



Community Health Standard Package

Addiction

Addressing Substance Use in Military and Veteran Populations
Adolescent Substance Use Disorder Clinical Pathways
Assessing Opioid Abuse In Families
Assessment and Treatment of Stimulant Use Disorders
Benzodiazepines: Uses, Misuses, and Treatment
Best Practices in Alcohol Use Disorder Assessment and Treatment
Biopsychosocial Model of Addiction
CBT in Substance Use Disorder Treatment
Clinical Practice Guidelines for Prescribing Opioids
Confidentiality of Substance Use Treatment Information
Core Competencies for Opioid Use Disorder
Cultural Dimensions of Relapse Prevention
Ethical Considerations in Substance Use Treatment for Youth
Evidence Based Practices in Treatment of Substance Use Disorders
Family Therapy in Substance Use Treatment
From Prescription Opioid Abuse to Heroin Use in Youth and Young Adults
Harm Reduction
History and Evolution of Pain Management and Opioid Use In America
Kratom: Herbal Supplements and Opioids
Marijuana and Cannabinoids, Pain and the Brain
Medication-Assisted Treatment for Opioid Addiction
Mindfulness, Meditation, and Spirituality as Tools for Recovery
Opioid Abuse in Adults
Prevention of Substance Use for Transitional Aged Youth
Promoting Treatment Engagement with Behavioral Health Disorders
Screening, Brief Intervention, and Referral to Treatment of Older Adults With Opioid SUD
Substance Use and Risk of HIV, Hepatitis, and Other

Infectious Diseases

Substance Use Disorder Treatment and the LGBTQ Community
Substance Use in Women Across the Lifespan
Substance Use Treatment and the Stages of Change Model
The Role of Wellness in Recovery
The Treatment of Chronic Pain
The Twelve Steps
Trauma and Substance Use
Treating Gambling Problems
Treating the Opiate Epidemic
Treatment of Opioid Dependence Among Adolescents and Young Adults
Treatment Strategies for Relapse Prevention
Use of Mindfulness in Recovery
Working with Court-ordered Individuals in Substance Use Treatment
Working with Individuals in Early Recovery

Advance Care Planning

Advance Care Planning Communication Skills for Success: The Five Wishes Framework
Advance Care Planning Conversations: The Five Wishes Framework
Advance Care Planning: Program Implementation with Five Wishes®

Advanced Team Building

High Performing Teams: Aligning and Developing Your Team
High Performing Teams: Building an Effective Team

Basic Supervision Skills

Basic Supervisory Skills
Improving Employee Engagement in the Workplace
Interviewing Techniques
Sexual Harassment for Supervisors
Sexual Harassment- NY Mandatory Training
Team Building: Introduction
The Transition to Supervisor

Current course listing. Course listing is subject to change as updates are made. Individual courses may appear in multiple categories.

Basic Workforce Skills

Anger Management
Boundaries
Conflict Resolution
Customer Service
Customer Service Essentials Self-Paced
Effective Communication
Effective Communication Self-Paced
Effective Workplace Writing
Navigating the Ethics of Dual Relationships for Clinicians
Working in a Team
Working with Difficult People

Behavioral Health Paraprofessionals

Behavioral Health Issues in Older Adults for Paraprofessionals
Boundaries and Dual Relationships for Paraprofessionals
Co-Occurring Disorders: An Overview for Paraprofessionals
Crisis Management Basics
Cultural Issues in Treatment for Paraprofessionals
Dental and Oral Health
Evidence-Based Practices in Supported Employment Part 1
Evidence-Based Practices in Supported Employment Part 2
Introduction to Bipolar and Depressive Disorders in Adults
Introduction to Case Management Basics
Medication Administration for Unlicensed Paraprofessionals
Nutrition and Exercise for Clients in Behavioral Health
Overview of Psychiatric Medications for Paraprofessionals
Overview of Serious Mental Illness for Paraprofessionals
Overview of Substance Use Disorders: Part 1
Overview of Substance Use Disorders: Part 2
Overview of Supported Employment
Overview of Trauma Disorders in Adults for Paraprofessionals
Substance Use and the Family for Paraprofessionals
Suicide Screening for Direct Care
What Does Becoming Trauma-Informed Mean for Non-

Clinical Staff

Children Youth and Families-Early Childhood

Abusive Head Trauma (Shaken Baby Syndrome)
Activities for Infants and Toddlers
Activities for Preschoolers: Approaches to Play and Learning
Activities for Preschoolers: Gross and Fine Motor Skills
Activities for Preschoolers: Learning Through Creative Arts
Activities for Preschoolers: STEM Learning
Activities for Preschoolers: Supporting Language Development
Behavior Management in Early Childhood
Developmental Stages: Birth to Five Years Old
Early Childhood Safety and Injury Prevention
Evaluation and Treatment of Stuttering in Preschool Children
Family Assessment and Intervention
Inclusion: Children with Disabilities
Nursing Care for Children with Intellectual and Developmental Disabilities
Nutrition and Early Development
Overview of Children with Disabilities
Overview of Communicable Diseases in Children
Pediatric Habilitation
Social and Emotional Development in Early Childhood
Sudden Infant Death Syndrome
Working with Parents: Communication, Education, and Support

Community Health Pro on the Go

Assessment: Basic Injury
Assessment: Neurological
Assessment: Post Head Injury
Collecting Specimens: Performing a Venipuncture
Collecting Specimens: Urine via Clean Catch
Communicating with Someone Who Doesn't Speak
Crisis Intervention Techniques
Handwashing
Identifying and Handling a Person with Drug Seeking Behaviors
Infection Control: Airborne Precautions
Infection Control: Contact Precautions
Infection Control: Droplet Precautions

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Measuring Blood Pressure
Measuring Pulse and Respiration
Measuring Weight
Professional Boundaries
Protective Devices
Response to Fire
Signs and Symptoms of Constipation
Vital Signs: Measuring Blood Pressure
Vital Signs: Measuring Pulse
Vital Signs: Measuring Respiration
Vital Signs: Taking a Rectal Temperature
Vital Signs: Taking an Axillary Temperature
Vital Signs: Taking an Oral Temperature
Working with People after a Stroke
Working with People on the Autism Spectrum
Working with People Post Chemotherapy
Working with People Who Have Bipolar Disorder
Working with People Who Have Shingles
Working with People with Alcohol Use Disorder
Working with People with HIV/AIDS
Working with People with Substance Use Disorder
Wound Care: Assessment
Wound Care: Treatment

Community Oriented Primary Care

340b Drug Discount Program
A First Look Into Integrated Care for Primary Care Staff
Addressing Mental Health Concerns in Patients with Cardiovascular Disease
Addressing Mental Health Concerns in Patients with Diabetes
Addressing Overweight and Obesity: An Integrated Health Perspective
Advanced Quality Improvement for Leadership
Behavioral Health Screening Tools
FQHC Board Governance
FQHC Fundamentals
FQHC Recruitment
FQHC Retention
Patient Centered Medical Home: Care Management, Coordination, and Transition
Patient Centered Medical Home: Managing Patients and Patient Centered Access
Patient Centered Medical Home: Performance Management and Quality Improvement

Patient Centered Medical Home: Team-Based Care and Practice Organization
Patient Centered Medical Home: Transformation and Recognition
Patient Cultural Competency For Non-Providers
Person-Centered Planning in Behavioral Health
Reducing Health Disparities: A Culturally Sensitive Approach for Busy Primary Care Providers
Site Manager Training Maximizing Site Performance
Social Determinants of Health Overview
Social Determinants of Health: Economic Stability
Social Determinants of Health: Education
Social Determinants of Health: Health and Healthcare
Social Determinants of Health: Neighborhood and Built Environment
Social Determinants of Health: Social and Community Context
Value Based Payments

Compliance/Safety

Advance Directives
Bloodborne Pathogens and Standard Precautions
Bullying On The Job
Caregiver Conduct - Regulations, Co-workers, and Families
Chemical Labeling and Safety Data Sheets
Corporate Compliance and Ethics
Corporate Compliance: The Basics
CPR Refresher
Cultural Awareness and the Older Adult
Cultural Competence
Defensive Driving: The Basics
Duties of a Caregiver
Emergency Preparedness for Healthcare Providers
Ethical Decision Making: The Basics
Ethics and Personal Rights
Fire Emergencies
Fire Safety and Emergency Preparedness
First Aid Part 1
First Aid Part 2
First Aid Refresher
Got Bugs? Dealing with Infestation
HIPAA Do's and Don'ts: Electronic Communication and Social Media
HIPAA Do's and Don'ts: Electronic Communication and Social Media Self-Paced

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HIPAA Overview
HIPAA Privacy
HIPAA Privacy Self-Paced
HIPAA Security
HIPAA: The Basics
HIPAA: The Basics Self-Paced
HIV/AIDS - Diagnosis and Early Stages
HIV/AIDS - Focusing on the Individual
HIV/AIDS - The Elder's Experience
HIV/AIDS - Understanding the Illness
HIV/AIDS Training for the Care Provider
HIV: Basic
HIV: Beyond the Basics
Human Trafficking: Forced Labor
Human Trafficking: Sexual Exploitation
Identifying And Preventing Child Abuse And Neglect
Impaired Co-Workers: Identification and Management
Infection Prevention and Control
La Ética y los Derechos Personales
Latex Allergy
Medical Errors Prevention
Multi-drug Resistant Organisms (MDROs)
Oxygen Safety
Oxygen Safety Self-Paced
Personal Protective Equipment
Personalized Learning: Understanding the HIPAA Regulations
Preventing Back Injuries
Privacy and Confidentiality for Non-HIPAA Covered Entities
Promoting Your Client's Independence
Quality Improvement: The Basics
Recognizing and Preventing Workplace Violence Self-Paced
Responding to Emergencies: Gas, Explosion, Power Outage & More
Root Cause Analysis
Sexual Harassment for Employees
Standard Precautions and Bloodborne Pathogens
Workplace Harassment
Workplace Harassment Self-Paced
Workplace Hazards and Safety

Compliance/Safety-HHS

A Day in the Life of Henry: A Dementia Experience

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Abuse and Neglect: What to Look For and How to Respond
Advocacy and Multicultural Care
Client/Patient Rights
Documenting the Treatment Planning Process
DSM-5 Brief Overview
Groundwork for Multicultural Care
Handling Food Safely
Identifying and Preventing Dependent Adult Abuse and Neglect
Incident Reporting
Infusion of Culturally Responsive Practices
Interviewing the Patient
Medicare and Medicaid Fraud and Abuse Prevention
Military Cultural Competence
Quality Assurance and Performance Improvement for Direct Care Professionals
Reducing Medical and Treatment Errors in Behavioral Health
Safety In The Field
SBIRT: Screening and Interventions for Individuals with Substance Use Issues
Working Effectively with Gender and Sexual Minorities

Employee Wellness

Employee Wellness - Alcohol Use: How Much Is Too Much?
Employee Wellness - Dental and Oral Health
Employee Wellness - Diabetes Prevention
Employee Wellness - Emotional Intelligence: Awareness
Employee Wellness - Emotional Intelligence: Feeling & Thinking
Employee Wellness - Healthy Eating on a Budget
Employee Wellness - Healthy Sleep
Employee Wellness - Heart Disease Prevention
Employee Wellness - Importance of Physical Fitness
Employee Wellness - Making the Most of Your Memory
Employee Wellness - Safe Use of Prescription Medications: Part 1
Employee Wellness - Safe Use of Prescription Medications: Part 2
Employee Wellness - Side Effects of Care Giving
Employee Wellness - Smoking Cessation: Ready, Set, Quit!
Employee Wellness - Stress Management

Employee Wellness - Time Management
Employee Wellness - Weight Management
Employee Wellness - Work-Life Balance

HR/Legal

Affirmative Action
Discrimination in the Workplace: What Supervisors
Need to Know
Documentation for Supervisors
FLSA: What Supervisors Need to Know
FMLA: What Supervisors Need to Know

Integrated Care

A First Look at Integrating Care: Policy
A First Look at Integrating Care: Practice
Addressing Overweight and Obesity in Individuals with
Mental Illness
Assessing Integration Readiness
Cardiovascular Disease and Behavioral Health
Disorders
Enhancing Communication with Medical Providers and
Medical Terminology
Integrated Care Treatment Planning
Integrating Primary Care with Behavioral Healthcare
Overview of Case to Care Management
Overview of Diabetes for Behavioral Health
Professionals
Serious Mental Illness and Respiratory Disease
Treatment of Tobacco Use Disorder
WEBINAR: Exploring Best Practices in Integrated Care

Leadership Standard PATHS Assessments

Building an Engaged Work Force Path Assessment
Interviewing and Onboarding For Success Path
Assessment
Managing Essentials Path Assessment
Navigating Change - For You and Your Staff Path
Assessment
Using Performance Feedback Effectively Path
Assessment

Management and Leadership Fundamentals

Change Management 1: Navigating the Dynamics of
Change
Change Management 2: Leading the Implementation of
Change

Communication Essentials: Communication Style
Effectiveness
Communication Essentials: Navigating Conversations
Communication Essentials: The Effective Listener
Effective Communication for Supervisors
High Performing Teams: Achieving Excellence
Inspiring Performance: Motivating and Managing for
Results
Leadership Fundamentals: Leading as a Coach
Leadership Fundamentals: Management vs.
Leadership
Leadership Fundamentals: Relationship-Centric
Leadership
Management Fundamentals for the Emerging Leader
Management Fundamentals: Setting the Stage for
Success
Management Fundamentals: Winning at Work
On-Boarding and Culture Development

Medical and Dental

Abdominal Pathophysiology, Complications and
Interventions
Alcohol Pharmacotherapies and Medical Practice
Antibiotic Stewardship
Building Care Teams and Establishing Checkpoints:
Asthma and COPD
Building Care Teams and Establishing Checkpoints:
Depression/Anxiety
Building Care Teams and Establishing Checkpoints:
Diabetes
Building Care Teams and Establishing Checkpoints:
Hypertension, Congestive Heart Failure, Coronary
Artery Disease
Cardiovascular Pathophysiology, Complications, and
Interventions
Care Coordination: Principles and Best Practices
Chest Pain Symptoms, Tests, and Treatments
CMS Training - Coordination of Benefits
CMS Training - Medicaid and CHIP
CMS Training - Medicare for People with ESRD
CMS Training - Medicare Preventive Services
CMS Training - Medigap
CMS Training - Understanding Medicare
CMS Training- Medicare and Other Programs for
People with Disabilities
CMS Training: DME Competitive Bidding Program
CMS Training: MACRA Quality Payment Program

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Overview
 CMS Training: Medicare Amounts
 CMS Training: Medicare Prescription Drug Coverage
 CMS Training: Medicare Rights and Protections
 Diabetes: Nutritional Management
 Hypertension
 Infection Control for Dental Staff
 Managing Medicaid Members with Chronic Behavioral and Physical Health Conditions
 Managing Medicaid Members with Chronic Physical Conditions
 Medicaid in the Quality Payment Program
 Medical Emergencies Management and Risk Management: Medical Error Prevention for Dental Staff
 Medicare Advantage and Other Medicare Plans Resource
 Medicare Parts C and D: General Compliance Training
 Nursing Pediatric Assessment
 OSHA: Bloodborne Pathogens- Standard Annual Review for Dental Staff
 OSHA: Hazard Communication Standard for Dental Staff
 Pain Management for the Adult Client
 Payer Perspective: Adherence
 Payer Perspective: Asthma/COPD
 Payer Perspective: Asthma/COPD for Clinicians
 Payer Perspective: Care Coordination of Chronic Diseases
 Payer Perspective: Comorbidity Management
 Payer Perspective: Comorbidity Management for Clinicians
 Payer Perspective: Diabetes Management
 Payer Perspective: Diabetes Management for Clinicians
 Payer Perspective: Hypertension/CAD/CHF
 Payer Perspective: Hypertension/CAD/CHF for Clinicians
 Pressure Injury/Wound Care
 Preventative Care: Screenings and Immunizations
 Respiratory Pathophysiology, Complications and Interventions
 Safe Patient Care: Preventing Medication Errors
 Skin Assessment: Signs and Symptoms of Clients at Risk
 The Merit-based Incentive Payment System: Quality and Cost Performance Categories

Type 2 Diabetes Mellitus (T2DM) Update for Primary Care
 Vital Signs: Normal and Abnormal Ranges for the Adult Client

Mental Health General

Advanced Co-Occurring Disorders
 Beck Depression Inventory-II® In Health & Human Service Settings
 Best Practices for Delivering Telehealth
 Bipolar and Related Disorders
 Case Management Basics
 Clinical Assessment via Telehealth Applications
 Co-Occurring Disorders
 Cognitive Behavioral Therapy
 Community-Based Suicide Prevention
 De-escalating Hostile Clients
 Diagnosis and Treatment of Anxiety Disorders
 Diagnosis and Treatment of Depressive Disorders
 Diagnosis and Treatment of Personality Disorders
 Dialectical Behavioral Therapy: Advanced Techniques
 Dialectical Behavioral Therapy: An Introduction
 Domestic and Intimate Partner Violence
 Ethical and Legal Guidelines for Telehealth
 Evidence-Based Treatment for First Episode Psychosis
 Feeding and Eating Disorders: Diagnosis and Treatment
 Grief and Loss
 Identification, Prevention, and Treatment of Suicidal Behavior for Service Members and Veterans
 Implementation Guidelines for Telehealth Practitioners
 Integrated Treatment for Co-Occurring Disorders Part 1--EBP
 Integrated Treatment for Co-Occurring Disorders Part 2--EBP
 Interventions for Suicide Risk and Postvention for Suicide Loss Survivors
 Learning to Love Groups
 Motivational Interviewing
 Motivational Interviewing in Clinical Practice
 Obsessive-Compulsive and Related Disorders: Diagnosis and Treatment
 Overview of Psychopharmacology
 Posttraumatic Stress Disorder
 Professional Ethics for Psychologists
 Solution-Focused Therapy

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Structured Group Therapy Approaches
Suicide Risk Factors, Screening, and Assessment
Telehealth in Clinical Practice
Trauma-Informed Clinical Best Practices: Implications for the Clinical and Peer Work Force
Understanding Borderline Personality Disorder
Working with the Homeless: An Overview

Older Adults

Alzheimer's Disease
Anxiety Disorders Among Older Adults
Assessing Substance Use Disorder in Older Adults
Behavioral Health Issues in Older Adults
Challenging Behaviors of Older Adults with Dementia
Depression in Older Adults
Developmental Milestones and Mental Health Issues in Older Adults
Elder Abuse
Supporting the Supporter: Family Caregivers of Older Adults
Treating Substance Use Disorders in Older Adults

OSHA Requirements

Back Injury Prevention
Beating Workplace Violence: Assess, Defend, and Survive
Bioterrorism
Bloodborne Pathogens
Drugs in the Workplace
Electrical Safety
Electrical Safety: The Basics Self-Paced
Ergonomics: Office
Fire Safety
Fire Safety Evacuation Procedures Skills Checklist
Fire Safety: The Basics
Hand Hygiene: The Basics
Hand Hygiene: The Basics Self-Paced
Hazardous Chemicals: SDS
Hazardous Chemicals: SDS Self-Paced
Hazardous Chemicals: The Basics
Infection Control
Infection Control: The Basics
Infection Control: The Basics Self-Paced
Influenza
Influenza Prevention Self-Paced

Ladder Safety
Lockout/Tagout
OSHA: Confined Space
Preparing for Pandemic Influenza
Preventing Slips, Trips and Falls
Safe Transferring and Repositioning Self-Paced
Safe Transfers
Sharps Injury Prevention and Response
Slip, Trip and Fall Prevention Self-Paced
The Two Most Common Forms of Workplace Violence: Hostile Encounters and Domestic Violence
Tuberculosis Overview
Tuberculosis: The Basics
Tuberculosis: The Basics Self-Paced
WEBINAR: The Ebola Virus: What You Need To Know
Workplace Emergencies and Natural Disasters: An Overview
Workplace Emergencies and Natural Disasters: An Overview Self-Paced
Workplace Emergencies and Natural Disasters: Earthquakes and Tsunamis
Workplace Emergencies and Natural Disasters: Extreme Heat and Cold
Workplace Emergencies and Natural Disasters: Flooding and Landslides
Workplace Emergencies and Natural Disasters: Hurricanes
Workplace Emergencies and Natural Disasters: Tornadoes
Workplace Safety: The Basics
Workplace Safety: The Basics Self-Paced
Workplace Violence
Workplace Violence Prevention

Premium Leadership & Human Resources

Communicating Vision to Your Employees
Delivering Feedback
Detecting and Dealing with Performance Problems
Ensuring Onboarding Success
Essentials of Interviewing and Hiring Conducting an Effective Interview
Essentials of Interviewing and Hiring Preparing to Interview
Managing Multigenerational Employees
Managing the Dismissal of an Employee

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Planning an Effective Performance Appraisal
Positive Atmosphere: Establishing an Engaged
Workforce

Premium Leadership & Operations

Effectively Directing and Delegating as a Manager
Facing the Management Challenges of Difficult
Behavior and Diverse Teams
Implementing and Sustaining Change
Leading Your Team through Change
Managing Employee Development
Managing Motivation during Organizational Change
Positive Atmosphere: Establishing a Positive Work
Environment

Simulations in Health Services

Crisis Management Across Health and Human
Services

Skillsoft - Business Skills

Accounting for Stock Transactions
Advanced Table Customization in Word 2016
Constructing and Modifying Tables and Charts in
PowerPoint 2016
Creating and Formatting Tables in Word 2016
Creating Photo Albums, Sections, Transitions, and
Animations in PowerPoint 2016
Customizing Options and Using Document Views in
Word 2016
Customizing Proofing and Default Options in
PowerPoint 2016
Deconstructing the Balance Sheet
Designing and Formatting Illustrations in Word 2016
Exporting Presentations and Compressing Media in
PowerPoint 2016
Formatting Text Boxes and Working with Graphic
Content in PowerPoint 2016
Formatting Text in Word 2016
Headers, Footers, Page Numbering, and Layout in
Word 2016
Introduction to the PowerPoint 2016 Interface and
Basic Tasks
Key Accounting Concepts and Principles
Maintaining, Protecting, and Reviewing Documents in
Word 2016
Microsoft Excel 2016 Advanced: Accessibility,
Transforming Data, and Errors
Microsoft Excel 2016 Advanced: Apps and What-if
Analysis

Microsoft Excel 2016 Advanced: Power Pivot, Custom
Formatting, Fills, and Forms
Microsoft Excel 2016 Essentials: Charts, Tables, and
Images
Microsoft Excel 2016 Essentials: Creating, Editing, and
Saving Workbooks
Microsoft Excel 2016 Essentials: Data Presentation
Strategies
Microsoft Excel 2016 Essentials: Formatting Data
Microsoft Excel 2016 Essentials: Formulas and
Functions
Microsoft Excel 2016 Intermediate: Customizing Views,
Styles, and Templates
Microsoft Office 2016 Intermediate Excel: Creating
Custom Visual Effects
Microsoft Office 2016 Intermediate Excel: Macros and
Advanced Queries
Microsoft Office 2016 Intermediate Excel: PivotTables
and Advanced Charts
Microsoft Office 2016 Intermediate Excel: Share,
Review, and Collaborate
Microsoft Office 2016 Intermediate Excel: Working with
Data
Microsoft Office 2016: First Look Functionality and
Collaboration
Microsoft Office 2016: First Look Modern Productivity
Modifying and Formatting Slides in PowerPoint 2016
Outsourcing Financial Activities
Preparing Financial Statements and Closing Accounts
Recording, Posting, and Balancing the Books
References, Proofing, Mail Merges, and Forms in Word
2016
Sharing and Collaborating on Documents in Word 2016
Sharing and Protecting Presentations in PowerPoint
2016
Using Hyperlinks, Actions, and Comments in
PowerPoint 2016
Using Illustrations, Styles, and Themes in Word 2016
Using Slide Show Presentation Tools in PowerPoint
2016
Using the Navigation Pane and Creating Lists in Word
2016
Working with Graphic, Audio, and Video Content in
PowerPoint 2016
Working with the Interface and Performing Basic Tasks
in Word 2016

Skillsoft - Communication

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Acting with Diplomacy and Tact
Administrative Support: Interacting Effectively with Colleagues
Difficult People: Can't Change Them, so Change Yourself
Difficult People: Strategies to Keep Everyone Working Together
Effective Team Communication
Facing and Resolving Conflict in the Workplace
Facing Confrontation in Customer Service
How Culture Impacts Communication
Keeping Business Calls Professional
Listening Even When it's Difficult to Listen
Making an Impact with Non-verbal Communication
Navigating Challenging Situations with Diplomacy and Tact
Navigating Other People's Emotions
Navigating the Workplace with Emotional Intelligence
Navigating Your Own Emotions
Organizing Your E-mail
Planning an Effective Presentation
Polishing Your Feedback Skills
Providing Effective Internal Customer Service
Rapport Building in Customer Service
Sending E-mails to the Right People
The Art and Science of Communication
The Essentials for Anger Management
Troublesome Words and Phrases: Common Usage
Mistakes in Writing
Trust Building through Effective Communication
Using Active Listening in Workplace Situations
Using Communication Strategies to Bridge Cultural Divides
Writing Effective E-mails and Instant Messages

Skillsoft - Management & Leadership

Acting Decisively
Applying Value Stream Mapping in Lean Business
Assessing Your Own Leadership Performance
Becoming an Inspirational Leader
Being a Fair and Caring Manager
Being an Effective Manager When Times Are Tough
Building a Leadership Development Plan
Building Upward Relationships
Career and Family Challenges for Women Leaders

Choosing to Lead as a Woman
Crafting an Organizational Vision
Creating a Plan for Performance Management
Developing a Successful Team
Developing Adaptable Managers
Driving Change with Coaching
Employee Dismissal
Encouraging Team Communication and Collaboration
Essentials of Interviewing and Hiring: Behavioral Interview Techniques
Facing Challenges as a First-time Manager
Fostering Mentoring Relationships
Gaining Insight through Organizational Awareness
Gauging Your Organization's High-performing Potential
Gender and Leadership
Handling Team Conflict
Hiring Strategic Thinkers
How to Manage Difficult Conversations
Keeping Top Performers Challenged
Leader as Motivator
Leading a Cross-functional Team
Leading through Positive Influence
Leveraging Emotional Intelligence
Maintaining a Cohesive Multigenerational Workforce
Making the Move Into Management
Managing Fairly
Managing Performance
Managing Top Performers Is Always Easy...Right?
Managing Your Company's Talent
Motivating Your Employees
Operations Management Functions and Strategies
Positive Atmosphere: How Organizational Learning Drives Positive Change
Preventing High Turnover Rates: How to Keep The Best
Succession Planning
Surviving the Talent Crunch
Taking Your Team to the Next Level with Delegation
The Emotionally Intelligent Leader
The Reality of Being a First-time Manager
Underperforming Employee Now What?
Using Lean to Perfect Organizational Processes

Skillsoft - Personal Development

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Aligning Goals and Priorities to Manage Time
Avoid Procrastination by Getting Organized Instead
Becoming More Professional through Business Etiquette
Becoming Your Own Best Boss
Being an Effective Team Member
Bridging the Diversity Gap
Building Better Relationships through Understanding
Building Peer Relationships
Building Your Professional Network
Confronting Your Assumptions
Critical Thinking
Cultivating Relationships with Your Peers
Defining Alternative Solutions to a Problem
Developing a Growth Mind-set
Developing Your Business Ethics
Ethical Standards and PMI® Core Values
Ethics and Project Management
Finding Your Bearings as a Project Manager
Forging Ahead with Perseverance and Resilience
Getting the Big Picture by Defining the Project's Scope and Team
Getting to the Root of a Problem
Learning from Failure
Make the Time You Need: Get Organized
Managing a Project to Minimize Risk and Maximize Quality
Managing Pressure and Stress to Optimize Your Performance
Mastering the Details of a Project's Schedule and Budget
Navigating through Changes and Conflicts in Projects
Organize Your Physical and Digital Workspace
Overcoming Unconscious Bias in the Workplace
Overcoming Your Own Unconscious Biases
Persevering through Setbacks
Reaching Goals Using Perseverance and Resilience
Rebuilding Trust
Reframing Negative Situations
Self-improvement for Lifelong Success
Staying Balanced in a Shifting World
Take a Deep Breath and Manage Your Stress
Taking Final Steps to Bring a Project to its Close
Taking Stock of Your Work/Life Balance

The Art of Staying Focused
Understanding Unconscious Bias
Your Role in Workplace Diversity

Skillsoft - Safety

Active Shooter 2.0
COMPLIANCE EXPERT: IT Security Phishing
CompTIA Cybersecurity Analyst+ CS0-001: Investigate Security Incidents
CompTIA Cybersecurity Analyst+ CS0-001: Monitoring for Security Issues
CompTIA Cybersecurity Analyst+ CS0-001: Network Architecture and Reconnaissance
CompTIA Cybersecurity Analyst+ CS0-001: Reducing Vulnerabilities
CompTIA Cybersecurity Analyst+ CS0-001: Threat Identification
CompTIA Cybersecurity Analyst+ CS0-001: Threat Mitigation
IT Security for End Users: IT Security Fundamentals
IT Security for End Users: Secure Corporate Communications and Networking
IT Security for End Users: Using Corporate Devices Securely
Laboratory Safety Impact: Emergency Guidelines and Procedures
Laboratory Safety Impact: Hazardous Waste Accumulation and Disposal
Laboratory Safety Impact: Laboratory Safety Requirements
Laboratory Safety Impact: Preventing Fire and Burn Hazards
Laboratory Safety Impact: Safety Data Sheets and Chemical Storage
Laboratory Safety Impact: Safety Guidelines and Procedures
Preventing Identity Theft
Privacy and Information Security

Social Determinants of Health

Social Determinants of Health Path Assessment
Social Determinants of Health: Economic Stability At a Glance
Social Determinants of Health: Education At a Glance
Social Determinants of Health: Health and Healthcare At a Glance
Social Determinants of Health: Neighborhood and Built Environment At a Glance
Social Determinants of Health: Practice Scenarios

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Social Determinants of Health: Social and Community Context At a Glance

State - Specific

Adverse Incidents - Florida
Adverse Incidents - Florida ALF
Adverse Incidents for Oklahoma
Assisting with Self-Administration of Medications: Florida Laws
Background Checks and the Rights of Older Adults Texas
California Law - Reporting Elder and Dependent Adult Abuse
Caring for LGBT Residents in California Nursing Facilities
Child Abuse for Mandatory Reporters - Iowa
Common Mental Health Conditions in Veterans
Dependent Adult Abuse for Mandatory Reporters - Iowa
Domestic Violence 2 Hour FL Required Training
Ethics and Jurisprudence for Nurses in Texas
Extended Congregate Care Part I
Extended Congregate Care Part II
Florida Alzheimer's Disease or Related Disorders (Nursing Home/Hospice)
Florida Assisted Living Alzheimer's Disease and Related Disorders: Level I
Florida Assisted Living Alzheimer's Disease and Related Disorders: Level II
Florida Laws and Rules for Nurses
HCSSA Licensing Rules - Texas - Part 2
HCSSA Licensing Rules Texas - Part 1
HCSSA Licensing Rules for Hospice Texas
HIV and AIDS - Florida Laws
Human Trafficking for Healthcare Professionals for Florida
Infection Control: New York State Mandatory Course
Louisiana Dementia Training: ARC-2
Louisiana Dementia Training: ARC/SCU-4

Louisiana Dementia Training: ARC/SCU-8
Louisiana Dementia Training: NF-4A
Louisiana Dementia Training: NF-4B
Louisiana Dementia Training: NF/SCU-4
Louisiana Dementia Training: NF/SCU-8
Medical Record Documentation & Legal Information for Florida Certified Nursing Assistants
Ohio Nurse Practice Act
Recognizing Impairment in the Workplace for Florida
Sexual Harassment for Supervisors in California
Sexual Harassment: Federal and California Law
Suicide Prevention Training for Washington State
Suicide, Assessment, Treatment and Management (Kentucky)
Texas House Bill 300
Texas Nurses: Protecting the Elderly and Advocating for Social Change
Understanding California's Workplace Violence Regulations
Washington State LTC Workers: Certificate Tutorial

Workforce Skills - Supervision and Management

Analyzing Performance and Corrective Action Plans
Coaching and Mentoring in the Workplace
Supervisor's Guide to Safety in Orientation
The Risk Management Process From Identification to Monitoring Results
Understanding Substance Use Problems in the Workplace
WEBINAR: What Great Managers Do Differently
Workplace Harassment Prevention

Workforce Skills and Development

Problem Solving in the Workplace
Problem Solving: Solutions in the Workplace