

# MAHOAGANE MANAGEMENT

E-LEARNING SOLUTIONS 2010-2011



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**COURSE CATALOG INDEX**

**BUSINESS SKILLS ESSENTIALS**

Communication .....	3
Management and Leadership .....	5
Personal Development .....	8
Sales and Services .....	10

**LEGAL COMPLIANCE**

Employment Law Compliance .....	11
Environmental Health and Safety .....	15
Industry Specific .....	25

# **BUSINESS SKILLS ESSENTIALS: Communication**

## **Are You Really Listening?**

(Also available in Spanish, Chinese, French, Italian, Portuguese, Thai)

30 minutes

The ability to listen is an important tool for understanding others. Sadly, very few people know how to listen well. Listening is not simply agreeing – it is much more. This module teaches, “deep listening” skills, which will lead to greater productivity and understanding in the workplace.

*Audience: All employees who wish to improve their active listening skills.*

## **Effective and Appropriate E-Mail Use**

60 minutes

E-mail is a powerful communication tool that transcends time zones and continents. Its applications are wide-ranging and it can contribute greatly to productivity if used effectively and appropriately. This course will show you how to write compelling and concise e-mails, successfully manage your e-mail, and know when e-mail should or should not be used. You will also learn how to overcome the risks associated with e-mail, such as lost productivity, legal issues, security breaches, viruses, and junk e-mail.

*Audience: All employees who use e-mail on a daily basis.*

## **High Impact Visual Aids**

30 minutes

Visual aids are vital for meetings and presentations. This module will teach you how to select, prepare, and utilize the most effective visual aid tools available.

*Audience: All employees who wish to use visual aids more effectively when giving presentations.*

## **Interpersonal Communication** (Also available in Spanish)

45 minutes

Everyone has the ability to become a more effective communicator. This course teaches how to identify and overcome the barriers to good communication, the importance of communicating with clarity, and the steps involved in the communication process. It also teaches a number of easy-to-use techniques to enhance daily interactions through real-life scenarios, interactivities, and exercises. Interpersonal Communication is ideal for both managers and employees alike, who work in any business setting.

*Audience: Ideal for all employees who wish to enhance their communication skills--improving business relationships and enhancing professional effectiveness.*

## **BUSINESS SKILLS ESSENTIALS: Communication, cont.**

### **Power Speaking** (Also available in Spanish)

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30 minutes

More than ever, good presentation skills are vital to business and career success. This program will help you plant your feet, look'em in the eye, and deliver a clear message. You will learn presentation skills and techniques that will bolster your success.

*Audience: All employees.*

### **The Effective Business Writer**

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30 minutes

In business writing, it is always the writer's responsibility to make sure his or her message is understood. Communicating your thoughts in a concise, logically organized manner is invaluable in business writing. This course will teach you how to write with more clarity and precision.

*Audience: All employees.*

# **BUSINESS SKILLS ESSENTIALS: Management Leadership**

## **Ethics and Business Conduct**

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50 minutes

Ethics is about doing the "right" thing. In a business setting, ethics also involves ensuring that company values are shared and upheld by all members of the organization. This course introduces the concept of business ethics and highlights the company code of ethics and/or business conduct describing company values and standards of conduct. Students learn by applying "the code" to a series of "ethical dilemmas" typical of the workplace. Students also learn of the channels for reporting code violations should the need arise.

*Audience: All employees.*

## **Ethics and Business Conduct for Managers**

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40 minutes

Ethical organizations enjoy many benefits both economic and social. This course focuses on the manager's role in creating an ethical organization and creating strategies for handling ethical dilemmas. Business Ethics for Managers provides perspective on the purpose and benefits of ethics in business and professional life, helping managers understand the complex roles and relationships of law, morality, and professional codes of conduct in daily business activities.

*Audience: All managers within a company with a Code of Ethics or ethics management program in place.*

## **Leading a High-Performance Team** (Also available in Spanish)

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60 minutes

Increasingly, companies are turning to team-based workforces, which have been shown to outperform traditional work groups. How successful teams are, however, depends directly on how well they are led. Though traditional management skills are useful in any leadership situation, team leadership requires a new mindset. This course focuses on a team leader's approach to leading meetings, setting team goals, hiring team members, training team members, and resolving team conflict. Students will learn the benefits of teams to their organization, the five-team requirements, and how to recognize and address common team pitfalls so that teams can reach a high level of performance.

*Audience: Managers, new team leaders and team facilitators*

## **How to Hire the Right People**

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60 minutes

A company's strength lies in its employees, but hiring the right employee for the job every time is not simple. It can cost thousands of dollars to search for, hire, and train new people. If a new hire does not work out, this investment is lost. Good hiring must be done with objectivity, care, and an eye toward the law. The process takes time, but remember, when the right person for the job is found, both staff performance and morale improve! This course looks at effective strategies for finding and hiring the best person for any position.

*Audience: HR professionals, managers, and all employees in a position to make hiring decisions.*

## **BUSINESS SKILLS ESSENTIALS: Management Leadership, cont.**

### **Management Basics**

60 minutes

This course was designed with both the new and the more experienced manager in mind. It explains the many roles and responsibilities a modern day manager must take on board, from the more traditional planning and organizing to the intangible such as leading and coaching. Through scenarios, exercises and interactivities, the module presents both detailed methods and handy tips for successful mastery of these roles. Managers will also learn about the skills they need to perfect to support them in their roles and maximize their effectiveness.

*Audience: New and experienced managers wishing to improve their managerial skills.*

### **Managing Conflict: A Collaborative Approach (Manager's Edition)**

45 minutes

This course focuses on this approach, teaching managers how they can mediate a collaborative solution in any workplace conflict. Students will learn how to recognize and reduce the catalysts of destructive conflict, how to identify when intervention is needed, how constructive conflict can be used to benefit an organization, whilst always maintaining the focus on a 'win-win' solution.

*Audience: Managers faced with the inevitability of conflict in the workplace.*

### **Maximizing Employee Performance** (Also available in Spanish)

60 minutes

This course teaches managers how bring out the best performance possible in their employees by using a hands-on, straightforward performance management process. Managers have a vital role to play in the successful performance of each individual in a work group and of the group as a whole. With a strong focus on employee-participation and positive reinforcement, this module outlines how to set expectations, coach for performance, solve performance issues, and develop employee performance. If used effectively, these techniques will result in extremely motivated, productive, and satisfied employees. Through the use of interactivities and fictional scenarios, managers will learn how to set goals with their employees, define job responsibilities, effectively use coaching, counseling, and discipline to improve performance, and how to evaluate and further develop employee performance over time.

*Audience: Managers who want to maximize the performance of their employees.*

## **BUSINESS SKILLS ESSENTIALS: Management Leadership, cont.**

### **Meeting the Delegation Challenge** (Also available in Spanish) 60 minutes

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This course explains, through the use of engaging content, interactivities, and exercises, how to effectively debrief the delegate, follow up, give feedback positively, and what to do if something goes wrong. Throughout this process the focus remains on utilizing, empowering, and developing employees to bring maximum benefit to managers, employees, and the organization.

*Audience: Managers and supervisors who need to delegate effectively.*

### **Personal Leadership Power** 45 minutes

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This course is designed to help participants understand what leadership is, how to increase their personal leadership power, how to help others increase their personal leadership power, and how leadership can increase the productivity of the firm.

*Audience: All employees who wish to increase their ability to assume or to perform more efficiently in leadership roles will benefit from this course.*

# **BUSINESS SKILLS ESSENTIALS: Personal Development**

## **Goal Setting in the Workplace**

45 minutes

Learning how to effectively set goals at work will help you become more productive and will give you a greater sense of pride and satisfaction in your job. In addition, you will be able to transfer many of your goal setting skills from the workplace to other areas of your life. This will allow you to take greater control over your personal and career development. This course will teach you the characteristics of effective goals, the steps involved in the goal setting process, and ways to overcome barriers to achieving goals. Through scenarios, exercises, and engaging interactivities, this course will help you take your goal setting skills to the next level.

*Audience: All employees.*

## **Handling Conflict: An Employees' Guide**

45 minutes

This course focuses on a collaborative approach to conflict resolution, teaching employees how to resolve workplace conflicts so that everyone "wins." Students will learn how to use good listening and communicating skills to keep conflict constructive, identify natural conflict-handling styles, resolve conflict collaboratively, and when and how to ask for help in the resolution process.

*Audience: All employees who wish to effectively handle conflict.*

## **It's About Time: Strategies for Effective Time Management**

(Also available in French and Spanish)

30 minutes

Time is unyielding. We can't stop it, slow it down, or save it for later. But we can improve how we manage and utilize our time. This program will help you learn invaluable time management skills.

*Audience: All employees who wish to improve their time management skills.*

## **Lose the Meeting Blues: A Practical Guide for More Effective Meetings**

(Also available in Spanish)

30 minutes

This course helps improve the quality of the meetings you lead or participate in. In this course, you will learn how to plan, organize, orchestrate, and improve meetings. This knowledge will empower you to use meetings as a tool for accomplishing group and personal goals in any setting.

*Audience: All employees who wish to learn how to make meetings more effective.*

## **Managing Information Overload**

30 minutes

This course helps you organize an information management system that works for you. By providing easy-to-use strategies and controls, you will be able to manage information and avoid information overload.

*Audience: All employees.*

## **BUSINESS SKILLS ESSENTIALS: Personal Development, cont.**

### **Negotiation: Your Road to Success**

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30 minutes

This course helps you learn how to become a more proficient negotiator. It includes steps to guide you through any difficult transaction or trade. This course teaches the importance of developing a win-win philosophy, characteristics of a successful negotiator, and the six steps of every negotiation.

*Audience: All employees who wish to improve their negotiation skills.*

### **Participating in a High Performance Team**

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45 minutes

For team members, there are few professional experiences as exciting and rewarding as being on a highly successful team. However, before you can reap the benefits that can come from being on a successful team, you must learn how to be a truly productive team member. Being on a real team may involve some changes in the way you work. In this course, you will learn the unique skills and techniques necessary to be a highly successful part of any team.

*Audience: All employees who regularly participate in teams.*

### **PROACTION: Creating Change, Innovation, and Opportunity**

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30 minutes

This module assesses the user's strengths and weaknesses within the six PROACT traits of successful innovators. It also outlines ways to improve PROACTability.

*Audience: All employees who wish to become better innovators.*

### **The Power to Change**

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30 minutes

Mastering change involves dealing with the effect of change on our own lives. This module teaches invaluable skills needed to make change work for us, not against us.

*Audience: All employees.*

# **BUSINESS SKILLS ESSENTIALS: Sales and Services**

## **1 to 1: Customer Service Success**

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30 minutes

Research verifies that the only way to achieve customer loyalty is to consistently meet and exceed their expectations. Every time you interact with a customer, you have a unique “moment of truth” opportunity to build the relationship or fall short. This module will help you understand your customers’ needs so you can better serve them through each and every interaction.

*Audience: All employees who wish to improve their customer service interactions.*

## **Sell for Success: What You Need to Know About Selling**

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30 minutes

This course helps you master the basics of selling by tapping into powerful personality skills that you already have. It covers attitude, approach, and image. This course will teach you how to define your selling style, understand how attitude is related to success, improve customer relations, and learn vital sales communication skills.

*Audience: All employees associated with sales.*

# **LEGAL COMPLIANCE: Employment Law Compliance**

## **AB 1825: Sexual Harassment Prevention for Managers**

(Also available in Spanish)

120 minutes

This course is specifically designed to comply with California Law AB 1825 which mandates employers with 50 or more employees to provide a minimum two hours of interactive sexual harassment prevention training for all supervisory employees. The course is divided into ten sections. Starting with the laws, myths, and costs related to sexual harassment, the course moves through the many dimensions of sexual harassment prevention. It details the definition, nature, and types of sexual harassment in the workplace, discusses liability issues, and outlines how supervisors should deal with and prevent sexual harassment, including the importance of non-retaliation and how to handle complaints. The course also presents the legal nuances of discrimination and harassment and finishes with the opportunity for students to learn about their own company policy on sexual harassment. Each section contains fictional scenarios, real-life case studies, and exercises to test your knowledge and support learning.

*Audience: All supervisors in California companies with over 50 employees.*

## **Americans With Disabilities Act (ADA)**

45 minutes

The Americans with Disabilities Act of 1990 (ADA) prohibits employment discrimination against qualified individuals with a disability. ADA requires additional steps, beyond nondiscrimination, for individuals with disabilities so that they can compete for jobs, perform essential job functions, gain access to workplaces, and enjoy other employment benefits. Managers who have a full understanding of their responsibilities and manage under the law can best avoid future discrimination claims. This course will teach what is and is not protected under the law, when reasonable accommodation must be provided, and preventive measures to avoid discrimination.

*Audience: All managers needing to know their responsibilities under ADA.*

## **Avoiding Wrongful Termination**

45 minutes

This course will help managers to understand the principle of "at-will" employment and the important exceptions to the rule. At the completion of this course, managers will be able to identify practices that could create liability and identify methods for effectively handling terminations to minimize the risk of a lawsuit. Preventive measures outlined in this course can be used to help avoid a costly wrongful termination claim.

*Audience: All managers needing to know their legal responsibilities with regards to terminations.*

## **LEGAL COMPLIANCE: Employment Law Compliance, cont.**

### **Employee Privacy**

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45 minutes

This course provides an overview of employee privacy in the workplace. Managers should know their state's regulations on privacy to achieve a balance between their need-to-know, with employees' right to freedom from undue intrusion into their personal lives. This course is for managers who wish to avoid litigation for invasion-of-privacy or defamation claims, yet who must sometimes consider drug testing, searches, discussion of an employee's behavior, or examination of an employee's after-hour activities. This course may also interest company executives who initiate company policy regarding privacy.

*Audience: All managers needing to know their responsibilities in respecting employee privacy.*

### **Maintaining a Drug-Free Workplace: Employee Version**

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45 minutes

This course discusses the benefits of a drug-free workplace. You will learn the damage caused by drug and alcohol abuse, the advantages of working towards a drug-free workplace and to recognize and understand your company policy for sustaining a drug-free workplace. You will also learn when and why drug and alcohol testing can be used in the workplace and what action you should take if you or a co-worker has a substance abuse problem.

*Audience: All employees needing to know their responsibilities in maintaining a drug-free workplace.*

### **Maintaining a Drug-Free Workplace: Manager's Edition**

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45 minutes

More than 70 percent of illicit drug users actually hold down part- or full-time jobs\*. Substance abuse in the workplace causes serious damage to productivity, as well as increased health-care costs, thefts and the risk of accidents. Managers need to be aware of this critical and current concern and what they can do to reduce it. Maintaining a Drug-Free Workplace: Manager's Edition outlines the realities behind substance abuse in the workplace; the benefits of keeping the workplace drug-free and how managers can proactively assist in achieving a drug-free workplace.

*Audience: All managers needing to know their responsibilities in maintaining a drug-free workplace.*

### **Preventing Employment Discrimination for Managers**

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45 minutes

Title VII of the Civil Rights Act of 1964 and other federal and state equal employment opportunity (EEO) laws protect employees and job applicants from discrimination based on their race, color, religion, national origin, sex, disability, and other protected grounds. This course teaches managers and supervisors to make employment decisions that adhere to anti-discrimination laws, promote respect, improve morale, and, in turn, prevent claims of discrimination and employer liability.

*Audience: All managers needing to know their responsibilities in preventing employment discrimination.*

## **LEGAL COMPLIANCE: Employment Law Compliance, cont.**

### **Preventing Unlawful Workplace Harassment for Managers** 45 minutes

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This course teaches managers and supervisors about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of unlawful workplace harassment. It offers strategies for preventing unlawful harassment and teaches managers how to respond appropriately when they learn of it. It also discusses the risk of liability to both the company and a manager if he or she fails to stop harassment or personally engages in harassing behavior.

*Audience: All managers within a company.*

### **Preventing Sexual Harassment for Managers** 45 minutes

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This course teaches managers and supervisors to recognize and prevent sexual harassment, to respond appropriately when they learn of it, and to deal with and prevent retaliation against victims and witnesses. It also discusses the risk of liability to both the company and a manager if he or she fails to stop harassment or engages in harassing behavior.

*Audience: All managers needing to know their special responsibilities in understanding and preventing sexual harassment in the workplace.*

### **Sexual Harassment Prevention for Managers** 120 minutes

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This course, designed for managers and/or supervisors, discusses the federal and state anti-discrimination laws and company policies prohibiting sexual harassment. Using hypothetical scenarios and real-life examples, managers are instructed on how to recognize and prevent sexual harassment and retaliation and are provided practical guidance on the steps that should be taken to correct sexual harassment. Managers will learn of their legal and moral obligations in refraining from harassment and maintaining a harassment-free environment as well as the remedies available for victims.

*Audience: All managers needing to know their special responsibilities in understanding and preventing sexual harassment in the workplace.*

### **The Family Medical Leave Act (FMLA)** 45 minutes

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The course is designed for managers or supervisors whose employees may request or require leave. It also provides an "advanced path" with more detailed information designed for FMLA-leave administrators (i.e., staff responsible for designating and qualifying leave requests as FMLA-qualifying). Users will learn about eligibility requirements, circumstances under which employees qualify for FMLA leave, pay and benefits employees are entitled to while on leave, and responsibilities for record keeping and posting notices regarding FMLA procedures.

*Audience: Managers or supervisors whose employees may request or require leave.*

## **LEGAL COMPLIANCE: Employment Law Compliance, cont.**

### **Understanding Sexual Harassment**

(Also available in Spanish)

30 minutes

This course teaches employees to recognize conduct and circumstances that can give rise to a claim of sexual harassment including those which create a hostile work environment. It also discusses the dangers of engaging in office relationships and the steps to take if one witnesses or experiences sexual harassment.

*Audience: All employees within an organization who need to understand what is and what is not sexual harassment.*

### **Understanding Unlawful Workplace Harassment**

45 minutes

This course teaches employees about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the "protected classes" that can lead to a claim of unlawful workplace harassment. It also discusses the steps employees can take to prevent workplace harassment and what to do in the event that they witness or experience it.

*Audience: All employees within a company.*

### **Valuing Diversity**

45 minutes

In order to realize the greatest competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is fully represented and that a culture of inclusion and respect is promoted and maintained. This program explores the realities of working in a diverse environment and discusses strategies to help you recognize, accept, and value individual differences in your workplace. Users will learn about the concept of diversity and how to recognize diversity issues that can lead to legal liability under anti-discrimination and harassment laws. Also covered are the positive steps that can be taken to embrace diversity and promote a culture of inclusion in the workplace.

*Audience: All employees within an organization who would benefit from understanding the value of diversity in the workplace.*

### **Valuing Diversity for Managers**

45 minutes

In order to realize the greatest competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is fully represented and that a culture of inclusion and respect is promoted and maintained. This course discusses the advantages and pitfalls of working in and managing a diverse workforce. It also offers strategies to help managers recognize and value individual differences so as to maximize the potential of all employees.

*Audience: All managers within an organization who would benefit from understanding the value of diversity in the workplace.*

# LEGAL COMPLIANCE: Environmental Health and Safety

## **Back Injury Prevention**

45 minutes

We depend on our back for so many activities. Unfortunately, back problems are so common that 60-80% of adults will complain of back pain at some point in their lives. An injured or sore back can make everyday life difficult and painful. Maintaining a healthy back is vital to ensure a good quality of life and our ability to do our job. This course presents lifting rules that will help prevent back injuries, as well as preventative methods to maintain a healthy back. Strategies to prevent strains and injuries during static activities such as seated and standing work are also provided.

*Audience: All employees.*

## **Bloodborne Pathogens**

45 minutes

Exposure to blood and other potentially infectious materials is a major concern for organizations and employees, particularly for those who respond to medical incidents. This course teaches how to identify bloodborne pathogens and how they are transmitted. Employees will know how to control exposure to bloodborne pathogens and the procedures to follow in the event of an exposure incident. They will also learn how to minimize the chances of contracting HIV, HCV, and HBV by using appropriate exposure controls such as Universal Precautions, PPE, and vaccines. The course teaches how to follow procedures in an exposure plan for clean up, disinfection, decontamination, and follow up.

*Audience: All employees who may be exposed to blood or other body fluids.*

## **Bloodborne Pathogens for Healthcare Workers**

45 minutes

Exposure to blood and other potentially infectious materials occurs on a daily basis for many healthcare workers. Information provided in this course helps minimize serious health risks to healthcare workers who may be exposed to these materials. Upon completion of this course, learners will be able to describe bloodborne pathogens and how they are transmitted, control exposure to bloodborne pathogens, and apply appropriate procedures in the event of an exposure incident.

*Audience: All healthcare workers potentially exposed to blood or other infectious materials while on the job.*

## **Chemical Safety (HAZCOM)**

60 minutes

This course provides an overview of the requirements of OSHA's Hazard Communication Standard (29 CFR §1910.1200) and chemical safety information covered under the OSHA Laboratory Safety Standard (29 CFR §1910.1450). Specific elements covered include 1) chemical hazards, 2) use of Material Safety Data Sheets (MSDS) and hazard labels, and 3) chemical storage, use, and handling. The employee will learn the basic issues that will serve as a foundation for job-specific chemical safety that should be provided by the worker's supervisor. Application is intended for all employees covered under the OSHA Hazard Communication and Laboratory Safety Standards.

*Audience: All employees who work near or with chemical hazards.*

## **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

### **Confined Spaces**

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45 minutes

In this course employees will learn about the OSHA standards that apply to permit and non-permit confined spaces. Upon completion of this course, employees will have an understanding of the OSHA requirements to classify and enter a confined space. They will be able to recognize the dangers and hazards associated with confined spaces, the entry requirements of permit and non-permit confined spaces, and the roles and training required for workers.

*Audience: All employees who may enter permit or non-permit confined spaces.*

### **Defensive Driving**

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45 minutes

Learning to drive defensively is the best protection against becoming involved in a potentially life-threatening accident. By understanding and adhering to the safety tactics and practices, employees will be better prepared to protect themselves and their passengers. After taking this course, employees will be able to prepare a vehicle for operation, avoid distractions in a motor vehicle, develop five defensive driving tactics and practices, identify five potential accident situations, and avoid aggressive driving behavior and aggressive drivers.

*Audience: All employees who drive for work purposes.*

### **DOT Hazardous Materials Transportation: Classification**

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30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function-specific training for all Hazmat employees. This course guides the learner through information on how to correctly classify the contents of a hazardous material before packaging, marking, loading, or shipping the material.

*Audience: Employees involved in the transport of hazardous materials.*

### **DOT Hazardous Materials Transportation: General Awareness**

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60 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness training for all HAZMAT employees. This course provides a general overview of hazardous materials transportation and provides a foundation for more detailed job-specific training for HAZMAT employees. After taking this course, employees will be able to recognize DOT hazard classes and packing groups, identify containers certified for hazardous materials shipment, interpret DOT container markings, labels and placards, recognize critical information on shipping papers and recognize safe and unsafe loading and unloading procedures. General awareness of DOT regulatory scheme, sections from 49 CFR 171.180, (172.704) (172.101)

*Audience: Employees involved in the transport of hazardous materials.*

## **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

### **DOT Hazardous Materials Transportation: Loading and Unloading** 30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function-specific training for all Hazmat employees. It describes tasks and regulations related to the last step in preparing hazardous materials for shipment—the loading of bulk and non-bulk containers on a vehicle.

*Audience: Employees involved in the transport of hazardous materials.*

### **DOT Hazardous Materials Transportation: Marking, Labeling and Placarding** 30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function specific training for all Hazmat employees. This course guides the learner on how to correctly identify the contents of a hazardous material shipment through required marking, labeling, and placarding.

*Audience: Employees involved in the transport of hazardous materials.*

### **DOT Hazardous Materials Transportation: Packaging** 30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function specific-training for all Hazmat employees. This course describes tasks and regulations related to the selection an appropriate container for the given hazardous material.

*Audience: Employees involved in the transport of hazardous materials.t requirements facing electronics companies to reduce the environmental impacts of their products. The course takes a life-cycle perspective of product-based environmental requirements from the selection of materials through the manufacture, distribution, use and final disposal. This course also provides a self-assessment system to review the existing designs and design practices.*

### **DOT Hazardous Materials Transportation: Shipping Papers** 30 minutes

The U.S. Department of Transportation (DOT) regulates all modes of transportation in the U.S. including highway, rail, air, and water and is especially concerned with hazardous materials. As part of its regulations, DOT requires general awareness and function-specific training for all Hazmat employees. This course describes the process of preparing shipping papers for hazardous materials in compliance with DOT regulatory requirements.

*Audience: Employees involved in the transport of hazardous materials.*

# **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

## **Electrical Safety Awareness**

60 minutes

This course is designed to present an overview of electrical energy and the hazards of systems operating at 50-600 Volts, as well as workplace practices to prevent injuries, fires and arc flashes. This course will assist employers in meeting the training requirements of 29 CFR 1910, Subpart S, and the regulation that allows only a "qualified person" to work on or test energized electric circuit parts or equipment that carry more than 50 volts of electricity.

*Audience: Any worker who may be exposed to or work with electrical equipment on the job*

## **Environment, Safety and Health @ Work**

45 minutes

This course discusses Environmental, Health and Safety (EH&S) information that new employees need to know in their new position. Upon completion of this course, employees will be familiar with their company's EH&S policy and procedures, their roles and responsibilities related to ESH, and general safety precautions related to their work environment. Employees will know what to do in case of an emergency, how to properly report and investigate an accident, and the training requirements for their job task.

*Audience: All employees within an organization, especially new hires.*

## **Environment, Safety and Health @ Work: Contractors Edition**

45 minutes

This new hire orientation provides basic information for contractors working at your company—both in an office environment or in manufacturing, laboratory, maintenance, or warehousing environments. This course focuses on important Environmental, Health and Safety information to ensure a safe and secure workplace. Included in this course is an overview of the ESH policy and philosophy. Contractors taking this course will learn their roles and responsibilities related to ESH within your company's facility and the additional training requirements for their job task. They will understand the general safety and security issues at work, the emergency procedures, and the procedures for reporting and investigating incidences.

*Audience: All contractors who perform work for an organization.*

## **Environmental Management Systems**

30 minutes

The International Environmental Management System Standard (ISO 14001) requires that all staff whose work may create a significant impact on the environment receive appropriate training. This course is intended to assist in addressing this requirement and explains the following:

- the requirements of ISO14001 (such as environmental policy and procedures)
- how to identify the environmental aspects of an organization and how to measure
- these for continuous improvement.
- the key roles and requirements of staff in an Environmental Management System.

This course is intended to assist the training of a wide range of staff involved in Environmental Management Systems.

*Audience: All employees, contractors, and suppliers within a company implementing an Environmental Management System.*

## **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

### **Ergonet: A Personal Assessment**

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45 minutes

Based on the work of renowned professional ergonomists at the UC Ergonomics Program, Ergonet features an online ergonomics assessment for individual employee's workstations, posture's, and work patterns. It provides individualized comments and corrective strategies for reducing the risk of ergonomic injuries.

*Audience: All employees who work in an office environment.*

### **Ergonet: A Training Guide for Healthy Office Work**

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45 minutes

Based on the work of renowned professional ergonomists at the UC Ergonomics Program, this course ensures that all employees have a broad understanding of office ergonomics issues and guidelines for healthy office work.

*Audience: All employees who work in an office environment.*

### **Ergonomics for Manufacturing**

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45 minutes

This course provides an overview of Musculoskeletal Disorders, their signs and symptoms, and ergonomic risk factors. In addition, it illustrates how industrial workers and supervisors can apply ergonomic principles in the workplace to reduce injury and increase human performance.

*Audience: Workers in the industrial sector who perform manufacturing and manual tasks including materials handling, lifting, pulling and pushing (primary) and their managers (secondary).*

### **Fall Protection**

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45 minutes

Working safely at elevations can be a matter of life or death. Falls are the fourth leading cause of workplace fatalities in general industry. Working at elevated locations requires knowledge of fall hazards and fall protection equipment in order to prevent serious injury. This course introduces when and how to use fall protection equipment and the hazards associated with working at heights or on a roof.

*Audience: Construction workers who work at elevations (primary) and their managers (secondary).*

### **Fire Extinguisher Safety**

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45 minutes

Employees who use fire extinguishers must be familiar with the general principles of their use and the hazards involved in fighting incipient-stage fires. They should also know the company's policy regarding fire extinguishers and their expected role in an emergency. Employees will learn how to properly select and use a fire extinguisher plus the critical three stages of a fire.

*Audience: All employees who may operate fire extinguishers.*

## **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

### **Hazardous Energy Control (Lock-out/Tag-out)**

30 minutes

This course describes the features and implementation of OSHA's Control of Hazardous Energy standard (29 CFR §1910.147). The material is intended for all "affected workers" and provides the essential information for "authorized workers" to safely perform work on both electrical and non-electrical energy sources (moving/rotating, hydraulic, pneumatic, chemical, or thermal). Note that affected workers are those who operate or use equipment on which servicing or maintenance is being performed under lockout or tag-out, or whose job requires him/her to work in an area in which such servicing or maintenance is being performed. "Authorized workers" are those who actually perform the maintenance and repair activities and need to practice lockout and/or tag-out procedures.

*Audience: Authorized employees who perform lock-out/tag-out operations (primary audience).  
The course also serves as an overview of safety procedures for managers and affected employees.*

### **Hazardous Waste Management**

60 minutes

Workers in facilities that handle hazardous waste must be trained to comply with regulatory requirements for waste characterization, container marking and labeling, waste minimization, manifesting, transportation, emergency response, and land disposal restrictions and certification. This course provides the employee with the information necessary to carry out this task and prepares the worker for job-specific training that should be provided by the worker's supervisor.

*Audience: This course is for all workers in facilities handling hazardous waste.*

### **Hearing Conservation: Protecting Yourself from Hearing Loss**

45 minutes

The ability to hear is an important communication tool, and one that is often taken for granted. Exposure to high levels of noise can result in permanent hearing damage if proper ear protection is not taken. This course will teach employees what noise is, the sources of noise, the harmful effects of noise, how to measure noise levels and hearing damage, and how to choose and properly wear hearing protection.

*Audience: Employees exposed to loud noise at work.*

### **Incident Command**

45 minutes

Emergencies are typically very chaotic and in order to control an emergency, an Incident Command System should be in place. This course introduces members of an Emergency Response Team to the Incident Command System (ICS) so they can quickly and consistently organize emergency responders, and resources to minimize chaos and confusion. The ICS also improves the efficiency, effectiveness, and timeliness of mitigating an emergency incident.

*Audience: All employees in a company that handle emergency crisis, specifically emergency response team members, crisis management personnel, and security personnel.*

# **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

## **Introduction to Accident Investigation**

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45 minutes

Accidents occur every day in workplaces all over the United States. This course teaches those responsible how to prevent the recurrence of accidents by discovering not only what happened in an accident, but how and why it happened. Upon completion of this course, learners will be able to identify 1) the goal of accident investigation, 2) the difference between major and minor accidents, 3) direct, indirect, and root causes of accidents, and 4) basic steps in accident investigation.

*Audience: Supervisory and management personnel who have safety responsibilities for accident prevention.*

## **Introduction to Laser Safety**

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60 minutes

With the advent of a wider variety of more powerful lasers integrated into many areas of modern life, the issues involving laser safety are of even greater importance. People working with lasers, or with equipment containing lasers, need to understand the hazards associated with laser light, and know what precautions are in place to control these hazards. After taking this course, laser operators, and those working with equipment containing lasers, will be able to identify the nature and hazards of laser radiation, describe safety issues associated with the use of lasers in industrial and research environments, become familiar with standards and guidelines in order to control laser hazards, and identify and follow exposure controls and emergency procedures.

*Audience: Employees who use lasers or operate laser systems (primary audience) as well as personnel who work in the vicinity of lasers or laser systems, but do not operate them (secondary audience).*

## **Laboratory Safety**

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60 minutes

This course examines workplace safety in laboratory environments, including health hazards, exposures, physical hazards, hazard recognition, exposure controls and emergency procedures. This course also includes optional sections on biological hazards. The course will assist employers in meeting the training requirements of 29 CFR 1910.1450, Occupational Exposure to Hazardous Chemicals in Laboratories. When employees complete this course, they will understand the physical and health hazards of materials commonly used in laboratories. They will also understand the methods and observations that may be used to detect the presence or release of a hazardous material and understand exposure control measures.

*Audience: Research laboratory personnel.*

## **Ladder Safety**

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45 minutes

Ladders are practical tools that are utilized every day in a variety of tasks, both at work and at home. Unfortunately, accidents related to the use of ladders result in thousands of ER visits, and a number of deaths every year. This course identifies the risks involved in utilizing the portable ladder and offers steps to safe use including selection, inspection, set up, and rules for use.

*Audience: All employees.*

## **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

### **Managing Workplace Safety and Health**

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45 minutes

Supervisors are responsible for the safety of their employees. Besides their legal and moral responsibilities, supervisors also have an obligation to protect their company from expensive workplace accidents. This course will teach supervisors how they can protect their employees while supporting the company's Environmental, Health and Safety policies.

*Audience: All laboratory research and support personnel, as well as ESH personnel.*

### **Personal Protective Equipment: General Overview**

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30 minutes

This course provides a general overview on the use of personal protective equipment (PPE). By taking this course, you will understand what PPE is and the laws surrounding protection systems. This course provides an introduction to the different types of PPE's, their proper fit and limitations. This course is intended for all personnel who are required to wear PPE or are exposed to hazards in their workplace. Upon completion, the learner should be able to describe the role and limitations of PPE in an overall safety strategy, recognize workplace hazards and match the appropriate types of PPE, understand their responsibilities with respect to PPE, and recognize the importance of properly fitting PPE.

*Audience: All employees exposed to hazards in the workplace, required to wear PPE, and managers of those employees.*

### **Personal Protective Equipment: Eye and Face**

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30 minutes

This course is about the proper use and maintenance of eye and face personal protective equipment (PPE). By understanding the role and limitations of eye and face PPE in an overall safety strategy, workers will be able to recognize workplace hazards and match the appropriate types of PPE. This course will help employees understand his/her responsibilities with respect to PPE and the importance of properly fitting eye and face protection. Upon completion, the learner should be able to describe types of eye and face protection, recognize potential eye and face hazards, understand their responsibilities with respect to PPE, and recognize the importance of properly fitting eye and face protection.

*Audience: All employees exposed to hazards of the eyes and face and managers of those employees.*

### **Personal Protective Equipment: Foot Protection**

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30 minutes

This course is about the proper use and maintenance of personal protective equipment (PPE) for the foot. Upon completion of this course, workers will be able to describe types of foot protection and recognize potential hazards. This course will help employees understand their responsibilities with respect to foot protection and the importance of ensuring proper fit and use.

*Audience: All employees exposed to hazards of the head and managers of those employees.*

## **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

### **Personal Protective Equipment: Hand and Arm Protection** 30 minutes

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This course is about the proper use and maintenance of personal protective equipment (PPE) for hands and arms. Upon completion of this course, workers will be able to recognize potential hazards and know the appropriate time to wear gloves. This course will help employees understand their responsibilities with respect to hand and arm protection and the importance of ensuring proper fit and use of gloves.

*Audience: All employees exposed to hazards of the hand and arm and managers of those employees.*

### **Personal Protective Equipment: Head Protection** 30 minutes

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Injuries to the head can be devastating. In many instances, they are permanent, even fatal. Without head protection, chances of surviving a serious accident are slim. This course is about the proper use and maintenance of head personal protective equipment (PPE). By understanding the role and limitations of head PPE in an overall safety strategy, workers will be able to recognize workplace hazards and ensure proper use of his/her hard hat. Upon completion, the learner should be able to recognize the potential "head hazards", describe the types of hard hats and how they work, inspect and properly maintain a hard hat, and ensure proper fit and use of a hard hat.

*Audience: All employees exposed to hazards of the head and managers of those employees.*

### **Powered Industrial Truck Safety** 30 minutes

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This module teaches prospective operators how to safely use a powered industrial truck in accordance to the OSHA training requirements. Employees will learn the principles and procedures for safe operation of these vehicles, safety practices to prepare a truck for use, principles of stability when operating a powered industrial truck, inspection protocols, and safe driving procedures.

*Audience: All industrial truck operators.*

### **Preventing Workplace Violence** 30 minutes

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Unfortunately, workplace violence has become an important safety and health issue in the workplace today. Homicide is the second leading cause of fatal occupational injury in the United States and is the leading cause of occupational fatalities among women. This course uses OSHA guidelines and recommendations to reduce worker exposures to this hazard. This training provides the employee with information on how to recognize workplace security hazards and risk factors, measures to prevent workplace assaults, and what to do when an assault occurs including emergency action and post-emergency procedures.

*Audience: All employees in the workplace.*

## **LEGAL COMPLIANCE: Environmental Health and Safety, cont.**

### **Radiation Safety**

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30 minutes

New employees will learn about ionizing and non-ionizing radiation in the workplace. This module teaches the health hazards that may be presented by radiation producing industrial equipment and how to control workplace exposure to radiation through safe handling. Note that this course does not cover radioactive isotope usage.

*Audience: Workers in facilities with radiation-producing industrial equipment.*

### **Radioisotope Safety**

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45 minutes

Radiation exposure from use of radioactive materials can cause adverse health effects. Using exposure controls and following safe work practices help minimize radiation exposures and prevent radiation contamination of work areas and equipment. After completing this course, learners will be able to identify safety issues associated with radioisotopes commonly used in the laboratory environment, describe health hazards associated with radiation, identify exposure control methods and monitoring techniques, and follow appropriate emergency procedures.

*Audience: All employees who work around radioisotopes commonly used in a laboratory environment.*

### **Respiratory Protection**

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45 minutes

Respiratory protection, or the use of respirators, can protect employees from a multitude of respiratory hazards that include chemical, biological and radiological agents as well as oxygen-deficient atmospheres. After taking this course, employees will be aware of the types of respirators and when to use them, the capabilities and limitations of respirators and the medical requirements for using respirators. Employees will also learn how to fit test and leak test respirators and their proper care and maintenance procedures.

*Audience: Employees who may be exposed to airborne contaminants.*

### **Slip, Trip, and Fall Prevention**

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45 minutes

Slip, trip and fall accidents are serious business. Millions of these accidents occur each year, resulting in billions of dollars in lost-production, medical, legal, and insurance costs. This course teaches practical steps that can be taken to identify, correct, and mitigate slip, trip, and fall hazards. It also provides information to help prevent falls from lower heights and details how to report potentially hazardous maintenance-related issues.

*Audience: All employees.*

## **LEGAL COMPLIANCE: Industry Specific**

### **New Employee Training for School and College Districts**

(Also available in Spanish)

30 minutes

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This program is designed to provide new employees working in school and college districts with very important information about how to respond to emergencies, their special duties relating to students, and their job related rights/benefits.

*Audience: All employees working within a College or School District.*

### **Privacy Laws and Practices:**

#### **Applying the Gramm-Leach-Bliley Act to the Insurance Industry**

30 minutes

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This course provides an overview of the Gramm-Leach-Bliley Act (GLBA) and other privacy regulations relevant to insurance companies. It defines key privacy terms and concepts, and identifies best practices with regard to consumer concerns.

*Audience: All employees within an insurance company.*