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# **Vector**Solutions™

## 2022 COURSE CATALOG

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CAGE AND CREDIT  
OPERATIONS

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## AML Compliance Program

1. Title 31 Introduction Overview\*
2. Title 31 Transaction Reporting for Operations\*
3. Title 31 SAR Incident Scenarios & Reporting\*
4. Title 31 for Executives & Compliance Professionals
5. Title 26 & Form 8300 for Non-Casino Departments
6. OFAC (Office of Foreign Assets Control)

## Cage & Credit Operations Program

7. Counterfeit Currency Prevention
8. Identity Theft Training (FACTA: Red Flags Rule)

## IT & General Security Program

9. SAR Incident Reporting for IT
10. PCI Credit Card Fraud Prevention
11. PCI Compliance for IT Professionals
12. Internal Fraud Awareness & Prevention
13. Cybersecurity Awareness for the Workplace

## Sports Betting

14. Sports Betting Basics

## Customer Loyalty Program

15. Workplace Pride & Appearance Training
16. Customer Loyalty Session 1: Service Standards
17. Customer Loyalty Session 2: Identify Customer Needs
18. Customer Loyalty Session 3: Communication Basics
19. Customer Loyalty Session 4: Service Recovery

## Food & Beverage Program

20. Occupational Safety Training: Fire Safety and Prevention
21. Responsible Alcohol Server Awareness
22. Slips, Trips, and Falls for Frontline
23. Slips, Trips, and Falls for Supervisors
24. Injury Prevention in Restaurants and Food Service

## HR Compliance Program

25. Sexual Harassment for California Supervisors: Part 1
26. Sexual Harassment for California Supervisors: Part 2
27. Sexual Harassment Prevention Refresher (Federal)
28. Sexual Harassment for Supervisors
29. Sexual Harassment Awareness for Frontline\*
30. Sexual Harassment Awareness for Frontline - California
31. Workplace Discrimination Prevention\*
32. Workplace Diversity Guidelines
33. Responsible Gaming Awareness
34. HIPAA Privacy Act Overview
35. Substance Abuse Awareness
36. Responsible Social Media for Team Members
37. SMART Workplaces: Ethics & Social Media Guideline

## Diversity, Equity and Inclusion

38. Diversity, Equity and Inclusion Awareness for Employees
39. Diversity Equity and Inclusion Awareness for Managers
40. Engagement with Diversity (Employees and Managers)
41. Communication for Inclusion (Employees and Managers)
42. The Influence of Unconscious Bias (Employees and Managers)
43. The Influence of Unconscious Bias In Decision Making
44. Skills for Hiring (Managers and Recruiters)
45. Cultural Appropriation versus Appreciation
46. Diversity Competent Mentoring
47. Myths about Merit, Fit, and Leadership
48. Building an Antiracist Culture in Your Organization
49. Diversity, Equity and Inclusion Skills for Employees
50. Diversity, Equity and Inclusion Skills for Managers

## HR Leadership Program

51. The Family & Medical Leave Act (FMLA) Awareness
52. Managing Stress & Employee Burnout
53. Stress Management Principles
54. Workplace Violence Prevention

## Communication Program

55. Communicating Cross Culturally
56. Communicating in a Reactive Situation
57. Communicating Negative Information
58. Interpersonal Communication
59. Proactive Communication
60. Teams and Communication
61. Workplace Communication
62. Writing Effective Emails
63. Short, Sweet, and To-the-point Reports
64. How to Write Powerful and Persuasive Emails
65. Tackling the Technical Proposal
66. Communication Skills for Supervisors

## Microsoft Office Training

67. Word 2013 Essential Training I
68. Word 2013 Essential Training I
69. Outlook 2013, Essential Training
70. Mastering Excel 2019 - Basics
71. Mastering Word 2019 - Basics
72. Mastering Outlook 2019 - Basics

## SMART Leadership Series

73. Part 1 - What Leaders Do
74. Part 2 - Model the Way
75. Part 3 - Inspire a Shared Vision
76. Part 4 - Challenge the Process
77. Part 5 - Enable Others to Act
78. Part 6 - Encourage the Heart

## SoftSkills/Professional Development

79. Problem Solving Strategies
80. Time Management & Productivity Techniques
81. Setting Effective Targets for Success
82. Critical Thinking & Problem Solving
83. The 80/20 Goal for Making Every Minute Count
84. Taking Accountability to Get Results

\*Available in Spanish

## Leadership Program

### Team Series

85. Employee Performance Recognition
86. Measurable Performance Goals & Expectations
87. Conducting Performance Reviews

### Performance Series

88. Providing Professional Criticism
89. Conflict Resolution
90. Motivating Employees
91. Feedback and Counseling
92. Effectively Disciplining Problem Performance
93. Effective Performance Review Practices
94. Manager Basics: Becoming a Manager
95. Manager Basics: Becoming a Coach
96. Delegation: Steps in Action
97. Conducting an Effective Coaching Session
98. Coaching Techniques for Leaders
99. Identifying Performance Problems And Causes

## General Safety Program

### Defense Driving Series

113. Defensive Driving Overview
114. Defensive Driving 1
115. Defensive Driving 2
116. Defensive Driving 3

### Risk Safety Series

117. Bloodborne Pathogens\*
118. Confined Space Entry Awareness
119. General Employee Safety Training\*
120. Occupational Safety Training: PPE
121. Hand Safety
122. Hazard Communication\*
123. Hearing Safety & Conservation
124. Cold Stress – Working Safely in Cold Weather
125. Heat Safety Awareness
126. Lockout-Tagout Procedures
127. Safety Data Sheets (SDS)
128. Respiratory Protection
129. Personal Protective Equipment
130. General Electrical Hazard Awareness for Site Safety
131. Safe Forklift Operation
132. Ladder Safety

### Management Series

100. New Hire Selection Process: After the Interview
101. Code of Ethics
102. Conducting Effective Job Interviews
103. Delegation Skills for Managers & Supervisors
104. Effective Feedback with Professionalism
105. Essential Change Management
106. Supervisor Basics & Fundamentals
107. Successfully Transitioning from Team Member to Manager
108. Hiring the Right Talent - Customer Service
109. Developing Your Leadership Style
110. Managing a Millennial
111. Managing Gen X
112. Getting the Most out of a Multi-Generational Workforce

### Injury Prevention Series

133. Fall Protection Awareness Training
134. Safe Lifting
135. Slips, Trips, and Falls for Frontline\*
136. Slips, Trips, and Falls for Supervisors

### First Response Series

137. Emergency Evacuation Training for Frontline\*
138. Emergency Evacuation Training for Supervisors\*
139. Fire Safety Training\*
140. Active Shooter Awareness Training

\*Available in Spanish

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### CUSTOMER LOYALTY

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### DIVERSITY EQUITY & INCLUSION

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# AML COMPLIANCE

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## TITLE 31 INTRODUCTION OVERVIEW

Since 1970, Title 31 of the U.S. Code of Regulations has required financial institutions to assist U.S. government agencies to detect and prevent money laundering by keeping records of large cash transactions and to report suspicious activity that might signify money laundering, tax evasion, or other criminal activities, such as terrorist financing. Casinos are required to comply with Title 31 regulation by reporting large currency transactions and suspicious activity reports.

### OBJECTIVES

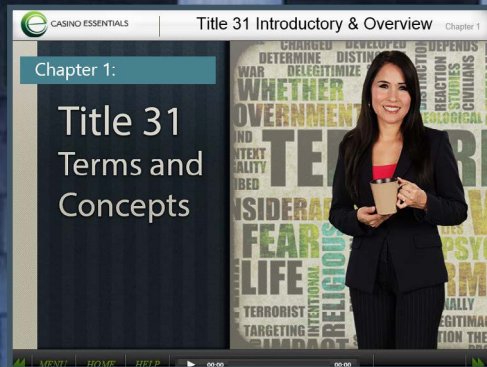
- Understand the basics of Title 31 terms and concepts.
- The history of Title 31, also known as the Bank Secrecy Act.
- Government's reason for Title 31 reporting
- Avoid fines and penalties by following the regulation
- Learn what kinds of transactions and activities must be reported.

**Audience:** All Casino and Card Club personnel that interact with patrons

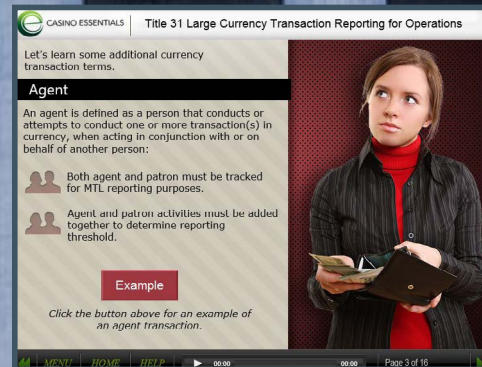
**Primary Regulations:** CFR Title 31

**Duration:** 25-35 minutes

COURSE CODE: CET31L1







# TITLE 31 TRANSACTION REPORTING FOR OPERATIONS

This course will introduce employees to the key terms related to currency transaction reporting (CTR), multiple transaction log (MTL tracking), reportable and non-reportable transactions, tracking and reporting requirements related to negotiable instruments, deposit accounts, credit accounts and patron identification requirements for large currency transaction reporting.

## OBJECTIVES

- Identify Key terms related to large currency transactions
- Differentiate between reportable and non-reportable transactions
- Understand how to track transactions using Multiple Transaction Logs (MTL)
- Determine if an entry must be made on the Monetary Instrument Log (MIL) or Negotiable Instrument Log (NIL)
- Recall patron identification requirements
- Identify wire transfer requirements
- Track and report requirements for Credit Accounts
- Understand requirements for Deposit Accounts
- Obtain information required for Safekeeping Accounts
- Know what we are allowed to say to our patrons

**Audience:** All Casino and Card Club personnel with primary duties that involve tracking and documenting Title 31 reportable cash transactions

**Primary Regulations:** CFR Title 31

**Duration:** 45-60 minutes

COURSE CODE: CET31L2

## COURSE LIST

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# TITLE 31 SAR INCIDENT SCENARIOS AND REPORTING

Casino employees are exposed to unusual transactions or potentially suspicious incidents that occur at the Casino. Whether they are directly involved with these transactions, or may observe reportable activities as they go about their daily tasks, it is important for them to be aware of report requirements and processes to help ensure compliance with federal regulations.

## OBJECTIVES

- Identifying suspicious or unusual activities
- What information is required when reporting incidents
- Penalties and fines associated with failing to report incidents
- Specific department examples of suspicious activities
- Disclosing suspicious or unusual activities
- Reporting incident details for further review

**Audience:** All Casino and Card Club personnel that interact with patrons

**Primary Regulations:** CFR Title 31

**Duration:** 30-45 minutes

COURSE CODE: CET31L4

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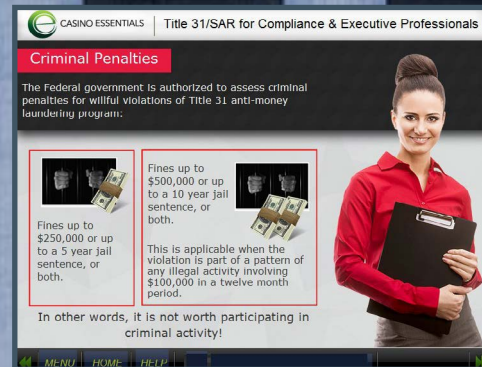
LEADERSHIP PROGRAM

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## TITLE 31 FOR EXECUTIVES AND COMPLIANCE PROFESSIONALS

This course provides a high-level overview of currency transaction reporting (CTR) and suspicious activity reporting requirements (SAR) to executive level employees. This lesson offers guidelines for ensuring accurate completion of CTRs and SARs, filing deadlines, record retention requirements and responsibilities for compliance and management.

### OBJECTIVES

- Title 31 Overview
- Title 31 and SAR reporting requirements
- Filing deadlines and record retention
- Compliance roles and responsibilities
- Non-compliance fines and penalty details

**Audience:** Directors, Executive Management, Casino and Club Card owners including Board of Directors, Indian Tribal Members and Tribal Government

**Primary Regulations:** CFR Title 31

**Duration:** 25-35 minutes

COURSE CODE: CET31L5

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## TITLE 26 AND FORM 8300 FOR NON-CASINO DEPARTMENTS

Form 8300 is useful to the IRS and law enforcement because it can be used to trace cash movements into retail sectors of the economy and link abnormal use of cash with possible illicit sources of that cash.

### OBJECTIVES

- Review of Title 26
- Cash Transaction Reporting
- Aggregating Multiple Cash Payments
- Suspicious Activities

**Audience:** Designed for employees whose duties include handling cash transaction in non-gaming departments such as Hotel and Front Desk Operation, Nightlife, Restaurants and Group Events

**Primary Regulations:** Department of the Treasury Office of Foreign Assets

**Duration:** 40-60 minutes

COURSE CODE: CET26L1

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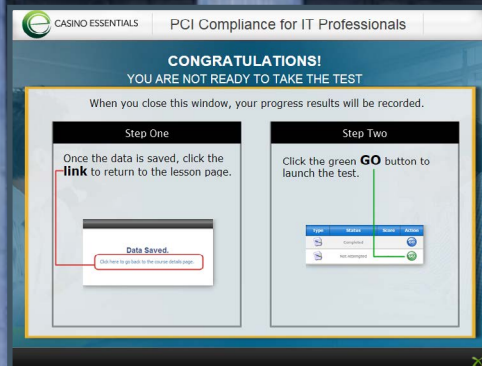
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# OFAC (OFFICE OF FOREIGN ASSETS CONTROL)

Casino employees may be exposed to transactions that are subject to OFAC regulations and should understand their role in adhering to OFAC while assisting in preventing terrorism, narcotics traffickers (drugs) and threats to the economy and national security of the United States.

## OBJECTIVES

- OFAC overview and history
- Key terms related to OFAC
- Penalties associated with non-compliance
- What types of transactions and persons are subject to OFAC
- Guidelines for tracking and reporting transactions
- How to ensure compliance with this regulation

**Audience:** Any employee that interacts with patron credit and employees that perform patron transactions

**Primary Regulations:** Department of the Treasury Office of Foreign Assets

**Duration:** 20-30 minutes

COURSE CODE: CEOFAC

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COUNTERFEIT  
CURRENCY PREVENTION

IDENTITY THEFT  
PREVENTION (FACTA:  
RED FLAGS RULE)

# CAGE AND CREDIT OPERATIONS



**COUNTERFEIT  
CURRENCY PREVENTION**IDENTITY THEFT  
PREVENTION (FACTA:  
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# COUNTERFEIT CURRENCY PREVENTION

For all cash handling employees, the crime prevention angle is obvious; they need to be educated on how to detect counterfeit money. This course teaches the methods to confidently detect and deter counterfeit currency.

**OBJECTIVES**

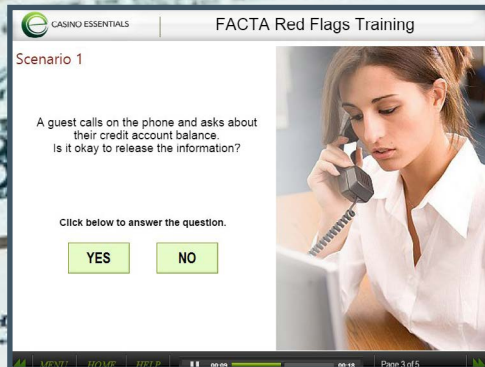
- Introduce the design and security features of U.S. currency
- Identification of counterfeit currency
- Deter counterfeiters and prevent losses

**Audience:** All employees with cash handling responsibilities

**Primary Regulations:** U.S. Secret Service Title 18, Section 471, Section 510

**Duration:** 30 minutes

COURSE CODE: CECNFT

COUNTERFEIT  
CURRENCY PREVENTIONIDENTITY THEFT  
PREVENTION (FACTA:  
RED FLAGS RULE)

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## IDENTITY THEFT TRAINING (FACTA: RED FLAGS RULE)

The Federal Trade Commission (FTC) enacted the Red Flags Rule under the Fair and Accurate Credit Transactions Act (FACTA) to ensure consumer protection against identity theft. Most Casinos keep sensitive information in their files in order to perform transactions or other necessary business functions.

### OBJECTIVES

- ♦ Introduction of the (FTC) Red Flags Rule
- ♦ Identification of relevant Red Flags
- ♦ Procedures to keep patrons safe from identity thieves
- ♦ Response to Red Flag detections

**Audience:** Any employee that interacts with patron credit, deposit accounts or patron data, or any audience that wants to learn how to protect a patron's identity

**Primary Regulations:** 16 C.F.R. Part 681

**Duration:** 30 minutes

COURSE CODE: CEFAC





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PREVENTION

PCI COMPLIANCE FOR IT  
PROFESSIONALS

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AWARENESS &  
PREVENTION

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AWARENESS FOR THE  
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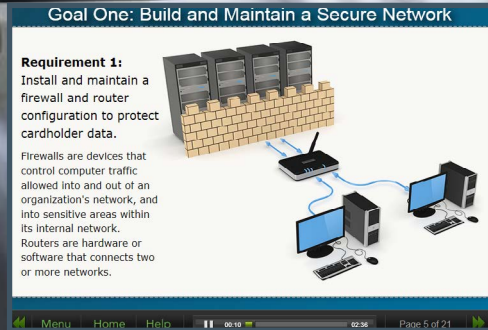
# IT AND GENERAL SECURITY





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# SAR INCIDENT REPORTING FOR IT

With a rapidly growing trend in cyber-events and cyber-enabled crime, Financial Crimes Enforcement Network (FinCEN) is requiring casinos to report certain activities as part of the casino's Title 31 obligations. In this lesson, we will learn how to respond to cyber-events and cyber-enabled crime.

## OBJECTIVES

- Learn what cyber activities are considered reportable suspicious activities
- What are the requirements for designated cybersecurity personnel within the casino
- Understand what is appropriate for information sharing related to cybersecurity.
- Review what methods cyber criminals exploit to commit email fraud schemes
- Learn how to complete a SAR with cyber related information

**Audience:** All employees that deal with sensitive information

**Primary Regulations:** CFR Title 31

**Duration:** 25 minutes

COURSE CODE: CESARIT

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## SAR INCIDENT REPORTING FOR IT

PCI CREDIT CARD FRAUD  
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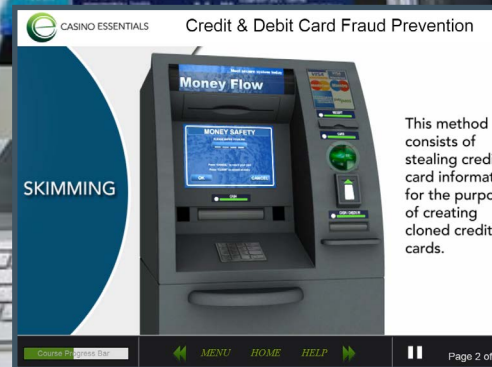
INTERNAL FRAUD  
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# PCI CREDIT CARD FRAUD PREVENTION

Fraud cost businesses and consumers billions of dollars annually. This course is designed to teach Casino employees to detect and prevent credit and debit card fraud so as to keep criminals from stealing and victimizing unsuspecting individuals and businesses. This course meets PCI requirements for front line staff training.

## OBJECTIVES

- Familiar with the security features of:
  - Visa
  - MasterCard
  - Discover
  - American Express
- Able to better identify fraudulent cards
- How to prevent credit card fraud
- Understand what action to take if you suspect fraud

**Audience:** All employees that perform credit card transactions

**Primary Regulations:** PCI Security Standards

**Duration:** 30 minutes

COURSE CODE: CEP CIF

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COMPLIANCE

HR  
LEADERSHIP

COMMUNICATION  
PROGRAM

MICROSOFT  
OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

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SAFETY

SAR INCIDENT  
REPORTING FOR IT

PCI CREDIT CARD  
FRAUD PREVENTION

PCI COMPLIANCE FOR IT  
PROFESSIONALS

INTERNAL FRAUD  
AWARENESS &  
PREVENTION

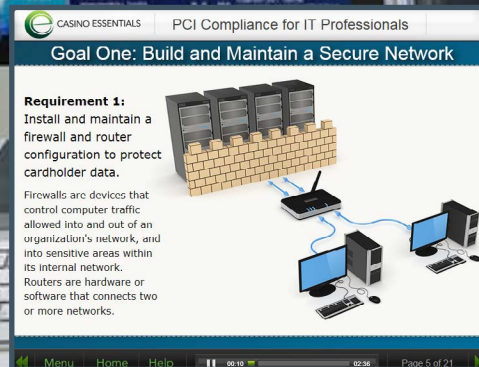
CYBERSECURITY  
AWARENESS FOR THE  
WORKPLACE





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# PCI COMPLIANCE FOR IT PROFESSIONALS

PCI security standards are technical and operational requirements set by the PCI Security Standards Council to protect card-holder data. PCI standards apply to all organizations that store, process or transmit card-holder data.

## OBJECTIVES

- 12 PCI DSS Requirements, who it applies to and how it affects the Casino
- Building and maintaining an effective network with a vulnerability management program
- Implementing strong access controls
- Protecting card-holder data
- Monitoring and testing your casino networks

**Audience:** All Casino personnel that interact with patrons

**Primary Regulations:** PCI Security Standards

**Duration:** 30 minutes

COURSE CODE: CEP CIT

## COURSE LIST

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PREVENTION

**PCI COMPLIANCE FOR  
IT PROFESSIONALS**

INTERNAL FRAUD  
AWARENESS &  
PREVENTION

CYBERSECURITY  
AWARENESS FOR THE  
WORKPLACE



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# INTERNAL FRAUD AWARENESS AND PREVENTION

Occupations fraud and abuse is a major concern to organizations around the globe. According to the Association of Certified Fraud Examiners, organizations lost approximately 5% of their annual revenues to employee fraud and abuse in 2013. This course covers identifying issues that may lead to fraud abuse, the red flags to identify internal fraud and how to handle instances of fraud in an organization.

## OBJECTIVES

- ♦ Review of Key Terms
- ♦ Costs Associated with Internal Fraud
- ♦ The Fraud Tree
- ♦ The Fraud Triangle
- ♦ Detection and Responsibility

**Audience:** The course is intended for Supervisory and Management employees

**Duration:** 30-45 minutes

COURSE CODE: CEIFA

## COURSE LIST

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CAGE AND CREDIT  
OPERATIONS

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SECURITY

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PROFESSIONAL  
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SAFETY

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REPORTING FOR IT

PCI CREDIT CARD FRAUD  
PREVENTION

PCI COMPLIANCE FOR IT  
PROFESSIONALS

**INTERNAL FRAUD  
AWARENESS &  
PREVENTION**

CYBERSECURITY  
AWARENESS FOR THE  
WORKPLACE



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## CYBERSECURITY AWARENESS FOR THE WORKPLACE

This course presents a variety of precautions that you, as a casino employee, should take to avoid cyber attacks against you and your company. The course discusses the different types of cyber attacks (e.g., phishing, viruses, malicious software and phone scams) and how to stay clear of them as well as real-life scenarios so the learner may interact and understand just how serious cyber security may be.

### OBJECTIVES

- Defining Cyber Security
- Identifying and understanding the different types of cyber attacks
- Learning the outcome of becoming a victim of a cyber attack
- How to prevent cyber attacks
- Outside of work cybersecurity scenarios

**Audience:** All employees that perform credit card transactions and deal with sensitive information

**Primary Regulations:** Cyber Security Standards

**Duration:** 20 minutes

COURSE CODE: CECAFE

### COURSE LIST

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OPERATIONS

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INTERNAL FRAUD  
AWARENESS &  
PREVENTION

**CYBERSECURITY  
AWARENESS FOR THE  
WORKPLACE**





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MEMBER

PLAY

TEAMS

PLAYERS

LEAGUE

SETTING



SOCCER



TENNIS



BASKETBALL



RUGBY

SPORTS BETTING  
BASICS

SOCCER

89%

LIVE

MONDAY LEAGUE

3%

LIVE

WEDNESDAY

LIVE

PLAYER

90%

LIVE

FRIDAY

3%

LIVE

SPORTS  
BETTING

COURSE LIST

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BEVERAGE

DIVERSITY EQUITY  
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COMPLIANCE

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LEADERSHIP

COMMUNICATION  
PROGRAM

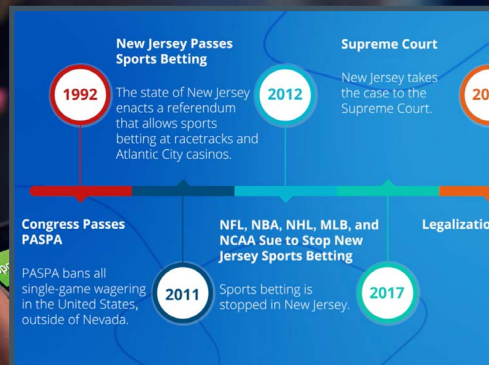
MICROSOFT  
OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



## SPORTS BETTING BASICS

# SPORTS BETTING BASICS

Betting on sports is more popular than ever these days and with the number of different Sportsbooks, it is also easier than ever. A Sportsbook is a casino that takes bets on sporting events and pays out winnings. Patrons of the casino can place bets on a variety of sports including: Football, Basketball, Baseball, Hockey, Boxing, Mixed Martial Arts (MMA), Tennis, Soccer, Auto Racing, and Golf. This course will review how and where to place sports bets, key terminology, the variety of bets that can be made, odds, and payouts.

## OBJECTIVES

- Explain how and where sports bets can be placed
- Identify basic sports betting terminology
- Describe the different types of sports bets that can be made
- Explain what types of bets apply and are commonly used in different sports

**Audience:** All employees

**Duration:** 30 minutes

COURSE CODE: CESBB

## COURSE LIST

AML COMPLIANCE

CAGE AND CREDIT OPERATIONS

IT & GENERAL SECURITY

SPORTS BETTING

CUSTOMER LOYALTY

FOOD & BEVERAGE

DIVERSITY EQUITY & INCLUSION

HR COMPLIANCE

HR LEADERSHIP

COMMUNICATION PROGRAM

MICROSOFT OFFICE TRAINING

LEADERSHIP PROGRAM

SMART LEADERSHIP

SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY





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# CUSTOMER LOYALTY

## COURSE LIST

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COMPLIANCE

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OPERATIONS

IT & GENERAL  
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OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY

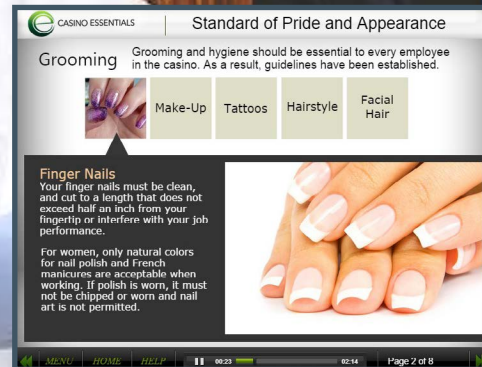
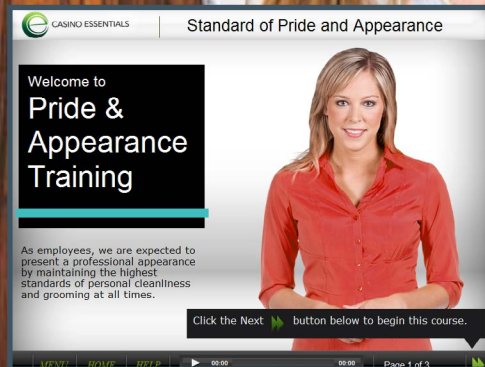
WORKPLACE PRIDE &  
APPEARANCE TRAINING

CUSTOMER LOYALTY  
SESSION 1: SERVICE  
STANDARDS

CUSTOMER LOYALTY  
SESSION 2: IDENTIFY  
CUSTOMER NEEDS

CUSTOMER LOYALTY  
SESSION 3:  
COMMUNICATION BASICS

CUSTOMER LOYALTY  
SESSION 4: SERVICE  
RECOVERY



# WORKPLACE PRIDE AND APPEARANCE TRAINING

This course provides general guidelines to maintain a professional image for employees and the proper attire to be worn while at work. It also focuses on the proper grooming and personal hygiene requirements while in the workplace. As an employee of the casino, you are expected to maintain high standards of dress and personal hygiene at all times. Your appearance may be the first impression made when meeting patrons.

## OBJECTIVES

- ♦ General Guidelines to Professional Appearance
- ♦ Understanding Personal Hygiene
- ♦ Uniform and Apparel Standards

**Audience:** This course is designed for all employees

**Duration:** 20-30 minutes

COURSE CODE: CEWPA

## COURSE LIST

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PROGRAM

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LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY

## WORKPLACE PRIDE & APPEARANCE TRAINING

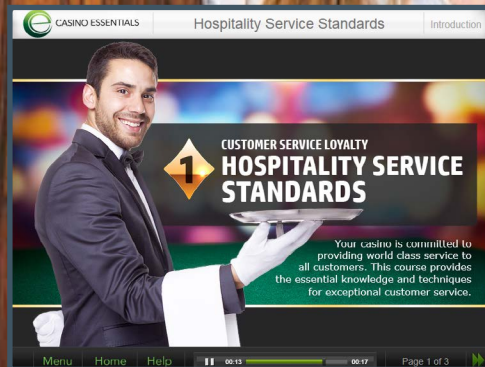
CUSTOMER LOYALTY  
SESSION 1: SERVICE  
STANDARDS

CUSTOMER LOYALTY  
SESSION 2: IDENTIFY  
CUSTOMER NEEDS

CUSTOMER LOYALTY  
SESSION 3:  
COMMUNICATION BASICS

CUSTOMER LOYALTY  
SESSION 4: SERVICE  
RECOVERY





## CUSTOMER LOYALTY SESSION 1: SERVICE STANDARDS

Your Casino is committed to providing world class service to all customers. This course provides the essential knowledge and techniques your employees need to provide exceptional customer service. Remember, ensuring that your Casino has exceptional service depends on how well you welcome the customers to the Casino. Do everything you can to make their visit enjoyable, comfortable and safe. This course focuses on understanding the "Customer Zone," "the 10 and 5 rule," and finding answers in challenging situations.

### OBJECTIVES

- ♦ Identify the different types of customers
- ♦ Successfully greet and close conversations with customers
- ♦ Understand the essential hospitality service standards

**Audience:** All Casino personnel that interact with patrons

**Scenario Description:** Takes place in the casino lobby while your employee assists customers as they pass by the lobby

**Duration:** 25-40 minutes

COURSE CODE: CECLM1

### COURSE LIST

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LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY

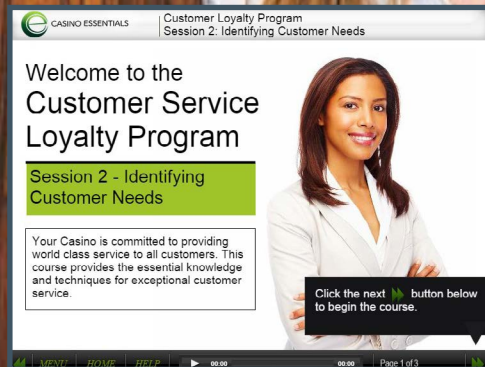
WORKPLACE PRIDE &  
APPEARANCE TRAINING

**CUSTOMER LOYALTY  
SESSION 1: SERVICE  
STANDARDS**

CUSTOMER LOYALTY  
SESSION 2: IDENTIFY  
CUSTOMER NEEDS

CUSTOMER LOYALTY  
SESSION 3:  
COMMUNICATION BASICS

CUSTOMER LOYALTY  
SESSION 4: SERVICE  
RECOVERY



## CUSTOMER LOYALTY SESSION 2: IDENTIFY CUSTOMER NEEDS

Your Casino is committed to providing world class service to all customers. This course provides the essential knowledge and techniques your employees need to provide exceptional customer service. This course focuses on asking the right questions in specific situations. Learn the “ins and outs” of meeting customer needs.

### OBJECTIVES

- ◆ Identify and handle customer inquiries and requests
- ◆ Differentiate the different types of customers
- ◆ Understand how to ask the right questions

**Audience:** All Casino personnel that interact with patrons

**Scenario Description:** Takes place in a gift shop or retail shop

**Duration:** 25-40 minutes

COURSE CODE: CECLM2

### COURSE LIST

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PROFESSIONAL  
DEVELOPMENT

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SAFETY

WORKPLACE PRIDE &  
APPEARANCE TRAINING

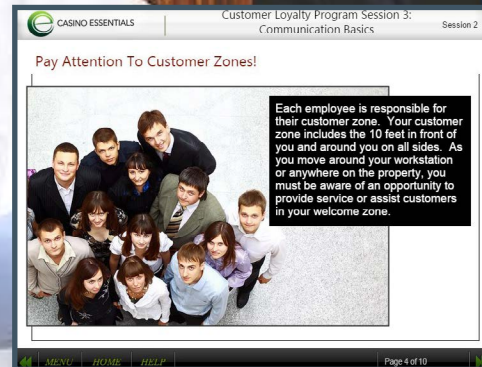
CUSTOMER LOYALTY  
SESSION 1: SERVICE  
STANDARDS

**CUSTOMER LOYALTY  
SESSION 2: IDENTIFY  
CUSTOMER NEEDS**

CUSTOMER LOYALTY  
SESSION 3:  
COMMUNICATION BASICS

CUSTOMER LOYALTY  
SESSION 4: SERVICE  
RECOVERY





## CUSTOMER LOYALTY SESSION 3: COMMUNICATION BASICS

Your Casino is committed to providing world class service to all customers. This course provides the essential knowledge and techniques your employees need to provide exceptional customer service. This course focuses on customer courtesies, face to face interaction and body language, 50/50 rule, appearance and attitude.

### OBJECTIVES

- ♦ To take pride in their appearance, attitude and work area
- ♦ Understand why customer safety is good service
- ♦ Learn what it means to sell your Casino

**Audience:** All Casino personnel that interact with patrons

**Scenario Description:** Takes place at a Cage cashier booth with three different cashiers

**Duration:** 25-40 minutes

COURSE CODE: CECLM3

### COURSE LIST

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COMPLIANCE

CAGE AND CREDIT  
OPERATIONS

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BETTING

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SAFETY

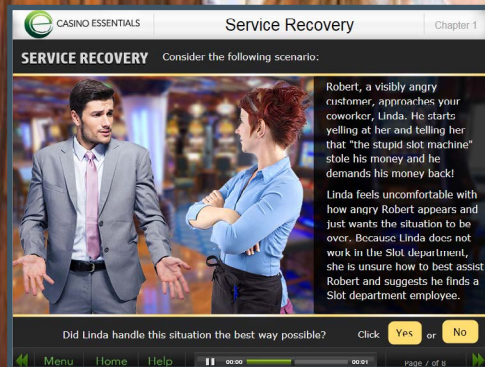
WORKPLACE PRIDE &  
APPEARANCE TRAINING

CUSTOMER LOYALTY  
SESSION 1: SERVICE  
STANDARDS

CUSTOMER LOYALTY  
SESSION 2: IDENTIFY  
CUSTOMER NEEDS

**CUSTOMER LOYALTY  
SESSION 3:  
COMMUNICATION BASICS**

CUSTOMER LOYALTY  
SESSION 4: SERVICE  
RECOVERY



## CUSTOMER LOYALTY SESSION 4: SERVICE RECOVERY

Your Casino is committed to providing world class service to all customers. This course provides the essential knowledge and techniques your employees need to provide exceptional customer service. This course focuses on reinforcing methods and thought process when handling conflict.

### OBJECTIVES

- Learn why customers become upset and manage negative service experiences
- Learn service recovery techniques including resolving issues with LAST (Listen, Apologize, Solve, Thank)
- Handle conflict through empathy

**Audience:** All Casino personnel that interact with patrons

**Scenario Description:** Takes place in a Casino environment with employees that choose the correct statements

**Duration:** 25-40 minutes

COURSE CODE: CECLM4

### COURSE LIST

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COMPLIANCE

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CUSTOMER NEEDS

CUSTOMER LOYALTY  
SESSION 3:  
COMMUNICATION BASICS

**CUSTOMER LOYALTY  
SESSION 4: SERVICE  
RECOVERY**





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# FOOD AND BEVERAGE

## COURSE LIST

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PREVENTION

RESPONSIBLE ALCOHOL  
SERVER AWARENESS

INJURY PREVENTION IN  
RESTAURANTS & FOOD  
SERVICE

SLIPS, TRIPS, AND FALLS  
FOR FRONTLINE

SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS



## OCCUPATIONAL SAFETY TRAINING: FIRE SAFETY AND PREVENTION

Fire safety training is an important part of safety in the workplace. Employers must train employees about fire hazards that exist in the workplace, how to prevent fires, and what to do in the event one occurs. By taking this course, you will be able to identify fire hazards; know the proper way to evacuate safely in the event of a fire; and be able to identify fire extinguishers and how to use them properly.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEFSPVS

### COURSE LIST

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PROFESSIONAL  
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GENERAL  
SAFETY

### FIRE SAFETY AND PREVENTION

RESPONSIBLE ALCOHOL  
SERVER AWARENESS

INJURY PREVENTION IN  
RESTAURANTS & FOOD  
SERVICE

SLIPS, TRIPS, AND FALLS  
FOR FRONTLINE

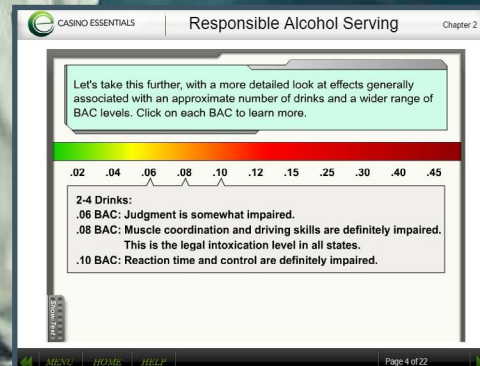
SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS





INTERESTED IN A ONE-ON-ONE DEMO?

REQUEST A DEMO TODAY



## RESPONSIBLE ALCOHOL SERVER AWARENESS

Responsible Alcohol Server Training has been shown to help prevent over-serving customers and illegally selling to them. This course is designed for employees who have the responsibility of serving alcohol to patrons. Employees will learn ways to serve alcohol in a safe and responsible manner.

### OBJECTIVES

- Discuss the legal responsibilities for employees who serve alcohol
- Describe the behavioral cues that indicate degrees of intoxication
- Discuss techniques and strategies for managing customers who have become intoxicated
- Describe laws regarding under-age drinking
- Describe the factors that influence the rate and degree of intoxication
- Identify acceptable and unacceptable forms of identification
- Discuss the effect of Blood Alcohol Concentration (BAC) on intoxication and how it is measured
- Describe techniques for verifying identification

**Audience:** Servers of alcoholic beverages

**Duration:** 1 hour

COURSE CODE: CERASP

### COURSE LIST

AML COMPLIANCE

CAGE AND CREDIT OPERATIONS

IT & GENERAL SECURITY

SPORTS BETTING

CUSTOMER LOYALTY

FOOD & BEVERAGE

DIVERSITY EQUITY & INCLUSION

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SMART LEADERSHIP

SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY

FIRE SAFETY AND PREVENTION

**RESPONSIBLE ALCOHOL SERVER AWARENESS**

INJURY PREVENTION IN RESTAURANTS & FOOD SERVICE

SLIPS, TRIPS, AND FALLS FOR FRONTLINE

SLIPS, TRIPS, AND FALLS FOR SUPERVISORS



## INJURY PREVENTION IN RESTAURANTS AND FOOD SERVICE

Restaurants are busy places with a wide variety of potential hazards. This video examines some of the more common hazards in Food Service and discusses choices workers can make to protect themselves and co-workers. Topics covered also include: strains, sprains, bruises and fractures, cuts, lacerations and punctures, burns and scalds, safety tips for kitchen staff, servers, bus people, bar staff and dishwashers.

### OBJECTIVES

- Describe the importance of hand safety in the workplace environment
- Determine when it is necessary to wear gloves relative to an identification process of tasks needed to be performed
- Identify opportunities in which it is important to protect hands from harmful extreme temperature conditions, toxic substances, burns and lacerations
- Identify proper techniques needed to pick out the proper types of gloves based on the hazards and conditions identified through an assessment process

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEIPRVS

### COURSE LIST

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SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY

FIRE SAFETY AND  
PREVENTION

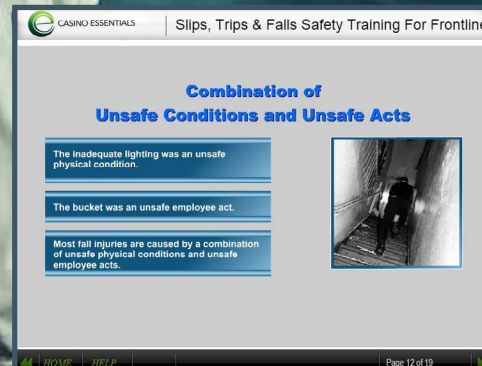
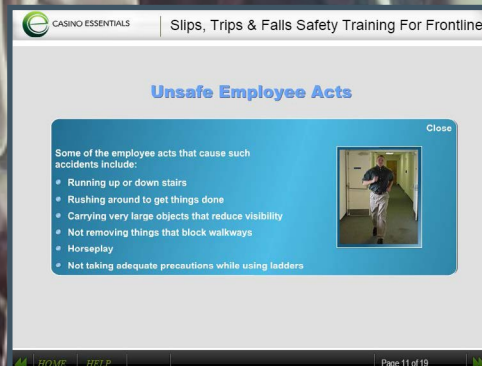
RESPONSIBLE ALCOHOL  
SERVER AWARENESS

**INJURY PREVENTION IN  
RESTAURANTS & FOOD  
SERVICE**

SLIPS, TRIPS, AND FALLS  
FOR FRONTLINE

SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS





## SLIPS, TRIPS, AND FALLS FOR FRONTLINE

Slips, trips, and falls are one of the most common causes of serious injuries at work. This course shows how workers can help each other avoid slips, trips, and falls in the workplace.

### OBJECTIVES

- Recognize the costs associated with slip, trip, and fall related injuries, and the scope of the problem
- Identify the leading causes for slip, trip, and fall injuries associated with the physical workplace environment
- Identify the leading causes for slip, trip, and fall injuries associated with employee behaviors
- Understand employer responsibilities associated with preventing slips, trips, and falls in the workplace
- Recognize actions employees should take to reduce the risk for slip, trip, and fall related injuries in the workplace

**Audience:** All personnel exposed to potential slip, trip, and fall hazards while on the job and who have the potential to use or be around ladders during the course of a routine/non-routine workday

**Primary Regulations:** OSHA 29 CFR 1910 Subpart D, Walking-Working Surfaces; OSHA 29 CFR 1926 Subpart E, Personal Protective and Life Saving Equipment; OSHA 29 CFR 1910 Subpart F, Powered Platforms, Man-lifts, and Vehicle-Mounted Work Platforms; OSHA 29 CFR 1926 Subpart L, Scaffolds; OSHA 29 CFR 1926 Subpart M, Fall Protection; OSHA 29 CFR 1926 Subpart P, Excavations; OSHA 29 CFR 1926 Subpart X, Stairways and Ladders, OSHA 29 CFR 1910 Subpart I, Personal Protective Equipment; OSHA 29 CFR 1910 Subpart R, Special Industries

**Duration:** 20 minutes

COURSE CODE: CESTF

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GENERAL  
SAFETY

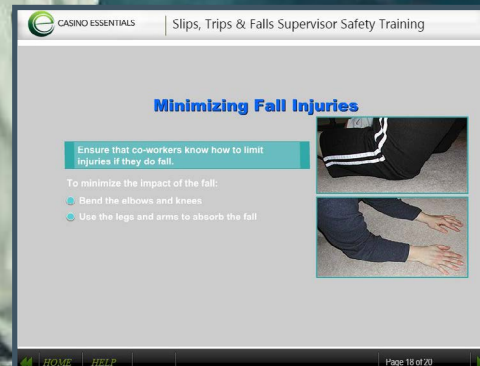
FIRE SAFETY AND  
PREVENTION

RESPONSIBLE ALCOHOL  
SERVER AWARENESS

INJURY PREVENTION IN  
RESTAURANTS & FOOD  
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**SLIPS, TRIPS, AND  
FALLS FOR FRONTLINE**

SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS



## SLIPS, TRIPS, AND FALLS FOR SUPERVISORS

A safety conscious supervisor can help prevent slips, trips, and falls from becoming a problem in your workplace. This safety training course shows how.

### OBJECTIVES

- Recognize the costs associated with slip, trip, and fall related injuries, and the importance of managing slip, trip, and fall injuries in the workplace
- Identify the leading causes for slip, trip, and fall injuries associated with the physical workplace environment
- Identify the leading causes for slip, trip, and fall injuries associated with employee behaviors
- Describe how supervisors can promote and enforce workplace safety measures for preventing slips, trips, and falls
- Describe the supervisor's role in a successful fall prevention program

**Audience:** All personnel exposed to potential slip, trip, and fall hazards while on the job and who have the potential to use or be around ladders during the course of a routine/non-routine workday

**Primary Regulations:** OSHA 29 CFR 1910 Subpart D, Walking-Working Surfaces; OSHA 29 CFR 1926 Subpart E, Personal Protective and Life Saving Equipment; OSHA 29 CFR 1910 Subpart F, Powered Platforms, Man-lifts, and Vehicle-Mounted Work Platforms; OSHA 29 CFR 1926 Subpart L, Scaffolds; OSHA 29 CFR 1926 Subpart M, Fall Protection; OSHA 29 CFR 1926 Subpart P, Excavations; OSHA 29 CFR 1926 Subpart X, Stairways and Ladders, OSHA 29 CFR 1910 Subpart I, Personal Protective Equipment; OSHA 29 CFR 1910 Subpart R, Special Industries

**Duration:** 20 minutes

COURSE CODE: CESTFS

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SLIPS, TRIPS, AND FALLS  
FOR FRONTLINE

**SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS**





INTERESTED IN A ONE-ON-ONE DEMO?

REQUEST A DEMO TODAY



# DIVERSITY, EQUITY & INCLUSION

DIVERSITY, EQUITY AND  
INCLUSION AWARENESS  
FOR EMPLOYEES

DIVERSITY EQUITY AND  
INCLUSION AWARENESS  
FOR MANAGERS

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AND MANAGERS)

COMMUNICATION FOR  
INCLUSION (EMPLOYEES  
AND MANAGERS)

THE INFLUENCE OF  
UNCONSCIOUS BIAS  
(EMPLOYEES AND MANAGERS)

THE INFLUENCE OF  
UNCONSCIOUS BIAS IN  
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(MANAGERS AND RECRUITERS)

SKILLS FOR HIRING  
(MANAGERS AND RECRUITERS)

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MENTORING

BUILDING AN ANTIRACIST  
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## DIVERSITY, EQUITY AND INCLUSION AWARENESS FOR EMPLOYEES

Today's workplaces are made up of people of diverse backgrounds and experiences. Different beliefs and values, as well as the distinct ways we express our individuality, encourage new ideas and perspectives that can help grow and strengthen our businesses. When employees respect the unique qualities each person brings to work, the entire organization benefits. That's why it's so important for employers to create and model a fair and inclusive work environment for everyone. This course is designed to give an overview of the fundamental aspects of diversity, equity and inclusion and how they bring value to the workplace. Topics covered include how certain policies and practices have historically undermined these concepts; how discrimination and harassment continue to play a part in today's professional landscape; challenges faced by those in the LGBTQ community; and implicit bias and the destructiveness of microaggressions.

**Audience:** This course is designed for all employees

**Duration:** 55 minutes

COURSE CODE: JAM-00002

### DIVERSITY, EQUITY AND INCLUSION AWARENESS FOR EMPLOYEES

DIVERSITY EQUITY AND INCLUSION AWARENESS FOR MANAGERS

ENGAGEMENT WITH DIVERSITY (EMPLOYEES AND MANAGERS)

COMMUNICATION FOR INCLUSION (EMPLOYEES AND MANAGERS)

THE INFLUENCE OF UNCONSCIOUS BIAS (EMPLOYEES AND MANAGERS)

THE INFLUENCE OF UNCONSCIOUS BIAS IN DECISION MAKING (MANAGERS AND RECRUITERS)

SKILLS FOR HIRING (MANAGERS AND RECRUITERS)

DIVERSITY COMPETENT MENTORING

BUILDING AN ANTIRACIST CULTURE

DIVERSITY, EQUITY AND INCLUSION SKILLS FOR EMPLOYEES

DIVERSITY, EQUITY AND INCLUSION SKILLS FOR MANAGERS

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FOOD & BEVERAGE

DIVERSITY EQUITY & INCLUSION

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LEADERSHIP PROGRAM

SMART LEADERSHIP

SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY





## DIVERSITY, EQUITY AND INCLUSION AWARENESS FOR MANAGERS

Today's workplaces are made up of people of diverse backgrounds and experiences. Different beliefs and values, as well as the distinct ways we express our individuality, encourage new ideas and perspectives that can help grow and strengthen our businesses. When employees respect the unique qualities each person brings to work, the entire organization benefits. That's why it's so important for managers to create and model a fair and inclusive work environment for everyone. This course is designed to give an overview of the fundamental aspects of diversity, equity and inclusion and how they bring value to the workplace. Topics covered include how certain policies and practices have historically undermined these concepts; how discrimination and harassment continue to play a part in today's professional landscape; challenges faced by those in the LGBTQ community; and implicit bias and the destructiveness of microaggressions.

**Audience:** This course is designed for all employees

**Duration:** 55 minutes

COURSE CODE: JAM-00003

DIVERSITY, EQUITY AND  
INCLUSION AWARENESS  
FOR EMPLOYEES

**DIVERSITY EQUITY AND  
INCLUSION AWARENESS  
FOR MANAGERS**

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INCLUSION (EMPLOYEES  
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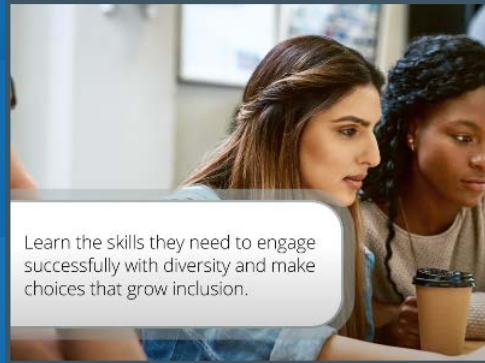
SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



**Teaching skills  
everyone needs**  
for a successful  
career.



Learn the skills they need to engage  
successfully with diversity and make  
choices that grow inclusion.

## ENGAGEMENT WITH DIVERSITY (EMPLOYEES AND MANAGERS)

This course focuses on how employees define and engage with diversity, using the iceberg model to illustrate how some aspects of diversity are not readily observable. It examines how diversity resistance, reactions to difference, assumptions, and the ladder of inference can negatively impact the workplace, while providing practical strategies, such as intentional exposure to difference, to help coursetakers engage more comfortably with diversity.

**Audience:** This course is designed for all employees

**Duration:** 25 minutes

COURSE CODE: JEDU-00014

DIVERSITY, EQUITY AND  
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FOR EMPLOYEES

DIVERSITY EQUITY AND  
INCLUSION AWARENESS  
FOR MANAGERS

**ENGAGEMENT WITH  
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COMMUNICATION FOR  
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## COMMUNICATION FOR INCLUSION (EMPLOYEES AND MANAGERS)

This course focuses on the importance of considering impact, not intent, when engaging with identity terminology and self-identification. Microaggressions are defined and explored, with an emphasis on the impact of unchecked microaggressions as well as on strategies for recipients, senders, and bystanders who want to mitigate the harm that microaggressions cause. The course ends by discussing microaffirmations and the way they can be used to counteract the negative impact of microaggressions.

**Audience:** This course is designed for all employees

**Duration:** 50 minutes

COURSE CODE: JEDU-00015

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DIVERSITY EQUITY AND  
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INTERESTED IN A ONE-ON-ONE DEMO?

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## THE INFLUENCE OF UNCONSCIOUS BIAS (EMPLOYEES AND MANAGERS)

This course defines and examines unconscious bias as a challenge workers from all identity groups must face. Coursetakers will unpack a variety of commonly-held myths surrounding people with disabilities, women, and LGBTQ members of the workplace while identifying clear and specific strategies for counteracting these damaging assumptions and creating a welcoming hiring process and workplace.

**Audience:** This course is designed for all employees

**Duration:** 35 minutes

COURSE CODE: JEDU-00016

DIVERSITY, EQUITY AND  
INCLUSION AWARENESS  
FOR EMPLOYEES

DIVERSITY EQUITY AND  
INCLUSION AWARENESS  
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AND MANAGERS)

**THE INFLUENCE OF  
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THE INFLUENCE OF  
UNCONSCIOUS BIAS IN  
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SKILLS FOR HIRING  
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INTERESTED IN A ONE-ON-ONE DEMO?

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## THE INFLUENCE OF UNCONSCIOUS BIAS IN DECISION MAKING (MANAGERS AND RECRUITERS)

This course examines the role that unconscious bias plays in recruiting and hiring decisions. It examines a number of myths and stereotypes related to women, people of color, people with disabilities, and people who identify as LGBTQ. It also offers practical steps employers can take to confront and mitigate both covert and unconscious bias when making personnel decisions, and it establishes the value and benefit of creating a diverse workplace.

**Audience:** This course is designed for all employees

**Duration:** 45 minutes

COURSE CODE: JEDU-00017

DIVERSITY, EQUITY AND INCLUSION AWARENESS FOR EMPLOYEES

DIVERSITY EQUITY AND INCLUSION AWARENESS FOR MANAGERS

ENGAGEMENT WITH DIVERSITY (EMPLOYEES AND MANAGERS)

COMMUNICATION FOR INCLUSION (EMPLOYEES AND MANAGERS)

THE INFLUENCE OF UNCONSCIOUS BIAS (EMPLOYEES AND MANAGERS)

**THE INFLUENCE OF UNCONSCIOUS BIAS IN DECISION MAKING (MANAGERS AND RECRUITERS)**

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SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY



## SKILLS FOR HIRING (MANAGERS AND RECRUITERS)

This course addresses practical steps that recruiters and hiring managers can take to ensure that their organization attracts and retains diverse candidates. It defines microaggressions and helps coursetakers recognize them while providing practical ways to counter the harm they cause. This course identifies three guidelines and ten strategies companies should use for diversity-competent hiring searches and examines what those strategies look like in real scenarios.

**Audience:** This course is designed for all employees

**Duration:** 30 minutes

COURSE CODE: JEDU-00018

DIVERSITY, EQUITY AND  
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FOR EMPLOYEES

DIVERSITY EQUITY AND  
INCLUSION AWARENESS  
FOR MANAGERS

ENGAGEMENT WITH  
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THE INFLUENCE OF  
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THE INFLUENCE OF  
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## DIVERSITY COMPETENT MENTORING (3-PART SERIES)

### Pt. 1: Developmental Networks

This course describes the value of developmental networks to a diversity-competent mentor. Coursetakers will examine sponsorship, employee resource groups - or ERGS, and group mentoring models, while determining the potential benefits for people in marginalized groups. Mentors will consider the benefits and pitfalls of each type of mentoring relationship and learn which models work best in a variety of situations.

### Pt. 2: Relational Mentoring

This course helps mentors understand how relational mentoring can help diverse candidates uncover hidden rules, integrate into the workplace without sacrificing their identity, and ultimately find success. Course takers will explore the importance of setting boundaries and goals, how to avoid mentee symbolism and deindividuation, the benefits of unheard perspectives and distinctive skills, and how to integrate and include those perspectives and skills in the workplace.

### Pt. 3: Combating Bias as a Mentor

This course identifies four common manifestations of bias that people from marginalized groups often encounter in academic and professional environments. Course takers will learn practical strategies for combatting both the presence and impact of bias in the workplace.

**Audience:** This course is designed for all employees

**Duration:** 30 minutes

COURSE CODE: JEDU-00022

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## BUILDING AN ANTIRACIST CULTURE IN YOUR ORGANIZATION

Today, the question isn't so much whether, but how organizational practices and policies create a culture that disadvantages people of color. This course is designed to identify the ways in which racism may operate within an organization and provide skills for moving beyond recognition to taking action that builds and sustains antiracist culture. Topics covered include why it's important to publicize a commitment to be an antiracist organization; how climate assessments and policy reviews can build trust and confidence in an organization; why antiracism must emerge from and be centered on BIPOC perspectives; and the steps for implementing antiracist change.

**Audience:** This course is designed for all employees

**Duration:** 30 minutes

COURSE CODE: JEDU-00046

DIVERSITY, EQUITY AND  
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FOR EMPLOYEES

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INCLUSION AWARENESS  
FOR MANAGERS

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COMMUNICATION FOR  
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AND MANAGERS)

THE INFLUENCE OF  
UNCONSCIOUS BIAS  
(EMPLOYEES AND MANAGERS)

THE INFLUENCE OF  
UNCONSCIOUS BIAS IN  
DECISION MAKING  
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SKILLS FOR HIRING  
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DIVERSITY, EQUITY AND  
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GENERAL  
SAFETY





hear derogatory remarks  
from coworkers  
encounter discrimination from  
coworkers or management



## DIVERSITY, EQUITY AND INCLUSION SKILLS FOR EMPLOYEES

Today, the question isn't so much whether, but how organizational practices and policies create a culture that disadvantages people of color. This course is designed to identify the ways in which racism may operate within an organization and provide skills for moving beyond recognition to taking action that builds and sustains antiracist culture. Topics covered include why it's important to publicize a commitment to be an antiracist organization; how climate assessments and policy reviews can build trust and confidence in an organization; why antiracism must emerge from and be centered on BIPOC perspectives; and the steps for implementing antiracist change.

**Audience:** This course is designed for all employees

**Duration:** 39 minutes

COURSE CODE: JAM-00004

DIVERSITY, EQUITY AND  
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FOR EMPLOYEES

DIVERSITY EQUITY AND  
INCLUSION AWARENESS  
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THE INFLUENCE OF  
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BUILDING AN ANTIRACIST  
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INCLUSION SKILLS FOR  
EMPLOYEES**

DIVERSITY, EQUITY AND  
INCLUSION SKILLS FOR  
MANAGERS

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## DIVERSITY, EQUITY AND INCLUSION SKILLS FOR MANAGERS

It's true that diversity, equity and inclusion can make teams stronger—maybe even boost the bottom line. But the sad reality is that the professional environment doesn't always make people feel included. In fact, it may exclude them based on a number of things, including race, ethnicity, ability, sexual orientation, gender identity, age and religion. This may cause them to feel like they have to alter aspects of themselves—like appearance, tone or dialect—just to fit in. That's why it's so important for employers to create and model a fair and inclusive work environment for everyone. But what does this look like? And how can we, as managers and employees, contribute to this? This course is designed to show how everyone can make the workplace both fair and welcoming to those who have historically faced discrimination for any one aspect of their identity. Topics covered include barriers to an inclusive work environment and actionable steps to foster inclusion in the workplace.

**Audience:** This course is designed for all Managers

**Duration:** 39 minutes

COURSE CODE: JAM-00005

DIVERSITY, EQUITY AND  
INCLUSION AWARENESS  
FOR EMPLOYEES

DIVERSITY EQUITY AND  
INCLUSION AWARENESS  
FOR MANAGERS

ENGAGEMENT WITH  
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COMMUNICATION FOR  
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THE INFLUENCE OF  
UNCONSCIOUS BIAS  
(EMPLOYEES AND MANAGERS)

THE INFLUENCE OF  
UNCONSCIOUS BIAS IN  
DECISION MAKING  
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SKILLS FOR HIRING  
(MANAGERS AND RECRUITERS)

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MENTORING

BUILDING AN ANTIRACIST  
CULTURE

DIVERSITY, EQUITY AND  
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EMPLOYEES

**DIVERSITY, EQUITY AND  
INCLUSION SKILLS FOR  
MANAGERS**

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# HR COMPLIANCE



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## SEXUAL HARASSMENT FOR CALIFORNIA SUPERVISORS: PART 1

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## SEXUAL HARASSMENT FOR CALIFORNIA SUPERVISORS: PART 1

Sexual harassment is harmful, costly, and unlawful. This course defines the two forms of sexual harassment and outlines the steps you and your casino can take to prevent and respond to sexual harassment in the workplace. Your casino is committed to maintaining a respectful and dignified workplace, and as a supervisor, you have a significant role in promoting a secure work environment for all employees. This course meets California's AB1825 two hour-long sexual harassment training requirements that California supervisors must take every two years.

### OBJECTIVES

- Define the two forms of sexual harassment
- Recognize examples of sexual harassment

**Audience:** Supervisors and Managers

**Duration:** 1 hour

COURSE CODE: CESH1





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## SEXUAL HARASSMENT FOR CALIFORNIA SUPERVISORS: PART 2

Sexual harassment is harmful, costly and unlawful. This course defines the two forms of sexual harassment and outlines the steps you and your casino can take to prevent and respond to sexual harassment in the workplace. Your casino is committed to maintaining a respectful and dignified workplace, and as a supervisor, you have a significant role in promoting a secure work environment for all employees. This course meets California's AB1825 two hour-long sexual harassment training requirements that California supervisors must take every two years.

### OBJECTIVES

- Identify sexual harassment in the workplace
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

**Audience:** Supervisors and Managers

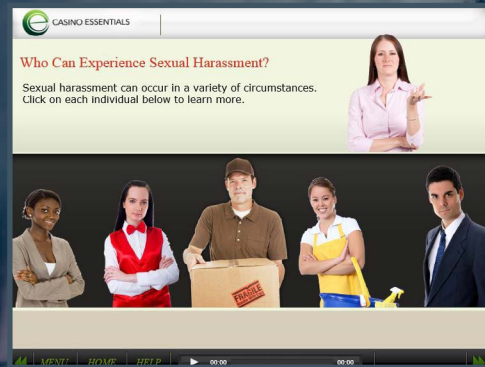
**Duration:** 1 hour

COURSE CODE: CESH2



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## SEXUAL HARASSMENT PREVENTION REFRESHER (FEDERAL)

In this 20-minute refresher course, we will define sexual harassment, provide examples of sexual harassment, and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace

### OBJECTIVES

- Define the two forms of sexual harassment
- Recognize examples of sexual harassment
- Identify the negative effects of sexual harassment in the workplace
- Specify the objectives of a workplace sexual harassment policy
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

**Audience:** All employers and employees

**Primary Regulations:** Title VII, Civil Rights Act of 1964

**Duration:** 20 minutes

COURSE CODE: CESH3

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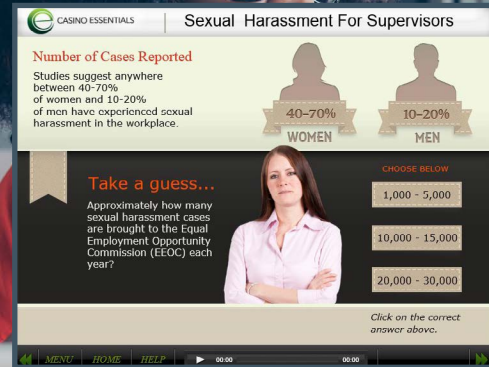
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## SEXUAL HARASSMENT FOR SUPERVISORS

This course will define sexual harassment and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace. This course will also discuss your responsibilities as a supervisor in creating a workplace that is free from sexual harassment.

### OBJECTIVES

- Define the two forms of sexual harassment
- Recognize examples of sexual harassment
- Identify sexual harassment in the workplace
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

**Audience:** All supervisors and managers

**Primary Regulations:** Title VII, Civil Rights Act of 1964

**Duration:** 60 minutes

COURSE CODE: CESH4



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## SEXUAL HARASSMENT AWARENESS FOR FRONTLINE

This course is designed for all employees and will define sexual harassment, provide examples of sexual harassment, and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace.

### OBJECTIVES

- Define the two forms of sexual harassment
- Recognize examples of sexual harassment
- Identify the negative effects of sexual harassment in the workplace
- Specify the objectives of a workplace sexual harassment policy
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

**Audience:** All employees

**Duration:** 25-35 minutes

COURSE CODE: CESH5





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## SEXUAL HARASSMENT AWARENESS FOR FRONTLINE - CALIFORNIA

This course is designed for all employees and will define sexual harassment, provide examples of sexual harassment, and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace. This course meets California's SB 1343 one hour-long sexual harassment training requirements for frontline employees.

### OBJECTIVES

- Define the two forms of sexual harassment
- Recognize examples of sexual harassment
- Identify the negative effects of workplace bullying and social media harassment
- Specify the objectives of a workplace sexual harassment policy
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

**Audience:** All employees

**Duration:** 60 minutes

COURSE CODE: CESH5CA

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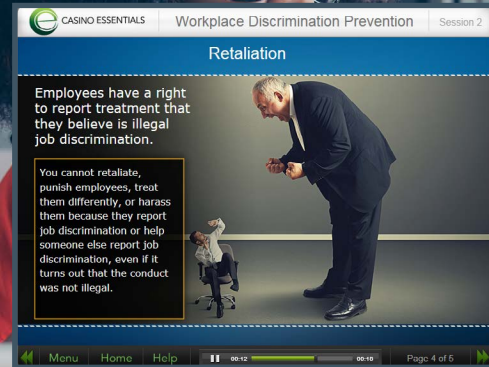
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## WORKPLACE DISCRIMINATION PREVENTION

In this course, we will define discrimination, provide examples of discrimination, and outline the steps an employee and the employer can take to prevent and respond to discrimination in the workplace. The course helps employees understand the impact that discrimination can have in the workplace and how to recognize steps to take if employees experience or witness discrimination in the workplace.

### OBJECTIVES

- Define discrimination
- Identify protected classes and the laws that apply to them
- Recognize discriminatory actions
- Recognize steps to take if you experience or witness discrimination in the workplace

**Audience:** All supervisors and anyone who directs other employees, or has the authority (or significant influence) to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, adjust grievances, or discipline other employees. It is recommended for all supervisors.

**Primary Regulations:** Equal Employment Opportunity Act of 1972

**Duration:** 45-60 minutes.

COURSE CODE: CEWDP

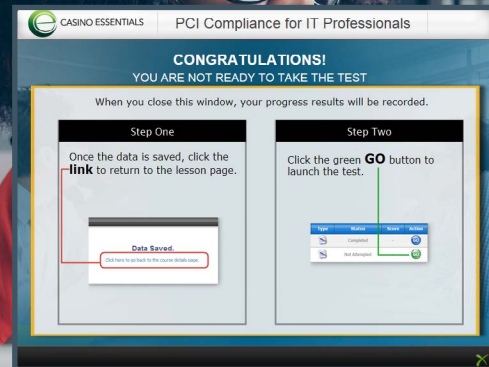




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## WORKPLACE DIVERSITY GUIDELINES

Today diversity is defined in broad and inclusive terms including age, ethnic origins, cultures, and personal styles. This course examines the diverse factors that employees bring to the workforce, including attitudes toward authority, motivation and teamwork. This course provides an overview of barriers to diversity and what can be done to create a more diverse workforce.

### OBJECTIVES

- Recognize opportunities resulting from a diverse workforce
- Recognize the non-discrimination legislation intent and language
- Specify objectives for a workplace diversity policy
- Recognize the influences of stereotypes
- Identify challenges of a diverse workforce
- Specify actions that can develop workplace diversity

**Audience:** All employers and employees

**Primary Regulations:** Equal Employment Opportunity Act of 1972. Equal Pay Act of 1963 as amended; Title VII of the Civil Rights Act of 1964 as amended; Pregnancy Disability Act of 1978; The Rehabilitation Act of 1973, as amended; The Americans with Disabilities Act of 1990; Age Discrimination Act of 1967 as amended.

**Duration:** 45-60 minutes

COURSE CODE: CEWDG

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## RESPONSIBLE GAMING AWARENESS

Problem gambling is an urge to continuously gamble despite harmful negative consequences or a desire to stop. This course is designed to assist Casino employees with situations that occur as a result of problem gambling. This is a customizable course to meet each Casino's business and jurisdictional gaming requirement for responsible gaming education.

### OBJECTIVES

- Identify responsible gambling, problem gambling, and compulsive gambling
- Recognize common signs and consequences associated with problem gambling
- Identify who is at risk
- Learn the proper way to assist patrons with problem gambling

**Audience:** All employees that interact with patrons

**Primary Regulations:** American Gaming Association (AGA), Responsible Gaming Statutes, and Regulations.

**Duration:** 40 minutes

COURSE CODE: CERG

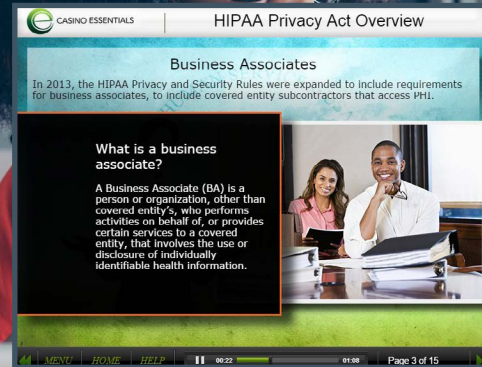




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## HIPAA PRIVACY ACT OVERVIEW

HIPAA Privacy issues are specific to employees of Health Plans, Healthcare Clearing-houses, Group Health Plans, and employees who may not be directly employed in the medical field, but must still be trained in the proper handling of Protected Health Information (PHI). Although employers are not covered entities under HIPAA, this course covers the ways employers are impacted by the HIPAA Privacy Rule and is designed to cover the HIPAA "Administrative Simplification" standards and regulations for the handling of PHI.

### OBJECTIVES

- Describe the purpose and background of the HIPAA Privacy Rule as well as the organizations that are influenced by this rule
- Describe the security regulations that apply to covered entities under the HIPAA Security Standards "Final Rule"
- Identify acceptable uses and disclosures of PHI
- Explain summary health information and de-identifying and how they relate to the HIPAA Privacy Rule
- Recognize the personal rights that each individual possesses regarding their PHI distinguish between what a covered entity should or should not do when handling PHI
- Determine in what ways an employer should be concerned with the HIPAA Privacy Rule

**Audience:** The audience includes employees in healthcare facilities, providers of medical or health services, or any other persons or organizations that furnish, bill, or are paid for healthcare in the normal course of business.

**Primary Regulations:** Health Insurance Portability and Accountability Act (HIPAA); 45 CFR Part 160; 45 CFR Part 162; 45 CFR Part 164

**Duration:** 45-60 minutes

COURSE CODE: CEHIPAA

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SUPERVISORS: PART 1

SEXUAL HARASSMENT  
FOR CALIFORNIA  
SUPERVISORS: PART 2

SEXUAL HARASSMENT  
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FOR SUPERVISORS

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ETHICS & SOCIAL MEDIA  
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SUPERVISORS: PART 1

SEXUAL HARASSMENT  
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SUPERVISORS: PART 2

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## SUBSTANCE ABUSE AWARENESS

Drug addiction is when an individual is involved in compulsive drug seeking and use, regardless of any negative health or social consequences. This compulsive drug use can cause employees to be more likely to miss work, be less productive, or even be involved in on-the-job accidents. This course raises awareness by discussing the effects of different types of drugs and alcohol as well as how to recognize and deal with symptoms of abuse.

### OBJECTIVES

- The risk factors and process of addiction
- The impact of addiction in the workplace
- The most common types of abused drugs
- Recognizing the symptoms of addiction
- Workplace drug policies and testing
- Helping an employee overcome abuse and addiction
- Common types of addiction treatment

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESAAYS





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ETHICS & SOCIAL MEDIA  
GUIDELINES

## RESPONSIBLE SOCIAL MEDIA FOR TEAM MEMBERS

It has become increasingly clear that social media is not just a fad. It is instead, not only a massive change in the way we socialize with others in a personal setting, but also the biggest shift in how we conduct business since the arrival of the Internet. Social media is quickly altering every aspect of corporate operations, such as hiring practices, training, marketing, and even risk management. The purpose of this course is to introduce you to social media, explore how we use social media personally vs. social media use in a business setting, how its use continues to evolve in the workplace, the benefits of social media, and of course the risks it can present to you personally and to companies.

### OBJECTIVES

- Define social media and discuss the most popular social networks
- Discuss social media for business use vs. personal use
- Describe the benefits of social media
- Discuss the risks of social media
- List the components of a solid workplace social media policy

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CERSMVS

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## ETHICS & SOCIAL MEDIA GUIDELINES

# SMART WORKPLACES - ETHICS & SOCIAL MEDIA GUIDELINES

A code of conduct educational program that addresses business and organizational ethics that has teeth but doesn't bite! While you probably know that having a code of conduct is necessary for your business, you may not know the best ways to impart the rules and make sure they are followed by staff – and you may not know the consequences if they don't. A good code of conduct clearly communicates your company's values and imparts knowledge employees can use to make tough calls with confidence in the gray areas of business. This training presents interactive scenarios and activities that challenge employees to apply company values to ethical dilemmas and to resolve issues.

## OBJECTIVES

- Identify the ways to properly conduct yourself with company equipment, assets, and customers
- Identify certain behaviors prohibited by the Code of Business Conduct and Ethics and other Company policies, business practices, and procedures
- Recognize examples of allowed and prohibited behaviors from various hypothetical scenarios

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CECASEVS

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SEXUAL HARASSMENT FOR CALIFORNIA SUPERVISORS: PART 2

SEXUAL HARASSMENT PREVENTION REFRESHER (FEDERAL)

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# HR LEADERSHIP

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## THE FAMILY AND MEDICAL LEAVE ACT (FMLA) AWARENESS

The Family and Medical Leave Act of 1993 (FMLA) was signed into law by President Clinton on February 5, 1993. The leave requirements of the law became effective six months after the February 5, 1993 enactment date. Both employers and employees need to know their rights and obligations under the law.

### OBJECTIVES

- Explain why FMLA was enacted
- Identify employer and employee eligibility requirements
- Discuss benefits under the Act
- Provide proper notice to qualified employees
- Recognize circumstances where leave is due
- Maintain proper FMLA documentation

**Audience:** Audience may be determined by Human Resources department

**Primary Regulation:** The Family and Medical Leave Act of 1993 (FMLA)

**Duration:** 45-90 minutes

COURSE CODE: CEFMLA

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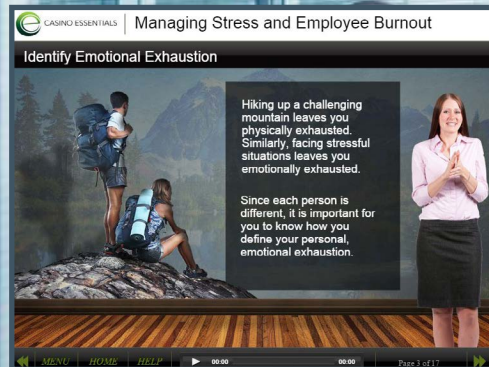
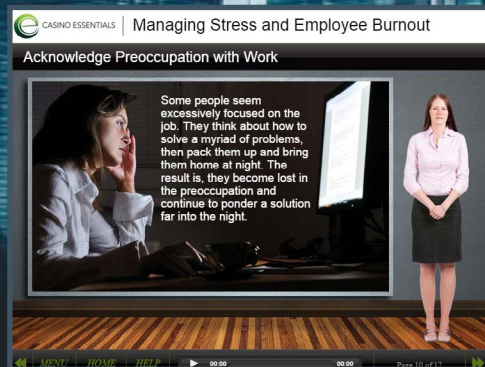
### THE FAMILY & MEDICAL LEAVE ACT (FMLA) AWARENESS

MANAGING STRESS &  
EMPLOYEE BURNOUT

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## MANAGING STRESS AND EMPLOYEE BURNOUT

Ever watched a candle burn out? The flame flickers and cannot be reignited due to various reasons like too much wind or the wick being too short. It eventually goes out. You face stress in a variety of ways, and though you may be able to handle it in most instances, there are some times when the stress causes you to burn out. This module can help you recognize and avoid the burnout in your life.

### OBJECTIVES

- Explain how to recognize and locate stress
- Discuss the four phases of burnout
- Explain how to recognize when you're burned out
- Discuss how to take a proactive approach
- Describe how to implement your plan

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEMSEB

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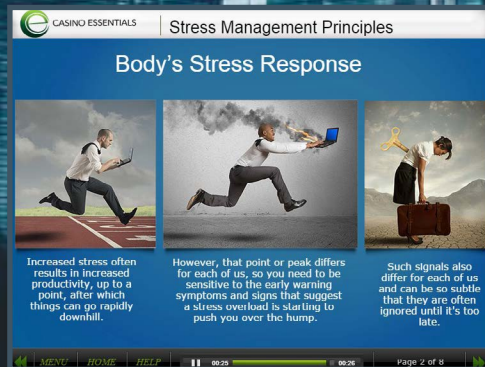
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## STRESS MANAGEMENT PRINCIPLES

This course assists in developing the skills necessary to recognize, control, and relieve stress in everyday life. This includes teaching how to recognize signs of stress, defining its effects, showing how to control and relieve stress, as well as demonstrating ways of resolving conflict. This is an overview of techniques to manage and deal with everyday stressful situations in and out of the workplace.

### OBJECTIVES

- Define the effects of stress
- Recognize the warning signs of stress
- Distinguish between the different types of stress
- Recognize means for controlling and relieving stress
- Specify ways to maintain life balance
- Specify ways to resolve conflict

**Audience:** All employees and employers

**Duration:** 45-60 minutes

COURSE CODE: CESMT

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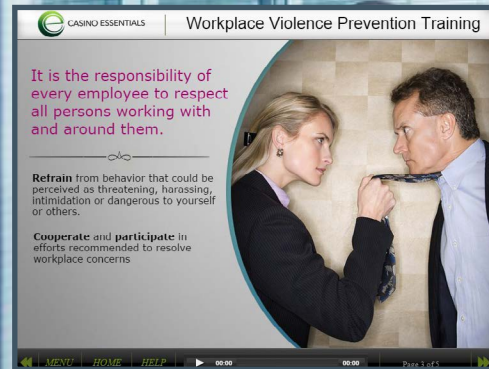
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WORKPLACE VIOLENCE  
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## WORKPLACE VIOLENCE PREVENTION

This course is designed to inform the workplace of the second leading cause of fatal occupational injury in the United States. This course will inform the worker of the environmental conditions associated with workplace assaults and the control strategies to use in a variety of work settings.

### OBJECTIVES

- Identify examples of workplace violence
- Identify potential victims and perpetrators
- Identify violent behavior warning signs
- Identify stages of violent behavior and intervention options
- Describe how to report workplace violence incidents
- Describe how to help victims cope with workplace violence

**Audience:** Anyone who works with others or with the public

**Primary Regulations:** NIOSH [1992]. Homicide in U.S. workplaces: a strategy for prevention and research, U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control, National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication No. 92-103; NIOSH [1993]. DHHS (NIOSH) Publication No. 93-109; NIOSH [1995]. National Traumatic Occupational Fatalities (NTOF) Surveillance System. Morgantown, WV: U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health. Department Of Labor's Occupational Safety and Health Administration (OSHA) Issues Recommendations for Workplace Violence Prevention in Late-Night Retail Establishments.

**Duration:** 45-60 minutes

COURSE CODE: CEWVP

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# COMMUNICATION PROGRAM

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## COMMUNICATING CROSS CULTURALLY

Learn strategies for coping with differences in culture that create communication opportunities in the workplace. Most important, you will analyze your own personal culture and how your culture affects your expectations of yourself and others in the workplace. Finally, you'll learn culturally imposed elements of non-verbal communication that add to the complexity of communication in the workplace.

### OBJECTIVES

- Define culture
- Analyze your cultural values and those of co-workers
- Explain how cultural values influence workplace communication

**Audience:** All employees

**Duration:** 45-90 minutes

COURSE CODE: CECCC

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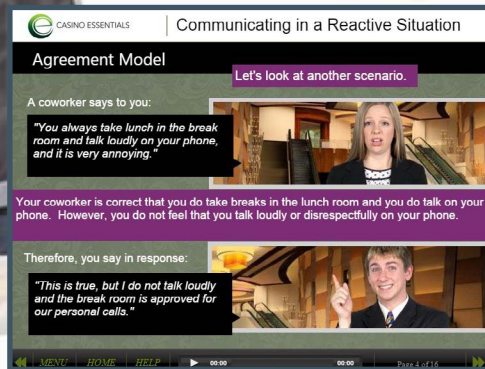
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## COMMUNICATING IN A REACTIVE SITUATION

This course discusses techniques to use when the person you are communicating with questions what you are saying, or doubts the information you are providing is correct. Our knee-jerk reaction is to become defensive in these situations; however, that reaction can quickly destroy any hope of a positive outcome. You will learn to understand why people question or doubt and use non-confrontational methods to clarify information and participate in constructive, positive communication.

### OBJECTIVES

- Techniques for communicating when your words are questioned
- Preventing knee-jerk reactions
- Why people question or doubt and are skeptical
- Rephrasing questions and doubts to ensure understanding
- Giving appropriate responses when questioned or doubted
- Minimizing conflict when you are faced with a true disagreement
- Probing for more information in a non-confrontational way

**Audience:** All employees

**Duration:** 45-90 minutes

COURSE CODE: CECRS

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## COMMUNICATING NEGATIVE INFORMATION

Not all news is good news. There are times when negative messages have to be communicated to your organization, staff, and peers. This training is designed to help you learn techniques for delivering negative messages in a positive way.

### OBJECTIVES

- Goals for delivering bad news
- Identifying potential legal problems
- Components of negative messages
- Implementing the direct and indirect pattern with bad news
- Strategies for refusing routine requests
- Delivering bad news while maintaining goodwill
- Managing bad news within an organization
- Appreciating how other cultures deliver negative messages

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes.

COURSE CODE: CECNI

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## INTERPERSONAL COMMUNICATION

This training will assist with enhancing interpersonal communication skills and develop techniques for dealing with adversarial situations. Learn to communicate effectively with your co-workers and managers through verbal and non-verbal methods.

### OBJECTIVES

- Problems and misunderstandings in communication
- Interpersonal communication skills
- Adversarial situations
- Communicating more effectively with managers and co-workers
- Verbal and non-verbal messages

**Audience:** All employees

**Duration:** 45-90 minutes

COURSE CODE: CEICT

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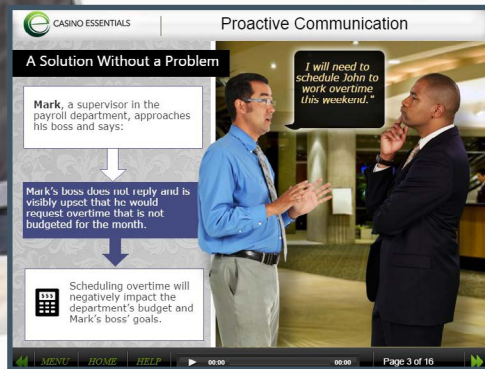
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## PROACTIVE COMMUNICATION

Perhaps the single most important skill a person can develop is the ability to communicate effectively with others. Only through effective interpersonal communication can you persuasively convey an idea, overcome objections, avoid misunderstandings, and minimize arguments. This course will help you develop and improve your process of verbal communication using a step-by-step approach, focusing on basic fundamentals.

### OBJECTIVES

- Explain how to effectively communicate an idea, a concept, or a request
- Describe how to break the communication process down into specific, identifiable parts
- Explain how to analyze and understand those parts
- Describe how to avoid misunderstandings and misconceptions
- Discuss how to identify and provide positive contributions to any conversation
- Explain how to focus upon and quickly review the results of a conversation

**Audience:** All employees

**Duration:** 45-90 minutes

COURSE CODE: CEPAC

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CULTURALLY

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REACTIVE SITUATION

COMMUNICATING  
NEGATIVE INFORMATION

INTERPERSONAL  
COMMUNICATION

PROACTIVE  
COMMUNICATION

TEAMS AND  
COMMUNICATION

WORKPLACE  
COMMUNICATION

WRITING EFFECTIVE  
EMAILS

SHORT, SWEET, AND TO-  
THE-POINT REPORTS

HOW TO WRITE  
POWERFUL AND  
PERSUASIVE EMAILS

TACKLING THE  
TECHNICAL PROPOSAL

COMMUNICATION SKILLS  
FOR SUPERVISORS

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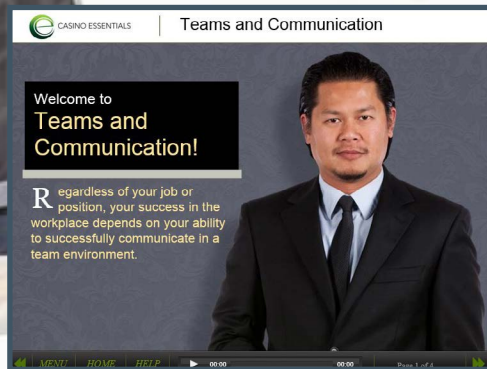
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OFFICE TRAINING

LEADERSHIP  
PROGRAM

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LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



## TEAMS AND COMMUNICATION

This course will show you how successful employee teams communicate in today's leaner, flatter organizations. The ability to communicate within teams is vital as a lot of responsibility is delegated to work teams today. This course will present you with all the tools you will need, including listening skills, non-verbal communication, collaboration techniques and meeting skills.

### OBJECTIVES

- Examines the importance of communicating in a team-oriented environment
- Identifies the four phases of team development
- Explains the role of conflict within teams
- Identifies the characteristics of successful teams
- Explains techniques for organizing team-based presentations
- Appreciates the importance of listening in teams
- Improves non-verbal communication techniques
- Explains how to plan and participate in face-to-face, and electronic meetings

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CETAC

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REACTIVE SITUATION

COMMUNICATING  
NEGATIVE INFORMATION

INTERPERSONAL  
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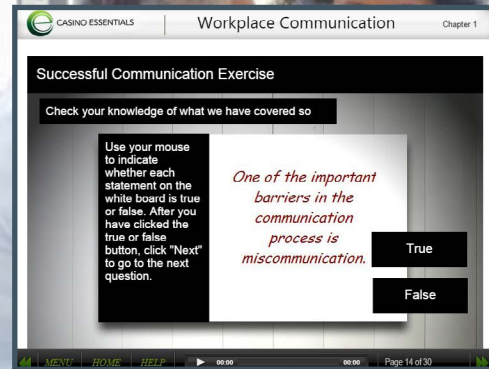
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PROGRAM

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SAFETY





## WORKPLACE COMMUNICATION

This course provides you with both the process and the products of effective communication. No matter what your current level of employment is - from CEO to front line employee-you'll find it an invaluable source of information. Not only does the course contain the fundamentals of both interpersonal and organizational communication, it also provides a solid grounding in business ethics. That's why many employees find this online course to be as valuable as their daily planner.

### OBJECTIVES

- Workplace and the importance of communication skills
- The process of communication
- Interpersonal communication and the importance of overcoming the barriers
- Flow of communication in organizations, including barriers and methods for overcoming those barriers
- Goals of ethical business communication and important tools for doing the right thing

**Audience:** All Employees

**Duration:** 45-90 minutes

COURSE CODE: CEWPC

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COMMUNICATING  
NEGATIVE INFORMATION

INTERPERSONAL  
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COMMUNICATION  
PROGRAM

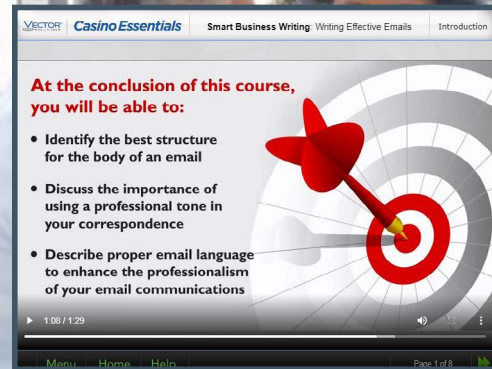
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OFFICE TRAINING

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SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
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## WRITING EFFECTIVE EMAILS

In today's business world, email is often the preferred means of exchanging information, yet many organizations overlook this very important form of business communication. So much of our daily social and business interactions occur over the Internet that it is very easy to take such an important means of communication for granted. Because of the preference for email interaction over other forms of communication, utilizing email in a professional and efficient manner is vital for success.

### OBJECTIVES

- Identify the best structure for the body of an email.
- Discuss the importance of using a professional tone in your correspondence.
- Describe proper email language to enhance the professionalism of your email communications.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEWEEVS

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COMMUNICATION

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INTERESTED IN A ONE-ON-ONE DEMO?

REQUEST A DEMO TODAY



## SHORT, SWEET AND TO-THE-POINT REPORTS

If the skills you'd acquired by the time you wrote your last book report for school aren't cutting it for you in the business world, this course can teach you what you need to know. Almost every professional has to write a short report at some point in his or her career, and despite the fact that it doesn't have to be "long," it can still be daunting – especially if you don't like writing. This interactive online course will teach you to use the simple and extremely effective Pyramid method of writing to create the most common types of reports professionals will be faced with in their careers.

### OBJECTIVES

- Understand how to plan and write Informative Short Reports
- Know how to create a Persuasive Short Report, designed to convince the reader to take action
- Implement the Pyramid Method of writing in all of your correspondence
- Identify the five sections of an inspection report

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESSTPVS

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WORKPLACE COMMUNICATION

WRITING EFFECTIVE EMAILS

SHORT, SWEET, AND TO-THE-POINT REPORTS

HOW TO WRITE POWERFUL AND PERSUASIVE EMAILS

TACKLING THE TECHNICAL PROPOSAL

COMMUNICATION SKILLS FOR SUPERVISORS

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CAGE AND CREDIT OPERATIONS

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SPORTS BETTING

CUSTOMER LOYALTY

FOOD & BEVERAGE

DIVERSITY EQUITY & INCLUSION

HR COMPLIANCE

HR LEADERSHIP

COMMUNICATION PROGRAM

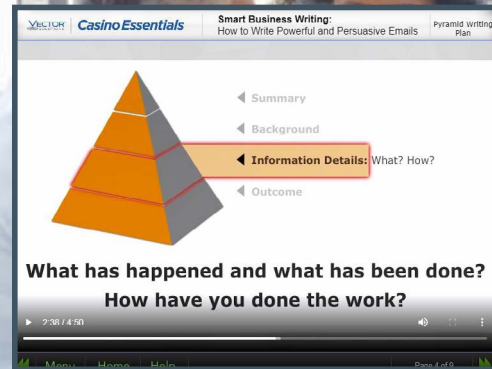
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LEADERSHIP PROGRAM

SMART LEADERSHIP

SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY



## HOW TO WRITE POWERFUL & PERSUASIVE EMAILS

Writing an email is the same as any other form of correspondence, only faster and a lot less formal, right? Wrong. Almost every professional today is faced with the seemingly simple task of writing emails but there are specific considerations that apply to email that we should always consider before we hit "Send."

### OBJECTIVES

- Recognize the components of the Pyramid Writing Plan
- Define poorly-written vs. well-written emails
- Describe effective, appropriate e-mail messages
- Discuss efficient, error-free e-mail

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEHTWVS

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## TACKLING THE TECHNICAL PROPOSAL

Proposals are an integral part of the professional world. Proposal topics can range from a request for more department funding to a plan for redesigning a highway. Regardless of the subject, proposals are intended to persuade. A poorly written or dull document that doesn't present the critical components in logical order can mean your presentation or request is brushed aside or not taken seriously.

### OBJECTIVES

- Define short informal proposals
- Discuss longer semiformal proposals
- Identify the properties of formal proposals
- Describe visually-pleasing documents
- Explain how to write more effectively and persuasively

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CETTPVS

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## COMMUNICATION SKILLS FOR SUPERVISORS

Communication skills are frequently cited as the most important skills for supervisors. To be an effective supervisor, you must be able to communicate with all levels of the organization. Poor communication can have many negative consequences, such as poor performance due to lack of alignment on expectations, and conflicts between individuals. This module will cover some essential skills for communicating effectively, with a focus on communicating with your subordinates.

### OBJECTIVES

- Describe the elements required for effective communication
- List and describe the 7 Cs of effective communication
- Describe different communication methods and how to choose the best one
- Identify and describe common forms of nonverbal communication

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: RVCT-975

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TRAINING I

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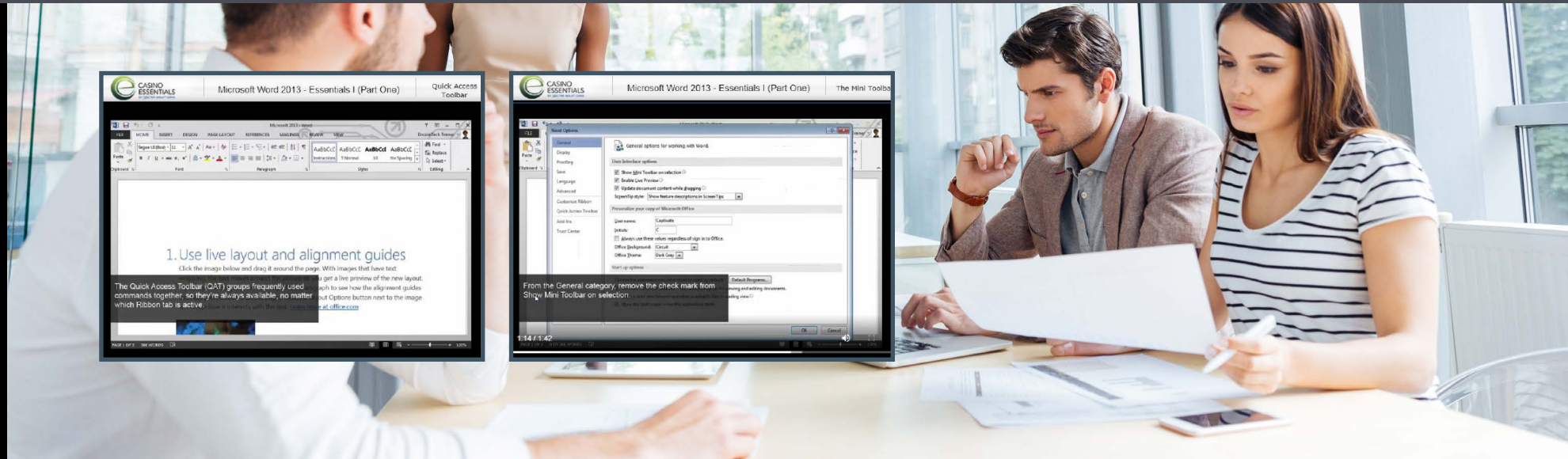
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ESSENTIAL TRAINING

MASTERING EXCEL 2019  
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MASTERING WORD 2019  
BASICS

MASTERING OUTLOOK  
2019 - BASICS





## WORD 2013 ESSENTIAL TRAINING I

In the Word 2013 Essential Training series, you will learn the core features and tools in Word 2013. This first course in the series provides an orientation of the Word 2013 interface, including the functionality at the heart of Word: creating, editing, and formatting documents. It also covers numbering and page layout, in addition to creating and editing tables. Each lesson features learning activities so you can practice your new skills as you proceed through the course.

### OBJECTIVES

- Discuss the essential tools used in Word 2013
- Describe how to insert numbering and format page layouts
- Describe how to navigate the features in Word 2013 to build and edit documents
- Explain how to create and edit created tables in Word 2013

**Duration:** 120 minutes

COURSE CODE: MWETI

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WORD 2013 ESSENTIAL  
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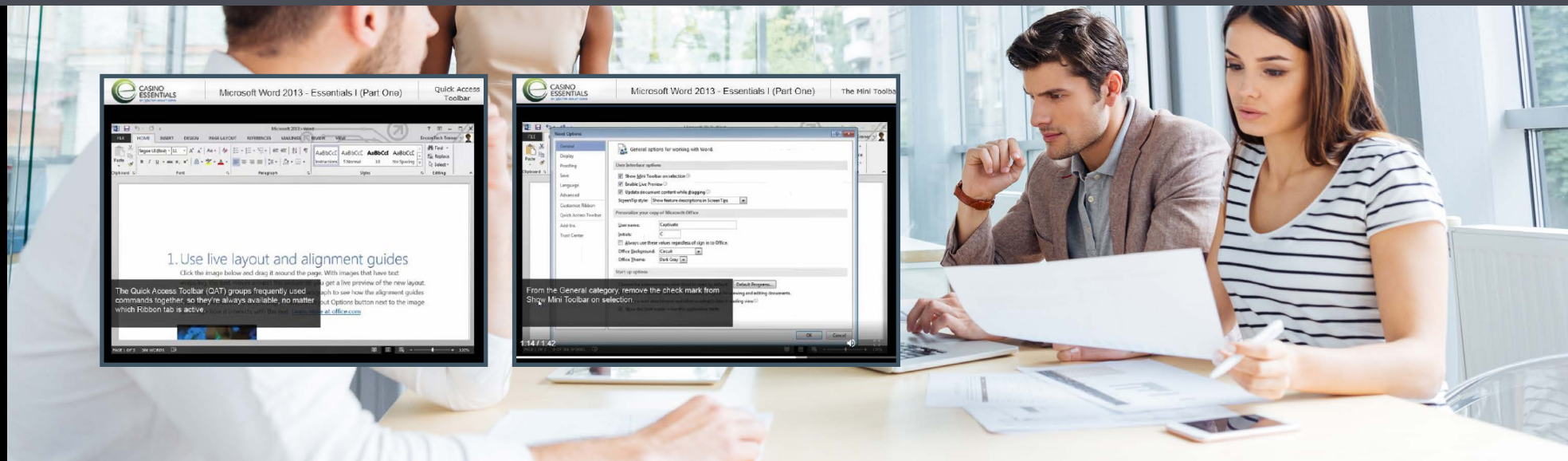
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## WORD 2013 ESSENTIAL TRAINING II

In the Word 2013 Essential Training series, you will learn the core features and tools in Word 2013. This first course in the series provides an orientation of the Word 2013 interface, including the functionality at the heart of Word: creating, editing, and formatting documents. It also covers numbering and page layout, in addition to creating and editing tables. Each lesson features learning activities so you can practice your new skills as you proceed through the course.

### OBJECTIVES

- Discuss the essential tools used in Word 2013
- Describe how to insert numbering and format page layouts
- Describe how to navigate the features in Word 2013 to build and edit documents
- Explain how to create and edit created tables in Word 2013

**Duration:** 120 minutes

COURSE CODE: MWETII

### COURSE LIST

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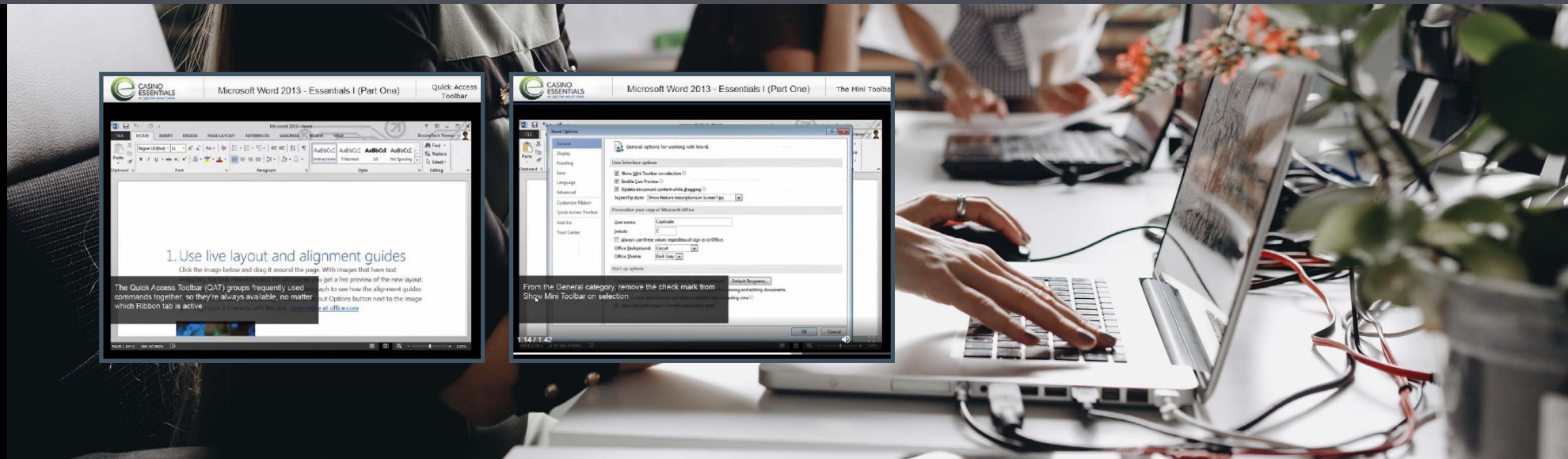
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## OUTLOOK 2013, ESSENTIAL TRAINING

Outlook is a program that enables you to track all your communication with contacts, meetings or appointments, notes, and to-do lists in one place. Microsoft has offered this resourceful program for years, but released this version update to provide users with a sleeker and more efficient tool. Explore what's new in Outlook 2013 as you go over the basics. You'll explore the interface, discover customization options for the layout of Outlook as well as customization options within your messages. Communication is key to success. Therefore, you'll spend a portion of your time learning to work efficiently within the Mail section of Outlook.

### OBJECTIVES

- Explore the interface, discover customization options for the layout of Outlook as well as customization options within your messages.

Duration: 10 Hours

COURSE CODE: MOET

### COURSE LIST

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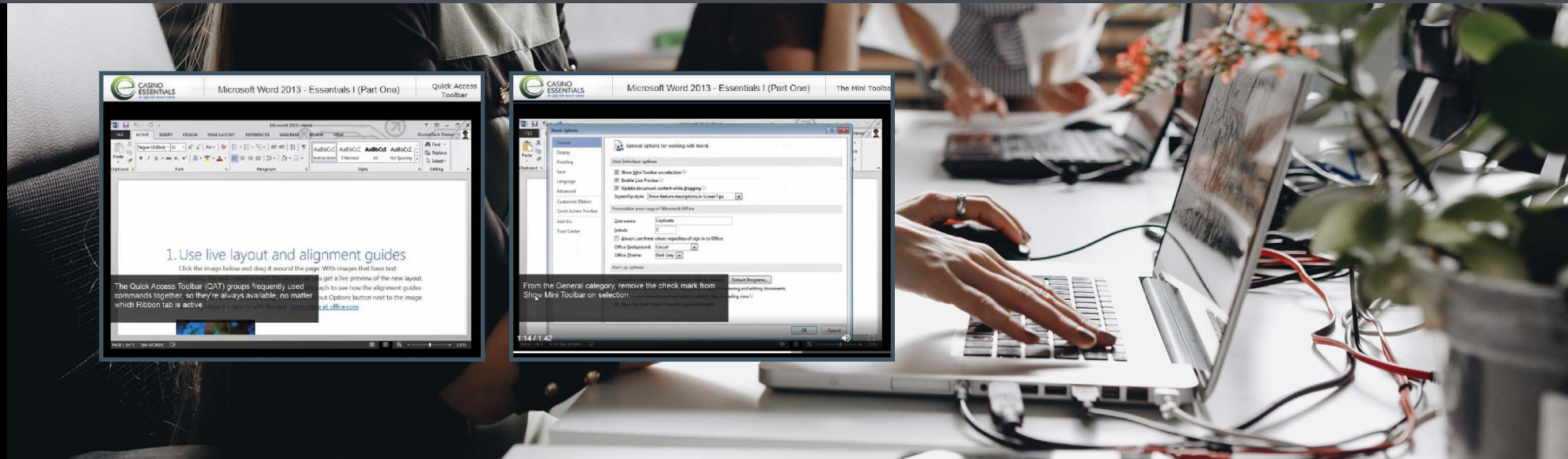
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## MASTERING EXCEL 2019 - BASICS

There are two kinds of people: Those who are masters at Excel, and those who wish they were. When you master Excel, you have one of the most practical and valuable skillsets in modern business. A spreadsheet guru can work wonders—from organizing lists; to creating multi-layered, interactive reports; to answering critical business questions like ROI, budget allocations, expense tracking, and more. This course is your first step towards becoming an expert at using Excel 2019.

### OBJECTIVES

- Navigate the interface including creating and saving workbooks, quickly accessing commands, and selecting and entering data
- Perform calculations using formulas and functions
- Insert and delete rows and columns
- Apply formatting to text, numbers, and cells including Conditional Formatting, Comparative Analysis Formatting, Cell Styles, and Themes

**Duration:** 120 minutes

COURSE CODE: RVBB-3272

### COURSE LIST

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WORD 2013 ESSENTIAL  
TRAINING I

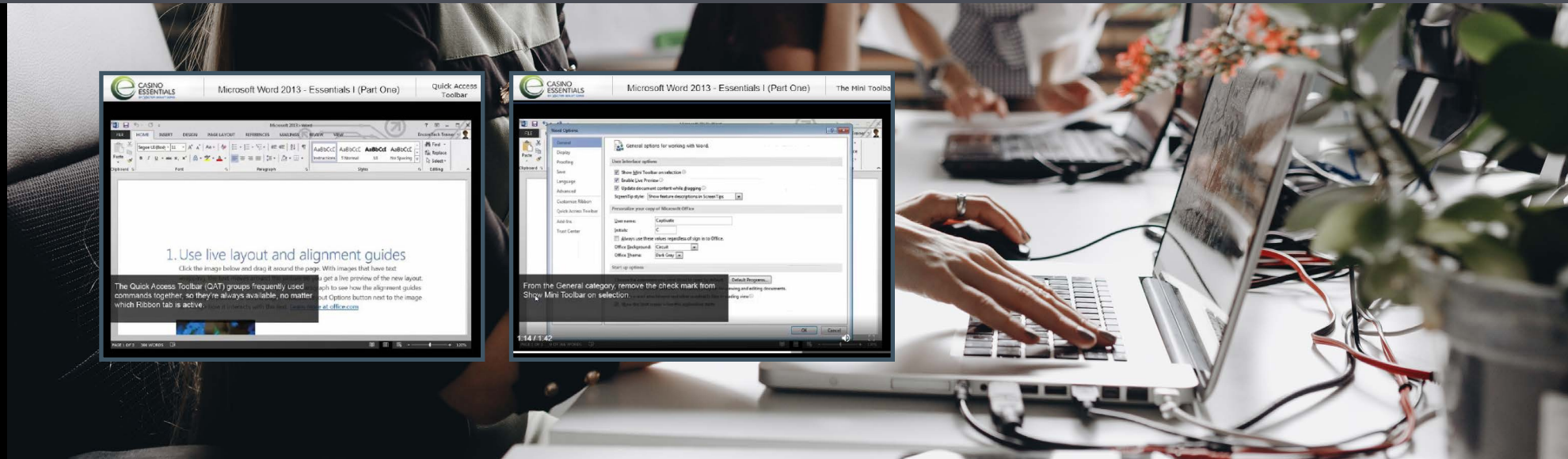
WORD 2013 ESSENTIAL  
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MASTERING OUTLOOK  
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## MASTERING WORD 2019 - BASICS

Learn the Basics of Microsoft Word 2019—Delivered in Easily Searchable, Highly Informative Content Lessons Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people each day, very few know how to use it properly. In this basics course produced by Microsoft Certified Trainer, Barbara, Evers, we'll show you everything you need to know to start harnessing the power of Microsoft Word.

### OBJECTIVES

- Navigate the interface including creating and saving documents, quickly accessing commands, and selecting and entering text
- Manage your workspace to view multiple documents and customize your version of Word
- Format your document including character formatting, paragraph layout, spacing, and alignment
- Create and format lists and tables including sorting and converting text to a table

**Duration:** 120 minutes

COURSE CODE: RVBB-3294

### COURSE LIST

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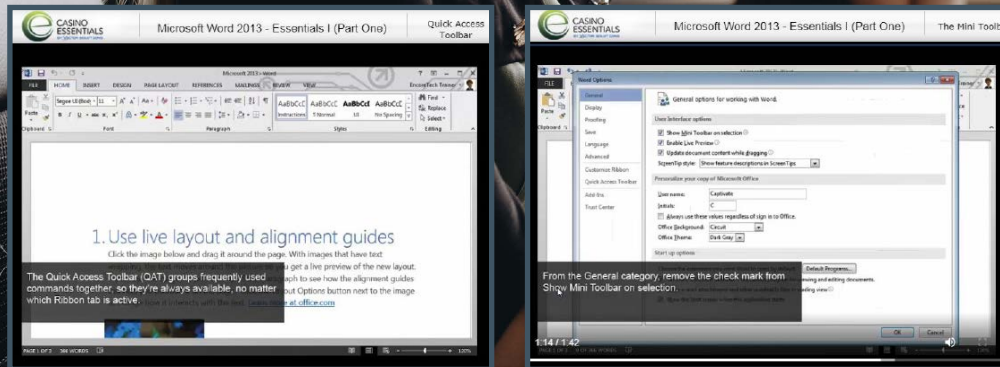
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## MASTERING OUTLOOK 2019 - BASICS

From Time-Waster To Productivity Booster: Change The Way You Use Microsoft Outlook Few things have greater impact on your productivity than the way you employ Outlook. Too many people waste time on unnecessary tasks that could be managed automatically or handled in a fraction of the time—if the Outlook user knew how to use the proper tools. This Course is the First Step to Becoming an Outlook Master!

### OBJECTIVES

- Navigate the Outlook 2019 interface and send, reply to, forward, and print emails.
- Send and receive attachments from your local drive and online locations.
- Access Help options including searching for articles and training videos and contacting support, as well as easily locating features through searching.

**Duration:** 120 minutes

COURSE CODE: RVBB-3284

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WORD 2013 ESSENTIAL  
TRAINING I

WORD 2013 ESSENTIAL  
TRAINING II

OUTLOOK 2013,  
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MASTERING EXCEL 2019  
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MASTERING WORD 2019  
BASICS

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2019 - BASICS



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# LEADERSHIP PROGRAM



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# LEADERSHIP PROGRAM



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MANAGEMENT  
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CONDUCTING EFFECTIVE  
TEAM MEETINGS

DEVELOPING HIGHLY  
SUCCESSFUL WORK  
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UNDERSTANDING  
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## CONDUCTING EFFECTIVE TEAM MEETINGS

Most managers spend from 25%-80% of their time in meetings, many of which they are leading. According to some estimates, approximately 50% of this time is unproductive! There must be a better way!

### OBJECTIVES

- Explain how to spend sufficient time in preparation
- Describe effective meeting methods
- Explain how to promote participation
- State a framework for group decision making
- Describe plans for follow-up
- Explain how to strive for continuous improvement

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CECTM

### CONDUCTING EFFECTIVE TEAM MEETINGS

DEVELOPING HIGHLY SUCCESSFUL WORK TEAMS

UNDERSTANDING PROBLEM-SOLVING AS A TEAM

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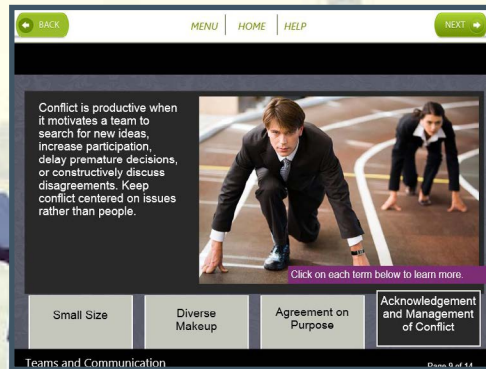
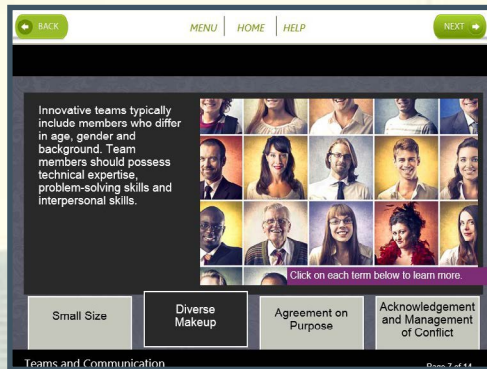
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GENERAL SAFETY



## DEVELOPING HIGHLY SUCCESSFUL WORK TEAMS

Developing your own strong leadership team can be a challenge as well as fun when you work diligently at building it.

### OBJECTIVES

- Getting to know your team members
- How to practice open and honest communication
- Working together in a team
- Defining roles and responsibilities
- Planning how to communicate
- Talking about how decisions will be made
- Developing a process for resolving issues
- Discuss how to know each other as people
- Explain how to practice open and honest communication
- Describe how to work together

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEDST

CONDUCTING EFFECTIVE  
TEAM MEETINGS

**DEVELOPING HIGHLY  
SUCCESSFUL WORK  
TEAMS**

UNDERSTANDING  
PROBLEM-SOLVING AS A  
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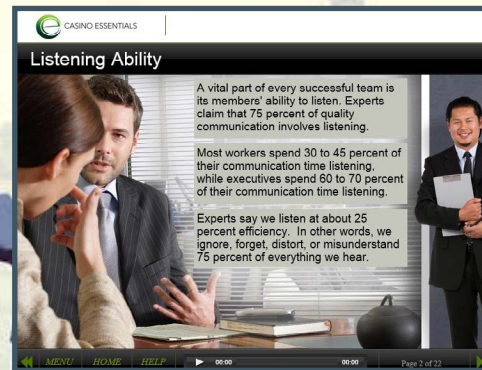
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## UNDERSTANDING PROBLEM-SOLVING AS A TEAM

Problem solving is a systematic method for defining an undesirable situation, and then identifying and eliminating the root causes. A good strategy for solving problems uses specific actions and techniques. Business managers benefit from learning how to solve all manner of common workplace problems such as missed deadlines, incorrect invoices, lost shipments, and people calling in sick.

### OBJECTIVES

- Define problem-solving
- Discuss the four absolutes of quality
- Explain which problems matter most
- Discuss techniques for selecting problems
- Explain organization, and how to work together to solve problems
- Discuss how teamwork can help in problem-solving

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEPST

CONDUCTING EFFECTIVE  
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SUCCESSFUL WORK  
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**UNDERSTANDING  
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# LEADERSHIP PROGRAM



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**PERFORMANCE  
SERIES**

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CONFLICT RESOLUTION

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FOR IMPROVED  
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DEVELOPING MOTIVATED  
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EMPLOYEE DISCIPLINE &  
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## CONFLICT RESOLUTION

Dealing with conflict in the workplace can be difficult. Seeing a person with whom you have issues every day can be challenging and distracting. Resolving conflicts has a major positive effect on the work environment, making it happier and more productive. Having employees with this conflict resolving quality is an important part of creating a productive workplace. This conflict resolution training course highlights the important aspects of resolving conflicts in the workplace. The course offers a myriad of conflict resolution skills and strategies that will help employees better deal with disputes in the workplace.

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVLS-2501

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## MOTIVATING EMPLOYEES

How do you get your employees and team members motivated and actively engaged? According to the dictionary, you simply provide them with a need, desire, or reason to make a particular choice - or behave in a specific manner. Sounds simple, right? Unfortunately, motivating employees is much more than just offering the right prizes, bonuses, or incentives. To understand motivation, we'll first focus on making sure the foundational needs of your employees are being met, and then, look at what additional needs need to be taken care of to help them thrive. Finally, you'll learn how to assess the motivation level of your employees to better determine what types of programs, incentives, or changes should be put in place to effectively increase motivation within your organization.

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVLS-2558

### MOTIVATING EMPLOYEES

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EFFECTIVELY DISCIPLINING PROBLEM PERFORMANCE

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EFFECTIVE PERFORMANCE REVIEW PRACTICES

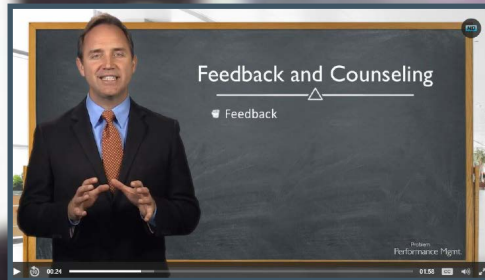
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GENERAL SAFETY





## FEEDBACK AND COUNSELING

The most important tool a supervisor can use in addressing performance problems is feedback and counseling. Counseling can be used to get to the root of why employees are unable to meet performance expectations. Another tool that will assist you is a Performance Improvement Plan. Learn how to use these tools to effectively address performance problems and improve workplace performance. You will also go through presentations that will help you hone your managerial, supervisory, coaching, and teaching techniques. You will also concentrate on how to isolate and address problems that are exclusive to individual tasks, sets of tasks, and individuals. Each of these topics makes up the third course of the Problem Performance Management series.

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVLS-1798

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## EFFECTIVELY DISCIPLINING PROBLEM PERFORMANCE

Delve into the final course of the Problem Performance Management series. Disciplining employees is the final phase in addressing performance issues. You will spend studying the elements of an effective disciplinary policy, the role of warnings, and steps taken to formally discipline an employee. You'll also look at the impact of mishandling discipline, particularly the implications it has on the employee-manager relationship. After taking disciplinary action, there are additional options to consider as manager including termination, Discipline Without Punishment, and performance change.

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVLS-1799

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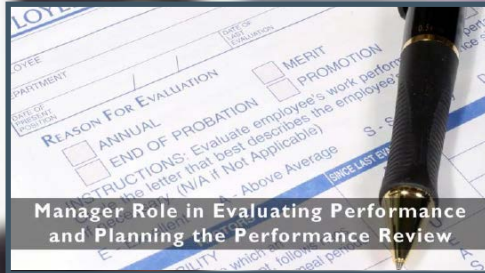
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## EFFECTIVE PERFORMANCE REVIEW PRACTICES

Studies show that well over 90% of organizations engage in a formal employee Performance Review (or Appraisal) Process, but the practice is highly varied between companies – and sometimes within a single company - in both the way it is conducted and its effectiveness. In fact, Performance Review is often dreaded by both managers and employees. One reason is that managers often lack skill in objectively evaluating and providing useful feedback to employees. The purpose of this interactive online course is to equip managers to engage in effective employee performance reviews that will help employees understand and maximize their performance. We will also show how employees can best participate in the process. When done effectively, the Performance Review will have a positive impact on the motivation and performance of employees and their managers and will benefit the entire company.

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVLS-1799

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## CONFLICT MANAGEMENT FOR IMPROVED PERFORMANCE

The outcome of the conflict depends on how each party responds to the reactions and emotions in a given situation. With skilled intervention, conflict has the potential of creating an environment with enhanced communication, effective solutions, and greater empathy.

### OBJECTIVES

- Determine your role in the conflict
- Explain how to neutralize the situation
- Explain how to promote a win-win scenario
- Describe how to obtain a commitment
- Explain how to encourage mutual respect
- Discuss how to end on a positive note

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CECMIP

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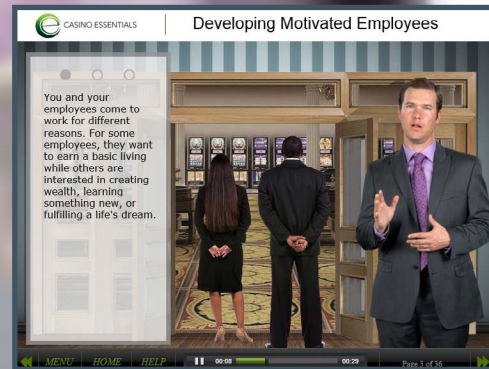
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## DEVELOPING MOTIVATED EMPLOYEES

In reality, you cannot motivate anyone; it is not within your power because motivation comes from within each person. You can, however, create an environment in which people can discover and experience their own motivation. This course can help you transform a group of employees into a laser-powered workforce by aligning their natural motivations and focusing them on organizational goals.

### OBJECTIVES

- Explain how to establish a positive work environment
- Discuss how to assess the impact of the work environment
- Describe how to cultivate employee autonomy
- Explain how to work on the roots of motivation
- Define leading pro-actively

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEDME

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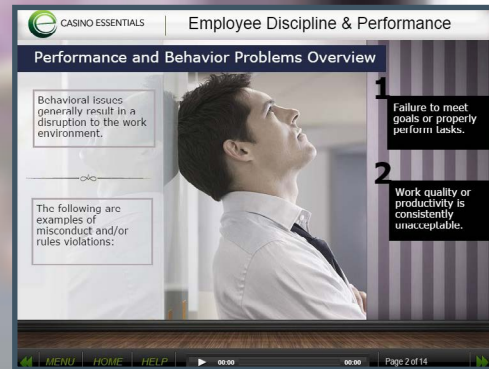
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## EMPLOYEE DISCIPLINE AND PERFORMANCE MANAGEMENT

When it becomes clear that a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are reacting appropriately in the best interest of both the employee and the company. This course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in workplaces today.

### OBJECTIVES

- Identifies lawful reasons for discipline or termination
- Describes how to conduct a fair, objective investigation of an employee disciplinary incident
- Identifies proper practices for discharging an employee
- Describes how to suspend an employee in a fair and legal manner
- Explains how to apply work rules consistently to avoid unfair treatment of any employee

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEEDP

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## EMPLOYEE PERFORMANCE RECOGNITION

Have you ever used a boomerang? There is something magical about how you can throw it out with all your might and it comes back to you—with nearly the same force! Throwing recognition to your employees can come back to you in positive ways. The more positive reinforcement you throw out, the more hard work and diligence you will get from your employees.

### OBJECTIVES

- Explains initiating a new process
- Explains how to gather information
- Explains identification of your own strengths
- Explains methods for sharpening your communication skills
- Describes the creation of list of awards
- Describes how to understand the support of your company
- Explains the importance of paying attention to your employees
- Describes how to render recognition and reinforcement
- Explains how to demonstrate consistency
- Explains how to follow-up and ask for feedback

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEEPR

MOTIVATING EMPLOYEES

CONFLICT RESOLUTION

CONFLICT MANAGEMENT  
FOR IMPROVED  
PERFORMANCE

DEVELOPING MOTIVATED  
EMPLOYEES

EMPLOYEE DISCIPLINE &  
PERFORMANCE  
MANAGEMENT

EMPLOYEE  
PERFORMANCE  
RECOGNITION

MEASURABLE  
PERFORMANCE GOALS &  
EXPECTATIONS

CONDUCTING  
PERFORMANCE REVIEWS

FEEDBACK AND  
COUNSELING

PROVIDING PROFESSIONAL  
CRITICISM

EFFECTIVELY  
DISCIPLINING PROBLEM  
PERFORMANCE

EFFECTIVE  
PERFORMANCE REVIEW  
PRACTICES

IDENTIFYING PERFORMANCE  
PROBLEMS AND CAUSES

COURSE LIST

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COMPLIANCE

CAGE AND CREDIT  
OPERATIONS

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## MEASURABLE PERFORMANCE GOALS AND EXPECTATIONS

It's the end of the appraisal period, and some of your employees haven't met your expectations. How sure are you that they understand them? Many leaders think they have done a good job of defining employee performance goals and expectations, and then find out too late that they were overly optimistic. If the employees reporting to you aren't performing as well as you think they should, take some time to reflect on how well you set performance goals and expectations with them.

### OBJECTIVES

- Explain how to institute performance objectives and goals
- Describe how to continually refine goals and expectations
- Explain how to discuss objectives with employees
- Recognize performance and results
- Explain how to conduct a summary review

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEMGE

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## CONDUCTING PERFORMANCE REVIEWS

This course is designed to help you unleash your leadership potential. Many people that you know are effective leaders. They have tapped into their inner reserves to take a stand, achieve a goal, or motivate others. A performance review is, however, a great opportunity for you and your subordinates to develop a positive working relationship and improve productivity.

### OBJECTIVES

- Giving feedback that lets employees know where they stand
- Getting first-hand information about what is going on in your work area
- Making sure your employees know what they are supposed to be doing
- Getting the employees' view of the organization
- Giving your employees some formal recognition for jobs well done
- Giving the employee a sense of participation in the job
- Setting performance standards and expectations

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEPRM

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DEVELOPING MOTIVATED EMPLOYEES

EMPLOYEE DISCIPLINE & PERFORMANCE MANAGEMENT

EMPLOYEE PERFORMANCE RECOGNITION

MEASURABLE PERFORMANCE GOALS & EXPECTATIONS

CONDUCTING PERFORMANCE REVIEWS

FEEDBACK AND COUNSELING

PROVIDING PROFESSIONAL CRITICISM

EFFECTIVELY DISCIPLINING PROBLEM PERFORMANCE

EFFECTIVE PERFORMANCE REVIEW PRACTICES

IDENTIFYING PERFORMANCE PROBLEMS AND CAUSES

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DIVERSITY EQUITY & INCLUSION

HR COMPLIANCE

HR LEADERSHIP

COMMUNICATION PROGRAM

MICROSOFT OFFICE TRAINING

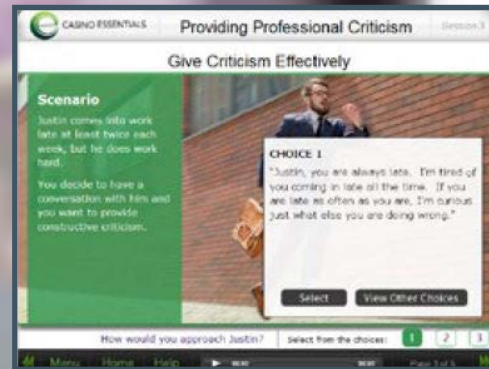
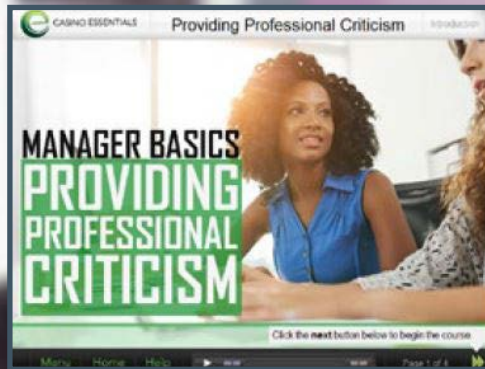
LEADERSHIP PROGRAM

SMART LEADERSHIP

SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY





## PROVIDING PROFESSIONAL CRITICISM

At some point in our lives, we have witnessed criticism, received criticism, or were the critic. When you think back to these situations, you may have a negative memory associated with the delivery of the feedback and the feeling associated with criticism. Fortunately, that does not always need to be the case. When the process of delivering and receiving criticism, also known as feedback, is managed by both parties in a respectful and open-minded manner, the process becomes beneficial for everyone involved in the discussion. This course will teach you how to effectively provide professional criticism.

### OBJECTIVES

- Understand the types of criticism
- How to prepare beforehand
- How to constructively give criticism

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: CEPPC

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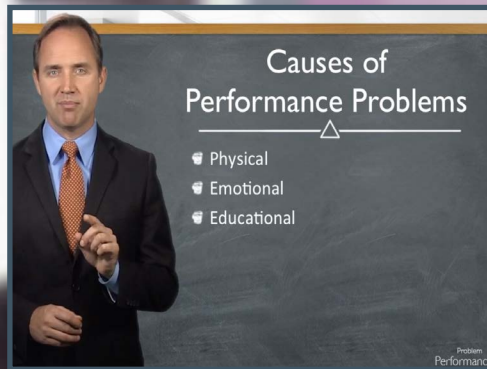
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GENERAL  
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## IDENTIFYING PERFORMANCE PROBLEMS AND CAUSES

Regardless of how effective you are in establishing practices that prevent performance problems, you will at some point run into performance problems. Performance problems will happen. The best response is to immediately take corrective action before the problem escalates. Learn about the different types of performance problems and their causes. Then you will discover the difference between conduct problems and performance problems. Because they are different in nature, the same techniques are not applied to handle conduct problems as those that are used to resolve performance problems. You'll also explore the role that personality plays in performance problems. You'll be able to tackle performance problems head on using the knowledge accumulated here. This is the second course in the Problem Performance Management series.

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: RVLS-1797

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CONFLICT MANAGEMENT FOR IMPROVED PERFORMANCE

DEVELOPING MOTIVATED EMPLOYEES

EMPLOYEE DISCIPLINE & PERFORMANCE MANAGEMENT

EMPLOYEE PERFORMANCE RECOGNITION

MEASURABLE PERFORMANCE GOALS & EXPECTATIONS

CONDUCTING PERFORMANCE REVIEWS

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HR COMPLIANCE

HR LEADERSHIP

COMMUNICATION PROGRAM

MICROSOFT OFFICE TRAINING

LEADERSHIP PROGRAM

SMART LEADERSHIP

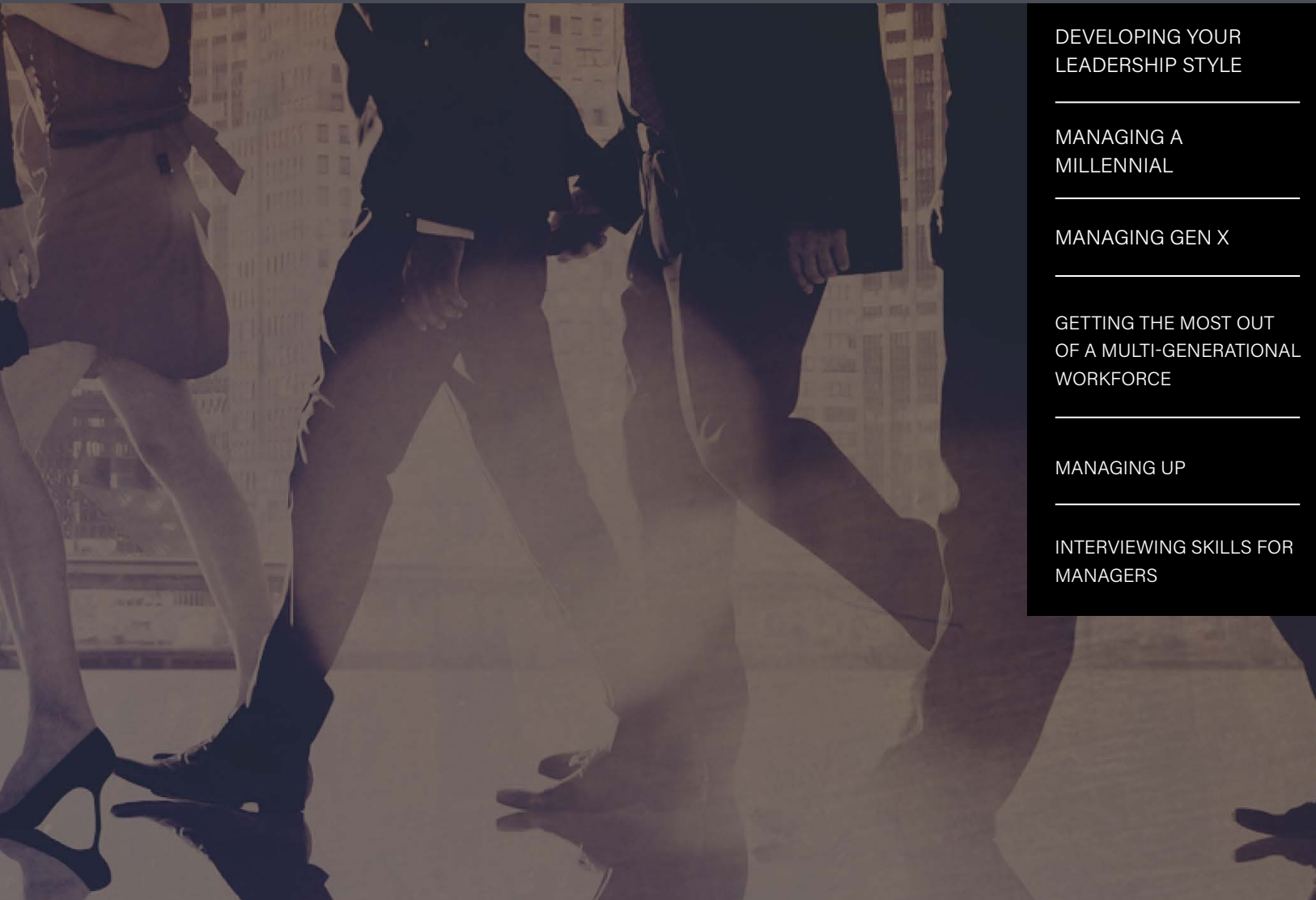
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# LEADERSHIP PROGRAM



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SERIES



PERFORMANCE  
SERIES



MANAGEMENT  
SERIES

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## MANAGING UP

Have a great rapport with your employees and your peers? You're not done yet! Learning how to manage up is a key component of any successful career. Through application exercises and a rich multimedia process, this course will teach you what you need to know to create positive relationships with those you report to.

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: RVLS-2515

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## INTERVIEWING SKILLS FOR MANAGERS

"Can I ask this?" "Will she be a good fit?" "Who else should I invite to the interview?" When you are on the other side of the table, there are still many questions to answer in order to have a 'good interview'. Using application exercises and a rich multimedia process, you will learn the skills to conduct effective interviews in this timely course designed to help you get the right people in the right seats.

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: RVLS-2510

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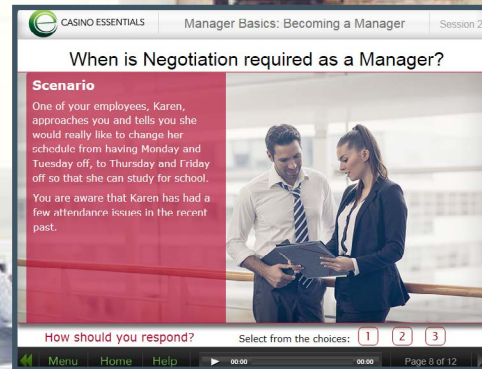
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## MANAGER BASICS: BECOMING A MANAGER

The transition to management isn't just a promotion or pay raise, it's a shift into a new type of role that requires a whole new skill set. Adapting to your new role will take time and your responsibilities will grow, coworker relationships may change and your organization will have different expectations for you. You should be excited about your leadership role, and may feel pressure to meet higher expectations. This course outlines how to prepare and succeed as a first time manager.

### OBJECTIVES

- Transition into management
- Understand your role as a manager
- Management demands and constraints
- Succeed as a first time manager

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: CEBM

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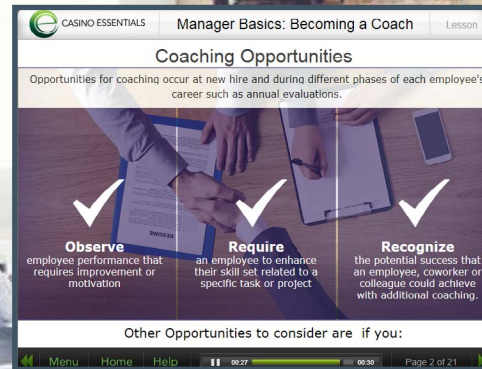
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## MANAGER BASICS: BECOMING A COACH

The term coach is utilized in many different applications and coaches are viewed as leaders and trainers. Ultimately they are the support structure in helping an employee or group of employees achieve specific personal or professional goals and objectives. This course teaches how to become an effective coach and the many different methods of coaching.

### OBJECTIVES

- Define coaching
- Understand coaching basics
- Identify coaching opportunities
- Understand coaching skills
- Making the case for coaching

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: CEBC

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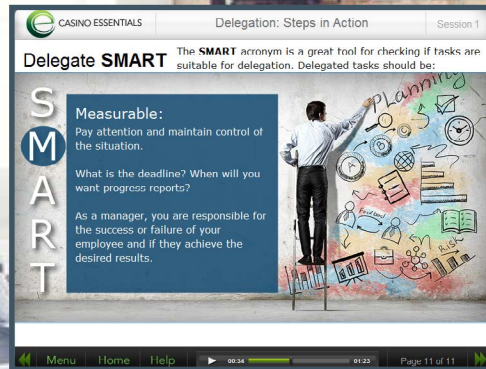
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INTERESTED IN A ONE-ON-ONE DEMO?

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## DELEGATION: STEPS IN ACTION

Delegation is an important part of a successful manager's work strategy. Good delegation saves you time and develops and motivates your employees. Poor delegation will cause you frustration, and fails to achieve the task or purpose itself. It's a management skill that's worth improving.

### OBJECTIVES

- Define delegation
- Identify the five steps to successful delegation
- Identify which tasks are good tasks to delegate
- Assess tasks
- Determine shared skills
- Select a compatible employee
- Monitor delegated tasks

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: CEDSA

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INTERESTED IN A ONE-ON-ONE DEMO?

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## CONDUCTING AN EFFECTIVE COACHING SESSION

Coaching is a proactive approach to developing your employees' potential. With coaching, you provide an opportunity to grow, and achieve optimal performance through consistent feedback, counseling and mentoring. Rather than relying solely on an annual evaluation or schedule, you can support employees along the path to meeting their goals. This course will teach you how to walk through an effective coaching session from start to finish.

### OBJECTIVES

- Understand principles to coaching your employees for success
- How to follow a structured approach for coaching
- Evaluate options in a coaching session
- How to wrap up a coaching session

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: CEECS

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## COACHING TECHNIQUES FOR LEADERS

A good coach has the ability to do many great things in an organization. First and foremost, a coach must have the ability to “connect” with their employees. This is vital in building trust and respect which are foundations for starting the growth process throughout your organization. Once you have connected with an employee, they will take the time to listen and will not want to let you down. This course will teach you some helpful coaching techniques.

### OBJECTIVES

- Follow a pre-check list of coaching reminders
- Identify the two main types of coaching
- How to use proper coaching techniques
- How to use direct coaching style
- How to use indirect coaching style

**Audience:** Supervisors and Managers

**Duration:** 20-30 minutes

COURSE CODE: CECTL

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MANAGING GEN X

GETTING THE MOST OUT  
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MANAGING UP

INTERVIEWING SKILLS FOR  
MANAGERS

MANAGER BASICS:  
BECOMING A MANAGER

MANAGER BASICS:  
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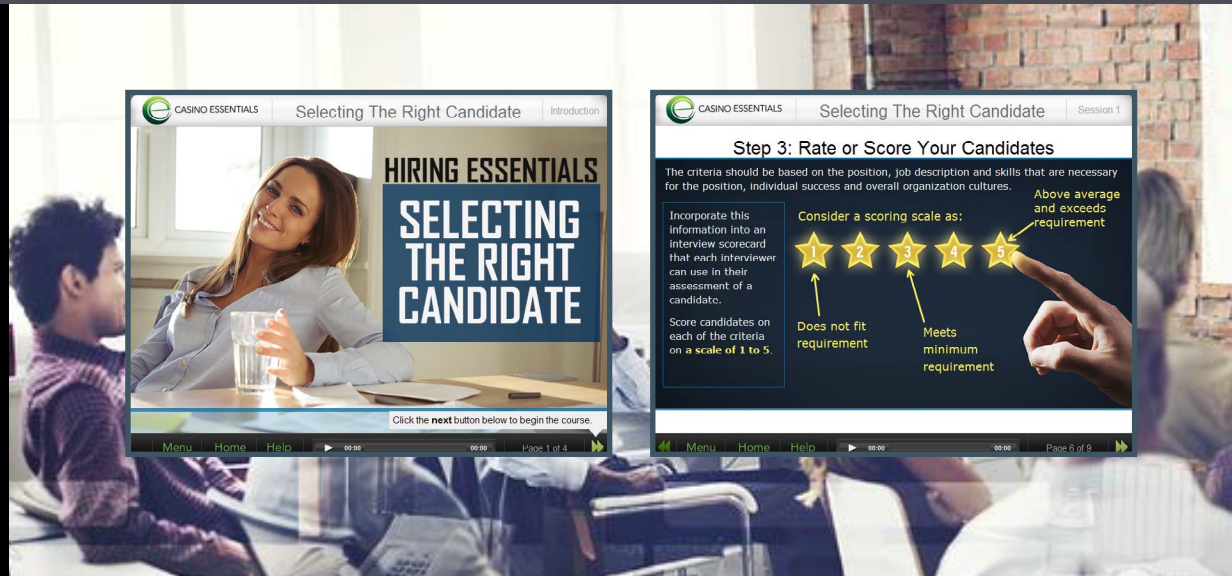
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## NEW HIRE SELECTION PROCESS: AFTER THE INTERVIEW

Selecting the right candidate for a position may be one of the most important decisions you make in management. Faulty decisions can cost you financial resources and distract managers and staff from more productive activities. In this course we will discuss how to evaluate a candidate after the interview and make an offer.

### OBJECTIVES

- Learn how to review each candidate's behavior objectively
- Identify the key components to an acceptance letter
- How to reach out to candidates that didn't meet your qualifications

**Audience:** Supervisors and Managers

**Duration:** 20 minutes

COURSE CODE: CEATI

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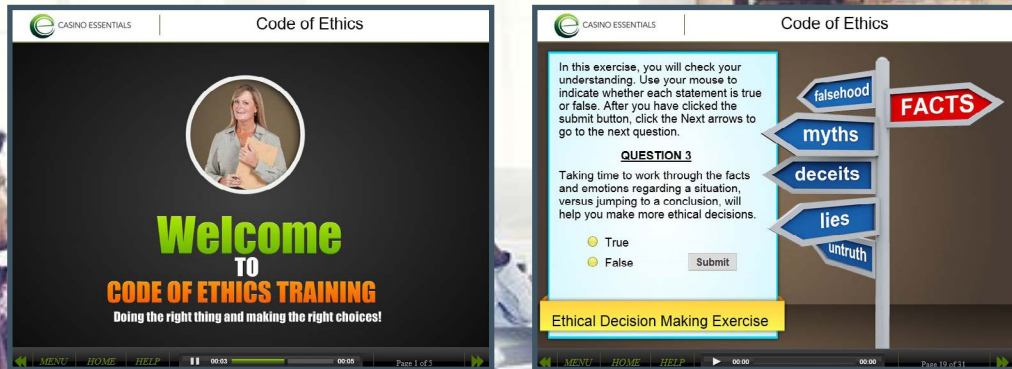
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## CODE OF ETHICS

Managers need to know how ethical business practices can prevent wrongdoing in their organizations, and how ethics can help employees make correct choices. This course will explain what is meant by the concept “business ethics” and why initiatives to develop and maintain ethical cultures in organizations are more important than ever.

### OBJECTIVES

- How to describe the concept “business ethics”
- How to explain compliance, ethics and values
- How to identify the drivers of the business ethics movement
- How to describe the concept “business ethics”
- How to explain compliance, ethics and values
- How to identify the drivers of the business ethics movement

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CECO

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## CONDUCTING EFFECTIVE JOB INTERVIEWS

Matching the right candidate with the job is a critical function for any supervisor. With a little preparation, and by following some simple guidelines, you can ensure that the time you spend interviewing job candidates is time well spent.

### OBJECTIVES

- Addresses scheduling issues
- Explains how to spend time preparing for the interview
- Explains how to establish a pleasant tone
- Discusses how to stay within the framework you have developed
- Discusses how to observe the behavior of the candidate
- Describes how to take notes
- Explains how to close the interview as planned
- Explains how to identify specific fits and mismatches
- Describes how to make a decision
- Discusses the follow-up with the candidate

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEJI

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## DELEGATION SKILLS FOR MANAGERS AND SUPERVISORS

Delegation is an important part of a successful manager's work strategy. Delegating tasks provides management with additional time to multi-task with other projects while providing the employee that received the delegated task with the opportunity to learn and develop professionally. It is essential to know positive delegation strategies that work.

### OBJECTIVES

- Develop employees' job skills
- Broaden employees' understanding and appreciation of work, issues, and challenges
- Get more done in less time
- Share your work load with capable people
- Provide job enrichment opportunities for employees
- Define desired results
- Describe the context
- Determine competencies
- Plan the discussion
- Outline the requirements
- Transfer of responsibility and authority
- Agree on the approach
- Check for understanding
- Monitor progress
- Assess outcomes

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEDSM

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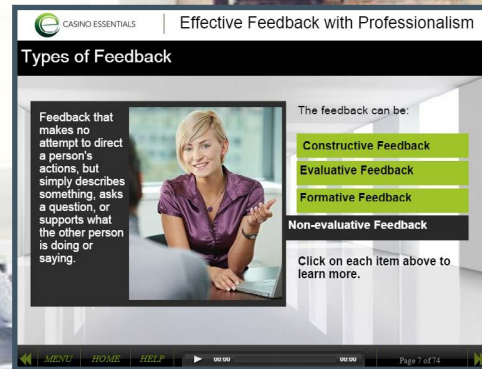
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## EFFECTIVE FEEDBACK WITH PROFESSIONALISM

In today's competitive environment, organizations are committed to continually improving performance. An essential ingredient in this quest for excellence is feedback.

When applied appropriately, it's a critical skill that can greatly enhance both performance and morale within an organization.

### OBJECTIVES

- Discuss the role of feedback
- Explain how to be sensitive to your position
- Explain how to acknowledge the core intent of feedback

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEEFP

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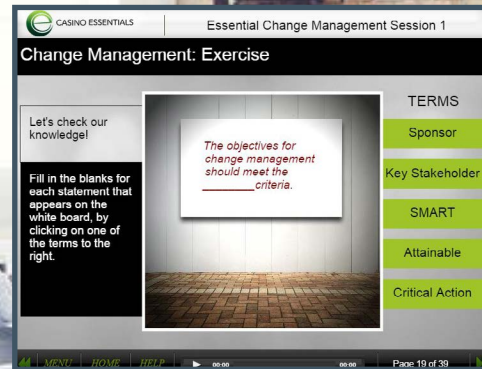
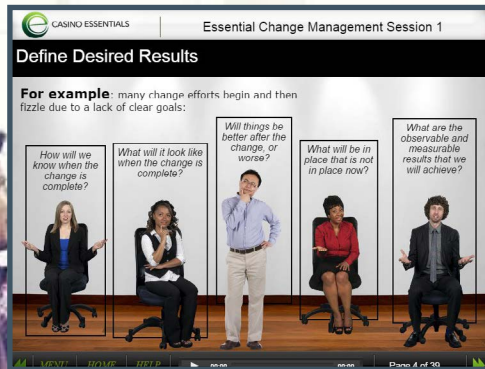
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## ESSENTIAL CHANGE MANAGEMENT

*"The only constant is change."*

The person that first coined that cliché could not have possibly understood how true it really is! Many of us are hoping for things to get back to normal, but whatever normal is, may never return. We live in a dynamic age in which change, both for survival and for management, is a fact of life. This course will help you work with your staff to effectively deal with changes in the workplace.

### OBJECTIVES

- Explain setting goals
- Describe developing a strategy
- Discuss how to address the three phases of transition
- Explain dealing with resistance
- Describe how to demonstrate commitment to change
- Explain how to monitor and assess progress

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CEECM

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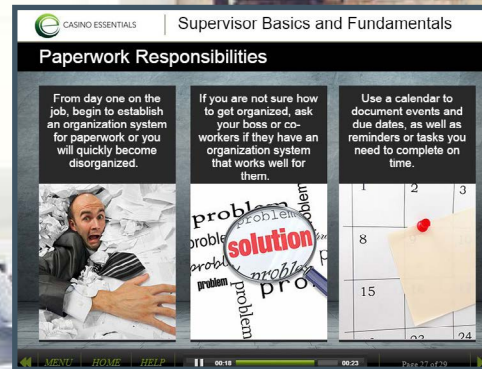
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## SUPERVISOR BASICS AND FUNDAMENTALS

This course will teach you to help ensure your unit's work while developing your employees and constructing your network of influence.

### OBJECTIVES

- Keeping employees focused on the organization's goals
- Meeting your manager's expectations and contributing to your organization's success
- Communicating your intentions clearly so employees will use their talents to achieve the objectives you want
- Motivating, coaching, and mentoring employees effectively
- Developing a powerful and useful network of influence among your peers, supervisors, managers, and employees

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CESBF

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## SUCCESSFULLY TRANSITIONING FROM TEAM MEMBER TO MANAGER

Successful transition and successful leadership depends on identifying effective strategies for building a team around you as leader and manager. This interactive online course focuses upon the challenges and key strategies for transition from the position of team member to the role of team leader. During this course, we will explore key theories of career development and transition within the corporate environment, as well as theories about team dynamics and the role of leaders.

### OBJECTIVES

- Discuss key theories of career development and transition within corporate environments, and apply theoretical knowledge of career development and transitional issues to your own experiences
- Explain the workings of team dynamics and apply strategies related to leadership and team transitions
- Describe theories of leadership, particularly in corporate environments, and discuss how they apply to team dynamics and career development
- Define strategic and tactical solutions to facilitate successful transitions within a corporate team

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CETMTMVS

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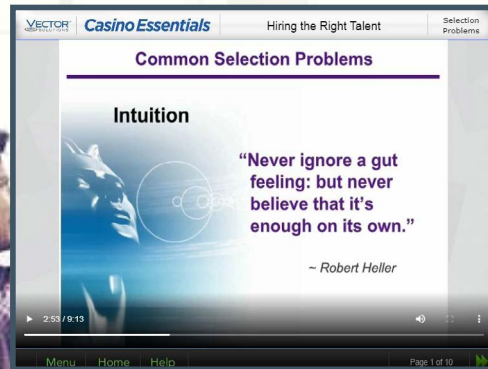
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## HIRING THE RIGHT TALENT - CUSTOMER SERVICE

Hiring the right talent can make a difference between success and failure in your organization. There are major financial, morale and business growth implications when you don't bring on customer focused people. Hiring top talent is both an art and science. In this SmartTeam course, we will focus on best practices and bottom-line evidence that will show you how to hire the best talent. Although this course will be focusing on hiring for a customer service position, the concepts and techniques can be applied to any position.

### OBJECTIVES

- Improve and enhance your ability to interview candidates effectively and how to organize the information to make the right selection
- Identify the key competencies of targeted positions and gather valuable behavioral data about how each candidate stacks up against the agreed upon job competencies
- Integrate the information from multiple interviewers

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEHRTVS

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### Main Points:

A Transformational Leader:

- Inspires creativity and performance
- Unites people around a vision and values

Practice: Is the Transformational Style Effective In This Situation?

You must click Yes or No, then submit to view feedback.

Yes No Submit

## DEVELOPING YOUR LEADERSHIP STYLE

Want to know all the details? Prefer to oversee? Like to be involved? Everyone has a different style, whether in dress and music or in leadership. In this course you will learn to identify your personal leadership style and how to incorporate your style into any role through the use of application exercises and a rich multimedia process. Knowing your style will allow you to be more effective in choosing team members, managing up or down, and in getting your own work done.

### OBJECTIVES

- Learn about the five common styles of leadership
- Learn what style will set you up for success

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEDLSV

DEVELOPING YOUR  
LEADERSHIP STYLE

MANAGING A  
MILLENNIAL

MANAGING GEN X

GETTING THE MOST OUT  
OF A MULTI-GENERATIONAL  
WORKFORCE

MANAGING UP

INTERVIEWING SKILLS FOR  
MANAGERS

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BECOMING A MANAGER

MANAGER BASICS:  
BECOMING A COACH

DELEGATION: STEPS IN  
ACTION

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SUPERVISORS

EFFECTIVE FEEDBACK  
WITH PROFESSIONALISM

ESSENTIAL CHANGE  
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SUPERVISOR BASICS &  
FUNDAMENTALS

SUCCESSFULLY TRANSITIONING  
FROM TEAM MEMBER TO MANAGER

**HIRING THE RIGHT TALENT  
- CUSTOMER SERVICE**

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DEVELOPMENT

GENERAL  
SAFETY



INTERESTED IN A ONE-ON-ONE DEMO?

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## Provide Meaningful Work



"How do I engage this new generation of employees?"

## MANAGING A MILLENNIAL

Millennials are the generation born between 1980 and 1994 who have been given a reputation that says they have an inborn distrust of hierarchy and bureaucracy, and are prone to job-hopping. But is this reputation actually true? To manage your Millennial employees, you must understand the group and how they compare to other generations before them.

### OBJECTIVES

- Identify the characteristics that define millennials
- Describe management strategies effective for managing millennials
- Discuss the most effective ways to use recognition to motivate employees
- Identify ways to leverage modern technology to attract and retain millennial employees

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: RV11094

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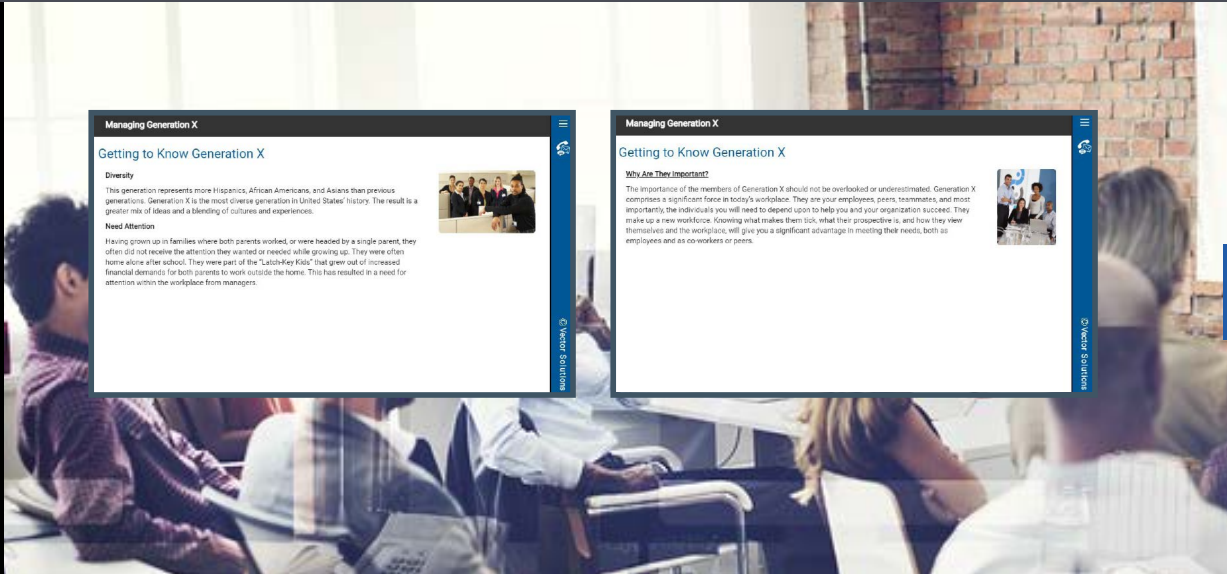
GENERAL  
SAFETY





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## MANAGING GENERATION X

You have probably heard the term “Generation X” used in many different arenas. Who are they? What are their characteristics? What impact are they having on the workforce? Understanding the needs of Generation X employees is essential to effectively motivating and communicating with this important workforce. This 1-hour interactive online course examines the different characteristics of Generation X relative to other generations present in the workplace and offers effective strategies to bring out the best in this vital group of workers.

### OBJECTIVES

- Define the members of Generation X, their characteristics and influence in the workplace.
- List the differences between Generation X and employees from other generations.
- Recognize the different learning styles of Generation X and how best to train them.
- Evaluate the key motivators of Generation X and learn how to communicate with them effectively.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: RV10111

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## GETTING THE MOST OUT OF A MULTIGENERATIONAL WORKFORCE

Times have changed—and so has the workplace. Unlike just a few decades ago, today there are multiple generations of workers at the office, each with their own unique characteristics and expectations. As a manager, it is up to you to find a way to engage and motivate your workers in order to promote success, and the first step is finding out who they are and what makes them “tick”.

### OBJECTIVES

- Describe the characteristics of each generation in the workplace
- Describe the challenges each generation may have when working in a multigenerational workplace
- Describe management practices designed to engage each generation when working in a multigenerational workplace.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: ST-0013

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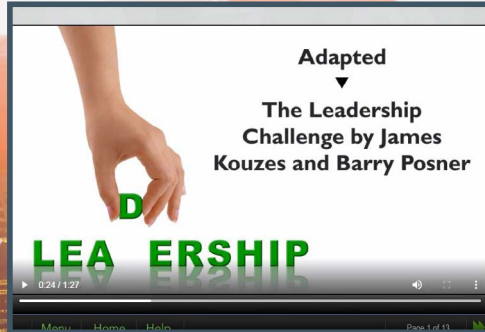
CHALLENGE THE  
PROCESS

ENABLE OTHERS  
TO ACT

ENCOURAGE THE  
HEART

# SMART LEADERSHIP SERIES





## SMART LEADERSHIP: PART 1 - WHAT LEADERS DO

Extraordinary results can occur in an otherwise ordinary setting, and the objective of this course is to help you to create the conditions that lead to those results. Leadership development is ultimately self-development, and this series of SmartTeam courses will help you meet that daily challenge. Leadership is not the private reserve of a few charismatic men and women – it is a process that ordinary people use when they are bringing forth the best from themselves and others. This series will inspire you to create a workplace that rejoices in celebration and encourages the best efforts from everyone.

### OBJECTIVES

- This interactive online course introduces the five practices of exemplary leadership.
- Sets the stage for the remaining courses in the series and uses actual case examples from real people who have achieved.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESM1

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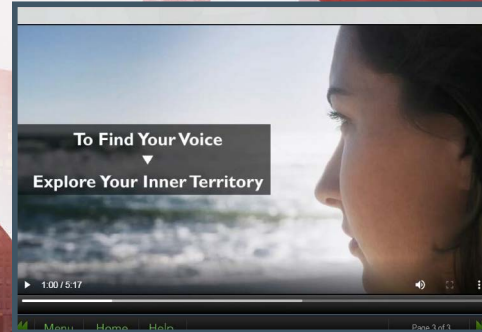
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## SMART LEADERSHIP: PART 2 - MODEL THE WAY

What do Abraham Lincoln, Martin Luther King Jr., Susan B. Anthony, César Chávez, the Dalai Lama, Eleanor Roosevelt, Mother Teresa, and Archbishop Desmond Tutu have in common? They all have, or had, strong beliefs about matters of principle and an unwavering commitment to a clear set of values. They all are, or were, passionate about their causes. Another thing they have in common is that while each of these people may have quoted someone else from time to time, they are all people who are more often quoted themselves.

### OBJECTIVES

- Finding your voice and serving as a role model for your constituents is critical to becoming an authentic leader.
- You can begin to achieve these aims by exploring the first of the five practices of exemplary leadership.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESM2

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**MODEL THE WAY**

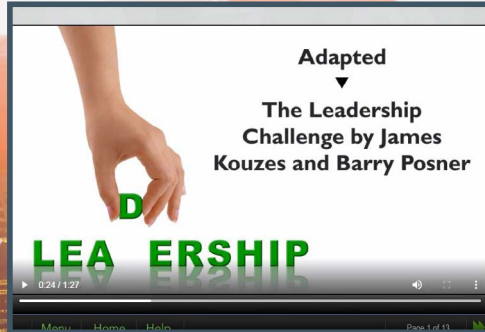
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## SMART LEADERSHIP: PART 3 - INSPIRE A SHARED VISION

When the byproducts of a Ben & Jerry's ice cream plant overloaded a local waste treatment plant and nearly had to shut down, administrative assistant Gail Mayville found an unorthodox solution that saved people's jobs, kept the plant open, and jump-started a new and rewarding career. What Gail and thousands of other leaders share is the characteristic of being forward-looking – of being concerned not just about today's problems but also about tomorrow's possibilities.

### OBJECTIVES

- Learn why leaders need to be able to look beyond the present moment to see an ideal version of the future.
- This lesson will help you learn to communicate your vision clearly and enlist others in making this dream a reality.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESM3

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## SMART LEADERSHIP: PART 4 - CHALLENGE THE PROCESS

"If you keep your eyes open and periodically actually shut your mouth, and you have the courage to turn the mirror around on yourself, it's amazing what you can learn and how you can change things." – Dick Nettell, corporate services executive for the Bank of America. The leaders whose stories we excerpt talk about times when they turned around losing operations, started up new plants, developed new products or services, installed untested procedures, renewed operations threatened with closing, or released the creative spirit trapped inside stifling bureaucratic systems.

### OBJECTIVES

- You'll see how leaders understand that change is a constant, and proactive individuals seize the moment and use times of change to create something better than previously thought possible.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESM4

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## SMART LEADERSHIP: PART 5 - ENABLE OTHERS TO ACT

In the thousands of cases the course authors studied, they did not encounter a single example of extraordinary achievement that occurred without the active involvement and support of many people. Nor was there a single instance in which one talented person - leader or individual contributor - accounted for most, let alone 100 percent, of the success. Throughout the years, leaders from all professions, from all economic sectors, and from around the globe continue to say, "You can't do it alone." Leadership is not a solo act, it's a team effort.

### OBJECTIVES

- This part of the series will teach you about the importance of fostering collaboration
- Ways to empower and strengthen your team.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESM5

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## SMART LEADERSHIP: PART 6 - ENCOURAGE THE HEART

Most people rate “having a caring boss” even higher than they value money or fringe benefits. In fact, how long employees stay at a company and how productive they are there is determined by the relationship they have with their immediate supervisor. This segment in the Leadership Challenge Series covers the last – but in no way least important – practice of exemplary leadership, “Encourage the Heart.”

### OBJECTIVES

- You’ll learn the best ways to recognize the contributions of others and reward those that deserve the appreciation.
- When these positive expectations yield results, leaders then celebrate the values and victories in their organizations.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESM6

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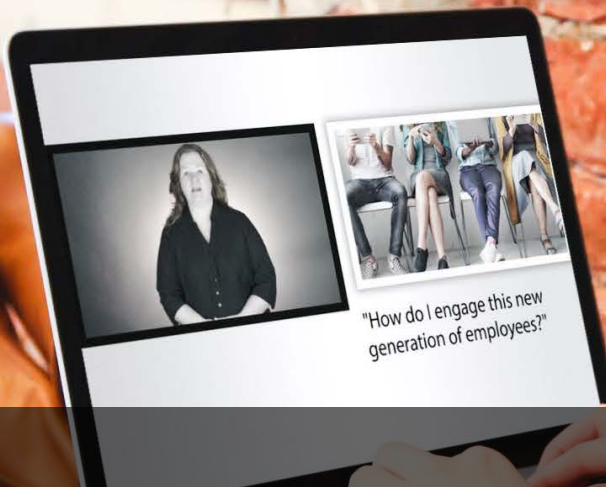
SETTING EFFECTIVE  
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CRITICAL THINKING &  
PROBLEM SOLVING

THE 80/20 GOAL

TAKING ACCOUNTABILITY  
TO GET RESULTS

# SOFTSKILLS / PROFESSIONAL DEVELOPMENT





|          |                        |   |
|----------|------------------------|---|
| Define   | problem                | 1 |
| Gather   | information            | 2 |
| List     | possible root causes   | 3 |
| Identify | most likely cause      | 4 |
| Test     | and confirm root cause | 5 |
| Generate | solutions              | 6 |
| Decide   | on a solution          | 7 |



## PROBLEM SOLVING STRATEGIES

Problems arise in the workplace on a daily basis. Often times, they can be very difficult and time consuming to solve. Approaching the problem with a structured plan can help improve your efficiency, determine hidden causes, and increase the likelihood that your solution will actually fix the problem. This course illustrates key concepts using a step-by-step plan for a real world example, along with practical tools and strategies like the "5 Whys" technique, that you can use when troubleshooting problems in your workplace.

### OBJECTIVES

- The importance of having an organized problem solving plan
- Components of a problem solving plan
- How to organize evidence to identify the root cause of a problem
- Tools for discovering possible causes and solutions

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVCT-424

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TIME MANAGEMENT &  
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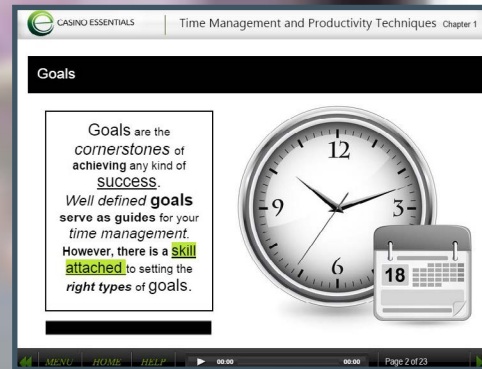
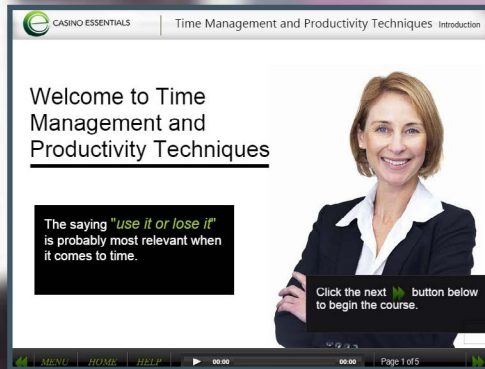
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## TIME MANAGEMENT AND PRODUCTIVITY TECHNIQUES

Effective time management occurs when the use of your time contributes to your success. Goals are the cornerstones of achieving any kind of success and well defined goals serve as guides for time management. This course can help you transform a group of employees into a laser-powered workforce by aligning their natural motivations and focusing them on organizational goals.

### OBJECTIVES

- Identify goals
- Examine the use of your time
- Identify low-payoff activities
- Explain how to write 'to-do' lists
- Explain how to schedule your daily activities
- Explain how to manage drop-in visits
- Explain how to reduce telephone interruptions
- Explain how to increase the productivity of meetings
- Describe how to organize materials and surroundings
- Describe how to overcome procrastination

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: CETMT

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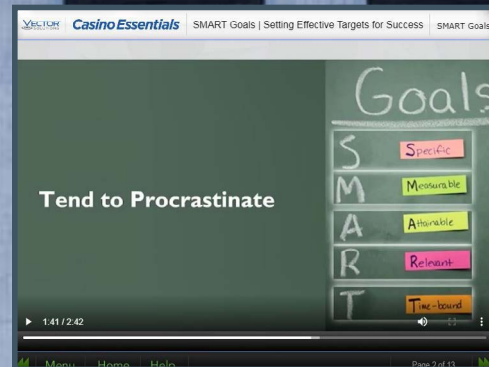
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TO GET RESULTS





## SMART GOALS - SETTING EFFECTIVE TARGETS FOR SUCCESS

Learning how to set effective and relevant goals is the first step in achieving success in any field—goals serve as roadmaps to the future. Just as you wouldn't go on a trip without a clear understanding of where you're heading, setting out on your professional journey without a plan is not likely to give you the results you desire. This interactive, online course discusses how to set goals using the SMART goal template (specific, measurable, achievable, relevant, time bound), and provides tools to help you get where you want to go in your personal or professional life. The purpose of this course is to aid you in selecting appropriate, attainable goals to give you the best chance of success.

### OBJECTIVES

- Identify how to set specific goals
- Identify the importance of setting measurable goals
- Identify the importance of achievable goals
- Identify the differences between relevant and irrelevant goals
- Identify the characteristics of time-bound goals

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESGVS

### COURSE LIST

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COMPLIANCE

CAGE AND CREDIT  
OPERATIONS

IT & GENERAL  
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PROBLEM SOLVING  
STRATEGIES

TIME MANAGEMENT &  
PRODUCTIVITY  
TECHNIQUES

**SETTING EFFECTIVE  
TARGETS FOR SUCCESS**

CRITICAL THINKING &  
PROBLEM SOLVING

THE 80/20 GOAL

TAKING ACCOUNTABILITY  
TO GET RESULTS



## CRITICAL THINKING & PROBLEM SOLVING

Are you constantly 'firefighting'? Does it seem as though problems always appear at the last minute or just before the weekend? In this course, you will learn strategic steps to prevent much chaos and solve new or recurring problems. Through the use of application exercises and rich multimedia process, your ability to think critically and solve problems effectively and in a timely manner will increase thus propelling your end results to new heights.

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVLS-2502

### COURSE LIST

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IT & GENERAL  
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THE 80/20 GOAL

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TO GET RESULTS



## THE 80/20 RULE FOR MAKING EVERY MINUTE COUNT

In 1897, Italian Economist Vilfredo Pareto found that 20 percent of any given population, of any country during any time period, accounted for 80 percent of the wealth. This pattern is repeated in many aspects of life, not just wealth. The 80/20 Rule as applied to time management reveals that there is generally a significant imbalance between our efforts and our results. Instead of there being a one-to-one relationship between effort and result, it turns out that 20 percent of our efforts produce 80 percent of the results. Conversely, the other 80 percent of our efforts produce only 20 percent of the results.

### OBJECTIVES

- Define the 80/20 Rule and how it applies to work and every aspect of life
- Describe time management strategies for accomplishing your mission and goals
- Discuss the importance of focusing on individual abilities rather than other activities outside your natural abilities and talents
- Explain the purpose of creating and using a "To Do" list for time and activities

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CE8020VS

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THE 80/20 GOAL

TAKING ACCOUNTABILITY  
TO GET RESULTS





## TAKING ACCOUNTABILITY TO GET RESULTS

Have you ever said that something is “not your responsibility”? Maybe it is! Learn how taking accountability can change the results you are getting at work and in your life. This course uses application exercises and a rich multimedia process to give you the insight and skills to change your results through taking accountability.

**Audience:** Supervisors and Managers

**Duration:** 45-90 minutes

COURSE CODE: RVLS-2519

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SECURITY

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BETTING

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THE 80/20 GOAL

**TAKING ACCOUNTABILITY  
TO GET RESULTS**



INTERESTED IN A ONE-ON-ONE DEMO?

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# GENERAL SAFETY



**DEFENSIVE  
DRIVING**



**INJURY  
PREVENTION**



**RISK  
SAFETY**



**FIRST  
RESPONSE**

## COURSE LIST

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SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



# GENERAL SAFETY

|  |  |
|--|--|
|  <b>DEFENSIVE<br/>DRIVING</b> |  <b>INJURY<br/>PREVENTION</b> |
|  <b>RISK<br/>SAFETY</b>       |  <b>FIRST<br/>RESPONSE</b>    |

## COURSE LIST

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LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY

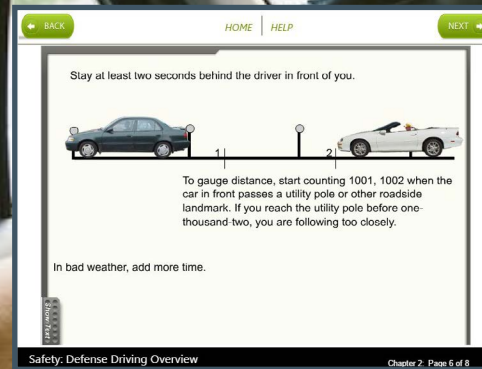
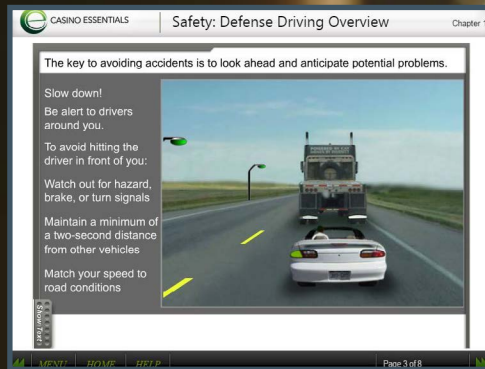
DEFENSIVE DRIVING  
OVERVIEW

DEFENSIVE DRIVING 1

DEFENSIVE DRIVING 2

DEFENSIVE DRIVING 3





## DEFENSIVE DRIVING OVERVIEW

This course will provide simple defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. A defensive driver is someone who recognizes hazards, understands the defense, and acts in time to avoid motor vehicle accidents.

### OBJECTIVES

- This course is an introduction to the Defensive Driving series that provides a brief overview of what is covered in Defensive Driving 1, 2, and 3.

**Audience:** All employees and employers

**Primary Regulations:** OSHA 29 CFR 1903.1, The General Duty Clause

**Duration:** 25 minutes

COURSE CODE: CEDDO

### DEFENSIVE DRIVING OVERVIEW

DEFENSIVE DRIVING 1

DEFENSIVE DRIVING 2

DEFENSIVE DRIVING 3

### COURSE LIST

AML COMPLIANCE

CAGE AND CREDIT OPERATIONS

IT & GENERAL SECURITY

SPORTS BETTING

CUSTOMER LOYALTY

FOOD & BEVERAGE

DIVERSITY EQUITY & INCLUSION

HR COMPLIANCE

HR LEADERSHIP

COMMUNICATION PROGRAM

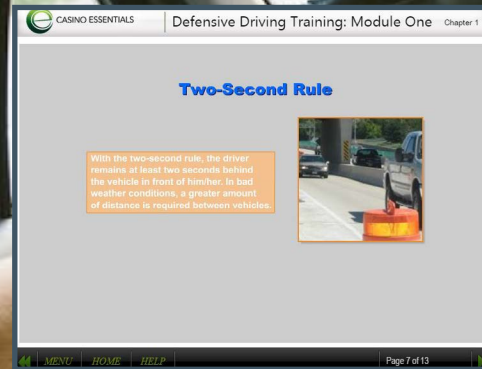
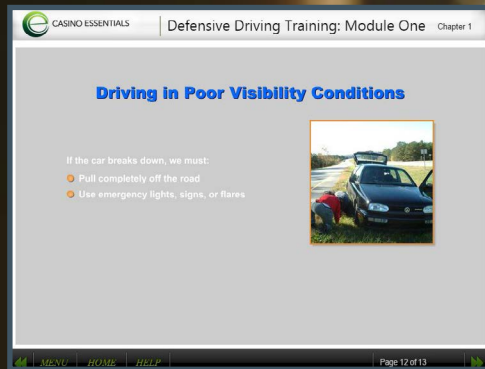
MICROSOFT OFFICE TRAINING

LEADERSHIP PROGRAM

SMART LEADERSHIP

SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY



## DEFENSIVE DRIVING 1

Raise employee awareness to possible road hazards and start improving worker safety today. Each part of the course can be taken separately or combined.

### OBJECTIVES

- Recognize the definition of defensive driving
- Recognize unsafe driving practices
- Recognize general methods for preventing accidents
- Identify safe practices for driving in various weather conditions

**Audience:** All employees and employers

**Primary Regulations:** OSHA 29 CFR 1903.1, The General Duty Clause

**Duration:** 25 minutes

COURSE CODE: CEDD1

DEFENSIVE DRIVING  
OVERVIEW

**DEFENSIVE DRIVING 1**

DEFENSIVE DRIVING 2

DEFENSIVE DRIVING 3

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FOOD &  
BEVERAGE

DIVERSITY EQUITY  
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HR  
COMPLIANCE

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LEADERSHIP

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PROGRAM

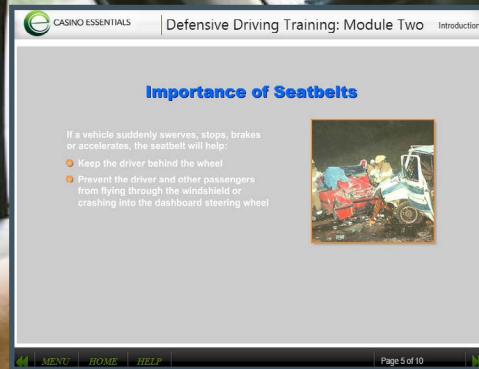
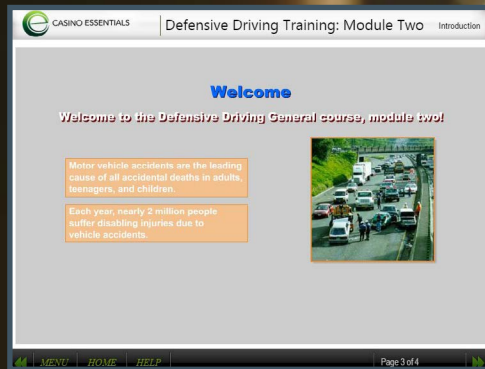
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LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
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## DEFENSIVE DRIVING 2

Raise employee awareness to possible road hazards and start improving worker safety today. Each part of the course can be taken separately or combined.

### OBJECTIVES

- Recognize the risks associated with motor vehicle accidents and the scope of the problem
- Identify the important role of seatbelts in defensive driving
- Describe the risks associated with driving while distracted
- Describe the risks associated with driving while fatigued

**Audience:** All employees and employers

**Primary Regulations:** OSHA 29 CFR 1903.1, The General Duty Clause

**Duration:** 25 minutes

COURSE CODE: CEDD2

### COURSE LIST

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DEFENSIVE DRIVING  
OVERVIEW

DEFENSIVE DRIVING 1

**DEFENSIVE DRIVING 2**

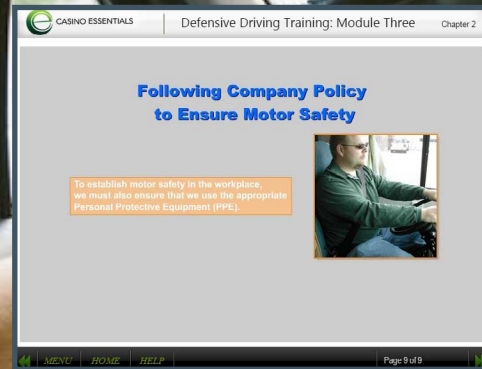
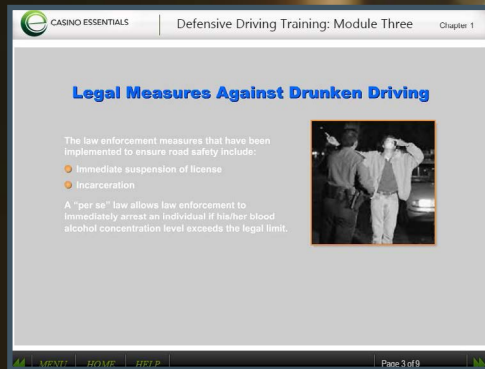
DEFENSIVE DRIVING 3





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## DEFENSIVE DRIVING 3

Raise employee awareness to possible road hazards and start improving worker safety today. Each part of the course can be taken separately or combined.

### OBJECTIVES

- Recognize the dangers of drunk driving as well as the scope of the problem
- Identify safe alternatives to driving drunk
- Identify safe practices for the use of vehicles on the job

**Audience:** All employees and employers

**Primary Regulations:** OSHA 29 CFR 1903.1, The General Duty Clause

**Duration:** 25 minutes

COURSE CODE: CEDD3

### COURSE LIST

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DEFENSIVE DRIVING  
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# GENERAL SAFETY



DEFENSIVE  
DRIVING



INJURY  
PREVENTION



RISK  
SAFETY



FIRST  
RESPONSE

BLOODBORNE  
PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
TRAINING

HAND SAFETY

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COMMUNICATION

HEARING SAFETY &  
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COLD STRESS

HEAT SAFETY  
AWARENESS

LOCKOUT TAGOUT  
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(SDS)

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SAFE FORKLIFT  
OPERATION

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PROGRAM

MICROSOFT  
OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

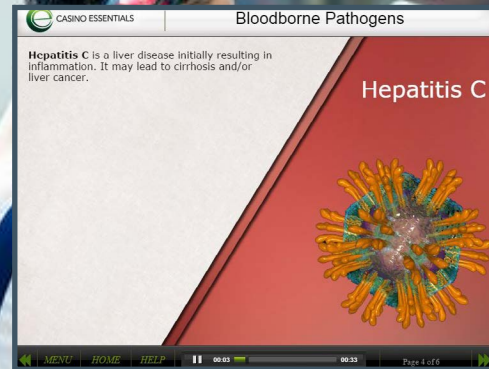
SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



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## BLOODBORNE PATHOGENS

Bloodborne Pathogens are infectious materials in blood that can cause disease in humans, including Hepatitis B and C and human immunodeficiency virus, or HIV. Those exposed to these pathogens risk serious illness or death. Casinos are committed to providing a safe and healthy work environment for their employees. To accomplish this goal, the following exposure control training is provided to eliminate or minimize occupational exposure to Bloodborne Pathogens in accordance with OSHA standards.

### OBJECTIVES

- Identification of who is covered
- Explanation of Bloodborne Pathogens
- Methods of compliance
- Reporting exposures

**Audience:** Any employee with patron contact or whose responsibilities include any aspect of housekeeping

**Primary Regulations:** Occupational Safety and Health Standards 1910.1930

**Duration:** 30-40 minutes

COURSE CODE: CEBBP

### BLOODBORNE PATHOGENS

CONFINED SPACE ENTRY AWARENESS

GENERAL EMPLOYEE SAFETY TRAINING

OCCUPATIONAL SAFETY TRAINING

HAND SAFETY

HAZARD COMMUNICATION

HEARING SAFETY & CONSERVATION

COLD STRESS

HEAT SAFETY AWARENESS

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ELECTRICAL HAZARD AWARENESS

SAFE FORKLIFT OPERATION

LADDER SAFETY

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HR LEADERSHIP

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MICROSOFT OFFICE TRAINING

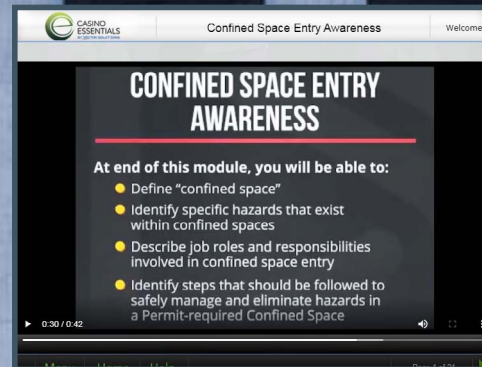
LEADERSHIP PROGRAM

SMART LEADERSHIP

SOFTSKILLS / PROFESSIONAL DEVELOPMENT

GENERAL SAFETY





## CONFINED SPACE ENTRY AWARENESS

A confined space is defined as a work area which has all of the following characteristics: sufficient space for a person to fit within and perform work, limited means of entry and exit, and a design that was not intended for continuous worker occupancy. This course will provide general awareness on confined spaces, differentiate between a permit-required and non-permit required confined space, and describe the job roles and responsibilities involved in confined space entry.

### OBJECTIVES

- Define "confined space"
- Differentiate between Non-Permit and Permit-required Confined Spaces
- Identify specific hazards that exist within confined spaces
- Describe the job roles and responsibilities involved in confined space entry
- Identify steps that should be followed to safely manage and eliminate hazards in a Permit-required Confined Space

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CECSEAVS

BLOODBORNE  
PATHOGENS

**CONFINED SPACE  
ENTRY AWARENESS**

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
TRAINING

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HAZARD  
COMMUNICATION

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PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



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## GENERAL EMPLOYEE SAFETY TRAINING

OSHA requires that new workers receive safety training. This course is intended for new employees or as a refresher for general safety training, and describes the importance of workplace safety and how it is every worker's responsibility to stay safe at work.

### OBJECTIVES

- Recognize the importance of working safely
- Describe the Occupational Safety and Health Administration (OSHA)
- Explain how to set up rules about safety
- Describe the responsibilities of the employee and employer

**Audience:** All new employees

**Primary Regulations:** OSHA 29 CFR 1903.1, The General Duty Clause.

**Duration:** 20 minutes.

COURSE CODE: CEEST

BLOODBORNE  
PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

**GENERAL EMPLOYEE  
SAFETY TRAINING**

OCCUPATIONAL SAFETY  
TRAINING

HAND SAFETY

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SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



INTERESTED IN A ONE-ON-ONE DEMO?

REQUEST A DEMO TODAY



## OCCUPATIONAL SAFETY TRAINING: PERSONAL PROTECTIVE EQUIPMENT

OSHA Standards for Personal Protective Equipment takes a deeper look at using PPE controls in the workplace. This course describes the two primary means of protecting employees from workplace hazards before considering PPE; explains what should be included in PPE training; lists PPE that may be used for protection; and identifies hazards that are reduced or eliminated by using the appropriate PPE for eye, face, head, hearing, foot, hand and body protection.

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESTPPEVS

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PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

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TRAINING**

HAND SAFETY

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## HAND SAFETY

Unprotected hands can result in severe burns, cuts, punctures, and loss of fingers. This interactive online course will teach you ways to increase hand safety through the use of workplace assessments and the identification of hazardous environments. You will also learn how to select the proper type of glove for the hazard you might encounter.

### OBJECTIVES

- Describe the importance of hand safety in the workplace environment
- Determine when it is necessary to wear gloves relative to an identification process of tasks needed to be performed
- Identify opportunities in which it is important to protect hands from harmful extreme temperature conditions, toxic substances, burns and lacerations
- Identify proper techniques needed to pick out the proper types of gloves based on the hazards and conditions identified through an assessment process

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEHSVS

BLOODBORNE  
PATHOGENS

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AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

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PROGRAM

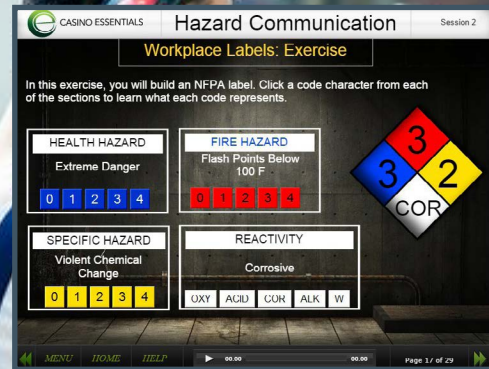
MICROSOFT  
OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



## HAZARD COMMUNICATION

Workers must be aware of all hazardous materials in the workplace; this safety training course describes the responsibilities of the worker and what the possible risks may be.

### OBJECTIVES

- Distinguish which chemicals are and are not included under OSHA's labeling requirements
- Identify the materials that are exempted under the Hazard Communication Standard
- Explain the importance of labels and Safety Data Sheets (SDS)
- Describe the importance of a written hazard communication program within the workplace
- Describe your responsibility in following safe work standards while handling or working around hazardous materials
- Explain the employer's responsibility in providing and maintaining a safe workplace

**Audience:** All persons who will be in work areas where there are specific job-related hazards (flying/falling objects, hazardous materials, high noise levels, respiratory hazards, exposure to temperature extremes, potential exposure to energy sources, fall potentials, etc.)

**Primary Regulations:** OSHA 29 CFR 1910.1200, Hazard Communication. OSHA 29 CFR 1910.1450 Lab Standard; OSHA 29 CFR 1910 Subpart Z, Toxic and Hazardous Substances; OSHA 29 CFR 1910.119, Process Safety Management; OSHA 29 CFR 1910.120, Hazardous Waste Operations and Emergency Response.

**Duration:** 25 minutes

COURSE CODE: CEHC

BLOODBORNE  
PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
TRAINING

HAND SAFETY

**HAZARD  
COMMUNICATION**

HEARING SAFETY &  
CONSERVATION

COLD STRESS

HEAT SAFETY  
AWARENESS

LOCKOUT TAGOUT  
PROCEDURES

SAFETY DATA SHEETS  
(SDS)

RESPIRATORY  
PROTECTION

PERSONAL PROTECTIVE  
EQUIPMENT

ELECTRICAL HAZARD  
AWARENESS

SAFE FORKLIFT  
OPERATION

LADDER SAFETY

### COURSE LIST

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CAGE AND CREDIT  
OPERATIONS

IT & GENERAL  
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DIVERSITY EQUITY  
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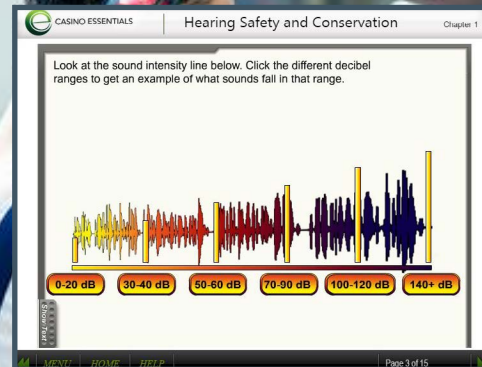
MICROSOFT  
OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



## HEARING SAFETY AND CONSERVATION

Hearing protection is a mandatory part of the OSHA rules at every workplace. This course outlines how a hearing conservation plan and personal protective equipment training can reduce hearing hazards.

### OBJECTIVES

- Describe the hazards that are associated with high noise levels
- Identify related responsibilities of the employer and employee, including the employer's responsibility to create a Hearing Conservation program
- Describe the purpose of hearing tests, and test procedures for workers in high noise level environments
- Identify a variety of types of hearing protectors, including their purposes, advantages, disadvantages, and attenuation
- Describe the process of selection, fitting, use, care, and cleaning of various hearing protection devices

**Audience:** Individuals who work at jobs that endanger their hearing

**Primary Regulations:** OSHA 1910.95, Occupational Noise Exposure

**Duration:** 25 minutes

COURSE CODE: CEHS

BLOODBORNE  
PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
TRAINING

HAND SAFETY

HAZARD  
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CONSERVATION**

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AWARENESS

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HR  
LEADERSHIP

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MICROSOFT  
OFFICE TRAINING

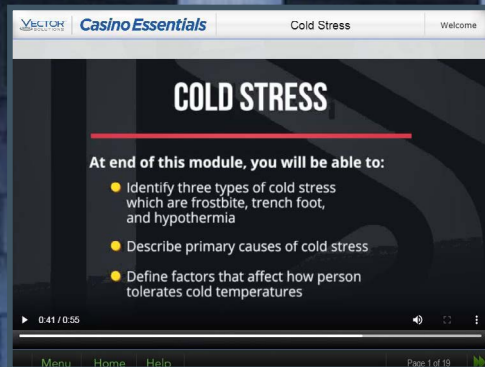
LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY





## COLD STRESS – WORKING SAFELY IN COLD WEATHER

Anyone who works outside on a regular basis knows - at some point or another - you're going to experience cold and wet weather conditions. These working conditions can threaten your ability to do your job safely, as cold can have negative effects on the body. This is known as cold stress. Cold and wet weather can begin to have negative effects on the body in temperatures as high as 59 degrees Fahrenheit. This safety video trains employees to understand and recognize why it's important to keep an eye out for the effects of cold stress.

Topics covered also include: Hypothermia Prevention, Hypothermia, Symptoms, Frostbite, Frostbite Symptoms, Frostbite Treatment, Trench, Foot Trench, Foot Treatment

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CECSVS

BLOODBORNE  
PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

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AWARENESS

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(SDS)

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SAFETY



## HEAT STRESS

Heat stress can take a number of different forms, including heat rash, heat cramps, heat syncope (fainting), heat exhaustion, and heat stroke. Each of these conditions has its own signs, symptoms, and treatments. This course will help you to recognize each condition, and to know which ones require simple corrective actions, like taking a break, and which ones may require a trip to the hospital.

### OBJECTIVES

- Identify the forms of heat stress
- Define the symptoms for each form of heat stress
- Describe how to determine the risk of heat stress
- List methods to reduce the risk of heat stress
- Describe treatments for persons showing symptoms of heat stress

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEHSVS

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DIVERSITY EQUITY  
& INCLUSION

HR  
COMPLIANCE

HR  
LEADERSHIP

COMMUNICATION  
PROGRAM

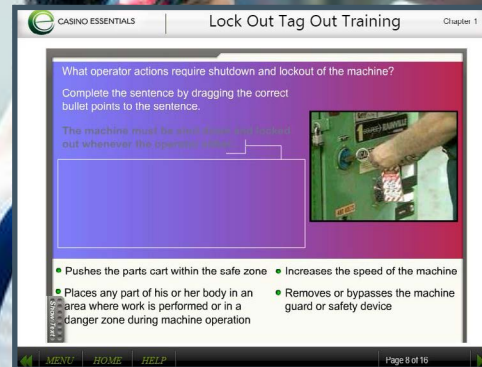
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OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

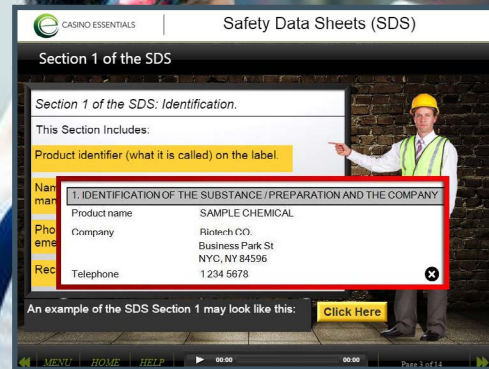
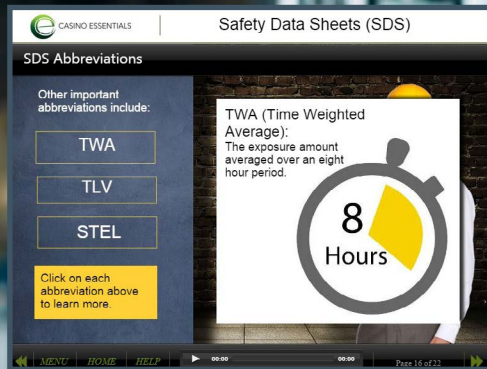
SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



## GENERAL SAFETY





## SAFETY DATA SHEETS (SDS)

Safety Data Sheets (SDS) must be kept in all workplaces; this safety training course describes the workers role in maintaining SDS records and how they can help to reduce workplace hazards.

### OBJECTIVES

- Distinguish which chemicals are and which are not included under OSHA's labeling requirements
- Identify the materials that are exempted under the Hazard Communication Standard
- Explain the importance of labels and SDS
- Describe the importance of a written hazard communication program within the workplace
- Describe your responsibility in following safe work standards while handling or working around hazardous materials
- Explain the employer's responsibility in providing and maintaining a safe workplace

**Audience:** All persons who will be in work areas where there are specific job-related hazards (flying/falling objects, hazardous materials, high noise levels, respiratory hazards, exposure to temperature extremes, potential exposure to energy sources, fall potentials, etc.)

**Primary Regulations:** OSHA 29 CFR 1910.1200, Hazard Communication. OSHA 29 CFR 1910.1450 Lab Standard; OSHA 29 CFR 1910 Subpart Z, Toxic and Hazardous Substances; OSHA 29 CFR 1910.119, Process Safety Management; OSHA 29 CFR 1910.120, Hazardous Waste Operations and Emergency Response.

**Duration:** 20 minutes

COURSE CODE: CESDS

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PATHOGENS

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AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
TRAINING

HAND SAFETY

HAZARD  
COMMUNICATION

HEARING SAFETY &  
CONSERVATION

COLD STRESS

HEAT SAFETY  
AWARENESS

LOCKOUT TAGOUT  
PROCEDURES

**SAFETY DATA SHEETS  
(SDS)**

RESPIRATORY  
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EQUIPMENT

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DEVELOPMENT

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## RESPIRATORY PROTECTION

If there is not sufficient oxygen in the air that you inhale, your body cannot continue to function. If the air contains particulates that are small enough to enter your lungs, tissues in your lungs and other parts of your body could be damaged. If the inhaled air contains toxic gases, the gases can react with body fluids and damage your blood, lungs, and other vital organs. In this interactive, online course, you examine air-purifying respirators, air-supplied respirators, and the use and care of respirators.

### OBJECTIVES

- Describe the following and explain how they can be used:
- Identify common types of air-purifying respirators
- Explain how to choose the proper cartridge for a chemical cartridge respirator
- Identify basic types of air-supplied respirators
- List factors that affect respirator selection
- Describe general rules for inspection, safe use, cleaning, and storage of respirators

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CERPVS

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PATHOGENS

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AWARENESS

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SAFETY TRAINING

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PROTECTION**

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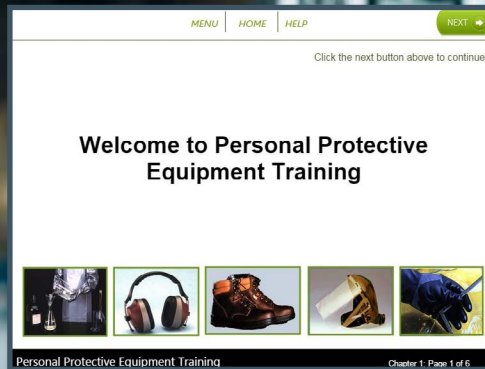
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PROGRAM

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SOFTSKILLS /  
PROFESSIONAL  
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## PERSONAL PROTECTIVE EQUIPMENT (PPE)

This course covers types of Personal Protective Equipment (PPE), when personal protective equipment is necessary, and the selection, use, and maintenance of personal protective equipment in the workplace.

### OBJECTIVES

- Specify when PPE is necessary
- Identify what PPE is necessary based upon the hazards present
- Understand how to properly don, doff, adjust, and wear PPE
- Identify the limitations of PPE
- Specify the proper care, maintenance, useful life, and disposal of PPE

**Audience:** Personnel working in fields that require PPE

**Primary Regulations:** OSHA 29 CFR 1910 Subpart I, Personal Protective Equipment. OSHA 29 CFR 1910 Subpart R, Special Industries; OSHA 29 CFR 1910 Subpart L, Fire Protection; OSHA 29 CFR 1910 Subpart D, Walking-Working Surfaces; OSHA 29 CFR 1910 Subpart F, Powered Platforms, Manlifts, and Vehicle-Mounted Work Platforms.

**Duration:** 45-60 minutes

COURSE CODE: CEPPE

BLOODBORNE  
PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
TRAINING

HAND SAFETY

HAZARD  
COMMUNICATION

HEARING SAFETY &  
CONSERVATION

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## GENERAL ELECTRICAL HAZARD AWARENESS FOR SITE SAFETY

Electrical safety is essential for all businesses. Understanding necessary electrical standards and compliances is essential for keeping your employees and your site safe. Has your organization defined what electrical risks you may have? Are you fully in compliance? Do you have all the proper electrical personal protective equipment needed? If OSHA audited your site today, would you have any electrical safety violations? This interactive online course is geared towards all businesses regardless of industry and will focus on what you need to know as well as useful tips and best practices regarding overall general electrical safety within your organization.

### OBJECTIVES

- Define the three electrical hazards
- Recall the different effects of shock on the body
- List the three different arc flash boundaries and the PPE needed to enter each one
- Identify standards that help your company meet compliance for the safety of workers and clients
- List the four categories of personal protective equipment and the items in each

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CEGEHAVS

BLOODBORNE  
PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
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(SDS)

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PROTECTION

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EQUIPMENT

**ELECTRICAL HAZARD  
AWARENESS**

SAFE FORKLIFT  
OPERATION

LADDER SAFETY

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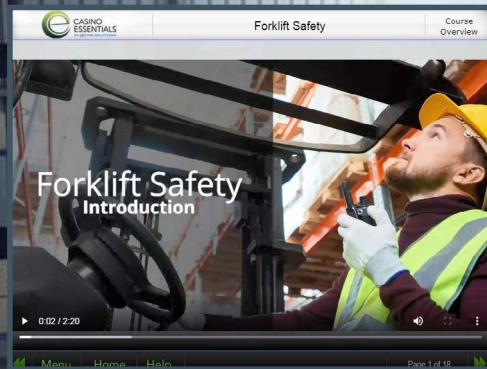
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PROFESSIONAL  
DEVELOPMENT

GENERAL  
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## SAFE FORKLIFT OPERATION

Forklifts must be operated properly or serious accidents and injuries can occur. An estimated 100 workers are killed each year in powered industrial truck accidents. This interactive, online course provides formal instruction in safe forklift operation. You will also need formal instruction in understanding forklifts and in making forklift safety checks. Before operating a forklift, you should also receive practical, hands-on training and be evaluated on how you operate your forklift in the workplace.

### OBJECTIVES

- Relate three basic tips for maneuvering a forklift with rear-wheel steering
- Describe how to drive a forklift, with emphasis on personal, tipover, traffic, and pedestrian safety
- Discuss at least one guideline associated with safely handling forklift loads in these areas: visual inspection, load weight, lifting and carrying loads, and placing loads

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESFOVS

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PATHOGENS

CONFINED SPACE ENTRY  
AWARENESS

GENERAL EMPLOYEE  
SAFETY TRAINING

OCCUPATIONAL SAFETY  
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LADDER SAFETY

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## LADDER SAFETY

How much training have you had to use, store, and maintain a ladder properly to prevent falls and injuries? Working on ladders is a necessary part of most jobs in construction, maritime, and general industry. However, the use and care of ladders are not always as easy as it appears for the worker. Training is necessary to know the tolerances of the ladder, its safety features, and how to use the ladder. There have been many reported deaths and serious injuries from improper ladder use such as falls, electrocutions, and slips. This interactive online course will give you the information needed to be aware of the hazards related to ladders and best practices for using ladders.

### OBJECTIVES

- Describe the importance of ladder safety
- Identify common causes of ladder accidents
- Discuss proper labeling of ladders
- Analyze how to ascend, descend, and work on ladders safely
- Explain how to maintain, store, and transport ladders properly
- Evaluate the OSHA regulations for ladder safety

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CELSVS

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PATHOGENS

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SOFTSKILLS /  
PROFESSIONAL  
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SAFETY





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# GENERAL SAFETY



DEFENSIVE  
DRIVING



INJURY  
PREVENTION



RISK  
SAFETY



FIRST  
RESPONSE

FALL PROTECTION  
AWARENESS TRAINING

SAFE LIFTING

SLIPS, TRIPS, AND FALLS  
FOR FRONTLINE

SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS

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DIVERSITY EQUITY  
& INCLUSION

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COMPLIANCE

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LEADERSHIP

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PROGRAM

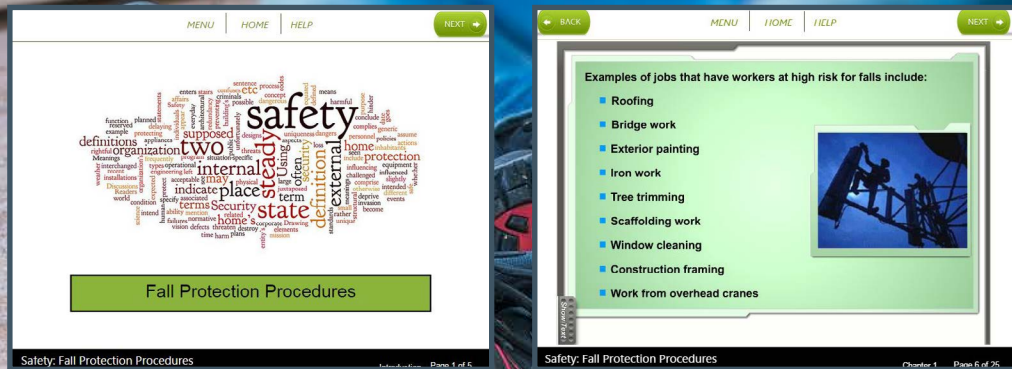
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OFFICE TRAINING

LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY



# FALL PROTECTION AWARENESS TRAINING

This course provides basic fall protection principles to employees who might be exposed to fall hazards.

# OBJECTIVES

- Identify hazards
- Specify guidelines for fall protection systems
- Recognize methods to minimize the risk of falls
- Specify employer and employee roles and responsibilities in fall protection
- Recognize safety equipment limitations

**Audience:** All personnel exposed to a potential slip, trip, and fall hazard while on the job and who have the potential to use or be around ladders during the course of a routine/non-routine workday.

**Primary Regulations:** OSHA 29 CFR 1910 Subpart I, Personal Protective Equipment. OSHA 29 CFR 1910 Subpart R, Special Industries; OSHA 29 CFR 1910 Subpart L, Fire Protection; OSHA 29 CFR 1910 Subpart D, Walking-Working Surfaces; OSHA 29 CFR 1910 Subpart F, Powered Platforms, Manlifts, and Vehicle-Mounted Work Platforms.

**Duration:** 20 minutes

COURSE CODE: CEFPA

## COURSE LIST

# AML COMPLIANCE

## CAGE AND CREDIT OPERATIONS

## IT & GENERAL SECURITY

## SPORTS BETTING

## CUSTOMER LOYALTY

## FOOD & BEVERAGE

## DIVERSITY EQUITY & INCLUSION

HR  
COMPLIANCE

## HR LEADERSHIP

COMMUNICATION  
PROGRAM

MICROSOFT  
OFFICE TRAINING

## LEADERSHIP PROGRAM

## SMART LEADERSHIP

## SOFTSKILLS / PROFESSIONAL DEVELOPMENT

## GENERAL SAFETY

## FALL PROTECTION AWARENESS TRAINING

## SAFE LIFTING

## SLIPS, TRIPS, AND FALLS FOR FRONTLINE

## SLIPS, TRIPS, AND FALLS FOR SUPERVISORS



## SAFE LIFTING

Do you know the best ways to prevent injuries associated with handling materials? Job tasks involving materials handling must be assessed to eliminate or minimize potential hazard exposure. Safe manual material handling is a continuous process that involves three reoccurring stages to be successful: Identification of the risks of all manual handling tasks, assessment of the likelihood of injury, and control of the risk through work design, use of appropriate mechanical aids, and the provision of training and information to supervisors and employees.

### OBJECTIVES

- Identify manual material handling injuries & their root causes
- Explain proper lifting techniques
- Discuss when to seek help and use mechanical aids
- List minimum PPE requirements for manual handling of materials
- Describe mitigating hazards in storage areas

**Audience:** This course is designed for all employees

**Duration:** 25-35 minutes

COURSE CODE: CESLVS

FALL PROTECTION  
AWARENESS TRAINING

**SAFE LIFTING**

SLIPS, TRIPS, AND FALLS  
FOR FRONTLINE

SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS

### COURSE LIST

AML  
COMPLIANCE

CAGE AND CREDIT  
OPERATIONS

IT & GENERAL  
SECURITY

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BETTING

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FOOD &  
BEVERAGE

DIVERSITY EQUITY  
& INCLUSION

HR  
COMPLIANCE

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LEADERSHIP

COMMUNICATION  
PROGRAM

MICROSOFT  
OFFICE TRAINING

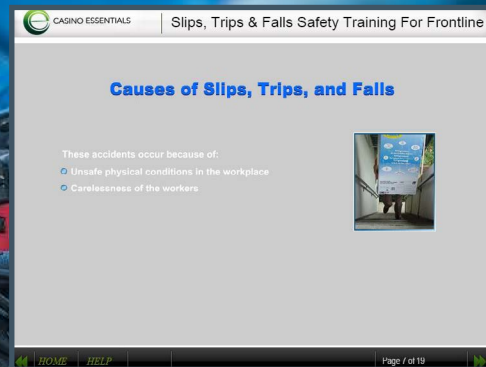
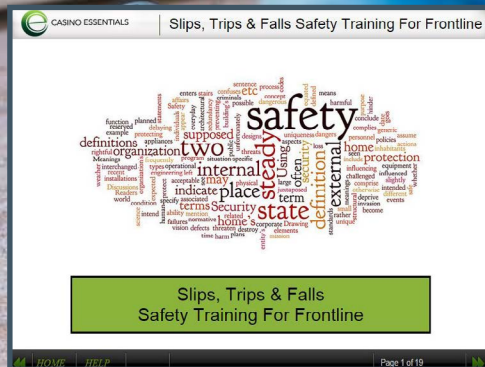
LEADERSHIP  
PROGRAM

SMART  
LEADERSHIP

SOFTSKILLS /  
PROFESSIONAL  
DEVELOPMENT

GENERAL  
SAFETY





## SLIPS, TRIPS, AND FALLS FOR FRONTLINE

Slips, trips, and falls are one of the most common causes of serious injuries at work. This course shows how workers can help each other avoid slips, trips, and falls in the workplace.

### OBJECTIVES

- Recognize the costs associated with slip, trip, and fall related injuries, and the scope of the problem
- Identify the leading causes for slip, trip, and fall injuries associated with the physical workplace environment
- Identify the leading causes for slip, trip, and fall injuries associated with employee behaviors
- Understand employer responsibilities associated with preventing slips, trips, and falls in the workplace
- Recognize actions employees should take to reduce risk for slip, trip, and fall related injuries in the workplace

COURSE CODE: CESTF

**Audience:** All personnel exposed to a potential slip, trip, and fall hazard while on the job and who have the potential to use or be around ladders during the course of a routine/non-routine workday.

**Primary Regulations:** OSHA 29 CFR 1910 Subpart D, Walking-Working Surfaces; OSHA 29 CFR 1926 Subpart E, Personal Protective and Life Saving Equipment; OSHA 29 CFR 1910 Subpart F, Powered Platforms, Man-lifts, and Vehicle-Mounted Work Platforms; OSHA 29 CFR 1926 Subpart L, Scaffolds; OSHA 29 CFR 1926 Subpart M, Fall Protection; OSHA 29 CFR 1926 Subpart P, Excavations; OSHA 29 CFR 1926 Subpart X, Stairways and Ladders. OSHA 29 CFR 1910 Subpart I, Personal Protective Equipment; OSHA 29 CFR 1910 Subpart R, Special Industries

**Duration:** 20 minutes

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COMPLIANCE

CAGE AND CREDIT  
OPERATIONS

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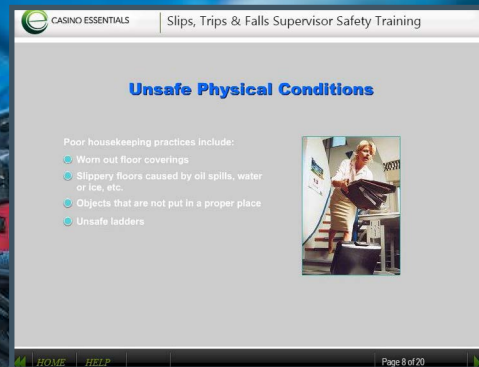
GENERAL  
SAFETY

FALL PROTECTION  
AWARENESS TRAINING

SAFE LIFTING

**SLIPS, TRIPS, AND  
FALLS FOR FRONTLINE**

SLIPS, TRIPS, AND FALLS  
FOR SUPERVISORS



## SLIPS TRIPS AND FALLS FOR SUPERVISORS

A safety conscious supervisor can help prevent slips, trips, and falls from becoming a problem at your workplace. This safety training course shows how to be a safety conscious supervisor.

### OBJECTIVES

- Recognize the costs associated with slip, trip, and fall related injuries, and the importance of managing slip, trip, and fall injuries in the workplace
- Identify the leading causes for slip, trip, and fall injuries associated with the physical workplace environment
- Identify the leading causes for slip, trip, and fall injuries associated with employee behaviors
- Describe how supervisors can promote and enforce workplace safety measures for preventing slips, trips, and falls
- Describe the supervisor's role in a successful fall prevention program

COURSE CODE: CESTFS

**Audience:** All personnel exposed to a potential slip, trip, and fall hazard while on the job and who have the potential to use or be around ladders during the course of a routine/non-routine workday.

**Primary Regulations:** OSHA 29 CFR 1910 Subpart D, Walking-Working Surfaces; OSHA 29 CFR 1926 Subpart E, Personal Protective and Life Saving Equipment; OSHA 29 CFR 1910 Subpart F, Powered Platforms, Man-lifts, and Vehicle-Mounted Work Platforms; OSHA 29 CFR 1926 Subpart L, Scaffolds; OSHA 29 CFR 1926 Subpart M, Fall Protection; OSHA 29 CFR 1926 Subpart P, Excavations; OSHA 29 CFR 1926 Subpart X, Stairways and Ladders. OSHA 29 CFR 1910 Subpart I, Personal Protective Equipment; OSHA 29 CFR 1910 Subpart R, Special Industries.

**Duration:** 20 minutes

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# GENERAL SAFETY



DEFENSIVE  
DRIVING



INJURY  
PREVENTION



RISK  
SAFETY



FIRST  
RESPONSE

EMERGENCY  
EVACUATION TRAINING  
FOR FRONTLINE

EMERGENCY  
EVACUATION TRAINING  
FOR SUPERVISORS

FIRE SAFETY TRAINING

ACTIVE SHOOTER  
AWARENESS TRAINING

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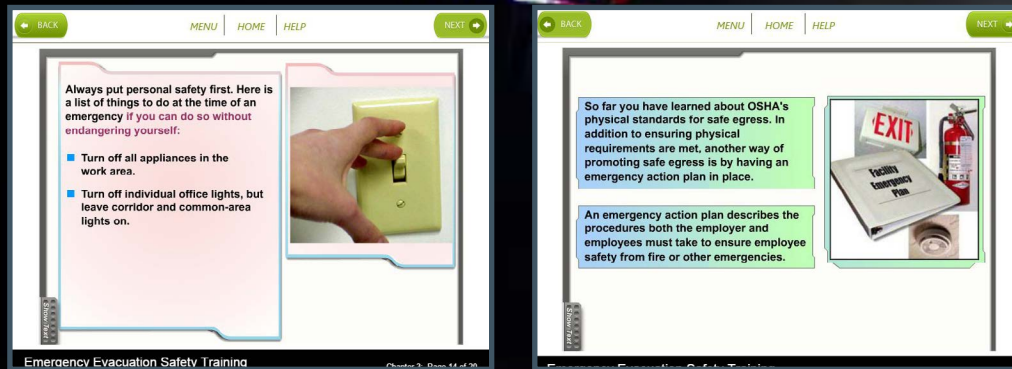
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DEVELOPMENT

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## COURSE LIST

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## EMERGENCY EVACUATION TRAINING FOR FRONTLINE

This course covers information for employees on safe egress. The training course provides information about planning for safe egress, communicating that plan to employees and enforcing the plan. The course stresses the importance of preparation for evacuation situations. It includes the different responsibilities of each personnel level as it relates to ensuring proper egress in the facility.

### OBJECTIVES

- Identify various means of egress
- Specify the physical requirements for exit routes to comply with OSHA standards
- Identify the components of an emergency action plan
- Identify organizational training needs related to egress
- Distinguish between employee and employer responsibilities related to safe egress compliance
- Specify actions to take in case of an emergency evacuation
- Identify the components of a fire prevention plan
- Recognize egress hazards
- Apply safe housekeeping practices as they relate to egress

**Audience:** This course is designed for all employees

COURSE CODE: CEEEPF

**Primary Regulations:** OSHA 29 CFR 1910.36, Design and construction requirements for exit routes; OSHA 29 CFR 1910.37, Maintenance, safeguards, and operational features for exit routes; OSHA 29 CFR 1910.38, Emergency action plans; OSHA 29 CFR 1910.39 Fire prevention plans; OSHA General Duty Clause; NFPA 101, Life Safety Code.

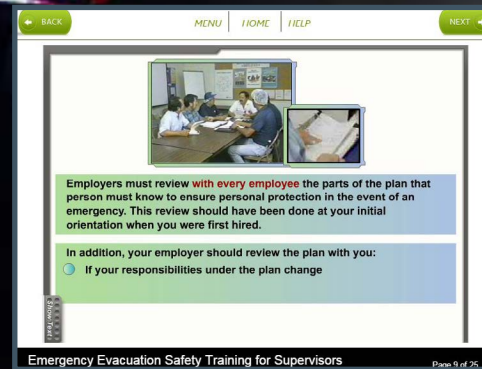
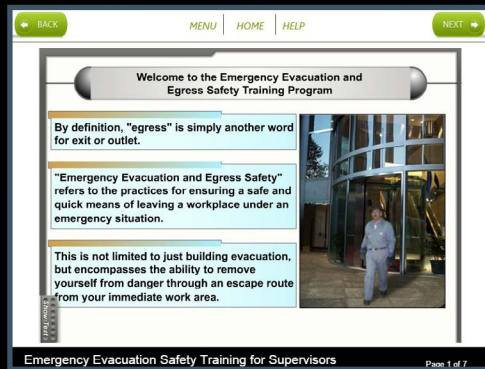
**Duration:** 45-60 minutes

### EMERGENCY EVACUATION TRAINING FOR FRONTLINE

EMERGENCY  
EVACUATION TRAINING  
FOR SUPERVISORS

FIRE SAFETY TRAINING

ACTIVE SHOOTER  
AWARENESS TRAINING



## COURSE LIST

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SAFETY

## EMERGENCY EVACUATION TRAINING FOR SUPERVISORS

OSHA requires that all exits must discharge directly to the street, or to a yard, court or other open space that gives safe access to a public way. This course provides supervisors with the preparation for evacuation situations and as well as emergency escape procedures and creating escape route assignments for employees.

### OBJECTIVES

- Identify various means of egress
- Specify the physical requirements for exit routes to comply with OSHA standards
- Identify the components of an emergency action plan
- Identify organizational training needs related to egress
- Distinguish between employee and employer responsibilities related to safe egress compliance
- Specify actions to take in case of an emergency evacuation
- Identify the components of a fire prevention plan
- Recognize egress hazards
- Apply safe housekeeping practices as they relate to egress

COURSE CODE: CEEEPS

**Audience:** Designed for supervisors and managers.

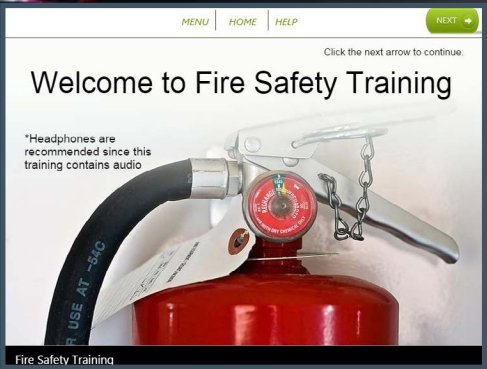
**Primary Regulations:** OSHA 29 CFR 1910.36, Design and construction requirements for exit routes; OSHA 29 CFR 1910.37, Maintenance, safeguards, and operational features for exit routes; OSHA 29 CFR 1910.38, Emergency action plans; OSHA 29 CFR 1910.39 Fire prevention plans; OSHA General Duty Clause; NFPA 101, Life Safety Code.

**Duration:** 30-45 minutes

EMERGENCY  
EVACUATION TRAINING  
FOR FRONTLINE**EMERGENCY  
EVACUATION TRAINING  
FOR SUPERVISORS**

FIRE SAFETY TRAINING

ACTIVE SHOOTER  
AWARENESS TRAINING



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DEVELOPMENT

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# FIRE SAFETY TRAINING

This course provides a comprehensive review of fire safety in the workplace. Learn how to recognize fire risks, why it is important to inspect fire extinguishers, and what actions to take in the event of a fire.

OBJECTIVES

- Explain the combustion process
- Define the four classes of fire
- Identify the most common types of portable fire extinguishers
- Discuss the proper technique for using portable fire extinguishers
- Describe common fire hazards in the workplace and how to eliminate them
- Describe fire emergencies

COURSE CODE: CEFST

**Audience:** All employees

**Primary Regulations:** OSHA 29 CFR 1910 Subpart I, Personal Protective Equipment; OSHA 29 CFR 1910 Subpart R Special Industries. OSHA 29 CFR 1910 Subpart M, Compressed gas and compressed air equipment; OSHA 29 CFR 1910.119 and 1926.64, Process safety management of highly hazardous chemicals; OSHA 29 CFR 1910.1200, Hazard Communication; OSHA 29 CFR 1910.120, Hazardous Waste Operations.

**Duration:** 45 minutes

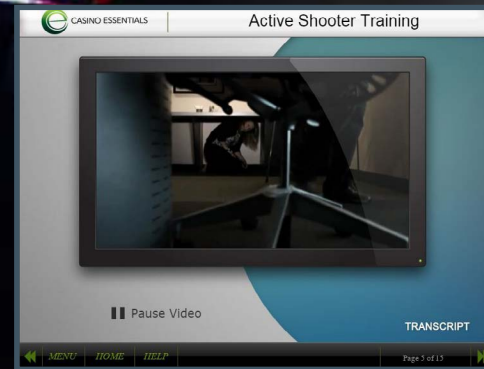
EMERGENCY  
EVACUATION TRAINING  
FOR FRONTLINE

EMERGENCY  
EVACUATION TRAINING  
FOR SUPERVISORS

**FIRE SAFETY TRAINING**

ACTIVE SHOOTER  
AWARENESS TRAINING





## COURSE LIST

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## ACTIVE SHOOTER AWARENESS TRAINING

Active Shooter Situations are usually unpredictable and require mental and physical preparedness on behalf of the employees involved to effectively handle escalating incidents. This video based training teaches employees the red flags to look for to identify potentially violent behavior and reaction methods to active shooter situations. The course details processes on interacting with law enforcement and procedures to take after the event.

### OBJECTIVES

- Identify examples of active shooter situations
- Recognize potential violent behavior
- Prepare for an active shooter situation
- Communicate important information to 911 operators
- Follow Law Enforcement Instructions
- Define steps to take in an active shooter situation
- Describe how to manage consequences of an active shooter situation.

**Audience:** This course is designed for all employees

**Duration:** 30 minutes

COURSE CODE: CEASA

EMERGENCY  
EVACUATION TRAINING  
FOR FRONTLINEEMERGENCY  
EVACUATION TRAINING  
FOR SUPERVISORS

FIRE SAFETY TRAINING

**ACTIVE SHOOTER  
AWARENESS TRAINING**