

Current as of Sept 6, 2017

<b>COURSE TITLE</b>	<b>DESCRIPTION</b>	<b>LOOK UNDER TAG/S</b>
DHS - Civil Rights Awareness - Module 1	40 min. presentation	<b>Civil Rights</b>
DHS - Civil Rights Awareness - Module 2	44 min. presentation	<b>Civil Rights</b>
Advanced Tips and Techniques for Microsoft® Word® Users	1 hr. webinar	<b>Computer - MS WORD</b>
Word 2013 Part 1: Add a Watermark	5 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Add Headers and Footers	8 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Add Images to a Document	10 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Additional Save Options	6 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Align Text Using Tabs	8 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Apply a Page Border and Color	4 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Apply Borders and Shading	5 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Apply Character Formatting	7 min. video	<b>Computer - MS WORD</b>
Word 2013 Part 1: Apply Styles	6 min. video	<b>Computer - MS WORD</b>

Word 2013 Part 1: AutoCorrection	8 min. video	Computer - MS WORD
Word 2013 Part 1: Check Accessibility	5 min. video	Computer - MS WORD
Word 2013 Part 1: Check Spelling and Grammar	8 min. video	Computer - MS WORD
Word 2013 Part 1: Control Page Layout	6 min. video	Computer - MS WORD
Word 2013 Part 1: Control Paragraph Layout	7 min. video	Computer - MS WORD
Word 2013 Part 1: Convert Text to a Table	5 min. video	Computer - MS WORD
Word 2013 Part 1: Convert Text to a Table	5 min. video	Computer - MS WORD
Word 2013 Part 1: Create a Word Document	6 min. video	Computer - MS WORD
Word 2013 Part 1: Customize a List	11 min. video	Computer - MS WORD
Word 2013 Part 1: Customize the Word Interface	6 min. video	Computer - MS WORD
Word 2013 Part 1: Customize the Word Options	4 min. video	Computer - MS WORD
Word 2013 Part 1: Display a Document	4 min. video	Computer - MS WORD
Word 2013 Part 1: Display Text as List Items	7 min. video	Computer - MS WORD

Word 2013 Part 1: Find and Replace Text	7 min. video	Computer - MS WORD
Word 2013 Part 1: Format a Table	8 min. video	Computer - MS WORD
Word 2013 Part 1: Help	3 min. video	Computer - MS WORD
Word 2013 Part 1: Insert a Table	7 min. video	Computer - MS WORD
Word 2013 Part 1: Insert Symbols and Special Characters	7 min. video	Computer - MS WORD
Word 2013 Part 1: Manage Formatting	7 min. video	Computer - MS WORD
Word 2013 Part 1: Modify a Table	9 min. video	Computer - MS WORD
Word 2013 Part 1: Modify Text	4 min. video	Computer - MS WORD
Word 2013 Part 1: Navigate and Select Text	8 min. video	Computer - MS WORD
Word 2013 Part 1: Other Proofing Tools	4 min. video	Computer - MS WORD
Word 2013 Part 1: Printing	6 min. video	Computer - MS WORD
Word 2013 Part 1: Renumber a List	5 min. video	Computer - MS WORD
Word 2013 Part 1: Saving	7 min. video	Computer - MS WORD

Word 2013 Part 1: Sort a List	3 min. video	Computer - MS WORD
Word 2013 Part 1: Working with the Ribbon	8 min. video	Computer - MS WORD
Word 2013 Part 2: Add WordArt and Other Text Effects	5 min. video	Computer - MS WORD
Word 2013 Part 2: Adjust Image Appearance	4 min. video	Computer - MS WORD
Word 2013 Part 2: Advanced Image Management	6 min. video	Computer - MS WORD
Word 2013 Part 2: Apply Document Themes	5 min. video	Computer - MS WORD
Word 2013 Part 2: Automate Tasks Using Macros	7 min. video	Computer - MS WORD
Word 2013 Part 2: Control Cell Layout	7 min. video	Computer - MS WORD
Word 2013 Part 2: Control Paragraph Flow	4 min. video	Computer - MS WORD
Word 2013 Part 2: Create a Chart	6 min. video	Computer - MS WORD
Word 2013 Part 2: Create a Data Source Using Word	4 min. video	Computer - MS WORD
Word 2013 Part 2: Create a Document Using a Template	7 min. video	Computer - MS WORD
Word 2013 Part 2: Create a Macro	9 min. video	Computer - MS WORD

Word 2013 Part 2: Create a Template	8 min. video	Computer - MS WORD
Word 2013 Part 2: Create and Modify Building Blocks	8 min. video	Computer - MS WORD
Word 2013 Part 2: Create and Modify Text Styles	8 min. video	Computer - MS WORD
Word 2013 Part 2: Create Complex Illustrations with SmartArt	6 min. video	Computer - MS WORD
Word 2013 Part 2: Create Custom List or Table Styles	7 min. video	Computer - MS WORD
Word 2013 Part 2: Create Text Boxes and Pull Quotes	7 min. video	Computer - MS WORD
Word 2013 Part 2: Draw Shapes	3 min. video	Computer - MS WORD
Word 2013 Part 2: Insert and Format Screenshots	5 min. video	Computer - MS WORD
Word 2013 Part 2: Insert Building Blocks	6 min. video	Computer - MS WORD
Word 2013 Part 2: Insert Columns	6 min. video	Computer - MS WORD
Word 2013 Part 2: Insert Fields Using Quick Parts	9 min. video	Computer - MS WORD
Word 2013 Part 2: Insert Section Breaks	9 min. video	Computer - MS WORD
Word 2013 Part 2: Insert Video	7 min. video	Computer - MS WORD

Word 2013 Part 2: Integrate Pictures and Text	8 min. video	Computer - MS WORD
Word 2013 Part 2: Link Text Boxes to Control Text Flow	6 min. video	Computer - MS WORD
Word 2013 Part 2: Merge Envelopes and Labels	10 min. video	Computer - MS WORD
Word 2013 Part 2: Perform Calculations in a Table	6 min. video	Computer - MS WORD
Word 2013 Part 2: Resize an Image	4 min. video	Computer - MS WORD
Word 2013 Part 2: Sort Table Data	5 min. video	Computer - MS WORD
Word 2013 Part 2: The Mail Merge Features	13 min. video	Computer - MS WORD
Word 2013 Part 3: Add a Digital Signature to a Document	7 min. video	Computer - MS WORD
Word 2013 Part 3: Add Bookmarks	5 min. video	Computer - MS WORD
Word 2013 Part 3: Add Captions	6 min. video	Computer - MS WORD
Word 2013 Part 3: Add Citations and a Bibliography	9 min. video	Computer - MS WORD
Word 2013 Part 3: Add Cross-References	8 min. video	Computer - MS WORD
Word 2013 Part 3: Add Hyperlinks	5 min. video	Computer - MS WORD

Word 2013 Part 3: Coauthor Documents	9 min. video	Computer - MS WORD
Word 2013 Part 3: Compare and Merge Document Versions	7 min. video	Computer - MS WORD
Word 2013 Part 3: Compare Document Changes	4 min. video	Computer - MS WORD
Word 2013 Part 3: Create a Master Document	8 min. video	Computer - MS WORD
Word 2013 Part 3: Create a New Document Version	9 min. video	Computer - MS WORD
Word 2013 Part 3: Create Forms	11 min. video	Computer - MS WORD
Word 2013 Part 3: Form Data Conversion	5 min. video	Computer - MS WORD
Word 2013 Part 3: Insert a Table of Contents	8 min. video	Computer - MS WORD
Word 2013 Part 3: Insert an Ancillary Table	5 min. video	Computer - MS WORD
Word 2013 Part 3: Insert an Index	9 min. video	Computer - MS WORD
Word 2013 Part 3: Insert Blank and Cover Pages	7 min. video	Computer - MS WORD
Word 2013 Part 3: Insert Footnotes and Endnotes	5 min. video	Computer - MS WORD
Word 2013 Part 3: Manage Outlines	7 min. video	Computer - MS WORD

Word 2013 Part 3: Manipulate Forms	5 min. video	Computer - MS WORD
Word 2013 Part 3: Merge Document Changes	6 min. video	Computer - MS WORD
Word 2013 Part 3: Modify Legacy Form Field Properties	6 min. video	Computer - MS WORD
Word 2013 Part 3: Modify User Information	6 min. video	Computer - MS WORD
Word 2013 Part 3: Restrict Document Access	5 min. video	Computer - MS WORD
Word 2013 Part 3: Review a Document	4 min. video	Computer - MS WORD
Word 2013 Part 3: Review Tracked Changes	4 min. video	Computer - MS WORD
Word 2013 Part 3: Set Formatting and Editing Restrictions	5 min. video	Computer - MS WORD
Word 2013 Part 3: Share a Document	4 min. video	Computer - MS WORD
Word 2013 Part 3: Suppress Information	8 min. video	Computer - MS WORD
Microsoft® Word 2010 Advanced	2.5 hr. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2010 Advanced	E-Book - useful for reference	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2010 Basic	E-Book - useful for reference	Computer - MS WORD; Computer - MS OFFICE



Microsoft® Word 2010 Intermediate	2 hr. 15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2010 Intermediate Training	E-Book - useful for reference	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2010 Intro	3 hr. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Adding Graphics	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Adding Page Elements	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Adding Special Formatting	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Advanced Training	E-Book - useful for reference	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Basic Training	E-Book - useful for reference	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Building References	1 hr. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Creating Forms	33 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Editing Graphics	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Editing Tables	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Finishing and Customizing Your Document	15 min. video	Computer - MS WORD; Computer - MS OFFICE

Microsoft® Word 2013 Formatting Paragraphs	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Formatting Paragraphs- REV	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Formatting Text	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Intro Training	1 hr. 25 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Mail Merge	30 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Newsletter Training	1 hr. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Proofreading	15 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Tables and Graphics	45 min. video	Computer - MS WORD; Computer - MS OFFICE
Microsoft® Word 2013 Tracking Changes and Comments Training	30 min. video	Computer - MS WORD; Computer - MS OFFICE
60 Minutes of Microsoft® Access® Secrets	1 hr. webinar	Computer - MS ACCESS; Computer - MS OFFICE
60 Minutes of Microsoft® Excel® Secrets 2013	1 hr. course	Computer - MS EXCEL
Advanced Microsoft® Excel® Tips for the Power User	1 hr. webinar	Computer - MS EXCEL
Microsoft® Excel® Keyboard Shortcuts for PC - SkillBuilder Game	Skill Building Tool	Computer - MS EXCEL

Excel® 2013 Part 1: Absolute Cell References	10 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Add Borders and Color to Cells	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Align Cell Contents	9 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Apply Cell Styles	9 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Apply Number Formats	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Cell Names and Range Names	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Column Width and Row Height Alteration Methods	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Create a Basic Worksheet	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Create Formulas in a Worksheet	10 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Customize Advanced Options	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Customize Formula Options	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Customize General and Language Options	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Customize Proofing and Save Options	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE

Excel® 2013 Part 1: Customize the Functionality of Excel® by Enabling Add-Ins	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Customize the Quick Access Toolbar	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Customize the Ribbon	9 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Customize Trust Center Options	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Cut and Paste Commands	9 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Define the Basic Page Layout for a Workbook	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Format Worksheet Tabs	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Identify the Elements of the Application Window	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Identify the Elements of the Workbook Window	16 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Insert MIN and MAX Functions in a Worksheet	11 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Insert SUM and AVERAGE Functions in a Worksheet	12 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Manage the View of Worksheets and Workbooks	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Manage Worksheets	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE

Excel® 2013 Part 1: Modify Fonts	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Refine the Page Layout and Apply Print Options	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Spell Check a Worksheet	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: The Auto Fill Feature	9 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: The Find and Replace Commands	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: The Hide and Unhide Options	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: The Insert and Delete Options	9 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: The Undo and Redo Commands	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 1: Use the Help System	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Add Range Names	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Advanced Field Settings	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Analyze Data by Using PivotCharts	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Change the Default Chart Type	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE

Excel® 2013 Part 2: Comments	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Create a PivotTable	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Create a Trendline	10 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Create Advanced Charts	11 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Create and Modify Tables	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Create and Use Templates	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Create Charts	10 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Edit and Delete Range Names	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Edit Axes	9 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Filter Data by Using Slicers	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Filter Data with the Advanced Filter	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Filter Data with the Auto Filter	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Format Charts	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE

Excel® 2013 Part 2: Hyperlinks	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Incorporate SmartArt	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Insert and Group Shapes	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Insert and Modify Graphic Objects	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Manage Themes	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Modify Charts	10 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Protect Files	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Remove Duplicates	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Sort Data	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Total Row	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use COUNT, COUNTA and COUNTIF Functions	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use HLOOKUP and VLOOKUP Functions	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use Range Names in a Formula	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE

Excel® 2013 Part 2: Use Specialized Functions	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the AND Function	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the AVERAGE Function	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the CONCATENATE Function	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the MAX Function	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the MIN Function	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the Nested IF Function	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the ROUND Function	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Use the SUM Function	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Watermarks	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 2: Work with Logical Functions	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Add Data Validation Criteria	8 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Add Subtotals to Grouped Data	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE



Excel® 2013 Part 3: Apply Conditional Formatting	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Consolidate Data	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Create a Data List Outline	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Create a Web Query	7 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Create Scenarios	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Create Sparklines	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Edit a Conditional Formatting Rule	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Evaluate Formulas	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Export Excel® Data	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Import a Delimited Text File	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Integrate Excel® Data with the Web	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Link Cells in Different Workbooks	5 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Merge Workbooks	2 min. video	Computer - MS EXCEL, Computer - MS OFFICE

Excel® 2013 Part 3: Perform a What-If Analysis	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Trace Cells	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Troubleshoot Invalid Data	3 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Troubleshoot Invalid Formulas	6 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Update Workbook Properties	4 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Excel® 2013 Part 3: Watch Formulas	2 min. video	Computer - MS EXCEL, Computer - MS OFFICE
Microsoft® Excel® 2010 Intermediate Training	2.5 hr. webinar	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2010 Intro Training	3 hr. webinar	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2010 Made Easy	1 hr. webinar	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2013 Advanced - Part 3 of Excel Ebook series	E-Book - useful for reference	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2013 Basic - Part 1 of Excel Ebook series	E-Book - useful for reference	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2013 Intermediate - Part 2 of Excel Ebook series	E-Book - useful for reference	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2013 Intro Training	4 hr. video	Computer - MS EXCEL; Computer - MS OFFICE

Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks - Intermediate level	15 min. video	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2013 Using Basic Formulas Part 1 - Beginner level	15 min. video	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® 2013 Using Basic Formulas Part 2 - Intermediate level	15 min. video	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® Charts and Graphs Made Easy	1 hr. overview course	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® Formulas Made Easy	1 hr. overview course	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Excel® PivotTables Made Easy 2013	1 hr. course	Computer - MS EXCEL; Computer - MS OFFICE
Microsoft® Office 2013 What's New Training	1 hr. 15 min. overview course	Computer - MS OFFICE
Microsoft® WordPress®	1 hr. 24 min. video	Computer - MS OFFICE, Computer - MS OTHER
Microsoft® Publisher® 2013	1 hr. video	Computer - MS OFFICE; Computer - MS OTHER
Microsoft® SharePoint® 2013 Basics Training	1.5 hr. video	Computer - MS OFFICE; Computer - MS OTHER
Microsoft® Office 2013 Word	6 hr. video course	Computer - MS OFFICE; Computer - MS WORD
60 Minutes of Photoshop® Secrets	1 hr. webinar	Computer - MS OTHER
Getting Started with Google Docs(TM)	1 hr. course	Computer - MS OTHER

60 Minutes of Microsoft® Outlook® Secrets	1 hr. course	Computer - MS OUTLOOK
Add a New Contact in Microsoft® Outlook® 2016	5 min. video	Computer - MS OUTLOOK
Add Voting and Tracking Options to an Email in Microsoft® Outlook®	3 min. video	Computer - MS OUTLOOK
Clean Clutter Out of Your Inbox in Microsoft® Outlook®	2 min. video	Computer - MS OUTLOOK
Create a Calendar Group in Microsoft® Outlook® 2016	3 min. video	Computer - MS OUTLOOK
Create a New Email Folder in Microsoft® Outlook®	2 min. video	Computer - MS OUTLOOK
Create an Appointment in Microsoft® Outlook®	2 min. video	Computer - MS OUTLOOK
Create and Manage Quick Steps in Microsoft® Outlook®	3 min. video	Computer - MS OUTLOOK
Create and Manage Rules in Microsoft® Outlook®	3 min. video	Computer - MS OUTLOOK
Modify Delivery Date and Reply Settings in Microsoft® Outlook®	2 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Attach Files and Items	2 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Check Spelling and Grammar	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Create a Recurring Meeting Request	7 min. video	Computer - MS OUTLOOK

Outlook® 2013 Part 1: Create an Email Message	2 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Create an Email Message	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Create and Apply an Email Signature	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Create and Manage Quick Steps	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Create and Update Contacts	8 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Customize Reading Options	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Customize the Background and Theme of the Outlook® Interface	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Customize the Quick Access Toolbar	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Customize the Ribbon	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Delete Email Messages	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Enhance an Email Message with an Image	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Enhance an Email Message with SmartArt and Themes	6 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Format Message Content	4 min. video	Computer - MS OUTLOOK

Outlook® 2013 Part 1: Identify the Elements of the Application Window	7 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Identify the Workspaces	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Manage Appointments	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Manage Notes	6 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Manage Tasks	7 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Organize Messages Using Folders	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Paste in an Email Message	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Print an Email Message	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Print Your Calendar	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Print Your Contacts	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Propose a New Time for a Meeting	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Read and Respond to Emails	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Recall a Sent Message	3 min. video	Computer - MS OUTLOOK

Outlook® 2013 Part 1: Respond to a Meeting Request	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Specify Font Options	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Use Commands to Manage Messages	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Use Flags to Manage Messages	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Use Outlook® Help	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Use Tags to Manage Messages	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Use Tracking Options	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: View and Organize Your Contacts	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: View the Calendar	6 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 1: Work with Attachments	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Advanced Options	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Assign a Task	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Assign a Task	5 min. video	Computer - MS Outlook

Outlook® 2013 Part 2: Change Data File Settings	2 min. video	<b>Computer - MS OUTLOOK</b>
Outlook® 2013 Part 2: Change Data File Settings	2 min. video	<b>Computer - MS Outlook</b>
Outlook® 2013 Part 2: Create a Data File	4 min. video	<b>Computer - MS OUTLOOK</b>
Outlook® 2013 Part 2: Create a Data File	4 min. video	<b>Computer - MS Outlook</b>
Outlook® 2013 Part 2: Delegate Folder Access by Using Folder Permissions	2 min. video	<b>Computer - MS OUTLOOK</b>
Outlook® 2013 Part 2: Delegate Folder Access by Using Folder Permissions	2 min. video	<b>Computer - MS Outlook</b>
Outlook® 2013 Part 2: Edit an Electronic Business Card	6 min. video	<b>Computer - MS OUTLOOK</b>
Outlook® 2013 Part 2: Export Contacts	4 min. video	<b>Computer - MS OUTLOOK</b>
Outlook® 2013 Part 2: Export Contacts	4 min. video	<b>Computer - MS Outlook</b>
Outlook® 2013 Part 2: Filter Messages	3 min. video	<b>Computer - MS OUTLOOK</b>
Outlook® 2013 Part 2: Forward Contacts	4 min. video	<b>Computer - MS OUTLOOK</b>
Outlook® 2013 Part 2: Forward Contacts	4 min. video	<b>Computer - MS Outlook</b>
Outlook® 2013 Part 2: Insert Advanced Characters and Objects in an Email	14 min. video	<b>Computer - MS OUTLOOK</b>



Outlook® 2013 Part 2: Language Options	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage a Task Assigned to You	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage a Task Assigned to You	4 min. video	Computer - MS Outlook
Outlook® 2013 Part 2: Manage Additional Calendars	7 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage Advanced Calendar Options	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage Journal Entries	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage Journal Entries	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage Junk Mail	4 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage Meeting Responses	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Manage Your Mailbox	7 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Modify Message Settings and Properties	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Organize Messages	9 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Reply to a Task Request	3 min. video	Computer - MS OUTLOOK

Outlook® 2013 Part 2: Reply to a Task Request	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Search Messages	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Share Your Calendar with Another User	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Share Your Calendar with Another User	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Share Your CONTACTS with Another User	2 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Share Your Contacts with Another User	2 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Sort Messages	3 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Use Automatic Replies	6 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Use Search Folders	5 min. video	Computer - MS OUTLOOK
Outlook® 2013 Part 2: Work with a Contact Group	7 min. video	Computer - MS OUTLOOK
Print a Calendar in Microsoft® Outlook® 2016	1 min. video	Computer - MS OUTLOOK
Schedule a Meeting in Microsoft® Outlook® 2016	4 min. video	Computer - MS OUTLOOK
Search Your Email Messages in Microsoft® Outlook®	3 min. video	Computer - MS OUTLOOK

Send an Out of Office Reply in Microsoft® Outlook®	2 min. video	Computer - MS OUTLOOK
Set a Recurring Appointment in Microsoft® Outlook® 2016	2 min. video	Computer - MS OUTLOOK
Share a Calendar in Microsoft® Outlook® 2016	3 min. video	Computer - MS OUTLOOK
Show in Favorites in Microsoft® Outlook®	1 min. video	Computer - MS OUTLOOK
Sort and Group Email Messages in Microsoft® Outlook®	1 min. video	Computer - MS OUTLOOK
Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016	1 min. video	Computer - MS OUTLOOK
Microsoft® Outlook® 2013	1 hr. course	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Advanced	E-Book - useful for reference	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Basic	E-Book - useful for reference	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Creating and Grouping Contacts	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Managing Contacts	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Managing Email	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Organizing Messages	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE

Microsoft® Outlook® 2013 Reading and Writing Email	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Sending Email	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013 Working with Outlook®	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013: Creating and Editing Appointments	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013: Customizing Outlook® Views	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013: Organizing Appointments	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013: Personalizing Outlook®	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Microsoft® Outlook® 2013: Planning Meetings	15 min. video	Computer - MS OUTLOOK; Computer - MS OFFICE
Writing Effective Emails	11 min. video	Computer - MS OUTLOOK; Computer - MS OTHER; Writing Skills
Create a Custom Theme in Microsoft® PowerPoint® 2016	5 min. video	Computer - MS POWERPOINT
Insert a Hyperlink into a Presentation in Microsoft® PowerPoint® 2016	2 min. video	Computer - MS POWERPOINT
Create a Photo Album in Microsoft® PowerPoint® 2016	1 min. video	Computer - MS POWERPOINT
Create an Interactive Activity in Microsoft® PowerPoint® 2016	6 min. video	Computer - MS POWERPOINT

Create a Self-Running Show in Microsoft® PowerPoint® 2016	2 min. video	Computer - MS POWERPOINT
Use Smart Guides in Microsoft® PowerPoint® 2016	2 min. video	Computer - MS POWERPOINT
Insert and Manage Slides in Microsoft® PowerPoint® 2016	3 min. video	Computer - MS POWERPOINT
Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016	2 min. video	Computer - MS POWERPOINT
Crop and Resize Images in Microsoft® PowerPoint® 2016	3 min. video	Computer - MS POWERPOINT
Add Style to Images in Microsoft® PowerPoint® 2016	2 min. video	Computer - MS POWERPOINT
Edit an Image's Colors in Microsoft® PowerPoint® 2016	1 min. video	Computer - MS POWERPOINT
Remove the Background from an Image in Microsoft® PowerPoint® 2016	3 min. video	Computer - MS POWERPOINT
Draw Math Equations New! in Microsoft® PowerPoint® 2016	3 min. video	Computer - MS POWERPOINT
Insert and Modify Shapes in Microsoft® PowerPoint® 2016	2 min. video	Computer - MS POWERPOINT
Create a Custom Shape in Microsoft® PowerPoint® 2016	2 min. video	Computer - MS POWERPOINT
Persuasive PowerPoint® Absentee Test and Handout Strategy	5 min. video	Computer - MS POWERPOINT; Computer MS OFFICE
Persuasive PowerPoint® Divide and Conquer	5 min. video	Computer - MS POWERPOINT; Computer MS OFFICE

Persuasive PowerPoint® Never Let Them See This	4 min. video	Computer - MS POWERPOINT; Computer MS OFFICE
Persuasive PowerPoint® Slide Sorter Test for Engaging Slides	5 min. video	Computer - MS POWERPOINT; Computer MS OFFICE
Microsoft® PowerPoint® 2010 - Intermediate Training	2 hr. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2010 Advanced	2 hr. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2010 Advanced	E-Book - useful for reference	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2010 Basic	E-Book - useful for reference	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2010 Getting Started	1 hr. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2010 Intro	2.5 hr. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Adding Motion	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Adding Text to Your Presentation	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Advanced	E-Book - useful for reference	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Animation Effects	40 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Basic	E-Book - useful for reference	Computer - MS POWERPOINT; Computer - MS OFFICE

Microsoft® PowerPoint® 2013 Getting Started	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Intro Training	3.5 hr. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Modifying and Arranging Graphics	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Organizing Your Presentation	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Preparing Your Slideshow	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Presenting Data with Spreadsheets and Charts	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Printing and Saving a Presentation	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Working with Pictures	25 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® PowerPoint® 2013 Working with SmartArt	15 min. video	Computer - MS POWERPOINT; Computer - MS OFFICE
Microsoft® Word Keyboard Shortcuts for PC -skillbuilder Game	Skill Building Tool	Computer - MS WORD
Microsoft® Word Keyboard Shortcuts for PC -skillbuilder Game	Skill Building Tool	Computer - MS WORD
Printing Envelopes	10 min. video	Computer-MS WORD; Office Basics
Printing Envelopes	10 min. video	Computer-MS WORD; Office Basics

14 Things to Improve Your Customer Service in 5 Seconds	QRG	Customer Service
Attitudes In Customer Service	6 min. video	Customer Service
Breaking Out of the Non-Person Box	7 min. video	Customer Service
Business Friendly Customer Service - The Core Values of Delivering Exceptional Service	18 min. video	Customer Service
Call Center Challenges - Thought Provoking Scenarios	22 min. video	Customer Service
Customer Life Time Value	6 min. video	Customer Service
Customer Service Gone Viral	16 min. video	Customer Service
Essential Telephone Skills 3.0 - Ten Core Skills To Delivering Excellent Service Over The Phone	21 min. video	Customer Service
Five Forbidden Phrases - Don't Tell Them What You Can't Do, Tell Them What You CAN Do	19 min. video	Customer Service
Forces of Change	6 min. video	Customer Service
From Curt to Courteous: Mastering the 7 Touch Points of Communication	23 min. video	Customer Service
Fun Facts About Customer Service	6 min. video	Customer Service
Get Ready for an Upset Customer Worksheet	Worksheet	Customer Service



Handling the Difficult Customer	16 min. video	<b>Customer Service</b>
How to Handle The Irate Caller	11 min. video	<b>Customer Service</b>
How to Improve a Situation with an Upset Customer	QRG	<b>Customer Service</b>
Service as a DIS-satisfier	7 min. video	<b>Customer Service</b>
Service Impact Series: Credibility Through Honesty	4 min. video	<b>Customer Service</b>
Service Impact Series: Cross Cultural Communication	4 min. video	<b>Customer Service</b>
Service Impact Series: Dimensions of Service	4 min. video	<b>Customer Service</b>
Service Impact Series: Levels of Learning	5 min. video	<b>Customer Service</b>
Service Impact Series: The Angry Customer	3 min. video	<b>Customer Service</b>
Service Matters: Customer Service Natural or Learned? (Part 12 of 12)	5 min. video	<b>Customer Service</b>
Service Matters: How Do You Build Rapport? (Part 6 of 12)	7 min. video	<b>Customer Service</b>
Service Matters: How Do You Demonstrate You Care? (Part 10 of 12)	5 min. video	<b>Customer Service</b>
Service Matters: How Do You Handle Bad Days? (Part 7 of 12)	6 min. video	<b>Customer Service</b>

Service Matters: How Do You Handle Varying Customer Styles? (Part 8 of 12)	5 min. video	Customer Service
Service Matters: If You Were Hiring Your Replacement Which Traits Would You Look For (Part 11 of 12)	6 min. video	Customer Service
Service Matters: Introduction To Our Group (Part 1 of 12)	6 min. video	Customer Service
Service Matters: Is the Customer Always Right? (Part 9 of 12)	7 min. video	Customer Service
Service Matters: What Advice Would You Offer a New Person (Part 4 of 12)	5 min. video	Customer Service
Service Matters: What Does Taking Ownership Mean to You? (Part 5 of 12)	6 min. video	Customer Service
Service Matters: What Motivates You To Excel (Part 2 of 12)	6 min. video	Customer Service
Service Matters: What's In It For You (Part 3 of 12)	5 min. video	Customer Service
Taking C.A.R.E. of Business	25 min. video	Customer Service
The 5 Values of Great Customer Service	24 min. video	Customer Service
The Two Factors In Customer Service	6 min. video	Customer Service
Who Affects Service the Most?	6 min. video	Customer Service
Who Gets Your Attention?	6 min. video	Customer Service

Who Is Your Customer?	6 min. video	<b>Customer Service</b>
Why Customers Don't Complain	7 min. video	<b>Customer Service</b>
Adapting Your Coaching Style	4 min. video	<b>DiSC class follow-up</b>
DiSC Styles: C	4 min. video	<b>DiSC class follow-up</b>
DiSC Styles: S	4 min. video	<b>DiSC class follow-up</b>
DiSC Styles: D	4 min. video	<b>DiSC class follow-up</b>
DiSC Styles: I	3 min. video	<b>DiSC class follow-up</b>
DiSC: Determine Styles of Others	6 min. video	<b>DiSC class follow-up</b>
DiSC: Leading C	5 min. video	<b>DiSC class follow-up</b>
DiSC: Leading D	6 min. video	<b>DiSC class follow-up</b>
DiSC: Leading I	5 min. video	<b>DiSC class follow-up</b>
DiSC: Leading S	5 min. video	<b>DiSC class follow-up</b>
DiSC: Understanding DiSC Styles	13 min. video	<b>DiSC class follow-up</b>

Conducting Investigations Trng - Live Classroom Handouts	Pdf Handouts	<b>EEO</b>
How to Deal with Employee Complaints and Concerns	1 hr. video	<b>EEO</b>
Manager's Guide to the Americans with Disabilities Act	5 min. video	<b>EEO - ADA</b>
Reasonable Accommodation Training	40 min. presentation	<b>EEO - ADA</b>
Disability Discrimination and Accommodation for Managers	45 min. course	<b>EEO - Discrimination</b>
Five Ways to Avoid a Discrimination Claim	4 min. video	<b>EEO - Discrimination</b>
How to Avoid Discrimination Claims	4 min. video	<b>EEO - Discrimination</b>
Preventing Age Discrimination for Managers and Supervisors	20 min. video	<b>EEO - Discrimination</b>
Preventing Employment Discrimination for Managers and Supervisors	45 min. course	<b>EEO - Discrimination</b>
Religious Discrimination and Accommodation for Managers and Supervisors	20 min. course	<b>EEO - Discrimination</b>
Understanding Employment Discrimination for Employees	45 min. video	<b>EEO - Discrimination</b>
As Simple as Respect: Diversity, Respect and Inclusion in the Workplace	25 min. video	<b>EEO - Diversity</b>
Anti-Harassment for Everyone	9 min. video	<b>EEO - Harassment</b>

Anti-Harassment for Managers	12 min. video	EEO - Harassment
Preventing Sexual Harassment: for Managers and Supervisors	17 min. course	EEO - Harassment
Preventing Sexual Harassment: for Employees	17 min. course	EEO - Harassment
Preventing Unlawful Workplace Harassment Employee Edition	30 min. course	EEO - Harassment
Preventing Unlawful Workplace Harassment Manager Edition	45 min. course	EEO - Harassment
Sexual Harassment? You Decide	24 min. course	EEO - Harassment
Understanding Harassment - Introduction to Understanding Harassment	7 min. video	EEO - Harassment
Understanding Harassment - Keeping Your Workplace Free of Harassment	3 min. video	EEO - Harassment
Understanding Harassment - Levels of Sexual Harassment	5 min. video	EEO - Harassment
Understanding Harassment - Office Instigators	3 min. video	EEO - Harassment
Understanding Harassment - Understanding Offenders	9 min. video	EEO - Harassment
Understanding Harassment - Understanding Targets	6 min. video	EEO - Harassment
Understanding Harassment - Warning Signs	5 min. video	EEO - Harassment

Understanding Sexual Harassment	30 min. course	<b>EEO - Harassment</b>
Workplace Harassment Prevention for Employees	1 hr. course	<b>EEO - Harassment</b>
Preventing Unlawful Retaliation in the Workplace	45 min. course	<b>EEO - Retaliation</b>
Retaliation	6 min. video	<b>EEO - Retaliation</b>
Conducting Investigations Training	55 min. video	<b>EEO (for Supervisors &amp; Managers who handle EEO investigations)</b>
Mandatory EEO Trng - Employees + Supervisors (Part 1 of 2)	35 min. course	<b>Featured Events; EEO</b>
Mandatory EEO Trng - Employees + Supervisors (Part 2 of 2)	25 min. course	<b>Featured Events; EEO</b>
Mandatory EEO Trng - Employees+Supervisors Module 1 SCR (screen reader version)	35 min. course	<b>Featured Events; EEO</b>
Mandatory EEO Trng - Employees+Supervisors Module 2 SCR (screen reader version)	25 min. course	<b>Featured Events; EEO</b>
Mandatory EEO Trng - Supervisors + Managers	35 min. course	<b>Featured Events; EEO</b>
Mandatory EEO Trng for Supervisors+Managers Module 3 SCR (screen reader version)	35 min. course	<b>Featured Events; EEO</b>
Articles, Determiners, Quantifiers, and Interjections	5 min. video	<b>Grammar Skills</b>
Commonly Misused Words - Skills and Drills	Skill Building Tool	<b>Grammar Skills</b>

Grammar Shootout - SkillBuilder Game	Skill Building Tool	<b>Grammar Skills</b>
Parts of Speech: Active/Passive Verbs	3 min. video	<b>Grammar Skills</b>
Parts of Speech: Adjectives	5 min. video	<b>Grammar Skills</b>
Parts of Speech: Adverbs	3 min. video	<b>Grammar Skills</b>
Parts of Speech: Conjunction	3 min. video	<b>Grammar Skills</b>
Parts of Speech: Indefinite Pronouns	2 min. video	<b>Grammar Skills</b>
Parts of Speech: Interrogative Pronouns	2 min. video	<b>Grammar Skills</b>
Parts of Speech: Irregular Verbs	2 min. video	<b>Grammar Skills</b>
Parts of Speech: Other Nouns	2 min. video	<b>Grammar Skills</b>
Parts of Speech: Personal Pronouns	6 min. video	<b>Grammar Skills</b>
Parts of Speech: Plural Nouns	3 min. video	<b>Grammar Skills</b>
Parts of Speech: Possessive Pronouns	1 min. video	<b>Grammar Skills</b>
Parts of Speech: Prepositions	2 min. video	<b>Grammar Skills</b>

Parts of Speech: Reflexive and Reciprocal Pronouns	1 min. video	<b>Grammar Skills</b>
Parts of Speech: Regular Verbs	4 min. video	<b>Grammar Skills</b>
Parts of Speech: Relative Pronouns	3 min. video	<b>Grammar Skills</b>
Punctuation: Apostrophes	4 min. video	<b>Grammar Skills</b>
Punctuation: Colons and Semicolons	1 min. video	<b>Grammar Skills</b>
Punctuation: Commas	5 min. video	<b>Grammar Skills</b>
Punctuation: Common Errors	6 min. video	<b>Grammar Skills</b>
Punctuation: End Punctuation	2 min. video	<b>Grammar Skills</b>
Punctuation: Parentheses	1 min. video	<b>Grammar Skills</b>
Punctuation: Quotation Marks	1 min. video	<b>Grammar Skills</b>
Sentence Construction - Skills and Drills	Skill Building Tool	<b>Grammar Skills</b>
Using Active Voice - Skills and Drills	Skill Building Tool	<b>Grammar Skills</b>
Using Numbers in Sentences - Skills and Drills	Skill Building Tool	<b>Grammar Skills</b>



Barriers to Communication Success, Part 1	8 min. video	<b>Interpersonal Skills</b>
Barriers to Communication Success, Part 2	8 min. video	<b>Interpersonal Skills</b>
Feedback and Non-Verbal Communication	5 min. video	<b>Interpersonal Skills</b>
Nonverbal Communication: Aligning Nonverbal Communication with Intentions	5 min. video	<b>Interpersonal Skills</b>
Nonverbal Communication: Defining Nonverbal Communication	4 min. video	<b>Interpersonal Skills</b>
Nonverbal Communication: Leveraging Nonverbals for Success	5 min. video	<b>Interpersonal Skills</b>
Nonverbal Communication: Workplace Standards	6 min. video	<b>Interpersonal Skills</b>
Nonverbal Communication: Workplace Standards - Appearance	4 min. video	<b>Interpersonal Skills</b>
Proper Introductions	5 min. video	<b>Interpersonal Skills</b>
Remembering Names and Faces	8 min. video	<b>Interpersonal Skills</b>
Speaking and Listening	5 min. video	<b>Interpersonal Skills</b>
Working Well with Everyone: Diversity = Greatness - Part 5 of 5	5 min. video	<b>Interpersonal Skills; EEO - Diversity</b>
Working Well with Everyone: The Diversity Continuum - Part 2 of 5	3 min. video	<b>Interpersonal Skills; EEO - Diversity</b>

Working Well with Everyone: The Mistake of Stereotyping - Part 3 of 5	3 min. video	<b>Interpersonal Skills; EEO - Diversity</b>
Working Well with Everyone: The Power of Inclusion - Part 4 of 5	4 min. video	<b>Interpersonal Skills; EEO - Diversity</b>
Working Well with Everyone: What is Diversity? - Part 1 of 5	4 min. video	<b>Interpersonal Skills; EEO - Diversity</b>
Are You Really Listening?	1 hr. course	<b>Interpersonal Skills; Office Basics</b>
Business Intelligence: Best Practices for Successful Project Management	43 min. course	<b>IT Specialist</b>
Certified Information Security Manager (CISM) 6th Edition	12.5 hr. course	<b>IT Specialist</b>
Certified Information Security Manager (CISM) 6th Edition	12.5 hr. course	<b>IT Specialist</b>
Certified Information Systems Security Pro (CISSP)	20.5 hr. course	<b>IT Specialist</b>
Cisco® 100-101: CCENT - ICND1 - Interconnecting Cisco® Networking Devices Part 1	13.75 hr. course - Preparation for the Cisco 100-101 ICND1	<b>IT Specialist</b>
Cisco® 200-101: CCNA - ICND2 - Interconnecting Cisco® Networking Devices Part 2	12 hr course - Preparation for the Cisco 200-101 ICND2	<b>IT Specialist</b>
Cisco® 300-135: CCNP - TSHOOT - Troubleshooting and Maintaining Cisco® IP Networks	2 hr. video - The TSHOOT 300-135 exam	<b>IT Specialist</b>
Cisco® 300-135: CCNP - TSHOOT - Troubleshooting and Maintaining Cisco® IP Networks	2 hr. video	<b>IT Specialist</b>
Cloud Computing Security Knowledge (CCSK) Version 3	9.5 hr. course	<b>IT Specialist</b>

CompTIA® CAS-001: Advanced Security Practitioner (CASP)	19 hr. course	<b>IT Specialist</b>
CompTIA® CAS-001: Advanced Security Practitioner (CASP)	19 hr. course	<b>IT Specialist</b>
CompTIA® SY0-401 or JK0-018: Security+	8.75 hr. course	<b>IT Specialist</b>
CompTIA® SY0-401 or JK0-018: Security+	8.75 hr. course	<b>IT Specialist</b>
Data Security Compliance - Module 1: Common Data Breaches and the Costs	14 min. video	<b>IT Specialist</b>
Data Security Compliance - Module 2: Data Threats, The Law, And Your Responsibilities	11 min. video	<b>IT Specialist</b>
Data Security Compliance - Module 3: Data Security-Device Access	10 min. video	<b>IT Specialist</b>
Microsoft® 70-243: Administering and Deploying SCCM 2012	6.25 hr. course - Preparation for the 70-243 exam	<b>IT Specialist</b>
Microsoft® 70-243: Administering and Deploying SCCM 2012	6.25 hr. course - Preparation for the 70-243 exam	<b>IT Specialist</b>
Microsoft® 70-413: Designing and Implementing a Server Infrastructure	5 hr. course - Preparation for the 70-413 exam	<b>IT Specialist</b>
Microsoft® 70-414: Implementing an Advanced Server Infrastructure	5 hr. course - Preparation for the 70-414 exam	<b>IT Specialist</b>
Microsoft® 70-461: Querying SQL Server 2012	12.25 hr. course - Microsoft 70-461	<b>IT Specialist</b>
Microsoft® 70-462: Administering SQL Server 2012 Databases	8.5 hr. course - Preparation for the 70-462 Exam.	<b>IT Specialist</b>

Microsoft® 70-463: Implementing a Data Warehouse with SQL Server 2012	7 hr. course - Preparation for the 70-463 exam	<b>IT Specialist</b>
Microsoft® 70-464: Developing Microsoft® SQL Server 2012 Databases	10.75 hr. course - Preparation for the 70-464 exam	<b>IT Specialist</b>
Microsoft® 70-465: Designing Database Solutions for Microsoft® SQL Server 2012	9.75 hr. course	<b>IT Specialist</b>
Microsoft® 70-466: Implementing Data Models & Reports with SQL Server 2012	13 hr. course - Preparation for the 70-466 exam	<b>IT Specialist</b>
Microsoft® 70-467: Designing Business Intelligence Solutions with SQL Server 2012	20 hr. course - for business intelligence (BI) architects	<b>IT Specialist</b>
Microsoft® 70-480: Programming in HTML5 with JavaScript and CSS3	35.5 hr. course - Preparation for Microsoft Exam 70-480	<b>IT Specialist</b>
Microsoft® 70-640 TS: Windows® Server 2008 Active Directory, Configuring	20.5 hr. course - Preparation for the 70-640 exam.	<b>IT Specialist</b>
Modern Information Systems - IT Infrastructure: Part 1	34 min course	<b>IT Specialist</b>
Modern Information Systems - IT Infrastructure: Part 2	32 min course	<b>IT Specialist</b>
Oracle 12c OCP 1Z0-061: SQL Fundamentals	16 hr. course - Oracle 1Z0-061 Database 12c: SQL Fundamentals	<b>IT Specialist</b>
Oracle 12c OCP 1Z0-062: Installation and Administration	19 hr. course	<b>IT Specialist</b>
Oracle Database 11g Certified Associate (OCA) Fundamentals 1Z0-051 and Admin 1Z0-052	7.5 hr. course - The Oracle Database 11g Administrator	<b>IT Specialist</b>
Unix Administration Basics Version 5.0	14.25 hr. course	<b>IT Specialist</b>

Using Microsoft® Windows® 10 - Accessing Windows® 10: Navigate the Windows® 10 Desktop	3 min. video	<b>IT Specialist</b>
Using Microsoft® Windows® 10 - Accessing Windows® 10: Sign in to Windows® 10	4 min. video	<b>IT Specialist</b>
Using Microsoft® Windows® 10 - Accessing Windows® 10: Use the Start Menu	4 min. video	<b>IT Specialist</b>
Achieving Buy-in Part 1	5 min. video	<b>Leadership - Change Management</b>
Achieving Buy-in Part 2	5 min. video	<b>Leadership - Change Management</b>
Creating Focus During Change	6 min. video	<b>Leadership - Change Management</b>
What Change Leaders Do	5 min. video	<b>Leadership - Change Management</b>
A Coach's Guide to Feedback	4 min. video	<b>Leadership - Coaching</b>
S.M.A.R.T. Goals	4 min. video	<b>Leadership - Coaching</b>
The Art of Nonverbal Communication	3 min. video	<b>Leadership - Communication</b>
The Secret to Effective Communication	3 min. video	<b>Leadership - Communication</b>
Your Body is Talking: What is it Saying?	3 min. video	<b>Leadership - Communication</b>
Confronting Workplace Conflict	1 hr. course	<b>Leadership - Conflict</b>

Manage Yourself in the Midst of Conflict	4 min. video	<b>Leadership - Conflict</b>
Managing Conflict in Special Circumstances	4 min. video	<b>Leadership - Conflict</b>
Managing Conflict Step-by-Step	3 min. video	<b>Leadership - Conflict</b>
The Truth About Conflict	4 min. video	<b>Leadership - Conflict</b>
Leadership of a Diverse Group	8 min. video	<b>Leadership - Diversity</b>
Managing an Age Diverse Workforce	E-Book - useful for reference	<b>Leadership - Diversity</b>
Managing Different Generations	16 min. video	<b>Leadership - Diversity</b>
Valuing Diversity for Managers	30 min. course	<b>Leadership - Diversity</b>
Valuing Diversity in the Workplace	4 min. video	<b>Leadership - Diversity</b>
EQ Toolbox: Becoming Socially Aware - Part 2 of 4	4 min. video	<b>Leadership - Emotional Intelligence</b>
EQ Toolbox: How to be More Self-Aware - Part 1 of 4	3 min. video	<b>Leadership - Emotional Intelligence</b>
EQ Toolbox: How to Express Empathy - Part 3 of 4	4 min. video	<b>Leadership - Emotional Intelligence</b>
EQ Toolbox: Managing Your Relationships - Part 4 of 4	4 min. video	<b>Leadership - Emotional Intelligence</b>

Improving Your Self-Awareness	7 min. video	<b>Leadership - Emotional Intelligence</b>
Improving Your Self-Management	7 min. video	<b>Leadership - Emotional Intelligence</b>
Improving Your Social-Awareness	6 min. video	<b>Leadership - Emotional Intelligence</b>
Introduction to Emotional Intelligence	6 min. video	<b>Leadership - Emotional Intelligence</b>
Social Awareness Tools	7 min. video	<b>Leadership - Emotional Intelligence</b>
The Basics of Emotional Intelligence	4 min. video	<b>Leadership - Emotional Intelligence</b>
Manager's Toolbox: Time Management and Your Team	3 min. video	<b>Leadership - Time Management</b>
The Secrets of Successful Time Management	1 hr. course	<b>Leadership - Time Management</b>
The Time of Your Life	3 min. video	<b>Leadership - Time Management</b>
8 Steps to Effective Team Meetings	2 min. video	<b>Leadership Development</b>
A Coach's Guide to Embracing Leadership Styles	3 min. video	<b>Leadership Development</b>
Assertive Communication Skills for Managers	1 hr. course	<b>Leadership Development</b>
Becoming a Great Leader: Leadership and Power	4 min. video	<b>Leadership Development</b>

Body Language: At Work	7 min. video	<b>Leadership Development</b>
Body Language: Introduction	6 min. video	<b>Leadership Development</b>
Body Language: Movement	7 min. video	<b>Leadership Development</b>
Body Language: Position	7 min. video	<b>Leadership Development</b>
Body Language: Reading	7 min. video	<b>Leadership Development</b>
Budget Management Overview	1 hr. course	<b>Leadership Development</b>
Budgeting Essentials - Budget Reporting	2 min. video	<b>Leadership Development</b>
Budgeting Essentials - What is Budgeting?	1 min. video	<b>Leadership Development</b>
Business Intelligence: Best Practices for Successful Project Management	43 min. course	<b>Leadership Development</b>
Coaching with a Process	3 min. video	<b>Leadership Development</b>
Creating Accountability	33 min. course	<b>Leadership Development</b>
Dealing with Resistance	7 min. video	<b>Leadership Development</b>
Decision Making	1 hr. video	<b>Leadership Development</b>



Diversity Challenge: What Would You Do	16 min. video	<b>Leadership Development</b>
Diversity Is	3 min. video	<b>Leadership Development</b>
Do Respect	3 min. video	<b>Leadership Development</b>
Employee Engagement - Bad Deal or Real Deal?	7 min. video	<b>Leadership Development</b>
Employee Engagement: Creating an Engaged Organization (Part 4 of 4)	9 min. video	<b>Leadership Development</b>
Employee Engagement: Managing for Engagement (Part 3 of 4)	4 min. video	<b>Leadership Development</b>
Employee Engagement: Measuring Employee Engagement (Part 2 of 4)	6 min. video	<b>Leadership Development</b>
Employee Engagement: Ridiculous or Strategic? (Part 1 of 4)	9 min. video	<b>Leadership Development</b>
Employing Generation Why: Common Characteristics of Generation Why	24 min. video	<b>Leadership Development</b>
Employing Generation Why: Communication Strategies	14 min. video	<b>Leadership Development</b>
Employing Generation Why: Differences Between Us and Them	31 min. video	<b>Leadership Development</b>
Employing Generation Why: Managing Your Crew	23 min. video	<b>Leadership Development</b>
Employing Generation Why: Motivate for Peak Performance	18 min. video	<b>Leadership Development</b>

Employing Generation Why: Retaining Young Talent	16 min. video	Leadership Development
Finding Common Ground	2 min. video	Leadership Development
Generation Gap	1 min. video	Leadership Development
Generation Z	7 min. video	Leadership Development
Getting To Know the Generations	2 min. video	Leadership Development
Handling Conflict: An Employees' Guide	45 min. course	Leadership Development
How Much Does Your Meeting Cost?	Skill Building Tool	Leadership Development
How to be a Followable Leader	9 min. video	Leadership Development
How to Improve Your Engagement at Work	7 min. video	Leadership Development
How to Motivate Employees	9 min. video	Leadership Development
How to Overcome Disruptive Workstyle Differences	1 hr. course	Leadership Development
Ideas for Improving Engagement	6 min. video	Leadership Development
Improving Your Critical Thinking Skills	8 min. video	Leadership Development

Improving Your Team's Employee Engagement	7 min. video	<b>Leadership Development</b>
Introverts and Extroverts: Introduction - Part 1 of 3	5 min. video	<b>Leadership Development</b>
Introverts and Extroverts: Managing Extroverts - Part 2 of 3	7 min. video	<b>Leadership Development</b>
Introverts and Extroverts: Managing Introverts - Part 3 of 3	8 min. video	<b>Leadership Development</b>
Leaders Working with Leaders: Building Your Team	4 min. video	<b>Leadership Development</b>
Leadership & Engagement - A Correlation?	3 min. video	<b>Leadership Development</b>
Leadership vs. Management	7 min. video	<b>Leadership Development</b>
Manager's Toolbox: The Power of Positive Language	3 min. video	<b>Leadership Development</b>
Managing 4 Generations In The Workplace	26 min. video	<b>Leadership Development</b>
Managing Negativity	11 min. video	<b>Leadership Development</b>
Managing the Grapevine	8 min. video	<b>Leadership Development</b>
Managing Up: The Art of Managing Your Manager	6 min. video	<b>Leadership Development</b>
Measuring Employee Engagement	7 min. video	<b>Leadership Development</b>

Minimizing Gossip and Rumor	10 min. video	<b>Leadership Development</b>
Problem Solving: Define the Problem - Part 2 of 7	5 min. video	<b>Leadership Development</b>
Problem Solving: Determine the Root Cause - Part 3 of 7	3 min. video	<b>Leadership Development</b>
Problem Solving: Evaluate and Select Solutions - Part 5 of 7	3 min. video	<b>Leadership Development</b>
Problem Solving: Generate Solutions - Part 4 of 7	3 min. video	<b>Leadership Development</b>
Problem Solving: Implement Solutions - Part 6 of 7	4 min. video	<b>Leadership Development</b>
Problem Solving: Introduction to Problem Solving - Part 1 of 7	3 min. video	<b>Leadership Development</b>
Problem Solving: Monitor the Resolution - Part 7 of 7	4 min. video	<b>Leadership Development</b>
Productivity Through Praise	6 min. video	<b>Leadership Development</b>
Project Definition Questions - QRG	Skill Building Tool	<b>Leadership Development</b>
Project Evaluation Questions - QRG	Skill Building Tool	<b>Leadership Development</b>
Project Management Essentials: Introduction	10 min. video	<b>Leadership Development</b>
Project Management Essentials: Module 1 Initiation	10 min. video	<b>Leadership Development</b>

Project Management Essentials: Module 2 Planning & Execution	20 min. video	<b>Leadership Development</b>
Project Management Essentials: Module 3 Monitoring & Controlling	11 min. video	<b>Leadership Development</b>
Project Management Essentials: Module 4 Closing	3 min. video	<b>Leadership Development</b>
Succession Planning: Identifying HiPos	3:10 min. video	<b>Leadership Development</b>
Succession Planning: The Importance of Succession Planning	2.55 min. video	<b>Leadership Development</b>
Succession Planning: What is HiPo?	3:16 min. video	<b>Leadership Development</b>
Succession Planning: HiPos vs. High Performers	3 min. video	<b>Leadership Development</b>
Team Building: Defining Roles	7 min. video	<b>Leadership Development</b>
Team Building: Effective Team Members	8 min. video	<b>Leadership Development</b>
Team Building: Team Development Characteristics	8 min. video	<b>Leadership Development</b>
Team Building: Teamwork in Critical Situations	9 min. video	<b>Leadership Development</b>
Team Building: Types of Teams	5 min. video	<b>Leadership Development</b>
Team Building: What is Team Building? - View first before other Team Building Videos	7 min. video	<b>Leadership Development</b>

Teams that Work	1 hr. course	<b>Leadership Development</b>
The Baby Boomers	7 min. video	<b>Leadership Development</b>
The Employee Engagement Continuum	6 min. video	<b>Leadership Development</b>
The Generation Xers	7 min. video	<b>Leadership Development</b>
The Millenials	7 min. video	<b>Leadership Development</b>
The Secret to Employee Motivation	4 min. video	<b>Leadership Development</b>
The Traditionalists	7 min. video	<b>Leadership Development</b>
The What and Why of Employee Engagement	6 min. video	<b>Leadership Development</b>
The Why Behind Poor Performance	4 min. video	<b>Leadership Development</b>
Understanding Power, Influence, and Leadership	4 min. video	<b>Leadership Development</b>
Working with Differenct Generations	7 min. video	<b>Leadership Development</b>
Critical Thinking	33 min. video	<b>Leadership Development; Interpersonal Skills</b>
Change Management: After the Announcement	2 min. video	<b>Leadership Development; Leadership-Change Management</b>

Change Management: An Introduction	2 min. video	<b>Leadership Development; Leadership-Change Management</b>
Change Management: Analysis	3 min. video	<b>Leadership Development; Leadership-Change Management</b>
Change Management: Creating Employee Excitement	2 min. video	<b>Leadership Development; Leadership-Change Management</b>
Change Management: Making the Announcement	3 min. video	<b>Leadership Development; Leadership-Change Management</b>
Change Management: Preparing for Change	3 min. video	<b>Leadership Development; Leadership-Change Management</b>
Change Management: The Phases of Change	3 min. video	<b>Leadership Development; Leadership-Change Management</b>
Change Management: Working Through the Change	3 min. video	<b>Leadership Development; Leadership-Change Management</b>
Going from Coworker to Boss	3 min. video	<b>Leadership Development; New Leader</b>
Going from Co-worker to Boss	3 min. video	<b>Leadership Development; New Leader</b>
Basics of Accounting	1 hr. read only course	<b>Math Skills</b>
Basics: Introduction to Business Math	1 min. video	<b>Math Skills</b>
Basics: Multiplying and Dividing Signed Numbers	2 min. video	<b>Math Skills</b>
Basics: Positive and Negative Numbers	2 min. video	<b>Math Skills</b>

Business Math	10 min. video	<b>Math Skills</b>
Business Statistics: Mean, Median and Mode	4 min. video	<b>Math Skills</b>
Business Statistics: Standard Deviation	3 min. video	<b>Math Skills</b>
Business Statistics: The Bell Curve	2 min. video	<b>Math Skills</b>
Business Statistics: Variance	3 min. video	<b>Math Skills</b>
Business Statistics: Weighted Averages	4 min. video	<b>Math Skills</b>
Business Statistics: When to use Mean, Median and Mode	3 min. video	<b>Math Skills</b>
Calculating Percentages	2 min. video	<b>Math Skills</b>
Conversions: Decimal to Percent and Fraction	2 min. video	<b>Math Skills</b>
Conversions: Fraction to Decimal and Percent	2 min. video	<b>Math Skills</b>
Conversions: Percent to Decimal and Fraction	3 min. video	<b>Math Skills</b>
Decimals: Adding and Subtracting Decimals	2 min. video	<b>Math Skills</b>
Decimals: Dividing Decimals	3 min. video	<b>Math Skills</b>



Decimals: Introduction to Decimals	3 min. video	<b>Math Skills</b>
Decimals: Multiplying Decimals	1 min. video	<b>Math Skills</b>
Decimals: Rounding Decimals	3 min. video	<b>Math Skills</b>
Decimals: Scientific Notation	4 min. video	<b>Math Skills</b>
Decimals: Significant Digits	4 min. video	<b>Math Skills</b>
Percents: Calculating From a Survey	3 min. video	<b>Math Skills</b>
Percents: Growth and Loss	3 min. video	<b>Math Skills</b>
Percents: Percentiles	2 min. video	<b>Math Skills</b>
Business Attire Basics for Women: Business Casual Attire	2 min. video	<b>New Employee</b>
New Employee Orientation - Benefits Overview	16 min. presentation	<b>New Employee</b>
New Employee Orientation - Employees' Retirement System	15 min. presentation	<b>New Employee</b>
New Employee Orientation - Governor Ige's welcome message	1.5 min. video	<b>New Employee</b>
New Employee Orientation - Hawaii State Federal Credit Union	10 min. video	<b>New Employee</b>

New Employee Orientation - Island Savings Plan - Orientation	5 min. video	<b>New Employee</b>
New Employee Orientation - State Departmental Overview	25 min. video	<b>New Employee</b>
Professional Excellence Episode 1: What (Not) To Talk About at Work!	3 min. video	<b>New Employee</b>
Professional Excellence Episode 10: Meeting Groups of People	1 min. video	<b>New Employee</b>
Professional Excellence Episode 11: Exchanging Business Cards, Following Up, and Networking Events	3 min. video	<b>New Employee</b>
Professional Excellence Episode 2: Shouting, Rampant Negativity, and Other Terrible Ideas!	4 min. video	<b>New Employee</b>
Professional Excellence Episode 3: Gossip: For People Who Don't Want Friends!	3 min. video	<b>New Employee</b>
Professional Excellence Episode 4: Meetings Aren't Actually for Texting Sorry!	6 min. video	<b>New Employee</b>
Professional Excellence Episode 5: How to Use the Internet for Good and Not Evil	2 min. video	<b>New Employee</b>
Professional Excellence Episode 6: How to Use Email So That People Don't Want to Hurt You	3 min. video	<b>New Employee</b>
Professional Excellence Episode 7: The Speakerphone Why Talk When Shouting Will Do?	1 min. video	<b>New Employee</b>
Professional Excellence Episode 8: Various Ways to Succeed (And Fail!) at Introductions	5 min. video	<b>New Employee</b>
Professional Excellence Episode 9: How to Shake Someone's Hand	3 min. video	<b>New Employee</b>

Welcome to State Employment	1 min. 50 sec. video	<b>New Employee</b>
Workplace Life Jacket: 8 Tips to Control Your Email	3 min. video	<b>New Employee</b>
Workplace Life Jacket: Tips for an Organized Workspace	3 min. video	<b>New Employee</b>
WorkSmarts How to Get Along, Get Noticed, and Get Ahead	19 min. video	<b>New Employee</b>
Effective and Appropriate Email Use	45 min. course	<b>New Employee; Office Basics</b>
Effective Telephone Communication Skills for Receptionists	1 hr. course	<b>New Employee; Office Basics</b>
Office Etiquette	10 min. video	<b>New Employee; Office Basics</b>
An Introduction to Effective Leadership	4 min. video	<b>New Leader</b>
Balancing Priorities	26 min. presentation	<b>New Leader</b>
Balancing Priorities for Productivity and Performance	26 min. presentation	<b>New Leader</b>
Become an Effective Leader, Part 1	8 min. video	<b>New Leader</b>
Become an Effective Leader, Part 2	9 min. video	<b>New Leader</b>
Becoming a Great Leader: Developing Yourself	4 min. video	<b>New Leader</b>

Becoming a Great Leader: Effective Delegation	4 min. video	<b>New Leader</b>
Becoming a Great Leader: Empowering Followers	4 min. video	<b>New Leader</b>
Build Your Team	5 min. video	<b>New Leader</b>
Building Strong Professional Relationships	7 min. video	<b>New Leader</b>
Business Etiquette	1 hr. presentation	<b>New Leader</b>
Communicating in a Diverse World	26 min. video	<b>New Leader</b>
Dealing with Anger and Emotions: Quick Tips	3 min. video	<b>New Leader</b>
Delegating for Growth	30 min. presentation	<b>New Leader</b>
Developing Management Skills	4 min. video	<b>New Leader</b>
Developing Positive Relationships at Work	26 min. presentation	<b>New Leader</b>
Effective Delegation Skills	4 min. video	<b>New Leader</b>
Four Things All New Supervisors Must Remember: E.X.A.L.T. - Part 1 of 4	3 min. video	<b>New Leader</b>
Four Things All New Supervisors Must Remember: L.E.A.R.N. - Part 2 of 4	5 min. video	<b>New Leader</b>

Four Things All New Supervisors Must Remember: S.H.A.K.E. - Part 3 of 4	3 min. video	<b>New Leader</b>
Four Things All New Supervisors Must Remember: S.U.P.E.R. - Part 4 of 4	3 min. video	<b>New Leader</b>
Goal Setting in the Workplace	45 min. course	<b>New Leader</b>
Group Decision Making	7 min. video	<b>New Leader</b>
Helping Employees Use Their Time Wisely	6 min. video	<b>New Leader</b>
How to Avoid the Most Common Mistakes New Managers Make	1 hr. course	<b>New Leader</b>
How to Manage Your Time Effectively	4 min. video	<b>New Leader</b>
Lead by Listening	10 min. video	<b>New Leader</b>
Leading a Diverse Workforce, Part 1 of 2	6 min. video	<b>New Leader</b>
Leading a Diverse Workforce, Part 2 of 2	6 min. video	<b>New Leader</b>
Leading Team Meetings	12 min. video	<b>New Leader</b>
Make Effective Decisions	7 min. video	<b>New Leader</b>
Management Skills - What Does It Take?	8 min. video	<b>New Leader</b>

Management, Communication and Growth	5 min. video	<b>New Leader</b>
Manager's Toolbox: Building an Engaged Team	4 min. video	<b>New Leader</b>
Manager's Toolbox: Modeling Engagement Behaviors	3 min. video	<b>New Leader</b>
Managing for Accountability	5 min. video	<b>New Leader</b>
Motivating Your People and Being a Positive Role Model	4 min. video	<b>New Leader</b>
Motivational Theorists Whose Theories Work in Practice	5 min. video	<b>New Leader</b>
Organization for Efficiency	4 min. video	<b>New Leader</b>
Organizational Trust	30 min. presentation	<b>New Leader</b>
Performance Management: A Manager's Responsibility	6 min. video	<b>New Leader</b>
Productive Work Habits - Lessons in Time Management	30 min. presentation	<b>New Leader</b>
Put On Your Manager's Hat	5 min. video	<b>New Leader</b>
Setting Sound Goals	4 min. video	<b>New Leader</b>
Super Manager	30 minute presentation	<b>New Leader</b>

Team Excellence	37 min. presentation	<b>New Leader</b>
The Hiring Process - In State Government	13 min. presentation	<b>New Leader</b>
Time Management for Managers	4 min. video	<b>New Leader</b>
Top 10 Mistakes of Managers	4 min. video	<b>New Leader</b>
Transitioning from Staff to Supervisor	1 hr. course	<b>New Leader</b>
Work Teams: Some Basic Guidelines	7 min. video	<b>New Leader</b>
You Get What You Manage: The Pygmalion Effect	7 min. video	<b>New Leader</b>
Employee Engagement - Participant's Guide	Pdf Handout Guide	<b>New Leader (* Pdf Handout Guide)</b>
Employee Engagement	30 min. presentation	<b>New Leader (see * for Pdf Handout Guide)</b>
Becoming a Great Leader: Characteristics	4 min. video	<b>New Leader/ Prerequisite for Coaching 101</b>
Becoming a Great Leader: Creating Followership	5 min. video	<b>New Leader/ Prerequisite for Coaching 102</b>
Manage Your Time By Organizing Paperwork	3 min. video	<b>New Leader; Leadership - Time Management</b>
8 Steps to Effective One-on-Ones	2 min. video	<b>New Leader; Leadership Development</b>

A Motivator's Tool Kit	5 min. video	<b>New Leader; Leadership Development</b>
Contingency Planning Worksheet	Skill Building Tool	<b>New Leader; Leadership Development</b>
Do You Need a Meeting?	Skill Building Tool	<b>New Leader; Leadership Development</b>
Effective Meetings for Supervisors	40 min. presentation	<b>New Leader; Leadership Development</b>
Generational Differences	4 min. video	<b>New Leader; Leadership Development</b>
Helping Others Solve Problems	Skill Building Tool	<b>New Leader; Leadership Development</b>
How to Pay Attention and Listen!	6 min. video	<b>New Leader; Leadership Development</b>
Introduction to Leadership: What Every Leader Needs	4 min. video	<b>New Leader; Leadership Development</b>
Maslow's Theory of Motivation	6 min. video	<b>New Leader; Leadership Development</b>
Providing Feedback - Interactive	Skill Building Tool	<b>New Leader; Leadership Development</b>
The Decision Making Process, Part 1 of 2	5 min. video	<b>New Leader; Leadership Development</b>
The Decision Making Process, Part 2 of 2	6 min. video	<b>New Leader; Leadership Development</b>
What Makes a Leader?	4 min. video	<b>New Leader; Leadership Development</b>



Coping with Change: Change Behaviors - Part 2 of 4	3 min. video	<b>New Leader; Leadership-Change Management</b>
Coping with Change: Change for Managers - Part 4 of 4	5 min. video	<b>New Leader; Leadership-Change Management</b>
Coping with Change: Change Model - Part 3 of 4	4 min. video	<b>New Leader; Leadership-Change Management</b>
Coping with Change: Change Phases - Part 1 of 4	5 min. video	<b>New Leader; Leadership-Change Management</b>
Bad Email Habits: What Message Are You Sending?	1 hr. course	<b>New Leader; Office Basics; Professional Development</b>
Email Etiquette Infographic	Skill Building Tool	<b>Office Basics</b>
Email Matters: Address Fields	4 min. video	<b>Office Basics</b>
Email Matters: Authoring Emails When Angry	3 min. video	<b>Office Basics</b>
Email Matters: Composing a Message	5 min. video	<b>Office Basics</b>
Email Matters: Confidentiality	3 min. video	<b>Office Basics</b>
Email Matters: Handling Irate Customers	4 min. video	<b>Office Basics</b>
Email Matters: Humor in Email	4 min. video	<b>Office Basics</b>
Email Matters: Inappropriate Topics	3 min. video	<b>Office Basics</b>

Email Matters: Internal Customer Service	3 min. video	Office Basics
Email Matters: Introduction	2 min. video	Office Basics
Email Matters: Jargon and Shortcuts	3 min. video	Office Basics
Email Matters: Message Length	3 min. video	Office Basics
Email Matters: Opening & Closing Lines	3 min. video	Office Basics
Email Matters: Proofreading	3 min. video	Office Basics
Email Matters: Replying to All	3 min. video	Office Basics
Email Matters: Respond Promptly	4 min. video	Office Basics
Email Matters: Synchronous vs Asynchronous	3 min. video	Office Basics
Email Matters: The Subject Line	3 min. video	Office Basics
Email Matters: Tools for Emphasis	4 min. video	Office Basics
Email Matters: Writing with Conviction	3 min. video	Office Basics
Filing and Record-Keeping	6 min. video	Office Basics

Finance Vocabulary - SkillBuilder Game	Skill Building Tool	Office Basics
How to Leave Phone Messages that Get Returned	12 min. video	Office Basics
Meeting Agendas and Minutes	5 min. video	Office Basics
Messages, Dictation and Transcription	13 min. video	Office Basics
Organizing and Alphabetizing Files	8 min. video	Office Basics
Organizing Computer Files	5 min. video	Office Basics
Professional Telephone Skills	1 hr. course	Office Basics
Scheduling Meetings	7 min. video	Office Basics
Telephone Etiquette	8 min. video	Office Basics
Telephone Techniques: Greeting	2 min. video	Office Basics
Telephone Techniques: Handling Angry Callers	3 min. video	Office Basics
Telephone Techniques: Hold Please	2 min. video	Office Basics
Telephone Techniques: Phone Etiquette	3 min. video	Office Basics

Telephone Techniques: Taking Calls	3 min. video	Office Basics
Telephone Techniques: Taking Messages	3 min. video	Office Basics
Telephone Usage	11 min. video	Office Basics
Work Hacks: 5 Hacks to a Clean and Comfortable Space	1 min. video	Office Basics
Work Hacks: 6 Hacks to Controlling Your Inbox	1 min. video	Office Basics
Work Hacks: Go Green	1 min. video	Office Basics
Common Time Management Problems: 01. Procrastination	4 min. video	Office Basics; Leadership - Time Management
Common Time Management Problems: 02. Precrastination	4 min. video	Office Basics; Leadership - Time Management
Effective Time Management: 01. How to Manage Your Time	3 min. video	Office Basics; Leadership - Time Management
Effective Time Management: 02. How to Time Block	5 min. video	Office Basics; Leadership - Time Management
Effective Time Management: 03. How To Use the Pomodoro Technique	2 min. video	Office Basics; Leadership - Time Management
Effective Time Management: 04. How to Create a Bullet Journal	2 min. video	Office Basics; Leadership - Time Management
8-Week Get Organized Diet - Quick Reference	Skill Building Tool	Office Basics; Leadership - Time Management

How-To Tool: Decision Matrix	Skill Building Tool	<b>Office Basics; Leadership - Time Management</b>
Tackle These 10 Time Wasters Worksheet	Skill Building Tool	<b>Office Basics; Leadership - Time Management</b>
To-Do List Tool: Paired Comparison	Skill Building Tool	<b>Office Basics; Leadership - Time Management</b>
To-Do List Tool: Rocks, Pebbles, and Sand	Skill Building Tool	<b>Office Basics; Leadership - Time Management</b>
Basics of a Business Letter	7 min. video	<b>Office Basics; Writing Skills</b>
Beginning a Business Letter	9 min. video	<b>Office Basics; Writing Skills</b>
Business Email Guidelines	6 min. video	<b>Office Basics; Writing Skills</b>
Ending a Business Letter	6 min. video	<b>Office Basics; Writing Skills</b>
How to Accurately Proofread	7 min. video	<b>Office Basics; Writing Skills</b>
Mailing Letters	10 min. video	<b>Office Basics; Writing Skills</b>
Measurements and Magnitudes with Numbers	5 min. video	<b>Office Basics; Writing Skills</b>
Numbers and Numerals	4 min. video	<b>Office Basics; Writing Skills</b>
Using Numbers for Time and Money	6 min. video	<b>Office Basics; Writing Skills</b>

Using Words or Figures for Numbers	7 min. video	<b>Office Basics; Writing Skills</b>
Pre-Retirement - Hawaii State Contributory Plan Benefits	Pdf Handout	<b>Pre-Retirement Series</b>
Pre-Retirement - Hawaii State Noncontributory Plan Benefits	Pdf Handout	<b>Pre-Retirement Series</b>
Pre-Retirement Series - EUTF (Retiree Health Plan Information)	30 min. presentation	<b>Pre-Retirement Series</b>
Pre-Retirement Series - EUTF Handouts (Retiree Health Plan Handout)	Pdf Handout of Plan	<b>Pre-Retirement Series</b>
Pre-Retirement Series: Dept. of Commerce & Consumer Affairs	11.5 min. video	<b>Pre-Retirement Series</b>
Pre-Retirement Series: Hawaii State Ethics Commission	7.5 min. video	<b>Pre-Retirement Series</b>
Pre-Retirement Series: Island Savings Plan	12 min. video	<b>Pre-Retirement Series</b>
Pre-retirement Series: Long Term Care Ombudsman Program	30 min. video	<b>Pre-Retirement Series</b>
Pre-Retirement Series: ERS Overview	13 min. video	<b>Pre-Retirement Series</b>
Pre-Retirement Series: ERS - Hybrid Plan	14 min. video	<b>Pre-Retirement Series</b>
Fearless Facilitation! - How to Lead Effective Training	18 min. video	<b>Presentation Skills</b>
Presentation Skills: After the Presentation - Part 14 of 14	2 min. video	<b>Presentation Skills</b>

Presentation Skills: Basic Questions - Part 1 of 14	5 min. video	<b>Presentation Skills</b>
Presentation Skills: Closing - Part 11 of 14	3 min. video	<b>Presentation Skills</b>
Presentation Skills: Creating Slides - Part 6 of 14	6 min. video	<b>Presentation Skills</b>
Presentation Skills: Handling Distractions - Part 9 of 14	3 min. video	<b>Presentation Skills</b>
Presentation Skills: Handling Questions- Part 10 of 14	5 min. video	<b>Presentation Skills</b>
Presentation Skills: Handouts - Part 8 of 14	3 min. video	<b>Presentation Skills</b>
Presentation Skills: How to Make a Point - Part 3 of 14	3 min. video	<b>Presentation Skills</b>
Presentation Skills: Opening - Part 4 of 14	5 min. video	<b>Presentation Skills</b>
Presentation Skills: Organizing - Part 2 of 14	6 min. video	<b>Presentation Skills</b>
Presentation Skills: Psyching Up - Part 12 of 14	4 min. video	<b>Presentation Skills</b>
Presentation Skills: Punching Up Your Presentation - Part 5 of 14	4 min. video	<b>Presentation Skills</b>
Presentation Skills: Right before the Presentation - Part 13 of 14	4 min. video	<b>Presentation Skills</b>
Presentation Skills: Using Audio Visuals - Part 7 of 14	6 min. video	<b>Presentation Skills</b>

SMART-START Presentations: What IS a Presentation?	4 min. video	Presentation Skills
Bloodborne Pathogens	45 min. course	Safety - Bloodborne Pathogens (B&P)
Bloodborne Pathogens: Needlestick and Safety Prevention Act	3 min. video	Safety - Bloodborne Pathogens (B&P)
Bloodborne Pathogens: Personal Protective Equipment	7 min. video	Safety - Bloodborne Pathogens (B&P)
Aggressive Driving	6 min. video	Safety - Driver Safety
Back Injury Prevention	45 min. course	Safety - Ergonomics
Create an Ergonomic Workstation	1 min. video	Safety - Ergonomics
Ergonomic Programs That Work	3 min. video	Safety - Ergonomics
Ergonomics for Manufacturing	45 min. video	Safety - Ergonomics
How to Sit Correctly	1 min. video	Safety - Ergonomics
Safety Toolbox: Protect Your Back	3 min. video	Safety - Ergonomics
Stretching in the Workplace	2 min. video	Safety - Ergonomics
Two-Wheeled Handcart	6 min. video	Safety - Ergonomics



Alcohol Abuse: How Do I Know if Someone is Impaired?	18 min. video	<b>Safety - General Safety</b>
Electrical Safety Awareness	1 hr . Course	<b>Safety - General Safety</b>
Fall Protection	45 min. course	<b>Safety - General Safety</b>
Forklift Safety: Part 1 of 3	8 min. video	<b>Safety - General Safety</b>
Forklift Safety: Part 2 of 3	14 min. video	<b>Safety - General Safety</b>
Forklift Safety: Part 3 of 3	18 min. video	<b>Safety - General Safety</b>
Heat Stress	4 min. video	<b>Safety - General Safety</b>
Managing Workplace Safety and Health	45 min. course	<b>Safety - General Safety</b>
Safety First: Fire Extinguisher Use	4 min. video	<b>Safety - General Safety</b>
Safety Toolbox: The Safe Use of Aerial Lifts	3 min. video	<b>Safety - General Safety</b>
Safety Toolbox: The Safe Use of Ladders	3 min. video	<b>Safety - General Safety</b>
Substance Abuse: 04. How Do I Know if Someone is Impaired?	19 min. video	<b>Safety - General Safety</b>
HAZCOM Compliance: What You Need to Know	1 hr. course	<b>Safety - Hazard Communication (HAZCOM)</b>

HAZCOM: What's New with OSHA?	4 min. video	<b>Safety - Hazard Communication (HAZCOM)</b>
Workplace Violence - Part 1 of 3	90 min includes all 3 presentations.	<b>Safety - Mandatory Workplace Violence</b>
Workplace Violence - Part 1 of 3 ACC	91 min includes all 3 presentations.	<b>Safety - Mandatory Workplace Violence</b>
Workplace Violence - Part 2 of 3	90 min includes all 3 presentations.	<b>Safety - Mandatory Workplace Violence</b>
Workplace Violence - Part 2 of 3 ACC	92 min includes all 3 presentations.	<b>Safety - Mandatory Workplace Violence</b>
Workplace Violence - Part 3 of 3	90 min includes all 3 presentations.	<b>Safety - Mandatory Workplace Violence</b>
Workplace Violence - Part 3 of 3 ACC	93 min includes all 3 presentations.	<b>Safety - Mandatory Workplace Violence</b>
Personal Protective Equipment	45 min. course	<b>Safety - Personal Protective Equip. (PPE)</b>
Personal Protective Equipment: Eye & Face Protection	45 min. course	<b>Safety - Personal Protective Equip. (PPE)</b>
Personal Protective Equipment: Foot Protection	45 min. course	<b>Safety - Personal Protective Equip. (PPE)</b>
Personal Protective Equipment: Hand & Arm Protection	45 min. course	<b>Safety - Personal Protective Equip. (PPE)</b>
Personal Protective Equipment: Head Protection	45 min. course	<b>Safety - Personal Protective Equip. (PPE)</b>
Respiratory Protection	45 min course	<b>Safety - Personal Protective Equip. (PPE)</b>

Slip, Trip and Fall Prevention	45 min. course	<b>Safety - Slips, Trips and Falls</b>
Slips, Trips and Falls	5.5 min. video	<b>Safety - Slips, Trips and Falls</b>
Keep Your Cool: Attitude	6 min. video	<b>Safety - Workplace Violence</b>
Keep Your Cool: Control	6 min. video	<b>Safety - Workplace Violence</b>
Keep Your Cool: Signs	5 min. video	<b>Safety - Workplace Violence</b>
Keep Your Cool: Truths	6 min. video	<b>Safety - Workplace Violence</b>
Keep Your Cool: Venting	3 min. video	<b>Safety - Workplace Violence</b>
Run, Hide, Fight - Surviving an active shooter event	6 min. video	<b>Safety - Workplace Violence</b>
Defensive Driving: Basics (Part 1)	14 min. video	<b>Safety-Driver Safety</b>
Defensive Driving: Basics (Part 2)	12 min. video	<b>Safety-Driver Safety</b>
Safety Toolbox: Driving Defensively	3 min. video	<b>Safety-Driver Safety</b>
Safety Toolbox: Driving in Poor Conditions	3 min. video	<b>Safety-Driver Safety</b>
Business Writing Tips: Edit, Rewrite and Say It Right	8 min. video	<b>Writing Skills</b>

Business Writing Tips: Make an Outline and a First Draft	6 min. video	Writing Skills
Business Writing: Abbreviations	1 min. video	Writing Skills
Business Writing: Acronyms	1 min. video	Writing Skills
Business Writing: Appropriate Language	3 min. video	Writing Skills
Business Writing: Executive Reports & Memos	2 min. video	Writing Skills
Business Writing: Misused Words	7 min. video	Writing Skills
Business Writing: Sentences and Paragraphs	2 min. video	Writing Skills
Common Mistakes in Writing	7 min. video	Writing Skills
Great Grammar and Painless Proofreading	1 hr. course	Writing Skills