



Training Programs Topical Listing

Training for All Employees

Communication:

- Communicating for Results
- Communicating from Strength
- Communicating with Diverse Groups
- Creating Newsletters that Communicate
- Giving and Receiving Constructive Feedback
- Listening Proactively
- Providing Constructive Feedback
- Sending Effective E-mails to Customers
- Speaking Confidently for Non-Native Speakers
- Speaking to Influence Others
- WorkTalk
- Writing That Gets Results

Computer:

- Microsoft Access 2003 – Levels I & II
- Microsoft Excel 2003 – Levels I & II
- Microsoft Excel 2007 – Levels I & II
- Microsoft Excel Pivot Tables Introduction
- Microsoft Office 2007 New Features
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Project For Windows – Level I
- Microsoft Visio 2003 – Level I
- Microsoft Windows Intermediate
- Microsoft Windows XP – Level I
- Microsoft Word 2003 – Levels I & II
- Microsoft Word 2007 – Level I

Technical Skills:

- Applying Lean Techniques
- Basic Overview of Blueprint Reading
- Continuous Improvement Tool Box
- Creating a Desk Manual
- Introduction to Six Sigma
- Lean Office
- Understanding Credit and Collections
- Understanding the Five S's

Customer Service and Sales:

- Basic Selling Skills
- Creating Excellent Customer Relations
- Dealing with Difficult Customers on the Phone
- The Exceptional Receptionist
- Hold the Phone...It's a Customer Calling!
- Providing Excellent Customer Service

General:

- Basic Principles For a Collaborative Workplace
- Building Interpersonal Awareness 101
- Dealing with Difficult People
- Diversity Initiatives
- Goal Setting: Getting There...from Here
- How to Stay Cool When Things Heat Up!
- Keeping Your Cool Under Pressure
- The Leader in Each of Us
- Managing Your Priorities
- Managing Your Time
- Managing Stress
- Navigating Change
- Observable Behavior Styles
- Procrastinator's Key to Success
- Project Management
- Punctuation for Professionals
- Raising Difficult Issues with Your Team
- Resolving Conflict with Your Peers
- Resolving Conflict within Your Team
- What's the Color of Your Desk?
- Working in a Multi-Generational Workplace
- Working Well With People Over Whom You Have No...
- Workplace Psychology 101

Special Events:

- Economic Briefing
- Human Resources Conference

Web-Based Training

- Employees in the Military
- Employer Controls on Technology in the Workplace
- FMLA for Supervisors
- Hiring for the Summer
- How to Classify Your Employees, Exempt or Non-Exempt?
- Pride in the Workplace
- The Pros and Cons of Independent Contractors

- Recession and Reduction in Force
- Safety and the Supervisor: When Management...
- The Undue Hardship of Disability Accommodation
- Wage and Hour Issues for Supervisors
- WELCOME BACK! Guidelines for Recognizing Injured...
- We're Having a Baby!: Guidelines for Pregnancy...
- Workplace Harassment Training Online Course
- Workplace Harassment Supervisory Training Online Course

Training for Managers and Supervisors

Supervisory and Management:

- Adopting Secrets of Great Leaders
- Advanced Supervisory Skills
- Becoming a Leader
- Building a Strong and Cohesive Team
- Building Interdepartmental Cooperation
- Capitalizing on Diversity
- Coaching: Bringing Out the Best in Others
- Coaching Skills for Managers
- Conducting Performance Reviews
- Correcting Performance Problems
- Documentation for Discipline and Other Purposes
- Drug Use in the Workplace – Refresher Course
- Effective Delegation
- Effective Meetings
- Employee Free Choice Act (EFCA)
- Engaging Employees in Turbulent Times
- Executive Book Club
- Financial Statement Principles for Non-Financial Manager
- First Who... Then What: One of the Keys to Going...
- Hiring Winners
- Holding People Accountable
- Launching and Refueling Your Team: Tools and Techniques
- Leadership Development Series
- Learning to Lead
- Leadworker Effectiveness
- Managing Diverse Teams and Workgroups
- Managing 401(k) Plan Investments
- Managing Morale in Difficult Times
- Motivating Employees Non-Monetarily: Carrot or Stick?
- Recognizing and Responding to Drug Use in the Workplace
- The “Secrets” of Good to Great
- Senior Leader Roundtable
- Supervising for the First Time
- Supervisory Skills
- Talent Management 101
- Team Building Skills
- Terminating an Employee for Attitude or Any Other Reason
- Training-the-Trainer
- Understanding Legal Issues for Supervisors
- Union Awareness
- We’ve Got to Stop Meeting Like This!

Training for Those with Human Resource Responsibility

Human Resource:

- Basic Immigration Issues for Employers
- COBRA: A Review and Update
- Conducting Effective Internal Investigations
- Controlling Unemployment Cost
- Creating Effective Job Descriptions
- Designing a Base Pay Compensation Program
- Developing and Improving Your Employee Handbook
- Developing a New Employee Orientation Program
- Developing Your Company’s Training Plan
- Dirty Dozen Ride Again: Confronting Twelve New....
- Eliminating Interviewing and Selection Process
- Employers Controls on Technology in the Workplace
- Employment Law for Washington Businesses
- Employment Law Update
- Handling Workplace Harassment Complaints...
- Harassment Awareness Training
- Human Resource Fundamentals
- Human Resource Metrics
- Human Resource Roundtable
- Implementing and Understanding Your Affirmative...
- Legal Issues Surrounding E-mails...
- Managing FMLA and Other Leaves
- Managing the Bermuda Triangle of Leave Laws...
- Mentoring and Succession Planning
- New FMLA Regulations 2009
- Online Workplace Harassment Training Course
- Online Workplace Harassment Training Supervisory...
- Personnel Files and Record Retention
- Recession and Reduction in Force
- The Dirty Dozen Ride Again: Confronting Twelve More
- Understanding Employer’s Responsibilities in Managing...
- Understanding the New COBRA Rules
- Understanding Wage and Hour Law
- Violence in the Workplace

Training for Those with Safety Responsibility

Safety and Environmental:

- Automatic External Defibrillator (AED) Training...
- Blood borne Pathogens
- Dealing with Hazardous Waste
- The Driving Challenge
- Emergency Preparedness
- First Aid/CPR
- First Aid/CPR + AED Training

- First Aid/CPR Recertification
- First Aid/CPR Recertification + AED
- OSHA 300 Recordkeeping Requirements
- Safety and the Supervisor
- Shipping Hazardous Materials
- Shipping Hazardous Materials – Three Year Update
- Training the Forklift Trainer
- Understanding Workers’ Compensation...