



**PROFESSIONAL DEVELOPMENT CONTENT AVAILABLE
IN FEATURED PLAYLISTS BY JOB FUNCTION
June 18, 2024**

Content is typically delivered in a series of short 8-10-minute videos. Some video courses do require a short assessment at the end.

CUSTOMER COMMUNICATIONS FEATURED PLAYLIST (14Titles)

- Be Assertive with your Boss
- Be Assertive, Not Aggressive
- Perfecting the Customer Experience
 - What is Customer Experience? (Part 1 of 6)
 - The Importance of Convenience (Part 2 of 6)
 - Think Small to Win Big (Part 3 of 6)
 - The Two Essential Ways to Market to Your Customers (Part 4 of 6)
 - Providing Meaning to Your Customers (Part 5 of 6)
 - The Four Parts of the Perfect Customer Experience (Part 6 of 6)
- Connecting Over the Phone
- Corresponding via Email
- Conversing with Customers
- The Power of Storytelling
- A Guide to Healthy Communication

DRIVER SAFETY ADVANCED (10 Titles)

- DOT: Reasonable Suspicion of Drug and Alcohol Abuse
- DOT In-Depth HAZMAT Security
- DOT HAZMAT Security Awareness
- DOT HAZMAT Safety Training
- DOT HAZMAT General Awareness
- DOT Entry Level Driver Training – Class A CDL
- DOT Entry Level Driver Training – Class B CDL
- DOT Entry Level Driver Training - Class B to Class A CDL
- Driving Defensively for CDL/Large Vehicle Drivers: Handling Adverse Conditions
- Driving Defensively for CDL/Large Vehicle Drivers: The Basics

DRIVER SAFETY BEGINNER (9 Titles)

- Safe Driving

- Avoid Aggression
- Don't Drive Distracted
- Minimize Risk
- Winter Weather
- Driving Defensively
- Equipment Safety Essentials: How to Avoid Distracted Driving
- Driving Safety: The Basics
- Driving Defensively

HUMAN RESOURCES FEATURED PLAYLIST (15 Titles)

- HIPAA Rules and Compliance
- Ethical Expectations: Code of Conduct and Compliance Training (5 Sections)
- HR Strategy and Management
- The 5 Generations
- Expert Insights: Inclusive Mindset with Justin Jones-Fosu
- Discipline, Documentation, and Termination- The "TAKEAWAY" for Managers
- The Interviewing Process
- Scaling Culture: Screening & Onboarding
- Expert Insights: Anti-Harassment for Employees with Catherine Mattice
- Expert Insights: Anti-Harassment for Supervisors with Catherine Mattice
- Performance Management

MARKETING (Beginner) FEATURED PLAYLIST (12 Titles)

- Internet Marketing 101
- Marketing, Brand, and Reputation:
 - Brand Marketing
 - Building Brand and Reputation
 - Creating Your Brand Proposition
- Marketing Environment Basics
- What is Marketing?
- Marketing Ethics
- Marketing: Selecting Target Markets
- Effectance: The Key to Motivation
- Using Emotional Intelligence
- Effective Writing Skills
- The Top Five Marketing Mistakes Businesses Make

MICROSOFT OFFICE 365 ONLINE SKILLS FEATURED PLAYLIST (8 Titles)

- Microsoft 365 Email Essentials (2021)
- Mastering PowerPoint 365 – Basics (2022)
- Mastering Word 365 – Basics (2022)
- Mastering Word 365 – Beginner (2022)
- Excel Tips
- Excel 365
- Mastering Excel 365 – Basics (2022)

- Mastering Excel 365 – Beginner (2022)

SALES (Advanced) FEATURED PLAYLIST (12)

- Earning Prospects' Time
- Five Sources of Customer Insight
- Is the Traditional Sales Call Obsolete?
- Leveraging Insight in Sales Calls
- The Value of Insight to Prospects
- Insight-Based Selling
- What is WACTEO?
- WACTEOSM Internal Customer Service Series
- WACTEO Recap
- Expert Insights: Professional Selling with Jim Cathcart
- Selling Solutions
- Expert Insights: Creating an Amazing Customer Experience with Shep Hyken

SALES (Beginner) FEATURED PLAYLIST (10)

- Know Your Organization's Mission and Your Role
- Communicating with Senior Leadership
- Perfecting The Customer Experience
- Negotiating Sales
- Negotiation as a Collaborative Effort
- Sales Follow-Up
- Successfully Closing Sales
- Basic Closing Techniques
- Building Customer Loyalty
- Closing with Confidence

WORKPLACE ENVIRONMENT FEATURED PLAYLIST (16 Titles)

- Bathroom Etiquette (A Must Watch!)
- Breakroom Etiquette
- Right Attitude, Right Results
 - o Employee Awareness: The Worker and the Bully (Part 1-5)
- Violence in the Workplace
- Collaborative Space Etiquette Noise Issues (Part 1 of 4)
 - o Food Issues (Part 2 of 4)
 - o Hygiene Issues (Part 3 of 4)
 - o Courtesy Issues (Part 4 of 4)
 - o 3 in Spanish

WORKPLACE SAFETY: BLOODBORNE PATHOGENS (Beginner) (5 Titles)

- Bloodborne Pathogens in Commercial and Industrial Facilities
- Bloodborne Pathogens: Learn Your Risk

- Introduction
- Methods of Control
- Exposure Incidents

WORKPLACE SAFETY: FIRST AID (Beginner) (9 Titles)

- First Aid
- First Aid: Requirements for Workplace First Aid Programs
- First Aid: Cold Stress
- First Aid: Heat Stress
- Burns and Minor Eye Injuries
- First Aid: Minor Wounds, Sprains, and Strains
- First Aid: Emergency Basics
- First Aid: Until Help Arrives, Concise
- First Aid: Until Help Arrives

WORKPLACE SAFETY: FORKLIFTS AND PALLET LIFTS (8 Titles)

- Forklift Pedestrian Safety: for Operators
- Forklift Safety Lessons for the Safe Pedestrian
- Forklift Safety: for Pedestrians
- Forklift Safety: Industrial Counterbalance Lift Trucks
- To the Point About: Safe Forklift Operation
- Pallet Jack Safety
- Electric Pallet Jack Safety
- Operating Electric Pallet Jacks Safely