



## MCPB SHORT COURSE ONLINE TRAINING – Summer 2024



Choose any titles from any of the groups listed below. You may request up to 8 titles within a month. Please use the UNIVERSAL TRAINING REQUEST FORM. We credit you with 30 minutes (1/2 hour) of training for each completed course.

<b>COMMUNICATING EFFECTIVELY AT WORK</b>	
Business Writing for Supervisors and Managers	Email Best Practices for All Employees
Business Writing Skills for Employees	Effective Meetings for Employees
Communicating Effectively in Emergencies	Effective Meetings: How to for Supervisors
Communicating in a Global Workplace	Mastering Your Presentation Skills: How to Speak in Front of People
Communicating Through Social Media	Negotiating Skills for All Employees
Communicating Up: How to Talk to High-Level Mgt.	Telephone Etiquette
Communication Between All Ages in the Workplace and Diversity for all Employees	The Art of Listening for Enhanced Communication
Communication Skills for Employees (recommended for most HR Employment categories)	Top-Down Communication for Supervisors

<b>CUSTOMER SERVICE</b>		
<b><u>CHALLENGING SITUATIONS</u></b>	<b><u>CUSTOMER RELATIONSHIP MGT.</u></b>	<b><u>GENERAL WORKPLACE SKILLS</u></b>
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
<b><u>COMMUNICATION SKILLS</u></b>	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	<b><u>EMPLOYEE ATTITUDE</u></b>
Email Best Practices for All Employees	Making Customers Feel Special	Maintaining a Positive Attitude
Telephone Etiquette	Turning Satisfied Customers into Repeat Customers	Stress Management
<b><u>SUPERVISING CUSTOMER CARE STAFF</u></b>		
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	Keeping Yourself and Your Family Healthy
Active Shooter On-Site: What Every Employee Should Do (Spanish)	Mold Hazards and Prevention
Acute Respiratory Illness Pandemics: Prevention and Response	New Employee Safety Orientation
Acute Respiratory Illness Pandemics: Prevention and Response (Spanish)	New Employee Safety Orientation (Spanish)
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)	Pandemic Flu: How to Prevent and Respond
Basic First Aid for Medical Emergencies	Preventing Slips, Trips, and Falls: Employees
Communicating Effectively in Emergencies	Preventing Slips, Trips, and Falls: Employees (Spanish)
Defensive Driving for Noncommercial Motorists	Preventing Workplace Violence: Employees
Defensive Driving for Noncommercial Motorists (Spanish)	Reasonable Suspicion and Responding to Substance Abuse for Supervisors
Defensive Driving: Commercial Motor Vehicles	Saving Energy at Work and Beyond
Defensive Driving: Commercial Motor Vehicles (Spanish)	Shiftwork Safety
Disaster Planning: What Employees Need to Know	Stress Management
Disaster Planning: What Employees Need to Know (Spanish)	Substance Abuse in the Workplace: Employees
Disaster Planning: What Supervisors Need to Know	Substance Abuse in the Workplace: Employees (Spanish)
Emergency Action and Fire Prevention	Substance Abuse in the Workplace: Supervisors
Emergency Action and Fire Prevention (Spanish)	The Paperless Office: Conservation for Employees
Exit Routes: Supervisors	Violence in the Workplace: Prevent & Defuse-Supervisors
Fire Extinguishers Safe Use and Handling	Water Conservation: Making Every Drop Count
Fire Extinguishers Safe Use and Handling (Spanish)	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)



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### HR EMPLOYMENT

<b>BENEFITS AND LEAVE</b>		<b>HR MANAGEMENT</b>
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 <b>NEW</b>		Essential HR: For Those with Recent Responsibilities
Understanding COBRA/HIPAA for Supervisor		FLSA: What Supervisors Need to Know (Fair Labor Standards Act)
<b>DISCRIMINATION</b>		Handling Employee Complaints
Americans with Disabilities Act: What Supervisors Need to Know		HIPAA: What Employees Need to Know <b>NEW</b>
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 in the Digital Age		Workplace Diversity for Supervisors
Sexual Harassment: Draw the Line		Workplace Ethics for Supervisors
Sexual Harassment: What Employees Need to Know		Workplace Harassment: What Employees Need to Know (Spanish)
Sexual Harassment: What Employees Need to Know (Spanish)		Workplace Harassment: What Employees Need to Know
Sexual Harassment: What Supervisors Need to Know		Workplace Privacy: What Supervisors Need to Know
Workplace Harassment: What Employees Need to Know		Workplace Security for Employees
Workplace Harassment: What Employees Need to Know (Spanish)		Workplace Security for Employees (Spanish)
Workplace Harassment: What Supervisors Need to Know		
<b>STAFFING AND TRAINING</b>		<b>PERFORMANCE AND TERMINATION</b>
Coaching for Superior Employee Performance: Supervisors		Attendance Management: What Supervisors Need to Know
Hiring Legally		Conducting Effective Performance Appraisals
How to Conduct New Employee Orientation		Grounds for Termination: Managers & Supervisors
How to Manage Challenging Employees		How to Manage Challenging Employees
Interviewing Skills for Supervisors		Measuring Job Performance: What Supervisors Need to Know
Job Descriptions: How to Write Them Effectively		Progressive Discipline
Leadership Skills: New Supervisors & Managers Need to Know		Substance Abuse in the Workplace: Supervisors
Reducing Turnover and Increasing Retention		Terminating Employees: The Process
Team Building for Supervisors	Teambuilding for All Employees	
Training the Trainer: Effective Techniques for Dynamic Training		
Training the Trainer: Effective Techniques for Dynamic Training (Spanish)		



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<b>Leadership for Managers/Supervisors</b>	<b>Leadership for Employees</b>
Attendance Management: What Supervisors Need to Know	Adaptability and Resilience <b>NEW</b>
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 <b>NEW</b>	Conflict Resolution for Employees
Conflict Resolution and Consensus Building	Critical Thinking for Employees
Conflict Resolution for Supervisors	Change: What Employees Need to Know
Delegation	Email Best Practices for All Employees
Effective Meetings: How to for Supervisors	Emotional Intelligence
Emotional Intelligence	Effective Decision-Making Strategies for Employees
Employee Burnout: Supervisor Tools for Prevention & Response	Effective Meetings for Employees
Employee Engagement	Giving and Receiving Feedback
Encouraging Employee Input	How to Manage Time Wisely: A Guide for Employees
Giving and Receiving Feedback	Leading Without Authority
Handling Employee Complaints	Negotiating Skills for All Employees
How to Manage Challenging Employees	Organizing & Planning for Success: Employees Need to Know
Leadership Skills: What New Supervisors/Mgrs. Need to Know	Problem Solving for Employees
Leading Innovative Teams	Professional Workplace Conduct for Employees <b>NEW</b>
Mastering Your Presentation Skills: How to Speak in Front of People	Self-Leadership and Accountability <b>NEW</b>
Motivating Employees: Tips and Tactics for Supervisors	Stress Management
Negotiation Skills for Supervisors	Teambuilding for All Employees
New Supervisors' Guide to Effective Supervision	Time Management Skills for Employees
Performance Goals: How Goals Help Supervisors Manage Employees More Effectively	Training the Trainer: Effective Techniques
Planning and Organizing Skills for Supervisors	Training the Trainer: Effective Techniques (Spanish)
Problem Solving for Supervisors	Training the Trainer: Effective Techniques for Dynamic Training
Professional Behavior: What Supervisors Need to Know	<b><u>Unconscious bias and more</u></b>
Recognizing and Avoiding Favoritism <b>NEW</b>	Interrupting Unconscious Bias for Supervisors
Supervising Special Groups	Recognizing and Avoiding Favoritism
Teambuilding for Supervisors	Recognizing & Overcoming Unconscious Bias for Employees and Supervisors
Workplace Harassment: What Supervisors Need to know	Recognizing & Overcoming Unconscious Bias for Employees and Supervisors (Alternative)



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### BUSINESS SKILLS

<b>CYBER SECURITY</b>	<b>WELLNESS</b>
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
<b>PROJECT MANAGEMENT</b>	Healthy Sleep Habits
Delegation for Project Management	Heart Health
Lean Project Management	Keeping Yourself and Your Family Healthy
Project Management: Planning	Successful Weight Management
Project Management: Stakeholders	Wellness and You
Project Management: The Beginning	What You Need to Know About Headaches
Project Management: Troubleshooting	<b>ADDITIONAL BUSINESS SKILLS</b>
Project Planning: Budgeting	Change Management for Supervisors
Project Quality Management	Change: Employees Need to Know
Project Risk Management	Critical Thinking for Employees
Teambuilding for Employees	Handling Employee Complaints
Time Management Skills for Employees	Encouraging Employee Input
Time Management for Supervisors	Virtual Meetings: Etiquette and Effectiveness <b>NEW</b>
<b>BUSINESS SOFTWARE</b>	
Windows 11 Essentials	OneDrive in 30 Minutes
Microsoft Forms Essentials	Outlook Online-Calendar in 30 minutes
Microsoft Teams in 30 Minutes	Outlook Online-Email in 30 minutes
<b>MICROSOFT EXCEL in 30 Minutes</b>	Saving Time in Outlook
(Basics Part 1): Getting Started	<b>MICROSOFT EXCEL in 30 Minutes (cont.)</b>
(Basics Part 2): Entering Data	(Intermediate Part 7): Analyzing Data with Tables Formatting
(Basics Part 3): Calculations	(Intermediate Part 8): Visualizing Data with Charts
(Basics Part 4): Modifying Worksheets	(Intermediate Part 9): Advanced Charting, Trend lines, Graphics
(Basics Part 5): Text/Number Formats	(Intermediate Part 10): Creating PivotTables
(Basics Part 6): Formatting Cell Contents	(Intermediate Part 11): Advanced PivotTables and Slicers
(Basics Part 7): Conditional Formatting	<b>MICROSOFT WORD in 30 Minutes</b>
(Basics Part 8): Printing and Page Layout	(Basics Part 1): Navigating and Creating Documents
(Basics Part 9): Worksheets/Workbooks	(Basics Part 2): Adding Text, Printing, Customizing
(Basics Part 10): Customizing Options	(Basics Part 3): Formatting Text
(Intermediate Part 1): Using Named Ranges	(Basics Part 4): Working Efficiently
(Intermediate Part 2): Working with Date Functions	(Basics Part 5): Creating Lists/Tables
(Intermediate Part 3): Working with Logical Functions	(Basics Part 6): Graphics and Page Appearance
(Intermediate Part 4): Working with Text and Math Functions	(Basics Part 7): Preparing to Publish
(Intermediate Part 5): Sorting and Filtering Lists	Creating Word Templates
(Intermediate Part 6): Querying and Subtotals with Lists	