispose of hazardous waste, prepare waste generation reports and maintain compliance records.

### **EC23 - Storm Water Pollution Prevention**

This course describes the nature and occurrence of storm water pollution, its environmental effects, and ways to address this important water quality problem. Learner objectives are to describe common storm water pollutants, identify categories covered under National Pollutant Discharge Elimination and discuss methods of preventing storm water pollution.



## **EC24 - Universal Waste Rule Training**

This course provides an overview of the federal Universal Waste Rule. This rule provides generators with a more flexible approach for managing certain widely-generated, low-risk hazardous waste streams. The flexibility is intended to encourage resource conservation, as well as the diversion of universal wastes from landfills. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to identify the characteristics of batteries that make them a universal waste, identify basic handling requirements of lamps that qualify as universal waste, identify the hazardous waste items classified as universal waste under the Universal Waste Rule, identify the labeling and handling requirements of universal waste pesticides under the Universal Waste Rule, cite the requirements for the participants under the Universal Waste Rule and cite the requirements for universal waste handlers under the Universal Waste Rule.

## **EC25 - Waste Minimization and Pollution Prevention for Employees**

This course is intended for all employees who work in an office or general industry environment. It helps to raise employee awareness about the production of waste and pollution that occurs as a result of everyday actions, as well as offering simple yet effective tips and strategies that will help to reduce the volume and amount of waste and pollution that is generated by them and their workplace as a whole.

## **OSHA & GENERAL SAFETY**

### **EC26 - Mold Awareness**

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.

## **HARASSMENT**

### **DIVERSITY**

#### **HAR01 - Diversity on the Job: The Importance of Diversity and the Changing Workplace**

Rather than address the legal underpinnings and requirements related to diversity, this course focuses on how to leverage the diversity that exists within the organization. It defines diversity and dispels some common myths that surround the topic of diversity. The importance of diversity within the ever-changing workplace is described, including the impact of globalization. This course also discusses the barriers and challenges that must be overcome in order to create a diversified working environment.

#### **HAR02 - Managing Workforce Generations: Working with a Multigenerational Team**

This course reviews the potential sources of conflict within a generationally diverse team, including differences in approaches to work and communication. It also covers strategies for managing a multigenerational team in a way that ensures your team members—regardless of differences in approach—feel included, respected and supported. This course also describes how to implement a mentoring program that takes advantage of the varying experiences and perspectives of multiple generations.

#### **HAR03 - Conocimiento sobre el acoso sexual de los empleados**

##### **English: Preventing Harassment in the Global Workplace—Employee Edition**

El acoso sexual puede tener un impacto desastroso en las víctimas, los agresores y en la compañía donde ocurre la ofensa. Capacitar a los empleados sobre los aspectos esenciales de las conductas prohibidas es una parte importante para reducir la responsabilidad y mantener un entorno laboral profesional.

Este curso ayuda a los participantes a identificar dos tipos de acoso sexual y a reconocer los comportamientos que pueden considerarse acoso sexual en el lugar de trabajo. Los participantes también aprenderán los procedimientos disponibles para las víctimas, los derechos de los empleados y las responsabilidades de los empleadores en relación al acoso sexual en el lugar de trabajo. Este curso de una hora puede ayudar a la compañía a demostrar su compromiso para lograr un entorno justo, responsable y organizacional saludable libre de acoso e intimidación.

Este curso se desarrolló con el apoyo de temas proporcionados por el Grupo de abogados para beneficios del empleado, empleo y trabajo de la firma de abogados de Sheehan Phinney Bass + Green PA. Sin embargo, tenga en cuenta que los materiales y el contenido del curso son solo para fines informativos y no constituyen asesoría legal. Nada de lo aquí expuesto, o en los materiales del curso, debe interpretarse como un consejo profesional sobre una situación en particular o constituye una opinión legal respecto al cumplimiento de una ley local, estatal o federal.

La transmisión de la información no tiene la intención de crear, y la recepción no constituye, una relación entre abogado y cliente. Los lectores no deben actuar según esta información sin asesoramiento profesional. La información aquí detallada se proporciona solo como información general que puede o no reflejar los desarrollos legales más actuales. Esta información no se brinda como una relación abogado-cliente y no tiene la intención de constituir o sustituir la asesoría legal por parte de un abogado certificado de su estado.

**English:** This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace.

#### **HAR04 - Preventing Harassment in the Global Workplace– Employee Edition** **Spanish: Conocimiento sobre el acoso sexual de los empleados**

This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace.

**Spanish:** El acoso sexual puede tener un impacto desastroso en las víctimas, los agresores y en la compañía donde ocurre la ofensa. Capacitar a los empleados sobre los aspectos esenciales de las conductas prohibidas es una parte importante para reducir la responsabilidad y mantener un entorno laboral profesional. Este curso ayuda a los participantes a identificar dos tipos de acoso sexual y a reconocer los comportamientos que pueden considerarse acoso sexual en el lugar de trabajo. Los participantes también aprenderán los procedimientos disponibles para las víctimas, los derechos de los empleados y las responsabilidades de los empleadores en relación al acoso sexual en el lugar de trabajo. Este curso de una hora puede ayudar a la compañía a demostrar su compromiso para lograr un entorno justo, responsable y organizacional saludable libre de acoso e intimidación. Este curso se desarrolló con el apoyo de temas proporcionados por el Grupo de abogados para beneficios del empleado, empleo y trabajo de la firma de abogados de Sheehan Phinney Bass + Green PA. Sin embargo, tenga en cuenta que los materiales y el contenido del curso son solo para fines informativos y no constituyen asesoría legal. Nada de lo aquí expuesto, o en los materiales del curso, debe interpretarse como un consejo profesional sobre una situación en particular o constituye una opinión legal respecto al cumplimiento de una ley local, estatal o federal.

#### **HAR05 - Preventing Harassment in the Global Workplace– Manager Edition**

This course explains why it is important for a company to foster a respectful work environment. It also presents strategies for addressing inappropriate behavior in the workplace.

#### **HAR06 - Sexual Harassment Prevention for Employees**

This course helps participants identify the 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 course can help your company demonstrate its commitment to a fair, responsible and healthy organizational environment free from harassment and intimidation.

#### **HAR07 - Sexual Harassment Prevention for Managers and Supervisors– California (AB 1825/2053)** **“Spanish: Prevención del acoso en el lugar de trabajo para gerentes – California (AB 1825/2053)”**

This two-hour course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of workplace harassment. This course is designed specifically to address the sexual harassment and abusive conduct training requirements under California law.

**Spanish:** El acoso puede tener un impacto muy negativo en el entorno laboral de una organización. Los gerentes y supervisores son responsables ante los empleados y la empresa de conocer su función en la prevención y respuesta ante todas las formas de acoso en el lugar de trabajo, incluido el acoso sexual. Este curso de dos horas tiene el objetivo de desarrollar valores en empleados gerenciales y supervisores para ayudarlos a prevenir y responder eficazmente a incidentes de acoso en el lugar de trabajo.

Este curso está diseñado específicamente para tratar los requisitos de capacitación en acoso sexual de la ley de California. Este curso se desarrolló con el apoyo de Baker & McKenzie. Sin embargo, obsérvese que los materiales y contenidos del curso tienen fines puramente informativos y no constituyen asesoramiento jurídico y puede que no reflejen los desarrollos jurídicos más recientes. Nada de lo expuesto aquí, o en los materiales del curso, debe interpretarse como una recomendación profesional o jurídica sobre una situación en particular o constituir una opinión jurídica sobre el cumplimiento de estatutos legales o instrumentos normativos.

La transmisión de la información no tiene la intención de crear una relación entre abogado y cliente, y la recepción de esta tampoco constituye esta relación. Los lectores no deben actuar en función de esta información sin asesoramiento jurídico independiente.

#### **HAR08 - Title IX for Higher Education**

This course is designed for all members of the campus community who have a responsibility in helping their school develop and maintain a respectful environment. It will provide awareness-level training on avoiding, identifying and reporting sexual discrimination, harassment and violence, and on complying with Title IX.

#### **HAR09 - Workplace Harassment Prevention for Employees– version 2.0 (Title VII)**

Focusing on the forms of harassment prohibited by federal law, this course will provide an overview of the types of behaviors that can give rise to harassment claims, including those based on sex, race, color, national origin, religion, age and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation and discrimination.

### **HAR10 - Workplace Harassment Prevention for Managers—Multi-State Edition, version 2.0 (Title VII)**

This two-hour course is intended to help develop a set of values in managerial and supervisory employees that will assist them in preventing and effectively responding to incidents of workplace harassment. This course is designed specifically to address the sexual harassment training requirements under California, Connecticut, and Maine law, but is applicable for supervisor and manager training in all states. Additional customization is required in order to fully address the state requirements.

### **HAR11 - Bullying and Violence in the Workplace**

This course seeks to help employees understand the circumstances that can trigger violence in the workplace and offers strategies for preventing the escalation of conflict.

### **HAR12 - Global Diversity**

To leverage the full potential of the workforce, it's important for organizations, managers and employees to evaluate and improve the ways in which they support diversity and inclusion, and help ensure employees are being treated fairly. In this course, you'll learn about the characteristics of inclusive workplaces and the benefits of supporting diversity.

You'll discover the challenges and barriers to inclusion in the workplace and learn about recognizing discrimination and bullying. You'll also cover workplace inclusion and accommodation practices, including strategies for promoting inclusion and how inclusion policies and procedures support employees.

### **HAR13 - Maintaining a Cohesive Multigenerational Workforce**

In this course, you'll learn about the generational differences in approaches to work and communication. You'll also learn strategies to manage your team in a way that ensures your team members feel included, respected, and supported. Additionally, you'll learn how to implement a mentoring program that takes advantage of the varying experiences and perspectives of multiple generations.

### **HAR14 - Managing Multigenerational Employees**

Many influences have shaped the lives and work experiences of various generations, namely, Baby Boomers, Generation X, Millennials, and Generation Z. Because each generation has its own distinct attitudes, priorities, and work habits, managers can get the best from each generation by using strategies that recognize the differences. In this course, you'll learn about the best practices and successful techniques for managing these generational employees in the workplace.

### **HAR15 - Bullying and Hazing on Campus**

In this course, learners will become familiar with the characteristics of bullying and hazing, the appropriate paths of response to incidents of power-based interpersonal violence, and best practices for preventing, recognizing and responding to incidents of bullying and hazing on campus.

### **HAR16 - Conducting Investigations Based on Unfair Treatment or Harassment Claims**

In this course you'll learn how to conduct an investigation that is based on unfair treatment, harassment claims and other complaints.

### **HAR17 - Workplace Harassment Prevention for Managers in California (AB1825/2053), Connecticut & Maine**

Managers and supervisors have a responsibility to both their employees and their company to know their role in preventing and responding to all forms of workplace discrimination and harassment, including sexual harassment and retaliation. This two-hour course is designed specifically to address the sexual harassment training requirements under California, Connecticut, and Maine law, but is applicable for supervisor and manager training in all states. This includes the California SB 396 requirements effective January 1, 2018 protecting gender identity, gender expression and sexual orientation.

## **HR**

### **DISCIPLINARY ACTION**

#### **HR01 - A Manager's Guide to Discipline and Documentation**

This course explains the principles of effective employee discipline, including the concept of due process in the disciplinary procedure, and it describes how to respond to and document a disciplinary issue appropriately.

#### **HR02 - Rightful Employment Termination**

This course is designed to give managers an overview of how to 'rightfully' terminate an employee because of performance problems or other misconduct while reducing the likelihood of wrongful termination claims.

## DIVERSITY

### **HR03 - A Manager's Guide to Diversity, Inclusion and Accommodation**

This course provides an overview of the Americans with Disabilities Act (as amended), the Family and Medical Leave Act and other legislation that affects employers' responsibilities in these areas. The course will help managers identify the situations where these laws come into play so that they can respond appropriately to specific requests.

## LEADERSHIP

### **HR04 - Achieve Your Objectives through Effective Delegation**

In this course, you'll first learn about the impact of different delegation styles. You'll then be introduced to principles you can use to help you decide what to delegate and to whom.

### **HR05 - Being an Effective Team Member**

This course covers strategies and techniques to help you become an effective and valued member of your team. Specifically, you'll explore ways for adopting a positive approach to being on a team, like recognizing the benefits of working on a team and learning to tolerate team member differences. You'll also learn how to work proactively and collaboratively with members of your team as you achieve your team's goals.

### **HR06 - Building and Leading Teams**

Leading a team requires facilitating effective interaction between team members. This course examines the importance of maintaining team participation and commitment in order to overcome obstacles collectively.

### **HR07 - EEO and Lawful Hiring**

As a manager, it is essential to use recruitment strategies that attract the right candidates. But just as important is the avoidance of discrimination, both intentional and unintentional. In this course, you will learn about the Equal Employment Opportunity laws that guide your employer's recruiting efforts and how to help ensure your hiring practices are fair and lawful.

### **HR08 - First Time Manager: Understanding a Manager's Role**

This course describes some of the myths about management and their corresponding truths in order to clarify what managers really do. It also points to the typical demands and constraints of a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers.

### **HR09 - Leadership Essentials: Motivating Employees**

Imagine what your organization would be like if you and your colleagues were not motivated. Motivation is what drives people to accomplish things, whether it be small tasks or large undertakings. Without motivation, things simply would not get done. The ability to create an environment that encourages motivation takes both practice and skill as it's not a quality inherent in most people. As a leader, your capacity for motivating plays a key element in the success of your organization.

### **HR10 - Leading Teams: Building Trust and Commitment**

This course offers strategies used to build trust based on encouraging honest, accountable, fair and positive behavior. The course also provides leaders with strategies that help increase team member commitment, such as being supportive, making members feel secure, providing interesting work and acknowledging contributions and achievements. By using these strategies, team leaders can develop a cohesive team that works together to reach its goals.

### **HR11 - Leading Teams: Dealing with Conflict**

This course offers you an understanding about what causes conflicts on a team and the important role of healthy communication in handling conflicts. It presents many best practice approaches to resolving conflicts and illustrates the tenets of principled negotiation. By learning the principles and strategies presented in this course, you will have the skills to keep your high-performance teams away from destructive patterns of conflict and on track to achieving their goals.

### **HR12 - Leading Teams: Developing the Team and its Culture**

This course outlines the role of the team leader on a high-performance team and highlights the importance of taking steps to develop the team culture early on during team formation. It offers methods used to encourage team participation and provides some key strategies used to build a cohesive team culture by encouraging social interactions, establishing team member competencies and promoting interdependence.

### **HR13 - Leading Teams: Establishing Goals, Roles and Guidelines**

This course covers techniques for laying the foundation for a successful team. These techniques include setting team goals, assigning roles to individual team members and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance.

### **HR14 - Leading Teams: Managing Virtual Teams**

Virtual teams are emerging as the basic unit for conducting business of all types. Studies show that over 80% of workers today are involved in some way with team members who are not physically located in the same office. Virtual communication networks have made virtual teams possible, while globalization has made them a necessity. Leading virtual teams presents new challenges to leaders and managers. Virtual team leaders must find ways to successfully manage people who are separated by distance, time zones, and cultural differences.

This course offers leaders a framework for successfully leading virtual teams. It outlines the key competencies that members of virtual teams should possess and offers guidelines for specific virtual team activities, such as teleconferencing and decision making. It also highlights a variety of tools and technologies that are commonly used for collaboration on virtual teams and presents guidelines for knowing how to choose the right technologies for specific situations. Materials designed to support blended learning activities aligned with this course are available from the Resources

### **HR15 - Leading Teams: Motivating and Optimizing Performance**

This course describes ways to optimize team performance and effectiveness through assessments and feedback. It outlines strategies for sustaining high performance, including using coaching to improve team performance and motivating through shared leadership.

### **HR16 - Management of People: Talent Acquisition and Retention**

This course introduces workforce planning and global job market issues. You will learn how job analysis can be used to determine organizational hiring needs. Strategies for recruiting and selecting the most suitable candidates are outlined. Finally, you'll learn about key activities for successful onboarding and retention of new hires.

The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.

### **HR17 - Retaining Your Talent Pool**

This course provides you with an overview of employee retention strategies. Specifically, you'll explore the elements of a high-retention organization and the procedure for implementing a successful retention strategy. This course also covers employee engagement, including identifying and enhancing engagement drivers, measuring engagement and executing an engagement strategy.

### **HR18 - Strategies for Successful Employee Onboarding: Getting Started**

This course introduces actions you can take before the new hire arrives. It then considers the activities that should take place in the ensuing days, weeks and months. It is the manager, not HR, who's responsible for the onboarding program and who can make or break the process. To that end, the course provides tips for how the manager can best embrace the process and be aware of the challenges it involves. The buddy system, a valuable part of the onboarding program, is explained in detail.

### **HR19 - Strategies for Successful Employee Onboarding: Assessing Program Success**

This course introduces key areas to focus on when evaluating your onboarding program, including how to assess new hire adjustment levels. The importance of soliciting feedback from participants is stressed, as well as the common issues that arise during onboarding. The course also reviews metrics for measuring the success of the actual program such as retention rates, employee satisfaction and time to competency.

### **HR20 - Telecommuting Basics: Communication Strategies for the Remote Employee**

This course provides you with an understanding of the importance of communication skills when working as a telecommuter and also covers how career advancement can be achieved while working in a remote environment. You will be introduced to key strategies that should be used for communications.

The course demonstrates methods of maintaining presence in the office when not physically there and also deals with why trust is especially important between telecommuters and their colleagues and managers. You will discover how applying the principles of effective listening can improve the way you communicate.

### **HR21 - The Benefits and Challenges of Engaging Employees**

This course reviews the benefits of having an engaged workforce and defines the attributes and actions of engaged employees. It also explores employee motivation and commitment challenges and examines how employee engagement links to the bottom line.

### **HR22 - Wage and Hour Awareness for Managers**

This course addresses minimum wage requirements, pay for breaks and meals, overtime requirements and recordkeeping responsibilities for managers and supervisors.

### **HR23 - Workforce Planning and Employment: Orientation, Onboarding and Exit Strategies**

This course examines many of the key elements of an organization's orientation, onboarding and exit strategies. It focuses on HR's role in post-offer employment activities such as relocations and verification of employment status. This course examines the importance of and how to establish effective orientation and onboarding programs and how to ensure they remain relevant and effective.

Retention strategies and supporting efforts are examined in detail, along with their direct correlation with organizational success. Finally, the course will provide direction on key organizational exit processes and procedures such as terminations, restructuring and reductions in force (RIF). This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.

## **PEOPLE OPERATIONS**

### **HR24 - Compensation and Benefits: Managing a Policies, Programs, and Activities**

This course examines compensation policies, programs, and activities. Instruction is provided on job evaluations, pricing, and pay structures, as well as common organizational pay programs. Compensation policies and programs are also discussed, as well as how to manage payroll-related information. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.

### **HR25 - Managing Special Leaves of Absence Situations**

Managing Special Leaves of Absence Situations: Most leave situations are not clear-cut. This course contains four modules about managing leaves under the regulations that would apply to the leave situation: Family and Medical Leave Act (FMLA), Workers' Compensation, Americans with Disabilities Act (ADA), and the Pregnancy Discrimination Act (PDA). At the end of this training session, you will be able to handle complicated leave situations where more than one regulation applies.

## **PERFORMANCE MANAGEMENT**

### **HR26 - Human Resource Development: Performance Appraisal and Talent Management**

This course examines performance appraisals and talent management. One of the most important aspects of human resource development is retaining and extracting the most value out of high-potential employees. Instruction on how to develop and evaluate performance management programs is provided as well as methods to evaluate performance.

This course also provides instruction on how to develop and evaluate the performance evaluation process and talent management programs. Mentoring and coaching approaches used to help manage organizational talent are also discussed. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.

### **HR27 - Monitoring and Improving Performance**

This course shows you how to monitor and improve your employees' performance using a four-step process that covers setting targets, collecting the necessary information, analyzing that information and responding to performance gaps that appear. It first helps you identify appropriate targets and standards against which you can measure performance. It then introduces different ways of collecting the relevant data and shows you how to analyze the data and decide on appropriate action. Finally, the course presents a technique for dealing with underperformers in a positive and collaborative way.

### **HR28 - Performance Appraisal Essentials: 360-degree Appraisals**

This course provides an overview of the steps involved in carrying out a 360-degree appraisal. It then focuses on two key steps: gathering feedback and delivering the feedback.

### **HR29 - Performance Appraisal Essentials: Conducting Traditional Appraisals**

This increases productivity and helps you build better relationships with your team. To increase your comfort level with conducting appraisals, you should try to become familiar with the areas to be covered during the actual meeting and with skills and techniques for addressing the appraisee.

This course describes ways to prepare for appraisal meetings, as well as how to carry out those meetings effectively by following certain steps and guidelines. In particular, it demonstrates what to do when an employee becomes emotional during an appraisal.

### **HR30 - Performance Appraisal: Planning for Appraisals**

This course explains why performance appraisals are important, describes how to develop an Employee Performance Plan and outlines ways to monitor ongoing employee performance.

### **HR31 - Planning for Performance**

After explaining the nature and benefits of performance management, this course outlines the five phases of a performance management system: planning, monitoring, improving, reviewing and rewarding. It then explains what you need to do in the planning phase.

### **HR32 - Strategies for Successful Employee Onboarding: An Introduction**

What is employee onboarding and how does it differ from orientation? How can investment of time and money into such a program improve your organization? This course introduces the concept of employee onboarding and demonstrates that it's a wise investment if properly executed. Onboarding programs rebuke the old adage that it is HR who deals with new hires. On the contrary, it's managers who should be deeply involved for the program to be successful.

This course provides managers with an insight into their unique role and outlines the benefits they reap from properly onboarding new hires. The course illustrates the key elements of an effective onboarding program, and explains how onboarding is different from traditional orientation. Rather than being an event, onboarding becomes an ongoing process that can last upwards of a year.

During this time, employees have a greater chance of becoming acculturated with the organization, and will become more productive in a quicker period of time than with orientation alone. Furthermore, a successful onboarding program can greatly decrease employee turnover, as new employees feel engaged and motivated in their new roles.

## **WELLNESS**

### **HR33 - Optimizing Your Work/Life Balance: Maintaining Your Life Balance**

This course will focus on techniques for maintaining work/life balance. It includes recognizing the behaviors of passiveness, aggressiveness and assertiveness and how those affect a person's ability to find balance in life. Techniques that can be used to achieve and preserve balance are also discussed.

### **HR34 - Optimizing Your Work/Life Balance: Maintaining Your Life Balance**

You have the knowledge to assess current work/life balance and overcome internal and external obstacles to achieving balance. You know where you are and where you want to be, but now what? How do you achieve and maintain that balance? How will it be affected by external factors and behaviors?

This course will focus on techniques for maintaining work/life balance. It includes recognizing the behaviors of passiveness, aggressiveness, and assertiveness and how those affect a person's ability to find balance in life. Techniques that can be used to achieve and preserve balance are also discussed.

### **HR35 - Optimizing Your Work/Life Balance: Taking Control of Your Stress**

This course reviews strategies for coping with stress and avoiding burnout. The course also covers how you can positively change your responses to stress once you are able to recognize how you respond to stressful situations. Relaxation techniques such as breathing and mediation are also covered.

### **HR36 - Pandemic Flu Awareness**

This course is designed to increase awareness of the pandemic threat the flu poses and to provide information that can be used to form the basis of preparedness and prevention for your organization. This course also includes the latest information concerning the H1N1 (swine) flu which the World Health Organization has indicated that a pandemic is underway.

## **PROFESSIONAL DEVELOPMENT**

### **MEETINGS**

#### **PD01 - Dealing with Common Meeting Problems**

This course shows you how to measure the effectiveness of your meetings, and how to intervene appropriately during meetings to get back on track when specific problems arise. It explores numerous cases involving lack of civility and decorum, poor productivity, and unbalanced participation and equips you with strategies for handling these problems. Finally, this course surveys the unique challenges of the virtual meeting format, and provides guidelines for getting the most out of your virtual meetings in spite of these challenges.

#### **PD02 - Managing Effective Business Meetings**

This course will lead you through that process, presenting best practices that will help you realize success as you fulfill your responsibilities as a meeting leader. It will show you how to open the meeting with a positive tone and facilitate the work of the group using the right approach to decision making. It will explore how to encourage full participation while keeping your agenda moving and discussions on track with effective time-management techniques. Finally, this course will present tips for closing the meeting and ensuring continued progress by circulating minutes and following up on action items.

### **PD03 - Preparing for Effective Business Meetings**

This course will show you how to clarify a meeting's purpose and objectives, and how to determine whether a given meeting is truly necessary or whether a similar result could be achieved through a different type of communication. It will also equip you with the skills to choose the best participants, and create an agenda that will guide the group to achieve meeting goals as efficiently and productively as possible. Finally, it will describe how to prepare yourself, your venue and your participants to ensure a successful meeting free of unnecessary distractions.

## **WORKPLACE SKILLS**

### **PD04 - Are You Listening to Your Customers?**

Customer satisfaction is an important part of any business. This course discusses formal and informal techniques that help you to capture customer requirements.

### **PD05 - Basic Presentation Skills: Creating a Presentation**

Spanish: Este curso está diseñado para generar conciencia sobre el ambiente laboral y eliminar las lesiones evitables de la espalda. Ofrece información relacionada a riesgos laborales específicos, prácticas laborales seguras y ergonomía. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los objetivos del aprendizaje de este curso son: identificar los riesgos laborales específicos que contribuyen a las lesiones evitables de espalda, describir las consideraciones ergonómicas que reducen las lesiones de espalda en el ambiente laboral y recordar las prácticas laborales seguras que disminuyen las lesiones de espalda.

### **PD06 - Basic Presentation Skills: Delivering a Presentation**

This course describes how to make your presentation delivery successful and memorable. It covers techniques for managing stage fright and explains how to set the right environment for your presentation by making the right choices about room layout and by preparing the room, including the equipment, lighting and temperature. You'll also learn how to use your voice and body language to deliver your message clearly and effectively. Finally, the course outlines guidelines for handling audience questions.

### **PD07 - Basic Presentation Skills: Planning a Presentation**

Even the most seasoned public speakers can experience nerves before a major presentation. The successful ones, however, have learned how to make those nerves work for them. Positive concern about the impact of a presentation can spur presenters to raise their game, enabling them to get the desired results. For example, a presentation can be immeasurably improved if you devote sufficient time and attention to three key steps—analyzing your audience, organizing your ideas and selecting an appropriate presentation method. This course describes how to plan effectively for a presentation by carrying out these steps.

### **PD08 - Business Writing: Editing and Proofreading**

This course highlights the importance of editing and proofreading your business documents. It describes some key areas to consider when editing—like tone, structure, clarity and accuracy. You will also explore ways to proofread effectively. In particular, you will find out about some of the most common grammatical, punctuation and spelling mistakes that people make.

### **PD09 - Business Writing: How to Write Clearly and Concisely**

This course describes ways to make your writing more clear. Specifically, it covers the importance of using short, familiar words, appropriate connotations, concrete and specific language and transitional words and phrases. The course also discusses ways to be more concise and explains some best practices for organizing content logically and appropriately.

### **PD10 - Business Writing: Know Your Readers and Your Purpose**

This course addresses ways to identify your readers and to create messages that convey the appropriate tone for different reader roles. It also outlines how to write effectively for the three most common reasons for writing a business document—to inform, respond or persuade.

### **PD11 - Communicating Across Cultures**

This course offers guidelines and best practices for speaking and writing across cultures. The course also highlights the importance of keeping your audience's cultural expectations in mind when creating presentations and how to make your presentations effective in a variety of cross-cultural settings.

### **PD12 - Communication Methods that Make Sense—and Make Your Point**

In this course, you'll learn how to select the best communication methods to convey your intention and target your audience. By doing so, you improve the odds of getting your message across, making your point, and leaving your audience feeling informed, enlightened and engaged.

### **PD13 - Creating a Compelling Job Description**

Job descriptions serve as an essential tool for recruiting potential employees. This module examines the criteria for drafting a compelling job description.



**PD14 - Creating a Positive Attitude**

This course will show you that it is possible to change your perspective from negative to positive and provide you with skills for overcoming the challenges that you face at work. Being successful starts and ends with you, and having a positive attitude will help you achieve your desired success.

**PD15 - Emergency Response in the Workplace**

This course provides information about planning for and responding to emergencies. The intent is to provide the learner with basic information on procedures that cover onsite emergencies such as an accidental release or spill of a hazardous chemical, fire emergencies, explosions, bomb threats, threats to security or personal injuries.

**PD16 - Essentials of Interviewing and Hiring: Conducting an Effective Interview**

This course describes how to proceed with a face-to-face to interview. It covers how to open an interview well, what types of questions to ask and how to close the interview.

**PD17 - Getting Results without Direct Authority: Persuasive Communication**

This course presents strategies for communicating persuasively when you don't have direct authority. It also describes ways to remain persuasive even when you face resistance from the person you are addressing.

**PD18 - Handling Difficult Conversations Effectively**

This course identifies the common challenges of difficult conversations and explores the strategies that can be used to handle them. Challenges can include a subject who's not willing to engage in conversation or who looks to place the blame on you. By using various strategies and techniques to overcome these challenges, you can keep the conversation on track, manage your emotions and progress the conversation to produce positive outcomes.

**PD19 - Interpersonal Communication: Being Approachable**

This course is designed to give you an understanding of how to build skills to become more approachable. You'll learn about the benefits of being approachable, as well as some techniques you can use to enhance your ability to reach out and invite others in. You'll also learn about putting people at ease when you're communicating and building rapport using skills such as listening, harmonizing and sharing to ensure that people see how approachable you are.

**PD20 - Interpersonal Communication: Communicating Assertively**

This course will guide you as you move into a more straightforward and more effective communication style. You'll learn about the benefits of assertive behavior and how to distinguish it from passive, aggressive or passive-aggressive behavior. You'll also learn about the requirements for assertive communication, such as being honest and straightforward, being respectful of others' needs and feelings and using assertive body language and tone. Finally, you'll learn about how to increase the power of your assertive communication when your first attempts don't get the results you intended.

**PD21 - Interpersonal Communication: Communicating with Confidence**

The course shows you how the essential elements of trust, credibility and specific confident communication behaviors bring about confident communication and enhance your influence. It highlights the advantages of communicating with confidence, explores the construction of trust and credibility, and clarifies how trust and credibility result in confident communications.

**PD22 - Interpersonal Communication: Listening Essentials**

This course explores the benefits and challenges of effective listening and demonstrates how active listening techniques enhance the effectiveness of your listening skills. It takes you through the various levels of listening and outlines behaviors and thought patterns that demonstrate active listening techniques. Finally, it highlights the important skill of providing listener feedback to demonstrate or clarify understanding of the speaker's communication.

**PD23 - Interpersonal Communication: Targeting Your Message**

This course explores key considerations for planning and delivering targeted messages. It highlights the components involved in communication and describes what to look for when analyzing the needs and wants of your intended audience—even if it is an audience of one. This course also takes you through the selection of an appropriate medium and context for a given message, and suggests strategies for delivering a well-planned message and eliciting feedback after your message is delivered.

**PD24 - Interviewing: Doing it Right**

This course will present strategies for exercising sound judgment in the hiring and interviewing process. It will help managers and supervisors recognize and avoid discrimination in the recruitment process.

**PD25 - Listening Essentials: Improving Your Listening Skills**

In this course, you'll discover how roadblocks such as distractions, emotions and the way in which we communicate can influence the way we listen and receive messages. The course also covers strategies that you can use to avoid these roadblocks and improve your listening skills.

**PD26 - Listening Essentials: The Basics of Listening**

This course will review the various types of listeners and the benefits of being able to listen effectively when communicating. The course also reviews some popular misconceptions about listening. Active listening techniques for improving your listening and maximizing your understanding are also covered.

**PD27 - Listening to Improve Conversation**

Getting the most out of conversations at work is an acquired skill. This course explores what's required to make these exchanges as meaningful as possible.

**PD28 - Management Essentials: Confronting Difficult Employee Behavior**

This course introduces best practices for confronting your direct reports about their difficult behavior.

**PD29 - Management of People: Total Rewards**

This course presents the strategic framework for total rewards. You'll learn about compensation structure and systems, and employee benefits programs. You'll also learn about the statutory and global considerations for total rewards. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.

**PD30 - Solving Problems: Framing the Problem**

In this course, you'll learn how to identify stakeholders and effectively elicit their input. You'll find out how the causes of problems can lie at different levels of the organization, and you'll learn techniques to uncover the root cause.

**PD31 - Techniques for Communicating Effectively with Senior Executives**

This course provides direction on how to carry out executive level communications in both formal and informal settings. It also explores different communications media and how they might be used to convey your message to senior executives. Finally, the course recognizes the different reasons why you might communicate with the "C" Level. It offers specific guidance on furnishing reports, making proposals and requesting additional resources.

**PD32 - The Internet, Social Media and Electronic Communication**

This course provides background information to be considered in light of your own company's policies.

**PD33 - The Voice of Leadership: Effective Leadership Communication Strategies**

This course covers the role of communication in leadership and how leaders can effectively communicate their objectives to their teams. It considers the appropriate leadership communication styles that can be implemented for various leadership objectives and the communication skills needed to achieve these objectives.

**PD34 - Time Management: Analyzing Your Use of Time**

This course focuses on ways to analyze your current use of time. It covers how to use a time log to document and then assess your time use. It also describes how your energy levels and personality affect how you manage time, and outlines ways to better manage time in accordance with your personality type and energy cycle.

**PD35 - Time Management: Avoiding Time Stealers**

This course focuses on strategies for dealing with common time stealers—procrastinating and taking on too much work—as well as how to handle interruptions. It shows you how effective time management can help you concentrate on the work that is truly productive while dealing both professionally and speedily with your time stealers.

**PD36 - Time Management: Planning and Prioritizing Your Time**

This course focuses on ways to prioritize your workload. It discusses how to prepare a useful to-do list and prioritize the items on it. The course also outlines how to sequence and queue tasks to help improve your time management. Finally, it describes how to estimate time frames so you can schedule your tasks effectively and meet your deadlines.

**PD37 - Training and Development**

This course explores the importance of investing in human capital as a means of attaining strategic objectives. It delves into all aspects of corporate training, including the front-end needs analysis and identifying effective design and development strategies. It also examines various ways to deliver training, and provides insight on how to accurately evaluate the impact training programs have on a company's bottom line.

**PD38 - Using E-mail and Instant Messaging Effectively**

This course covers the basic requirements for using e-mail to communicate effectively. Specifically, you will be introduced to tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail.

**PD39 - Working with Difficult People: Dealing with Micromanagers**

This course introduces you to the micromanager and explains strategies for how to deal with a micromanager appropriately.

**PD40 - Working with Difficult People: How to Work with Aggressive People**

This course will review the more common behaviors of hostile-aggressive and passive-aggressive people and provide some effective strategies you can use in coping with an aggressor's behavior.

**PD41 - Working with Difficult People: How to Work with Manipulative People**

This course provides an overview of manipulative behavior in the workplace and discusses some effective strategies for dealing with it, such as setting healthy boundaries, documenting your interactions and confronting the manipulative person.

**PD42 - Working with Difficult People: How to Work with Negative People**

This course delves into the characteristics of some common types of negative people you may encounter within the workplace, and it also discusses strategies you may use to help you deal with their behavior.

**PD43 - Working with Difficult People: How to Work with Procrastinators**

This course discusses the characteristics of some common types of procrastinators you may encounter within the work-place, and strategies you may use to help you deal with their behavior.

**PD44 - Working with Difficult People: How to Work with Self-serving People**

This course will describe self-serving individuals and characterize two common types: arrogant people and busybodies. The strategies that you can use in dealing with these self-serving individuals are also covered.

**PD45 - Working with Difficult People: Identifying Difficult People**

Inevitably, we all encounter difficult people in the workplace. Dealing with difficult people can lead to feelings of frustration or even intimidation. If you know the right techniques, though, dealing with even the most difficult person is possible. In order to deal with difficult people, first you need to know what kind of difficult person you're dealing with so you can use the right technique for the right 'difficult' type.

This course will provide you with methods to help you recognize the characteristics of some of the most common types of difficult people, better understand their motivations, and begin to deal with them more effectively.

**PD46 - Workplace Conflict: Recognizing and Responding to Conflict**

When you address conflict properly, you will experience a number of benefits: it can enhance your creativity and it can strengthen your relationships, for example. This course describes these and other benefits of conflict. It also explains the types of conflict situations you're likely to face in the workplace and describes appropriate responses depending on the outcome you want.

**PD47 - Workplace Conflict: Strategies for Resolving Conflicts**

This course describes techniques you can use to deal effectively with a conflict situation. You'll learn that an important first step is to define the conflict by clarifying the issues surrounding it. You'll also find out about the importance of describing the conflict to the other party in a way that doesn't make them defensive. In addition, the course outlines collaboration skills that can help you deal with conflicts effectively, building trust and cooperation and preventing the escalation of conflict.

## WORKPLACE SAFETY

### ACTIVE SHOOTER

#### **WS01 - Active Shooter: Preparation, Warning Signs and Survival**

This course helps you prepare to respond to an active shooter situation. You'll learn the typical character of active shooter incidents, how to determine the correct course of action and the principle you should follow for each. This course was developed with subject matter support provided by Tactical Advantage Corp., a leader in personal protection training and personal safety.

### OSHA & GENERAL SAFETY

#### **WS02 - Behavior-based Safety for Supervisors**

This course is intended to provide supervisors with an overview of the concepts of behavior-based safety. This training will aid those supervisors who have not used these techniques in their day-to-day duties and responsibilities in the past.

#### **WS03 - Benzene Awareness**

This course presents an overview of benzene, its health risks and provides information on the occupational requirements and methods to protect against exposure to benzene.

#### **WS04 - Bloodborne Pathogen Awareness**

##### **Spanish: Conciencia sobre patógenos hemotransmitidos**

This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace.

**Spanish:** Este curso proporciona conocimientos básicos sobre los patógenos hematotransmitidos, las vías de transmisión comunes, los métodos de prevención y qué hacer si ocurre una exposición. La información presentada ayudará a reducir los riesgos de salud graves a las personas que pueden estar expuestas a la sangre y otros materiales potencialmente infecciosos en el lugar de trabajo. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables.

Los requisitos de capacitación establecidos en virtud de la norma de patógenos hematotransmitidos exigen que el empleador ofrezca la oportunidad de hacer preguntas y respuestas interactivas a la persona a cargo de la sesión de capacitación. Los empleadores pueden utilizar diversos métodos para cumplir con el objetivo de la norma. Como ejemplo, la OSHA ha establecido previamente que el empleador puede cumplir con sus requisitos de acceso directo a un capacitador calificado mediante una línea directa.

Los objetivos de aprendizaje de este curso son identificar los patógenos hematotransmitidos y los síntomas de las enfermedades hematotransmitidas, identificar las vías de transmisión de los patógenos hematotransmitidos, reconocer el uso y la manipulación correctos del equipo de protección personal, identificar las medidas necesarias cuando la piel o los ojos resultan expuestos a material infeccioso y especificar los componentes de un Plan de control de exposición.

#### **WS05 - Bloqueo/etiquetado por personas autorizadas**

##### **English: Lockout/Tagout for Authorized Persons**

Este curso proporciona información sobre el control de energía peligrosa y trabajo bajo la protección de un permiso de bloqueo/etiquetado. La intención de este curso es proporcionar información sobre las prácticas de bloqueo y etiquetado, y el significado de los dispositivos correspondientes.

**English:** This course provides information about control of hazardous energy and work under the protection of a Lockout/Tagout permit. The intent of the course is to provide information on lockout and tagout practices and the significance of lockout and tagout devices.

#### **WS06 - Cold Stress**

This course will discuss the effects of cold on your body, outline the risk factors for cold-related ailments and describe the associated treatments for each. This training will also describe several preventive measure techniques and safe work practices that you can use to protect yourself from cold-related stresses.

### **WS07 - Consciencia sobre patógenos hemotransmitidos**

#### **English: Bloodborne Pathogen Awareness**

Este curso proporciona conocimientos básicos sobre los patógenos hematotransmitidos, las vías de transmisión comunes, los métodos de prevención y qué hacer si ocurre una exposición. La información presentada ayudará a reducir los riesgos de salud graves a las personas que pueden estar expuestas a la sangre y otros materiales potencialmente infecciosos en el lugar de trabajo.

El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los requisitos de capacitación establecidos en virtud de la norma de patógenos hematotransmitidos exigen que el empleador ofrezca la oportunidad de hacer preguntas y respuestas interactivas a la persona a cargo de la sesión de capacitación. Los empleadores pueden utilizar diversos métodos para cumplir con el objetivo de la norma. Como ejemplo, la OSHA ha establecido previamente que el empleador puede cumplir con sus requisitos de acceso directo a un capacitador calificado mediante una línea directa.

Los objetivos de aprendizaje de este curso son identificar los patógenos hematotransmitidos y los síntomas de las enfermedades hematotransmitidas, identificar las vías de transmisión de los patógenos hematotransmitidos, reconocer el uso y la manipulación correctos del equipo de protección personal, identificar las medidas necesarias cuando la piel o los ojos resultan expuestos a material infeccioso y especificar los componentes de un Plan de control de exposición.

**English:** This course will provide you with a basic understanding of bloodborne pathogens, common modes of transmission, methods of prevention and what to do if an exposure occurs. Information presented will help minimize serious health risks to persons who may have personal exposure to blood and other potentially infectious materials in the workplace.

### **WS08 - Contractor Safety**

In this course, you will learn about different classifications of employers and their responsibilities to ensure a safe worksite.

### **WS09 - Emergency and Disaster Preparedness**

#### **Spanish: Preparación para emergencias y desastres**

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.

**Spanish:** Este curso fue diseñado y desarrollado para enseñar sobre la respuesta en casos de emergencia, la seguridad, el informe y la evacuación de las instalaciones de la compañía y las áreas de trabajo en caso de desastre natural, incendio, amenaza de bomba u otra emergencia. Se deben seguir los procedimientos contenidos en esta capacitación a menos que el empleador, la policía o los funcionarios del Departamento de Bomberos indiquen lo contrario. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables.

Objetivos de aprendizaje son describir el alcance y propósito de un plan de respuesta y evacuación en casos de emergencia, repasar las acciones necesarias en situaciones de emergencia específicas, describir el alcance y propósito de un plan de prevención de violencia en el lugar de trabajo e identificar acciones específicas necesarias en caso de amenaza de bomba.

### **WS10 - Escorregões, tropeços e quedas**

#### **English: Slips, Trips and Falls**

Escorregões, tropeços e quedas constituem a maioria dos acidentes da indústria em geral. Eles são a causa de 15% de todas as mortes por acidente e estão atrás apenas dos acidentes fatais envolvendo veículos a motor. Este curso pretende oferecer aos funcionários a capacidade de reconhecer e evitar riscos de escorregões, tropeços e quedas, além de abordar os principais componentes de segurança em escadas de mão. O conteúdo deste curso foi desenvolvido em conformidade com o objetivo das exigências regulatórias aplicáveis.

objetivos do curso são: listar os ferimentos que podem resultar de escorregões, tropeços e quedas; identificar riscos de queda na área de trabalho; descrever o uso adequado de uma escada de mão; especificar como fixar uma escada de mão; listar dicas para evitar ferimentos em escadas; descrever como minimizar riscos em locais de passagem; e listar os fatores que causam escorregões, tropeços e quedas.

Este conteúdo deste curso foi desenvolvido com o apoio da DEKRA, uma organização global com experiência nas áreas de teste, inspeção e serviços de certificação, bem como soluções de treinamento e educação para clientes em diversas indústrias.

**English:** 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. The learning objectives of the course are to 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; and list contributing factors to slips, trips and falls.

## TRANSPORTATION

### **WS100 - IATA 3: Packaging**

This training course will introduce the packaging requirements of the International Air Transport Association's Dangerous Goods Regulations. This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize the general packing requirements and the conditions normal to air transport, identify the proper packaging for the material to be shipped and recognize UN specification packaging.

### **WS101 - IATA 4: Documentation**

This course will introduce the requirements of the International Air Transport Association's Hazardous Materials Regulations, including required documentation to transport dangerous goods (Shipper's Declaration for Dangerous Goods and Air Waybill). This training course may be used to meet the requirements for general awareness and familiarization training.

Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the necessary components on the Shipper's Declaration for Dangerous Goods and describe the elements required on an Air Waybill for a shipment of Dangerous Goods.

### **WS102 - IATA 5: Limitations and Shipment Review**

This course explains that the Department of Transportation (DOT) governs all modes of transportation in the US, including air transportation. The DOT has a set of regulations pertaining to the shipment of hazardous materials (dangerous goods) known as the Hazardous Materials Regulations (HMR). This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training.

### **WS103 - IMDG 1: Introduction, General Provisions and Classifications**

This course begins with an introduction to the IMDG Code, including its origins, purpose and enforcement and training requirements. In the United States, the Pipeline and Hazardous Materials Safety Administration (PHMSA) develops and enforces regulations for the safe transport of dangerous materials. The connection between the two sets of regulations will be explained. A physical description of the IMDG Code is given, as well as instruction on how to access and use the information it contains to determine if dangerous goods are regulated by IMDG and PHMSA and how to ship them properly.

### **WS104 - IMDG 2: Dangerous Goods List, Special Provisions and Exceptions**

The International Maritime Dangerous Goods (IMDG) Code is the recognized code of practice for the safe carriage of dangerous goods by sea. Manufacturers, packagers, shippers, stowers, carriers and others involved throughout the supply chain must adhere to the provisions in the IMDG Code when dealing with cargo to be transported all or in part by ship. The IMDG Code contains the Dangerous Goods List, a list of the dangerous goods most commonly carried by sea. The list covers, as far as practicable, all dangerous substances of commercial importance.

### **WS105 - IMDG 3: Packaging, Marking, Labeling, Placarding and Documentation**

The International Maritime Dangerous Goods (IMDG) Code is the recognized code of practice for the safe carriage of dangerous goods by sea. Manufacturers, packagers, shippers, stowers, carriers and others involved throughout the supply chain must adhere to the provisions in the IMDG Code when dealing with cargo to be transported all or in part by ship. This course will familiarize learners with the IMDG Code and its requirements and regulations for packaging, marking, labeling, placarding and documenting dangerous goods for transport by sea.

### **WS106 - IMDG 4: Loading, Unloading and Offering Dangerous Goods**

In this course you'll explore the precautions, requirements and best practices used within the transport and shipping industries to improve safe transport and to minimize risks associated with dangerous goods.

### **WS107 - Loading Dock Safety**

This course is designed to help you understand how to make sure the loading dock is safe. First to be covered are OSHA's requirements for both forklift operators and working surfaces in loading areas. Basic and best practices for avoiding hazards while on the dock and during the loading and unloading of the trailer and inspection methods to follow before entering suspension-type highways trailers, in particular, are explained. Combined, this information will help you keep the loading dock and loading dock activities safe for all those involved with loading and unloading trailers.

### **WS108 - Negotiating Hazards for Commercial Vehicles**

In this course, you will learn about what you need to do to safely negotiate turns and merging, intersections, downgrades and railroad crossings.

### **WS109 - Packaging Small Quantities**

This course builds on those concepts as they relate to packaging small quantities for shipment by putting you into situations where you'll identify materials in the DOT Hazardous Materials Table and determine whether an exception applies and how it affects the packaging, marking, labeling and preparation of shipping papers for small quantities of different types of hazardous materials in specific situations. This course does not address the requirements for shipping small quantities of hazardous materials by aircraft, rail or vessel.

## **OSHA & GENERAL SAFETY**

### **WS11 - Global Safety Principles: Indoor Hoisting and Rigging**

This course is designed to educate the worker on the significant safety issues to be considered while moving large, heavy loads associated with today's manufacturing and construction industries.

## **TRANSPORTATION**

### **WS110 - Safe Vehicle Backing**

In this course, you will learn about the impacts of backing accidents, their common causes and how to minimize risks of collision when backing vehicles, including company trucks or delivery vans.

### **WS111 - Trailer Coupling and Uncoupling**

In this course, you will learn about the safety factors that apply to coupling and uncoupling vehicles and the risks associated with these tasks.

### **WS112 - Urban Driving**

This course will teach you how to safely drive through urban areas, how to enter and exit traffic, how to navigate intersections and how to react to traffic signals. You'll also learn how to share the road safely with pedestrians and bicyclists.

### **WS113 - US Export Controls**

US firms that transact any level of business internationally must comply with federal laws regulating the export of commercial and defense-related items, information and technology. This course provides awareness-level training about the regulatory system for exports; the agencies involved in administering and enforcing the regulations, including the Bureau of Industry and Security (BIS), the Directorate of Defense Trade Controls (DDTC), and the Office of Foreign Assets Control (OFAC); explains the definitions of key terms under the various laws, such as 'exports' and 'foreign persons'; and describes how to determine whether an item to be exported requires a license.

This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments.

Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.

## **HAZARDOUS WASTE**

### **WS114 - IATA 1: Hazard Class Identification/Classification**

This training course will introduce the requirements of the International Air Transport Association's Hazardous Materials Regulations, including definitions, an introduction to the hazard classes and the List of Dangerous Goods. The proper identification, preparation and transportation of hazardous materials affect everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training.

Your employer will provide additional function-specific training. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define terms associated with air transportation of dangerous goods, classify hazards according to International Air Transport Association's nine hazard classes and identify and interpret information found in the List of Dangerous Goods.

### **WS115 - Regulatory Overview (HAZWOPER)**

This course provides information about the history, purpose and mission of key regulatory agencies including OSHA, EPA and DOT. The intent of the course is to provide the learner with an understanding of the sources of regulatory occupational safety and health work practices and standards.

The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to specify why regulatory standards are established, identify the purpose of the major regulatory agencies that establish regulations impacting the workplace (OSHA, EPA, DOT), identify the purpose of RCRA, CERCLA, and SARA, identify hazardous waste, identify the scope and purpose of HAZWOPER, identify steps to prevent hazardous materials and exposure to hazardous waste and identify which workers are affected by HAZWOPER.

## **PERSONAL SAFETY**

### **WS116 - Electrical Safety**

An awareness level course that discusses how to work safely with electricity. It focuses on specific electrical hazards found in the workplace and methods to minimize or eliminate those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: recall basic rules of electricity as they relate to electrical safety, identify actions to take in an electricity-related emergency, recognize common electrical hazards and describe methods to reduce or eliminate electrical hazards.

## **TRANSPORTATION**

### **WS117 - Flatbed Cargo Securement**

Safe loading and operation of a flatbed trailer depends on following rules and regulations related to safe loading of cargo, proper use of securement devices and regular inspection of the load. In this course, you will learn about the hazards, rules and safety provisions for ensuring your safety as a vehicle operator, as well as the safety of other vehicle operators you share the road with.

## **OSHA & GENERAL SAFETY**

### **WS12 - Hojas de datos de seguridad**

#### **English: Safety Data Sheets**

Este curso está diseñado para proporcionar a empleados y supervisores un mejor entendimiento sobre como interpretar la Hoja de datos de seguridad (SDS, Safety Data Sheet) y abordar los requisitos específicos asociados con las SDS en el lugar de trabajo. Este curso está diseñado para proporcionar a empleados y supervisores un mejor entendimiento sobre cómo interpretar la Hoja de datos de seguridad (SDS, Safety Data Sheet) y abordar los requisitos específicos asociados con las SDS en el lugar de trabajo.

El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los objetivos de aprendizaje son reconocer el estado físico de los productos químicos, identificar las vías de ingreso al organismo de los productos químicos, identificar el objetivo de una SDS, describir la información más común de una SDS típica, definir las abreviaturas comunes que se utilizan en una SDS, ubicar e interpretar la información en una SDS y especificar las medidas de control para evitar la exposición de los empleados a productos químicos peligrosos.

**English:** This course is designed to provide both workers and supervisors with a better understanding of how to interpret a safety data sheet (SDS), as well as address specific requirements associated with SDSs in the workplace.

### **WS13 - Lockout/Tagout for Authorized Persons**

#### **Spanish title: Bloqueo/etiquetado por personas autorizadas**

**English:** This course provides information about control of hazardous energy and work under the protection of a Lockout/Tagout permit. The intent of the course is to provide information on lockout and tagout practices and the significance of lockout and tagout devices.

**Spanish:** Este curso proporciona información sobre el control de energía peligrosa y trabajo bajo la protección de un permiso de bloqueo/etiquetado. La intención de este curso es proporcionar información sobre las prácticas de bloqueo y etiquetado, y el significado de los dispositivos correspondientes.

### **WS14 - NFPA 70E Electrical Safety in the Workplace 2015 Edition**

This course provides a comprehensive overview of the basic criteria for electrical safety-related work practices stipulated in the National Fire Protection Agency (NFPA) 70E Standard for Electrical Safety in the Workplace. It presents detailed information on the practices, programs, techniques and processes related to electrical work, in accordance with the NFPA Standard.



### **WS15 - Orientación para la seguridad en el lugar de trabajo**

#### **English: Workplace Safety Orientation**

Este curso brinda orientación inicial sobre los conceptos básicos de seguridad en la industria. Está diseñado para proporcionar una visión general de algunos de los conceptos básicos y técnicas que se usan en la industria moderna para proteger a los trabajadores. También describe el propósito de los siguientes programas de seguridad: Comunicación de peligros, Seguridad contra los patógenos hematotransmitidos, Bloqueo/Etiquetado, Ingreso a espacios confinados, Respuesta en casos de emergencia, Protección respiratoria, Equipo de protección personal y Conservación de la audición.

El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Además de reconocer el propósito de los programas de seguridad mencionados anteriormente, los propósitos de aprendizaje incluyen especificar la función de la Administración de Seguridad y Salud Ocupacional, identificar las reglas básicas de seguridad y las medidas generales de protección de los empleados e identificar los peligros comunes en el lugar de trabajo.

Este curso se desarrolló con el apoyo de expertos proporcionados por Ensafe Inc., una compañía de servicios profesionales que se centra en ingeniería, medio ambiente, salud y seguridad y tecnología de información. English: This 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 and Hearing Conservation.

The content in this course is designed to comply with the intent of the applicable regulatory requirements. In addition to recognizing the purpose of the above mentioned safety programs, learner objectives are to specify the role of the Occupational Safety and Health Administration, identify basic rules of safety and general employee protective measures and identify common hazards found in the workplace.

### **WS16 - OSHA 300 Recordkeeping**

This course covers OSHA's revised recordkeeping requirements, the new recordkeeping forms and offers a number of opportunities for you to practice classifying a case's recordability. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to identify forms and information required for OSHA 300 recordkeeping; describe measures that can be taken to protect employee privacy; distinguish between recordable and nonrecordable cases; recognize recording criteria unique to OSHA 300 recordkeeping; and describe OSHA 300 recordkeeping log summary, posting and maintenance requirements.

### **WS17 - Preparación para emergencias y desastres**

#### **English: Emergency and Disaster Preparedness**

Este curso fue diseñado y desarrollado para enseñar sobre la respuesta en casos de emergencia, la seguridad, el informe y la evacuación de las instalaciones de la compañía y las áreas de trabajo en caso de desastre natural, incendio, amenaza de bomba u otra emergencia. Se deben seguir los procedimientos contenidos en esta capacitación a menos que el empleador, la policía o los funcionarios del Departamento de Bomberos indiquen lo contrario. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los objetivos de aprendizaje son describir el alcance y propósito de un plan de respuesta y evacuación en casos de emergencia, repasar las acciones necesarias en situaciones de emergencia específicas, describir el alcance y propósito de un plan de prevención de violencia en el lugar de trabajo e identificar acciones específicas necesarias en caso de amenaza de bomba.

English: 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.

### **WS18 - Regulatory Information**

This course will explain how safety requirements for workplaces are established and how they are enforced. The training will also discuss important regulatory agencies and their jurisdictions. The content in this course is designed to comply with the intent of the applicable regulatory requirements. You will learn about the scope and purpose of the Occupational Safety and Health Administration, how regulatory standards are established, OSHA inspection and enforcement methods and other organizations that establish safety regulations that impact the workplace.

### **WS19 - Workplace Safety Orientation**

#### **Spanish: Orientación para la seguridad en el lugar de trabajo**

This 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 and Hearing Conservation.

The content in this course is designed to comply with the intent of the applicable regulatory requirements. In addition to recognizing the purpose of the above mentioned safety programs, learner objectives are to specify the role of the Occupational Safety and Health Administration, identify basic rules of safety and general employee protective measures and identify common hazards found in the workplace.

**Spanish:** Este curso brinda orientación inicial sobre los conceptos básicos de seguridad en la industria. Está diseñado para proporcionar una visión general de algunos de los conceptos básicos y técnicas que se usan en la industria moderna para proteger a los trabajadores. También describe el propósito de los siguientes programas de seguridad: Comunicación de peligros, Seguridad contra los patógenos hematotransmitidos, Bloqueo/Etiquetado, Ingreso a espacios confinados, Respuesta en casos de emergencia, Protección respiratoria, Equipo de protección personal y Conservación de la audición.

El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Además de reconocer el propósito de los programas de seguridad mencionados anteriormente, los propósitos de aprendizaje incluyen especificar la función de la Administración de Seguridad y Salud Ocupacional, identificar las reglas básicas de seguridad y las medidas generales de protección de los empleados e identificar los peligros comunes en el lugar de trabajo. Este curso se desarrolló con el apoyo de expertos proporcionados por Ensafe Inc., una compañía de servicios profesionales que se centra en ingeniería, medio ambiente, salud y seguridad y tecnología de información.

### **WS20 - Accident Investigation and Reporting**

The content in this course is designed to comply with the intent of the applicable regulatory requirements. You will learn how to: differentiate between the three cause levels of accidents, recognize why an accident should be investigated, recall the steps for conducting a formal investigation, identify recommended interviewing techniques, describe problem solving techniques commonly used in accident investigation and recall topics included in an investigative report.

### **WS21 - Chemical Process Safety**

This course is designed for employees who work at industrial process plants to recognize potential safety and health implications associated with their job. It is intended to educate the employees to help prevent or minimize the consequences of a catastrophic release of toxic, reactive, flammable or explosive highly hazardous chemicals, from a process.

### **WS22 - Chemical Process Safety Management**

This course will help managers and supervisors who work in industrial process plants develop an understanding of the reasons for and required elements of PSM programs.

### **WS23 - Compressed Gas Safety**

This course will establish the needed elements for an effective compressed gas safety program. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to identify the specific hazards associated with compressed gases, identify hazards associated with handling acetylene, hydrogen, and oxygen gases, identify cylinder marking requirements, specify the special storage, use, and handling precautions necessary in order to control the hazards and identify transportation requirements.

### **WS24 - Confined Spaces**

#### **Spanish: Espacios confinados**

Learner objectives for this course are to recognize terms commonly associated with confined spaces, distinguish the difference between permit required confined spaces and non-permit required confined spaces, identify hazards associated with confined spaces, recognize signs and symptoms of overexposure, identify equipment needed for confined space entry, specify safe entry procedures for confined spaces, recognize permits posted at points of entry to a confined space and specify their purpose and use and identify the duties and responsibilities of personnel involved with confined spaces.

**Spanish:** Este curso brinda información sobre espacios confinados, atmósferas peligrosas, equipos necesarios y permisos. El objetivo del curso es brindar al aprendiz información sobre los peligros y métodos de control de peligros que le permitan trabajar de manera segura en áreas de trabajo o espacios confinados.

Los objetivos de aprendizaje de este curso son reconocer los términos comúnmente asociados con espacios confinados; conocer la diferencia entre espacios confinados que requieren y no requieren permiso; identificar los peligros asociados con espacios confinados; reconocer las señales y los síntomas de la sobreexposición; identificar el equipo necesario para ingresar a espacios confinados; especificar los procedimientos de ingreso seguro en espacios confinados; reconocer los permisos publicados en el ingreso a un espacio confinado y especificar su propósito y uso; e identificar las tareas y responsabilidades del personal que trabaja en espacios confinados.

### **WS25 - EPP. equipo de protección personal**

#### **English: PPE: Personal Protective Equipment**

Este curso trata de tipos, elección, mantenimiento y cuidado del equipo de protección personal en el lugar de trabajo. Los tipos de equipo de protección personal (EPP) analizados aquí incluyen: casco y protección respiratoria, auditiva y corporal. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los objetivos de aprendizaje son: describir el uso adecuado de los distintos tipos de EPP que se encuentran en la industria en general, identificar el nivel de protección que los tipos de EPP específicos ofrecen al usuario y analizar el mantenimiento general y las técnicas de cuidado de los diferentes tipos de EPP.

**English:** This course covers types, selection, maintenance and care of personal protective equipment in the workplace. The types of personal protective equipment (PPE) covered in the course include: hard hat, respiratory protection, hearing protection and body protection. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: describe the proper use of the various types of PPE commonly found in general industry, identify the level of protection that a user is provided when wearing specific types of PPE and discuss the general maintenance and care techniques used for various types of PPE.

### **WS26 - Espacios confinados**

#### **English: Confined Spaces**

Este curso brinda información sobre espacios confinados, atmósferas peligrosas, equipos necesarios y permisos. El objetivo del curso es brindar al aprendiz información sobre los peligros y métodos de control de peligros que le permitan trabajar de manera segura en áreas de trabajo o espacios confinados.

Los objetivos de aprendizaje de este curso son reconocer los términos comúnmente asociados con espacios confinados; conocer la diferencia entre espacios confinados que requieren y no requieren permiso; identificar los peligros asociados con espacios confinados; reconocer las señales y los síntomas de la sobreexposición; identificar el equipo necesario para ingresar a espacios confinados; especificar los procedimientos de ingreso seguro en espacios confinados; reconocer los permisos publicados en el ingreso a un espacio confinado y especificar su propósito y uso; e identificar las tareas y responsabilidades del personal que trabaja en espacios confinados.

**English:** This course covers information about confined spaces, hazardous atmospheres, necessary equipment and permits. The intent of the course is to provide the learner with information about the hazards and hazard control methods that will permit safe work in enclosed work areas or confined spaces.

Learner objectives for this course are to recognize terms commonly associated with confined spaces, distinguish the difference between permit required confined spaces and non-permit required confined spaces, identify hazards associated with confined spaces, recognize signs and symptoms of overexposure, identify equipment needed for confined space entry, specify safe entry procedures for confined spaces, recognize permits posted at points of entry to a confined space and specify their purpose and use and identify the duties and responsibilities of personnel involved with confined spaces.

### **WS27 - Fall Protection**

#### **Spanish: Protección contra caídas**

This course is intended to provide employees who might be exposed to fall hazards with the ability to recognize such hazards and the ability to minimize them. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to recognize common workplace fall hazards, describe fall protection techniques used in general industry, identify fall protection equipment and limitations and describe the primary components of an OSHA-compliant fall protection program.

**Spanish:** Este curso está diseñado para capacitar a los empleados que podrían estar expuestos a peligros de caídas en el reconocimiento de tales peligros y la habilidad para reducirlos. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los objetivos de aprendizaje son reconocer los peligros de caídas comunes en el lugar de trabajo, describir las técnicas de protección contra caídas usadas en la industria en general, identificar el equipo de protección contra caídas y sus limitaciones y describir los componentes principales de un programa de protección contra caídas que cumpla con los requisitos de la OSHA.

### **WS28 - Fire Safety and Prevention**

This 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 or exit standards, specify how to prevent workplace fires, identify how to respond to a fire and specify the proper use of portable fire extinguishers.

### **WS29 - Flammable Liquids**

This course is intended for employees who work in environments where flammable liquids are used and stored. It covers the OSHA and NFPA standards for safe handling of flammable liquids, as well as best practices for storing and working safely around flammable liquids.

### **WS30 - Forklift Safety Awareness**

The purpose of this training is to help you become a qualified forklift operator; one who has the skills and knowledge to operate a lift truck in a safe and proper manner. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize general engineering and capacity principles associated with forklift safety; identify factors that lead to forklifts tipping over; distinguish between safe and unsafe forklift operations; describe the differences between driving an automobile and a forklift; identify general loading and unloading principles associated with forklift safety; specify safe refueling and recharging procedures; and list the steps to perform in walk-around and sit-down inspections.

### **WS31 - Hand and Power Tool Safety**

This course will provide an understanding of the potential hazards associated with the use of hand tools and power tools, as well as the safety precautions required to prevent those hazards from occurring. Power tool hazards are addressed in the course by relating them to the power source used in them: pneumatic, liquid fuel, hydraulic or powder-actuated. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

The learning objectives of the course are to identify general power tool safety precautions; define the purpose and correct usage of guards; specify which tools are equipped with safety switches; identify specific hazards and control measures related to the use of electric tools; recognize specific hazards and control measures related to the use of power grinders; understand specific hazards and control measures related to the use of pneumatic tools; identify specific hazards and control measures related to the use of powder-actuated tools; and identify specific hazards and control measures related to the use of hydraulic jacks.

### **WS32 - Hand and Power Tool Safety Impact: Pneumatic Tools**

Pneumatic tools are driven by compressed air and are risky when not handled properly. These tools can have a grave physical impact on a person and are considered hazardous when not secured properly before use. In this impact series, Rick Faletti talks about pneumatic tools.

### **WS33 - Hazardous Materials in the Workplace**

This course discusses proper handling of chemicals in the workplace and actions that can be taken to protect the workers, the public and the environment. It also covers the roles and responsibilities of those responding to events involving hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to define hazardous materials, identify the factors that influence how spills are controlled; recognize where spills are likely to occur; identify possible responses to a release; specify potential outcomes of using inappropriate control methods; define the primary and secondary goals of spill control; define the terms containment and confinement; specify the recommended procedures for spill and leak response; specify the proper steps to contain hazardous spills; specify confinement methods for solids, liquids and gases; and define the roles and responsibilities of personnel who respond to emergencies involving hazardous materials.

### **WS34 - Hazards to Outdoor Workers**

This course will introduce you to the physical and biological hazards of working outdoors. You'll learn about physical hazards such as noise exposure and risk of injury from traffic and heavy equipment. You'll discover the effects of extreme heat and cold on outdoor workers, and controls for preventing damage from extreme temperatures, and about the different types of adverse weather hazards experienced by outdoor workers. You'll also learn about biological hazards including causes and prevention of vector-borne diseases, and how to identify and avoid poisonous plants and wildlife hazards.

### **WS35 - Heat Stress Recognition and Prevention**

This course will discuss the effects of heat on your body, outline the risk factors for heat-related illnesses and describe the associated treatments for each. This training will also explain several control measure techniques and safe work practices that you can use to prevent heat-related stresses. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: describe how your body handles heat and what personal factors may lead to heat stress; identify the signs, symptoms and first aid treatments of heat-related illnesses; and recall preventive measures that you can take to minimize heat stress.

### **WS36 - Hydrogen Sulfide**

This course is designed to provide an awareness of hazards associated with hydrogen sulfide gas, as well as methods to detect and minimize exposure to the gas. The content of the course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of the course are to recognize the hazardous characteristics and exposure limits of hydrogen sulfide, describe the detection equipment and methods, recognize the symptoms of exposure to the gas and learn the precautions to take during an emergency.

### **WS37 - Introduction to Industrial Hygiene**

This course gives a general introduction to the work of the industrial hygienists. It also explains the types of hazards that workers may face, the health effects of such hazards and measures that are taken to limit exposure.

### **WS38 - Introduction to OSHA**

This introductory course outlines the history and mission of the Occupational Safety and Health Administration (OSHA) and why it is important to workers. It provides learners with a basic understanding of employee rights and employer responsibilities under OSHA and how to read OSHA standards. It also explains the OSHA inspection process and introduces learners to a variety of safety and health resources that they may find useful or necessary on the job.

### **WS39 - Job Hazard Analysis**

This course is intended to provide information that will help improve the quality of work environments, reduce absenteeism, help maintain a healthier workforce, reduce injury and illness rates and make workers feel good about their work. This course was specifically designed for supervisors and managers to help enhance existing techniques in job hazard analysis. The content of this course is designed to comply with the intent of the applicable regulatory requirements. The learning objectives of this course are to define job hazard analysis, identify jobs to select for analysis, recognize questions that should be asked when conducting an analysis and describe the steps involved in an analysis.

### **WS40 - Ladder Safety**

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. Learner objectives are to 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, and specify proper guidelines for ladder care and maintenance.

### **WS41 - Lockout/Tagout**

Content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define terms commonly used in a lockout/tagout program, describe specific lockout/tagout techniques commonly used in a lockout/tagout program and recall standard lockout/tagout procedures.

### **WS42 - Machine Guarding**

This course will provide definitions, general requirements and requirements for different kinds of machinery concerning the Machine Guarding Program. It will provide general discussion of various guarding methods, as well as defining terms associated with machine guarding. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify where mechanical hazards exist, identify the motions and actions of mechanical hazards, specify the hazards created by different kinds of motions, describe the minimum requirements that must be met by all safeguards, recognize the advantages and disadvantages of guard construction and identify the different types of safeguard devices and guards.

### **WS43 - NFPA 1600 Disaster/ Emergency Management**

This course will provide you with an understanding of the basic criteria for developing a comprehensive program that addresses disaster recovery and emergency management in accordance with the NFPA 1600 standard.

### **WS44 - Office Safety**

This course is designed to raise awareness about hazards that may be encountered when working in office and administrative environments. The common hazards associated with work in offices are high noise levels, poor air quality, ergonomic hazards and office accidents and injuries such as electrical shock and falls. The content of this course is designed to comply with the applicable regulatory requirements.

The learning objectives of the course are to identify office noise abatement and air quality and ventilation strategies; identify the signs and symptoms of ergonomic hazards; and identify how to prevent potential office hazards and common office injuries, such as back strain, slips, trips, falls, eyestrain and electrical shocks.

### **WS45 - PPE: Personal Protective Equipment**

#### **Spanish: EPP: equipo de proteccion personal**

This course covers types, selection, maintenance and care of personal protective equipment in the workplace. The types of personal protective equipment (PPE) covered in the course include: hard hat, respiratory protection, hearing protection and body protection. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: describe the proper use of the various types of PPE commonly found in general industry, identify the level of protection that a user is provided when wearing specific types of PPE and discuss the general maintenance and care techniques used for various types of PPE.

**Spanish:** Este curso trata de tipos, elección, mantenimiento y cuidado del equipo de protección personal en el lugar de trabajo. Los tipos de equipo de protección personal (EPP) analizados aquí incluyen: casco y protección respiratoria, auditiva y corporal. El contenido de este curso está diseñado para cumplir con el objetivo de los requisitos normativos aplicables. Los objetivos de aprendizaje son: describir el uso adecuado de los distintos tipos de EPP que se encuentran en la industria en general, identificar el nivel de protección que los tipos de EPP específicos ofrecen al usuario y analizar el mantenimiento general y las técnicas de cuidado de los diferentes tipos de EPP.

### **WS46 - Rigging Equipment and Inspection**

Securing, lifting and moving materials can be a hazardous occupation. It's important workers involved with hoisting and rigging activities are aware of the elements of safe rigging practice as outlined by OSHA's safety regulations and standards. In this course, you'll learn about using rigging in a safe and responsible manner. Learner objectives are to identify rigging hazards and the PPE used to protect against those hazards and to recognize the proper selection, inspection and storage of rigging equipment.

### **WS47 - Safety at Work: A Systematic Approach**

This course explores the concept of behavior-based safety, how a behavior-based safety program is used to enhance safe behavior and a safety culture, as well as the roles and responsibilities of employees and management.

### **WS48 - Scaffolding and Ladder Safety**

This course is designed to train employees to recognize the hazards associated with ladders, stairways and the type of scaffold being used at the work site and to understand the procedures to control or minimize those hazards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify 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 maintenance, and identify general scaffold requirements and safety considerations.

### **WS49 - Scissor Lifts**

This course will teach you how to inspect your lift and the work area, understand the physical hazards involved in working with a scissor lift and what the standard safety features of a scissor lift are. You'll also learn about the basic training requirements stipulated by OSHA and some general best practices for operating scissor lifts.

### **WS50 - Slips, Trips and Falls**

#### **Spanish: Escorregões, tropeços e quedas**

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. The learning objectives of the course are to 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; and list contributing factors to slips, trips and falls.

**Spanish:** Escorregões, tropeços e quedas constituem a maioria dos acidentes da indústria em geral. Eles são a causa de 15% de todas as mortes por acidente e estão atrás apenas dos acidentes fatais envolvendo veículos a motor. Este curso pretende oferecer aos funcionários a capacidade de reconhecer e evitar riscos de escorregões, tropeços e quedas, além de abordar os principais componentes de segurança em escadas de mão. O conteúdo deste curso foi desenvolvido em conformidade com o objetivo das exigências regulatórias aplicáveis.

Os objetivos do curso são: listar os ferimentos que podem resultar de escorregões, tropeços e quedas; identificar riscos de queda na área de trabalho; descrever o uso adequado de uma escada de mão; especificar como fixar uma escada de mão; listar dicas para evitar ferimentos em escadas; descrever como minimizar riscos em locais de passagem; e listar os fatores que causam escorregões, tropeços e quedas. Este conteúdo deste curso foi desenvolvido com o apoio da DEKRA, uma organização global com experiência nas áreas de teste, inspeção e serviços de certificação, bem como soluções de treinamento e educação para clientes em diversas indústrias.

### **WS51 - Spill Prevention and Control**

This course provides information about hazardous materials, spill control and confinement methods. The intent of the course is to provide the learner with information about the safe handling, movement and storage of hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define hazardous materials, recognize where spills are likely to occur, specify work practices that can prevent spills from occurring, define the goals of spill control, identify actions to take when responding to a spill of hazardous materials or waste, identify response procedures for personnel who discover a spill and define the terms containment and confinement.

### **WS52 - Spill Prevention, Control and Countermeasure Plan**

This course will provide you with information on the prevention and countermeasures you should take should a spill occur. This training will also provide information on the components of a Spill Prevention, Control and Countermeasure (SPCC) Plan. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to identify the information found in an SPCC Plan, identify responsibilities of the SPCC coordinator, select characteristics of secondary containment or diversionary structures, identify characteristics of oil storage containers and identify security requirements used to help prevent spills.

### **WS53 - Trenching and Excavation Safety**

This course is designed to better inform the employee of the possible health and safety concerns unique to trenching and excavation. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to list factors to consider before trenching and excavation begins, identify the purpose of the site assessment, describe the purpose of a trench box, specify different types of excavation, sloping and shoring principles, recognize other hazards that are present in excavation work and identify the cause of excavation and trenching-related fatalities.

### **WS54 - Warehouse Safety**

This course explores the typical hazards you're likely to be exposed to in a warehouse and offers advice on how to protect yourself.

### **WS55 - Welding, Cutting and Brazing**

This course will inform learners of potential health and safety concerns unique to welding, cutting and brazing. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: specify fire prevention techniques used during welding, cutting and brazing; specify the proper handling, transportation, use and storage of compressed gas cylinders; specify proper operating procedures to ensure a safe means of welding and cutting; identify potential health concerns associated with welding, cutting and brazing; define the importance of using proper Personal Protective Equipment (PPE); and identify safety concerns while welding, cutting and brazing in confined spaces.

### **WS56 - Workplace Inspections**

This course provides an introduction to workplace inspections, both internal, self-regulated inspections and external inspections carried out by the Occupational Safety and Health Administration (OSHA). You will learn about types and frequency of inspections, how to carry out a workplace inspection, what to expect when being inspected by an OSHA compliance officer and the penalties your business may be subject to if your workplace is found to be in violation of the Occupational Safety and Health Act.

### **WS57 - Aerial Work Platforms**

This course will teach you to inspect your lift and work area, understand the physical hazards involved in working with an aerial work platform and recognize their standard safety features. You'll also learn about basic training requirements stipulated by OSHA and some general best practices for aerial work platform operation.

## **PERSONAL PROTECTIVE EQUIPMENT**

### **WS58 - Hearing Conservation**

This training course will provide information to help you prevent noise-induced hearing loss. It will also explain the purpose and components of a hearing conservation program including the proper fitting, use, and care of hearing protectors. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to describe the effects of noise on hearing; discuss the components of OSHA's Hearing Conservation Program—noise monitoring, hearing tests, training and hearing protection; and specify the proper selection, fitting, use and care of hearing protectors.

### **WS59 - PPE: Eye and Face Protection**

This course will help acquaint you with the various types of personal protective equipment (PPE) specifically designed to protect your eyes and face. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: recall general OSHA requirements related to personal protective equipment, choose the appropriate eye and face protection to guard against workplace hazards and describe how to inspect and maintain eye and face protection.

### **WS60 - PPE: Foot and Leg Protection**

This course will help acquaint you with the various types of personal protective equipment (PPE) specifically designed to protect your feet and legs. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements—recall general OSHA requirements related to personal protective equipment, choose the appropriate foot and leg protection to guard against workplace hazards and describe how to inspect and maintain foot and leg protection.

### **WS61 - PPE: Hand Protection**

The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to describe OSHA requirements related to personal protective equipment, choose the appropriate hand protection to guard against specific workplace hazards and recall general hand protection usage and maintenance guidelines.

### **WS62 - PPE: Head Protection**

This course will help acquaint you with the various types of PPE specifically designed to protect your head. It will assist you in selecting and maintaining the proper equipment based on the workplace hazards present. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recall general OSHA requirements, choose the appropriate head protection to guard against workplace hazards and describe how to inspect and maintain head protection.

### **WS63 - Respiratory Protection**

This course covers information relating to respiratory hazards, protection mechanisms and safe work practices. It also includes information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment. This course does not include the types of respirators and other protective considerations required when working with ionizing radiation.

Learner objectives are to recognize why respiratory protection is necessary; distinguish between employee and employer responsibilities for respiratory protection; identify the nature, extent and effects of respiratory hazards to which you may be exposed; specify the operation, limitations and capabilities of respirators; identify respirator selection procedures and practices; specify proper respirator use and inspection practices; recognize proper respirator maintenance, cleaning and storage practices; and identify respirator malfunction and follow-up procedures.

### **WS64 - Respiratory Protection Impact: Donning and Doffing**

The steps to don and doff a respirator can vary depending on the type of respirator. In this Respiratory Protection impact, you will learn about the procedures to don and doff a respirator and the precautions to be followed while doing so.

## **PERSONAL SAFETY**

### **WS65 - Back Safety and Injury Prevention**

#### **Spanish: Protección de la espalda y prevención de lesiones**

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.

### **WS66 - First Aid: Basic**

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 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 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 you with knowledge-based training only. This training should be accompanied by 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. Learner objectives are to describe how to appropriately respond to a medical emergency; state how to examine an accident victim for injuries; and recall basic first aid techniques used to treat injuries including severe bleeding, bleeding shock, fractures and dislocations of bones and burns.

### **WS67 - First Aid: Medical Emergencies**

Medical emergencies can occur at any time but may be hidden because of injuries suffered in an accident, or an accident may trigger a medical emergency such as a heart attack, stroke or seizure. This training will focus on the signs and symptoms of specific medical emergencies and their treatment. Being trained in first aid could mean the difference between life and death.

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 by a performance-based component provided by a certified first aid instructor.

### **WS68 - Industrial Ergonomics**

This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (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 in industrial work settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to define terms related to the study of ergonomics, recognize the general requirements of the ergonomics standard, 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 or eliminate risk factors for injury to the muscles and skeleton, and specify how to report MSD signs, symptoms and hazards in your job and how the employer is required to address them.



### **WS69 - Office Ergonomics**

This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (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 in office and administrative type settings. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Learner objectives are to: define terms related to the study of ergonomics; recognize the general requirements of the Ergonomics Standard; 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; specify how to report MSD signs, symptoms and hazards in your job and how the employer is required to address them.

### **WS70 - Portable Fire Extinguishers**

This 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. Learner objectives for this course are to discuss the regulatory background for portable fire extinguishers, classify types of fires, identify types of portable fire extinguishers and fire extinguishing agents and describe the proper location and use of portable fire extinguishers.

### **WS71 - Preventing Identity Theft**

This course will make you more aware of the risk of customers' personally identifiable information (PII) being used to steal their identities. You'll learn about precautions to keep PII safe and how to reduce the risk of malware or successful phishing attacks. Knowing some of the preventive measures to take can help safeguard both the client and your company as a whole.

### **WS72 - Workplace Security Awareness**

This 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. Learner objectives are to 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, and 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. Workplace Security Awareness was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.

## **TRANSPORTATION**

### **WS73 - Accident Procedures Involving Large Vehicles**

In this course, you will learn basic procedures for how to respond when an accident has occurred, including procedures to follow if there is a fire or a chance of fire and what types of accidents must be reported to the U.S. Department of Transportation.

### **WS74 - Collision Avoidance**

In this course, you'll learn about types of collisions and how to avoid them, how to deal with emergency stop situations such as skids and shoulder drops, how to prevent collisions by properly negotiating intersections and techniques for dealing with common distractions.

### **WS75 - Conduccion defensiva**

#### **English: Defensive Driving**

Este curso proporciona las técnicas de conducción defensiva simples para reducir las posibilidades de involucrarse en un accidente automovilístico. El contenido de este curso está diseñado para cumplir con los requisitos normativos aplicables: definir la conducción defensiva, reconocer los métodos de prevención de accidentes, identificar la importancia de los cinturones de seguridad, describir los hechos relacionados con el impacto de beber y conducir, e identificar las medidas de seguridad del vehículo en el trabajo.

**English:** This course will provide simple defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. The content in this course is designed to comply with the intent of the applicable regulatory requirements—define defensive driving, recognize accident prevention methods, identify the importance of seat belts, describe the facts concerning the impact of 'drinking and driving' and identify vehicle safety measures on the job.

**WS76 - Defensive Driving Fundamentals****Spanish: Principios fundamentales sobre conducción defensiva**

This course will provide advanced defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. The content in this course is designed to comply with the intent of the applicable regulatory requirements—specify concerns to be addressed before and while driving, use safe driving techniques to avoid collisions, drive safely in various weather conditions and respond to specific driving emergency situations.

**Spanish:** Este curso proporciona las técnicas de conducción defensiva avanzadas para reducir las posibilidades de involucrarse en un accidente automovilístico. El contenido de este curso está diseñado para cumplir con el propósito de los requisitos regulatorios aplicables: especificar las inquietudes a tratar antes y mientras se conduce, usar técnicas de conducción segura para evitar choques, conducir de forma segura en diferentes condiciones climáticas y responder a situaciones de emergencia de conducción específicas.

**WS77 - Defensive Driving****Spanish: Conduccion defensiva**

This course will provide simple defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. The content in this course is designed to comply with the intent of the applicable regulatory requirements—define defensive driving, recognize accident prevention methods, identify the importance of seat belts, describe the facts concerning the impact of 'drinking and driving' and identify vehicle safety measures on the job.

**Spanish:** Este curso proporciona las técnicas de conducción defensiva simples para reducir las posibilidades de involucrarse en un accidente automovilístico. El contenido de este curso está diseñado para cumplir con los requisitos normativos aplicables: definir la conducción defensiva, reconocer los métodos de prevención de accidentes, identificar la importancia de los cinturones de seguridad, describir los hechos relacionados con el impacto de beber y conducir, e identificar las medidas de seguridad del vehículo en el trabajo.

**WS78 - Defensive Driving: Truck Safety**

This course is designed to give drivers of commercial vehicles a well-rounded look at the key concepts associated with defensive driving and provide tips and guidelines to prepare drivers for the everyday challenges on the road.

**WS79 - Distracted Driving**

In this course, you will learn why distractions cause accidents and how to minimize your exposure to them.

**WS80 - DOT 1: Introduction, Classification and the Hazardous Materials Table**

This training course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including definitions, the nine hazard classes and the HAZMAT Table. The proper identification, preparation, and transportation of hazardous materials impact everyone's safety. This course may be used to meet the requirements for general awareness or familiarization training.

Your employer will provide additional general awareness, function-specific safety awareness and security awareness training. The learning objectives of the course are to define terms associated with hazardous materials transportation, classify hazards according to DOT's nine hazard classes and recall and interpret information found in the HAZMAT Table.

**WS81 - DOT 1: Hazardous Materials Table**

This training course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including definitions, the nine hazard classes and the HAZMAT Table. The proper identification, preparation and transportation of hazardous materials impact everyone's safety. This course may be used to meet the requirements for general awareness or familiarization training.

Your employer will provide additional general awareness, function-specific safety awareness and security awareness training. The learning objectives of the course are to define terms associated with hazardous materials transportation, classify hazards according to DOT's nine hazard classes and recall and interpret information found in the HAZMAT Table.

**WS82 - DOT 2: Packaging, Labeling, Marking and Placarding**

This training course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including packaging, labeling, marking and placarding. The proper identification, preparation and transportation of hazardous materials has the potential to impact everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Additional function-specific training will be provided by your employer.

Learner objectives are to list packaging requirements and practices to ensure safe transport, cite specific information found on the Hazardous Materials Table (HMT), identify what information on the HMT means or is used for, identify appropriate labeling requirements for the safe transportation of hazardous materials, identify the proper marking requirements for hazardous materials to include both bulk and non-bulk materials, and identify the appropriate placarding requirements for the transport of hazardous materials.

### **WS83 - DOT 3: Shipping Papers**

This course will introduce the requirements of the Department of Transportation's Hazardous Materials Regulations, including the components of the basic description of hazardous material, general information required on the shipping paper, use of the HAZMAT Precedence Table, and general emergency response information. The proper identification, preparation, and transportation of hazardous materials affect everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Additional function-specific training will be provided by your employer.

Learner objectives are to list the four components of the basic description of hazardous material, describe general information included on a shipping paper, identify methods to distinguish HAZMAT from non-HAZMAT on a shipping paper, and interpret information found on the Precedence Table. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology.

### **WS84 - DOT 4: Loading and Storage**

This half-hour training course introduces the requirements of the Department of Transportation's Hazardous Materials Regulations, including the interpretation of the segregation table, general guidelines for shipping papers and loading and unloading HAZMAT and incident reporting requirements. The proper identification, preparation and transportation of hazardous materials affect everyone's safety. This training course may be used to meet the requirements for general awareness or familiarization training. Your employer will provide additional function-specific training. Learner objectives are to identify characteristics of and interpret the segregation table, recognize general guidelines for preparing shipping papers, list general requirements for loading and unloading HAZMAT, cite actions to take during an emergency response, differentiate between situations which do and do not require immediate notification and recognize when an incident report must be written.

### **WS85 - DOT: Air Brakes**

This course introduces the components that work together to create an air brake system, guidelines on operating a vehicle equipped with air brakes, and checklists for inspecting air brake systems and the air brakes on both single and combination units.

### **WS86 - DOT: Drug and Alcohol Awareness**

This course identifies the causes, indicators and resultant problems of substance abuse and substance dependency in the US transportation industry. It describes the US laws that relate to drug and alcohol testing of transportation employees and outlines DOT regulations that enforce compliance among transportation employers.

### **WS87 - DOT: Hours of Service**

The US Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA) issued a revised Hours of Service order in 2012. The effective compliance date of selective provisions was July 1, 2013. Drivers are now limited to 70 hours of driving time per eight-day period. Commercial motor vehicle operators need to be aware of the new driving rules, documentation requirements and penalties for noncompliance.

### **WS88 - DOT: Security for Shipment of Hazardous Materials**

This course examines the DOT's security requirements relative to the shipment and transportation of hazardous materials. In addition, it explains the hazard classes and provides examples of the placards used when transporting hazardous materials. The course also outlines the basic elements of a security plan, defines the employers who require a plan, and explains the training required for employees of companies with plans in place.

### **WS89 - DOT: Inspections**

In this course, you will learn when to perform operator inspections, what to inspect, and how to report your inspections. You will also learn about requirements and standards for annual inspections as required by the Department of Transportation, or DOT.

### **WS90 - Emergency Situations While Driving**

Successfully handling emergencies requires knowledge of how to prevent them when possible and how to handle them when they do happen. Understanding the typical types of collisions can help you avoid them, knowing how to handle a skid can help you successfully steer out of one and knowing how to adjust your driving to hazardous weather conditions can help you prevent or avoid weather-related emergencies. It is also important that you know how to safely handle a breakdown. Finally, you should know how to complete an accident report in case you're involved in an accident.

### **WS91 - Ergonomics and Injury Prevention for Commercial Vehicle Operators**

This course is designed to prevent drivers from risks of injury they face when operating commercial vehicles, and when manually handling the loads they may be transporting. The course discusses various types of injuries associated with operating commercial motor vehicle. It also addresses the ergonomics practices, safety controls, and personal protective equipment (PPE) that commercial vehicles operators should use to minimize or prevent chances of getting injured at work.

### **WS92 - Flagging Safety**

Traffic control is a critical aspect of worker and driver safety on road construction projects. Flaggers need to be knowledgeable about the standards and guidelines established by the Federal Highway Administration's Manual on Uniform Traffic Control Devices. These include general guidelines for flagging, appropriate clothing requirements, standards for signs, barriers and lights and other devices used in your work. You also need to know where to position yourself for optimum safety, how to judge traffic speed and congestion and regulate traffic accordingly.

### **WS93 - Forklift Operation 1: Safety Inspection and Maintenance**

In this course, you will learn when and how to inspect a forklift and what to do in the event an equipment problem is discovered. You will also learn the necessary precautions to take and procedures to follow when refueling gasoline, diesel and propane-powered forklifts and when changing or recharging battery-powered units. You will also learn about the health hazards you may face as a result of working with or around forklifts.

### **WS94 - Forklift Operation 2: Stability and Capacity**

In this course, you will learn when and how to inspect a forklift and what to do in the event an equipment problem is discovered. You will also learn the necessary precautions to take and procedures to follow when refueling gasoline, diesel and propane-powered forklifts and when changing or recharging battery-powered units. You will also learn about the health hazards you may face as a result of working with or around forklifts.

### **WS95 - Forklift Operation 3: Load Handling**

Some basic practices can be used to improve safe load handling—for example, driving the forks as far under the load as possible. More specific practices for approaching, lifting and lowering a load can also help forklift operators improve load handling safety, as they perform each of these actions. Armed with this knowledge, forklift operators will be better prepared to safely load the forklifts they operate.

### **WS96 - Forklift Operation 4: Traveling and Maneuvering**

The specific guidelines provided in this course will protect operators from the hazards of traveling with and maneuvering a forklift. The course offers instructions on how to mount and dismount a forklift properly; on traveling with a load over uneven paths, inclines and other potentially unstable surfaces; and on maneuvering safely when forklifts start, stop and change direction.

### **WS97 - Hazardous Materials: Infectious Materials Transportation by Ground**

This activity-based course covers the U.S. Department of Transportation (DOT) requirements for packaging and shipping infectious materials by highway within the United States. The course puts you into situations where you'll classify the type of infectious substance being shipped, select the proper shipping name from the DOT Hazardous Materials Table, and determine the proper packaging, marking, labeling, and shipping paper requirements for infectious substances. This course does not address the requirements for shipping infectious substances by aircraft, rail, or vessel.

### **WS98 - Hazardous Weather Driving for Commercial Vehicle Operators**

This course is designed to help commercial vehicle operators deal with hazards they may encounter when driving in bad weather conditions and how they can address a road emergency situation. Precautions for driving in rain, snow, fog and windy conditions are covered, as are hydroplaning and skids and how you should react to them if you find yourself in such a situation.

### **WS99 - IATA 2: Marking and Labeling**

This training course will introduce the International Air Transport Association's marking and labeling requirements. The proper identification, preparation and transportation of hazardous materials affects everyone's safety. This training course may be used to meet the requirements for general awareness and familiarization training. Your employer will provide additional function-specific training.

The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to recognize package specification markings and package use markings, identify hazard labels and handling labels and apply marking and labeling requirements when shipping dangerous goods.

## PANDEMIC MANAGEMENT

### **WS100 - Leading Teams: Managing Virtual Teams**

Virtual teams are emerging as the basic unit for conducting business of all types. Studies show that over 80% of workers today are involved in some way with team members who are not physically located in the same office. Virtual communication networks have made virtual teams possible, while globalization has made them a necessity. Leading virtual teams presents new challenges to leaders and managers. Virtual team leaders must find ways to successfully manage people who are separated by distance, time zones, and cultural differences. This course offers leaders a framework for successfully leading virtual teams. It outlines the key competencies that members of virtual teams should possess and offers guidelines for specific virtual team activities, such as teleconferencing and decision making. It also highlights a variety of tools and technologies that are commonly used for collaboration on virtual teams and presents guidelines for knowing how to choose the right technologies for specific situations. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

### **WS101 - Contributing as a Virtual Team Member**

Companies often opt to create virtual teams in place of on-site teams. This allows employees to work from home or remote locations. However, if not managed appropriately, remote working may cause breakdowns in communication, collaboration, and teamwork. In this course, you'll learn how to develop the skills you need to show team leadership and be an effective member of a virtual team. You'll explore personal traits that are useful when working on a team remotely. You'll also learn strategies to stay connected with other team members, and ways to manage your time and overcome the challenges associated with managing teams remotely.

### **WS102 - Assessing Your Organization's Risks**

Risk is a fact of life for businesses and one that will never just go away. But before you can start managing risk, you need to be able to assess a risk – as well as its probability – in order to create a strategic plan that will enable you to avoid or mitigate its potential negative impact. In this course, you'll learn some common techniques for assessing risk, including opportunity assessment, and threat assessment using FMEA – failure mode and effects analysis.

### **WS103 - Facing Virtual Team Challenges**

Virtual teams can face the same difficulties as other teams, but also have unique challenges. In this course, you'll learn how to handle challenges facing your team, and how to evaluate your own style.

### **WS104 - Becoming a Successful Collaborator**

When organizations are recruiting, one of the top skills they look for in a candidate is their ability to collaborate. Today's hiring managers know that collaboration leads to improved problem-solving, increased productivity and promotes interconnected team members who share expertise and learn from one another. Defining collaboration is tricky because it means different things across industries, departments and roles. In this course you'll learn about the meaning of collaboration, the concept of teaming in collaboration, and best practices for being a good team member and for being a successful collaborator. You'll examine conflict management styles to determine which one is yours, and the impact on your team.

### **WS105 - Establishing Effective Virtual Teams**

Building and managing teams is enough of a challenge when everyone is in the same location. Collaboration when working on a team that's virtual requires even more commitment. In this course, you'll learn about teamwork and team leadership when working on a virtual team. You'll cover remote management and tactics for communication, assessment, and meetings for virtual teams.

### **WS106 - Managing in a Crisis**

Effective business leadership is never more needed than during the difficult times of a company crisis. The way you handle tough conversations or deliver a difficult message can make or break the situation. It's essential to have crisis management strategies to improve outcomes. In this course, you'll discover ways of managing in a crisis, including how to manage difficult conversations and crisis communications.

### **WS107 - Forging Ahead with Perseverance and Resilience**

Business today is a complex undertaking. Accomplishing tasks and staying focused on achieving your goals requires grit and persistence. An adaptive mindset helps you focus through the distractions, information overload, demanding pace, and the accompanying stresses that can often pull you off task. In this course, you'll learn to develop personal resiliency, adaptability, and perseverance. You'll explore the resources and people it takes to sustain perseverance, and you'll discover actions to help you build a work-life balance, sharpen your focus, and foster the resilience perseverance to face and overcome setbacks.

### **WS108 - Responding Effectively to Risks**

The third step to take when managing risk, once you've identified and assessed risks to your organization, is to deal with them appropriately. Some risks may have a higher probability of becoming a reality than others, while others may have more of a negative impact. You'll need to treat each of these types of risks differently. This course covers how to create an effective strategy for responding to risk, such as risk exposure adjustment and contingency planning. It also outlines specific strategic plans for dealing with a risk that may be a threat or an opportunity.

### **WS109 - General Information: Coronavirus and COVID-19**

Coronaviruses are a family of viruses that commonly occur in humans and animals. Most coronaviruses cause mild to moderate upper respiratory tract illnesses similar to the common cold and flu, and sometimes lower respiratory tract illnesses, such as pneumonia or bronchitis. Most people will experience a type of common human coronavirus in their lifetime. Coronavirus Disease 2019 (COVID-19) is the human body's reaction to the strain of novel virus known as SARS-CoV-2. In this topic, you'll learn what COVID-19 is, who is at the highest risk of contracting it, how it's transmitted, signs and symptoms, and precautions you should take to prevent and treat it. The course was developed and reviewed with subject matter support provided by certified subject matter experts and industry professionals. Please note, the course materials and content were current with the laws and regulations at the time of the last expert review, however, they may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation with respect to compliance with legal statutes or requirements.

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