EMPLOYEE AND MANAGER BUNDLES AND TOOLKITS

Employee and Manager Bundles and Toolkits

HSI course bundles provide learners with a comprehensive learning option. When using a bundle, learners complete a number of courses to more fully develop their skills and capabilities.

Building Trust and Respect (5 courses)

Courseware for Managers

As a leader and manager, trust is one of the most important things you must build with your employees. Research continues to show time and time again, that employees who have a high level of trust with their manager are more productive, more engaged, and stay longer with the organization. Trust matters. Therefore, what you do as a leader to build trust within your team is essential. The *Building Trust and Respect* courseware will provide the tools and actions you need to strengthen the trust between each of your employees. When you make a commitment to strengthen the trust with each person, you'll find your team will be much more successful, enjoy work more, and want to stay with the organization.

Course Title	Course Result
Supporting Company Values*	Understand how your actions support the company values
Fairness with Others*	Evaluate how fair you are with others
Building Trust with Employees*	Build trust by learning what will create a great work situation for each employee
Trusting Others to Innovate*	Increase trust and respect by supporting and encouraging innovation
Respect through Resources*	Build respect by creating a network of resources for employees

Courseware for Managers

As a manager, one of your roles is to help coach and develop your employees. This includes helping them grow in their career. Whether it's understanding a person's career aspirations, helping individuals navigate the company career system, or assisting your employees in building a professional network—you can help, and you should. The *Coaching Career Development* courseware will help you build your knowledge and skills to best help your employees as they embark on their own personal career path. Great career coaching from you matters. Your employees will be grateful for the assistance, and the organization will be thrilled with employees who are growing in their skills and increasing their contribution to the company.

Course Title	Course Result
Employee Career Aspirations*	Get to know your employee's career desires and aspirations
The Company Career System*	Employees learn about the company career system
Career Plans for Your Employees*	Create a career plan with your employee
Finding Employee Development Opportunities*	Identify skill development opportunities for your employee
Building an Employee's Professional Network*	Help build your employee's professional network
Career Plans and Employee Expectations*	If needed, set appropriate expectations with employees regarding their career plans

Communication Skills for Managers (8 courses)

Courseware for Managers

As a manager, it is essential you are a good communicator. You are in constant communication with others. Whether it's with senior leaders, peers, or your employees, you must be able to clearly articulate your thoughts and ideas, as well as deliver clear and concise messages. When you do, you'll find your team clearly knows what they need to do, fewer mistakes are made because everyone is clear on what needs to be done, and as a result you will be more successful. The *Communication Skills for Managers* courseware provides what you need to build your managerial communication skills to help you be a more effective leader and manager.

Course Title	Course Result
Team Communication Expectations*	Establish team communication norms and expectations
Managerial Listening Skills*	Evaluate your communication with others to see how well you listen
Communicate Clear and Concise Messages*	Use three communication elements to strengthen your ability to deliver clear and concise messages
Team Listening*	Evaluate your communication with co-workers and peers to see how well you listen
Right Information at the Right Time*	Ensure your team gets the right information at the right time
Communicating with Different Audiences*	Create communication reminders for the most frequent audiences you interact with
Team Communication Feedback*	Team members let you know when you perform selected communication actions
Communicating Key Messages*	Receive feedback from your team on how well you are communicating key messages

Courseware for Managers

When you're in a leadership position, you'll find it's inevitable that conflict will arise, therefore knowing how handle the conflict is essential. The *Conflict Management Skills* courseware will help you learn how to set conflict management expectations with your team, create a culture that handles conflict successfully, as well as provides the guidance you need to coach others to handle conflict successfully. When you take the time to build your skills to strengthen conflict management skills within the team, you'll find your team works better with others, is able to deliver great results in a timely manner, and is not frustrated with a challenging work environment, but instead enjoys being part of a cohesive and productive team.

Course Title	Course Result
Helping Employees Manage Conflict*	Learn how to recognize when team members need help managing conflict
Help Groups Resolve Conflict*	Use a mediation process to help groups resolve existing conflict
Conflict Management Expectations*	Create expectations for managing conflict
Create a Conflict Management Culture*	Create a conflict management agenda item to create a conflict management culture
Coaching Employees to Manage Conflict*	Provide employees a process for managing conflict with others

Creating Great Teamwork (5 courses)

Courseware for Managers

Teamwork matters. When a team is cohesive and works well together, individuals are more engaged, more productive, and are more satisfied at work. A great team environment benefits everyone including individual employees, managers and the organization. As a leader, you can have a significant impact on the level of teamwork your team experiences and taking the right actions and creating the right expectations matters. The *Creating Great Teamwork* courseware will help you set the right team norms and expectations, create a strong team culture, as well as help your employees strengthen their ability to work with others. All of which will strengthen the level of teamwork your team experiences.

Course Title	Course Result
Team Norms and Expectations*	Create behavior norms and expectations for working together as a team
Creating a Strong Team Culture*	Create a team culture that capitalizes on team member strengths
Working with Others Within the Company*	Identify actions the team can take to strengthen how they work with others within the company
Project Teams Rely on Each Other*	Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities
Involving Others for Great Decisions*	Involve the right people and gather the right information to make great decisions

Customer Service Management (8 courses)

Courseware for Managers

If you manage employees who interact with customers on a regular basis, then the *Customer Service Management* courseware is for you. This courseware will help you shape the direction of your customer service team, teach you how to provide feedback to your customer service agents, and help you inspire and motivate your employees. You'll also spend time focused on learning how to coach your customer service agents to higher levels of performance. When you take the time to strengthen your skills to coach and manage your customer service agents, you'll find your team is more successful, your customers are happier, and you'll see an increase in the bottom line.

Course Title	Course Result
Shaping the Direction of Customer Service*	Determine what you will do to help direct the company's customer service strategy
Inspiring and Motivating Customer Service Agents*	Learn how to inspire and motivate your customer service team
Giving Feedback to Your Customer Service Agents*	Customer Service agents receive feedback on their performance
Customer Service Coaching*	Provide the right level of coaching to your customer service agents
Customer Service Quality*	Implement the key elements of quality service with your team
Customer Feedback and Insight*	Find out from your customers what you and your team can do differently
Onboarding New Customer Service Agents*	Help new hires be successful in the first few weeks of their new role
Managing Remote Customer Service Teams*	Determine what is required to successfully manage a remote customer service team

Delegating Work (5 courses)

Courseware for Managers

As a manager and leader of others you must be able to delegate well. Delegation is an essential skill for all leaders, and when not done well can create a number of problems. Therefore, it's so important you take the time and make the effort to build great delegation skills. When you delegate well, sharing clear expectations, work gets done on time and with the desired level of quality. The *Delegating Work* courseware will help you delegate with clear expectations, get buy-in when delegating to others, and show you how to confront others when agreements are broken. All of which makes an effective delegator.

Course Title	Course Result
Delegating to Others*	Determine what you can delegate to others to be more effective in your role
Delegating with Clear Expectations*	Establish clear agreements regarding what will be done when delegating to employees
Getting Buy-In When Delegating*	Increase buy-in for your requests when delegating to others
When Agreements are Broken*	Effectively confront others when agreements are broken
Leadership through Delegation*	Strengthen your leadership capabilities through delegation

Developing and Coaching Employees (8 courses)

Courseware for Managers

When you are a manager and leader of others, one of your responsibilities is to help coach and develop your employees. It is your job to help your employees build their skills, share what they are doing well and what they can improve, as well as take an active interest in helping each person perform at his or her best. The *Developing and Coaching Employees* courseware provides the coaching and development you need, as a manager, to provide great employee feedback, create employee skill development plans, as well as create energizing work for your team. All of which, when done well, increases employee performance, engagement and retention.

Course Title	Course Result
Support Your Team for Performance*	Determine how to support your team so they can perform at their best
Giving Employee Feedback*	Employees receive feedback on their job performance
Building Employee Skills*	Top two actions your employees can do to improve their capabilities and contribute to organization
Skill Development Plan*	Create a skill development plan with your employee
Coaching After Mistakes*	Use a coaching process after employees make mistakes or miss their performance goals
Energizing Work*	Identify what work is energizing to your employees
Support Employee Development*	Identify actions you can take to support each person's development
Improve the Feedback You Give Others*	Improve the feedback employees receive on their performance

Discussing Total Compensation (5 courses)

Courseware for Managers

As a manager, working through compensation issues is one of your most important roles. And while it's so important to each individual, discussing compensation can be difficult and uncomfortable at times. As a leader, it's to your benefit to learn how to conduct effective and productive conversations about compensation issues. When you do, your employees will appreciate the great conversations, and you'll find them much easier to facilitate. The *Discussing Total Compensation* courseware will provide the structure and guidance you need to facilitate the difficult, yet critical, compensation discussions with your employees.

Course Title	Course Result
Market Range Compensation	Help employees know what the compensation market range is for their role
Performance and Rewards	Discuss with your employees how individual performance impacts rewards and compensation
Linking Performance and Rewards	Create a clear link between performance delivered and rewards received
Going Above and Beyond	Identify who needs to be rewarded for working hard and going above and beyond what's required
Benefits Discussion	Conduct a benefits discussion with your team

Giving Great Feedback (5 courses)

Courseware for Managers

Great feedback is essential for everyone's success. In order to be successful and perform at a high level, we need to know what we're doing well and should continue doing, what we need to improve, as well as what we need to stop doing. No matter how successful each of us may be, feedback is an important part of doing our job, and doing it well—and managers play a critical role. It is a manager's job to coach and develop employees, and to help each person stay on track. All of this of course includes giving great feedback. The *Giving Great Feedback* courseware gives managers the tools and guidance needed to strengthen the feedback given to employees to ensure that each person can perform at his or her best.

Course Title	Course Result
Improve the Quality of Feedback You Give*	Improve the quality of the feedback you give your employees
Employees Monitor Personal Performance*	Employees monitor and measure their own performance
Acting with Appropriate Speed to Problems*	Evaluate whether you acted with appropriate speed to problems and issues
Employee Reactions to Performance Evaluations*	Quickly understand how employees feel about their performance evaluation and rating
Teams Monitor Performance*	Team members learn how to monitor and measure their own performance

Courseware for Managers

As a manager, one of your main areas of focus should be employee engagement. Research shows time and time again that engaged employees deliver higher levels of performance, contribute greater than those who are less engaged, and choose to stay longer with the organization. All of which contributes to your team's success, as well as the bottom line. The *Increasing Employee Engagement* courseware provides a number of tools and actions you can do with your employees to help maintain or increase each person's level of engagement. From connecting a person's work to the larger organization strategy, to using an employee's best skills and abilities, this courseware will help you engage and inspire your employees to greater levels of performance and personal work satisfaction.

Course Title	Course Result
Supporting Employees*	Determine how you support your employees
Connecting Work to the Organization*	Connect the work employees perform to the organization and to future opportunities
Requirements for Success*	Assess whether employees have what they need to be successful in their role
Using an Employee's Best Skills and Abilities*	Perform a job evaluation to determine if a particular role uses an employee's best skills and abilities
Team Satisfaction*	The team evaluates how well the company meets their individual needs
Inform and Inspire Your Team*	Inform and inspire your employees regarding the team's vision
Work-Life Balance for Each Person*	Understand what work/life balance looks like for each person
Appreciating Contribution and Results*	Ask a leader to thank an individual employee or team for their contribution and results

Leadership Essentials (12 courses)

An Elearning! Magazine Award Winner: Leadership Development (2015, 2016, 2017, 2018, 2019)

Courseware for Managers

When you're in a managerial or leadership role, your leadership skills are essential. Your ability to make great decisions, align resources to strategic priorities, increase employee innovation, and keep your top talent are all part of the responsibilities of being a strong leader. The *Leadership Essentials* courseware will help you build the skills you need to effectively lead and manage others, including connecting individual goals to the organization vision, responding to issues and concerns, as well as helping you increase your integrity and consistency with individual and organization values.

Course Title	Course Result
Become a Reliable Leader with Integrity*	Increase the actions and behaviors that demonstrate you are a reliable leader with integrity
Balance Your Leadership and Employee Roles*	Determine your work priorities as a leader and as an individual contributor
Connecting Goals to Vision*	Connect every employee's individual goals to the organization's vision and strategy
Connecting Team Work to the Strategy*	Discuss how the team's goals and core work is directly connected to the company's strategy
Align Resources to Strategic Priorities*	Define the strategic priorities for the department and align the required resources
Speaking Your Mind*	Assess if people are truly able to speak freely within the team
Innovation Norms and Expectations*	Create team innovation norms and expectations
Are Your Actions Consistent with Your Values? *	Determine if your actions are consistent with your values
Keep Your Top Talent*	Perform a top talent review to determine what you need to do to keep your top talent
Increase Employee Innovation*	Increase the level of innovative actions of your employees
Responding to Issues and Concerns*	Evaluate how you respond to concerns or issues presented by your employees
Analyze the Pros and Cons of Key Decisions*	Analyze essential information and the pros and cons of key decisions

Leading the Organization Strategy
(8 courses)

An Elearning! Magazine Award Winner: Leadership Development (2015, 2016, 2017, 2018, 2019)

Courseware for Managers

As a manager and leader one of your jobs is to ensure you and the team is focused on helping the organization achieve its strategy and vision. You want to make sure the work your team completes is connected to the vision and helps move the company forward towards its goals. When teams and individuals align their work to the strategy, not only does it help the company be more successful, it also creates meaningful work for employees. When employees see the value in the work they do, they feel more valuable, become more engaged, and are more motivated to do great work. The *Leading the Organization Strategy* courseware will help you connect employees to the organization strategy, finds way to understand and share the strategy with others, as well as helps you set expectations for what must be achieved.

Course Title	Course Result
Integrity Expectations*	Identify and share what you expect from your employees
How Employees Support Organization Goals*	Show employees how they support the organization's goals and strategy
A Leader's Thoughts on Strategy*	Ask a leader to discuss the company's upcoming strategy and changes with your team
Connecting Work to Company Objectives*	Create the connection between company objectives and employees' core work
Meeting Goals and Achieving the Strategy*	Determine what the team can do to help meet the team's goals and achieve the organization strategy
Connecting Work Projects to the Vision*	Evaluate the success of projects based on how well it moved the company towards its vision & strategy
Capture and Share Best Practices*	Encourage the capturing and sharing of best practices and lessons learned
Trust Others to Drive the Strategy*	Show employees you trust them to support the organization's goals and strategy

Courseware for Managers

When you're a manager, there are some basic, essential skills everyone should have. Whether it's setting clear work priorities, building great teamwork, listening well to others, or performing a performance review. Each of the skills impact how effective you'll be as a manager. The *Management Essentials* courseware will help you build these skills and others. By giving you on the job development exercises to evaluate performance, set clear expectations, and create the right level of challenging work, you'll build the skills required to be a great and motivating manager for each of your employees.

Course Title	Course Result
Giving Clear Work Priorities*	Employees get clear on their work priorities for the next 30 days
What Employees Need*	Find out what your employees need from you, their manager
Reinforce Great Teamwork*	Create a team meeting agenda item to reinforce great teamwork
Valuing Employees*	Discuss with your employees why you value them, why they're important to the team and company
Listening to Others' Ideas and Opinions*	Evaluate how well you listen to others' ideas and opinions
Problem Solving Expectations*	Create problem-solving expectations for your employees
The Right Workload for Employees*	Determine if the workload is right for your employees and for the company
The Great Things Employees Do*	Share with your employees the great things they do and how they make a difference
An Ethics and Integrity Discussion*	Ask a leader to come talk to the team about ethics, integrity, and the company values
Perform a Performance Review*	Perform a performance review with your employees
Creating Challenging Work*	Increase the level of challenge an employee experiences at work

Course Title	Course Result
Receive Feedback from Your Employees *	Receive feedback from your team on how you're doing as a manager
Creating a Great Work Situation*	Determine what factors would create a great job and work situation for your employees
Evaluating Performance in the Right Way*	Determine if you're doing the right things when evaluating an employee's performance
Perform a Departure Review*	Perform a departure review for your team members

Courseware for Managers

Even if you have the managerial basics down, there is always an opportunity to learn, especially since managers need to be able to do so many things. The *Managing for Success* courseware helps managers strengthen their ability to lead and manage others by providing the tools and information they need to create a strong team culture, build integrity within the team, capitalize on the strengths and differences of others, as well as help team members solve problems and challenges in the best way possible.

Course Title	Course Result
What the Team Loves About the Company*	Facilitate a team discussion regarding what employees love about the company
Building Relationships with Colleagues*	Build relationships with colleagues to learn about their role, skills, and expertise
Team Work-Life Balance *	The team determines what they can do together to create balance for everyone on the team
More Than One Solution*	Identify a number of potential solutions for the same problem
Solving Problems in the Right Way*	Determine what is required to ensure issues are solved in the right way at the right time
Team Integrity*	Teams discuss what integrity looks like and identifies expectations for the team
Speaking Freely with Others*	Share with your team how people react to you when you speak freely with others
Soliciting Ideas and Opinions*	Create an agenda item to discuss how the ideas and opinions of others are being solicited and used
Differences Make a Stronger Team*	Employees learn how each person is diverse and how these differences help make a strong team
Understand Customer Needs*	Strengthen your understanding of your customers' needs and what you can do to meet them
The Importance of Safety*	Discuss and reinforce the importance of safety with your team
Create a Safety Culture*	Create a team culture focused on safety and accident prevention

Meeting Management (5 courses)

Courseware for Managers

Effective and productive meetings are the foundation of any group, team or project. And if you're like most people, you attend a lot of meetings. In fact, sometimes it may seem we have so many meetings; it's hard to get our work done. Add to the fact that many meetings can be unproductive and the numerous meetings we must attend can be daunting. Break the cycle of unproductive, time wasting meetings, and learn how to facilitate and lead effective meetings. From preparation to facilitation, to being an effective meeting member, the *Meeting Management* courseware will help you transform the meetings you lead to focused, effective and successful events, each and every time.

Course Title	Course Result
Prepare for Any Meeting*	Prepare thoroughly for any meeting
Conduct Effective Meetings*	Conduct effective and efficient meetings
Be a Significant Meeting Member*	Become a significant and contributing meeting member
Stay Focused in Meetings*	Learn how to stay focused in meetings
Meeting Behavior Expectations*	Create meeting behavior expectations with your team

Courseware for Managers

When you hire new employees, you want them to be productive and an integrated part of the team as fast as possible; this not only helps the team and organization, but the employee as well. To achieve this goal, there are a number of actions managers can take to help new employees onboard quickly and effectively. The *Onboarding New Employees* courseware will equip you to do just. By helping new employees learn their new role, what's expected of them, get to know their team members, and building required skills, you will help any new hire become an effective and contributing new member of the team successfully and with speed.

Course Title	Course Result
New Hire Expectations of a Manager*	New employees know exactly what they can expect from you as a manager
First Weeks' Deliverables*	New hires learn what work they must do & what they must achieve in the first few weeks on-the-job
Team Members Introduce Themselves*	Team members introduce themselves to the new hire
Great Work Situations for New Hires*	Managers learn what will create a great work situation for each new employee
Learning a New Role*	New employees learn how they fit in with the team and how they can contribute to the organization
We Wish We Had Known*	New hires learn what their peers wished they had known when starting their own job
Learning from Co-Workers*	New hires learn from co-workers why it's great to work for the team and the company
Teams Share with New Hires*	Team members discuss the team's overall purpose and deliverables with the new hire
New Hires Build New Skills*	Know what skills and knowledge the new hire must build to be successful in the new role
Coaching New Hires*	New employees receive coaching & information to ensure the right work is done at the right time
New Hires Get Coaching From Others*	New hires have a network of resources for coaching, feedback and skill building

Onboarding New Employees^** *continued*

Course Title	Course Result
Reconnect Employees to Individual Work*	New employees are reconnected to the work they must do and achieve
Feedback for New Hires*	New employees receive feedback on what they've done so far & learn what they must do in the future
Exploring Professional Development*	New hires explore how they can grow and develop within the company
New Hires Build a Professional Network*	Team members help new hires build a network of people within the company
Feedback from New Hires*	Managers receive feedback from their new hires
New Hire Performance Review*	New hires receive a review of their performance since starting their new job
Work and Challenges in the Future*	New hires get clear on the work and challenges that lie ahead

Providing Resources for Success (8 courses)

Courseware for Managers

When you manage others, one of the things you are responsible for is meeting the resource needs of your employees. Research shows that when employees have the resources that they need to do their job, with quality, they are more engaged, more productive, and have higher levels of work satisfaction. Therefore, building your knowledge and skills to address the resource needs of your employees is a great thing to do. The *Providing Resources for Success* courseware will help you understand the resource needs of your employees, identify what actions you can take to meet the desired resource needs, know what to do when you can't meet a need, as well as help the team use existing resources efficiently.

Course Title	Course Result
Managing Team Resources*	Evaluate how well you manage the team or department resources
Required Employee Resources*	Determine if employees have the resources that they need to be successful
One Resource for Success*	Employees identify one resource they need to be successful in the next 60 days
Use a Resource Management Agenda Item*	Create a resource management agenda item to ensure team needs are met
Resources and Customer Needs*	Consider the customers' needs when allocating resources
Providing the Right Resources*	Take action to provide the resources employees need for success
Team Resource Needs*	Team members prioritize resources needs
Teams Improve Efficiency of Resources*	The team determines how they can improve the efficiency of existing resources

Recognizing Employees (5 courses)

Courseware for Managers

Everyone wants to know what we're doing well. We feel good knowing we've done a good job, are good at a particular task, and are seen as an important part of the team. It is motivating to receive recognition and praise. While recognition comes from a variety of places, one of the biggest sources of recognition is our manager. As a manager it is your job to ensure you are giving the right amount of recognition to each of your employees at the right time. The *Recognizing Employees* courseware will teach you how to give recognition each and every day, how to balance the right amount of both public and private recognition, how to recognize the accomplishments and achievements of your employees, as well as how to find others to provide recognition to your team.

Course Title	Course Result
Recognize Employees Each and Every Day*	Provide recognition to your employees each and every day
Recognize Accomplishments and Contribution*	Employees are recognized for their accomplishments and contribution
Improving How Things Get Done*	Recognize employees who seek out ways to improve the way things get done
Balance Public and Private Recognition*	Create the right balance between public and private recognition
Find Others to Provide Team Recognition*	Find others within the organization who can give praise and recognition to your team

Courseware for Managers

Retention is key. Research continues to show the financial and productivity impact of employee turnover. And while you may not be able to stop all turnover; you can certainly decrease it. Thus, limiting the impact of turnover on your team and creating the opportunity to strengthen your ability to maintain or increase your current level of performance. The *Retaining Your Employees* courseware focuses on the many aspects of retaining your employees. From understanding the factors that will cause your employees to stay to maximizing an employee's skills on the job, you will learn how to create great work situations for each of your employees to cause them to want to engage, perform and stay with the organization.

Course Title	Course Result
Overall Satisfaction at Work*	Talk with your employees about their overall satisfaction with the company and their work situation
Keeping Your Employees*	Find out what factors will cause your employees to stay
Decreasing Employee Turnover*	Identify what is required to create a work situation that will cause each employee to stay
Who Needs Better Work-Life Balance? *	Identify who needs help getting a better balance between work and their personal life
Maximizing Employee Talents*	Determine how an employee's top talents are used in his or her job
Creating Work Autonomy*	Create the right level of work autonomy for your team
Compensation Rule of Thumb*	Determine if each employee's compensation package is within market range
Your Own Requirements to Stay*	Identify what will create a work situation that will cause you to stay

Supervision Basics (8 courses)

Courseware for Managers

When we're in a managerial position, it is our job to guide and coach the performance of others. From setting clear expectations to helping others navigate challenges and obstacles, as supervisors we must help others perform at their best. The *Supervision Basics* courseware will help you set goals and objectives, know who needs additional coaching and help, as well as understanding what each person needs to create a great work situation. When we help our team understand what is expected of them, given them the feedback they need, as well as involve them in solving problems and issues, you'll find each person more successful and the team is able to easily achieve its goals.

Course Title	Course Result
Three Month Work Objectives*	Employees gain a clear understanding of what they must deliver in the next three months
Assist Employees Facing Challenges*	Provide help and assistance to your employees facing challenges and obstacles
Team and Company Policies*	Discuss the importance of team and company policies with your team
Know Your Employees*	Identify what you know about your employees' family, hobbies, personal challenges and interests
Know Who's Really Contributing*	Identify individuals who are really contributing to the team or company goals
Involving Others in Problem Solving*	Involve others in solving important problems and issues
Know Your Team's Experience and Background*	Get clear on the various experiences, backgrounds, skills and perspectives of your team
Work-Life Balance for the Team*	Ensure everyone is clear on what work/life balance looks like with the team or department

Courseware for Managers

Moving into a position of authority brings new challenges and new responsibilities—some of which might be uncomfortable. And as a first-time supervisor, it's common to feel overwhelmed, anxious and stressed out about transitioning from co-worker to boss. That's exactly why we created the Bud to Boss Toolkit. Designed specifically to address the needs of anyone who is new to supervising and managing others, Bud to Boss will provide the foundation you need to take on your new position and move forward in your career.

Course Title	Course Result
Discussing Your New Leadership Role*	Plan and conduct productive conversations with those you will work with in your new role
Understand the Expectations of a New Role*	Create clear expectations with your boss in your changing role
Creating the Mindset for Your New Role*	Know what you need to do to transition your personal mindset to be effective in your new role
Control vs. Influence*	Determine what you can control and influence to increase your personal and professional effectiveness
Communicating Positive Expectations*	Know how to have positive expectations of others
Motivation for Change*	Understand the factors that influence the desire and motivation to make a change
Accelerate the Acceptance of Organization Change*	Implement the right actions to accelerate the acceptance and success of any organization change
Diagnose Resistance to Change*	Diagnose resistance to change to effectively lead and champion organization change
Dominant Communication Style*	Know how to communicate and connect with employees who like to move fast and are task oriented

Bud to Boss *continued*

Course Title	Course Result
Inspiring Communication Style*	Know how to communicate and connect with employees who are high energy and relationship oriented
Supportive Communication Style*	Communicate and connect with employees who care about others and like to evaluate before acting
Cautious Communication Style*	Communicate and connect with employees who are great with data and like to evaluate before acting
Seven Components of Great Presentations*	Apply the seven key components required to give a great presentation
Sources of Feedback*	Understand where you can tap into your feedback power and put it to use
Four Types of Feedback*	Use the four types of feedback to create the right balance in your coaching
Six Step Coaching Model*	Use the six-step coaching model to lead others to higher levels of performance
Remove Yourself as a Source of Threat*	Remove yourself as a source of threat during conflict to develop a mutual resolution plan
Creating a Conflict Resolution Mindset*	Create a conflict resolution mindset to increase your ability to facilitate effective conflict management
Accelerate Goal Achievement*	Articulate a compelling reason why a goal matters to accelerate progress towards achieving the goal
Goal Setting at Three Levels*	Know the three types of goals to motivate & inspire your team to achieve higher levels of performance

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Courseware for Managers

Leading remote employees is now a fact of life. Over 80% of teams and 90% of projects have at least one member not physically located with the rest of the group. In addition, a recent study from GlobalWorkplaceAnalytics.com showed that the number of employees who telecommute more than one day per week increased over 79% from 2005 to 2012. While the principles of effective leadership and team management haven't changed, maintaining peak performance and keeping employees engaged when separated by miles, time zones and culture is a tall task for any manager or organization. With 18 courses, covering six topic areas, remote leaders now have the tools they need to be successful leaders, no matter where their employees work in the world.

Introduction to the Remote Leader

Course Title	Course Result
The Unique Aspects of the Virtual Work Environment*	Find out what's unique about leading within the virtual environment
Classic Leadership with a Virtual Twist*	Know what additional leadership actions are a must when leading others remotely
Building Trust in the Virtual Environment*	Shift your mindset to successfully build trust and lead others in the virtual environment

Create and Manage Remote Teams

Course Title	Course Result
Managing Remote Teams*	Understand the challenges and obstacles managers face when leading remote teams
Building Trust with Remote Teams*	Identify what's required to build trust and communication with your team
Maximizing Virtual Tools*	Increase your ability to use the tools available to manage others remotely

Remote Leadership *continued*

Leading Effective Virtual Meetings

Course Title	Course Result
The Pitfalls of Web-Based Meetings*	Find out why web-based meetings are sometimes painful and ineffective
Planning a Virtual Meeting*	Know what is required to plan an effective virtual meeting
Leading a Virtual Meeting*	Build the skills required to lead successful virtual meetings

Delivering Great Web Presentations

Course Title	Course Result
Getting Ready for Your Virtual Presentation*	Understand the challenges of presenting remotely and what's required for success
Web-based Presentation Basics*	Integrate proven practices to ensure great web-based presentations each and every time
Communication Techniques for Web-based Presentations*	Deliver successful web-based presentations with three essential communication techniques

Remote Goal Setting and Accountability

Course Title	Course Result
Keys to Remote Accountability*	Build the capabilities to overcome the challenges of holding people accountable remotely
Collaborative Goal Setting at a Distance*	Learn the keys to setting goals with people who aren't located with you
Helping Others Achieve Goals*	Learn ways to support people in reaching their short- and long-term goals

Remote Leadership *continued*

Remote Coaching Feedback

Course Title	Course Result
Coaching Others—The Basics*	Learn how to apply the coaching model to your interactions with others
Applying Coaching Remotely*	Discover what's required to coach others remotely
Giving Remote Feedback*	Build the skills required to provide feedback remotely

Courseware for Individuals

At work there are some basic business skills we all should have to be successful, no matter what type of job we may have or where we may work. When developed, these basic skills will help anyone increase personal performance and professional success. Whether it's building required job skills, meeting customer needs, being able to make great decisions, or understanding the business strategy. Of all these skills matter and will make a significant difference in your ability to succeed. Therefore, if you'd like to increase your contribution at work, and create future career opportunities for yourself, then the *Basic Business Skills* courseware is just the thing to help get you started in the right direction.

Course Title	Course Result
Strengthen Job Required Skills*	Increase your ability to perform the processes and procedures required for your job
Know and Meet Customer Needs*	Understand the changing needs of your customers and work to anticipate and meet those needs
Identify All Outcomes of a Potential Decision*	Identify all possible outcomes before implementing a decision
Ensure Strategy Alignment*	Ensure alignment to the organization's strategy before committing to a project or initiative
Seeking Out Cutting Edge Ideas*	Seek out new or cutting-edge programs or processes that positively impact the organization's strategy
Organizing Your Workspace*	Organize your workspace and maintain a clutter free and productive work environment
Resources for Success*	Identify the resources you need to be successful in your role
Learn Workplace Technology*	Learn a new workplace technology to enhance your individual work performance
Work Place Rules and Policies*	Evaluate how well you adhere to critical workplace rules and policies
Understanding Financial Management*	Take your knowledge and understanding of financial management to the next level

Become a Contributing Project Team Member (9 courses)

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Courseware for Individuals

Most of us from time to time will be part of a project team. We'll be required to work with others, complete assignments, as well as communicate progress and project challenges. Building your skills to be an effective project team member is a great thing to do. When we take the time to develop our skills to contribute to projects at a higher level, there are numerous benefits. Not only does the team and company benefit from higher levels of performance, but we benefit too. We are seen as a valuable team member, we are looked to for advice and information, and we create future opportunities for more challenging and exciting work projects. Therefore, if you'd like to increase your contribution as a project team member, then the *Become a Contributing Project Team Member* courseware is a great place to start.

Course Title	Course Result
Performance Measures for Performance	Identify the performance measures you will use to determine project performance
Effective Decision Making	Evaluate the effectiveness of your decision-making capabilities
Understand Past Project Issues*	Understand past problems and plan for their potential impact on the project
Meeting Customer Needs	Know what your customers need and what you can do to meet these needs
Share What You Think is Best	Share with others what idea or course of action you think is best
Potential Project Risks*	Identify potential risks for any project
Navigate within the Organization Structure	Know how to navigate people relationships and within the organization's structure
Know the Competition	Know the competition and how it compares to your company's products and services
Clear and Concise Emails	Learn how to compose clear and concise emails for any audience

Courseware for Individuals

Building a career can be very rewarding, both personally and financially. And while our managers can help us seek out new opportunities and build the skills required for the future, it is really up to us to take charge and guide our own career. The *Building Your Career* courseware will help you do just that. You'll learn how to identify potential career opportunities, identify skill gaps, create a personalized career plan, and build a personal network. This courseware will give you all the tools you need to take control of your own career and move it in an exciting and meaningful direction.

Course Title	Course Result
Potential Career Opportunities*	Identify potential career opportunities
Company Jobs and Opportunities*	Explore the jobs and opportunities within the company
Identify Your Skill Gaps*	Identify your current skills and capabilities and determine what gaps exist
Create a Career Plan*	Create a solid career plan
Building Skills for Your Career*	Create a skill development plan
Building a Personal Network*	Strengthen your personal network
Branding Yourself*	Brand yourself to others
Reconcile Insufficient Career Opportunities*	Reconcile a situation with little to no career opportunities

Building Your Leadership Skills
(10 courses)

Courseware for Individuals

Being a leader is not just about managing others. It's also about being a positive role model with others, taking personal responsibility for your actions, and taking the lead to increase your contribution to the organization. Personal leadership is also about communicating well with others, being able to manage conflict when it arises, and inspiring others to be their best. You certainly don't have to have direct employees to do any of that. When we make the effort to build our personal leadership skills, we increase our contribution to the organization, are seen as valuable players, and create future opportunities for our career. The *Building Your Leadership Skills* courseware will help you strengthen your leadership skills for whatever role you may have, now as well as in the future.

Course Title	Course Result
Keeping Customers Informed*	Keep your customers informed of key information, progress and status updates
Seek Out the Ideas and Opinions of Others*	Actively seek the thoughts and opinions of others in key situations
Show Good Judgment Regarding Creative Ideas*	Demonstrate good judgment for how creative ideas and suggestions will work
Integrity Review*	Perform an integrity review on your actions and behaviors
Contributing to the Organization Strategy*	Identify what you need to do differently to effectively contribute to the organization strategy
Support the Organization's Vision and Strategy*	Select the actions you will take to lead the organization's vision and strategy
Manage Conflict with Others*	Use a process for managing conflict with others
Learn from a Conflict Management Expert*	Identify someone who is good at conflict management who you can learn from
How Inspiring Are You? *	Evaluate how inspiring your words and actions are to others
Be a Powerful and Inspirational Role Model*	Become a powerful and inspirational role model to others

Courseware for Individuals

Sometimes it can be difficult to effectively communicate complex information to an audience who does not share the same background and expertise in the subject matter as you do. Whether you're delivering a presentation on marketing data to a group, making a sales pitch on complex software to a client, or just having a one-on-one conversation about what you do in your job, this course bundle will teach you how to effectively communicate technical information to a diverse audience, making your meaning clear and leaving your audience members with the information they need to know.

Course Title	Course Result
Know Your Audience	Uncover your audience's values and motivating factors to engage listeners and ensure retention
Simplification Through Visualization	Visually represent technical information to aid comprehension
Making It Real	Apply subject matter within a context and relate it to familiar information in order to improve understanding
Impactful Presentations	Deliver a meaningful presentation aimed at maximizing comprehension and retention

Courseware for Individuals

No matter where you work or what job you have, communication matters. We need to communicate with our boss, our co-workers, as well as our customers or clients—we are in constant communication with others. Therefore, it's a great idea for everyone to build their personal communication skills. When we take the time to strengthen our communication skills, we become more effective at work, we get more things done, and people enjoy working with us. All of which makes for a great and rewarding work situation. The *Communicating with Others* courseware will provide you the information and tools you'll need to strengthen your personal communication skills and become more effective at work.

Course Title	Course Result
Nonverbal Communication*	Monitor and improve your nonverbal communication actions
Understanding Body Language*	Strengthen your ability to read other people's body language
Talk About and Promote the Company Vision*	Determine how you will talk about, promote and share the organization's vision with others
Create a Vision Branding Statement*	Create a concise branding statement to connect others to the organization's vision
Handling Customer Complaints*	Positively handle queries or complaints from your customers

Creating Great Work (5 courses)

Courseware for Individuals

The work we do matters. Having work that excites and motivates us is important. When we do, we are more engaged, enjoy our work more, and are more productive. All of which makes it interesting and fun to go to work. And while our manager and the organization do impact our work situation, we can make an impact too. There are a number of things we can do on our own to ensure we have work that is challenging and enjoyable. The *Creating Great Work* courseware will help you do just that. By helping you understand what work excites you, how to increase the level of challenge at work, as well as creating a great work-life balance, you'll learn how to take charge of your own work situation and create exciting and rewarding work.

Course Title	Course Result
What Excites You at Work? *	Identify what excites you the most about the company and its future
Increase the Level of Challenge at Work*	Identify the actions you can take to increase the level of challenge in your own work
Analyze Key Experiences for Lessons Learned*	Analyze key experiences from the last two years to discover what you've learned
Work-Life Balance for You*	Define what great work balance looks like for you
The Right Level of Challenge*	Talk to your boss about the right level of challenge for you

Customer Service Basics (7 courses)

Courseware for Individuals

Most of us interact with customers in some way. Whether we call them customers or clients, and whether they are outside the company or inside the company, all of us tend to interact with customers at some point. Therefore, it's great to have strong customer service skills. Knowing how to build customer rapport, understand our customer needs, and being able to handle upset customers are all part of great customer service. The *Customer Service Basics* courseware will help build your skills to effectively communicate and meet your customer needs, thus helping you and your organization achieve its goals.

Course Title	Course Result
Building Customer Rapport*	Build your skills to perform essential customer rapport building actions
Listening to Your Customers*	Learn how to effectively listen to your customers to meet their individual needs
Developing Your Customer Focus*	Identify the actions you will take to strengthen customer loyalty
Customer Service Over the Phone*	Implement the requirements to delivering great customer service over the phone
Internal Customer Service*	Create a plan for how you will deliver great customer service
Serving Customers in the Field*	Discover what is required to positively serve your customers in the field
Customer Service Confrontation and Conflict*	Learn how to effectively manage difficult customer situations

Courseware for Individuals

You've probably heard the term "Design Thinking" around your workplace lately. But what exactly *is* Design Thinking, and how is it bringing benefits to companies and individuals who work outside of the design realm? The Design Thinking course bundle will clue you in to one of the biggest trends in problem solving approaches utilized by successful companies today. You'll build your skills in the Design Thinking process, allowing you to effectively tackle challenges with a human-centric approach, reaping benefits for both customers and clients as well as coworkers and teammates.

Course Title	Course Result
Why Design Thinking?	Recognize the benefits and uses of Design Thinking
What Is Design Thinking?	Discover the background of Design Thinking and the stages of the process
The Design Thinking Process: Empathize	Use strategies to gather detailed and relevant user-centric information to prepare for solution design
The Design Thinking Process: Define	Employ strategies to narrowly define your design challenge from the point of view of your users
The Design Thinking Process: Ideate	Brainstorm and develop a variety of potential solutions to your design challenge
The Design Thinking Process: Prototype	Create a prototype of a potential solution that will help you gather feedback and additional insights
The Design Thinking Process: Test	Identify the goals of the Test stage and strategies to perform its tasks
Applications of Design Thinking	Identify how and where Design Thinking can be applied in the modern workplace

Courseware for Individuals

To be successful in any role, we should always be developing and building new skills. High performers are always finding ways to learn more and grow their expertise; it's part of what being a high performer is all about. When we grow new skills, we not only perform better in our current jobs, we have more future opportunities available to us as well. The *Developing for Success* courseware equips you with the tools and information to take the steps required to identify the skills you need now and in the future, as well as shows you how to brand and promote your professional skills, create a personalized skill development plan, and to uncover the best professional organizations for you.

Course Title	Course Result
Exploring Company Job Opportunities*	Explore the jobs and opportunities within the company
Brand and Promote What You Do*	Learn how to brand and promote what you love to do
Identify Potential Career Opportunities*	Identify potential career opportunities
Know Your Skills and Gaps*	Identify your current skills and capabilities and determine what gaps exist
Building Skills and Capabilities*	Identify the top actions you can do to strengthen your skills, capabilities, and overall performance
Skill Development Opportunities*	Identify skill development opportunities for yourself and/or your employees
Personal Skill Development Plan*	Create a personal skill development plan
Increase Your Personal Performance*	Build the skills required to increase personal performance
Best Professional Organizations for You*	Identify the best professional organizations you should join for your job or career
Personal Expectations and Your Workload*	Check your personal expectations regarding your workload and job requirements

Courseware for Individuals

The relationships we have with others matter. When we develop great relationships at work, we enjoy work more, are able to get more done with others, and are viewed as an important member of the team, all of which makes for a great work environment for yourself as well as others. The *Developing Work Relationships* courseware will help you strengthen your relationships with your colleagues and peers, help you build your personal network, as well as strengthen your trust with others. When you make the time to develop your work relationships, you'll find the reward is great. Not only will you be more successful at work, you'll find yourself more engaged and enjoying work much more.

Course Title	Course Result
Working with a Diverse Team*	Evaluate how well you work with individuals with different perspectives and expertise
Build your Network*	Build relationships with colleagues to learn about their role, skills and expertise
Empathy for Others*	Assess the level of empathy you show others
Share Your Knowledge and Expertise*	Increase your willingness to share your knowledge and expertise with others
Recognize Your Peers*	Recognize your peers for their contributions and accomplishments
Building Trust with Others*	Build trust with others by building relationships with your colleagues
Balance Conflicting Customer Priorities*	Balance the conflicting priorities of different customers

Courseware for Individuals

This series explores the advantages and disadvantages of using email and text messages in the workplace and helps explain times when neither are appropriate. Learn about etiquette tips, see examples of well written electronic business messages and understand how to apply all of this on the job.

Course Title	Course Result
Email Etiquette	E-mail is a reliable form of written communication that everyone in the business world uses. Learn how and when it's best to use an email, proper email etiquette and how to always show consistent professionalism.
Text Messaging Etiquette	A text message is much quicker to send and receive than an e-mail; it happens in real time. Learn how and when it's best to use a text message in business, proper text messaging etiquette and how to always show consistent professionalism.
When Emails and Text Messages are NOT Appropriate	Email and texting make workplace communication simple, but they can also make a bad situation worse. While electronic conversations are convenient, some situations require an in-person conversation or at the very least, a phone call.

Courseware for Individuals

We all want to do well at work. When we perform well, contribute at a high level, and are seen as a valuable asset to the team, we enjoy work more and have more opportunities. And while our manager typically determines the work that must be accomplished and when, as individual employees we can also greatly impact our work and the level of contribution we achieve. The *Increasing Your Contribution at Work* courseware will show you how you can be a high performer and increase how you contribute to the team and organization. By staying productive at all times, creating accountability, and increasing your personal success, the courseware will help you take control of your own work situation and drive your personal success now and in the future.

Course Title	Course Result
Increase Your Personal Success*	Identify one action that if done more will increase your personal success
Struggling to Meet Commitments*	Solve for the reasons you struggle to meet commitments
Increase Your Personal Engagement*	Outline the actions that will increase your personal engagement and performance
Increase the Quantity of Work*	Select specific actions you will take to increase the quantity of work produced
Stay Productive While Waiting for Answers*	Maintain personal productivity while waiting for answers to critical questions
When Are You Most Creative? *	Identify the time you are most creative and innovative
Organizing Information for Productivity*	Organize information to increase your effectiveness and productivity
Creating Accountability for Business Results*	Work with your boss to create accountabilities for how you are responsible to achieve business results

Courseware for Individuals

Character, integrity and personal conduct matter. They matter in our personal life and they matter at work too. How we conduct ourselves with others makes a difference in our overall ability to succeed. Individuals who show strong character and integrity develop a high level of trust and respect with others, are seen as leaders, and are looked to as an important part of the organization. When you take the time to strengthen your personal behaviors and conduct, you will certainly see a benefit. The *Personal Behaviors and Conduct* courseware will help you understand if your behaviors are consistent with the company values, if you tend to overreact to stressful situations, and teach you how to strengthen your interactions with others.

Course Title	Course Result
Manners and Courtesy at Work*	Evaluate your level of manners and courtesy at work
Developing an Attitude to Learn*	Determine if you display an attitude to learn
Increase Your Objectivity*	Increase objectivity by identifying various perspectives of the same situation
Do You Overreact? *	Determine if you tend to overreact to stressful and difficult situations
Persevere During Setbacks*	Persevere in the face of setbacks
Being Consistent with Company Values*	Increase the consistency between your actions and the company values
Don't Jump to Solutions*	Spend time asking questions before immediately jumping to solutions

Courseware for Individuals

When we start a new job, it can take some time to get going. There's so much to learn and understand that it can take a while to become fully productive members of our team. And while our manager knows it will take some time for us to ramp up, it certainly benefits us individually if we can decrease the time it takes to get up to speed. The faster we become contributing members of the team, the faster we will be seen as high performing employees and a valuable asset of the organization. Therefore, it's to our benefit to help the process along. The *Starting a New Job* courseware will help anyone starting a new job or role within the company. From understanding what is expected, to getting to know your team members, this courseware is exactly what new employees need to be successful right from the start.

Course Title	Course Result
Clear Work Expectations*	Know exactly what you must do over the next six months to be a high performing employee
Learn about the Company and Customers*	New hires learn more about the company and its customers
Information for Success*	Find out who can provide the information you need to be successful in your job
Making an Impact*	Determine how you make a positive impact on the team and within the company
Getting to Know Your Peers*	Get to know your co-worker's role, skills, and expertise
Six Month Work Priorities*	Get clear on your work priorities for the next six months
Current Performance Review*	Review your current level of performance and determine what you should do going forward

You and Your Boss (5 courses)

Courseware for Individuals

While it is true that the organization and your boss have a responsibility to create a great work situation for you, it's also true that you have a responsibility as well. You are responsible for taking action and doing the right things that will help you grow in your career and create a great work situation for yourself. If something isn't going well, a great question to ask is "What can I do to make it better?" The *You and Your Boss* courseware is all about developing a great relationship with your boss and strengthening your ability to facilitate productive conversations with him or her. When you are able to ask for feedback, talk about how you support the organization's vision and strategy, as well as discuss your work-life balance needs, you will find that you have a stronger work situation for yourself now as well as in the future.

Course Title	Course Result
Feedback for Great Results*	Identify the areas you need feedback on to deliver great results
Ask Your Boss for Feedback*	Ask your boss for feedback on your performance
Support the Company Mission and Vision*	Talk with your boss regarding how your actions & behaviors support the company mission and values
Discuss Your Work-Life Balance Needs*	Meet with your boss to discuss your work/life balance needs
Recognizing Your Boss for Personal Achievements*	Recognize your boss for his or her contribution to the team's achievements & your individual success

Work Successfully from Home (3 courses)

Courseware for Individuals

Working from home is different. Even though work responsibilities do not change when we go from working in an office building to working from home, how work gets done will be different. This set of courses will help anyone working from home, whether it's full-time or just a day or two a week, know what to prepare for and do to ensure he or she can be productive and stay an integrated part of the team.

Course Title	Course Result
Preparing to Successfully Work from Home	Find out what is required to be a successful teleworker
Being Productive When Working from Home	Understand how you can be a productive and effective teleworker
Being a Good Virtual Teammate	Know what is required to become a great virtual teammate

Modules for Managers and Individuals

Mix and match HSI's short courses to create the right sexual harassment training program for your organization. Add on your state's Legal Supplement to meet your state required sexual harassment training program.

The Respectful Workplace Toolkit

Course Title	Course Result
The Respectful Workplace: Introduction (S)	Creating and maintaining a healthy and respectful workplace requires everyone working together. Watch your way through a series of short courses that will help you determine what discrimination and harassment in the workplace looks like, what to do if you experience it, and how to prevent it from happening in the first place.
The Respectful Workplace: Diversity, Inclusion, and Equity(S)	In this course you'll learn the benefits diversity brings to your team, how you can identify and encourage diversity, and how to support an inclusive work environment the way we are different from each other can make us stronger when working together. Those differences can also create challenges. It's easy to miss out on the advantages if we only focus on the problems.
The Respectful Workplace: Champion Civility(S)	In this course, you will learn how to make positive actions to support workplace civility and respect. Specifically, you'll learn what actions to proactively champion civility, ways to be kind and respectful to everyone, how to take on bad behavior when no one else appears bothered by it and how to come to the aide of someone who is being harassed (bystander).
The Respectful Workplace: Dating at Work(S)	In this course, you will learn about the risks associated with dating coworkers, how to lower those risks and how to recognize the risks of engaging in supervisor/employee relationships.
The Respectful Workplace: Digital Sexual Harassment(S)	In this course, you will learn that in addition to email; harassment can be done via text messages, chat, forums, article comments, social media, video and photo sharing, and even phone calls. We're not going to try to answer tricky legal questions. Instead, we're going to focus on keeping it respectful. If everyone behaves respectfully as they participate in the digital world, there shouldn't be any concerns about illegal workplace harassment.
The Respectful Workplace: Identifying Discrimination (S)	In this course, you will learn about the difficult, yet important, issue of discrimination in the workplace. After completing this course, you will be able to identify workplace discrimination, learn about the common protected classes by law, understand what makes behavior discriminatory and distinguish between illegal discrimination and abusive conduct (bullying).
The Respectful Workplace: Learning Opportunities	In this course, you will learn principles on handling tough conversations at work. No one wants to have difficult conversations, but each of these conversations can be turned into a positive learning experience.
The Respectful Workplace: Manage for Respect - Remote Workplace Harassment	In this course, you will learn, as a manager, how to prevent and respond to harassment in a remote work environment. Specifically, you'll learn how to set clear expectations, monitor the work environment, and respond to problems. Help ensure that the workplace is safe, respectful, free of sexual harassment, and other forms of discrimination

The Respectful Workplace: Remote Workplace Harassment for Employees	In this course, you'll learn the harassment risks associated with remote work, what you can do to prevent and respond to harassment, and how to set a good example with our behavior along with acting when we experience problems, either directed at us or others. Let's learn how to work from home respectfully.
The Respectful Workplace: Sexual Harassment (S)	Create a respectful workplace by learning to recognize what is considered sexual harassment, how to prevent it from happening and the steps to take if you see or experience sexual harassment.
The Respectful Workplace: Sexual Harassment in the Hospitality Industry(S)	In this course, you will learn about and understand why hospitality industries have a greater risk for sexual harassment. You'll learn actions you can take to protect yourself and coworkers, and understand your manager's responsibilities, and more importantly how they can help.
The Respectful Workplace: Stop Harassment in Its Tracks (S)	In this course, you will learn how to react effectively when you witness harassment, when are harassed or if someone feels that you are harassing them. Specifically, you'll be able to understand how to ask the offender to stop, how to apologize and to report a problem of harassment. Creating a respectful workplace depends on all employees doing their very best to treat coworkers well.
The Respectful Workplace: Turn Microaggressions into Micro-Inclusions	In this course you will learn what microaggressions are, why they are disrespectful, how to react as a bystander, what you should do if you are the offender, and how to react and respond if they are directed at you.
The Respectful Workplace: Unconscious Bias(S)	In this course you'll learn what unconscious bias is, ways to make your own biases visible, and how to minimize the negative impact your unconscious bias has on your relationships with coworkers.
The Respectful Workplace: Working it Out(S)	In this course you'll learn five conflict resolution strategies and when to apply each, and a process for working with another person to resolve a conflict. When people work together, there are going to be conflicts about goals, approach, and how to work with each other. It's inevitable. Instead of ignoring it, your goal should be to call it out and then work together towards a positive solution.
The Respectful Workplace: Manage for Respect - Corrective Action(S)	In this course, you will learn, as a manager, how to properly investigate claims and take appropriate action. After becoming aware of harassment; the company has an obligation to investigate, draw conclusions, and take appropriate action that resolves the problem. Managers should investigate a harassment claim, evaluate their findings, follow through with corrective action, monitor and follow up to ensure resolution.
The Respectful Workplace: Manage for Respect - Coaching Conversations(S)	In this course, you will learn, as a manager, how to have effective one-on-one conversations about respect. Specifically, how to recognize when a conversation is an appropriate intervention, how to set goals for a coaching conversation, how to respectfully convey concerns and suggestions and how to skillfully tackle objections and defensive responses.
The Respectful Workplace: Manage for Respect - Establishing Respect Norms(S)	In this course, you will learn, as a manager, how to collaboratively develop a set of respect norms for your group. Specifically, you'll learn how to draw out concerns from your team, discuss those concerns, build and refine proposed respect norms and build an agreement to support the norms.

The Respectful Workplace: Manage for Respect - Expect the Best(S)	Understand the leadership role you have in preventing harassment and doing what you can to proactively create a healthy workplace culture, built on respect.
The Respectful Workplace: Manage for Respect - Receiving Complaints(S)	In this course, you will learn, as a manager, how to effectively listen to an employee's concerns. Specifically, you'll learn how to handle an employee complaint, know who to involve in the complaint process, understand how to treat issues of confidentiality and know that retaliation is prohibited.
The Respectful Workplace: Acknowledgement(S)	This course is to be applied at the end of all courses for a quick acknowledgement to imply your understanding of the course material presented.
The Respectful Workplace: Know Your Rights - California Harassment Protections(S)	In this course, you will learn about and meet the requirements of California's mandatory harassment training requirements (AB 1825, AB 2053, SB 396 and SB 1343) for managers and employees. Specifically, what the federal law states, CA state specific definitions and protected classes, reporting resources with contact information and remedies.
The Respectful Workplace: Know Your Rights - New York Harassment Protections(S)	In this course, you will learn about and meet the training requirements and standards mandated by the New York Department of Labor, the New York Division of Human Rights, New York City's Stop Sexual Harassment in NYC Act and the revised standards of Senate Bill S6577. Specifically, what the federal law states, NY state-specific definitions and protected classes, reporting resources with contact information and remedies.
The Respectful Workplace: Know Your Rights - Illinois Harassment Protections(S)	In this course, you will learn about and meet the requirements of Illinois' mandatory harassment training requirement. Specifically, what the federal law states, IL state specific definitions, reporting resources with contact information and remedies.
The Respectful Workplace: Know Your Rights - Connecticut Harassment Protections (S)	In this course, you will learn about and meet the requirements of Connecticut's mandatory harassment training requirement. Specifically, what the federal law states, CT state specific definitions and protected classes, reporting resources with contact information and remedies.
The Respectful Workplace: Know Your Rights - Delaware Harassment Protections	In this course, you will learn about and meet the requirements of Delaware's mandatory harassment training requirement. Specifically, what the federal law states, DE state specific definitions, reporting resources with contact information and remedies.
The Respectful Workplace: Know Your Rights - Maine Harassment Protections	In this course, you will learn about and meet the requirements of Maine's mandatory harassment training requirement. Specifically, what the federal law states, ME state specific definitions and reporting resources with contact information.

International Legal Supplements:

The Respectful Workplace: Know Your Rights - Canada Harassment Protections	In this course you will understand specific protections granted by Canada and its provinces and territories. You'll be able to understand federal law, province or territory definitions and your reporting resources.