



## MCPB SHORT COURSE ONLINE TRAINING –Winter-Spring 2024



Choose any titles from any of the groups listed below. You may request up to 8 titles per 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	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	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 Hazards (MULTIMEDIA)
Avoiding Exposure to Bloodborne Pathogens	Office Hazards: What Supervisors Need to Know
Avoiding Exposure to Bloodborne Pathogens (Spanish)	Pandemic Flu: How to Prevent and Respond
Balancing Work and Home	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 (MULTIMEDIA)
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
Employee Burnout: Supervisor Tools for Prevention & Response	Water Conservation: Making Every Drop Count
Exit Routes: Supervisors	What You Need to Know About Identity Theft
Fire Extinguishers Safe Use and Handling (INT)	Workplace Safety for Employees
Good Housekeeping	Workplace Safety for Employees (Spanish)
Hazard Communication & GHS: Employees	Workplace Security for Employees
Hazard Communication & GHS: Employees (Spanish)	Workplace Security for Employees (Spanish)
Home Safety	
Keeping Yourself and Your Family Healthy	



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<b>HR EMPLOYMENT</b>	
<b><u>BENEFITS AND LEAVE</u></b>	<b><u>HR MANAGEMENT</u></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
Understanding COBRA/HIPAA for Supervisor	Essential HR: For Those with Recent Responsibilities
<b><u>DISCRIMINATION</u></b>	FLSA: What Supervisors Need to Know (Fair Labor Standards Act)
Americans with Disabilities Act: What Supervisors Need to Know	Handling Employee Complaints
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 Fundamentals for Supervisors	Job Descriptions: How to Write Them Effectively (MULTIMEDIA)
Generational Diversity	NLRA and Unions: What Supervisors Need to Know
How to Prevent and Respond to Bullying at Work	Recordkeeping and Notice Requirements
Preventing Sexual Harassment: A Guide for Employees	Strategies for Legally Avoiding Unions
Preventing Sexual Harassment: A Guide for Supervisors	Teambuilding for Supervisors
Sexual Harassment in the Digital Age	U.S. Foreign Corrupt Practices Act
Sexual Harassment: Draw the Line	Understanding COBRA/HIPAA for supervisors
Sexual Harassment: What Employees Need to Know	Workers' Compensation: What Supervisors Need to Know
Sexual Harassment: What Employees Need to Know (Spanish)	Workplace Diversity for Employees
Sexual Harassment: What Supervisors Need to Know	Workplace Diversity for Supervisors
Workplace Harassment: What Employees Need to Know	Workplace Ethics for Supervisors
Workplace Harassment: What Employees Need to Know (Spanish)	Workplace Harassment: What Employees Need to Know (Spanish)
Workplace Harassment: What Supervisors Need to Know	Workplace Harassment: What Employees Need to Know
<b><u>STAFFING AND TRAINING</u></b>	Workplace Privacy: What Supervisors Need to Know
Coaching for Superior Employee Performance: Supervisors	Workplace Security for Employees
Hiring Legally	Workplace Security for Employees (Spanish)
How to Conduct New Employee Orientation	<b><u>PERFORMANCE AND TERMINATION</u></b>
How to Manage Challenging Employees	Attendance Management: What Supervisors Need to Know
How to Manage Time Wisely: A Guide for Employees	Conducting Effective Performance Appraisals
Interviewing Skills for Supervisors	Grounds for Termination: Managers & Supervisors
Job Descriptions: How to Write Them Effectively (MULTIMEDIA)	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 All Employees	Substance Abuse in the Workplace: Supervisors
Time Management Skills for Employees	Terminating Employees: The Process
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	Business Ethics: What Employees Need to Know
Business Writing for Supervisors and Managers	Business Ethics: What Employees Need to Know (Spanish)
Change Management for Supervisors	Business Writing Skills for Employees
Coaching for Superior Employee Performance: Techniques	Communication Skills for Employees
Communicating Up: How to Talk to High-Level Management	Conflict Resolution for Employees
Conflict Resolution and Consensus Building	Critical Thinking for Employees
Conflict Resolution for Supervisors	Dealing with 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 Engagement	Effective Meetings for Employees
Encouraging Employee Input	Giving and Receiving Feedback
Excel for Project Management	How to Manage Time Wisely: A Guide for Employees
Giving and Receiving Feedback	Leadership Skills: What New Supervisors/Mgrs. Need to Know
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 Need to Know
Leading Innovative Teams	Problem Solving for Employees
Motivating Employees: Tips and Tactics for Supervisors	Stress Management (MULTIMEDIA)
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	Working with Others to Get Things Done
Supervising Special Groups	
Time Management for Supervisors	
Top-Down Communication for Supervisors	
Training the Trainer: Effective Techniques	<b><u>UNCONSCIOUS BIAS</u></b>
Training the Trainer: Effective Techniques (Spanish)	Interrupting Unconscious Bias for Supervisors
Workplace Ethics for Supervisors	Recognizing & Overcoming Unconscious Bias for Employees and Supervisors
	Recognizing & Overcoming Unconscious Bias for Employees and Supervisors (Alternative)



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<b>BUSINESS SKILLS</b>	
<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	Avoiding Back Injuries
Cyber Security Module 3: Anatomy of a URL- ID Web Links	Avoiding Back Injuries (Spanish)
Cyber Security Module 4: Email Security- Cyber Attack	Creating a Successful Wellness Program: Managers
Cyber Security Module 5: Safe Web Browsing- Malicious Webpages	Driver Wellness
Cyber Security Module 6: Creating & Using Passwords	Financial Wellness
Cyber Security Module 7: Protecting & Securing Your Data	Fitness for Everyone
Cyber Security Module 8: Mobile Device Best Practices	Hazards of Smoking: How to Quit
	Healthy Aging
<b>PROJECT MANAGEMENT</b>	Healthy Sleep Habits
Delegation for Project Management	Heart Health
Lean Project Management	Office Ergonomics
Project Management: Planning	Office Ergonomics (Spanish)
Project Management: Stakeholders	Successful Weight Management
Project Management: The Beginning	Wellness and You
Project Management: Troubleshooting	What You Need to Know About Headaches
Project Planning: Budgeting	<b>ADDITIONAL BUSINESS SKILLS</b>
Project Quality Management	Change Management for Supervisors
Project Risk Management	Change: Employees Need to Know
Teambuilding for Employees	Critical Thinking for Employees
Time Management Skills for Employees	Handling Employee Complaints
Time Management for Supervisors	Encouraging Employee Input
<b>BUSINESS SOFTWARE</b>	
MS Outlook Online-Calendar	Windows 11 Essentials
MS Outlook Online-Email	Microsoft Forms Essentials
MS Saving Time in Outlook	Microsoft OneDrive
<b>MICROSOFT EXCEL in 30 Minutes</b>	<b>MICROSOFT EXCEL in 30 Minutes (cont.)</b>
(Basics Part 1): Getting Started	(Intermediate Part 6): Querying and Subtotals with Lists
(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