COURSE CATALOG

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INTRODUCTION

COURSE CATALOG

Welcome to our MetroU course catalog! Learning & Development has curated a selection of popular courses and topics to provide you with an overview of the content available in MetroU.

While our catalog doesn't encompass every course or topic available, it serves as an additional resource for those seeking courses in a specific skillset or area of interest.

Click a topic in the table of contents above to navigate to a list of courses. Next, click on a course title under the topic to be directed to the training in MetroU.

Access the most current version of our catalog on the Intranet. You can find it under Departments – Learning and Development – Course Catalog.

Important Notes:

(ILT) Instructor-Led Training Sessions may be offered in virtual or in-person formats. Session dates and times are available in the MetroU catalog for applicable courses.

Disclaimer: *The information contained in the multimedia content and resources/handouts posted represents the views and opinions of the original creators of the content and does not necessarily represent the views, procedures or policies of the Oklahoma Metropolitan Library System. If you have questions or need clarity please contact your supervisor, Learning and Development or Human Resources.*

ACCESS TRAINING

The Access Trainings are designed to assist staff who work with CARL.Connect and CARL.X in the library system. Many of the Access Trainings are packaged together to form initiatives. New Guest Services employees complete the unique initiative required for their position. These training courses can be accessed individually or by initiative (if applicable) in the MetroU Catalog.

*See the *Job Skills Training Checklist* or the *Guest Service Staff CARL Training Breakdown Guide* on the Intranet if you have questions on initiatives, completion requirements for positions, prerequisites, etc.

CARL BASICS

Course Description:

25(m) This course will provide foundational knowledge for CARL.X. Attendees will learn tips navigating and the basics of error messages. Attendees will also learn about library accounts, checking material out, returning material, and item maintenance. As this is a basics course, information learned will provide foundational knowledge for CARL.X will be a prerequisite for any CARL training.

**A prerequisite course before completing additional Access Trainings.*

ESTABLISHING ELIGIBILITY

Course Description:

25(m) This training will introduce you to our account types, service area, and establishing eligibility.

CREATING ACCOUNTS

Course Description:

25(m) This training will teach you how to create a new account using account formatting best practices.

CIRCULATION

Course Description:

40(m) This training will teach you about the borrowing policy and procedures. You'll learn about Big Red Boxes (BRBs) in Charge and Return as well as the functionality of these windows.

POINT OF SALE

Course Description:

25(m) This training will teach you how to navigate and process payments in Point of Sale.

ITEM MAINTENANCE

Course Description:

25(m) This course will provide you with an overview of Item Maintenance.

HOLDS

Course Description:

20(m) This training will teach you about placing, managing, and troubleshooting holds in CARL.X.

FILL/WANDER LIST

Course Description:

20(m) This training will teach you about holds in CARL.Connect.

PATRON SEARCHING

Course Description:

27(m) This training will teach you advanced searching techniques to search for patron accounts in CARL.

REPORTS

Course Description:

20(m) This training will provide an overview of the four main Circulation reports we run.

ITEM SEARCHING

Course Description:

27(m) This course will teach you advanced searching techniques in Item Maintenance as well as how to use Companion Searcher.

SERIALS

Course Description:

25(m) This training will provide an overview on terminology, withdrawing serials, how to handle renewal notices, troubleshooting serials, and CARL.X Serials. All in library staff have access to Serials in CARL.X to check in issues, create items, and set item creation defaults.

CARL.CONNECT USER SEARCHING

Course Description:

25(m) This training will teach you how to search for users in CARL.Connect.

CARL.CONNECT CREATE NEW USER

Course Description:

25(m) This training will teach you the basics of creating a new user account in CARL.Connect.

TROUBLESHOOTING ACCOUNTS (ILT)*

Course Description:

35(m) This training will teach you about blocked accounts, statuses, notes, and merging accounts.

**Plus, attendance of a 1.5 hour instructor-led training session via Zoom or in-person. Dates/times available when registering for the course.*

ACCOUNTABILITY

HOW TO BUILD TRUST WITH ACCOUNTABILITY

Course Description:

4(m) In this microlearning course 'How to Build Trust with Accountability' you will learn about the importance of giving and receiving trust by being accountable for your contributions in the workplace. Starting with a brief exploration into the different types of trust, we will unpack the benefits of building trust in the workplace, as well as the relationship between trust and accountability. Lastly, we will look into the steps you can take to become more accountable, in order to build stronger interpersonal relationships and participate in creating a high-trust working culture.

CREATING ACCOUNTABILITY

Course Description:

35(m) In the Creating Accountability lesson, you will learn how to encourage your colleagues to take ownership and make sure things get done. You will also learn how to encourage initiative, strengthen accountability and how to create the conditions that encourage people to fully own their decisions.

DEVELOPING PERSONAL ACCOUNTABILITY

Course Description:

20(m) Developing Personal Accountability is a short engaging course designed to explain and provide examples of ways to be personally accountable. Being accountable is being professional and a must to succeed in your job. In this course psychologist Peter Quarry explains accountability as knowing who you are accountable to and what you are accountable for, for example agreed goals and standards. When you are accountable you are willing to accept responsibility for performance, engage in discussion and act on suggestions for improvement.

4 WAYS TO BUILD ACCOUNTABILITY

Course Description:

30(m) Peter Quarry says accountability has two aspects: who you are accountable to and what you are accountable for. Being accountable is willingness to accept responsibility for performance, engaging in discussion and acting on suggestions for improvement. Learn how to enhance personal and group accountability, with Peter Quarry and Eve Ash's suggestions including 360-degree accountability, accurate information, being collaborative and agreeing on remedial action.

HOLDING PEOPLE ACCOUNTABLE

Course Description:

13(m) Accountability is a popular, and often misunderstood, management buzzword. What is accountability, and how can you create a culture of accountability in your organization? Many think of accountability as the result of what happens after you or your team haven't performed up to expectations. Accountability used in this way can lead to demotivated and discouraged employees. Accountability is an individual's acceptance of responsibility for the outcome of a job, project, or program. In this course, you will learn the five steps of engineering accountability into both, your work processes and your employees to achieve performance goals.

UNDERSTANDING AND DEMONSTRATING ACCOUNTABILITY

Course Description:

30(m) Understanding and Demonstrating Accountability is a short sharp entertaining program featuring a case study from the Cutting Edge comedy team as they all learn to be more accountable. Accountability begins with timelines and standards, and understanding and agreeing what you are expected to do. Being accountable is more than what we know, it is what we DO. In this course, you will learn that demonstrating accountability is taking responsibility for your words and actions – not making excuses or blaming others. Everyone at work, management and employees, must BE accountable. Accountability starts with you. You

will learn to be open to feedback and take pride in being responsible for your own performance and for the team's performance.

ARAB AMERICAN HERITAGE MONTH: EMBRACE, EDUCATE, EMPOWER

ARAB AMERICAN HERITAGE MONTH

Course Description:

2(m) A monthly program designed to celebrate our many differences. This communication tool highlights Arab American Heritage Month. This occurs every year during the month of April.

ARAB AMERICAN HERITAGE MONTH (U.S.)

Course Description:

8(m) There are almost 4 million Arab Americans in the United States, and they have contributed much to the history and culture of the United States. Learning about and celebrating cultures different from your own is a way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll be provided with an overview of the significance and origins of Arab American Heritage Month (AAHM) and be introduced to influential Arab Americans in U.S. history. By the end of this course, you'll be able to identify ways to participate in the observation.

ARTIFICIAL INTELLIGENCE (AI)

HOW GENERATIVE AI WORKS

Course Description:

8(m) This course explains the underlying principles of generative AI, focusing on ChatGPT as an example. It elaborates on the training process of machine learning models using self-supervised learning (SSL) on unlabeled data. The course highlights the ability of generative AI to interpret prompts and generate relevant and contextual output in human-like natural language. You also learn about the potential applications of generative AI in various domains and the ongoing advancements in this technology.

EVALUATE AI TOOLS IN THE WORKPLACE

Course Description:

15(m) As we begin to use artificial intelligence tools such as ChatGPT more and more in our work, it will be important for us to start coming up with criteria for evaluating its use. Are we getting what we want to out of it? Is our output meaningful and useful to us? How should we be evaluating the work of others when they use AI tools? Discover some of the criteria you can use to evaluate the output you're getting from your AI tools as well as additional considerations for creating or designing tools that use AI.

CHATGPT: YOUR AI VIRTUAL ASSISTANT

Course Description:

25(m) Unlock the power of artificial intelligence with "ChatGPT Foundations: Your AI-Powered Virtual Assistant," the must-have course for nontechnical employees eager to explore AI and ChatGPT. This engaging course will guide learners through the essentials of using ChatGPT effectively, responsibly, and ethically to enhance productivity and streamline work processes. Through a series of informative videos and hands-on activities, participants will learn how to craft effective prompts, manage AI limitations, and adhere to ethical guidelines while harnessing ChatGPT's potential. Enrich your LMS offerings by including this essential course and help your workforce take the first step towards smarter, AI-driven solutions with ChatGPT.

INTRODUCTION TO ETHICAL AI

Course Description:

5(m) Introduction to Ethical AI AI technology is becoming more sophisticated and can be used to help businesses and individuals be more efficient and productive. However, the use of AI leads to ethical concerns that must be taken into account. It's important that AI is used responsibly according to fundamental values such as safety, fairness, and human rights. In this course, we'll look at what ethical AI is and some key issues facing it such as bias, privacy, and transparency.

WHAT IS AI, AND HOW DOES IT WORK?

Course Description:

38(m) Does the concept of artificial intelligence intrigue you but you're not sure where to start? Does technical terminology make it hard for you to fully comprehend what AI is and what it does? Do you need help understanding the applications of AI beyond a basic level? If so, this is the course for you!

ASIAN AMERICAN AND PACIFIC ISLANDER (AAPI) HERITAGE MONTH: EMBRACE, EDUCATE, EMPOWER

CELEBRATE ASIAN AMERICAN AND PACIFIC ISLANDER HERITAGE MONTH AT WORK

Course Description:

8(m) Heritage months are an opportunity for us to learn more about the people, culture, history, traditions, and day to day experiences of groups of people who face oppression. May is AAPI Heritage Month, which celebrates the contributions of Asian American and Pacific Islander people and communities in the United States. This is the perfect chance to take a little extra time to recognize, appreciate, and celebrate the diverse experiences of AAPI individuals and communities. There are lots of ways you can show your support for AAPI Heritage Month—and use it as an opportunity for growth. Discover four strategies to make your celebration of AAPI Heritage Month meaningful and respectful.

AAPI IMMIGRATION: A JOURNEY TO BELONGING

Course Description:

5(m) Explore the complex and often-overlooked history of Asian American Pacific Islander (AAPI) immigration in the United States. From the discriminatory laws of the 19th and 20th centuries to contemporary challenges, delve into key events and their lasting impact. Hideko Akashi, a seasoned educator and diversity consultant, offers personal and professional insights and practical strategies for fostering inclusion. Created in partnership with SunShower Learning, this course provides essential knowledge for understanding and addressing issues of equity and belonging.

DECONSTRUCTING THE AAPI MODEL MINORITY MYTH

Course Description:

5(m) The Model Minority Myth falsely portrays the entire Asian American and Pacific Islander (AAPI) population in the United States as a monolithic group of high achievers, often citing statistics on educational attainment and income levels.

NATIONAL ASIAN AMERICAN AND PACIFIC ISLANDER HERITAGE MONTH (U.S.)

Course Description:

8(m) Asian Americans and Pacific Islanders represent about 50 ethnic groups who speak over 100 languages in the United States. Learning about and celebrating cultures different from your

own is a way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll receive an overview of the significance and origins of National Asian American and Pacific Islander (AAPI) Heritage Month and be introduced to influential figures from the AAPI communities. By the end of this course, you'll be able to identify ways to participate in the observance.

UNDERSTANDING THE COMPLEXITY OF THE ASIAN AMERICAN PACIFIC ISLANDER EXPERIENCE

Course Description:

22(m) Deepen your comprehension of the complex history and diverse experiences of Asian American Pacific Islanders (AAPI) in the United States. Hideko Akashi, a seasoned consultant residing in San Francisco, imparts invaluable insights drawn from her personal journey as a member of the AAPI community. Through a series of lessons, videos and interactive activities, participants delve into five key themes, gaining a richer understanding of the multifaceted AAPI narrative. Immigration Considering the circumstances surrounding the immigration of various groups to the US is crucial. The AAPI population in the US represents the fastest-growing demographic group, and the composition of this group is undergoing rapid transformation.

ASPEN TRAINING

MLS offers eighty plus databases for guests to access with a MLS library card. There are many short tutorials available in MetroU to help you get started learning about these databases. Compiled below are just a few for reference. If you would like to see our current list, please visit the MLS Databases topic section here.

ASPEN TRAINING

Course Description:

2(h) Staff, especially frontline staff who are responsible for helping users navigate the Aspen discovery catalog, will learn how to search (including advanced search), place holds, use eContent, create lists, navigate user accounts, view reading history, link accounts, ratings and recommendations, and submit material requests.

BEHAVIORAL INTERVIEWING 101

ASK BEHAVIORAL INTERVIEW QUESTIONS

Course Description:

15(m) Ask Behavioral Interview Questions is a course to develop skills for asking behavioral questions to find out how a candidate copes in particular situations. The interviewer explores how the candidate dealt with problems in the past as a guide to how they'll handle challenges in the new job. The Ask Behavioral Interview Questions course provides four key behavioral questions that should be asked. You will learn to use behavioral interview questions to determine a candidate's ability to cope with challenges, stress, new experiences and resolve disagreements.

RECRUITING AND HIRING: BEHAVIORAL INTERVIEWING

Course Description:

6(m) Behavioral interviewing is based on the premise that past behavior is a good indicator of future behavior. Learn how to utilize behavioral interviewing techniques.

BEHAVIOURAL INTERVIEWING: THE INTERVIEW

Course Description:

10(m) Behavioural interviewing helps to prevent recruitment mistakes by matching personality traits to the role. Begin by listing what you need in professional terms. Then list the personal qualities - what sort of person are you looking for?

BEHAVIOURAL INTERVIEWING: QUESTIONS

Course Description:

10(m) Use questioning techniques to find evidence of behaviours and the opposite behaviours before coming to a conclusion about someone.

BEHAVIOURAL INTERVIEWING: HIDE YOUR HAND

Course Description:

10(m) Don't reveal what you are looking for, don't ask leading questions, and don't answer your own questions or offer alternatives.

BEHAVIOURAL INTERVIEWING: FOCUS ON CRITICAL INCIDENTS

Course Description:

10(m) When trying to determine whether a candidate is suitable for the job, one of the things you need to find out is how they will handle particular incidents. The best way to know how

someone might behave in a real situation is to find out how they have already behaved in critical incidents in the past.

BEHAVIOURAL INTERVIEWING: CREATE A BEHAVIOURAL PROFILE

Course Description:

10(m) The first rule in behavioural interviewing is to create a behavioural profile of the person you would like for the post. Don't expect perfection; instead, focus on key qualities the candidate must have - the deal breakers.

BUILDING TRUST

BUILDING TRUST WITH OTHERS

Course Description:

10(m) To be part of a positive and collaborative work environment, it’s essential to cultivate mutual trust and respect with your colleagues. This training course will help you get to know your colleagues and teach you how to develop positive and professional relationships that can improve your performance on the job for overall success. Using our discussion outline as a guide, you will plan a meeting with your colleagues to discuss their roles within the company, their talents and skillsets, and how you can work together to produce quality work. By the end of this course, you will be on the path to forging positive and trusting relationships with the people you work with. Completion of this course qualifies as 1 hour of Professional Development Units for certification with the Project Management Institute.

BUILDING TRUST WITH EMPLOYEES

Course Description:

10(m) As a manager, gaining your employees' trust takes time and effort, but you'll be rewarded with increased engagement, performance and morale - essential for a thriving and productive workplace. In this course, you'll learn how to gain your employees' trust by identifying what they need to perform well at work. Using our discussion outline as a guide, you'll plan a meeting with each of your employees to discover and discuss those needs. Then, you'll create an action plan to meet their needs and conduct follow up to ensure those actions are successful. This course is designed for practical on-the-job training and education. It qualifies as 1 hour of Professional Development Units for certification with the Project Management Institute.

BUILDING TRUST & PSYCHOLOGICAL SAFETY

Course Description:

35(m) Trust and psychological safety are shown to impact both working relationships and the ability to achieve business results within a team. Team psychological safety is the belief and ability to speak up with candor and feel your voice is valued. It's also the shared belief among team members that the team is a safe place for interpersonal risk taking. Psychological safety is proven to have a critical impact on team relationships and productivity, but shared trust must be developed and maintained over time to create sustainability.

THE IMPORTANCE OF TRUST

Course Description:

5(m) This module discusses the meaning of trust, its relationship to coaching and building trust. Building trust must be a sincere desire in you. It requires an investment in time and emotion. Justify the relationship between trust and coaching. The greater the rapport between you and your team member, the more trust the coaches will have in working with you. As trust is built, the coaching process will progress quicker and be more effective. Once you've established a good rapport, share why your coaching will be important to the coaches.

BUILDING TRUST AND CREDIBILITY

Course Description:

15(m) Build Trust and Credibility is a course designed to help people build their trust and credibility – the jewels of increasing value in these opinionated, conflicted times. They are best demonstrated by a person's expertise, consistency, reliability, and ethical behaviors. Build Trust and Credibility is a course in which psychology expert Peter Quarry provides the elements necessary for building trust and credibility: knowing what you're talking about, consistency of words and actions, civility and respect to others and accountability.

TRUST BUILDING WITH EMPATHY

Course Description:

10(m) People won't do their best work for someone they don't get along with or, worst of all, don't trust. And without understanding how your team feels, there's no way you can gain trust. This course will explain the importance of trust building, how empathy plays a huge part in trust, and how you can achieve both of these with your team members.

BUILDING RELATIONSHIPS WITH COLLEAGUES

Course Description:

10(m) This training course provides a simple and practical guide you can use to start building trusting and collaborative relationships in the workplace. Collaborative relationships are critical to an organization's success as they provide opportunities for colleagues to discover each other's strengths and share resources effectively. You'll gain a better sense of their talents and skillsets by getting to know your colleagues; and in the future you'll know who to turn to for support. This type of collaboration might also provide opportunities for you to support others to ensure a project's success. By the end of this course, you'll know the specific steps you need to take to start building great relationships with your colleagues. Completion of this course qualifies as 1 hour of Professional Development Units for certification with the Project Management Institute.

BUILDING RAPPORT OVER THE PHONE: HOW TO ESTABLISH A RELATIONSHIP OF TRUST

Course Description:

6(m) Learners will be taught strategies for starting the call positively, ways to show they're actively listening, how to build empathy, and more.

CREATING A TRUST CULTURE

Course Description:

8(m) Good leadership starts with building a trust culture in your team. Here, we show you how to create a working environment that makes the most of everyone's skills.

RESTORING TRUST

Course Description:

5(m) Oh no! You've broken trust with a co-worker. You feel awful. You're afraid of what lies ahead. What should you do? It's a tough situation but all isn't lost. You can repair your mistake and rebuild trust. And We'll show you how to do it using our proven formula. Follow our recommendations and start getting your relationship back to where it was.

BLACK HISTORY MONTH: EMBRACE, EDUCATE, EMPOWER

BLACK HISTORY MONTH

Course Description:

35(m) This optional course celebrates Black History Month! Disclaimer: The information contained in the multimedia content and resources/handouts posted represents the views and

opinions of the original creators of the content and does not necessarily represent the views, procedures or policies of the Oklahoma Metropolitan Library System. If you have questions or need clarity please contact your supervisor, Learning and Development or Human Resources.

BLACK HISTORY MONTH (U.S.)

Course Description:

8(m) Black History Month is a time to celebrate the lives and achievements of Black Americans. But how did it get its start, and what does it really signify? Learning about and celebrating cultures different from your own is a way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll learn the significance of Black History Month, explore how it came into being, and learn about significant figures in the movement. You'll also discover prominent Black Americans who have made important contributions throughout American history. By the end of this course, you'll learn how Black History Month is observed and how you can join in the celebration.

COLLECTIONS TRAINING

INTRODUCTION TO COLLECTION DEPARTMENTS

Course Description:

20(m) This course will provide you with an overview of the library's collection philosophy and how you fit in with the overall management of the collection. After completing this course, you will understand how Collection Services and Development (CSD) operates and who to contact with questions about materials related issues. *Required for all Guest Service supervisors.*

WEEDING 1.0*

Course Description:

60(m) Weeding is an important part of collection maintenance. This course gives staff the tools needed to keep the collection looking great, making materials easy to find and saving time for our guests!

**Engagement staff who have not completed the above are strongly encouraged to complete prior to taking Weeding 2.0.*

WEEDING 2.0

Course Description:

40(m) This course will provide you with an introduction for weeding by condition and the process Collection Development has in place to identify replacement needs. *Required for all Guest Service Supervisors.*

GUEST COMMENTS ON LIBRARY MATERIALS

Course Description:

15(m) This course will provide you with information on the process for handling guests comments on library materials and with positive steps for responding to feedback. *Required for all Guest Service supervisors.*

COLLECTIONS: MAKING SMART CHOICES WITHIN A LIMITED MATERIALS BUDGET

Course Description:

60(m) We'll discuss everything from how to make a simple and usable collection development plan to new trends and resources that should be influencing your decisions. At the end of this one-hour webinar, participants will know: The difference between a collection policy and collection plan and what should be include in each. Three ways to make smart collection funding allocations and choices based on real world data relevant to their community's needs. Three non-traditional selection methods and resources and how to use them effectively. This webinar will be of interest to materials selectors in public libraries, directors, and managers.

ASSESSING COLLECTIONS WITH DIVERSITY AUDITS

Course Description:

40(m) Library collections are windows on the world, where patrons discover new ideas, places, and people. But collections should also be mirrors, where patrons see themselves reflected in what they read, watch, and listen to. Many librarians spend a lot of time making sure library materials reflect the diversity of the community. But it can be hard to tell if the items you buy truly make the collection more diverse. Diversity audits quantify how well the collection represents the community. Instead of hoping for a well-rounded library, diversity audits help you know if the collection is truly diverse. By the end of this tutorial, you'll be able to: Define a diversity audit Explain why diversity audits are useful Conduct a diversity audit.

CURATING DIVERSE COLLECTIONS

Course Description:

20(m) Librarians have the great privilege to build collections and the responsibility to make sure collections meet the community's needs and expectations. The ALA says collections should

contain: “content by and about a wide array of people and cultures to. . .reflect a variety of ideas, information, stories, and experiences.” And librarians themselves have an: “obligation to select, maintain, and support access to content. . .by diverse authors and creators that meets. . .the needs, interests, and abilities of all.” Curating collections takes time, effort, and intention. But the result is a library that meets patron needs and reflects community diversity. By the end of this tutorial, you’ll be able to: Describe what makes a collection diverse Identify ways to work with the community to build diverse collections Identify ways to source diverse books Diversify book displays Explain the benefit of updating or adding subject headings.

COMMUNICATING WITH TACT AND EMPATHY

EMPATHY-BUILDING EXCERCISED TO IMPROVE COMMUNICATION AND RELATIONSHIPS

Course Description:

19(m) According to Businessolver’s State of Workplace Empathy study, 93 percent of employees reported they would stay with an empathetic employer, and 82 percent of employees would leave their position to work for a more empathetic organization. Empathy is not just a good soft skill to have, it impacts your ability to become a good leader as well as a colleague. These aren't merely hypotheticals. According to Forbes, empathy has been the catalyst to improve engagement, innovation, and inclusivity in organizations. The numbers across these three verticals are more than twice as compared to those of apathetic organizations. Moreover, an empathetic workplace also leads to increased employee retention, a stronger ability to recruit top talent, and greater employee satisfaction.

EMOTIONAL INTELLIGENCE:05. DEVELOPING EMPATHY

Course Description:

5(m) Our Emotional Intelligence: 05. Developing Empathy course defines empathy and discusses how being empathetic affects your overall emotional intelligence. In this course, we explore the importance of viewing situations from the perspective of other people, so that we can more clearly understand what they are experiencing. We'll describe the link between empathy and care, and go over emotional indicators like nonverbal communication. This Developing Empathy course is a part of our series on Emotional Intelligence. It is comprised of a short video with downloadable student materials and a quick quiz to test your knowledge.

DEVELOP EMPATHY AND GAIN INFLUENCE BY LISTENING

Course Description:

20(m) Listening is one of the most underrated business communication skills. While most of us like to share our knowledge, you can gain more influence and develop deeper connections with your co-workers by practicing active listening. Research from Columbia Business School finds a direct connection between listening and one's ability to influence others. Good listening skills are related to the ability to persuade others, direct meetings, and turn conversations in your favor.

LEAD WITH EMPATHY

Course Description:

15(m) LEAD with Empathy is a course that will help all leaders to focus on four core leadership soft skills. Great leaders listen, they have empathy, they ask questions and they give clear direction. Psychologist Eve Ash outlines the ways leaders can learn how to LEAD. Once this course is completed you will have learned to implement the LEAD formula, beginning by listening well and responding with empathy to what people are saying. You will recognize how showing genuine interest and compassion, not talking in clichés, builds trust. You will have learned to ask for people's input and keep an open mind on topics and policies. And you will know that people will follow with confidence when you provide clear direction.

DEVELOPING TACT

Course Description:

10(m) Our Developing Tact course explains why tact is an important quality for leaders in an organization and how using tact can improve your interactions on the job. In this course, we'll start by explaining what tact is and why it's important for building a relationship with your employees. We will also present different scenarios that show a lack of tact and discuss how these situations can be approached differently. We'll also address how to prepare for difficult situations and how to consider the personality of the person you're speaking to. This course also explores how to choose your words carefully, how to use proper body language, and why setting the tone is important. Included in this course is a video presentation, downloadable supplementary material and a short quiz to review what you've learned.

CREATING RAPPORT AND PROJECTING EMPATHY

Course Description:

14(m) Rapport is an essential factor in successful business relationships, and knowing how to build rapport has an impact on your personal presence. This course is part of the Impact and Presence series, a series designed to help people maximize their presence and create a powerful impact on the people with whom they interact. In this course, you'll learn three

specific skills for building raport and creating an impact. You'll also learn ways to build warmth, strength, and empathy to increase your personal presence. Finally, you'll learn ways to use social media to expand your global presence. By the end of this course, you'll be able to develop your rapport for a stronger personal presence.

TACT IN THE WORKPLACE

Course Description:

20(m) Be prepared to handle sensitive, awkward, or emotionally charged situations at work with finesse. This program equips users to address and manage such topics efficiently, directing colleagues to valuable resources when needed. In Tact in the Workplace – part of our Business Class series – participate in an interactive choose-your-own-journey training course where users practice real-life scenarios designed to help them excel in challenging co-worker situations.

COMMUNICATION STYLES

IDENTIFY YOUR COMMUNICATION STYLES

Course Description:

15(m) Discover your dominant communication style and learn how to adapt the way you speak to individuals and audiences to get your ideas across and increase mutual understanding. Drawing from scientific research, this course outlines the 4 main communication styles and their strengths and weaknesses. You'll conduct a self-assessment to determine your dominant communication style, then you'll learn how to identify the communication of the person you are speaking to and adapt your approach accordingly. By the end of the course, you will learn not only how to communicate effectively to individuals, but also to large groups. Improve your communication style with this 15-minute course. It includes animated videos, exercises, and quizzes for a complete learning experience. Downloadable resources, including a tip sheet on how to structure a presentation and a breakdown of the 4 communication styles, are included.

COMMUNICATION STYLES & STRATEGIES

Course Description:

10(m) Communication Styles & Strategies is a microlearning segment of the Communicating Better as a Manager course. This course presents how to adapt your communication style based on the situation and audience.

TYPES OF COMMUNICATION STYLES IN AN ORGANIZATION

Course Description:

10(m) What kind of communicator are you? The way you communicate with others can make the difference between success and failure in your career, so this topic deserves some attention. There are different types of communicators and different types of communication styles used in personal and business communication.

ADAPTING TO OTHER PEOPLE TO COMMUNICATE MORE EFFECTIVELY: PART A

Course Description:

15(m) The Adapting to Other People to Communicate More Effectively: Part A course teaches you how to improve your non-verbal communication skills and use them to ease workplace tension. In this course, you'll learn how to analyze non-verbal communication using helpful example scenarios to illustrate key points. Then, we'll introduce the concept of synchronization, as well as how and when you can use it to your advantage in the workplace. The course uses colorful animations, videos, practice questions, charts, and other interactive tools to ensure information is retained. The first half of a 2-part series, this course is intended to be paired with Adapting to Other People to Communicate More Effectively: Part B. (American English)

ADAPTING TO OTHER PEOPLE TO COMMUNICATE MORE EFFECTIVELY: PART B

Course Description:

15(m) Expanding on the previous part, Adapting to Other People to Communicate More Effectively: Part B delves deeper into synchronization and how to use it as a tool. The course outlines the 3 types of synchronization and the benefits they can create in the workplace. The course also outlines when it is appropriate to use desynchronization instead. The course uses colorful animations, videos, practice questions, charts, and other interactive tools to ensure information is retained. The second half of a 2-part series, this course is intended to be paired with Adapting to Other People to Communicate More Effectively: Part A. (American English)

MASTERING CROSS-GENERATIONAL COMMUNICATION: THE FOUR GENERATIONS

Course Description:

24(m) Understanding the generational differences is one of the most important areas to understand. After all, understanding human behavior, and what influeces people, will help you to apply the most important rule of human interaction.

CUSTOMER SERVICE SKILLS

GUEST EXPERIENCES (GX) 1.0

Course Description:

25(m) 25(m) Welcome to the official customer service model of the Metropolitan Library System. In this training you will learn the goal of GX, the different between practical and emotional needs, and state the GX system-wide commitment and its base definition.

HOW TO PROVIDE THE BEST ONLINE CUSTOMER SERVICE

Course Description:

1(h) 10(m) In this course, you'll learn the key points for delivering customer service in a digital environment, so you are capable of responding effectively to the demands of omnichannel digital consumers, offering good customer service.

CUSTOMER SERVICE OVER THE PHONE

Course Description:

10(m) By the end of this course, you'll know how to use your new phone skills to deliver great customer service, build loyalty and promote a positive brand image of your organization.

FIRST IMPRESSIONS

Course Description:

15(m) It takes just a matter of seconds for someone to form an opinion of you and once formed this opinion can be particularly difficult to change, therefore its important to make your first impression a good one. In this course we explore how impressions are formed, how to ensure you make a good first impression and the steps you can take to recover when things go wrong.

CUSTOMER SERVICE VS. CUSTOMER EXPERIENCE

Course Description:

10(m) Learn the difference between customer service and customer experience. Explore how each role in a company affects the customer journey. Make your impact unforgettable.

CUSTOMER SERVICE BASICS

Course Description:

8(m) Just because we know our expectation as customers, doesn't mean we know how to provide good customer service as a business owner. Our Customer Service Basics course

explores the building blocks of good customer service for any company. Customer satisfaction is paramount to any thriving business. In this course, we will discuss how customer satisfaction works, why exceeding customer expectations isn't always a good thing, and how to effectively meet your customer's expectations. We will also explore what customers want from your business, whether it's a consumer transaction or a business-to-business transaction, and what providing good service really means. Included in this course is a video presentation, downloadable student material for future reference and a short assessment to test your knowledge.

KNOW YOUR CUSTOMER

Course Description:

15(m) This course explores the different types of customer and the importance of meeting the customers needs, both stated and un-stated. We will look at ways in which you can get to know your potential customers and how you can inform them of your organisations products and services. The more information you know about your customers, the more able youll be to meet their needs and deliver a positive experience.

REMARKABLE CUSTOMER SERVICE: THE THREE MAGIC WORDS OF CUSTOMER SERVICE

Course Description:

10(m) This video course will reveal the mystical secret of the three most important words in the entire customer experience. What are those three words? I enjoy candlelight? Ferrets are squirmy? Blue pickle pizza? We can’t give it away here, or you wouldn’t want to watch the video. Plus there’s a thinly-veiled robbery at the end of this one, so get ready for some action-packed mayhem! Another training course from The Jeff Havens Company, where we offer serious solutions in a seriously funny way.

JOHNNY THE BAGGER: A TRUE STORY OF CUSTOMER SERVICE

Course Description:

35(m) "Johnny the Bagger" explores how a young man with Down syndrome working as a grocery store bagger makes an unforgettable impression on customers. Employees learn that everyone, no matter how insignificant their jobs might seem, has a unique power to make a lasting difference by delivering customer service from the heart. This program focuses on how you can provide exceptional service to your customers and make a difference in their experience.

CUSTOMER SERVICE ESSENTIALS OVER THE PHONE: ACKNOWLEDGING AND ENGAGING CUSTOMERS OVER THE PHONE

Course Description:

5(m) Learners are taught best practices for speaking pleasantly and professionally with customers on the phone. Content includes offering a cheerful greeting, how to build rapport, and showing the customer you care about helping them.

CYBER SECURITY ESSENTIALS

CYBER SECURITY FOR THE END USER: BEGINNER

Course Description:

22(m) By some estimates, over 90% of security breaches can be prevented by simple security awareness. This course is designed for everyday computer users and will help identify and prevent common cyber threats through awareness and the development of basic good habits. Please note this course is a basic understanding of Cyber Security as it is our beginner course. A newer and updated Intermediate course is offered if desired. This course aligns with the CAP Body of Knowledge and should be approved for 0.25 recertification points under the Technology and Information Distribution content area. Email info@intellezy.com with proof of completion of the course to obtain your certificate.

PRIVACY AND ONLINE BEHAVIOR: HOW TO PROTECT YOURSELF

Course Description:

10(m) Our data has never been a more valuable commodity. Advertisers and others track us as we use the internet, but it's difficult to know who has our information and what it's being used for. Adopting a few simple habits can help you protect your privacy and prevent you from falling victim to social engineering scams such as phishing.

CYBER SECURITY: PHISHING PREVENTION

Course Description:

10(m) Phishing is one of the most dangerous and common cyber security risks today. This module takes a close look at the different types of phishing and provides tips to help you avoid being caught out.

PROFESSIONAL PRODUCTIVITY: CREATING PASSWORDS

Course Description:

7(m) If you have trouble remembering a multitude of different passwords, then our Professional Productivity: Creating Passwords course will show you how to create a personal recall system. Since it's recommended that you don't use the same password for different sites, and you shouldn't record passwords on paper, you'll learn a simple trick for creating a unique yet memorable password for every site you use. You'll also learn how to create passwords that are nearly impossible for hackers to guess. This brief and helpful video course is part of our larger series on Professional Productivity. It comes with a short recall exam and a downloadable course summary for future reference.

VIRUSES & MALWARE (GLOBAL)

Course Description:

15(m) Ah, The Matrix. Cutting edge cinema. It hasn't aged well though, has it? Modern technology has already caught up to the dystopian future it portrayed, right? Thing is, as the technology has grown, so has our need to massively UP our cybersecurity game. Just like in the movies, bad guys have the means to take control of our tech, and they won't hesitate to do so. You simply MUST play your part and stand up to them, because if you don't, you or your company will feel the effects.

DATABASE TRAINING

MLS offers eighty plus databases for guests to access with a MLS library card. There are many short tutorials available in MetroU to help you get started learning about these databases. Compiled below are just a few for reference. If you would like to see our current list, please visit the MLS Databases topic section here.

JOB & CAREER ACCELERATOR OVERVIEW

Course Description:

19(m) Job & Career Accelerator, available through EBSCO LearningExpress, is a tool to help people learn about careers, search for jobs, create resumes and cover letters, and more. This video will highlight helpful content and show you how this resource can be used for different customers in different life situations. If you have any questions please reach out to our Collection Development Librarian.

TUMBLEBROOK LIBRARY OVERVIEW

Course Description:

16(m) TumbleBook Library is a collection of eBooks, story books, read-alongs, graphic novels, and videos for kindergarten through sixth grade. The collection is always available with no waiting and no borrowing limits. In addition to traditional eBooks and read-alongs, TumbleBooks has games, puzzles, quizzes, lesson plans, and learning materials for teachers, caregivers, and homeschoolers to help build early literacy skills.

AFRICAN-AMERICAN HISTORY ONLINE OVERVIEW

Course Description:

25(m) Covering more than 500 years of the African-American experience, African-American History offers a fresh way to explore the full spectrum of African-American history and culture. Users can start their investigation of a topic with a video or slideshow overview, use the key content called out on the home page to find an entryway into the database, or dig deep into a subject or era through the Topic Centers. Read about key figures and events, examine famous speeches and other primary sources, and get context from the in-depth timelines. An important feature is the full cross-searchability across all the Infobase history databases for an even more comprehensive view of history.

NATIONAL GEORGRAPHIC OVERVIEW

Course Description:

11(m) We have two National Geographic databases. The main National Geographic database includes back issues of National Geographic magazine going all the way back to 1888 as well as back issues of National Geographic Traveler and National Geographic History magazines. Also included are articles, videos, e-books, and travel guides. The National Geographic Kids database is just like the main database but with content geared toward children age 6 - 14.

KANOPY OVERVIEW

Course Description:

16(m) Kanopy is an on-demand streaming video platform that offers viewers a large collection of award-winning films, documentaries, television series, and children's programming. This video will show you the basics of signing up for Kanopy and provide knowledge on some lesser-known features like unlimited content and playlists.

GALE LEGALFORMS

Course Description:

20(m) Gale LegalForms helps you to understand common legal procedures and documents that are specific to your state. With a large library of customizable forms, a dictionary of legal terms, and a place to ask questions and get answers, Gale LegalForms is an effective way to get essential legal services that would otherwise cost hundreds or thousands of dollars.

ANCESTRYLIBRARY

Course Description:

20(m) AncestryLibrary gives you access to more than 9,000 databases and 200 billion images from the United States, the United Kingdom, Canada, Europe, and Australia.

DE-ESCALATION AND CONFLICT RESOLUTION

CONFLICT DE-ESCALATION: DEVELOPING A SOLUTION MINDSET

Course Description:

15(m) One way to handle conflict is to yell and scream until others get tired of arguing or flee the scene. Another way is to focus on finding solutions to the issue and finding a smooth and enjoyable way forward. This video will teach you how to do the latter. Although you'll also see what happens when you ignore a solution mindset in favor of anger and name calling. Brace yourself, though – it isn't pretty.

DEALING WITH DIFFICULT CUSTOMERS

Course Description:

7(m) This topic teaches learners how to develop and implement strategies for dealing with difficult customers. For example, learners will focus on points like: avoid sarcasm, don't take things personally, remain professional and polite, and so on.

DE-ESCALATION TECHNIQUES

Course Description:

10(m) Discover the power of de-escalation in the workplace. Build active listening and empathy skills, defuse conflicts, and promote open dialogue.

DEALING WITH DIFFICULT COLLEAGUES: DE-ESCALATING WORKPLACE CONFLICT

Course Description:

20(m) Learn how to collaborate productively with colleagues who are just…difficult. This course profiles the five types of challenging colleague, breaks down what makes them hard to work with, and provides detailed tips and strategies for effective collaboration. Next, we look at how to avoid conflict with colleagues, and how to de-escalate conflict situations when they arise.

CREATING A CONFLICT RESOLUTION MINDSET

Course Description:

10(m) In this course, you'll learn how to approach workplace conflicts with the right mindset so that you can resolve them effectively. To begin, you'll perform a self-assessment that will help you develop awareness of your own conflict resolution skill level. You'll identify areas of strength and weakness, as well as specific actions you can take to improve your skills. By the end of this course, you will know your current conflict resolution mindset and how to make it more effective. This course qualifies as 1 hour of Professional Development Units for certification with the Project Management Institute.

CALM IN CONFLICT: MANAGING CONFLICT AT WORK

Course Description:

15(m) In this course, you will learn what conflict is, the causes of conflict, how and why conflict arises and signs and symptoms of conflict. You will also learn what conflict management is, the stages of conflict, styles for managing conflict and legal issues. Finally, you'll cover conflict resolution strategies and managing conflict effectively.

DIGITAL ETIQUETTE

EFFECTIVE EMAIL WRITING AND OFFICE COMMUNICATION

Course Description:

8(m) This microlearning module is all about Office Communication. In this module, you'll learn how to write effective emails, make longer emails more digestible and many more office communication tips.

BUSINESS EMAIL ETIQUETTE

Course Description:

30(m) Learn how to compose e-mails that use proper etiquette and discover how a well-composed e-mail can impact your performance, perception, and professional success. Much of business communication today is conducted through e-mail, and establishing best practices is

an important part of maintaining a professional image. You'll learn the essential parts of an e-mail and discover how to properly use each section, define appropriate salutations, closings and signatures, as well as understand the importance of tone and context. The course also helps with determining when e-mail might not be the best choice for communication. This course includes self-reflection tools, quizzes and a final exam to help you quickly improve your business e-mail communication style. Real-life scenarios show how approaches can be implemented seamlessly into your everyday work routine.

CLEAR AND CONCISE EMAILS

Course Description:

10(m) Strengthen your email communication skills for the workplace with this training course covering key rules for crafting well-composed, professional emails quickly and easily. We'll outline the 4 principles of writing effective emails: subject, message, response, and review. You'll learn what these principles entail and how to implement each to create organized, compelling, error-free emails that reflect your expertise and professionalism. Presented with engaging visuals and accessible instruction, this course takes a user-friendly approach to email writing fundamentals. By the end of the course, you will have the tools and techniques to start composing better emails right away, suitable for a wide range of audiences.

EMAIL ETIQUETTE: 06 REPLY TIME

Course Description:

2(m) Email Etiquette: 06. Reply Time provides tips on responding to emails. We discuss how quickly you should reply to an email and what is the appropriate time frame for different communications. This course discusses the fact that some emails require simple, quick replies, while others might require extra time to consider an appropriate response. You'll learn what you should do when you receive such an email or one that can't fit into a particular time frame. We also share what you should do when you can't reply to emails for a few days. Along with your own responses to emails received, we go over the proper steps to follow when you're waiting for a reply from someone else. Part of our Email Etiquette series, this course is presented as a narrated video with downloadable student reference materials and a short quiz to test your knowledge.

EMAIL ETIQUETTE: 04 FORMATTING YOUR EMAIL

Course Description:

3(m) Email Etiquette: 04. Formatting Your Email discusses the right ways to construct a business email. It recognizes that your company probably has an approved format for formal as well as

informal communication. This course provides the basic information you need. Professional emails require a subject line, a greeting, a body and a closing. You will learn about the different ways to write formal greetings and closings and how to properly format the body of your emails. After you have spent a few minutes on this valuable video program, you will feel confident about writing to all your business contacts – colleagues as well as clients and customers. Part of our Email Etiquette series, this course is presented as a narrated video with downloadable student reference materials and a short quiz to test your knowledge.

EMAIL ETIQUETTE: 01 TO EMAIL OR NOT TO EMAIL?

Course Description:

2(m) In this course, Email Etiquette: 01. To Email or Not to Email?, we discuss why email isn't always the best way to communicate. We go over why it might be better to meet a person face-to-face or chat with them over the phone. In those approaches, you can hear tone of voice as well as non-verbal clues that can indicate how a person is responding to your overtures – things which are absent in a written communication. Part of our Email Etiquette series, this video course will help you make good decisions when thinking about writing an email. Choose this one before you hit "Send" on your next communication.

EMAIL ETIQUETTE: 02 SPELLING AND GRAMMAR CHECK

Course Description:

2(m) Email Etiquette: 02. Spelling and Grammar Check covers the importance of editing your own emails before hitting "Send." Email is a quick and easy form of communication, sometimes used to fire off a note without paying attention to spelling and grammar. This video course sheds light on ways to proofread what you've written and highlights specific things you should avoid when drafting emails. At the root of this course is the need to retain your professionalism in your business relationships. It will help you be perceived in the best light by your colleagues and clients when they receive an email note from you. Part of our Email Etiquette series, the course includes a short quiz and downloadable student materials.

EMAIL ETIQUETTE: 03. SUBJECT LINE

Course Description:

2(m) This course, Email Etiquette: 03. Subject Line, covers the first thing you enter when composing an email message. We share a few tips on the art of writing good subject lines. Those are the ones that get readers' attention and tell them what it is you need from them. It might simply be passing on some information or, more importantly, it might signal to the recipient that you need information, a report or an answer from them. Part of our Email

Etiquette series, this short course will help you get quicker and better responses based on writing a good subject line. It features a brief video with downloadable materials and a short quiz to test your knowledge.

NETIQUETTE: RULES OF DIGIAL BEHAVIOUR

Course Description:

24(m) Are you ever unsure about the level of formality to use for a message? Do you ever read posts that you consider unpleasant in tone? Or even receive emails with generic subjects where you can't understand the content? To have clear online communication without misunderstandings and to avoid faux pas, you have to shape the message according to various factors: the online environment used for the message; the message's recipient; the scope and objective of the message. In this course, you will learn how to communicate well with email and on social networks, adapting the message to the recipient to achieve the message's objective.

EMAILS MATTER: INTERNAL CUSTOMER SERVICE

Course Description:

8(m) Description: Why distinguish between internal and external customers? Introduces the concept of “WACTEO” (We Are Customers to Each Other). Goal: The goal of this course is to help trainees realize that everyone in an organization serves customers – either directly or indirectly – so every action you take should be undertaken at the same high level of service you would provide to external customers.

KEYS TO PROFESSIONAL EMAIL COMMUNICATION

Course Description:

30(m) Despite its importance, emails take healthcare workers away from their patients and customers. When working to improve the patient experience, let’s figure out how to avoid spending unnecessary time on email. This course helps you be more professional and effective in your email communications. It looks at writing professional emails and understanding when it is appropriate to use this communication method.

WHEN EMAIL AND TEXT MESSAGES ARE NOT APPROPRIATE

Course Description:

10(m) Email and texting make workplace communication simple, but they can also make a bad situation worse. While electronic conversations are convenient, some situations require an in-person conversation or at the very least, a phone call.

HANDLING CHALLENGES WITH CUSTOMERS

SENSITIVITY IN DEALING WITH CUSTOMERS

Course Description:

5(m) This course offers examples of the types of challenging customers that you will face, along with specific approaches that can make those interactions not only less challenging, but more rewarding as well. Asking for a customer's opinion will let them feel that they are truly valued, and you understood their needs, even if they were dissatisfied with your service. Only when we learn what we need to improve, can we grow and add value to our clients in the future.

DIFFICULT CUSTOMERS: CHALLENGING PERSONALITIES

Course Description:

7(m) In Difficult Customers: Challenging Personalities, you will learn more about how to work with difficult or challenging personalities in the workplace and beyond. When you work in sales, dealing with challenging customers is simply part of the job. However, when you know how to work with someone who is difficult, understanding what to say and how to say it makes your job that much easier. In this course, part of our Difficult Customers series, we will explore how to identify the type of difficult personality you're engaging with. We will also discuss how to effectively handle each of these difficult personality types in a way that helps optimize the chance of a positive, productive outcome to help boost your overall sales performance.

HANDLING CUSTOMER COMPLAINTS

Course Description:

10(m) This training course will teach you a clear set of guidelines to help you handle challenging customer service situations and even turn them into positive experiences for your customers. Whether your company provides a product or a service, it’s likely that at some point you’ve had to deal with an angry customer. In this course, you’ll learn step-by-step instructions on how to effectively handle an upset customer.

COMMUNICATION SKILLS FOR HANDLING COMPLAINTS

Course Description:

14(m) Do you ever find yourself feeling unsure or intimidated when faced with a dissatisfied customer? Skilled communication is the key, especially when it comes to handling complaints. In this course, you’ll assess your ability to listen to a customer with a complaint. You’ll learn to

avoid common pitfalls of verbal communication and recognize the value of staying upbeat. Finally, you'll discover tips for maintaining positive nonverbal communication, even in challenging situations. After this course, you'll be ready to handle any customer complaint with ease and professionalism. This course is part of the Handling Complaints Pocketbook series, a series that provides tips and strategies for managing customer complaints.

TURNING CUSTOMER COMPLAINTS INTO OPPORTUNITIES

Course Description:

17(m) Some businesses choose to ignore customer complaints in hopes that the issues will simply disappear. But by creating a culture that welcomes and addresses customer complaints effectively, you can not only resolve individual issues but also prevent them from recurring in the future. In this course, you'll explore the benefits of embracing complaints and channels for receiving customer feedback. You'll also identify strategies for transforming complaints into opportunities for growth. Finally, you'll uncover techniques for managing interactions with angry customers and minimizing stress in these situations. By the end of this course, you'll have the skills to promptly address customer complaints and boost your business's long-term success. This course is part of the Customer Service Pocketbook series, a series that provides tools and techniques for ensuring the customer comes first.

HANDLING COMPLAINTS ON THE PHONE

Course Description:

13(m) Today's customers have high expectations – and they want quick answers, especially over the phone. How does your company respond when a customer calls to complain? In this course, you'll learn how a six-step process can help you work from a customer's complaint to a satisfying solution. You'll apply specific strategies to respond to customers who call with a problem. Finally, you'll use techniques to calm and win over your most confrontational phone customers. By the end of this course, you'll be inspired to try these sure-fire techniques for delivering excellent service over the phone. This course is part of the Handling Complaints Pocketbook series, a series that provides tips and strategies for managing customer complaints.

MANAGING ANGRY CUSTOMERS

Course Description:

10(m) Adopt good practices to manage angry customers. In this training course, you will discover how to manage an angry customer with the STAR method. You will learn to adapt your response to facts, opinions or emotions. You will follow Sarah, who is leading a project with a client, and see how she reacts to this difficult client.

DIFFUSING CUSTOMER EMOTIONS

Course Description:

5(m) Calming a frustrated customer requires strong interpersonal skills. First, you must be a good listener with the rapport building skills and empathy necessary to influence others. Next, you must be a proactive problem-solver. Last, but definitely not least, you must maintain a positive attitude. You're on the phone with a frustrated and (rightfully so) angry customer. They have had it and want to talk to a manager... what do you do? Calming a frustrated customer requires strong interpersonal skills. First you must be a good listener with the rapport building skills and empathy necessary to influence others. Next you must be a proactive problem-solver. Last, but definitely not least, you must maintain a positive attitude. Your positive attitude will also help when you reassure the customer that you can help with their problem. The real difference in customer loyalty is YOU.

HISPANIC HERITAGE MONTH: EMBRACE, EDUCATE, EMPOWER

HISPANIC HERITAGE MONTH (U.S.)

Course Description:

8(m) Did you know that Hispanic/Latinx Americans are the largest ethnic minority group in the United States? Learning about and celebrating cultures different from your own is a way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll be provided with an overview of the significance and origins of Hispanic Heritage Month. You'll also be introduced to influential Hispanic/Latinx Americans in U.S. history and culture. By the end of this course, you'll be able to identify ways to participate in the observation.

WORKING WITH MEXICO

Course Description:

25(m) Every country has a unique culture that impacts business interactions, and subtle differences in style that inform successful communication. The WorkingWith™ Mexico course will help you gain a clear understanding of how business is conducted in Mexico, and how culture and traditions infuse the workplace here. This insight will help you navigate professional interactions with a far greater degree of ease and clarity. This course is part of the WorkingWith™ series, a set of interactive, country-specific e-Learning courses that use videos, interactive modules, and quizzes to help you work more effectively with people living in, and originating from, a variety of different countries.

WORKING WITH MEXICO: ORIGINS OF CULTURE & CULTURAL VALUES

Course Description:

20(m) Every country has a unique culture that impacts business interactions, and subtle differences in style that inform successful communication. The Working With™ Mexico: Origins of Culture & Cultural Values course offers insight into the underlying cultural values and historical context that influence Mexican business culture. This insight will help you navigate professional interactions with a far greater degree of ease and clarity. This course is part of the WorkingWith™ series, a set of interactive, country-specific e-Learning courses that use videos, interactive modules, and quizzes to help you work more effectively with people living in, and originating from, a variety of different countries. This course is 20 minutes, though you can spend more time exploring the modules for a more in-depth look at each country.

CINCO DE MAYO: THE BATTLE OF PUEBLA AND MEXICAN PRIDE

Course Description:

5(m) Gain insights into authentically celebrating Cinco de Mayo, promoting cultural awareness and inclusivity among employees, while fostering a workplace that values diverse traditions and enriches organizational culture.

NATIONAL HISPANIC HERITAGE MONTH

Course Description:

6(m) A monthly program designed to celebrate our many differences. This communication tool highlights National Hispanic American Heritage Month, from 15 September to 15 October every year.

INTERVIEWING AND HIRING FOR MANAGERS

CONDUCTING EXCEPTIONAL INTERVIEWS: EFFECTIVE PREPARATION

Course Description:

10(m) Just like athletes need to prepare in order to compete, you need to be ready before your next interview takes place. This video course will make sure you walk into your next round of interviews fully prepared to give each candidate the care and attention he or she deserves. Another training course from The Jeff Havens Company, where we offer serious solutions in a seriously funny way.

CONDUCTING EXCEPTIONAL INTERVIEWS: TAKING EFFECTIVE NOTES

Course Description:

10(m) It's virtually impossible to remember everything a candidate says during an interview, and even harder if you're interviewing multiple people for the same position. That's why effective note-taking is an essential skill for any interviewer, and it's why this video course will show you how best to do it. A training course from The Jeff Havens Company, where we provide serious solutions in a seriously funny way.

TRAININGBRIEFS UNDERSTANDING BEHAVIOR-BASED INTERVIEWING

Course Description:

8(m) What many successful interviewers have found is that the way in which a person handled a specific situation in the past gives you valid information about how that person will approach a similar situation in the future. This is the foundation for behavior-based interviewing. Once you understand this concept, you can plan to ask the kinds of questions that will give you the information you need to make good hiring decisions. Behavior-based interviewing looks at job experiences of the past to help predict the future. It helps eliminate errors made by interviewers who rely too heavily on intuition or general impressions.

SMART LEADERSHIP: CONDUCTING LEGAL INTERVIEWS

Course Description:

40(m) Keeping interviewers up to date on legal interviewing practices is invaluable to your organization. Court costs and legal fees as well as time off the job can cost your organization both money and bad publicity. This course is designed to educate you on how to create and ask legally defensible pre-employment questions based upon a structured behavioral based interview that will help you hire the right person and stay out of court. Knowing what you can and can't ask in an interview is extremely important. This course helps ensure you fully understand the types of questions that are illegal to ask during the hiring process.

TRAININGBRIEFS RECRUITING AND HIRING: AVOIDING ILLEGAL QUESTIONS

Course Description:

7(m) Asking inappropriate or illegal questions is probably one of the areas that get people into trouble more often than anything else. That's because the courts and EEOC guidelines have made it clear that you can't ask questions that discriminate against protected groups, don't

predict successful job performance, or not job related. The EEOC guidelines have made it clear that you cannot ask certain questions during the recruiting and hiring process.

INTERVIEWING WITH A DEI FOCUS

Course Description:

19(m) Hiring a diverse workforce helps organizations understand and empathize with the diversity of the communities and customers they serve. Diversity also brings multiple perspectives and approaches, which ultimately enhances creativity and problem solving to successfully fulfill an organization's mission. But to acquire a true diverse workforce, you need to look at your hiring practices. One area to focus on is using interview questions that help you better understand a candidate's knowledge and interest in DEI, while also learning more about the diversity of their lived experiences. In this course, you'll be introduced to specific questions you can use during your interview process to identify candidates with varied experiences and skills to help build your diverse workforce.

CONDUCTING EXCEPTIONAL INTERVIEWS: HOW TO RATE CANDIDATES

Course Description:

10(m) Ranking candidates against one another can be difficult, but not after taking this course! This video training will discuss the importance of establishing a rubric, actually sticking to the rubric you set up, and a few other things that allow us to say rubric from time to time. Another training course from The Jeff Havens Company, where we provide serious solutions in a seriously funny way.

AVOIDING BIAS IN HIRING

Course Description:

5(m) Making assumptions about others is a natural way of interacting with each other. But, assumptions can have a negative effect when it comes to hiring. In this course, we will explore how unconscious bias, or assumptions can prevent you from finding top talent for the roles you are trying to fill.

RECRUITING TOOLKIT: 08. UNACCEPTABLE INTERVIEW QUESTIONS

Course Description:

5(m) In this course, we'll discuss these as well as some less obvious types of questions that should be avoided. By the end of this course, you'll be equipped with the knowledge to protect yourself and your organization from charges of discrimination during the hiring process. This

course is part of our Recruiting Toolkit series. It comes with a video with audio narration, downloadable materials, and a quick quiz. Take this course along with others in the Recruiting Toolkit series and acquire effective strategies to improve the hiring process.

RECRUITING TOOLKIT: 07. CONDUCTING AN INTERVIEW

Course Description:

9(m) In this course, you'll learn a quick and efficient way of pre-screening to weed out applicants. Plan how to conduct a behavioral style of interview and ask probing questions to assess your candidate's past and future performance. The course also provides tips on how to promote your organization in a competitive labor market.

INTERVIEW SKILLS FOR MANAGERS: CONDUCTING AN INTERVIEW

Course Description:

25(m) Master the art of leading effective interviews. This management training course provides you with techniques and strategies for getting telling results that reveal the best applicants. In this course, we'll outline key interview steps and procedures, including gathering job information and setting up interview details. You'll learn how to carry out interviews that are fair and lawful, and discover tips for developing questions, assessments, and evaluation criteria to streamline the interview process.

BEHAVIOURAL INTERVIEWING: QUESTIONS

Course Description:

10(m) Use questioning techniques to find evidence of behaviours and the opposite behaviours before coming to a conclusion about someone.

BEHAVIOURAL INTERVIEWING: LEND ME YOUR EARS

Course Description:

10(m) Don't make assumptions, analyse what the candidate is saying, listen for strong or emotive words and phrases, and look out for generalisations.

BEHAVIOURAL INTERVIEWING: HIDE YOUR HAND

Course Description:

10(m) Don't reveal what you are looking for, don't ask leading questions, and don't answer your own questions or offer alternatives.

SKILLS FOR INTERVIEWING

Course Description:

30(m) There are many different types of interviews, and many different aspects of interviews to prepare for in order to put your best side forward. Increase your knowledge by learning about the basic concepts of an interview and identify the different types of interviews. In this course, you'll explore different types of communication and look at the different dynamics in an interview. You'll also learn how to answer common interview questions and how to create your own questions. The course features narrated slides that guide you through the course material for an engaging experience. The course also includes self-assessment quizzes and downloadable student material. A Certificate of Completion is available upon finishing a final test with a score of 80% or higher.

CONDUCTING EXCEPTIONAL INTERVIEWS: HOW TO ASK THE RIGHT QUESTIONS

Course Description:

10(m) Good questions make sure that candidates provide the kind of long, detailed answers that will give you invaluable insight into how they might perform as an employee. This video course will showcase the key elements of a good question, provides several examples of those questions, and also manages to involve rampaging cows. What else could you ask for? Another training course from The Jeff Havens Company, where we provide serious solutions in a seriously funny way.

INTERVIEWING TIPS

MOVING UP:03. INTERNAL INTERVIEWS

Course Description:

4(m) Moving Up: 03. Internal Interviews is an elearning course that shows you how to prepare for interviews when your company is hiring from within. Internal interviewing can be a bit different from the standard interview. You're dealing with people who have an exact knowledge of your qualifications, your work ethic, and other critical areas of your work responsibilities. You may find that it's a bit more relaxed and informal, but that doesn't mean you shouldn't stay professional. In this course, we'll go over how to properly and professionally present yourself in an internal interview. This course is from our series on Moving Up. It includes a video with audio narration, downloadable materials, and a quick quiz. Take this course along with others in the series, and acquire the skills you need to advance your career within your organization.

INTERVIEWING SKILLS: PREPARING FOR THE INTERVIEW

Course Description:

10(m) This video course will ensure that your next interview contains as few surprises as possible. You'll see several examples of how to screw everything up, which are always entertaining. And it also reveals its creator's biggest weakness. This could be the best video in the history of interviewing videos. Another training course from The Jeff Havens Company, where we offer serious solutions in a seriously funny way.

INTERVIEWING SKILLS: THINGS TO AVOID IN ANY INTERVIEW

Course Description:

10(m) This short, hilarious video course covers a wide variety of things you should never do in any interview. And yet, somehow, each one of these things has been done in an interview! Compiled from recollections of dozens of hiring managers, this assortment of no-no's is certain to make you laugh. Sometimes, learning what not to do is just as important as learning what you're supposed to do. We're confident you'll want to share this with your colleagues. Another training course from The Jeff Havens Company, where we offer serious solutions in a seriously funny way.

INTERVIEWING SKILLS: CAREER ADVANCEMENT TECHNIQUES

Course Description:

45(m) Being interviewed can be daunting, to say the least. But if you're interested in getting a job, transferring to a new department, or angling for a promotion, then you're going to be interviewed whether you want to be or not. Our six-part Expert Interviewing Strategies training course will give you the skills and confidence necessary to help you take your career to the next level. Packed with plenty of humor – because honestly, who wants to watch another boring training course? – Expert Interviewing Strategies will cover everything from pre-interview planning to post-interview follow-up. This series is designed for anyone interested in moving forward in their career, from new hires all the way to seasoned professionals.

TIPS FOR INTERVIEWEES

Course Description:

15(m) To help interviewees prepare for the interview process, this course explores the different types of interview, offers suggestions on how to prepare for the interview, what to expect from the interview and tips for answering questions.

JOB INTERVIEW PRACTICALS: COMPLETE INTERVIEW SKILLS

Course Description:

60(m) Get a complete guide to mastering interviews. Expert, practical advice from 25 years of hiring experience. We'll be covering long and short term interview preparation, the questions you should expect to be asked, what you should do on the day of the interview and during the interview itself. And then there are still tips for enhancing your chances of success post-interview and for future interviews.

ANSWER TOUGH INTERVIEW QUESTIONS

Course Description:

15(m) Answer Tough Interview Questions is a course that prepares you for challenging interview questions. A job interview is always nerve-wracking, no matter how many times you've done this. In this course, psychology expert Peter Quarry offers ways to address tough questions during job interviews, positively and properly. The Answer Tough Questions course will help you build confidence by answering interview questions with specific examples, constructive approaches, thorough research and demonstration of resilience.

INTERVIEW TIPS

Course Description:

5(m) An interview can be exciting for some and daunting for others. But there's some key techniques you can use to make sure your interview goes smoothly and you land that next job. This short module looks at how you should answer interview questions and other key tips.

INTERVIEW SKILLS: INTERVIEW PRESENTATIONS

Course Description:

5(m) Almost all of us have at least a few irrational fears. It could be that you're scared of mice. Or perhaps a trip to the dentist brings you out in a cold sweat. For most people, these fears are minor. But what if your fear is being interviewed?... Well, you wouldn't be alone. According to a recent study, over 90% of adults are anxious about job interviews. Fear, nerves and stage fright can keep you from the job you want. And it's easy to see why interviews can be nerve-wracking, but it doesn't have to be that way. The scary interview situation is pretty easy to handle if you master a few basic tactics and techniques. By the end, you'll learn that confidence grows out of preparation, nerves are normal and why a wacky tie, might be a bad idea. The aim

of this course is simple – we want to give you the skills and knowledge, so you feel confident and deliver your best presentation at your next interview.

NAILING YOUR VIRTUAL

Course Description:

10(m) Interviews can be stressful experiences under any circumstances. But virtual interviews raise a unique set of questions with the potential to add to your stress. Will the technology work? Will they be able to hear me? How can I convey enthusiasm and talent to someone who isn't in the same room I am? Thankfully, Nailing Your Next Virtual Interview will give you the answers to those questions and more by demonstrating some successful (and not-so-successful) virtual interviewing tactics. We put the successful techniques in here for obvious reasons. And the not-so-successful ones? Well, it's plenty helpful to know what you should avoid in your next virtual interview, and those parts are fun to watch. No reason you can't enjoy learning about this stuff, that's how we feel. So get ready to have fun learning how to ace your next virtual interview. Another training course from The Jeff Havens Company, where we provide serious solutions in a seriously funny way.

THE RIGHT INTERVIEW DEMEANOUR

Course Description:

2(m) The Right Interview Demeanour' micro-learning course is here to help you get that perfect job by making a great first impression in your interview. Getting it right in an interview is no easy task. This course will share strategies to help you focus on the right information so that you can present the best version of yourself and make a lasting impression. Once this course is complete, you will be able to confidently tailor your interview answers to hit the candidate specification, and show the interviewer the best version of yourself, so you can nail your interview and bag your dream job.

BUILDING YOUR RESUME

Course Description:

5(m) A resume is a document that provides information about your qualifications and experience to an employer. It's one of the most important pieces of paperwork because it helps you get noticed during the job seeking process. If you want to succeed in getting interviews, then follow these guidelines when preparing your own resume: - Be sure not to be too wordy or take up too much space on paper with unnecessary details like text formatting - Work hard at outlining what makes you qualified for each position so employers understand why they should choose someone over another candidate.

MOVING UP:02. MAINTAINING YOUR RESUME

Course Description:

4(m) Moving Up: 02. Maintaining Your Resume is an elearning course that shows you how to manage your resume and keep your credentials updated. Maintaining your resume, even in a job that you're completely satisfied with, is something that everyone should do regularly. This helps you to remember to include any awards or recognitions, to expand on any job duties that may change, and to keep your contact information up-to-date. In this course, we'll discuss when and how you should update your resume. We'll go over what information to include, as well as how to maintain your LinkedIn profile. This course is from our series on Moving Up. It includes a video with audio narration, downloadable materials, and a quick quiz. Take this course along with others in the series, and acquire the skills you need to advance your career within your organization.

CV/RESUME TIPS

Course Description:

8(m) A CV/Resume should be an irresistible teaser which makes hiring managers want to interview you. Here's some quick tips to turn your CV or Resume into pure gold.

CREATING A POWERFUL RESUME

Course Description:

30(m) Creating a Powerful Resume covers the do's and don'ts of creating a powerful resume. Psychologist Eve Ash and HR consultant Peter Wallbridge explore typical mistakes and how to make a resume more attractive to recruiters. In this course you will cover the key ways to keep your resume succinct and powerful, and use feedback to check for grammar and typos and keep improving. You will learn how positives should be emphasized, as should volunteering experience, skills accreditation and initiatives. Once the course is completed you will know how to make your resume and covering letter more compelling, avoiding common mistakes and emphasizing positives with action words.

JEWISH AMERICAN HERITAGE MONTH: EMBRACE, EDUCATE, EMPOWER

JEWISH AMERICAN HERITAGE MONTH (U.S.)

Course Description:

7(m) Since they first arrived in 1654 in New Amsterdam, Jewish Americans have made significant contributions to American history and culture. One specific time of the year to celebrate Jewish Americans is during Jewish American Heritage Month (JAHM). In this course, you'll learn the significance and origins of JAHM. You'll also be introduced to influential Jewish Americans who have made an impact on U.S. history. By the end of this course, you'll be able to identify ways to participate in the celebration with respect. The OpenDoors Celebrations Series builds opportunities to learn about, recognize, and celebrate a diverse range of holidays and observances. These courses help foster and support inclusion, empathy, and allyship in both your work environment and community.

NATIONAL JEWISH AMERICAN HERITAGE MONTH

Course Description:

2(m) A monthly program designed to celebrate our many differences. This communication tool highlights National Jewish American Heritage Month. This occurs every year during the month of May

INTERNATIONAL HOLOCAUST REMEMBRANCE DAY

Course Description:

8(m) During the Holocaust, which occurred from 1941 to 1945, an estimated six million Jewish people and their supporters were killed by the Nazi regime. International Holocaust Remembrance Day commemorates the lives that were taken during the Holocaust and honors the culture and history of Jewish people around the world. Learning about and observing days that bring awareness to significant historical events is one way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll learn about the history of the Holocaust and some influential Jewish people who survived this atrocity. After this course, you'll be prepared to commemorate this day in your community.

LIFE LESSONS FROM THE GREAT BOOKS: JOSEPHUS-HISTORY OF THE JEWISH WAR

Course Description:

31(m) Focus now on the final universal theme of the course: patriotism. Come to see History of the Jewish War by the historian Flavius Josephus as a moving lesson in the human love of freedom. To fight and die in the noble cause of freedom, you learn, should never be considered a defeat. This lecture is from Life Lessons from the Great Books. For every important moment in your life, there is a Great Book that can give you a unique perspective on the experience. In Life Lessons from the Great Books, master storyteller and veteran Teaching Company Professor J. Rufus Fears shows you how some of Western civilization's greatest literary masterpieces can

provide you with guidance and consolation. Every book you explore in this course—from the Odyssey to Hamlet to Animal Farm—is a unique expression of the human spirit. They provide you with a wealth of insight into aspects of life, from how to conduct yourself in times of trouble to appreciating the simple moments in life. Rich in historical perspective, these 36 lectures reveal the many relevant insights in these enduring works of literature.

JUNETEENTH: EMBRACE, EDUCATE, EMPOWER

TRAINING BRIEFS EMBRACING OTHER CULTURES: JUNETEENTH

Course Description:

5(m) Understanding standing and embracing other cultures is a key part of creating an inclusive workplace free of bias and stereotypes. This course provides an overview of the African American holiday – Juneteeth. Juneteenth honors the end to slavery in the United States and is considered the longest-running African American holiday. On June 17, 2021, President Joe Biden declared Juneteenth an official federal holiday. Celebrating Juneteenth typically offers a wide range of activities – from public readings of the Emancipation Proclamation to singing traditional songs and reading the works of famous African American writers and poets. Other Juneteenth celebrations often include street fairs, cookouts, family reunions, park parties, historical re-enactments and Miss Juneteenth contests. Red food and drinks are also a common feature of the Juneteenth holiday as a symbol of the blood that was shed by slaves.

JUNETEENTH

Course Description:

10(m) Discover Juneteenth's historical significance, contemporary relevance, and enduring impact, fostering conversations on social justice and encouraging community participation in celebrations.

EXPLORING JUNETEENTH

Course Description:

35(m) Welcome to "Exploring Juneteenth: Embracing Freedom and Equality." In this engaging micro-course, we will delve into the historical significance, cultural impact, and enduring relevance of Juneteenth. Join us on a journey to deepen your understanding of this important commemoration and its profound implications for American history and society.

JUNETEENTH (U.S.)

Course Description:

8(m) You're probably aware of the Fourth of July, which is a celebration of liberty and independence for Americans. But did you know that there's another holiday that celebrates freedom and independence? Learning about and celebrating cultures different from your own is a way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll receive an overview of the significance and origins of Juneteenth, a holiday which celebrates the official end of slavery in the U.S. You'll also learn how educating others on Juneteenth can foster inclusivity in your community. By the end of this course, you should be able to identify ways to participate in this celebration.

LEADERSHIP ESSENTIALS

LEADERSHIP SINS: MICROMANAGEMENT

Course Description:

10(m) A good leader cannot be a control freak. Don't feel you have to make all the decisions just because you are the leader. Involve your team in important decisions or delegate to them. Give your team the space to breathe - a sense of autonomy is a great motivator.

LEADERSHIP SINS: DITHERING

Course Description:

10(m) A good leader is not a ditherer - make a quick decision when the situation demands it. Don't be autocratic - involve others as needed. Be open to modify your decision if better information becomes available.

LEADERSHIP SINS: VANITY

Course Description:

10(m) A good leader is not vain. Be confident about your strengths but aware of the room you have to improve as a leader. Be open to feedback from others about your role as a leader, and give credit to all those who contribute to successful performance.

LEADERSHIP SINS: AVOIDING CONFLICT

Course Description:

10(m) A good leader is not afraid of conflict. Gather up the courage to tackle conflict swiftly - if you ignore the situation it will only get worse. Remain calm and focus on the issues.

LEADERSHIP SINS: BEING LOVED

Course Description:

10(m) A good leader is not desperate to be loved, so be prepared to make decisions that provide the best solution to a problem. Accept that you cannot be loved by everybody - this is one of the challenges of leadership. Look to improve the negative effects for adversely affected parties but without compromising the decision.

PRACTICAL LEADERSHIP: DEAL WITH PROBLEMS

Course Description:

10(m) Be prepared to deal with problems. When the chips are down, it's you, the leader, who has to deal with the situation - don't try and shift the blame down the line. When things go well, it's the person who's done the job that takes the credit. Find out what happened, why it happened and put it right.

PRACTICAL LEADERSHIP: COMPLETE GUIDE TO GREAT LEADERSHIP

Course Description:

33(m) Do YOU have what it takes to be a leader? In this class we'll take a deep dive into what makes great leaders so special. What characteristics do the people that reach the top of organisations exhibit? What makes them so special? Why do people follow their mission? How do they inspire others to be at their natural best? We'll look at 18 characteristics that make great leaders who they are. We'll explore subjects such as - The Leadership Mission - Emotional Intelligence - Empowerment & Psychological Safety - Inspiration & Creativity - Coaching - Honesty & Integrity - The Strive for Perfection - Perspective & Equanimity At the end of this course you'll have a clear picture of how great leaders operate and you'll have the ammunition to be able to develop your own skills and boost your own chances of making it as a leader in your organisation. The course is fast paced, easy to consume, narrated with clear messages.

EMOTIONAL INTELLIGENCE

Course Description:

30(m) You might think work is not the place for strong emotions. That it's a place to be professional and in control. Yet in fact, emotions are everywhere and your workplace is an intensely emotional place, even if you don't yet recognise it. Research shows that emotional intelligence is perhaps the most important factor in academic success, job performance, and life

success. It's even considered more important than IQ! This course will help you to understand emotional intelligence, both internally and externally.

ETHICS FOR MANAGERS

Course Description:

1(h) 30(m) Every company has an obligation to itself and the public to make sure its managers understand the meaning of business ethics. This course provides essential training for managers. They will learn how their decision-making during ethical dilemmas can affect their organization, for better or worse, and how to use a 5-step process to resolve ethical dilemmas successfully. Discover how to promote ethical behavior from the top down, starting by knowing their own responsibilities when it comes to business ethics. They will also learn the difference between ethics, values and compliance, and the role of each in different workplace situations. This course comes complete with real-life case studies, engaging learning activities and bookmarking. A Certificate of Completion is awarded upon successful completion of a final test.

CREATIVITY AND INNOVATION

Course Description:

10(m) Give your team time to think, before you meet. Create a safe space for sharing, and don't allow ideas to be shot down. Look for opportunities to combine ideas and create new and better ones.

IMPROVE DECISION-MAKING

Course Description:

6(m) Too often leadership and management are involved in decisions that could be made without their input. This costs companies valuable time, progress, and productivity. Learn simple techniques to improve your decision making processes while empowering your teams, expediting your timelines, and freeing up valuable time for everyone.

MANAGING TEAM DEVELOPMENT

Course Description:

10(m) Teams are groups of individuals who have come together under a common goal. For a team to function well, the members must develop personal relationships with each other, and as we all know, relationships do not happen overnight. There is a series of phases that happen before people make that kind of connection with each other. It is part of your job to guide and develop these connections.

THE MANAGER'S ROLE DURING CHANGE

Course Description:

21(m) Change management comes in many shapes and forms – both big and small. This lesson will help you define change management, identify the need for it, and discover your role as a change leader.

INSPIRATIONAL LEADERSHIP

Course Description:

30(m) Inspirational Leadership is a course that defines and demonstrates the behaviors, attitudes and strategies of outstanding leaders. This course provides real life video case studies following highly successful leaders in different industries demonstrating the six identified behaviors and actions of inspirational leaders. Once this course is completed, you will have learned how to lead by example, project passion, reach through to your people to help them reach both team and individual goals. You will discover the behaviors, attitudes and strategies of these outstanding leaders and gain insight into their passion and decision-making and how they reach goals and empower others, so you can implement these practical strategies and become an inspirational leader who builds a strong productive team.

4 WAYS TO BOOST YOUR LEADERSHIP SKILLS

Course Description:

30(m) President of Quinnipiac University, Dr Judy Olian has met many leaders. One of the qualities of a great leader, she believes, is authenticity. For this to occur, she tells Eve Ash, there must be self-awareness, awareness of how others perceive you, and willingness to absorb information, internalize it and use it. Other essential qualities are enabling team diversity, encouragement of and rewarding truth-telling, and maintaining a healthy balance between work and home, and pursuing physical, mental and emotional health.

VISION AND VALUES

Course Description:

30(m) Vision and Values is a course designed to demonstrate how to develop a powerful vision and values to motivate people and direct the business. In this course you will learn from real life video case studies of highly successful organizations demonstrating how they have established their vision and values and made them relevant to their businesses. You will learn how the vision is translated to each individual staff member and how values are embedded in the

culture and demonstrated with actions. Once this course is completed you will have practical strategies to develop a powerful vision and values to motivate others. You will have learned to present a powerful vision with clear goals, to personalize your vision, and to align people to the changing vision. You will have learned to develop meaningful values that are demonstrated with actions, and built into the culture.

4 WAYS TO BUILD ACCOUNTABILITY

Course Description:

30(m) Peter Quarry says accountability has two aspects: who you are accountable to and what you are accountable for. Being accountable is willingness to accept responsibility for performance, engaging in discussion and acting on suggestions for improvement. Learn how to enhance personal and group accountability, with Peter Quarry and Eve Ash's suggestions including 360-degree accountability, accurate information, being collaborative and agreeing on remedial action.

HOW TO GUIDE YOUR TEAM THROUGH CHANGE

Course Description:

15(m) How to Guide Your Team Through Change is an audio-only course. Nothing is certain except death, taxes, and change. Change is inevitable, it comes for us in all aspects of our lives, and when you're managing a team, you are watching it affect not only yourself but also those who work around you. In this audio course, we teach you how to help you manage change effectively, how to motivate and guide your team through change.

LIBRARY SAFETY

SAFE PLACE

Course Description:

15(m) In this course, you will learn more about the Metropolitan Library System's participation in the Safe Place program and the Safe Place procedures in place for serving guests who need this service.

SITUATIONAL AWARENESS TRAINING

Course Description:

20(m) This training includes the Situational Awareness video and checklist and is assigned to new staff to complete within their first few weeks at MLS. This training is to set the

foundational knowledge for Situational Awareness and to assist you in becoming more aware in your environment, not just at work, but also in your everyday life.

CODE ADAM TRAINING

Course Description:

30(m) The Metropolitan Library System (MLS) serves guests of all ages at our library locations. This course is designed to provide MLS Staff with knowledge and resources to respond quickly and effectively to situations involving a missing child.

ACTIVE SHOOTER RESPONSE

Course Description:

20(m) In this lesson, employees will learn what an active shooter event is, who is at increased risk in an active shooter event, physiological reactions that can occur during an active shooter event, the planning, training, and preparation steps to survive an active shooter event, how to recognize an active shooter event, how to respond to an active shooter event occurring, what to do after an active shooter event occurs, and resources for additional information on preparation for an active shooter event.

FIRE SAFETY AND PREVENTION

Course Description:

25(m) Fire safety is essential in every workplace – fires start easily and spread quickly. Learn about how fire starts, and how to prevent and respond to a fire emergency, including the use fire extinguishers. This course also covers employers' legal requirements for fire safety and prevention.

FIRE EXTINGUISHER SAFETY

Course Description:

30(m) Fire extinguishers are an important safeguard against workplace fires. This 30-minute course will teach employees how to assess their environment and determine if conditions are favorable to use a fire extinguisher safely and successfully. The course will also cover how a fire extinguisher works, what type to use and the correct procedure for using one.

PERSONAL PROTECTIVE EQUIPMENT (PPE): HAND PROTECTION

Course Description:

10(m) When hand protection is recommended, failure to comply can result in serious injury. This course discusses high-level information on PPE gloves that's often included in regulatory requirements. We will teach you about various hazards that can injure unprotected hands, such as heat, cold, machinery, sharp edges and chemicals. The course also discusses the various kinds of gloves that are designed for specific uses. By the end of this course, you will know how to select the right kind of protective gloves for particular applications. Under OSHA, both you and your employer are responsible for adhering to requirements for worker hand protection. This course informs you of what to expect from your employer and how to select the right gloves for the job.

PERSONAL PROTECTIVE EQUIPMENT (PPE) FUNDAMENTALS

Course Description:

10(m) Depending on the work you do, you may be required to wear Personal Protective Equipment. This course provides the fundamental information you need about PPE commonly required by regulatory agencies. You'll learn about the various kinds of workplace hazards that workers face and why specific types of devices are available to provide protection to the head, eyes and face, ears, body, lungs and extremities. Under OSHA, both you and your employer are responsible for adhering to on-the-job safety requirements. This course informs you of what to expect from your employer and how to select the right PPE for the job.

BOX CUTTER SAFETY

Course Description:

5(m) In order to open packages and cut items of various materials, box cutters need to be kept sharp. In our Box Cutter Safety course, you'll learn how to properly handle such a sharp tool in order to avoid any accidents. There are obvious safety considerations and risks associated with using sharp tools, like cutting yourself or others. In this course, you will learn not only the proper way to handle a box cutter or utility knife, but the right way to clean, maintain and store them. You'll also learn things you should never do with these tools. This helpful course on Box Cutter Safety features a short video presentation with downloadable resources and a quick exam to test your knowledge.

LADDER SAFETY

Course Description:

16(m) Accidents caused by the misuse or mishandling of ladders are a common cause of workplace injuries and fatalities. This course teaches employees how to work safely with and around ladders. We'll discuss the common types of ladders and their associated hazards, safe

ladder practices, types of fall protection, and inspection requirements for ladders. Upon successful completion of this course, you'll have learned the requirements of ladder safety imposed by US government agencies, as well as the important terminologies surrounding ladder work.

COVID-19 – SAFE WORKPLACE PRACTICES

Course Description:

40(m) MLS requires all employees to follow safe workplace practices. As a result of COVID-19, we will be working with our guests and each other differently. This course has been created to provide you with the information and tools you need to practice safe work habits. If you have any questions, please contact Human Resources ~ 405-606-3739.

OFFICE ERGONOMICS

Course Description:

20(m) The goal of this lesson is familiarize office workers and their managers with the principles of ergonomics in order to help them reduce or prevent musculoskeletal disorders (MSDs).

SLIPS, TRIPS, AND FALLS

Course Description:

23(m) Slips, trips, and falls are a leading cause of workplace fatalities. Designed in accordance with OSHA safety requirements, this course helps employees identify hazards and stay safe in the workplace. You'll learn about the common causes of slips, trips, and falls, and how to identify hazards that may be present where you work. We'll review the different types of fall protection available, as well as the safety requirements for stairs and open elevations. Lastly, we'll discuss your impact on workplace safety, stressing awareness and proactive action. Upon successful completion of this course, employees will know how to prevent accidents and injuries caused by slips, trips, and falls.

HAZARD COMMUNICATION

Course Description:

20(m) Companies whose business activities involve the use of chemicals must have a written OSHA Hazard Communication Program to help employees identify and evaluate chemical hazards. In this course, you'll learn about the need for container labeling and various other required warnings. We'll also discuss Safety Data Sheets (SDS) and the worksite-specific training required to keep employees safe. You'll learn about the possible effects of exposure to

hazardous chemicals and the safety precautions that should be exercised to prevent such exposure. This OSHA-compliant course recognizes a recent Globally Harmonized System of Classification and Labelling of Chemicals (GHS) update. Successful completion will help employees recognize and understand the requirements of their own company's hazard communication program, and how to use SDS and chemical labels to identify and evaluate chemical hazards.

BLOODBORNE PATHOGENS (BBP)

Course Description:

20(m) This lesson will teach you to minimize your risk of exposure to bloodborne pathogens in the workplace as well as how to respond to a potential exposure.

LOCKOUT/TAGOUT (LOTO)

Course Description:

20(m) The goal of this lesson is to provide awareness level training for all employees about the existence of hazardous energy sources; the isolation of those energy sources during certain maintenance and repair activities; and the communication and control procedures that limit access to those energy sources through the use of tags and locks.

BACK SAFETY AND INJURY PREVENTION

Course Description:

20(m) The purpose of this lesson is to familiarize individuals who have physically demanding jobs (e.g. manufacturing, warehouse, hospitality, and trade workers) with the principles of back safety and injury prevention in order to help them reduce or prevent work-related back injuries. There are many reasons for employers to be proactive in reducing worker injuries, which may account for lost time, decreased productivity, and a lower quality of work.

MAKERSPACE ESSENTIALS

CANVA 2.0 FOR LIBRARIES

Course Description:

60(m) Based on the webinar Canva and Design for Libraries: Learn Page Layout and Social Media Design, this workshop focuses on page layout design, learning to format your design for social media, flyers, and posters, and formatting for the web vs. print. This training session is a tutorial, focusing 100% on Canva with the most common design and layout topics, and is ideal

for beginner-intermediate learners. It is open to all library professionals, focusing on those who are charged with marketing and design for their library. You will learn how to: Design for the web vs. print Design flyers Design for social media with motion effects in Canva Design consistently across formats for marketing.

BUTTON MAKING – SMALL SPRING BACK PINS

Course Description:

2(m) Learn how to make a Spring-back button, like a 1" button, that has a spring lock pin in the back.

DIVERSITY, EQUITY & INCLUSION IN MAKERSPACES

Course Description:

1(h) 30(m) This tutorial is designed to establish a shared understanding of the concepts of equity, diversity, and inclusion and how they relate to makerspaces. We've asked librarians from across Idaho to share what they've learned about considering inclusivity and equity while developing makerspaces or providing library services to underserved groups.

MANAGEMENT STYLES

TYPES OF MANAGEMENT STYLES IN AN ORGANIZATION

Course Description:

10(m) Every manager has his or her own different style. Although some styles are consistently more effective than others, there is a time and a place for everything—and there is a situation for each kind of management. If you are aware of the different ways of managing your team, you will be able to approach each situation in the way that will make your style and solutions as effective as possible.

APPLYING MANAGEMENT STYLES IN AN ORGANIZATION

Course Description:

5(m) This course discusses the proper application of different management styles within an organization by examining Ken Blanchard’s Situational Leadership Model.

MANAGERIAL COURAGE: 05. DETERMINING YOUR MANAGEMENT STYLE

Course Description:

12(m) In the elearning course, Determining Your Management Style, we will review various management styles and how they work with different personality types you may encounter on your team. We review the pros and cons of Directive, Authoritative, Affiliative, Participative, Pacesetting and Coaching styles, and look at some concrete examples of management styles best suited to different situations. Part of the series called Managerial Courage, this course includes a video lesson, downloadable student materials and a short online quiz to check your comprehension of the subject.

DEVELOPING YOUR LEADERSHIP STYLE

Course Description:

13(m) Are you ready to boost your leadership style so that you leave a lasting impression? In this course, you'll explore how values form the foundation of leadership styles. You'll also identify your unique approach through a leadership style checklist. Finally, you'll learn how to enhance your communication strategies to lead in a range of situations. After this course, you'll have techniques to master personal influence for success in any professional setting. This course is part of the Leadership Pocketbook series, a series that provides leaders with tips and techniques to inspire, influence, deal with change, and achieve objectives.

LEADERSHIP STYLES QUIZ

Course Description:

7(m) Everyone has a different style of leadership. So how will you lead your team? Find out your dominant leadership style, and when to use it, with this quiz.

MANAGERIAL SKILLS: BUDGETS

BUDGETING ESSENTIALS: MANAGING INVENTORY

Course Description:

3(m) In this course, we'll discuss the three keys for creating an inventory budget: sales forecasts, vendors, and internal inventory controls. We'll also touch on identifying company weaknesses in order to plan and implement solutions for improvement. The seventh course in our Budgeting Essentials series, this course includes a short and engaging video, downloadable and printable notes for a quick review of key facts, and a short exam to test your knowledge. Take this course along with others in the series to learn more about the workings of company budgets.

FINANCE FOR MANAGERS: CREATING AND MANAGING A BUDGET

Course Description:

8(m) Managing and tracking income and expenses are a part of every manager's job, and this means creating a budget. In this course, We'll discuss why a budget is necessary, how to prepare and analyze one, and how you can use your budget to forecast future income and expenses.

BECOMING A MANAGER: YOUR FIRST PROJECT BUDGET

Course Description:

6(m) In this course, we'll look at how to create and manage an effective project budget. By mastering these skills, you'll be able to monitor projects efficiently and learn from each project you complete. If it's a project for an external client, you'll need to create a project budget, so you know how much to charge the client, and whether the project is profitable. If you're running an internal project, a budget may not be required, but it might still be useful to create one. A budget helps you to estimate the cost of your project, and how long it will take. It also provides a baseline from which you can measure progress. On this course, we'll look at how to create and manage an effective project budget.

BASICS OF BUDGETING

Course Description:

2(h) Of fundamental importance to all businesses, this finance course will help you understand the importance of creating a sound budget, as well as how to go about constructing one. The course explains what a budget is and how one is developed, used and influenced. It touches on a number of other important subjects, including different types of expenses that need to be included in your budget and how budgeting has evolved to meet the changing conditions of the economy and technology. Clear communication methods include a mix of text and audio narration. Short quizzes are distributed throughout the course to test your understanding of the material, and a Certificate of Completion is awarded when you pass the final test. In order to obtain a course certificate for NASBA CPE credits, please email info-nasba@opensesame.com with the following information: Learner name: Course title: Completion date: Course type: (online self study course)

CREATING AND PRESENTING OPERATIONAL BUDGETS

Course Description:

15(m) The financial picture of an organization has implications for daily and future decisions to keep the business moving forward. In this lesson, you will learn to review the elements of a budget and to present them effectively.

FINANCIAL SKILLS: FINANCE FOR NON-FINANCE MANAGERS

Course Description:

35(m) Finance doesn't have to be overly complicated. In this introductory course, you'll learn key financial concepts that will build your confidence and help you navigate in the business world. In clear and simple language, this course will teach you the basics of finance, including the accounting equation, cash flow, income statements, and ratio analysis. Each section of the course focuses on a different aspect of finance management, and you can choose to either complete the entire course or pick and choose the sections that are most relevant to you.

MANAGERIAL SKILLS: CHANGE MANAGEMENT

THE MANAGER'S ROLE DURING CHANGE

Course Description:

21(m) Change management comes in many shapes and forms – both big and small. This lesson will help you define change management, identify the need for it, and discover your role as a change leader.

CHANGE MANAGEMENT (GLOBAL)

Course Description:

10(m) Remember how you used to spend your weekends? Heading over to Blockbuster to rent the latest movie on tape, and cuddling up on the sofa with overpriced popcorn and snacks? Sure, we're nostalgic about it, but it was all a bit rubbish really, having to rewind those cassettes and rushing back to the store to try and avoid those late fees. Times change. It's something that we can't stop, even if we wanted to. The rapid advances in technology and changes in attitudes and behaviours mean that you have to adapt to survive, or sink. Many businesses fall by the wayside because they weren't able to manage their change effectively. This short course has been designed to boost your ability to handle change effectively. Spend a few minutes with us and see how you can help your company change with the times.

EMERGING LEADERS: HOW TO EMBRACE CHANGE WHEN NECESSARY

Course Description:

10(m) Change is a natural element of every business, and the best leaders spend more time embracing change than fighting it. This video course will showcase several sentences you might be saying that could be getting in your way, and you'll see a great business example of what happens when you refuse to change. Another training course from The Jeff Havens Company, where we provide serious solutions in a seriously funny way.

CHANGE MANAGEMENT – COPING WITH CHANGE

Course Description:

25(m) This course is designed to help you, as an employee or manager, to contribute more effectively to your team by utilizing strategies and tips on coping with change. The techniques will make it easier to cope with change in many workplace situations, including identifying your own reactions as well as those you may manage.

CHANGE MANAGEMENT: CHANGE BEHAVIORS

Course Description:

4(m) Change Management: Change Behaviors is our second course on the phases of change. In the first course, we learned that your response to change is driven by how the change impacts you. This time around, we'll discuss the three categories that people typically fall into when presented with change. There are those who like to lead change, some who'd rather wait and see what happens with change and those that resist it altogether. Those three categories are not static – we can all recall a time when we fell into each of them. This course helps you think about change from a positive viewpoint so you can cope with change well. Discover how to avoid being a victim of change and how to become a part of the intended solution instead. The course includes a downloadable overview of completed course content and a post assessment to test your comprehension.

INSPIRATIONAL LEADERSHIP

Course Description:

30(m) Inspirational Leadership is a course that defines and demonstrates the behaviors, attitudes and strategies of outstanding leaders. This course provides real life video case studies following highly successful leaders in different industries demonstrating the six identified behaviors and actions of inspirational leaders. Once this course is completed, you will have learned how to lead by example, project passion, reach through to your people to help them reach both team and individual goals. You will discover the behaviors, attitudes and strategies of these outstanding leaders and gain insight into their passion and decision-making and how

they reach goals and empower others, so you can implement these practical strategies and become an inspirational leader who builds a strong productive team.

LEADING AND MANAGING CHANGE

Course Description:

5(m) In this course, you will be able to understand the art of making the decision to institute changes is not always easy. Being prepared, planning well, and being surrounded by a good team will make that decision a lot easier. Define all the concepts of preparing and planning. Describe needed components to develop a change management and communications plans, and to list implementation strategies. Identify delegation, which is communicating and providing feedback are the keys to successful delegation; make sure your team understands this.

MANAGING RESISTANCE TO CHANGE

Course Description:

20(m) A manager's role turns into a leadership role during times of change. In this lesson, you will learn specific communication tactics to drive change and leadership actions to address employee doubts about change. This will enable your organization to gain a competitive edge over other organizations that struggle with internal change resistance.

MANAGERIAL SKILLS: DELEGATION

UNDERSTANDING DELEGATION

Course Description:

13(m) At some point, every manager will have to entrust their team members with tasks that meet the manager's goals and objectives. The process of assigning tasks is called delegation. This course is part of the Delegation Pocketbooks series, a series that reveals how to save time, improve results, and increase job satisfaction with successful delegation. In this course, you'll learn the purpose of delegation, some types of delegation, and when delegation may not be appropriate. After taking this course, you'll be able to determine whether you're ready to start delegating and if you're not, what misconceptions you need to overcome to get there.

DELEGATION BENEFITS AND BARRIERS

Course Description:

13(m) Despite the need for delegation, many managers find it challenging to ask others to take on their tasks. To effectively delegate, a manager must identify their personal barriers and work to overcome them. This course is part of the Delegation Pocketbooks series, a series that reveals how to save time, improve results, and increase job satisfaction with successful delegation. In this course, you'll learn the benefits of delegation for both the delegator and the person being delegated to. You'll also learn the common barriers to effective delegation, including being highly organized or being highly disorganized. By the end of this course, you will be able to identify any barriers preventing you from experiencing the benefits of effective delegation.

THE DELEGATION PROCESS

Course Description:

13(m) Delegating involves more than just assigning someone a task and hoping for the best. It's a multi-stage process that requires careful consideration and planning. This course is part of the Delegation Pocketbooks series, a series that reveals how to save time, improve results, and increase job satisfaction with successful delegation. In this course, you'll learn how to select the right tasks for delegation and how to identify the right person for the job. You'll also learn how to support the person during the task and once the task is completed. By the end of this course, you'll be able to implement a process for effective delegation that benefits you and your team..

DELEGATION SKILLS AND STYLES

Course Description:

14(m) The delegator sets the tone for the delegation experience from the moment they brief the person taking on the task. To set the right tone, you need the right communication and management skills. This course is part of the Delegation Pocketbooks series, a series that reveals how to save time, improve results, and increase job satisfaction with successful delegation. In this course, you'll learn tips for how to effectively communicate throughout the delegation process. You'll also learn the benefits and drawbacks of common briefing styles and the most effective style to use when managing the delegation process. At the end of this course, you'll be ready to implement the skills needed to make your next delegation a rewarding experience for you and your delegate.

DELEGATION, GOAL SETTING, AND MONITORING

Course Description:

13(m) When you delegate a task, your delegate and the task outcome will benefit from a monitoring system that includes goal setting, check-ins, proactive problem solving, and risk

mitigation. This course is part of the Delegation Pocketbooks series, a series that reveals how to save time, improve results, and increase job satisfaction with successful delegation. In this course, you'll learn how to set SMARTER goals to help your delegate successfully complete a task. You'll also learn tips for monitoring progress and dealing with issues and strategies for minimizing risk during the delegation process. By the end of this course, you'll be ready to set-up a task monitoring system that sets your delegates up for success.

COACHING THROUGH DELEGATION

Course Description:

14(m) When you turn a delegated task into a coaching opportunity, you increase the benefits of the delegation process. Coaching as you delegate improves your relationship with your team and fosters the team's growth. This course is part of the Delegation Pocketbooks series, a series that reveals how to save time, improve results, and increase job satisfaction with successful delegation. In this course, you'll learn the skills and strategies needed to turn the delegation process into a coaching opportunity, including the Push and Pull coaching strategies. You'll also learn the importance of feedback and recognition when coaching through delegation. By the end of this course, you'll be ready to maximize the benefits of delegation through an informed coaching strategy.

MASTERING DELEGATION AS A MANAGER

Course Description:

10(m) Mastering Delegation as a Manager is a microlearning segment of the Transitioning into Your New Manager Role course. This course presents best practices when delegating tasks as a manager.

MANAGERIAL SKILLS: GIVING AND RECEIVING FEEDBACK

HOW TO GIVE FEEDBACK

Course Description:

20(m) This short course explains how to use an appreciative enquiry approach to provide regular, honest feedback that enables your staff to grow in confidence and make sustainable improvements to their performance. Giving feedback is an essential part of supporting staff development in the workplace and creating a learning culture. Feedback helps to develop both individuals and teams by raising awareness of their strengths and highlighting areas where improvement may be needed. Although giving honest and effective feedback might seem straightforward, there are some basic steps that can help to give people the confidence they

need to make sustainable positive changes. This micro-course looks at how to use the appreciative enquiry model to give regular, constructive feedback in a way that stimulates development and motivation, and shows how anticipating likely responses to feedback can help us to pitch key messages at the most appropriate level.

GIVING AND RECEIVING FEEDBACK

Course Description:

22(m) As a manager, one of your more critical new responsibilities will be to give your employees feedback on their performance. In this lesson, you will learn specific tools and tips that will enable you to provide and receive effective feedback to continuously improve your team and organization.

MANAGERS: HOW TO GIVE POSITIVE AND CONSTRUCTIVE FEEDBACK

Course Description:

10(m) By the end of this training course, you will be able to provide positive and constructive feedback to enhance your team members' motivation and performance. You will know how to adapt to the situations of your team members. Put yourself in the characters’ shoes and help them solve practical problems.

GIVE FEEDBACK THAT GETS RESULTS

Course Description:

40(m) Refine your methods for providing employee feedback with this insightful training course outlining strategies for delivering feedback that is courteous but still highly effective. In this course, you'll learn how to lay the foundation for offering constructive feedback by developing a routine of on-going positive feedback. Learn why criticism without suggestions for improvement is bound to fail, and discover expert tips for reinforcing a job well done and encouraging improvements in performance.

PERSONAL DEVELOPMENT: MAKING SENSE OF FEEDBACK

Course Description:

6(m) Feedback is a great tool for improving your job performance and determining what your strengths are. It's also a good way to recognize development opportunities. In Personal Development: Making Sense of Feedback, you will learn how to read feedback reports effectively to determine which feedback you should heed and how to use feedback ratings to enhance your performance. You will also learn to recognize, from feedback, where your

strengths lie so you know what areas to cultivate to your advantage. You'll learn how to tell where you're at in your profession so you can make strides in becoming better and stronger. This course is taught through an engaging narrative video with helpful graphics. You'll also get access to a student workbook and resources to refer back to when needed.

THE EFFECTIVE LEADER'S GUIDE TO RECEIVING FEEDBACK

Course Description:

30(m) Do you look at feedback as a positive or a negative thing? The truth is, it can be both depending on how it is delivered and how it is received. Feedback is a give and take experience. It is a valuable part of improving business processes, products, services, and even your own personal growth. How you, as a leader, receive that feedback sets the stage for either continued feedback, or no feedback at all. In this course you will learn how to graciously and effectively receive feedback in a way that gets results. You will also learn about the "feedback filter" and how to create a valuable feedback rich environment in your company, division, or team.

PERSONAL DEVELOPMENT: ASKING FOR FEEDBACK

Course Description:

7(m) Getting regular feedback on the job is a wonderful tool. Unfortunately, most businesses only offer employee feedback once or twice a year. In Personal Development: Asking for Feedback, you will learn the benefits of regular feedback, how to ask for it, and how to use the information you receive to improve your work performance. You'll also learn who to ask for feedback, and how to make it easy for them to offer constructive and helpful information. Ongoing feedback may help improve your job performance and encourage personal development. This course features an engaging video narration as well as additional student handbook materials for review and continued reference.

ASKING YOUR MANAGER FOR FEEDBACK

Course Description:

11(m) One of the most important things you can do as an employee is to get feedback from your manager. However, not every manager gives feedback as consistently as you or the organization may like. This is particularly true if there are no well-defined, structured methods for giving feedback. In this lesson, we'll explore some tips for requesting feedback from your manager and how to make sure that you're getting the most out of the process. The course is designed for use on desktop, laptop, mobile and tablet.

ASKING FOR FEEDBACK ABOUT ONESELF

Course Description:

10(m) Staff often find it difficult to give feedback, especially critical feedback, to their managers. Ask: "What do I do that helps you perform well?" and "What could I do differently to help you perform even better?" to encourage staff to give feedback. It's also important to identify the best timing to ask these questions.

MANAGERIAL SKILLS: PERFORMANCE DEVELOPMENT CONVERSATIONS

PERFORMANCE DEVELOPMENT CONVERSATIONS

Course Description:

8(m) Sporadic and unstructured performance reviews can be ineffective and, even worse, are often counterproductive to the one thing they are intended to manage…performance. But there is a proven, better way to manage performance. It’s the constant development of performance between a manager and their direct reports. This technique is called performance development. In this course we'll look at how to structure effective and regular performance development conversations. This short standalone microlearning module will take around 8 minutes to complete, contains a multiple choice quiz and is designed for use on desktop, laptop, mobile and tablet.

MANAGING EMPLOYEE PERFORMANCE

Course Description:

30(m) This program is part of the New Management Fundamentals Series. The overall goal of this program is to enable managers to learn and apply a practical approach to managing the performance of employees in a way that will achieve organizational results while enhancing the development and engagement of employees. Our performance management process is designed to get past the traditional annual performance plan and presents tools, templates and skills that reflect the current reality managers are facing -- dynamic, fast moving, complex, team-based, and cross-functional. Learners will complete each stage of the process, understand the management skills required to put it into practice as well as identify future opportunities for development. This course has an assessment which may be required for a certificate to be generated. This course aligns with the CAP Body of Knowledge and should be approved for 0.5 recertification points under the Operational Functions content area. Email info@intellezy.com with proof of completion of the course to obtain your certificate.

ESTABLISHING PERFORMANCE GOALS AND EXPECTATIONS

Course Description:

60(m) Your employees perform best when they know exactly what's expected of them. This course for managers will help you to establish ambitious yet achievable benchmarks for your employees. Discover how to create effective performance goals with clear measurement criteria that will help your organization meet its objectives. Then, you will learn how to refine the goals and expectations by tailoring them to the employee. Lastly, you will learn how to evaluate the employee's performance and provide feedback and support. This narrated course includes links to supporting information, exercises and quizzes for an engaging learning experience. It also includes handy printable checklists, plans, and measurement tables to stay organized and on track. Take the final exam at the end of the course to earn a Certificate of Completion. In order to obtain a course certificate for NASBA CPE credits, please email info-nasba@opensesame.com with the following information: Learner name: Course title: Completion date: Course type: (online self study course)

PERFORMANCE REVIEWS FOR MANAGERS: CONDUCTING A PERFORMANCE REVIEW

Course Description:

6(m) Preparation for a performance review is just as important on the manager's side as it is for the employee, which is why we created our Effective Performance Reviews: 04. Effective Performance Reviews for Managers course. In this helpful course, we talk about how to conduct an effective performance review that is a positive experience for all involved. By meeting with your employees on a regular basis, ensuring they understand expectations, creating or leveraging an existing work plan, and assigning a self-assessment, you can make the review process easier and more enjoyable. By providing specific praise and areas of improvement, you can rest assured that your employee will leave the review with a good sense of where they stand. This course is part of our Effective Performance Reviews series. It includes a short video and useful student materials for future reference.

DOCUMENTING PERFORMANCE: TIPS TO MAKE PERFORMANCE REVIEWS A BREEZE

Course Description:

5(m) Learn to make your performance reviews easier and more effective in this elearning course, Tips to Make Performance Reviews a Breeze. In this course we will review how, by maintaining detailed notes about an employee's performance over the year, you will have a solid basis for a thorough review. We will also touch on how this is especially important should a promotion or termination be on the table. This course will review handwritten vs. electronic

records, how to store your information and organize it for quick and easy reference. Part of the series Documenting Performance, this course includes a video lesson, downloadable student materials and a short online quiz to check your comprehension.

DOING PERFORMANCE REVIEWS

Course Description:

1(h) 30(m) Conduct effective performance reviews to build strong relationships with your staff, improve employee productivity and help your organization reach its objectives. This course provides an introduction to the performance management and improvement cycle and discusses the value and objectives of performance reviews. You will learn the steps involved in preparing for your review and how to assist your employees in doing the same. You will also discover how to set a baseline to objectively evaluate your employees, and provide ongoing feedback to encourage their future achievement. This course includes audio narration, learning activities and quizzes for an engaging learning experience. Video examples of performance reviews in action help clarify key concepts. Take the final exam at the end to earn a Certificate of Completion. In order to obtain a course certificate for NASBA CPE credits, please email info-nasba@opensesame.com with the following information: Learner name: Course title: Completion date: Course type: (online self study course).

COMMUNICATING A LOW PERFORMANCE REVIEW

Course Description:

10(m) In this video course, you will learn how to communicate a low performance review. We'll discuss the need for proper documentation as well as providing a roadmap for success so that this situation does not recur in subsequent review cycles. Handled correctly, this ‘difficult’ conversation doesn’t have to be difficult at all. Another training course from The Jeff Havens Company, where we provide serious solutions in a seriously funny way.

COACHING FOR IMPROVED PERFORMANCE

Course Description:

60(m) Lead your team to success and create a positive, motivating work environment using the employee coaching techniques outlined in this instructive training course for managers. With the Coaching for Improved Performance course, you will learn five steps to effective coaching designed to enhance productivity and quality of work. you'll also discover the Pygmalion approach to communicating high expectations and how to implement both formal and informal recognition strategies to boost morale. This course features a convenient modular structure you can work through at your desired pace. The modules include a series of demonstrative

videos, in-line quizzes, interactive activities, and links to additional content, for an engaging learning experience. Take the final online test to review the expert coaching methods outlined in the course and earn a certificate of completion. In order to obtain a course certificate for NASBA CPE credits, please email info-nasba@opensesame.com with the following information: Learner name: Course title: Completion date: Course type: (online self study course)

LEVERAGING FEEDBACK TO STRENGTHEN EMPLOYEE COMMITMENT

Course Description:

20(m) Receiving feedback has a negative connotation associated with anxiety and fear. But feedback can be a powerful way to strengthen commitment, improve performance, and resolve problems with difficult employees.

COACHING THE HIGH PERFORMER

Course Description:

5(m) Coaching a high-performing employee is one of the most enjoyable aspects of being a leader. But, it requires sensitivity or it can become like walking the razors edge between encouraging them to do more and pushing them too far. The last thing you want to do with a high-performer is push them so far that they burn out or mentally check-out. But your job as a leader is to get the most and the best from ALL your people…your most valuable resource.

GOAL SETTING FOR MANAGERS

Course Description:

28(m) This program is part of the New Management Fundamentals Series. The overall goal of this program is to enable managers to learn and apply a practical, management-centric goal setting process. A process that is designed to reflect the current reality managers are facing -- dynamic, fast moving, complex, team-based, and cross-functional. Upon completion, each learner will have completed the process as well as identified future opportunities for development. This course has an assessment which may be required for a certificate to be generated. This course aligns with the CAP Body of Knowledge and should be approved for 0.5 recertification points under the Operational Functions content area. Email info@intellezy.com with proof of completion of the course to obtain your certificate.

MANAGERIAL SKILLS: TEAM BUILDING

TEAM BUILDING ACTIVITIES FOR PERFORMING TEAMS

Course Description:

12(m) It takes time for team members to become comfortable enough to collaborate and offer constructive feedback. As a leader, your goal is to help your team reach and stay at this Learning or Performing stage of development. This course is part of the Team Building series, a series designed to help leaders improve the performance of their teams with team building activities at every stage of team development. In this course, you'll learn the traits of a team in the learning or performing stage, the leadership style that works best, and tips for optimum team building. After taking this course, you'll have three activities you can use to maintain your team's strength and performance.

TEAM BUILDING ACTIVITIES FOR ESTABLISHED TEAMS

Course Description:

13(m) In the understanding stage, established teams are more cooperative and trusting of each other, but there are specific challenges you must understand to help your team move through this stage. This course is part of the Team Building series, a series designed to help leaders manage their teams with team building activities at different stages of team development. In this course, you'll learn characteristics to identify in a team in the understanding stage and techniques that work best for managing a team during this stage. At the end of this course, you'll take away three activities you can use with your team for building communication and problem-solving skills to prevent your team from losing their momentum and plateauing.

TEAM BUILDING ACTIVITIES FOR CHALLENGED TEAMS

Course Description:

12(m) As team members become more comfortable, team dynamics may shift in negative direction. During this "angry" or storming stage of development, strong leadership is required to move challenged teams to a more productive stage of development. This course is part of the Team Building series, a series designed to help leaders improve the performance of their teams with team building activities at every stage of team development. In this course, you'll learn the traits of teams in the angry stage, and what management style works best to lead them. After taking this course, you'll have three activities to help your team move past their challenges into a stage that is productive and collaborative.

TEAM BUILDING ACTIVITIES FOR NEW TEAMS

Course Description:

13(m) To begin team building with a new team, especially if you are a new leader, you must understand the challenges of a team in the "polite" or forming stage of team development. This course is part of the Team Building series, a series designed to help leaders improve the performance of their teams with team building activities at every stage of team development. In this course, you'll learn the traits of teams in the polite stage and what team members need from their leaders at this stage. After taking this course, you'll have three activities you can use with your new team to promote collaboration.

THE VALUE OF TEAM BUILDING

Course Description:

13(m) Turning a group into a high-functioning team and maintaining that level of productivity requires team building. There are a variety of activities to help you grow your team, but to implement them, you need an understanding of team building and team development. This course is part of the Team Building series, a series designed to help leaders improve the performance of their teams with team building activities at every stage of team development. In this introductory course, you'll learn the importance of team building for the individual and the group and how team building and teamworking differ. You'll also learn the relationship between your leadership style and your team's developmental stage. At the end of this course, you'll have a deeper understanding of the foundations of team building and the role you play in your team's development.

TEAM BUILDING FOR LEADERSHIP SKILLS

Course Description:

13(m) You may have developed your leadership skills on your own or with the help of peers or your former managers. But now that you're a leader, your continued professional growth is linked directly to the team you manage. This course is part of the Team Building series, a series designed to help leaders improve the performance of their teams with team building activities at every stage of team development. In this activities-based course, you learn activities to improve your and your team's facilitation and presentation skills. You'll also learn coaching fundamentals to help you get the best from your team while giving them the best of yourself.

TEAM BUILDING STAGES

Course Description:

5(m) What makes up a good team? Well, that question is open to interpretation, but we will start with the first step in the team building process which is forming. It builds trust, mitigates conflict, encourages communication, and increases collaboration. Effective team building

means more engaged employees, which is good for company culture and boosting the bottom line. It can also be adventurous and enjoyable if you do it The storming stage is the most difficult and critical stage to pass through. It is a period marked by conflict and competition as individual personalities emerge.

TEAM BUILDING GAMES

Course Description:

5(m) Many studies show that we learn best through play, and that dedicated play time is vital for our mental and emotional health. Games offer a way to bring an element of play to the workday. Games are also a way to help break down barriers by adding a spark of fun. Team may decide on a less effective plan to complete the task for the sake of the team. It is essential that a team has strong facilitative leadership during this phase.

BUILDING HIGH PERFORMING TEAMS: THE 5 DYSFUNCTIONS OF A TEAM

Course Description:

15(m) Patrick Lencioni surmised that all team's have the potential to be dysfunctional. The Skillshub "The 5 Dysfunctions Of A Team" course looks at the five areas where this could happen. Once the course is complete, by knowing at what level the team becomes dysfunctional, it will allow you as a leader to review communication processes and ultimately assess the area where there is most concern.

MENTAL HEALTH

MANAGING STRESS IN THE DIGITAL AGE

Course Description:

33(m) Who Is The Course For? Professionals looking to make their digital world minimalistic and focus on what truly matters in life, People feeling stressed out from excessive smartphone/device use or experiencing the stress of social media, looking to make a lasting change for the better, Individuals who feel as if they spend too much time on their smartphones, to the point where it is negatively impacting their productivity, People who are experiencing symptoms of excessive blue light stress and exposure, Anyone looking to make their day richer with meaningful activities

RAISING RESILIENCY: BUILD TOLERANCE FOR STRESS

Course Description:

5(m) Learn how to build a stronger tolerance for stress. This course is designed to help you improve your stress tolerance skills in order to become more resilient. You will discover how moderate stress builds tolerance for stress. We will introduce you to a number of stress-relief techniques such as a "Worse Case Scenario Game" and a number of compartmentalization exercises. After completing this course, you will be equipped to manage stress more effectively. You will no longer find yourself carrying negativity from one situation to another, such as workplace stress spilling over into your personal life. These stress tolerance techniques will help you to improve your relationships and overall well-being.

MANAGING STRESS

Course Description:

30(m) Many of us experience stress in life, whether this is in the short term from one-off projects or long-term stress from a high-pressure career. Not only can this be profoundly unpleasant, but it can also seriously affect our health and our work. However, it is possible to manage stress, if you use the right tools and techniques. This course will show you how. It'll look at how to improve your mental and physical ability to process stress, which will help you deal with it when it appears.

THE FIVE WAYS TO WELLBEING

Course Description:

10(m) The course has five short sections learners can work through, packed with tips and practical advice designed to improve overall mental wellbeing.

BUILDING YOUR MENTAL HEALTH TOOLKIT

Course Description:

8(m) Nearly every home or office contains a first aid kit full of bandages and pain relievers. But when it comes to our mental health, resources aren't always so easy to find. In this course, you'll learn what mental health really is and how it impacts you. You'll learn how to identify the activities in your life that can support positive mental health. And finally, you'll learn how to compile mental health and stress relief resources into a format you can easily access when you need them. After this course, you'll be able to create a mental health toolkit you can access to help you through all of life's challenges.

HOW TO MANAGE STRESS IN YOUR TEAM

Course Description:

10(m) As a manager or leader you have a responsibility to monitor and manage the stress levels in your team where possible. This short animated video looks at the key issues and offers some practical pointers on tackling stress and provides an opportunity to reflect on how you currently deal with stress in your team and how you might develop that approach in the future.

INTRODUCTION TO MENTAL HEALTH

Course Description:

15(m) Mental health includes our emotional, psychological, and social wellbeing. This module will explore the importance of recognising and treating mental health with the same emphasis as physical health.

BURNOUT PROTECTION

Course Description:

5(m) Burnout is physical, emotional, social, or mental fatigue that comes from maintaining a high level of stress and drive. It goes deeper than regular stress, often manifesting as cynicism or giving up. Learn the steps to fight against oncoming burnout and prevent it in the future, including control, support, boundaries, and purpose.

BURNOUT RECOVERY

Course Description:

21(m) This course was designed to help participants overcome burnout and create work- life balance. Participants will gain a comprehensive understanding of burnout, develop practical skills to recognize and prevent burnout, and learn effective coping mechanisms for promoting sustainable well-being. In addition, participants will explore some underlying beliefs that fuel burnout, such as the notion that one's worth is determined by productivity and achievement, perfectionism and how burnout can be driven by the fear of failure or criticism. Instructor: Jelan Agnew

AVOIDING BURNOUT

Course Description:

15(m) Employee burnout has become more common in recent years, as organisations struggle to manage the impact increased workloads have on employees mental wellbeing. Over time we will all experience feelings of depletion or mental exhaustion, it is important to recognise these feelings in ourselves and those who we work with. Once feelings of burnout have

been identified having steps and measures in place to reduce those feelings or stop them from developing are vital in maintaining employee wellbeing.

MENTORSHIP

GIVE AND RECEIVE FEEDBACK TO BUILD RELATIONSHIPS AND GROW

Course Description:

15(m) In this course, Give and Receive Feedback to Build Relationships and Grow, you will learn how to adopt a coaching mindset to deliver and accept feedback without putting stress on your work relationships. This 15-minute interactive module with accompanying video and downloadable worksheet is based on the work of The Galvanizing Group® which operates on the philosophy that strong, trust-based relationships are the key to personal and professional success.

HOW TO BUILD A GREAT MENTOR OR MENTEE RELATIONSHIP

Course Description:

25(m) Whether you're looking to find a mentor or be a mentor, the How to Build a Great Mentor or Mentee Relationship course will equip you with the essential skills and insights you need to succeed. You'll also learn common mentorship challenges along with strategies to overcome them to build positive and productive relationships. This 25-minute interactive module with accompanying video and downloadable worksheet is based on the work of The Galvanizing Group® which operates on the philosophy that strong, trust-based relationships are the key to personal and professional success.

MENTORING: 06. CREATING A SUCCESSFULLY MENTORING RELATIONSHIP

Course Description:

6(m) Learn strategies to help build the relationship from the beginning, the importance of common interests, and the value of a pre-meeting prior to the official start of the program. Using the methods in this course will help ensure a solid relationship so that mentorship is rewarding for both parties. Part of our Mentoring series, this course includes an engaging video, a downloadable student workbook, and a final quiz to check your comprehension.

MENTORING: 04. MAKING A MENTORING AGREEMENT

Course Description:

6(m) An important part of a successful mentoring program is the mentoring agreement. In this elearning course, Making a Mentoring Agreement, we will review the purpose of this document and how to create one. The course will cover the eight steps to creating an agreement: Goals, Time Frame, Frequency, When/Where, Checkpoints, Confidentiality, Formal Wrap Up and Signatures. We'll also cover the importance of ensuring the mentor and mentee understand and are comfortable with the mentoring agreement. You will learn why this document should be shared with the mentoring committee and why it can serve as a valuable reference if the participants experience a disagreement. Part of our Mentoring series, this course includes an engaging video, a downloadable student workbook, and a final quiz to check your comprehension.

DEFINING COACHING AND MENTORING

Course Description:

5(m) Coaching and mentoring are two methods that help people to succeed in their lives. They can be done together or separately, depending on the person's situation. Coaching is a form of guidance where one individual helps another improve skills, knowledge, wellness habits and behaviors through active listening, feedback loops and reflection without taking an authoritative role or making suggestions for change. In contrast to coaching which involves both parties working towards success with mutual respect for each other as equals in order to achieve shared goals based on trustworthiness—mentorship often seeks only personal gain from those involved rather than helping others develop professionally Coaching: A process involving teaching someone how they should think about achieving measurable results. Mentoring: The act of providing advice relating to professional advancement.

MENTORING: FINDING A MENTOR

Course Description:

5(m) So, you know you want to find a mentor. But what are the best ways to go about it? Picking just anyone senior to be your mentor probably won’t help you. Remember, your time is precious, too. You want to find someone specific who will help you to achieve certain goals.

MICROSOFT APPLICATIONS

MICROSOFT OUTLOOK 2021: INTRODUCTION TO MAIL

Course Description:

60(m) In this short course, you'll learn essential skills for managing emails efficiently using Microsoft Outlook, including sending and receiving emails, managing draft mail, attaching files,

and organizing your inbox effectively. This course includes video tutorials and an exercise, ensuring hands-on practice for comprehensive learning. Whether you're a beginner or looking to sharpen your Outlook proficiency, this course equips you with practical knowledge to streamline your workflow, maximize efficiency, and gain valuable skills to manage your digital workspace effectively.

MICROSOFT WORD 365: THE BASICS

Course Description:

44(m) Welcome to Microsoft Word 365 for Beginners. In this short course, you'll delve into the essentials of Word 365, a powerful word processing software. With hands-on exercises and practical examples, you'll master the tools and techniques needed to navigate Word 365 confidently. Whether you're a student, professional, or simply looking to enhance your computer skills, this course will empower you to unlock the potential of Microsoft Word 365. Join us today and start your Word 365 journey.

EXCEL 2021:BASICS

Course Description:

1(h) 13(m) In this course you will learn how to use Microsoft Excel, which is part of Microsoft Office 365. This course will cover the basics that you need in order to get started using Microsoft's spreadsheet software. You will learn to enter data, manage data, create formulas, and insert charts. Upon completion of this course you will gain the knowledge and skills needed to be productive using Microsoft Excel as part of the MS 365 suite of applications.

MICROSOFT POWERPOINT: THE BASICS

Course Description:

12(m) Are you new to PowerPoint or looking to refresh your skills? In this engaging microlearning module, we'll look at some key basic PowerPoint tips and techniques to help you to create your first presentation. In this module you will learn about: opening a presentation, adding slides, modifying slides, adding images, saving your presentation, and presenting it. This module can be taken standalone or as part of our PowerPoint series.

MICROSOFT 365 SWAY: BEGINNER

Course Description:

40(m) This Microsoft Office 365 training course covers how to use the Sway app to create shareable, web-based presentations with text, media, and attention-grabbing design. The

course starts with an overview of Sway's key features and guides you through the steps of creating a new Sway project. You'll learn how to add content to Sway storylines, change the look of your presentations, arrange images using stack and group cards, and finally share your presentations for easy viewing and collaboration. This course is designed to get you up the running with Sway right away. It features step-by-step instructions and engaging visuals for an easy learning experience.

MICROSOFT TEAMS 365 FOR BEGINNERS

Course Description:

1(h) 48(m) Welcome to Microsoft Teams 365 for Beginners, where you will start your journey on mastering the essentials of this powerful collaboration tool. In this course, you will delve into the fundamentals of Microsoft Teams, from understanding its interface to creating and joining public and private teams. You'll learn to communicate efficiently through messages, managing both public and private conversations. Discover how to organize your workspace by bookmarking, editing, and deleting messages. Gain proficiency in managing teams and channels and leaving or hiding teams as needed. Explore advanced features such as adding tabs, searching within teams, and setting up meetings and calls. By the end of this course, you should be able to initiate on-demand and scheduled video or audio calls confidently, share screens and files, and utilize collaborative tools like Whiteboard and Breakout Rooms. Elevate your productivity and teamwork skills with Microsoft Teams 365.

INTRODUCTION TO MICROSOFT ONENOTE 365

Course Description:

32(m) In this course, Introduction to Microsoft OneNote 365, you'll explore the versatile features of OneNote, a valuable digital notebook. You'll learn to create new notebooks efficiently and organize them with sections, pages, and notes. Discover how to enrich your notes by inserting images, files, and audio clips and using tags for easy categorization. This course allows you to streamline your note-taking process, boost productivity, and collaborate effectively with peers. By the end of the course, you should be able to share your OneNote notebooks and collaborate seamlessly with others. Whether you're a student, professional, or enthusiast, mastering OneNote can enhance your ability to capture ideas, stay organized, and collaborate effortlessly. Join us to unlock the full potential of Microsoft OneNote.

MICROSOFT 365: WORKING WITH STREAM

Course Description:

20(m) Stream makes it easier for you to manage company-specific video content. Discover the advantages of Stream over public video platforms such as YouTube.

INTRODUCTION TO MICROSOFT FORMS

Course Description:

43(m) Empower yourself with essential skills in creating and utilizing dynamic forms in this comprehensive training course. In this course, you will navigate the Microsoft Forms interface, learning to create and customize forms with various question types such as multiple-choice, text, rating, and date questions. Gain proficiency in previewing forms and applying styles for a polished presentation. Explore crucial features like collaborating on forms and adjusting settings to tailor the experience to your needs. Learn how to integrate Microsoft Forms seamlessly with other Microsoft 365 applications. By the end of this course, you should be able to confidently access, create, and manage forms, making data collection and collaboration more efficient in both personal and professional settings. Unlock the potential of Microsoft Forms for streamlined information gathering and collaboration.

INTRODUCTION TO MICROSOFT SHAREPOINT ONLINE

Course Description:

46(m) Welcome to Introduction to Microsoft SharePoint Online. In this course, you will explore the fundamentals of SharePoint Online, a powerful collaboration platform. You'll learn to create Team and Communication sites, fostering efficient team communication and collaboration. Discover how to work seamlessly with Document Libraries, organizing and managing your files effectively. Dive into the basics of designing SharePoint web pages, enhancing your ability to create visually appealing and functional sites. Finally, you can apply your knowledge and reinforce your skills through a hands-on exercise. By the end of the course, you should have a solid foundation in SharePoint Online, empowering you to build collaborative environments, streamline document management, and design engaging web pages to optimize your team's workflow. Boost your productivity and collaboration skills with this essential SharePoint Online introduction.

MICROSOFT PUBLISHER 365 FUNDAMENTALS

Course Description:

2(h) 51(m) Welcome to this Microsoft Publisher 365 Fundamentals course, a comprehensive journey through the diverse and powerful features of Microsoft Publisher. This versatile desktop publishing application will empower you to create stunning documents, from brochures to newsletters and beyond. Throughout this course, you will learn to tailor

Publisher's interface to your preferences, create visually appealing layouts using color schemes and fonts, add elegant drop caps, and explore creative typography. Master consistent design with master pages, enhance document navigation through headers, footers, and page numbers, and maintain a uniform look and feel with styles. Discover how to seamlessly incorporate visuals and tables, create reusable content blocks, and make documents interactive with hyperlinks and bookmarks. Learn to efficiently create form letters, labels, and business cards using Mail Merge and export, publish, and professionally print your publications. By the end of the course, you should possess the knowledge and skills needed for personal and professional publishing success. Join us and start creating impressive publications with ease.

NATIONAL NATIVE AMERICAN HERITAGE MONTH: EMBRACE, EDUCATE, EMPOWER

NATIONAL NATIVE AMERICAN HERITAGE MONTH (OCTOBER)

Course Description:

2(m) A monthly program designed to celebrate our many differences. This communication tool highlights Native American Heritage Month. It is recognized in October every year.

NATIONAL NATIVE AMERICAN HERITAGE MONTH (U.S.)

Course Description:

7(m) In the United States, there are over 500 federally recognized Native American tribes, each with their own diversity of cultures and traditions. Learning about and celebrating cultures different from your own is a way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll receive an overview of the significance and origins of National Native American Heritage Month and be introduced to Native American pioneers in U.S. history. By the end of this course, you'll be able to identify ways to participate in the observation.

INDIGENOUS RECONCILIATION AWARNESS

Course Description:

1(h) This course explores the need for reconciliation between the Indigenous and non-indigenous people of Canada. Establishing and maintaining a mutually respectful relationship between the Indigenous and non-indigenous people of Canada has been a nationwide goal for nearly two decades. The government and the non-indigenous people of Canada, in conjunction with Indigenous individuals and organizations, have been taking action to restore and reconcile

what was lost. Through this course, all employees in an organization can begin to improve their awareness of Indigenous history and culture, and subsequently improve the employment experience for Indigenous individuals.

INDIGENOUS PEOPLES: LET'S DEFINE THEM!

Course Description:

2(m) Indigenous Peoples, with diverse cultures and languages, inhabit nearly every corner of the world. In this course, you'll define who Indigenous Peoples are. You'll also spend some time reflecting on your experiences with Indigenous Peoples and how those experiences have influenced your understanding of their cultures and experiences. By the end of this course, you'll have a valuable addition to your personal glossary to help you engage in meaningful conversations. The Culture & Belonging Glossary Series helps boost understanding and confidence around terms related to creating a culture of belonging in the workplace. These terms – which often come up in work conversations – are used to honor our identities and lived experiences.

NEURODIVERSITY

NEURODIVERSITY: BEING AN INCLUSIVITY ALLY FOR AUTISTIC COLLEAGUES

Course Description:

10(m) This course definitely can't teach you everything about autism, but it can teach you the basics of how to be a great ally to your colleagues on the autism spectrum.

AUTISM AND NEURODIVERSITY AWARENESS MONTH

Course Description:

8(m) Imagine a world where every unique mind is celebrated; that's the vision behind Autism and Neurodiversity Awareness Month every April. In this course, you'll get an overview of the significance and origins of Autism and Neurodiversity Awareness Month. You'll also discover influential people in history who are neurodivergent. By the end of this course, you'll be able to identify ways to participate in the observance. The OpenDoors Celebrations Series builds opportunities to learn about, recognize, and celebrate a diverse range of holidays and observances. These courses help foster and support belonging, empathy, and allyship in both your work environment and community.

INTRODUCTION TO NEURODIVERSITY IN THE WORKPLACE

Course Description:

15(m) In this track, we'll cover definitions of neurodiversity, the value and importance of neurodiversity, and guidance for promoting an inclusive and accessible workplace. ADHD, dyslexia, dyspraxia, epilepsy, Tourette's syndrome, autism, and other learning and mental health differences are on the neurodiversity spectrum.

NEURODIVERSITY: WHAT IS NEURODIVERSITY?

Course Description:

6(m) Gain a new understanding of neurodiversity in this informative elearning course, What Is Neurodiversity?. In this course, we will discuss a variety of neuro variations such as Autism, Asperger's, ADHD, Dyslexia, Dyspraxia, Tourette Syndrome and more, to understand how to approach these in the workplace. We will also look at the goals of the neurodiversity movement in integrating neurodiverse members of society into the workplace. Part of our series called Neurodiversity, this course includes a video lesson, downloadable student materials and a short online quiz to test your comprehension of the subject.

AUSTISM AWARENESS AND POSITIVE STRATEGIES FOR SUPPORTING INDIVIDUALS WITH AUTISM

Course Description:

48(m) In this session, we will increase your understanding of autism, discuss communication techniques that are helpful for autistic individuals, and highlight several positive strategies for supporting moments of distress and challenging behavior. We will conclude by helping identify supports and resources available to help you brainstorm, solve problems, and plan for inclusive opportunities.

IDENTIFYING & UNDERSTANDING PATRONS WITH AUTISM

Course Description:

40(m) Presentation by the Monarch Center for Autism. Archived September 23 2020

UNDERSTANDING SENSORY PROCESSING

Course Description:

50(m) In this session, we will identify and discuss the functions of the eight sensory processing systems and highlight the importance of supporting sensory needs in the community. We will

conclude by targeting at least three sensory strategies to implement to support active involvement in an inclusive community.

MLS SENSORY BAGS TOOLKIT

Course Description:

5(m) Includes sensory bag talking points, FAQs, and promotional poster. We are introducing sensory bags to all library locations. Sensory bags can support people with sensory differences. These bags contain tools to help people self-regulate. They include noise-cancelling earmuffs to muffle loud sounds, sunglasses to reduce visual stimulation, and a couple of fidget toys to keep hands occupied. Please share this with the people in your lives who would benefit from this new resource. Each library has two sensory bags and a small amount of replacement items in case any of the items become lost or broken.

NEW MANAGER ESSENTIALS

MANAGING UPWARDS

Course Description:

8(m) As a manager, your priority is supporting and developing the people who work for you. However, one of the best ways to achieve that is to build a strong working relationship with your own manager. This is sometimes called “managing upwards.” If you get this relationship right, your manager can provide information and resources, offer you guidance and help you to work effectively within your broader organization.

HOW TO GIVE FEEDBACK

Course Description:

8(m) It’s normal for new managers to feel nervous about giving feedback. However, giving feedback is one of the most important parts of a manager’s job, so it’s important to embrace this challenge as early as possible.

HOW TO AVOID BAD DECISIONS

Course Description:

8(m) Becoming a manager often involves making bigger decisions than you’re used to. It can be nerve-wracking at first. While it’s not always possible to know what the best decision is in a given situation, it is possible to avoid the common mistakes which underlie the majority of bad

decisions. This course will walk you through these mistakes one by one, and show you how to avoid them.

YOUR FIRST REPORT

Course Description:

5(m) As a manager, at some point you're likely to be asked to write a report. The purpose of a report is to provide other managers with information and insight about your area of the business. Your report might be used to inform major decisions, and you're accountable for what it says, so it's important to get it right. On this course, we'll look at how to do that.

YOUR FIRST PRESENTATION

Course Description:

6(m) Giving your first important presentation can be daunting, especially if there are clients or colleagues you don't know well in the audience. The key to making a good impression is effective preparation. This course will show you how to do it.

YOUR FIRST PROJECT BUDGET

Course Description:

6(m) As a manager, at some point you'll almost certainly be responsible for overseeing a project. If it's a project for an external client, you'll need to create a project budget, so you know how much to charge the client, and whether the project is profitable. If you're running an internal project, a budget may not be required, but it might still be useful to create one. A budget helps you to estimate the cost of your project, and how long it will take. It also provides a baseline from which you can measure progress. On this course, we'll look at how to create and manage an effective project budget.

YOUR FIRST MANAGERS' MEETING

Course Description:

8(m) Your first meeting with senior figures from your organization can be as nerve-wracking as it is exciting. But it's also a great opportunity to learn. As more meetings take place remotely, allowing flexibility and accessibility, early-career managers are being invited to high-level meetings more often. This course will help you prepare effectively and make a good first impression.

MAKING GOOD DECISIONS

Course Description:

15(m) Every workday brings new decisions to be made. Some of these are relatively low-stakes: for example, which of two projects to prioritize or whether to trial a new supplier. Other decisions can have far-reaching consequences: who to hire for a crucial position, or how to approach an important pitch. This course will show you how to approach decisions—big or small—in a systematic way. You can't always be sure you're making the best decision, but the method outlined in this course will give you as much confidence as possible. We'll start by looking at the challenges which hamper effective decision-making, and then we'll examine a 6-step method for reaching any decision.

EFFECTIVE TEAM MANAGEMENT

Course Description:

60(m) Managing Teams 101 will help you strengthen your team's talents, empowering them to make their best contribution.

HOW TO HOLD AN EFFECTIVE MEETING

Course Description:

20(m) Most meetings succeed or fail at the preparation stage. Effective preparation requires: Identifying the goal of your meeting Choosing the right attendees, and Setting a productive agenda You'll use the company virtual meeting room and collaborate with Sita, Chen, Josh and Tamika to understand how to hold an effective meeting.

PRIDE MONTH: EMBRACE, EDUCATE, EMPOWER

LGBTQ+ PRIDE MONTH

Course Description:

7(m) LGBTQ+ Pride Month is an annual month-long observation in the United States. Learning about and celebrating cultures different from your own is a way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll receive an overview of the significance and origins of Pride Month. You'll also learn the role allyship and advocacy for the LGBTQ+ community plays in fostering inclusive spaces. By the end of this course, you'll be able to identify ways to participate in the observation..

CELEBRATE LGBTQ+ PRIDE MONTH AT WORK

Course Description:

10(m) June is LGBTQ+ Pride Month. Recognizing and celebrating Pride Month at work is one way to make a conscious effort to value your team's diversity, and efforts like that help teams perform better. Discover some of the history of Pride Month, what it celebrates, strategies to show your support, and some essential vocabulary to help you talk about and celebrate Pride Month in a meaningful and respectful way.

PRIDE MONTH

Course Description:

2(m) A monthly program designed to celebrate our many differences. This communication tool highlights Pride Month. This occurs every year during the month of June

POWER AND PRIDE: THE ORIGINS OF PRIDE MONTH PART 1

Course Description:

25(m) Decades of oppression of the LGBTQ+ community, cultural shifts in the 1960s, and good troublemaking led to that fateful night at Stonewall. You'll learn how the events on June 28 became a catalyst for change and a symbol for LGBTQ+ rights that evolved into today's Pride festivals and marches. This course explores the key events and personalities in the United States that ultimately shaped a global movement.

BEYOND PRIDE: YEAR ROUND ACTION PART 2

Course Description:

25(m) This is the second in a two-part series. The first course reviews the origins and history behind Pride Month. This course contains practical advice for organizations and individuals who want to live out inclusive values and remain committed to advocacy year-round.

PROFESSIONALISM

A GUIDE TO BUSINESS PROFESSIONALISM

Course Description:

15(m) This comprehensive lesson explores what it truly means to be a professional in today's dynamic and diverse workplaces. We'll examine how global events like the COVID-19 pandemic have reshaped our perceptions of what it means to be professional, dive into the core attributes that define professionalism, and understand why they matter now more than ever. We establish the specific characteristics professionals exhibit and provide actionable strategies to help you integrate these principles into your daily work. Whether you're a seasoned expert

or just beginning your professional journey, this guide offers a wealth of insights tailored to enhance and refine your professional approach. Join us to navigate the evolving landscape of professionalism armed with impactful knowledge of best practices.

OFFICE ETIQUETTE EXPLAINED

Course Description:

15(m) This lesson will explore the value of courtesy and etiquette in the office. It will focus on respect, boundaries, and consideration for others. We explore why office etiquette is essential for relationship-building and cultivating trust and cooperation. We'll provide actionable guidance for demonstrating respect for others and enabling a productive and harmonious workplace. We'll share tips for collaborating successfully and doing what you can to ensure a culture of psychological safety and professionalism. This lesson examines how the COVID-19 pandemic may have impacted office behaviours. If you're looking for a business case for effective office etiquette and how it relates to effective leadership, communication and teamwork, this one's for you.

PROFESSIONALISM IN THE WORKPLACE

Course Description:

12(m) This course will help students understand the importance of professionalism and provides a complete overview of essential aspects of professionalism to consider while in the workplace. In this course, students are encouraged to self-assess and manage their level of professionalism for the benefit of their occupational success while being mindful of the impact they have on their organization as a whole. By setting consistent expectations for professionalism, an organization can build a team that will meet the needs of customers and thrive.

WORKPLACE ETIQUETTE: HOW TO COMMUNICATE PROFESSIONALLY

Course Description:

6(m) In this topic, learners are taught best practices for communicating in the workplace like avoiding profanity and slang, not gossiping, and asking questions when they're not sure about something.

PRACTICING GENERAL WORKPLACE ETIQUETTE

Course Description:

6(m) In this topic, learners are taught general practices to help them act professionally in the workplace, including arriving early for their shift, following their company's dress code, completing assigned tasks, and more.

PROGRAMMING

MLS CHILDREN READING TO DOGS PROGRAM

Course Description:

1(m) This short video talks about our Children Reading to Dogs program and why our guests enjoy this program!

WINTER READING*

Course Description:

10(m) Book Bingo is a special reading program for adults that takes place in January and February 2024. The training video is approximately 10 minutes. Completing this training is required for all staff annually.

**Link not available - An updated Winter Reading training will be released each year in December to share new information about the program to staff.*

SUMMER READING*

Course Description:

20(m) The purpose of Summer Reading training is to provide the necessary tools and information to staff to help guests, and ultimately, reach our Summer Reading goals. Summer Reading is are largest system-wide program on June and July of each year. Completing this training is required for all staff annually.

**Link not available - An updated Summer Reading training will be released each year in April to share new information about the program to staff.*

STORYTIME 101: STORYTIME FOR BEGINNERS

Course Description:

60(m) This tutorial is meant to support those who are new to storytime. It covers basic skills, like preparing for storytime, reading books out loud, using props and music, and engaging adults and children. Each section has an interactive module filled with useful information, examples, and videos.

LEVEL UP YOUR BOOK DISPLAYS

Course Description:

60(m) In this presentation, Faithe Miller Lakowicz shares practical approaches for maximizing the impact of book and media displays, including low-cost “hacks” for maximizing visual appeal; highlighting diversity, equity, and inclusion; honing an institutional voice; using displays to create bridges between library departments; and ensuring that displays are accessible and compelling for a variety of patrons.

DEVELOPMENTALLY APPROPRIATE PROGRAMMING FOR BABIES & TODDLERS

Course Description:

60(m) Programming for this age is a cornerstone of public library service, and the best such programs take into account the developmental needs and supports that very young children require to thrive. At the end of this one-hour webinar, participants will: Be familiar with developmental milestones for children 0-35 months Understand ways in which a program's space, format, content, and staffing contribute to its developmental appropriateness. Be able to share developmentally appropriate parent/caregiver messages in infant, baby, and toddler programs Be familiar with resources for ideas and best practices in serving children 0-35 months. This webinar will be of interest to: public library staff serving youth.

ADULT LIBRARY PROGRAMS THAT WORK

Course Description:

60(m) Looking for program ideas to draw your adult patrons in the door of your library and keep them coming back for more? Join author and library director Jenn Carson to explore workable program models that can be adapted to your patrons and your physical (or virtual) space. Topics include something for everyone, with sections on Food & Drink, Arts & Crafts, Books & Writing, Technology & Media, Health & Wellness, Business & Finance, and Nature & Gardening.

LIBRARY PROGRAMS FOR HOMESCHOOLERS

Course Description:

60(m) With over 4.3 million homeschoolers reported by the US Census Bureau’s household pulse survey, there is a need for libraries to serve the growing population with resources. Join Christina Giovannelli Caputo, author of Library Services for Homeschoolers: A Guide, for a workshop on engaging homeschoolers and alternative learners in your community.

KICKSTARTING LIBRARY EXHIBIT PROGRAMS

Course Description:

60(m) Library collections are treasure troves of knowledge, and exhibits are fun and engaging opportunities to highlight resources and encourage discovery. In this one-hour webinar, Patti Gibbons, co-author of Exhibits & Displays: A Practical Guide for Librarians, talks about ways to kickstart and grow an exhibit program. Join her to explore the key exhibit development, curation, and outreach advice covered in Exhibits & Displays and pick up tips to engage and wow visitors at your library.

PASSIVE LIBRARY PROGRAMMING

Course Description:

60(m) Whether you are a programming novice or pro, Paula and Andria will give you the tools you need to make your library more engaging and inclusive. Librarians of all kinds will leave the webinar with a functional set of passive programming skills that can be adapted to their own ideas, resources, needs, and community. They will be able to demonstrate the emotional, educational, or skill-building aspects, and will learn how to leverage passive programming to inform additional programming and collection decisions.

REMOTE WORK

HOW TO SUCCEED AT REMOTE WORK

Course Description:

15(m) In this training course, you will learn the essentials for successful remote working. You will be able to get organized for remote work and identify good practices on an organizational and relational level. This course combines theory and practice to help you transfer what you have learned to your workplace.

STAYING CONNECTED REMOTELY

Course Description:

9(m) Social isolation and loneliness are among the top challenges that remote and hybrid workers face. Staying socially connected is essential for remote workers to be happy, productive, and avoid burnout. In this course, learn how remote employees can stay involved in the culture of an organization through three main strategies: shared team calendars, virtual

experiences, and video technology. After this course, you'll have a clear plan for thriving in remote work without sacrificing social connections.

LEADING TEAMS: LEADING AND MANAGING EFFECTIVE VIRTUAL TEAMS

Course Description:

12(m) Organizations are changing, and so are our offices. The new age millennials are shifting toward the virtual world. More and more organizations use virtual teams to meet corporate goals. This has created the need to determine how best to manage and lead these virtual groups. Traditional methods of managing on-site groups don't work with remote workers, because virtual teams are most often composed of workers who are spread over a varied geographic and cultural expanse and communicate, for the most part, electronically. Future Workforce Report states that 63 percent of companies utilize virtual workers, but only 57 percent have standards in place to manage the process. In this lesson, you will learn to effectively guide teams that they rarely see face-to-face.

LEADING MEETINGS REMOTELY

Course Description:

10(m) In this training course, you will learn how to effectively lead remote meetings and engage your employees or team members. Adopt the best practices of virtual meeting facilitation to encourage the involvement and the attention of your employees or project team members. Then, learn how to hold attention and lead discussions. Through videos and exercises, you will help a manager who seeks to make a remote meeting as stimulating and effective as possible.

REMOTE COMMUNICATION

Course Description:

10(m) Sometimes working remotely feels a lot like working from a desert island. But only because the Wi-Fi's patchy, you get lonely, and it's hard to communicate with outsiders. But as a leader, it's up to you to communicate with your remote team, patchy Wi-Fi or no patchy Wi-Fi. Working remotely is becoming the new normal for many companies. It can have huge benefits for your team in terms of inclusivity, work-life balance, and running costs. But there are communication challenges for leaders. This course will help you overcome them. This course is perfect for leaders with remote teams. Whatever industry you're in, more and more leaders are now having to adapt to managing and communicating with team members remotely. In this course you'll learn communication techniques to help you lead your remote team well.

RYAN DOWD'S HOMELESS TRAINING

Ryan Dowd is the executive director of Hesed House in Aurora, Illinois, and author of The Librarian's Guide to Homelessness. He specializes in training dealing with homelessness, mental health, and many other topics. MLS has exclusive access to his content through the MetroU platform. Below outlines several of his courses. You can view the full list in MetroU here.

BODY ODOR: HOW TO TALK ABOUT ODOR WITHOUT AWKWARDNESS

Course Description:

1(h) 30(m) This training will discuss:

- The two reasons this conversation is hard (and how to make it easier)
- The two different types of body odor conversations (and when to use each)
- How to not get sued (if you work at a library)

FIGHTS: HOW TO PREVENT AND STOP THEM (SAFELY!)

Course Description:

1(h) This training will discuss:

- The four stages of a fight (and why "Stage 2" is the best place to stop it)
- How two staff (or one staff) should break up a fight
- What the research says about bystanders and fights

HOMELESS DE-ESCALATION 101 WORKSHOP

Course Description:

1(h) In this training we focus on tools taught in **Homeless De-Escalation 101** through:

- Analyzing videos
- Role-play exercises (you'll definitely need a co-worker for this!)
- Q&A

SERVICE ANIMALS: YOUR OBLIGATIONS UNDER THE ADA

Course Description:

1(h) This training will discuss:

- Which types of animals are covered by the Americans with Disabilities Act (ADA)
- Which two questions you can legally ask (Yes, there are only two!)
- Whether you can legally exclude a service animal if it growls, poops, sets off someone's allergies, or scares someone with a phobia

MENTAL ILLNESS (PART 1): HOW TO HANDLE PROBLEMATIC BEHAVIOR

Course Description:

1(h) 30(m) This training will discuss:

- How do deal with GOOD days and BAD days
- What to do when someone is disruptive or potentially dangerous
- How to respond to someone with delusions (and the two types of delusions you should be concerned about)

SHELVING TRAINING

The Shelving Learning Path consists of both Shelving Orientation and Shelving Training. Attendees will learn how to shelve items through virtual practice and have hands on testing though an independent shelving assessment. All in-library Guest Services staff complete the Shelving Learning Path as part of their onboarding.

SHELVING ORIENTATION*

Course Description:

Shelving Orientation covers location and media codes, reading call numbers, and introduces you to the shelving order guide. As this is an orientation level course, the information learned will provide foundational knowledge for the next course, Shelving Training. Required for all in-library staff.

**Prerequisite for Shelving Training.*

SHELVING TRAINING

Course Description:

1(h) Shelving Training covers the shelving order guide. Attendees will learn how to shelve items through virtual practice and have hands on testing through an independent shelving assessment after completion of the online training component. Required for all in-library staff

SOCIAL & CULTURAL AWARENESS

UNDERSTANDING GEOGRAPHIC IDENTITY AND BIASES

Course Description:

5(m) Plunge into the intriguing realm of geographic identity and biases, exploring how geography shapes our sense of self, influences our perceptions, and impacts our interactions with the world. In this course, we navigate the profound ways in which geographic factors, from place of origin to regional perspectives, influence personal and organizational dynamics. Gain valuable insights into the strategic utility of geographic awareness and how geographic identities and biases can both enrich and challenge our communities and teams. By fostering an inclusive environment that acknowledges and navigates these differences, organizations can harness the power of diverse geographic perspectives for collective success.

CULTURAL COMPETENCE AND COMMUNICATION

Course Description:

5(m) Diversity is reality. Because social and economic change is coming faster and faster, organizations are understanding the need for cultural competence. We're realizing that if we don't improve our skills we're asking for organizational and cultural gridlock. Creating an inclusive team environment that values diversity helps you achieve our organization's bottom line.

EMOTIONAL INTELLIGENCE: SOCIAL COMPETENCE

Course Description:

13(m) In this lesson, we will study social awareness and relationship management that fall under the heading of "Social Competence" in Bradberry and Greaves' model of emotional intelligence. Social awareness is the ability to use empathy and active listening to understand others better. Leaders with strong social awareness are not only able to read accurately their emotions but also do the same with others. Relationship management is using all of your EQ skills to establish solid relationships and manage your interactions with others.

LEADING TEAMS: LEADING GENERATIONALLY DIVERSE TEAMS

Course Description:

15(m) The workforce in most of the organizations has a mix of four generations. Individuals from the Baby Boom era are moving closer to retirement, while a new generation of workers, Generation Z, are entering the business world. Different cultural events and forces have so distinctly molded the Baby Boomers, Generation X, Millennials, and Generation Z that their approaches to work vary greatly. In this lesson, you will learn that strategic leaders seize the opportunity to leverage the wisdom and experience of the oldest generation and the entrepreneurial, technological, and ideological strengths of the younger generations to prepare their organizations for the future.

SOCIAL AND CULTURAL AWARENESS

Course Description:

22(m) In every aspect of our lives, the benefits of social and cultural awareness are plentiful. In the workplace, it can make the difference between a productive, harmonious and successful team to a less productive group of people with little to no effective communication taking place. This Social and Cultural Awareness course will highlight the various benefits of working in a socially and culturally aware working environment. Once the course is completed, you will have learnt the various phases of social and cultural awareness, and where you sit in those phases. You will have also learnt the strategies you can implement to develop your own awareness. When we work with people from other cultures or different social backgrounds, we need to be aware of how our cultures may either help or hinder us in terms of communication and collaboration.

CROSS CULTURAL INTELLIGENCE

Course Description:

15(m) Because today's world is more diverse and interconnected than ever, building cultural sensitivity and understanding different cultural dimensions is a vital part of working successfully with people of different cultural heritage. This is true whether you are part of a global team, or if you collaborate locally with people from different cultural backgrounds. In this interactive, game-based course, employees will learn how to identify and adapt to cultural differences.

UNDERSTANDING UNCONCIOUS BIAS: AN INTRODUCTION

Course Description:

35(m) An introduction to unconscious bias looks at the phenomenon of unconscious bias, why it develops and how it can affect our thought processes, relationships and decision-making.

Produced in partnership with leading UK business psychology consultancy Pearn Kandola LLP, the course combines re-staged psychological experiments and original drama with expert analysis to examine the impact of bias in the workplace and looks at how to address it at both an individual and organizational level.

COMMUNICATING CROSS CULTURALLY

Course Description:

60(m) You'll learn how to be a neutral observer, and how to understand the differences of non-verbal communication between cultures. This clearly-narrated course helps you identify ways to communicate effectively, as well as identify causes of cross-cultural miscommunication in the workplace. This course comes complete with games, exercises, quizzes, a final exam, and printable screens for reference.

SPECIAL COLLECTIONS

OKLAHOMA CONTEMPORARY ART REFERENCE LIBRARY (OCARL) OVERVIEW

Course Description:

20(m) The Oklahoma Contemporary Art Reference Library (OCARL) Overview will introduce Staff to the OCARL collection available at the Downtown library, our partnership with the Oklahoma Contemporary Art Center and Kirkpatrick Foundation, and the goals for the collection.

TEAMWORK

SUCCESSFUL TEAMWORK

Course Description:

12(m) The benefits of effective teamwork to an organization, and to the members of that team can be enormous. However, there are numerous characteristics of a team that determine whether it will be successful or not. This Successful Teamwork course will educate your staff and management on the characteristics of a successful team and the benefits that can come when all members of that team are all heading in the same direction. Once the course is completed, you will have learnt about the different roles within a team including the role of team leader, the importance of communication, and the potential obstacles to effective teamwork and the strategies to overcome them. This course is one part of a 8 part Management Series aimed at aspiring managers, supervisors and any individual who would like to enhance their communication and leadership skills in the workplace.

HOW TO OVERCOME THE FIVE DYSFUNCTIONS OF A TEAM

Course Description:

10(m) This short animated video will help you learn how to build trust, commitment, and accountability in your team. Learners will have the opportunity to reflect on their own experience as a team manager and to consider ways they might develop in this area.

UNDERSTANDING THE PURPOSE OF TEAMWORK

Course Description:

13(m) Great teams create and innovate, meet demanding performance targets, and complete major projects within timescale and budget. They can be the difference between a company that survives and one that thrives. This course is part of the Teamworking Series, a series designed to help team leaders build and manage high-performing teams. In this course, you will learn the benefits of teamwork, the criteria for building a new team, and some of the challenges in building and working with a team. After completing this course, you'll be able to determine whether a team is the right investment for your organization's goals.

LEAD WINNING TEAMS WITH TEAMWORK

Course Description:

6(m) A great leader shows their worth through the performance of their team. In this course, Devon Harris, three-time Olympian, motivational speaker, workshop facilitator, and author, will share his fundamental principles to prioritize teambuilding as a leader. You'll learn the importance of sharing your knowledge with your team and balancing individual development with building a strong team culture. After this course, you'll have a new perspective on teamwork in leadership.

WORKING WELL WITH OTHERS

Course Description:

30(m) This module looks at workplace relationships from the employee's perspective. We'll examine how to understand a manager's style in order to build and maintain a positive relationship with this individual. We'll also look the relationships between co-workers. Recognizing our differences as well as our strengths can go a long way to building an effective team and a sense of shared achievement.

DEALING WITH POOR TEAM PLAYERS

Course Description:

5(m) Poor team players have a tendency to often not listen, interrupt others, and be difficult to work with. They will also consistently push their own agenda in order for themselves or the group to progress forward. Poorly functioning teams are often made up of people who lack communication skills on top of being incomplete as individuals within themselves. It is important that when dealing with poor team members you understand what motivates them so they can cooperate better towards achieving goals and objectives together.

BUILD YOUR STRENGTHS AS A R.E.A.L TEAM PLAYER

Course Description:

23(m) The effectiveness of a team is determined by the effectiveness of each team player. A REAL team player is anyone who accepts responsibilities, is empowered to make things better, accepts accountability, and learns enthusiastically and continuously. This lesson will provide an insight into traits and behaviors of REAL team players.

COLLABORATE WITH OTHER DEPARTMENTS

Course Description:

10(m) This course, created by ILM has been designed to help you get the most of out of working with other teams; understand knowledge management, potential problems, and service level agreements.

WORKING IN A CROSS-GENERATIONAL TEAM

Course Description:

17(m) Chances are your team has members from different generations, and everyone brings their own generational experiences to how they approach their work. However, without learning to intentionally recognize commonalities and individual differences, your team won't be able to reach its collective potential. In this course, Ric Bucher — a TV and radio analyst with Fox Sports and a cross-generational team member throughout his career — will describe some practical activities you can do with your cross-generational team. He'll explain a series of exercises to get your team to start bonding and building trust, uncover generational biases and the strengths of individuals, and find common ground within the team. By the end of this course, you'll have actionable takeaways to help your cross-generational team work toward the same goal: to see the team succeed.

WORKING WITH YOUR MANAGER

Course Description:

5(m) Working as a team with your manager is essential in keeping the lines of communication open and building rapport. A good and positive relationship with your manager is the foundation and support structure that gives you the ability to function independently. Sometimes difficult topics arise that can lead to misunderstandings or conflicts; however, when managed appropriately these situations can be resolved amicably without any damage done on either side. Keep in mind there may always be challenges within every job position including manager ships so try not let stress get too high when faced with an issue at hand because ultimately they will help improve your skills as both a manager and employee.

MAKING TEAMS WORK

Course Description:

15(m) Effective team-working is essential to the success of every organization. Working in teams enables us to benefit from a diverse range of skills and experience while at the same sharing workloads and responsibilities and providing each other with support. Successful team working relies on the team leader being able to identify each individual's strengths and knowing how to use these effectively in combination. Combining key learning points with a series of dramatized scenarios, this course sets out the key principles of team management and looks at how to get teams working effectively by making the best use of everyone's experience, skills, and working styles.

TIME MANAGEMENT & ORGANIZATION

STOP 4 TIME WASTERS

Course Description:

15(m) Stop 4 Time Wasters is a course that helps us recognize our own time wasting behaviors mistakes. We all feel overloaded on occasion, but this doesn't mean we can't be more efficient in our use of time. This course helps learners identify strategies to overcome their time wasting habits. Stop 4 Time Wasters is a useful course for anyone feeling stressed and overloaded and wanting to use their time more effectively. Find out whether you are a procrastinator, an equalizer, a meeting zombie, and/or a socializer. Discover your own individual poor habits, because then you can start to fix them.

PRIORITIZE AND ORGANIZE

Course Description:

20(m) Two new interns arrive at Cutting Edge but not everything goes smoothly. Tatiana speaks five languages but must change her negative thinking. Dion is the overconfident smart-talking nephew of the boss. Participants will watch as these former students learn from their mistakes while gaining an edge to succeed along the way. Lessons are engineered for viewers to see a clear picture of success and to maximize effectiveness in communication, prioritization, and organization.

MANAGING TIME SUCCESSFULLY

Course Description:

20(m) Managing Time Successfully is part of the Cutting Edge Communication Comedy Series. A powerful training series covering over 80 workplace topics every workplace needs to address. Short, sharp and funny with simple messages and skills for everyone. Cutting Edge Communication follows several characters through a landscape of social faux pas, insult and embarrassment. This series will amaze and enter-train, covering important lessons in human interaction, motivation, leadership, service, unprofessional behavior, apologizing, negotiating, stress, and difficult people, among many other workplace hot button issues.

PLANNING AND SCHEDULING FOR RESULTS

Course Description:

30(m) Planning and Scheduling for Results is a course with exemplary strategies to become an efficiency champion and manage your time and projects effectively. Jan Durrans, Executive Vice President Chief of Staff and Chief Performance Officer at AXOS Bank, shares the most efficient ways to manage projects and achieve success by becoming a master planner of time and priorities. Once this course is completed, you will have learned efficient ways to manage projects and manage your time. You will see how to use a daily and weekly planner and calendar to list and schedules tasks, meetings, implementing strategic and business impact categories, order of importance, and spaces for catching up on lesser or unscheduled tasks.

PLAN TO SUCCEED

Course Description:

15(m) PLAN to Succeed is a course that helps us enjoy a plan coming together. Psychologist Eve Ash shows how when you PLAN, you have every chance of succeeding. Once this course is completed you will have learned that a PLAN consists of picturing the problem or goal to be achieved and constructing the steps and pathways required to get there. You will be willing to ask your team, managers and stakeholders what's needed and navigate your efforts and your team towards the goals.

EFFECTIVE MEETINGS WITH AGENDAS AND MINUTES

Course Description:

35(m) Effective Meetings with Agendas and Minutes is a must course for the whole team, especially those who conduct meetings. Research suggests only half of business meeting time is used effectively. Psychologists Eve Ash and Peter Quarry explain that every meeting needs a clear purpose for the meeting, set out in the agenda. Everyone should know why the meeting has been called and what they are supposed to be discussing and deciding. An agenda is a plan for the meeting, shared with participants to prepare them for the meeting. It lays out clearly what needs to happen before, during and after the meeting, guides the discussion through each item, flagging any follow up action. Memory is not good enough. Meetings need minutes to record decisions, rules and precedents discussed and dated. In some cases, minutes provide documentary evidence or legal evidence in an audit.

VIDEO CONFERENCING TOOLS & TIPS

GOOGLE MEET

Course Description:

35(m) Google Meet, previously named Google Hangouts Meet, is Google's video conferencing software, offered as part of Google Workspace, formerly known as G Suite. There is also a free version for Google users. Meet offers features not seen in Hangouts, like real-time captions, meeting recording, and support for up to 250 participants and 100,000 live stream viewers. Hangouts only supports video calls with up to 25 participants. In this course, we will concentrate on the free version of Google Meet that is available to anyone once they have created a free Google account.

USING ZOOM AS A PARTICIPANT

Course Description:

33(m) This course will provide a comprehensive overview of the participant experience using Zoom, including joining a meeting, both via email and through the desktop app, as well as navigating the Zoom interface. It will also cover how to use meeting features such as chat, screen sharing, recording, and reactions so that students can make the most of their Zoom experience. Finally, this course will address how to adjust meeting settings and apply a background or filters to customize the participant setup as desired

USING ZOOM AS A HOST

Course Description:

1(h) 35(m) This course will provide a comprehensive overview of the Host experience using Zoom, including creating meetings, both through the desktop app and on the Zoom website, as well as working with views and navigating the Zoom interface. It will also cover how to manage participants, utilize meeting chat, share content, and use additional features to optimize the host experience. Finally, this course will address how to use breakout rooms and adjust meeting settings to further customize the meeting setup as desired.

MICROSOFT TEAMS: QUICK START

Course Description:

45(m) Discover how to communicate and collaborate seamlessly with Microsoft Teams. Work more efficiently and productively. Achieve your goals faster - personally and especially as a team! The training is aimed at people who are looking for a quick start to be able to use Microsoft Teams immediately. Alternatively, we also offer a detailed, comprehensive training if you want to go deeper.

ADOBE CONNECT

Course Description:

23(m) This user-friendly course teaches you how to use Adobe Connect to easily conduct online meetings, eLearning activities, and other web-based communication events. The introductory course details how to create a new meeting, including how to invite participants and make sure your audio is properly configured for a telephone conference. It examines a variety of tools that let you perform convenient tasks and add technical enhancements, including note-taking functions, Q & A sessions, and interactive polls. Finally, the tutorial concludes by explaining how to record and share the content of online meetings. The tutorial uses video and audio narration to demonstrate tasks and functions in detail. Upon completion of the module, you will be able to use this program to create and conduct professional web conferencing and training sessions.

PRESENTING YOUR BEST SELF IN A VIDEO MEETING

Course Description:

17(m) With the rise in video conferencing, it’s vital to look and sound as good as you would in person. In this course, you will understand how to use lighting and different types of microphones, as well as understand how posture and camera angles affect the impression you make. At the end of this course, you will be able to adjust your home set up to present yourself in the most professional and appealing manner during your next virtual meeting.

VIRTUAL MEETING ETIQUETTE

Course Description:

10(m) Dress for the job. Be punctual, visible and audible. Be aware of your surroundings, in particular noise and distractions. Be present, attentive and engaged.

THE FIRST 5 MINUTES: BOOST MORALE IN VIRTUAL MEETINGS

Course Description:

5(m) First impressions are everything – and the same is true in your virtual meetings. In this course, John Chen, a thought leader on engaging virtual meetings and best-selling author, will teach you how to spend the first five minutes of your meeting wisely. You'll learn how to prepare for your meeting, raise the energy, and engage your audience effectively. Through practical tips and techniques, you'll discover how to build trust and connection with your audience, communicate your agenda clearly, and ensure everyone feels included. By the end of this course, you'll be able to start your meetings off strong.

OVERCOMING VIRTUAL MEETING FATIGUE

Course Description:

9(m) Many remote workers complain that virtual meetings are more taxing than in-person meetings. In this course, Overcoming Virtual Meeting Fatigue, we'll explore the science behind why meeting remotely can be so exhausting, and then we'll provide tips on how to overcome these negative effects for an improvement in wellbeing and productivity.

WOMEN IN LEADERSHIP

WOMEN IN LEADERSHIP

Course Description:

8(m) How can you, as a leader, create an environment for women to succeed and progress?

LEADING WITH GENDER INCLUSIVITY

Course Description:

20(m) Inclusivity is a hot topic, but when it comes to gender, biases are still a problem with 70% of leadership and management roles still occupied by men. However, a study by Elisabeth Kelan, Professor of Leadership at Cranfield University School of Management, identified that middle management is the key to solving this. This course will investigate her findings and offer

practical techniques for encouraging gender inclusivity throughout your organization. It will also help you identify and call out gender bias and enable you to recognize work practices that aren't conducive to a gender inclusive environment.

UNDERSTANDING GENDER BIAS

Course Description:

15(m) In this ground-breaking new course from Skill Boosters, Professor Binna Kandola and Dr Jo Kandola explain how today's gender inequality stems not from biology and evolution but from artificial social constructs and show how challenging gender bias can deliver huge benefits for both individuals and organisations.

SMALL ACTS OF CONFIDENCE: YOU ARE NOT AN IMPOSTER

Course Description:

4(m) You will discover how to view stress and feelings of inadequacy in a positive light, and how to help others who express feelings of inadequacy. By the end of this Small Acts of Confidence course you will have tools to help you tackle self-doubt, regardless of your field of work. In turn, you will be ready to challenge yourself more at work, opening yourself up to new opportunities for learning and growth.

MOVING UP: 04. ASKING FOR A RAISE

Course Description:

4(m) In this course, we'll discuss the best ways to ask for a raise. This includes what you should do to prepare, knowing the right time to ask, and how to present your pitch. This course is from our series on Moving Up. It includes a video with audio narration, downloadable materials, and a quick quiz. Take this course along with others in the series and acquire the skills you need to advance your career within your organization.

ASSERTIVE COMMUNICATION SKILLS FOR WOMEN

Course Description:

20(m) Women may face difficult perceptions about their assertive behaviors in a professional environment. In this lesson, women will learn how to be comfortable and confident in asserting themselves as an effective team member.

DIFFICULT CONVERSATIONS

Course Description:

6(m) In the Difficult Conversations microcourse, you'll learn why it's important to have difficult conversations in order to create an inclusive workplace, as well as best practices for approaching these conversations. This microcourse uses videos and interactive exercises to explore the powerful impact of having the courage to move out of your comfort zone and forge stronger interpersonal relationships at work.

FIVE STRATEGIES FOR WOMEN IN LEADERSHIP

Course Description:

5(m) Women face obstacles in the workplace because of their gender. Lower pay, fewer opportunities, and discrimination are just a few of the challenges. Five Strategies for Women in Leadership shows you how to overcome them. Spend 5 minutes and learn five strategies you can use to smash through barriers and power your way to your full potential. Like forging partnerships with influential people and taking care of yourself. And a lot more.

WOMEN'S HISTORY MONTH: EMBRACE, EDUCATE, EMPOWER

CELEBRATING WOMEN'S HISTORY MONTH

Course Description:

25(m) A short course on celebrating women in history.

NATIONAL WOMEN'S HISTORY MONTH (U.S.)

Course Description:

7(m) National Women's History Month is a month-long observance in the United States centered around commemorating the remarkable women who have played a critical role in history. Learning about and observing days that bring awareness to specific social issues is one way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll receive an overview of the significance and origins of Women's History Month. You'll also learn the stories of many accomplished women in American history. By the end of this course, you'll be able to identify ways to participate in local and national celebrations.

INTERNATIONAL WOMEN'S DAY

Course Description:

7(m) International Women's Day focuses on global calls to action to further the cause of gender equality. People of all genders on every continent can participate in this day. Learning about and observing days that bring awareness to specific social issues is one way to foster inclusion, empathy, and allyship in both your work environment and community. In this course, you'll receive an overview of the significance and origins of International Women's Day and its impact on history. You'll also be introduced to women who have left lasting contributions in the fight for women's rights and gender equality. By the end of this course, you'll be able to identify ways to participate in the observation.

WORKING WITH CHILDREN & TEENS

CREATING A SAFE ENVIRONMENT FOR KIDS

Course Description:

Kids don't always think before they act. And they don't know what things can hurt them. So, it's up to you to keep them safe. When working with kids, the decisions you make and actions you do—or don't—take can be the difference between a child having fun or getting hurt. This kind of responsibility can be scary. But, taking steps to create a safe place can help protect kids while they are in your care. By the end of this tutorial, you will be able to: Identify safety concerns Provide appropriate supervision Monitor children's health and wellness.

UNATTENDED CHILDREN: HOW TO TALK TO PARENTS ABOUT THEIR CHILDREN'S BEHAVIOR

Course Description:

60(m) Presented by Ryan Dowd you'll learn the impact poverty has on parents, what to say and not to say when talking to parents about problematic behavior and the most important thing you can do to make sure the talk goes well.

APPROPRIATE PHYSICAL CONTACT WITH CHILDREN

Course Description:

15(m) What would you do if a child was upset? How would you make them feel better? You might want to hug them or pat their back—physical contact is a natural way to show warmth and care. And studies show it's necessary for children's safety and development. But sometimes, contact can be harmful, and children are physically or sexually abused. An innocent hug to one person might mean something else to another. So, to protect children in your care and prevent misunderstandings, it's important to know when and what kind of physical contact

is okay. By the end of this tutorial, you will be able to: Recognize when physical contact is appropriate Use acceptable methods of contact.

RECOGNIZING THE SIGNS OF CHILD ABUSE

Course Description:

15(m) It's awful to think about, but sometimes children are abused. And, if your work brings you into contact with children, you may struggle with whether you should report your concerns about a child's safety. No one wants to wrongly accuse someone of child abuse. But a child may be afraid or ashamed to tell anyone about their situation. They often need someone to speak for them. Being able to recognize the signs of possible abuse can help you know when to share your concerns with a supervisor. By the end of this tutorial, you will be able to: Define types of abuse Recognize signs of possible child abuse.

SAFE PLACE

Course Description:

15(m) In this course, you will learn more about the Metropolitan Library System's participation in the Safe Place program and the Safe Place procedures in place for serving guests who need this service.

ORNERY TEENAGERS: COMPASSIONATELY AND EFFECTIVELY MANAGING THEIR PROBLEM BEHAVIORS

Course Description:

60(m) Originally presented by Ryan Dowd you will learn how to interact with teenagers and manage their problem behaviors.

WORKING WITH SENIORS

ON THE GO WITH SENIOR SERVICES

Course Description:

1(h) Phyllis Goodman will address the needs of the older adult population and how to create programs for them. Attendees will gain insight into who the older adult population is and recent research on how the brain ages, and how educational and creative programs can improve their quality of life. Techniques for working with older adults and specifically those with early stages of dementia will be discussed. Sample programs that have worked well at libraries around the country will be shared.

EXCELLENCY IN CUSTOMER SERVICE IN THE PUBLIC SECTOR FOR SENIOR CITIZENS

Course Description:

1(h) 10(m) In this course, you'll learn the keys to offer an excellent service to elderly customers in the public sector, learn how to manage senior citizens to improve the quality of services in the public sector, eliminate prejudices towards this group of clientele and show an approachable, trustworthy and empathetic attitude towards the elderly clientele.

SILVER EXPERIENCE: CUSTOMER SERVICE EXCELLENCE WITH THE OLDER GENERATION

Course Description:

1(h) 10(m) In this course, you'll learn the keys to offer an excellent service to customers from the older generation, eliminate prejudice towards older customers, show an approachable, trustworthy and empathetic attitude towards older customers and use clear communication adapted to the level and characteristics of older customers.

HEALTH INSURANCE LITERACY FOR OLDER ADULTS

Course Description:

60(m) Libraries are prominent places in communities - making libraries and librarians excellent resources for advancing health information literacy. For example, librarians can address the unmet information needs that make it difficult to make health insurance choices, particularly for seniors. Addressing this critical information need, Emily Vardell, Ph.D., explores the history of Medicare, health insurance coverage for older adults in the United States, and the complex Medicare system itself.

WORKING WITH UNHOUSED GUESTS

COMMUNITY HOMELESSNESS AND WHAT LIBRARIES CAN DO

Course Description:

60(m) In this webinar, Julie Ann Winkelstein will give a brief overview of who is unhoused, the numerous ways community members experience homelessness, some basic statistics and facts about US homelessness, and insights into its impact on people’s lives, including daily trauma. Building on this, she will offer suggestions for actions library staff can take, and provide specific examples of the various ways in which libraries are addressing the physical, emotional and practical needs of their unhoused community members. Participants will come away with an

understanding of the role of libraries in addressing homelessness, the critical importance of partnerships, and an action plan template, to help them move forward as they respond to the life challenges of this sometimes invisible, frequently underserved population.

FAMILY HOMELESSNESS AND LIBRARIES

Course Description:

60(m) In this webinar, librarian Vikki Terrile provides an overview of family homelessness in the United States and how libraries can support children and families in homeless situations.

TOO MANY BAGS: HOW TO ADDRESS SOMEONE BRINGING IN TOO MUCH STUFF

Course Description:

60(m) Originally presented by Ryan Dowd you'll learn how to draft a "bag policy", the different reasons people have too much stuff, why your natural response is exactly the wrong one and how to handle it instead.

JERKS WITH HOMES: HOW TO DEAL WITH MEMBERS OF THE PUBLIC WHO ARE BEING JERKS ABOUT HOMELESS FOLKS

Course Description:

60(m) Originally presented by Ryan Dowd.

HOMELESS DE-ESCALATION 101 WORKSHOP

Course Description:

60(m) The Homeless De-Escalation 101 Workshop. This workshop was originally presented by Ryan Dowd in November 2022 as part of ongoing monthly training.

HOMELESS DE-ESCALATION 201 WORKSHOP

Course Description:

60(m) The Homeless De-Escalation 201 Workshop. This workshop was originally presented by Ryan Dowd in January 2023 as part of ongoing monthly training.

HOMELESS DE-ESCALATION 301: PREVENTING CONFLICT

Course Description:

60(m) The Homeless De-Escalation 301 Workshop. This workshop was originally presented by Ryan Dowd in February 2023 as part of our ongoing monthly training.

HOMELESS DE-ESCALATION 501: VERBAL TOOLS FOR CONFLICT

Course Description:

60(m) The Homeless De-Escalation 501 Workshop. This workshop was originally presented by Ryan Dowd in February 2023 as part of our ongoing monthly training.

WORKING WITH VOLUNTEERS

SUMMER SUPERS TRAINING (ILT)

***Closed sessions for Teen Summer Volunteers* - Sessions held in January and March annually.**

Course Description:

These in-person or zoom sessions are for staff who are supervising teen volunteers at library locations. You will learn about schedule creation, recruitment, and interviewing, as well as how to interact and behave with our teen volunteers.

LEADING VOLUNTEERS WITH CONFIDENCE WORKSHOP (ILT)

Course Description:

Participants will be able to engage and supervise volunteers, create a positive and welcoming experience for guests, volunteers and staff. Participants will discuss why we welcome volunteer team members, the value they add to our guest's experiences, as well as what tasks are appropriate for volunteers. Before registering for a Leading Volunteers with Confidence in person or Zoom session please review the pre-work content to prepare for the class.

SAMARITAN 2.0 (ILT)

***Closed session for Samaritan users* - Contact Heidi Port/L&D for questions/enrollment options.**

Course Description:

Learn how to use Samaritan 2.0 at your location.

**Must complete Leading Volunteers with Confidence before taking Samaritan 2.0.*