SHORT COURSE ONLINE TRAINING – January-February 2025

This is online and on-demand training open to Mobile Civil Service employees. You may request up to 8 titles within a month from any of the groups below using the **Primary Training Request Form.** You will receive 30 minutes (1/2 hour) training credit for each completed course. See: https://www.personnelboard.org/employees/training/training-forms/

COMMUNICATING EFFECTIVELY AT WORK	
Business Writing for Supervisors and Managers	Telephone Etiquette
Business Writing Skills for Employees	The Art of Listening for Enhanced Communication
Communicating Effectively in Emergencies	Top-Down Communication for Supervisors
Communicating in a Global Workplace	
Communicating Through Social Media	**Meetings:**
Communicating Up: How to Talk to High-Level Mgt.	Effective Meetings for Employees
Communication Between All Ages in the Workplace and Diversity for all Employees	Effective Meetings: How to for Supervisors
Communication Skills for Employees	Leading Engaging Zoom Meetings **NEW**
Email Best Practices for All Employees	Mastering Your Presentation Skills: How to Speak in Front of People
Negotiating Skills for All Employees	Virtual Meetings: Etiquette and Effectiveness **NEW**

CUSTOMER SERVICE		
CHALLENGING SITUATIONS	**CUSTOMER RELATIONSHIP MGT.**	**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	Team Building for All Employees
COMMUNICATION SKILLS	Handling Customer Complaints	Time Management Skills for Employees
Business Writing Skills for Employees	How to Maintain Customer Loyalty	
The Power of Listening	Identifying Customers' Needs	**EMPLOYEE ATTITUDE**
Email Best Practices for All Employees	Making Customers Feel Special	Maintaining a Positive Attitude
Telephone Etiquette	Turning Satisfied Customers into Repeat Customers	Stress Management
SUPERVISING CUSTOMER CARE STAFF		
Coaching for Superior Employee Performance		
Customer Service-How to Promote Excellent Service Among Your Staff		
Motivating Employees-Tips & Tactics		

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HEALTH AND SAFETY	
Active Shooter On-Site: What Every Employee Should Do	Mold Hazards and Prevention
Active Shooter On-Site: What Every Employee Should Do (Spanish)	New Employee Safety Orientation
Avoiding Back Injuries	Office Ergonomics
Avoiding Back Injuries (Spanish)	Office Ergonomics (Spanish)
Avoiding Exposure to Bloodborne Pathogens	Office Hazards
Avoiding Exposure to Bloodborne Pathogens (Spanish)	Preventing Slips, Trips, and Falls: Employees
Basic First Aid for Medical Emergencies	Preventing Slips, Trips, and Falls: Employees (Spanish)
Communicating Effectively in Emergencies	Preventing Workplace Violence: Employees
Defensive Driving for Noncommercial Motorists	Reasonable Suspicion and Responding to Substance Abuse for Supervisors
Defensive Driving for Noncommercial Motorists (Spanish)	Saving Energy at Work and Beyond
Defensive Driving: Commercial Motor Vehicles	Shiftwork Safety
Defensive Driving: Commercial Motor Vehicles (Spanish)	Stress Management
Disaster Planning: What Employees Need to Know	Substance Abuse in the Workplace: Employees
Disaster Planning: What Employees Need to Know (Spanish)	Substance Abuse in the Workplace: Employees (Spanish)
Disaster Planning: What Supervisors Need to Know	Substance Abuse in the Workplace: Supervisors
Emergency Action and Fire Prevention	The Paperless Office: Conservation for Employees
Emergency Action and Fire Prevention (Spanish)	Violence in the Workplace: Prevent & Defuse-Supervisors
Exit Routes: Supervisors	Water Conservation: Making Every Drop Count
Fire Extinguishers Safe Use and Handling	What You Need to Know About Identity Theft
Good Housekeeping	Workplace Safety for Employees
Hazard Communication & GHS: Employees	Workplace Safety for Employees (Spanish)
Hazard Communication & GHS: Employees (Spanish)	Workplace Security for Employees
Home Safety	Workplace Security for Employees (Spanish)
Keeping Yourself and Your Family Healthy	

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HR EMPLOYMENT	
BENEFITS AND LEAVE	**HR MANAGEMENT**
Affordable Care Act: What You Need to Know	Business Ethics: What Employees Need to Know
FMLA for Supervisors	Business Ethics: What Employees Need to Know (Spanish)
How to Explain the 401(k) to Your Employees	Effective Meetings: How to for Supervisors
How to Manage Military Leave	Employment Law for Supervisors: Should and Shouldn't Do
Introduction to FMLA for HR	Essential HR: For Those with Recent Responsibilities
Understanding COBRA/HIPAA for Supervisor	FLSA: What Supervisors Need to Know (Fair Labor Standards Act)
DISCRIMINATION	Handling Employee Complaints
Americans with Disabilities Act: What Supervisors Need to Know	HIPAA: What Employees Need to Know
Diversity for All Employees	HIPAA: Your Obligations Under the Privacy Rule
Diversity for All Employees (Spanish)	HIPAA: Your Obligations Under the Privacy Rule (Spanish)
Diversity for All Employees (Alternative) (also in Spanish)	Job Descriptions: How to Write Them Effectively
Diversity Fundamentals for Supervisors	NLRA and Unions: What Supervisors Need to Know
Communication Between All Ages in the Workplace and Diversity for all Employees	Recordkeeping and Notice Requirements
How to Prevent and Respond to Bullying at Work	Understanding COBRA/HIPAA for supervisors
Preventing Sexual Harassment: A Guide for Employees	Workers' Compensation: What Supervisors Need to Know
Preventing Sexual Harassment: A Guide for Supervisors	Workplace Diversity for Employees
Sexual Harassment: Draw the Line	Workplace Diversity for Supervisors
Sexual Harassment in the Digital Age	Workplace Ethics for Supervisors
Sexual Harassment: What Employees Need to Know	Workplace Harassment: What Employees Need to Know
Sexual Harassment: What Employees Need to Know (Spanish)	Workplace Harassment: What Employees Need to Know (Spanish)
Sexual Harassment: What Supervisors Need to Know	Workplace Harassment: What Supervisors Need to know
Workplace Harassment: What Employees Need to Know	Workplace Privacy: What Supervisors Need to Know
Workplace Harassment: What Employees Need to Know (Spanish)	Workplace Security for Employees
Workplace Harassment: What Supervisors Need to Know	Workplace Security for Employees (Spanish)
STAFFING AND TRAINING	
Coaching for Superior Employee Performance: Supervisors	
Hiring Legally	**PERFORMANCE AND TERMINATION**
How to Conduct New Employee Orientation	Attendance Management: What Supervisors Need to Know
How to Manage Challenging Employees	Conducting Effective Performance Appraisals
Interviewing Skills for Supervisors	Grounds for Termination: Managers & Supervisors
Job Descriptions: How to Write Them Effectively	How to Manage Challenging Employees
Leadership Skills: New Supervisors & Managers Need to Know	Measuring Job Performance: What Supervisors Need to Know
Reducing Turnover and Increasing Retention	Progressive Discipline
Team Building for Supervisors Substance Abuse in the Workplace: Supervisors	
Training the Trainer: Effective Techniques for Dynamic Training	
Training the Trainer: Effective Techniques for Dynamic Training (Spanish)	

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Leadership for Managers/Supervisors	Leadership for Employees
Attendance Management: What Supervisors Need to Know	Adaptability and Resilience
Business Writing for Supervisors and Managers	Business Ethics: What Employees Need to Know
Change Management for Supervisors	Business Ethics: What Employees Need to Know (Spanish)
Coaching for Superior Employee Performance: Techniques	Business Writing Skills for Employees
Communicating Up: How to Talk to High-Level Management	Communication Skills for Employees
Conflict of Interest in the Workplace	Conflict Resolution for Employees
Conflict Resolution for Supervisors	Critical Thinking for Employees
Creating a Successful Wellness Program: Managers	Cross-Cultural Competency in the Workplace **NEW**
Delegation	Change: What Employees Need to Know
Effective Meetings: How to for Supervisors	Email Best Practices for All Employees
Emotional Intelligence	Emotional Intelligence
Employee Burnout: Supervisor Tools for Prevention & Response	Effective Decision-Making Strategies for Employees
Employee Engagement	Effective Meetings for Employees
Encouraging Employee Input	Giving and Receiving Feedback
Giving and Receiving Feedback	How to Manage Time Wisely: A Guide for Employees
Handling Employee Complaints	Leading Without Authority
How to Manage Challenging Employees	Negotiating Skills for All Employees
Leadership Skills: What New Supervisors/Mgrs. Need to Know	Organizing & Planning for Success: Employees
Leading Innovative Teams	Problem Solving for Employees
Mastering Your Presentation Skills: How to Speak in Front of People	Professional Workplace Conduct for Employees
Motivating Employees: Tips and Tactics for Supervisors	Recognizing & Overcoming Unconscious Bias for Employees & Supervisors
Negotiation Skills for Supervisors	Self-Leadership and Accountability
New Supervisors' Guide to Effective Supervision Performance Goals: Goals Manage Employees More Effectively	Stress Management
Planning and Organizing Skills for Supervisors	Teambuilding for All Employees
Problem Solving for Supervisors	Time Management Skills for Employees
Professional Behavior: What Supervisors Need to Know	Training the Trainer: Effective Techniques
Recognizing and Avoiding Favoritism	Training the Trainer: Effective Techniques (Spanish)
Recognizing & Overcoming Unconscious Bias for Employees & Supervisors	Training the Trainer: Effective Techniques for Dynamic Training
Stress Management	
Supervising Special Groups	
Time Management for Supervisors	
Teambuilding for Supervisors	
Workplace Harassment: What Supervisors Need to know	

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BUSINESS SKILLS	
CYBER SECURITY	**WELLNESS**
Cyber Security for Remote Workers	A Manager's Role in Wellness
Cyber Security Module 1: What is Cyber Security?	All About Nutrition
Cyber Security Module 2: Types of Cyber Threats	Balancing Work and Home
Cyber Security Module 3: Anatomy of a URL- ID Web Links	Creating a Successful Wellness Program: Managers
Cyber Security Module 4: Email Security- Cyber Attack	Driver Wellness
Cyber Security Module 5: Safe Web Browsing-Malicious Webpages	Financial Wellness
Cyber Security Module 6: Creating & Using Passwords	Fitness for Everyone
Cyber Security Module 7: Protecting & Securing Your Data	Hazards of Smoking: How to Quit
Cyber Security Module 8: Mobile Device Best Practices	Healthy Aging
Data Protection Essentials **NEW**	Healthy Sleep Habits
Information Security and Cyber Risk Assessment **NEW**	Heart Health
PROJECT MANAGEMENT	Keeping Yourself and Your Family Healthy
Delegation for Project Management	Successful Weight Management
Lean Project Management	Wellness and You
Project Management: Planning	What You Need to Know About Headaches
Project Management: Stakeholders	**ADDITIONAL BUSINESS SKILLS**
Project Management: The Beginning	Basic Business Finance **NEW**
Project Management: Troubleshooting	Change Management for Supervisors
Project Planning: Budgeting	Change: Employees Need to Know
Project Quality Management	Critical Thinking for Employees
Project Risk Management	Handling Employee Complaints
Teambuilding for Employees	Encouraging Employee Input
Time Mgt. Skills for Employees / Time Mgt. Skills for Supervisors	Virtual Meetings: Etiquette and Effectiveness

MICROSOFT BUSINESS SOFTWARE		
WORD Basics in 30 Minutes	**EXCEL Basics in 30 Minutes**	**EXCEL Intermediate in 30 min.**
(Part 1): Navigating/Creating Documents	(Part 1): Getting Started	(Part 1): Using Named Ranges
(Part 2): Adding Text, Printing, Customizing	(Part 2): Entering Data	(Part 2): Working with Date Functions
(Part 3): Formatting Text	(Part 3): Calculations	(Part 3): Working with Logical Functions
(Part 4): Working Efficiently	(Part 4): Modifying Worksheets	(Part 4): Working with Text and Math Functions
(Part 5): Creating Lists/Tables	(Part 5): Text/Number Formats	(Part 5): Sorting and Filtering Lists
(Part 6): Graphics and Page Appearance	(Part 6): Formatting Cell Contents	(Part 6): Querying and Subtotals with Lists
(Basics Part 7): Preparing to Publish	(Part 7): Conditional Formatting	(Part 7): Analyzing Data with Tables Formatting
Creating Word Templates	(Part 8): Printing and Page Layout	(Part 8): Visualizing Data with Charts
	(Part 9): Worksheets/Workbooks	(Part 9): Advanced Charting, Trend lines, Graphics
	(Part 10): Customizing Options	(Part 10): Creating PivotTables
		(Part 11): Advanced PivotTables and Slicers

OTHER (30-Minutes)			
Microsoft Forms Essentials	OneDrive	Outlook Online-Calendar	Saving Time in Outlook
Microsoft Teams	Windows 11 Essentials	Outlook Online-Email	