

Human Resources/Workplace Compliance				
<u>Module</u>	<u>Length</u>	<u>Price</u>	<u>Bundle Price</u>	
<u>Sexual Harassment: For manager and employees</u>	29:24:00	\$395	\$3,950	
01. Sexual Harassment for Everyone	14:38:00			
02. Sexual Harassment for Managers	14:46:00			
<u>Sexual Harassment Procedures: Investigating complaints and su</u>	20:26:00	\$395		
01. Investigating Complaints	9:25:00			
02. Supervisor's Responsibilities	11:01:00			
<u>Sexual Harassment Procedures: Writing a policy</u>	16:34:00	\$395		
03. Writing and Communicating a Policy	16:34:00			
<u>Avoiding Discrimination Problems</u>	26:33:00	\$395		
01. Avoiding Discrimination Problems - 5 Keys	26:33:00			
<u>Legally Hiring</u>	17:38:00	\$395		
01. Legally Hiring	12:23:00			
04. Interviewing Checklist	5:15:00			
<u>Reference and Background Checks</u>	20:35:00	\$395		
03. Reference Checks	11:46:00			
02. Background Checks	8:49:00			
<u>Legally Firing</u>	20:13:00	\$395		
01. Legally Firing	11:22:00			
02. Termination Checklist	8:51:00			
<u>HR Compliance Acts</u>	27:47:00	\$395		
01. Americans with Disabilities Act	9:09:00			
02. Age Discrimination in Employment Act	5:45:00			
03. Family and Medical Leave Act	3:55:00			
04. Pregnancy Discrimination Act	3:48:00			
05. Fair Labor Standards Act	5:10:00			
<u>Working with Discrimination, Violence, Abuse, and retaliation i</u>	20:57:00	\$395		
01. Discrimination: The Protected Classes	5:06:00			
02. Workplace Violence	6:42:00			
03. Substance Abuse	2:00:00			
04. Retaliation	7:09:00			
<u>Controlling Workplace Bullies</u>	10:56:00	\$395		
Administrative				
<u>Module</u>	<u>Length</u>	<u>Price</u>		
<u>Conflict Management</u>	24:18:00	\$395	\$5,135	
01. Unavoidable Truths	4:44:00			
02. Maintaing Self-Control	5:00:00			
03. Conflict Process	8:58:00			
04. Special Situations	5:36:00			
<u>Nonverbal Communication I</u>	21:17:00	\$395		
01. Introduction to Nonverbal Communication	21:17:00			
<u>Nonverbal Communication II</u>	35:11:00	\$395		
01. Body Position Scan (Part 1)	14:22:00			

02. Body Position Scan (Part 2)	20:49:00	
<u>Nonverbal Communication III</u>	31:09:00	\$395
01. Body Movement Scan (Part 1)	15:35:00	
02. Body Movement Scan (Part 2)	15:34:00	
<u>Nonverbal Communication IV</u>	39:42:00	\$395
01. Artifacts	10:18:00	
02. Effective Voice Skills	16:50:00	
03. Applications of Nonverbal Communication	12:34:00	
<u>Written Communications skills: Memos and email</u>	25:11:00	\$395
01. Writing Effective Emails	15:38:00	
02. Writing Effective Memos	9:33:00	
<u>Protecting your PC from the bad guys</u>	23:17:00	\$395
<u>Personal Time Management</u>	13:11:00	\$395
<u>How to Leave Phone Messages that Get Returned</u>	11:53:00	\$395
<u>Verbal Communication Skills and Active listening</u>	23:22:00	\$395
01. Active Listening	9:57:00	
03. Verbal Communication Skills	9:06:00	
02. Handling Angry Callers	4:19:00	
<u>Social Media in the workplace</u>	13:35:00	\$395
03. Instant Messenger	4:24:00	
04. My Space	9:11:00	
<u>Change Management: When You're Through Changing...You're 1</u>	21:05:00	\$395
01. When You're Through Changing...You're Through!	21:05:00	
<u>Straight Talk on Bad Language</u>	17:41:00	\$395
Customer Service		
<u>Module</u>	<u>Length</u>	<u>Price</u>
<u>Creating great customer conversations and loyal customers</u>	27:43:00	\$395
01. Creating Great Customer Conerations	15:22:00	
02. The 4 Ps in Creating Loyal Customers	12:21:00	
Key Account Selling		
<u>Module</u>	<u>Length</u>	<u>Price</u>
<u>Basics of Key Account Selling I</u>	26:40:00	\$395
01. Introduction to Key Account Selling	7:21:00	
02. How to Sell More	11:56:00	
03. Creating a GREAT Sales Company	7:23:00	
<u>Basics of Key Account Selling II</u>	20:24:00	\$395
01. Value-Added Selling	12:27:00	
02. Lifetime Customer Selling	7:57:00	
<u>What Customers Want from Salespeople: No Push Selling</u>	21:38:00	\$395
<u>Basics of Key Account Planning</u>	35:37:00	\$395
01. Key Account Selling Worksheet	4:18:00	
02. Account Types	9:33:00	
03. Business Condition: Analyzing the Opportunity	13:11:00	
04. Stages of the Sale: Conceptual Selling	8:35:00	

\$4,345

<u>Advanced Key Account Planning</u>	33:19:00	\$395
01. Buying Criteria: Influencing the Decision Criteria	12:30:00	
02. Buyer Roles: Selling to Key Account Buyers	11:32:00	
03. Buyer Wins: Identifying Personal and Organizational Wins	9:17:00	

<u>Key Account Sales Call Planning</u>	39:08:00	\$395
01. Sales Call Planning Worksheet	1:49:00	
02. Improving Sales with the "Sales Cycle"	16:01:00	
03. Setting Sales Call Goals	12:31:00	
04. The 5-minute Call Pre-Brief	5:19:00	
05. The 5-minute Call De-Brief	3:28:00	

<u>Basic Sales Call Techniques</u>	43:30:00	\$395
01. Opening the Call	18:23:00	
02. Finding Unmet Needs	13:32:00	
03. Summary/Checkpoint	11:35:00	

<u>Selling Benefits</u>	23:05:00	\$395
01. Selling Benefits	23:05:00	

<u>Advanced Sales Call Techniques: Objections and closing</u>	31:24:00	\$395
01. Handling Objections	19:06:00	
02. No Push® Closing	12:18:00	

<u>Advanced Key Account Selling I: Relationships and Competition</u>	29:42:00	\$395
01. Building GREAT Sales Relationships	17:15:00	
02. Dealing with Competition	12:27:00	

<u>Advanced Key Account Selling II</u>	27:58:00	\$395
01. Long-Term Development	12:33:00	
02. Creating an "Elevator Pitch"	6:17:00	
03. Gotchas!	9:08:00	

Leadership		
<u>Module</u>	<u>Length</u>	<u>Price</u>
<u>10 Symptoms of an Unhealthy Organization</u>	27:57:00	\$395
01. 10 Symptoms of an Unhealthy Organization	16:16:00	
02. The Cure	11:41:00	
<u>7 wrong ways to manage and Impedership</u>	21:45:00	\$395
01. 7 Wrong Ways to Manage	8:37:00	
02. Impedership	13:08:00	
<u>Change Management: When You're Through Changing...You're 1</u>	21:05:00	\$395
01. When You're Through Changing...You're Through!	21:05:00	
<u>Intro to DISC personality styles</u>	44:31:00	\$395
01. DISC Introduction	7:16:00	
02. DISC Questionnaire	7:46:00	
03. DISC Syles	29:29:00	
<u>Leading with DISC personality styles</u>	41:48:00	\$395
01. Leading the High D	9:43:00	
02. Leading the High I	7:32:00	
03. Leading the High S	11:41:00	

04. Leading the High C	12:52:00	
<u>Leadership basics</u>	32:10:00	\$395
01. How to Be a Follow-able Leader	7:00:00	
02. How to Motivate Employees	14:02:00	
03. The Leadership Checklist	11:08:00	
<u>Advanced Leadership</u>	33:03:00	\$395
01. Criteria for Performance Excellence	8:20:00	
02. Building an Effective Leadership Team	10:53:00	
03. Vision, Mission, and Values	13:50:00	
<u>How to Work a Room</u>	26:32:00	\$395
01. How to Work a Room	26:32:00	

Negotiating

<u>Module</u>	<u>Length</u>	<u>Price</u>	
<u>Negotiation Skills: part 1</u>	20:56:00	\$395	\$2,370
01. Introduction to Negotiating	7:23:00		
02. Developing the Right Mindset	13:33:00		
<u>Negotiation Skills: part 2</u>	26:16:00	\$395	
01. Using Decision Keys (Framing)	15:43:00		
02. Negotiating Styles	10:33:00		
<u>Negotiation Skills: part 3</u>	29:58:00	\$395	
01. The Negotiation Process	11:06:00		
02. Analyzing the Upcoming Negotiation	7:05:00		
03. Planning for the Negotiation	11:47:00		
<u>Negotiation Skills: part 4</u>	30:33:00	\$395	
01. Identifying and Developing Leverage	11:22:00		
02. Reaching Agreement	11:34:00		
03. Evaluate Your Performance	7:37:00		
<u>Negotiation to DISC Styles</u>	13:38:00	\$395	
01. Adapting for DISC Styles	13:38:00		
<u>Negotiation Skills: part 5</u>	28:03:00	\$395	
01. Recognizing and Dealing with Tactics	21:26:00		
02. Tips and Gotchas	6:37:00		

Operations

<u>Module</u>	<u>Length</u>	<u>Price</u>	
<u>How to Lower Your Energy Bills</u>	30:56:00	\$395	\$1,185
01. Doing Your Part at Work	13:46:00		
02. Saving Fuel Costs	17:10:00		
<u>Creating an Energy Savings Plan</u>	18:10:00	\$395	
01. Creating a Comprehensive Energy Savings Plan	18:10:00		
<u>Fleet Fuel Savings: lowering gas costs with smart driving and ma</u>	17:40:00	\$395	
01. Driving School	2:20:00		
02. Idle Time	3:27:00		
03. Oil, Tune, and Tires	4:01:00		
04. Order Accuracy	2:32:00		

05. Power Curve 2:59:00
 06. Take Home Vehicles 2:21:00

Safety			
<u>Module</u>	<u>Length</u>	<u>Price</u>	
<u>Bloodborne Pathogens</u>	28:05:00	\$395	\$7,170
01. Bloodborne Pathogens	28:05:00		
<u>Protective Equipment</u>	27:22:00	\$395	
01. Personal Protective Equipment	27:22:00		
<u>Hazard Communication</u>	26:28:00	\$395	
01. Hazard Communication	26:28:00		
<u>Lockout Tagout</u>	18:41:00	\$395	
01. Lockout Tagout	18:41:00		
<u>Defensive Driving I</u>	34:12:00	\$395	
01. Basics 1	19:12:00		
02. Basics 2	15:00:00		
<u>Defensive Driving II</u>	46:49:00	\$395	
01. Road Rage	21:09:00		
02. Driving Distractions	25:40:00		
<u>Forklift Safety I</u>	25:55:00	\$395	
01. Forklift Pt. 1	25:55:00		
<u>Forklift Safety II</u>	32:54:00	\$395	
01. Forklift Pt. 2	14:45:00		
02. Forklift Pt. 3	18:09:00		
<u>Intro to Confined Spaces</u>	30:45:00	\$395	
01. Introduction to Confined Spaces	11:25:00		
02. Hazards of Confined Spaces	19:20:00		
<u>Permit Entry I</u>	22:51:00	\$395	
01. Permit Entry Pt. 1	22:51:00		
<u>Permit Entry II</u>	31:31:00	\$395	
01. Permit Entry Pt. 2	31:31:00		
<u>Commercial Driver's License I: License prep and Haz Mat</u>	36:40:00	\$395	
01. License Preparation	20:39:00		
02. Hazardous Materials	16:01:00		
<u>Commercial Driver's License II: Vehicle Inspection</u>	31:39:00	\$395	
01. Vehicle Inspection	31:39:00		
<u>Alcohol Abuse in the Workplace I: Signs and symptoms</u>	16:17:00	\$395	
01. Signs and Symptoms of Abuse - awareness	16:17:00		
<u>Alcohol Abuse in the Workplace II: Testing</u>	24:43:00	\$395	
01. Testing Procedures - awareness	24:43:00		
<u>Alcohol Abuse in the Workplace III: Detection</u>	22:02:00	\$395	
01. Alcohol and Detection Periods	22:02:00		
<u>Substance Abuse in the Workplace I: Signs and Symptoms of Ab</u>	36:48:00	\$395	
01. Signs and Symptoms of Abuse	36:48:00		
<u>Substance Abuse in the Workplace II: Detection and Testing</u>	27:13:00	\$395	

- 01. Drugs and Detection 14:00:00
- 02. Testing Procedures 13:13:00

Selling Skills

<u>Module</u>	<u>Length</u>	<u>Price</u>	
<u>Selling Skills: Tactics</u>	16:26:00	\$395	\$2,765
01. QuickSell	9:35:00		
03. No, But, If	6:51:00		
<u>Selling Skills part 1: Customer needs, talking benefits, and closing</u>	22:38:00	\$395	
04. Determining Customer Needs	4:20:00		
03. Turning Features into Benefits	6:32:00		
02. Closing the Sale	11:46:00		
<u>Advanced Selling Skills: Customer roles and tough customers</u>	18:05:00	\$395	
02. Selling to Different Customer Roles	7:27:00		
01. Handling Tough Customers	10:38:00		
<u>Objections Series: Overcoming the 4 types of objections</u>	17:52:00	\$395	
01. Misunderstanding	4:18:00		
02. Doubt	4:40:00		
03. Indifference	4:14:00		
04. True Negative	4:40:00		
<u>Intro to DISC personality styles for Sales</u>	44:31:00	\$395	
01. DISC Introduction	7:16:00		
02. DISC Questionnaire	7:46:00		
03. DISC Styles	29:29:00		
<u>Selling to DISC Styles</u>	38:38:00	\$395	
01. Selling the High D	10:38:00		
02. Selling the High I	7:46:00		
03. Selling the High S	9:39:00		
04. Selling the High C	10:35:00		
<u>Building Great Sales Relationships</u>	17:15:00	\$395	
01. Building GREAT Relationships	17:15:00		

Supervision

<u>Module</u>	<u>Length</u>	<u>Price</u>	
<u>Analyzing Poor Performers</u>	22:42:00	\$395	\$2,765
<u>Motivating Won't Dos</u>	22:47:00	\$395	
<u>Progressive Discipline and Productivity through praise</u>	24:11:00	\$395	
01. Progressive Discipline Coaching	9:49:00		
02. Productivity Through Praise	14:22:00		
<u>Effective Performance Reviews</u>	14:30:00	\$395	
<u>Coaching Skills I</u>	49:35:00	\$395	
01. Introduction	6:16:00		
02. Leadership Styles	9:53:00		
03. Adapting Your Style	13:39:00		
01. The Coaching Process	9:27:00		
02. Giving Feedback	10:20:00		

<u>Sales Supervision: Sales meetings and Riding along</u>	18:34:00	\$395
02. Running a Sales Meeting	4:32:00	
02. Riding Along with salesreps	14:02:00	
<u>Supervising employess by staying positive and helping them use</u>	16:51:00	\$395
01. Staying Positive	12:14:00	
01. Helping Employees Use Their Time Wisely	4:37:00	
<u>Supervising a pronoid</u>	13:21:00	\$395
01. Supervising a Pronoid	13:21:00	