

# BUSINESS SKILLS LIBRARY



An HSI Company

Topics are highlighted in orange.

Courses in series (highlighted in black) are shown in order they should be viewed.

Courses are also highlighted by whether or not they have our 4tify your Learning™ feature.

## Featured Topics

- Administrative Excellence
- Advanced Selling Skills
- Basic Selling Skills
- Building a Business Case
- Business Basics
- Business Grammar
- Business Math
- Business Writing
- Communications
- Communication Styles
- Creativity
- Customer Service
- Cybersecurity
- Decision Making
- Developing Your Culture
- Driving Safety
- Finance for Non-Financial People
- Health and Wellness
- Hospitality
- Leadership
- Making the Sales Call
- Managing an Enterprise Account
- Managerial Courage
- Marketing
- Negotiating
- Performance Excellence
- Personal Development
- Presentation Skills
- Problem Solving
- Professional Productivity
- Project Management
- Retail Excellence
- Safety
- Sales Management
- Sales Relationships
- Selling Skills
- Small Business Success
- Supervision
- Talent Development
- Team Building
- Territory Development
- The Sales Process
- Workplace Sustainability

Course/Topic Title	Has 4tify?
<b>Administrative Excellence</b>	
Prioritizing Techniques	Y
Preparing a Room for a Meeting	Y
Detail-Oriented Skill Development	Y
Front Desk Safety	Y
Making Travel Arrangements	Y
Planning and Coordinating Events	Y
Routing a Problem	Y
Time Management	Y
Anticipating Needs	Y
Acting as Gatekeeper	Y
Be the Point Person	Y
Relationship-Building with Your Supervisor	Y
<b>Organization</b>	
Calendars	Y
Emails	Y
Filing Systems	Y
Taking Inventory	Y
Voicemails	Y
<b>Advanced Selling Skills</b>	
<b>Managing an Enterprise Account</b>	
Introduction	N
Value Added Selling	Y
Customer Lifetime Value	Y
No Push Selling	Y
Pre-Call Planning	Y
The Five-Minute Debrief	Y
Finding Unmet Needs	Y
Selling Benefits	Y
Handling Objections	Y
No Push Close	Y
<b>Basic Selling Skills</b>	
The Unmet Need	Y
Sales Time Management	Y
Creating Your Elevator Pitch	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
What is a Sales Process?	Y
Emotional Selling and Storytelling	Y
Building a Sales Plan	N
Asking Great Sales Questions	Y
Writing a Sales Proposal	N
Decision Makers and Influencers	Y
<b>Business Basics</b>	
Managing Negativity	N
<b>Business Travel</b>	
Business Travel	N
Before Leaving	N
My Bags Are Packed	N
I've Got a Plane to Catch	N
Hotel, Motel, Holiday Inn	N
International Business Travel	N
Staying Healthy	N
Safe Travels	N
There's an App for That	N
Technology Security	N
<b>Business Attire Basics for Men</b>	
Casual Attire	N
Business Casual Attire	N
Business Formal Attire	N
Semi-Formal/Casual Attire	N
Black Tie Optional Attire	N
Black Tie Attire	N
<b>Business Attire Basics for Women</b>	
Casual Attire	N
Business Casual Attire	N
Business Formal Attire	N
Semi-Formal/Casual Attire	N
Black Tie Optional Attire	N
Black Tie Attire	N
<b>How to Know What You Don't Know</b>	
Getting Up to Speed	N
Identifying Blind Spots	N
<b>How to Work a Room</b>	
Preparing for an Event	Y
Attending the Event	Y
After the Event	Y
<b>Respect</b>	
How to Be Liked	Y
How to Be Respected	Y
How to Work with Someone You Dislike	Y
<b>This vs. That</b>	
Persistent vs. Pestering	N
Aggressive vs. Assertive	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Compromise vs. Cave	N
Finished vs. Flawless	N
Concise vs. Curt	N
Confident vs. Conceited	N
Reserved vs. Rude	N
<b>How to Deal with Workplace Changes</b>	
How to Avoid Getting Laid Off	Y
When a Coworker Leaves	Y
<b>Building a Business Case</b>	
Concept Evaluation: Identifying Opportunities	N
Concept Evaluation: Finding Support	N
Concept Evaluation: Making Decisions	N
Gathering Data: Costs and Benefits	N
Gathering Data: Identifying and Addressing Risks	N
Gathering Data: Understanding Financial Metrics	N
Gathering Data: SWOT Analysis	N
Telling the Story: The Art of Persuasion	N
Telling the Story: Presentation	N
Telling the Story: After Approval	N
<b>Business Math</b>	
<b>Job Offer Math</b>	
Understanding a Job Offer	N
Cost of Living Comparisons	N
Benefits by the Numbers	N
Medical Insurance Basics	N
<b>New Employee Math</b>	
How to Fill Out a W-4	N
Retirement Savings Basics	N
Your First Paycheck	N
Taxation Basics	N
Budgeting Basics	N
Savings	N
Investment Basics	N
<b>Introduction to Math</b>	
Fighting the Fear	N
Positive and Negative Numbers	N
Adding and Subtracting	N
Multiplying and Dividing	N
Inequalities	N
Finding Averages	N
Estimation Basics	N
Understanding the Metric System	N
Understanding Fractions	N
Understanding Decimals	N
Understanding Percentages	N
Choosing the Right Operation	N
<b>Specialized Math</b>	
Understanding Ratios, Proportions, and Percentages	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Mark-ups and Mark-downs	N
Inventory Basics	N
Payroll Basics	N
Net vs. Gross	N
Calculating Production Costs	N
Determining Pricing	N
Understanding ROI	N
Interest Rates	N
Compound vs. Simple Interest	N
Understanding Annuities	N
Understanding Loans	N
<b>Statistics</b>	
Introduction to Statistics	N
Understanding Probability	N
Organizing Data	N
Data Analysis Basics	N
<b>Business Writing</b>	
<b>Writing Basics</b>	
Why Care About Writing	N
Parts of Speech	N
Parts of a Sentence	N
Capitalization	N
<b>Punctuation</b>	
Ending Sentences	N
Commas	N
Semicolons and Colons	N
Apostrophes	N
Quotation Marks	N
<b>Writing Clearly</b>	
Active Voice vs. Passive Voice	N
Fragments and Run-ons	N
Thinking About Tone	N
Organize Your Writing	N
<b>Proofreading</b>	
How to Proofread	N
Spell Check and Autocorrect	N
Creating a Cheat Sheet	N
Top 10 Writing Mistakes	N
<b>Communications</b>	
Active Listening	Y
Barriers to Effective Communication	Y
Straight Talk on Bad Language	Y
Verbal Communication	Y
How to be a Great Conversationalist	Y
Putdown Offenders	Y
Social Cues	Y
Interpersonal Communication for Managers	Y
Communicating with Confidence	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Nonverbal Communication</b>	
Defining Nonverbal	Y
Aligning Nonverbal Communication with Intentions	Y
Appearance	Y
Workplace Standards	Y
Leveraging Nonverbals with Success	Y
<b>Assertive Verbal Skills</b>	
Developing Assertiveness	Y
Dealing with Manipulation	Y
Communication Techniques	Y
<b>Persuasive Communication</b>	
Introduction	Y
Techniques	Y
<b>Healthy Communication</b>	
Types of Communication at Work	Y
How to Communicate Well at Work	Y
How Not to Communicate	Y
Using Email at Work	Y
Communicating with Your Remote Team	Y
<b>Interpersonal Communication</b>	
Introduction	Y
Effective Interpersonal Communication	Y
<b>Communicating with the C Suite</b>	
Around the Coffee Machine	Y
Sending an Email	Y
During Meetings	Y
In the Hallway	Y
After Work Socializing	Y
Saying You Disagree	Y
When You're New	Y
When They're New	Y
If You Have an Idea	Y
If You Want to Impress	Y
<b>Media Training</b>	
Introduction to Media Training	Y
Media Training	Y
Handling Tough Media	Y
Social Media	Y
<b>Writing</b>	
Speech Writing	Y
Writing Conversationally	Y
<b>Communication Styles</b>	
<b>DISC</b>	
DISC Introduction	N
DISC Questionnaire	N
Understanding DISC Styles	N
Determining Styles of Others	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Mixing DISC Styles	N
DISC Style: High D	N
DISC Style: High I	N
DISC Style: High S	N
DISC Style: High C	N
Selling to a High D	N
Selling to a High I	N
Selling to a High S	N
Selling to a High C	N
Leading a High D	N
Leading a High I	N
Leading a High S	N
Leading a High C	N
<b>Emotional Intelligence</b>	
What is Emotional Intelligence?	N
Developing Self-Awareness	N
Developing Self-Regulation	N
Developing Self-Motivation	N
Developing Effective Relationships	N
Developing Empathy	N
Emotional Intelligence and DISC	N
<b>Creativity</b>	
Getting Creative	Y
Logic vs. Creativity	Y
Techniques	Y
Defining Problems	Y
Generate and Evaluate	Y
Staying Creative	Y
<b>Customer Service</b>	
Creating Great Customer Conversations	N
Representing Your Brand	Y
The 4P's for Creating Loyal Customers	Y
Customer Service Later	Y
<b>Feedback</b>	
Feedback Basics	Y
Surveys	Y
Social Media Feedback	Y
What to Do with Feedback	Y
<b>Customer Service</b>	
Service Quality Indicators	Y
Helping Your Customers Increase Their Revenue	Y
Helping Your Customers Decrease Their Expenses	Y
<b>Telephone Techniques</b>	
Greetings	N
Taking Calls	N
Hold, Please	N
Phone Etiquette	N
Taking Messages	N
Angry Callers	N

Course/Topic Title	Has 4tify?
<b>Working in Retail</b>	
How to Give Exceptional Service	N
How to Stay Positive with Customers	N
How to Handle Feedback	N
How to Upsell	N
Managing Retail Employees	N
<b>Who is Your Customer?</b>	
I Can't Find This	N
I've Got a Coupon for That	N
I'm Just Looking	N
I'm With My Kids. Please Hurry.	N
I'm on a Mission	N
I've Got Time and Money	N
<b>Cybersecurity</b>	
Defining Cybersecurity	N
Passwords	Y
Protecting Your Mobile Device	Y
Cybersecurity While Traveling	Y
Malware	Y
Types of Malware	Y
Ransomware	Y
Email Phishing	Y
Identity Theft	Y
Your Responsibility	Y
Social Engineering	Y
Creating a Cybersecurity Training Program	Y
Minimizing Insider Threats	Y
Protecting Intellectual Property	Y
Protecting Your PC: Daily Precautions	Y
GDPR	N
<b>Decision Making</b>	
Avoiding Mistakes	Y
Making Group Decisions	Y
Empowering Employee Decisions	Y
Going With Your Gut	Y
Identifying Unintended Consequences	Y
Strategic Thinking	Y
Surviving Poor Decisions	Y
<b>Decision Making Basics</b>	
Gathering Information	Y
Understanding Motivation	Y
Making Quick Choices	Y
Facts vs. Opinions	Y
Generating Options	Y
Decision-Making Models	Y
<b>Developing Your Culture</b>	
Developing a Learning Culture	Y
People First	Y



<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Creating Civility in the Workplace: Everyone's Responsibility	N
<b>Fun at Work</b>	
The Importance of Humor	Y
What's Funny?	Y
What's NOT Funny?	Y
<b>Cross-Cultural Considerations</b>	
What is Culture?	Y
What's Your Culture?	Y
Cultural Intelligence	Y
Workplace Basics	Y
The Concept of Time	Y
<b>LGBTQ in the Workplace</b>	
Understanding Pronouns	N
Supporting a Transitioning Employee for Managers	N
Supporting a Transitioning Coworker	N
Gender Identity vs. Sexual Orientation	N
<b>Digital Transformation</b>	
<b>Digital Transformation Basics</b>	
What is Digital Transformation?	Y
Terminology	Y
Workplace Culture and Digital Transformation	Y
Going From Vision to Execution	Y
<b>Digital Transformation for Leaders</b>	
Business Leaders – What's Your Role?	Y
Considering Your Business	Y
The ROI of DT	Y
Enhancing Your Customer Experience	Y
Utilizing Your Data	Y
<b>Digital Transformation for Tech Leaders</b>	
Tech Leaders – What's Your Role?	Y
Making Your Infrastructure Work	Y
Cloud Management	Y
Dispersing the Data	Y
<b>Driving Safety</b>	
<b>Alcohol Abuse</b>	
Training Responsibilities	N
Rules and Regulations	N
Who Should I Test?	N
How Do I Know if Someone is Impaired?	N
What Are the Testing Procedures?	N
What Happens if My Employee Fails an Alcohol Test?	N
What Happens if My Employee Refuses an Alcohol Test?	N
Record Keeping	N
Employee Training	N
<b>Substance Abuse</b>	
Training and Responsibilities	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Rules and Regulations	N
Who Should I Test?	N
How Do I Know if Someone is Impaired?	N
What Are the Testing Procedures?	N
What Happens if My Employee Fails a Drug Test?	N
What Happens if My Employee Refuses a Drug Test?	N
Record Keeping	N
Employee Training	N
<b>Compliance, Safety, Accountability</b>	
Overview	Y
CSA for Employees	Y
CSA for Managers	Y
<b>Commercial Driver's License</b>	
CDL Overview	N
Basic Vehicle Control	N
Transporting Cargo	N
Transporting Hazardous Materials	N
Hazardous Driving Conditions	N
Accident and Fire Procedures	N
Vehicle Inspections	N
<b>Safe Driving</b>	
Driving Distractions	Y
Aggressive Driving	Y
Bad Weather Driving	Y
Harsh Braking and Acceleration	Y
<b>Ethics</b>	
<b>Liars</b>	
How to Spot Liars	Y
How to Deal with Liars	Y
<b>Finance for Non-Financial People</b>	
<b>Intro to Finance</b>	
Why Learn About Finance?	N
Finance Terms	N
Resources & Documents	N
<b>Budgeting Essentials</b>	
What is Budgeting?	N
Budgeting Methods	N
Budget Reporting	N
Budgeting Expenses	N
Budgeting Revenue	N
Budgeting Discounts	N
Managing Inventory	N
<b>Principles of Accounting</b>	
Principles of Accounting	N
Common Accounting Terms	N
Cash vs. Accrual Basis	N
Fraud	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Balance Sheets</b>	
Introduction to Balance Sheets	N
Benchmarking, Ratios, Comparisons, and Trends	N
Assets and Liabilities	N
<b>Cash Flow Management</b>	
Cash Flow Management for Beginners	N
Managing Payables	N
Managing Receivables	N
How to Read Cash Flow Statements	N
<b>Income and Expenditures</b>	
Key Components	N
Income Streams	N
Expenditure Costs	N
Benchmarking Ratios	N
Analysis	N
<b>Financial Ratios</b>	
Revenue Ratios	N
Cost of Goods Sold and Gross Margin	N
Net Investment Ratios	N
<b>Finance as a Tool</b>	
Evaluating Costs	N
Investing Using Metrics	N
<b>Health and Wellness</b>	
Convenience Store Diet	Y
Optimizing Work-Life Balance	Y
Understanding Stress and Job Burnout	Y
The Benefits of Time Off	Y
Workplace Friendships	N
Digital Stress and Addiction	Y
Preparing for Pumping at Work	N
When Your Head Isn't in Work Anymore	N
Managing Time vs. Energy	N
Returning to Work After a Loss: When You've Lost a Loved One	Y
Returning to Work After a Loss: When a Coworker Loses a Loved One	Y
Building Confidence	Y
Taking a Deep Breath	N
Opioid Addiction for Employees	Y
Opioid Addiction for Managers	Y
Helping Your Employees Find Purpose	Y
Managing Your Employee's Work-Life Balance	Y
Don't Be a Calvin! (Dealing with Allergies)	N
Returning from Maternity Leave	N
Creating a Paternal Leave Policy	N
Creating a Family Leave Policy	N
Keeping Track of Your Teen While You're at Work	N
Stopping the Drama	Y
How to Beat Insomnia	Y
<b>Know Your Numbers</b>	
Blood Pressure	Y
Glucose	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Cholesterol	Y
BMI	Y
<b>Ergonomics</b>	
Ergonomics Basics	Y
Chairs 101	Y
Reducing Eyestrain	Y
Adjusting Your Workspace	Y
Stretching at Work	Y
<b>Stress Management</b>	
Understanding Stress	Y
Avoidable Stress	Y
Unavoidable Stress	Y
Handling Stress	Y
Managing Stress	Y
<b>Deskercises</b>	
Deskercises: Simple, Cardio, and Core	N
Deskercises: Chest, Neck, Back	N
Deskercises: Arms and Shoulders	N
Deskercises: Legs and Backside, While Sitting	N
Deskercises: Legs and Backside, While Standing	N
<b>You Are What You Eat</b>	
You Are What You Eat	N
Reading Food Labels	N
Brain Food	N
Meal Planning	N
<b>Fighting the Flu</b>	
The Fight is On!	N
Get to Know Your Opponent	N
Gain the Upper Hand	N
Throw in the Towel	N
Call for Backup	N
<b>Understanding Headaches</b>	
Understanding Headaches	N
Surprise Headache Triggers	N
<b>The Science of Sleep</b>	
The Science of Sleep	N
Sleep Hygiene	N
How Much Sleep Do You Need?	N
Sleeping for Shift Work	N
<b>Financial Wellness</b>	
Creating a Budget	Y
Budget Sample	Y
Debts	Y
Savings	Y
How to Save at Home	Y
How to Save on Food	Y
How to Save on Your Car	Y
How to Save at Your Financial Institution	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
How to Manage Your Credit Cards	Y
How to Save Using Your Employee Benefits	Y
How to Save on Subscriptions	Y
<b>Planning for Maternity Leave</b>	
The First Trimester	N
The Second Trimester	N
The Third Trimester	N
<b>Mental Health</b>	
Destigmatizing	Y
Navigating Your Own Mental Health	Y
Managing Mental Health Issues	Y
<b>Coronavirus</b>	
COVID-19	N
<b>Coronavirus Precautions and Prevention</b>	
Common Sense Hygiene	N
Coronavirus Preparedness	N
Travel	N
Stay Calm, Stay Informed	N
If an Employee Gets COVID	N
<b>Hospitality</b>	
<b>Front of the House</b>	
Introduction to Restaurants	Y
Greeting and Seating Guests	Y
Interacting with Guests: Fundamentals	Y
Interacting with Guests: Special Circumstances	Y
Interacting with Guests: Difficult People	Y
Understanding the Menu: What's for Dinner?	Y
Understanding the Menu: Writing Menu Descriptions	Y
Understanding the Menu: What's on Tap?	Y
Serving Guests: Taking Orders	Y
Serving Guests: Table Service	Y
Serving Guests: Time Management	Y
Clearing the Table and Closing the Sale	Y
Tips for Tipped Employees	Y
<b>Back of the House</b>	
Introduction to Restaurant Cuisine	Y
Making the Menu	Y
Making the Menu: Presentation	Y
Kitchen Safety	Y
Knife Safety	Y
Food Safety Plans	Y
<b>Beverage</b>	
Wine 101	Y
Beer and Spirits 101	Y
Alcohol Safety	Y
Bartending Fundamentals	Y
Bartending Glasses Guide	Y
Bartending: The Pour	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Hotels and Inns</b>	
<b>Front Desk Customer Service</b>	
Etiquette and Presentation	Y
Check-in & Check-out	Y
Communicating with Guests	Y
Telephone Techniques	Y
Handling Upset Guests	Y
<b>Housekeeping</b>	
Cleaning Guest Rooms	Y
Cleaning Public Spaces	Y
Working Safely with Ergonomics	Y
Interacting with Customers	Y
<b>Valet</b>	
Appearance and Professionalism	Y
Parking Vehicles	Y
Returning Vehicles	Y
Safety Essentials	Y
<b>Food and Beverage</b>	
In-Room Dining	Y
Alcohol Basics	Y
Food Safety Plans	Y
<b>Tourist Attractions</b>	
Overview	Y
Serving the Guest	Y
<b>Leadership</b>	
<b>Strategic Leadership</b>	
THE Answer for Business Success	N
<b>Mission, Vision, Values</b>	
Mission	Y
Vision	Y
Values	Y
<b>Becoming a Great Leader</b>	
Introduction	Y
Fundamentals	Y
Characteristics	Y
Leadership and Power	Y
How to be a Follow-able Leader	N
Creating Followership	Y
How to Motivate Employees	N
Motivational Leadership	Y
Effective Delegation	Y
Empowering Followers	Y
Building an Effective Leadership Team	N
Developing Followers	Y
Developing Yourself	Y
Putting it All Together	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Mistakes Leaders Make</b>	
Six Wrong Ways to Manage	N
Eight Signs of a Dysfunctional Organization	N
Fixing the Dysfunction	N
<b>Transformational Leadership</b>	
Transforming the Organization	Y
Dealing with Resistance	Y
Creating Focus During Change	Y
<b>DISC Leading Skills</b>	
Leading a High D	N
Leading a High I	N
Leading a High S	N
Leading a High C	N
<b>Mentoring</b>	
What is a Mentoring Program?	Y
How to Create a Mentoring Program	Y
How to Match Mentors with Mentees	Y
Making a Mentoring Agreement	Y
Mentoring Meeting Guidelines	Y
Creating a Successful Mentoring Relationship	Y
<b>Framework for Execution</b>	
The Failure to Execute	N
Reasons for Poor Execution	N
The Current Situation	N
A Framework for Execution	N
<b>Succession Planning</b>	
The Importance of Succession Planning	Y
What is a HiPo?	Y
Creating a Policy	Y
Identifying HiPos	Y
HiPos vs. High Performers	Y
Retaining and Developing HiPos	Y
<b>Unknown Knowns</b>	
Understanding Better Practices	N
The Knowledge Transfer Process	N
Getting Started	N
Leading Knowledge Transfer	N
<b>Making the Sales Call</b>	
<b>Sales Prospecting</b>	
The Sales Pipeline	Y
The Original Sales Funnel	Y
The Flipped Sales Funnel	Y
Sales Analytics and Metrics	N
The Link Between Marketing and Sales	Y
Social Media Networking	Y
How to Get Past Gatekeepers	Y
How to Leave Sales Voicemails	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Discovery Calls</b>	
Gathering Prospect Information	N
Advanced Questioning Techniques	N
<b>Marketing</b>	
Public Relations Trends	N
Marketing to Millennials	Y
<b>Marketing Essentials</b>	
Understanding Marketing	Y
Types of Marketing	Y
Brand and Product Overview	Y
What Everyone Needs to Know	Y
<b>Marketing Strategy</b>	
What is a Marketing Strategy?	Y
Developing a Strategy	Y
B2B Marketing Strategy	Y
Defining Your Target Audience	Y
Measuring Your Marketing	Y
<b>Brand Management</b>	
Building Your Brand	Y
Promoting Your Brand	Y
Rebranding	Y
Brand Statement	Y
<b>Digital Marketing</b>	
What is Digital Marketing?	Y
Types of Digital Marketing	Y
Social Media	Y
SEO	Y
Content Marketing	Y
Email Marketing	Y
Pay-Per-Click	Y
5 Things Everyone Needs to Know	Y
Driving Traffic to Your Website	Y
<b>Public Relations</b>	
Introduction to Public Relations	Y
Press Releases	Y
Dealing with the Media	Y
How to Handle Bad Press	Y
<b>Managing an Enterprise Account</b>	
Introduction	Y
Value Added Selling	Y
Lifetime Customer Value	Y
No Push Selling	Y
Five Minute Pre-Brief	Y
Five Minute Debrief	Y
Finding Unmet Needs	Y
Selling Benefits	Y
Handling Unmet Needs	Y



<b>Course/Topic Title</b>	<b>Has 4tify?</b>
No Push Closing	Y
<b>Managerial Courage</b>	
What it Takes to Manage	Y
How to Build Resilience	Y
The Leadership Ladder	N
Taking a Stand	Y
Determining Your Management Style	N
You're Wrong	Y
Stop Doing and Start Managing	Y
Swallowing Your Pride	Y
Managing Difficult People	Y
Are You a Micromanager?	Y
Retaining Your Best People	Y
How to Break Bad News	Y
Hiring Team Players	Y
Making Your Work More Meaningful	Y
Effectively Challenge the Status Quo	Y
Developing Tact	Y
Fighting For Your Team	Y
Managing Prejudice Within Your Team	Y
Stop Throwing People Under the Bus	Y
Controlling Disruptive People	Y
Building Strategic Alliances	Y
<b>Character</b>	
Management is All About Character	Y
The Audience	Y
<b>How to Apologize</b>	
The Process	Y
The Audience	Y
<b>Negotiating</b>	
Introduction to Negotiating	Y
Framing	Y
Styles	Y
Identifying Leverage	Y
Analyzing Upcoming Negotiations	Y
The Negotiation Process	Y
Reaching Agreement	Y
Evaluating Your Performance	Y
DISC Styles	Y
Dealing with Strategies	Y
<b>Performance Excellence</b>	
The Five Whys	N
<b>Six Sigma</b>	
Six Sigma Basics	Y
Six Sigma and Kaizen	Y
Six Sigma and Lean	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Performance Excellence</b>	
Introduction	N
Terms	N
Why	N
Cost	N
Requirements	N
Roadblocks	N
<b>Personal Development</b>	
Identifying Your Strengths	Y
Developing Your Strengths	Y
Asking for Feedback	Y
Making Sense of Feedback	Y
The Four Attachment Styles	Y
Not Every Great Employee is Management Material	Y
Bring a Solution, Not Just the Problem	Y
<b>Taking Control of Your Career</b>	
Planning	Y
Knowing Yourself	Y
Taking Action	Y
<b>Learning Styles</b>	
Different Learning Styles	Y
Develop Your Learning	Y
Managing Multiple Learning Styles	Y
<b>Unconscious Bias</b>	
What is Unconscious Bias	Y
Types of Unconscious Bias	Y
Overcoming Unconscious Bias	Y
<b>Presentation Skills</b>	
<b>Presentation Skills Basics</b>	
Know Your Audience	Y
Structuring Your Presentation	Y
Setting Up Your Presentation	Y
Setting the Stage	Y
Closing and Q&A	Y
Punching Up Your Presentation	Y
Designing Handouts	Y
Psyching Up, Not Out	Y
Handling Distractions	Y
After the Presentation	Y
Creating Slides	Y
<b>Train the Trainer</b>	
What Is Your Role?	Y
Becoming a Subject Matter Expert	Y
Creating Engaging Materials	Y
Managing the Audience	Y
Tricks of the Trade	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Problem Solving</b>	
Introduction to Problem Solving	Y
Define the Problem	Y
Determine the Root Cause	Y
Generate Solutions	Y
Evaluate and Select Solutions	Y
Implement Solutions	Y
Monitor the Resolution	Y
<b>Professional Productivity</b>	
How to Leave Voicemails That Get Returned	Y
Selfies Gone Wrong	Y
Writing Effective Memos	N
Thank You Notes	Y
Ethics for Everyone	Y
Remembering Names and Faces	Y
Proper Introductions	N
How to Receive Feedback	N
Liven Up Your Culture	Y
Top Productivity Apps	N
Latest App Trends	N
The Art of Saying No	Y
The Do's and Don'ts of Success	Y
Working Remotely	Y
Turning Internships into Full-Time	Y
Don't Burn Your Bridges	Y
Working for a Workaholic	Y
Clashing with Your Boss	Y
So You Have a New Boss	Y
How to Finish What You Start	Y
Setting Priorities	Y
The Craft of Winning Over Others	Y
Troubleshoot Before Calling the IT Helpdesk	Y
Think Before You Speak	Y
Critical Observation	Y
<b>Compliments</b>	
How to Give a Compliment	Y
How to Receive a Compliment	Y
<b>Conflict Management</b>	
Unavoidable Truths	N
Maintaining Self-Control	N
The Conflict Process	N
Special Situations	N
<b>Change Management</b>	
Change Phases	Y
Changing Behaviors	Y
Change Models	Y
Change for Managers	Y
<b>Effective Time Management</b>	
How to Manage Your Time	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
How to Time Block	Y
How to Use the Pomodoro Technique	Y
How to Create a Bullet Journal	Y
<b>Common Time Management Problems</b>	
What is Procrastination?	Y
What is Precrastination?	Y
<b>Failure is an Option</b>	
Accepting Failure	Y
Moving Forward and Learning from Failure	Y
<b>Focus</b>	
Focusing in Times of Hardship	Y
Focusing in a Noisy Workplace	Y
<b>Generation Z</b>	
Who Are They?	Y
Generation Z vs. Millennials	Y
Selling to Generation Z	Y
<b>Social Media</b>	
Introduction to Social Media	Y
Social Media for Managers	Y
Facebook	Y
Twitter	Y
LinkedIn	Y
Protecting Your Pictures	Y
Office Messaging	Y
<b>Business Meals</b>	
Hosting a Business Meal	N
Attending a Business Meal	N
Table Manners	N
<b>Note Taking</b>	
Note-Taking Basics	Y
Writing and Typing Ergonomics	Y
Note-Taking Strategies	Y
Producing Official Minutes	Y
<b>The Myth of Multitasking</b>	
Multitasking	Y
Singletasking	Y
<b>Office Etiquette</b>	
Appearance	N
Environment	N
Food	N
Interactions	N
<b>Perceptions</b>	
Understanding Perceptions	Y
Managing How You're Perceived	Y
Rebuilding Your Reputation	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Proper Introductions</b>	
In-Person Introductions	Y
Virtual Introductions	Y
<b>Protecting Your Mobile Devices</b>	
Loss	N
Malware	N
<b>Study Skills</b>	
Study Location	Y
Studying in Groups	Y
How to Study Effectively	Y
When to Study	Y
<b>Keep Your Cool</b>	
What is Anger?	Y
Types of Anger	Y
Warning Signs	Y
Changing Perspective	Y
Preventing Anger	Y
Controlling anger	Y
<b>Work Hacks</b>	
5 Hacks to a Clean and Comfortable Space	N
6 Hacks to Controlling Your Inbox	N
7 Hacks for Office Productivity	N
7 Hacks for Maintaining Work/Life Balance	N
5 Hacks for Workplace Sanity	N
Workplace Hacks: Go Green	N
<b>Breaking Bad Habits</b>	
Breaking Bad Habits	Y
Establishing Good Habits	Y
<b>Building Accountability</b>	
Taking Ownership	Y
Trust and Performance at Work	Y
Managing Yourself	Y
<b>Improving Memory</b>	
Why Can't I Remember Anything?	Y
Tips and Tricks to Help Improve Your Memory	Y
<b>Integrating Millennials</b>	
Who Are They?	Y
Millennial Characteristics	Y
Integrating Yourself	Y
<b>Creating Collaboration</b>	
The Process	Y
How to Collaborate	Y
<b>Email Etiquette</b>	
To Email or Not to Email?	Y
Spelling and Grammar Check	Y
Formatting Your Email	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Subject Line	Y
Reply Time	Y
When to CC and BCC	Y
Using Reply All	Y
Forwarding Emails	Y
<b>Your Moving Abroad Checklist</b>	
Research	N
Finding a Place to Stay	N
Paperwork	N
Money	N
Packing	N
Health	N
Safety	N
Moving Your Family Abroad	N
Culture Shock	N
<b>The Growth Mindset</b>	
The Growth Mindset: Embracing “Yet”	Y
Developing a Growth Mindset	Y
Limitations of a Fixed Mindset	Y
<b>Your Professional Network</b>	
Benefits of a Professional Network	Y
Building Your Network	Y
Promoting Your Personal Brand	Y
Giving Back to Your Community	Y
Being a Member	Y
<b>Moving Up</b>	
Defining Your Career	N
Maintaining Your Resume	N
Internal Interviews	N
Asking for a Raise	N
Internal Networking and Connecting Executives	N
<b>Returning to Work After Quarantine</b>	
<b>Employees</b>	
Connecting with Colleagues	N
Navigating New Organizational Structures	N
Cultivating Gratitude	N
Cultivating Gratitude	N
How to Handle a Lack of Organizational Transparency	N
Taking Remote Work Lessons into the Office	N
Remote Work as a Way of Working	N
Post COVID-19 Career Planning	N
<b>Managers</b>	
Creating a Culture of Transparency	N
Managing the Whole Person	N
Guiding Teams Through Stress	N
Sharing Workplace Challenges	N
Spreading Positivity	N
Handling Employee Reviews and Raises	N
Embracing Remote Work	N
Reshaping the Office: Guide Your Team Back to In-Office Work	N

Course/Topic Title	Has 4tify?
<b>Leadership</b>	
Evaluating Remote Work & Flexible Schedule Policies	N
Creating a Culture of Transparency	N
Creating a Culture of Gratitude	N
Reconnecting with Clients	N
Company-Wide Communication Strategies	N
How to Structure Your Team's Return to the Office	N
Organizational Culture & Values	N
Social Distancing and Business Strategy Considerations	N
Evaluating Your Risk and Crisis Management Response	N
<b>Retail Excellence</b>	
<b>Retail Conflict Management</b>	
Why Retail Conflict Management?	N
Preparation and Scenarios	N
Phases of Escalation	N
De-Escalation	N
Maintaining Control	N
<b>Risk Management</b>	
Defining Hazards	Y
Identifying Risks	Y
Risk Management Techniques	Y
Risk Assessment	Y
Healthy Risk Culture	Y
Embedding Processes	Y
Safety	Y
Preventative Maintenance	Y
Criminal Awareness	Y
Employee Health	Y
Financial Basics	Y
Reputation Management	Y
Decision Making	Y
<b>Crisis Management</b>	
Planning	Y
Preparing for Crises	Y
Responding to Natural Disasters	Y
Responding to Emergencies	Y
Business Continuity	Y
Media Inquiries	Y
<b>Planning for a Pandemic</b>	
Preparing for a Pandemic	N
Internal Communications	N
External Communications	N
Illness in the Office	N
Business Continuity	N
<b>Safety</b>	
Back Smarts	N
Working in Cold Weather	N
Cold Stress	N
Working in Hot Weather	N
Heat Stress	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Hearing Conservation for Employees	Y
Hearing Conservation for Managers	Y
Emergency Exits	N
Two-Wheeled Handcart	Y
Aerial Lift Safety	N
Robbery Safety	N
What is OSHA	Y
See Something, Say Something	Y
Box Cutter Safety	Y
What is Human Trafficking?	Y
Asbestos Safety 101	N
<i>Safety for Employees</i>	
Machine Guard Safety for Employees	Y
Flammable and Combustible Liquids for Employees	Y
Carbon Dioxide for Employees	Y
Carbon Monoxide for Employees	Y
Propane Gas Safety for Employees	Y
Slips, Trips, and Falls for Employees	Y
Portable Fire Extinguishers for Employees	Y
<i>Safety for Managers</i>	
Machine Guard Safety for Managers	Y
Flammable and Combustible Liquids for Managers	Y
Carbon Dioxide for Managers	Y
Carbon Monoxide for Managers	Y
Propane Gas Safety for Employees	Y
Slips, Trips, and Falls for Managers	Y
Portable Fire Extinguishers for Managers	Y
<b>Lockout Tagout</b>	
Introduction for Everyone	N
Lockout Tagout Basics for Employers	N
Advanced Lockout Tagout for Employers	N
Lockout Tagout for Employees	N
<b>Bloodborne Pathogens</b>	
Bloodborne Pathogens for Employers	N
Bloodborne Pathogens for Employees	N
<b>First Aid</b>	
Introduction	N
Broken Bones	N
Burns	N
Bites, Cuts and Scrapes	N
Choking	N
AED Training	N
Seizures	N
Diabetes	N
Toxic Plants	N
Bug Bites and Stings	N
EpiPens and Allergic Reactions	N
Strokes	N
Mammal Bites and Scratches	N
Snake Bites	N



<b>Course/Topic Title</b>	<b>Has 4tify?</b>
<b>Confined Spaces</b>	
Confined Spaces for Construction	Y
<b>Confined Spaces for Employers</b>	
Rules and Responsibilities	Y
Emergency Procedures and Rescue	Y
<b>Confined Spaces for Employees</b>	
Personnel Responsibilities	Y
Understanding Permits	Y
Personal Protective Equipment	Y
Atmospheric Hazards	Y
<b>Forklift Safety</b>	
Introduction to Forklifts for Employees	Y
Introduction to Forklifts for Managers	Y
Forklift Operations for Managers	Y
Forklift Operations for Employees: Pre-Operations	Y
Forklift Operations for Employees: Traveling and Maneuvering	Y
Forklift Operations for Employees: Load Handling	Y
<b>Forklift Best Practices</b>	
Physical Conditions	Y
Travel Practices	Y
Pedestrian Traffic Concerns	Y
Ramps and Grades	Y
Tipovers and Loading Docks	Y
Narrow Aisles and Enclosed and Hazardous Areas	Y
<b>Electrical Safety</b>	
The Basics for General Employees	Y
Safe Work Practices and PPE	Y
Hazard Recognition	Y
Understanding Grounding	Y
Arc Flash	Y
Wiring, GFCI, and Extension Cords	Y
Responding to Emergencies	Y
OSHA for Employees	Y
<b>Hazard Communication for Employers</b>	
Creating an Effective Program	Y
Labeling Basics	Y
SDS	Y
Training & Assessment Requirements	Y
<b>Hazard Communication for Employees</b>	
Introduction to HazCom	Y
Labels & Pictograms	Y
SDS	Y
<b>Ladder Safety</b>	
The World of Ladders	Y
Positioning and Climbing Ladders	Y
Storing, Carrying, and Transporting Ladders	Y
<b>OSHA Recordkeeping</b>	

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
General Recordkeeping Criteria	Y
Special Cases	Y
First Aid	Y
Understanding OSHA Forms and Privacy Protection	Y
Reporting Requirements for Serious Events	Y
New Electronic Rule	Y
<b>Personal Protective Equipment</b>	
General Introduction to PPE	Y
Hand and Arm Protection	Y
Head, Eye and Face Protection	Y
Hearing Protection	Y
Respiratory Protection	Y
Nail Gun Safety	Y
Construction	Y
PPE for Managers	Y
<b>Sales Relationships</b>	
Establishing Credibility	Y
How Customers Want to Be Treated	Y
Excellent Customer Service	Y
Utilizing DISC in Sales	Y
<b>Selling Skills</b>	
QuickSell®	Y
Closing the Sale	Y
No, But, If™	N
Determining Customer Needs	N
Handling Tough Customers	Y
Customer Service Basics	Y
Selling to Different Customer Roles	Y
Selling in New Products	Y
Turning Features into Benefits	Y
Building GREAT Sales Relationships	Y
Retailer Hot Buttons: Traffic	Y
Retailer Hot Buttons: Transaction Size	Y
Speaking Customer	Y
Smile!	N
Defeating Stalls	N
<b>Objections</b>	
Misunderstanding	Y
Doubt	Y
Indifference	Y
True Negative	Y
<b>DISC Selling Skills</b>	
Selling to a High D	N
Selling to a High I	N
Selling to a High S	N
Selling to a High C	N
<b>Small Business Success</b>	
Sales as an Owner	Y
Building Relationships	Y
Wearing Multiple Hats	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Business with Family and Friends	Y
Ethics for Small Businesses	Y
<b>Hiring for Small Businesses</b>	
Posting the Job	Y
Conducting the Interview	Y
Onboarding	Y
<b>Small Business HR Laws</b>	
For All Sizes of Businesses	Y
For 15 or More Employees	Y
For 20 or More Employees	Y
For 50 or More Employees	Y
For 100 or More Employees	Y
<b>Small Business Benefits &amp; Compensation</b>	
Required Benefits	N
Optional Benefits	N
Fringe Benefits	Y
<b>Small Business Finance</b>	
Accounting Part 1	Y
Accounting Part 2	Y
Payroll	Y
<b>Marketing for Small Business</b>	
Marketing Plan	Y
Marketing Techniques	Y
Tracking Marketing Metrics	Y
<b>Big Ideas for Small Business</b>	
Tips for Printing	N
Tips for Shipping	N
Tips for Technology Management	N
Tips for Building Your Website	N
Tips for Outsourcing	N
<b>Supervision</b>	
Rethinking Brainstorming	N
Motivating Wont-Dos	N
Productivity Through Praise	N
Progressive Discipline	N
Managing the Grapevine	N
Staying Positive	N
Going from Coworker to Boss	N
Supervising a Pronoid	N
Running a Sales Meeting	N
Riding Along with Sales Reps	N
Managing People Offsite	N
SMART Goals	N
Ethics for Managers	Y
S.C.A.M.P.E.R.	N
Helping Employees Use Their Time Wisely	N
Creating a Work Plan	N
Employee Recognition	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
You Get What You Manage: The Pygmalion Effect	N
Managing for Accountability	N
8 Steps to Effective One-on-Ones	N
8 Steps to Effective Meetings	N
Managing Up: The Art of Managing Your Managers	N
Successful Delegation	N
Concerned Conversations	N
Managing Interns	N
Fix That Bad Attitude	N
Inheriting Underperformers	N
<b>Analyzing Employee Performance</b>	
Can-Do, Will-Do: Introduction	N
Can-Do, Will-Do: Actions	N
Can-Do, Will-Do: Questions and Tips	N
<b>Coaching Skills</b>	
Introduction	N
The Rookie	N
The Contributor	N
The Key Planner	N
The Captain	N
The Coaching Conversation	N
<b>Effective Performance Reviews</b>	
Preparing for Your Review	N
Self-Assessments	N
Handling a Bad Performance Review	N
Effective Performance Reviews for Managers	N
<b>Managing for Engagement</b>	
Engagement Matters	Y
Creating Engagement	Y
<b>Introverts and Extroverts</b>	
Introduction	N
Managing Introverts	N
Managing Extroverts	N
<b>Documenting Performance</b>	
Documentation Do's and Don'ts	N
Legal Issues of Documenting Performance	N
Tips to Make Performance Reviews a Breeze	N
<b>Professional Boundaries</b>	
Nepotism and Favoritism	Y
Conflicts of Interest	Y
Confidentiality	Y
Office Romances	Y
<b>Talent Development</b>	
<b>Recruiting Toolkit</b>	
Hiring is Tough	N
The Hiring Process	Y
Creating Job Postings	Y

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Using Social Media to Recruit	Y
Managing Unconscious Bias in Recruiting	Y
Reviewing Resumes	Y
Conducting an Interview	Y
Unacceptable Interview Questions	Y
Extending an Employment Offer	Y
<b>Successful Employee Onboarding</b>	
The Importance of Onboarding	Y
Before They Start	Y
Their First Week	Y
Days 30 to 90	Y
<b>Team Building</b>	
What is Team Building?	Y
Effective Members	Y
Team Development and the Tuckman Model	Y
Characteristics of a Successful Team	Y
Teams in Crisis Situations	Y
<b>Leading a Team</b>	
Leading a Team	Y
Leading Team Building and the Tuckman Model	Y
<b>Territory Development</b>	
<b>Territory Development Introduction</b>	
The Realities of Selling in the 21 <sup>st</sup> Century	N
The New Sales Skills	N
The Sales Funnel	N
How Customers Want to Be Sold To	N
Exceptional Service	N
<b>Characteristics of the Sale</b>	
Key Account Selling Overview	N
Introduction to the Sales Cycle LINE	N
Sales Cycle LINE A	N
Sales Cycle LINE B	N
Analysis and Metrics	N
Product and Knowledge	N
<b>Lead Development</b>	
Elevator Speech Value Proposition	N
The Marketing Link	N
Social Media Networking	N
<b>The Sales Process</b>	
DISC	N
Uncovering Needs	N
Advanced Questioning Techniques	N
Overcoming Objections	N
No Fuss Closing	N
<b>Selling at a Distance</b>	
Gathering Prospect Information	N
Phone Selling	N

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
The Virtual Presentation	N
<b>Sales Communications</b>	
Internal Sales Communication	N
Writing Sales Proposals	N
<b>Developing Your Territory</b>	
Building the Sales Plan	N
Summarizing the Business Position	N
<b>The Sales Process</b>	
Building a Sales Process	N
Overview of Sales Methodologies	Y
What's Right for This Prospect, Today?	Y
<b>Selling Strategies</b>	
Consultative Selling	Y
Cyclical Selling	Y
Field Sales	Y
STUN Selling	Y
Tiered Selling	Y
Upsell and Add-Ons	Y
<b>Voting Essentials</b>	
Registering to Vote	N
Voting for President	N
Political Parties 101	N
Your Voting Rights	N
Why Should I Vote?	N
Election Day	N
Single Issue Voting	N
Beyond the Presidency	N
Finding Common Ground	N
News Literacy	N
<b>The Virtual Workplace</b>	
<b>Working Virtually</b>	
Collaborating in a Digital Work World	Y
Setting Up Your Virtual Workspace	Y
Networking in a Virtual World	Y
Building and Maintaining Sales Relationships	Y
Time Management in a Work-from-Home World	Y
Body Language in Virtual Meetings	Y
Working Virtually with Your Boss	Y
<b>Virtual Leadership</b>	
Virtual All-Company Meetings and Town Halls	Y
Shifting the Productivity Mindset	Y
Handling Personnel Challenges Virtually	Y
Leading Remote Teams	Y
Handling IT Challenges in Virtual Work	Y
The Virtual Daily Standup	Y
Virtual Team Building	Y
<b>Virtual Human Resources</b>	

<b>Course/Topic Title</b>	<b>Has 4tify?</b>
Recruiting & Hiring	Y
Onboarding New Employees	Y
Conducting Performance Reviews	Y
Terminations, Layoffs, and Furloughs	Y
<b>The Virtual Interview</b>	
Preparing for Your Virtual Interview	Y
During Your Virtual Interview	Y
<b>Workplace Culture</b>	
Leadership of a Diverse Group	Y
Avoiding Discrimination: 5 Keys	Y
Diversifying Your Leadership Team	Y
Tokenism	Y
Microaggressions	Y
<b>Anti-Racism</b>	
The Anti-Racism Continuum	Y
Colorblindness Doesn't Work	Y
Calling Out and Calling In	Y
Learning to Listen and Listening to Learn	Y
Maintaining Momentum	Y
<b>Anti-Racism for Leaders</b>	
Diversity-Focused Recruitment	Y
Mitigating Bias	Y
Creating and Implementing Policy	Y
Allyship	Y
Maintaining Momentum for Leaders	Y
Evaluating Your Organization	Y
<b>Privilege</b>	
What Is Privilege?	Y
Privilege Scenarios	N
Using Your Privilege	Y
<b>Isms</b>	
Exploring Isms in the Workplace	Y
Overcoming Isms in the Workplace	Y
Avoiding Isms in the Workplace	Y
<b>Workplace Sustainability</b>	
The ROI of Green	Y
Conducting an Audit	Y
Recycling in the Workplace	Y
Water Conservation	Y
Managing Your Waste	Y
Understanding Hazardous Waste	Y
Green Cleaning Concepts	Y
Green Purchasing	Y