

FALL 2017

MCPB SHORT COURSE ONLINE TRAINING TITLES

PLEASE NOTE: 1) You may choose up to six (6) short online training titles per monthly training request.

2) Short and long online courses may not be taken concurrently or in the same month.

HR Original		
Affordable Care Act	Hiring Legally	Sexual Harassment-Employees
Americans with Disabilities Act-Supervisors	How to Conduct New Employee Orientation	Sexual Harassment-Employees (Spanish)
Attendance Management-Supervisors	How to Explain the 401(k) to Employees	Sexual Harassment Supervisors
Business Ethics-Employees	How to Manage Military Leave	Social Media & Sexual Harassment
Business Ethics-Employees (Spanish)	How to Manage Time Wisely-Employees	Substance Abuse in the Workplace-Employees
Diversity for All Employees	How to Prevent/Respond to Bullying at Work	Substance Abuse in the Workplace-Employees (Spanish)
Diversity for All Employees (Spanish)	Interviewing Skills for Supervisors	Substance Abuse in the Workplace-Supervisors
Diversity--Legal Basics for Supervisors	Job Descriptions--How to Write Effectively	Understanding COBRA/HIPAA-Supervisors
Employment Law For Supervisors	Measuring Job Performance-Supervisors	Workers' Compensation-Supervisors
Essential HR: New HR Responsibilities	Performance Appraisals-Conduct Effectively	Workplace Diversity for Employees
FLSA-Supervisors	Preventing Sexual Harassment-Employees	Workplace Diversity for Supervisors
FMLA for Supervisors	Preventing Sexual Harassment-Supervisors	Workplace Harassment-Employees
Generational Diversity	Progressive Discipline	Workplace Harassment-Supervisors
HIPAA-Employees	Recordkeeping and Notice Requirements	Workplace Privacy-Supervisors
HIPAA-the Privacy Rule	Reducing Turnover & Increasing Retention	Workplace Security for Employees
Leadership for Managers and Supervisors		
Business Writing for Supervisors	How to Manage Challenging Employees	Problem Solving for Supervisors
Coaching Employee Performance	Leadership Skills-New Supervisors & Managers	Professional Behavior-Supervisors
Communicating with High-Level Mgt.	Motivating Employees-Tips and Tactics	Supervising Special Groups
Conflict Resolution/Consensus Building	Negotiation Skills For Supervisors	Teambuilding for Supervisors
Dealing with Change for Supervisors	New Employee Orientation- Supervisors	Time Management for Supervisors
Effective Communication for Supervisors	New Supervisors' Guide to Effective Supervision	Training the Trainer-Effective Techniques
Effective Meetings- Supervisors	Performance Goals for Supervisors	Training the Trainer-Effective Techniques (Spanish)
Encouraging Employee Input	Planning and Organizing Skills-Supervisors	Workplace Ethics for Supervisors
Handling Employee Complaints		
Leadership for Employees		
Becoming a Leader-Leadership Role Prep	Effective Communication for Employees	Stress Management
Business Ethics-Employees	Effective Decision-Making Strategies-Employees	Stress Management (Video)
Business Writing for Employees	Effective Meetings for Employees	Teambuilding for All Employees
Conflict Resolution for Employees	How to Manage Time Wisely-Employees	Time Management Skills for Employees
Crash Course in Leadership Skills	Negotiating Skills for All Employees	Training the Trainer-Effective Techniques
Critical Thinking for Employees	Organizing & Planning for Success-Employees	Training the Trainer-Effective Techniques(Spanish)
Dealing Workplace Change	Problem Solving for Employees	Working With Others to Get Things
E-mail Best Practices for All Employees		

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Communicating Effectively at Work		
Business Writing for Supervisors	Communication Between All Ages in Workplace	Mastering Presentation Skills: Speaking in Front of People
Business Writing Skills for Employees	Communication Skills for Employees	Persuasive Communication: How to Ask for What You Want
Communicating Effectively in Emergencies	Conducting Effective Meetings-Supervisors	Telephone Etiquette
Communicating in a Global Workplace	Email Best Practices for All Employees	The Art of Listening for Enhanced Communication
Communicating Through Social Media	Effective Communication for Supervisors	Top-Down Communication for Supervisors
Communicating Up-How to Talk to High Level Mgt.	Effective Meetings for Employees	
Customer Service		
Challenging Situations:	Customer Relationship Management:	General Workplace Skills:
Conflict Resolution for Employees	Connecting with Customers	How to Manage Time Wisely-A Guide for Employees
Problem Solving for Employees	Customer Service Skills: How We Can All Improve	Teambuilding for All Employees
Communication Skills:	How to Maintain Customer Loyalty	Time Management Skills for Employees
Business Writing for Employees	Identifying Customers' Needs	Supervising Customer Care Staff:
Effective Communication for Employees	Making Customers Feel Special	Coaching for Superior Employee Performance
The Power of Listening	Turning Satisfied Customers into Repeat Customers	Customer Service-How to Promote Among Staff
Customer Communications:	Employee Attitude:	Motivating Employees-Tips & Tactics
Email Best Practices for All Employees	Maintaining a Positive Attitude	
Phone Skills	Stress Management	
	Stress Management (Multimedia)	
Safety		
Avoiding Back Injuries	Fire Extinguishers	Preventing Workplace Violence-Employees
Avoiding Exposure to Bloodborne Pathogens	Good Housekeeping	Recordkeeping--Injury and Illness
Back Safety	Hazard Communication - GHS and Your Right to Know	Saving Energy at Work and Beyond
Back Safety (Spanish)	Hazard Communication & GHS-Employees (Spanish)	Shiftwork Safety
Basic First Aid for Medical Emergencies	Home Safety	Stress Management
Bloodborne Pathogens - General	Mold Hazards and Prevention	Substance Abuse in Workplace-Employees
Bloodborne Pathogens - General (Spanish)	New Employee Safety Orientation	Substance Abuse in Workplace-Employees (Spanish)
Defensive Driving-Noncommercial Motorists	Office Ergonomics	Substance Abuse in Workplace-Supervisors
Defensive Driving-Commercial Motor Vehicles	Office Hazards	Violence in the Workplace-Supervisors Prevent/Defuse
Disaster Planning-Employees	Office Hazards- What Supervisors Need to Know	Water Conservation - Making Every Drop Count
Disaster Planning-Supervisors	Paperless Office-Conservation for Employees	What You Need to Know About Identity Theft
Emergency Action and Fire Prevention	Pandemic Flu--How to Prevent and Respond	Workplace Safety for Employees
Emergency Action and Fire Prevention (Spanish)	Preventing Slips, Trips, Falls-Employees	Workplace Safety for Employees (Spanish)
Exit Routes--Supervisors	Preventing Slips, Trips, Falls-Employees (Spanish)	Workplace Security for Employees