HR & LEADERSHIP

This library features 27 courses focused on helping employees foster teamwork, planning, and goal setting in the workplace.

OQSG
A Smith System Company

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HR & LEADERSHIP

FCPA: Foreign Corrupt Practices Act (FCPA)

This training reviews the Foreign Corrupt Practices Act (FCPA). FCPA requires compliance in business dealings throughout the world.

Runtime Not Available

HR21: DOT Reasonable Suspicion for Supervisors

If you are a supervisor responsible for overseeing Commercial Motor Vehicle (CMV) drivers, you must be able to identify the signs and symptoms of drug and/or alcohol use and abuse among your drivers. The DOT requires those who oversee employees in safety-sensitive positions, to be trained in accordance with regulatory requirements, 49 CFR Sections 382.603 and 382.307. Taking this course helps meet those DOT training requirements. It focuses on what to look for when a driver shows signs of alcohol or drug use and misuse and how to act professionally on those suspicions. Included is a thorough review of the 5-step Reasonable Suspicion Process, which allows you to observe, confirm, and confront a driver, then follow up by documenting the process and sending the driver for drug and alcohol testing.

46 min.

HR22: Drug Awareness

This course provides employees with a basic overview of legal and illegal drugs and the serious consequences of their use and abuse. Topics include the risks and dangers of prescription and street drugs, including opioids and fentanyl, the drugs included in the 5 schedules of the Controlled Substances Act, symptoms of drug use and abuse to look for in yourself and others, and different types of treatments and therapies.

39 min.

HR18: ADA in the Workplace

The Americans with Disabilities Act prohibits discrimination against people with disabilities. This course defines how the ADA applies to the workplace, what is required by covered employers, and what a person with disabilities can expect starting from the interview through job placement. The course defines terms used by the Act, such as "reasonable accommodations," "qualified individual," and "hardship." It also focuses on specifics, such as reasonable accommodation guidance and limitations, conditions not covered by the ADA, health and safety considerations, and ADA recordkeeping requirements.

22 min.

HR19: Anger Management

Everyone feels anger, but how we handle it can be responsible and professional - or disruptive and lead to conflict. This course teaches the anger management skills needed to change habitual anger reactions from dangerous or out-of-control to more conscientious and problem-solving behavior. It explains what the effects of anger can be in the workplace, in the home, and on your health. Tips on problem-solving and constructive help assistance are included.

15 min.

HR01: Change Agility

In today's globalized and interconnected environment, change is a given. To stay ahead of competition and quickly adapt to changing markets, organizations need to possess change agility. This course features five steps managers can use to implement change agility in your company. Also included are tips on building change-agile employees and how to increase and improve your own change agility skills.

12 min.

HR02: Coaching Skills

Organizations are successful when their employees are engaged and motivated. As a manager or supervisor, it's not enough to oversee the daily activities of your team - it's also your responsibility to coach each employee to help them solve problems, make better decisions, progress their careers, and work well with their team. This course defines workplace coaching and offers suggestions on how to improve your coaching skills. The popular GROW model for structuring your coaching sessions is also included.

12 min.

HR03: Creating a Training Plan

Organizations realize when they invest in their employees' ongoing professional development, they reap the benefits of increased employee retention, greater efficiencies, lower costs, and a highly qualified and motivated workforce. This course is designed to assist you in developing a training plan for your organization, so your training is organized, on target, and effective.

14 min.

HR04: Delegation

Identifying tasks that can be delegated and assigning them to employees ready to take on new responsibilities are key management skills. In this course, you will discover the value of delegation to you, your employees, and your organization. You'll learn how to promote individual and team development, the factors to consider when delegating tasks, and how to coach the employee assigned to the task by following an eight-step coaching model.

14 min.

HR05: Delivering Feedback

Clear and constructive feedback is crucial to your employees' career development but it's not always easy to deliver. Too often, managers' observations are seen by an employee as critical instead of helpful and motivating. This course provides a step-by-step feedback procedure for managers and supervisors who want to deliver difficult feedback in an encouraging manner. Also included are instructions on documenting your feedback sessions and how to offer feedback to senior management.

18 min.

HR16: Diversity

Organizations recognize that productivity can be enhanced when you have a diverse workplace. It allows an opportunity for new perspectives and ideas to flourish. But simply hiring people with different styles, cultures, and personalities is not enough. Employees need to feel included, accepted, and comfortable. This course explains how each individual can contribute to the company culture by learning to identify their own biases and work to overcome them. It explains what diversity is and how important inclusion is to a successful team. It also identifies some of the barriers to inclusion and how to go about breaking them down.

14 min.

HR09: Effective Communication

Effective communication is simply the ability to be clearly understood. Without this skill, you risk misunderstandings, confusion, conflict, and poor employee performance. This course offers helpful methods to improve your communication skills whether you're addressing an employee, your team, or another manager. Also included are suggestions for using non-verbal communication, such as email and text, and an overview of the power of body language and voice intonation.

19 min.

HR10: Goal Setting

Managers are responsible for motivating employees to reach and accomplish goals that support the organizational plan. This course focuses on how to recognize and use the strengths of individuals in your department to create goals that both motivate employees and move your company forward. It steps you through the SMART method of goal setting and presents suggestions and cautions that will help you set attainable goals with achievable results.

13 min.

HR20: Introduction to HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) was enacted to protect the confidentiality and security of our personal medical information. If you have ever received any type of medical treatment, you should know your rights under HIPAA. If you work with protected health information (PHI), your training must include HIPAA rules and regulations regarding proper handling. This course provides an overview of HIPAA, including why it was created, who it protects, and how it ensures your PHI is protected. The Privacy Rule and Security Rule are defined, as well as information on the types of safeguards in place to protect your privacy. How to comply is discussed as well as the consequences of failing to comply with HIPAA.

14 min.

HR23: Recognizing and Reporting Human Trafficking

Human trafficking is the contemptible crime of abducting and/or manipulating men, women, and children into forced labor or sexual slavery. Its difficult for authorities to capture and prosecute traffickers because their victims don't often report themselves. To rescue these victims, it's necessary to learn how to recognize victims of human trafficking and report it to authorities. This course offers an overview of human trafficking and answers questions such as: who are the victims, where are they found, what are the red flags that indicate a person may be enslaved, and what to do when you suspect a person is being trafficked?

20 min.

HR17: Social Sensitivity

In the workplace, social sensitivity is an important skill. This course discusses how to demonstrate you are aware and respectful of other people, how to consider the perspective of others, and specific types of sensitivity issues common in the workplace. It also includes tips how to listen, how to communicate with difficult people, and how to accept constructive feedback.

9 min.

HR15: Workplace Violence Prevention

Workplace violence prevention training gives workers the information they need to keep themselves safe during an act or threat of physical violence in the workplace. This course discusses the various types of violence that can take place during working hours and explains how to react and respond to violent situations. From verbal harassment to shooter situations, employees are taught to recognize warning signs and the importance of adhering to a violence protection plan.

23 min.

HR24: Cannabis Awareness

Without clear legal guidelines regarding the use of cannabis, its become more difficult for employers to create drug policies and for employees to know what they can and cannot do. Learning the facts about marijuana use and abuse in the workplace can help employers decide on policy and help employees understand that working impaired, under any conditions or laws, can put themselves and others at risk. Cannabis awareness helps employers and employees think about their choices and make responsible and safe decisions.

16 min.

HR25: Remote Working: Managing Your Time

Time management is an easy-to-learn skill that improves the productivity and quality of work accomplished by employees who work remotely. By setting a schedule and sticking to it, remote workers learn to set goals that help them avoid the risk of becoming overwhelmed and help them become more accountable instead.

9 min.

HR26: Remote Working: Minimizing Distractions

When employees work remotely, they encounter different types of distractions than at the office. Distractions range from family members and pets to stray thoughts going through our heads. Its helpful to identify these distractions early and learn some simple strategies to minimize them before they get out of hand.

10 min.

HR27: Remote Working: Setting Up Your Office

Working from home is relatively new and not every employee understands the benefits of establishing a dedicated space where they can work and stay focused. Learning simple tips on setting up a remote office and some pitfalls to avoid helps employees transition successfully to remote work.

9 min.

HR28: Remote Working: Successful Team Management

With more and more employees working remotely, managers are discovering the need to understand the changes remote employees are experiencing and what changes they need to make in their own management style. This includes ensuring their team has the technology tools, communication channels, and support they need to work efficiently offsite. Experience and time will aid this adjustment, but managers can get up to speed more quickly when they learn already established strategies and effective techniques to manage a remote team.

11 min.

HR29: Remote Working: Successful Teamwork

A remote team may feel a little, well, remote. But there are strategies for collaborating effectively using communication technology and adjusting work behaviors. Learning how to reach out (and when), taking advantage of virtual meetings, and establishing a few rules everyone can live by can make the difference between working alone and working with a team.

7 min.

HR30: Remote Working: Virtual Meeting Etiquette

Before your next virtual meeting gets underway, make certain your employees know whats expected of them. Meeting virtually can be more relaxed but professional behavior and courtesy are still requirements during a business meeting. Everyone should know the dos and donts of virtual meeting etiquette.

10 min.

HR31: Cybersecurity in the Workplace

No organization wants to leave itself open to attack by a cybercriminal. In addition to investing in cybersecurity technology, organizations must enlist the help of every employee with access to a computer. An employee unaware of the danger could open an email, click on a link, and unwittingly give a cybercriminal access to your company data. Employees must learn and become familiar with the common methods and tools hackers use in their attempts to breach your companys security and what each employee can do to keep your data safe.

27 min.

HR32: Harassment Awareness: Leadership and Accountability

Company supervisors are responsible for helping management create and maintain a safe, respectful, and inclusive work environment. When supervisors witness any type of harassment, or if an employee comes to that supervisor reporting abusive behavior, the supervisor must know how to respond properly. Supervisors then need to know how to investigate the allegations, document the procedure, and take the next steps to stop the harassment. Recognizing, preventing, and responding properly to all types of discrimination and harassment, including sexual, is an important part of any supervisor's role.

63 min.

HR33: Harassment Awareness: Respect in the Workplace

All employees have the legal right to a safe, respectful, and inclusive work environment. Employers understand this type of environment improves employee health and well-being, enhances productivity, attracts talent, lowers costs, and a host of other benefits. Employers provide training to help employees understand these rights and their responsibilities. Training helps them acquire practical skills for recognizing, preventing, and responding to harassment of all kinds. Whether an employee is a victim of abuse or a bystander noticing an abusive situation, there are ways to report, intervene, and stop any humiliating or frightening harassment behavior. This benefits everyone in the organization.

64 min.