

**Winter 2019**  
**MCPB SHORT COURSE ONLINE TRAINING TITLES**

PLEASE NOTE: 1) You may choose up to eight (8) short online training titles per one monthly training request.

2) 30 minutes (1/2 hour) of credit is awarded for each completed and passed short online course.

<b>HR Employment</b>		
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
<b>Leadership for Managers and Supervisors</b>		
Business Writing for Supervisors	Leadership Skills-New Supervisors & Managers	Professional Behavior-Supervisors
Coaching Employee Performance	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 Meetings-Supervisors	New Supervisors' Guide to Effective Supervision	Training the Trainer-Effective Techniques
Encouraging Employee Input	Performance Goals for Supervisors	Training the Trainer-Effective Techniques (Spanish)
Handling Employee Complaints	Planning and Organizing Skills-Supervisors	Workplace Ethics for Supervisors
How to Manage Challenging Employees	Problem Solving for Supervisors	
<b>Leadership for Employees</b>		
Becoming a Leader-Leadership Role Prep	Email Best Practices for All Employees	Problem Solving for Employees
Business Ethics-Employees	Effective Communication for Employees	Stress Management
Business Writing for Employees	Effective Decision-Making Strategies-Employees	Stress Management (Video)
Conflict Resolution for Employees	Effective Meetings for Employees	Teambuilding for All Employees
Crash Course in Leadership Skills	How to Manage Time Wisely-Employees	Time Management Skills for Employees
Critical Thinking for Employees	Negotiating Skills for All Employees	Working With Others to Get Things Done
Dealing with Workplace Change	Organizing & Planning for Success-Employees	

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<b>Communicating Effectively at Work</b>		
Business Writing for Supervisors/Managers	Communication Between All Ages in Workplace	Effective Meetings for Employees
Business Writing Skills for Employees	Communication Skills for Employees	Mastering Presentation Skills: Speaking in Front of People
Communicating Effectively in Emergencies	Conducting Effective Meetings-Supervisors	Persuasive Communication: How to Ask for What You Want
Communicating in a Global Workplace	Email Best Practices for All Employees	Telephone Etiquette
Communicating Through Social Media	Effective Communication for Supervisors	The Art of Listening for Enhanced Communication
Communicating Up-How to Talk to High Level Mgt.	Effective Communication for Employees	Top-Down Communication for Supervisors
<b>Customer Service</b>		
<b>Employee Attitude:</b>	<b>Challenging Situations:</b>	<b>Customer Relationship Management:</b>
Maintaining a Positive Attitude	Conflict Resolution for Employees	Connecting with Customers
Stress Management	Problem Solving for Employees	Customer Service Skills: How We Can All Improve
Stress Management (Multimedia)		How to Maintain Customer Loyalty
<b>Supervising Customer Care Staff:</b>	<b>Customer Communications:</b>	Identifying Customers' Needs
Coaching for Superior Employee Performance	Email Best Practices for All Employees	Making Customers Feel Special
Customer Service-How to Promote Among Staff	Phone Skills	Turning Satisfied Customers into Repeat Customers
Motivating Employees-Tips & Tactics	The Power of Listening	
<b>Safety</b>		
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