

Spring-Summer 2021

MCPB SHORT COURSE ONLINE TRAINING TITLES

- 1) Choose any titles from any of the groupings listed below.
- 2) Request up to 8 titles per one monthly training request.
- 3) 30 minutes (1/2 hour) of credit given for each course that is completed and passed.

COMMUNICATING EFFECTIVELY AT WORK	
Business Writing for Supervisors and Managers	E-Mail 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 Management	Telephone Etiquette
Communication Between All Ages in the Workplace	The Art of Listening for Enhanced Communication
Communication Skills for Employees	Top-Down Communication for Supervisors

CUSTOMER SERVICE		
<u>CHALLENGING SITUATIONS</u>	<u>CUSTOMER RELATIONSHIP MGT.</u>	<u>GENERAL WORKPLACE SKILLS</u>
Conflict Resolution for Employees	Connecting with Customers	Business Writing Skills for Employees
Problem Solving for Employees	Customer Service Skills: How We Can All Improve	How to Manage Time Wisely: A Guide for Employees
<u>COMMUNICATION SKILLS</u>	How to Maintain Customer Loyalty	
Business Writing Skills for Employees	Identifying Customers' Needs	Team Building for All Employees
Communication Skills for Employees	Making Customers Feel Special	Time Management Skills for Employees
	Turning Satisfied Customers into Repeat Customers	
<u>CUSTOMER COMMUNICATIONS</u>	<u>EMPLOYEE ATTITUDE</u>	<u>SUPERVISING CUSTOMER CARE STAFF</u>
Email Best Practices for All Employees	Maintaining a Positive Attitude	Coaching for Superior Employee Performance
Phone Skills	Stress Management	Customer Service-How to Promote Excellent Service Among Your Staff
The Power of Listening	Stress Management (Multimedia)	Motivating Employees-Tips & Tactics

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HEALTH AND SAFETY	
Active Shooter On-Site: What Every Employee Should Do	New Employee Safety Orientation
Avoiding Back Injuries	Office Ergonomics
Avoiding Exposure to Bloodborne Pathogens	Office Hazards
Back Safety (Spanish)	Office Hazards: What Supervisors Need to Know
Basic First Aid for Medical Emergencies	Preventing Slips, Trips, and Falls: Employees
Bloodborne Pathogens: General (Spanish)	Preventing Slips, Trips, and Falls: Employees (Spanish)
Defensive Driving for Noncommercial Motorists	Preventing Workplace Violence: Employees
Defensive Driving: Commercial Motor Vehicles	Saving Energy at Work and Beyond
Disaster Planning: What Employees Need to Know	Shiftwork Safety
Disaster Planning: What Supervisors Need to Know	Stress Management
Emergency Action and Fire Prevention	Substance Abuse in the Workplace: Employees
Emergency Action and Fire Prevention (Spanish)	Substance Abuse in the Workplace: Employees (Spanish)
Exit Routes: Supervisors	Substance Abuse in the Workplace: Supervisors
Fire Extinguishers Safe Use and Handling	Violence in the Workplace: Prevent & Defuse-Supervisors
Good Housekeeping	Water Conservation: Making Every Drop Count
Hazard Communication & GHS: Employees	What You Need to Know About Identity Theft
Hazard Communication & GHS: Employees (Spanish)	Workplace Safety for Employees
Home Safety	Workplace Safety for Employees (Spanish)
Mold Hazards and Prevention	Workplace Security for Employees
The Paperless Office: Conservation for Employees	Workplace Security for Employees (Spanish)
HEALTH AND SAFETY: PANDEMIC AND COVID-19	
Acute Respiratory Illness Pandemic Training for Healthcare Workers	COVID-19 and the Workplace: Housekeeping and Hygiene
Acute Respiratory Illness Pandemic Training for Healthcare Workers (Spanish)	Disaster Planning: What Employees Need to Know
Acute Respiratory Illness Pandemic Training: Prevention & Response	Home Safety
Acute Respiratory Illness Pandemics: Prevention & Response (Spanish)	Keeping Yourself and Your Family Healthy
Balancing Work and Home	Pandemic Flu: How to Prevent and Respond
Communicating Effectively in Emergencies	Telecommuting and Other Alternative Work Arrangements for Employees
	Telecommuting and Other Alternative Work Arrangements for Supervisors

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HR EMPLOYMENT	
<u>BENEFITS AND LEAVE</u>	<u>HR MANAGEMENT</u>
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: What You Should and Shouldn't Do
Understanding COBRA/HIPAA for Supervisor	Essential HR: For Those with Recent Responsibilities
	Handling Employee Complaints
<u>DISCRIMINATION</u>	HIPAA: What Employees Should Know
Americans with Disabilities Act: What Supervisors Need to Know	HIPAA: Your Obligations Under the Privacy Rule
Diversity for All Employees	Job Descriptions: How to Write Them Effectively (MULTIMEDIA)
Diversity for All Employees (Spanish)	NLRA and Unions: What Supervisors Need to Know
Diversity Fundamentals for Supervisors	Recordkeeping and Notice Requirements
Generational Diversity	Strategies for Legally Avoiding Unions
How to Prevent and Respond to Bullying at Work	Teambuilding for Supervisors
Preventing Sexual Harassment: A Guide for Supervisors	Workers' Compensation: What Supervisors Need to Know
Sexual Harassment: What Employees Need to Know	Workplace Diversity for Employees
Sexual Harassment: What Employees Need to Know (Spanish)	Workplace Diversity for Supervisors
Sexual Harassment: What Supervisors Need to Know	Workplace Ethics for Supervisors
Workplace Harassment: What Employees Need to Know	Workplace Privacy: What Supervisors Need to Know
Workplace Harassment: What Supervisors Need to Know	Workplace Security for Employees
<u>STAFFING AND TRAINING</u>	
Coaching for Superior Employee Performance: Supervisors	<u>PERFORMANCE AND TERMINATION</u>
Customer Service Skills: How We Can All Improve	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
How to Manage Time Wisely: A Guide for Employees	Measuring Job Performance: What Supervisors Need to Know
Interviewing Skills for Supervisors	Progressive Discipline
Job Descriptions: How to Write Them Effectively (MULTIMEDIA)	Substance Abuse in the Workplace: Supervisors
Leadership Skills: New Supervisors and Managers Need to Know	Terminating Employees: The Process
Motivating Employees: Tips and Tactics for Supervisors	
Reducing Turnover and Increasing Retention	Recommended for all HR Employment Categories:
Team Building for All Employees	Communication Skills for Employees
Time Management Skills for Employees	
Training the Trainer: Effective Techniques for Dynamic Training	

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LEADERSHIP FOR MANAGERS AND SUPERVISORS	LEADERSHIP FOR EMPLOYEES
Business Writing for Supervisors and Managers	Business Ethics: What Employees Need to Know
Coaching for Superior Employee Performance: Techniques for Supervisors	Business Writing Skills for Employees
Communicating Up: How to Talk to High-Level Management	Communication Skills for Employees
Conflict Resolution and Consensus Building	Conflict Resolution for Employees
Dealing with Change: How Supervisors Can Help	Crash Course in Leadership Skills
Effective Meetings: How to for Supervisors	Critical Thinking for Employees
Encouraging Employee Input	Dealing with Workplace Change: What Employees Need to Know
Handling Employee Complaints	E-Mail Best Practices for All Employees
How to Manage Challenging Employees	Effective Decision-Making Strategies for Employees
Leadership Skills: What New Supervisors and Managers Need to Know	Effective Meetings for Employees
Motivating Employees: Tips and Tactics for Supervisors	How to Manage Time Wisely: A Guide for Employees
Negotiation Skills for Supervisors	Leadership Skills: What New Supervisors and Managers Need to Know
New Supervisors' Guide to Effective Supervision	Negotiating Skills for All Employees
Performance Goals: How Goals Help Supervisors Manage Employees More Effectively	Organizing and Planning for Success: What Employees Need to Know
Planning and Organizing Skills for Supervisors	Problem Solving for Employees
Problem Solving for Supervisors	Stress Management
Professional Behavior: What Supervisors Need to Know	Stress Management (MULTIMEDIA)
Supervising Special Groups	Team Building for All Employees
Time Management for Supervisors	Time Management Skills for Employees
Top-Down Communication for Supervisors	Training the Trainer: Effective Techniques for Dynamic Training
Training the Trainer: Effective Techniques for Dynamic Training	Training the Trainer: Effective Techniques for Dynamic Training (Spanish)
Training the Trainer: Effective Techniques for Dynamic Training (Spanish)	Working with Others to Get Things Done
Workplace Ethics for Supervisors	