

Professional development videos for
employee and business growth.

On-Demand learning

Course Catalog

Improve Customer Service

Increase Sales

Train Employees To Think Like Owners

trainND
SOUTHEAST

POWERED BY
North Dakota State College of Science

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NDSCS.EDU/TRAINING

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Get **READY** for:

A training program specifically designed for TrainND Southeast clients and your employees.

Highly focused training that delivers high employee business impact:

- Develop high-impact leaders who will help grow your business;
- Retain your best people by investing in their future to help them better serve customers in a welcoming and safe workplace; and
- Build and sustain customer loyalty with consistent and positive interactions.

TrainND On-Demand Learning

provides you and your employees with

high-impact, real-world training

that develops your leaders, retains your best people and grows your customer loyalty.

On-Demand Learning

ENGAGING FEATURES:

- Content makes a difference!
- Short video courses that can be completed at your desktop 24/7.
(In addition, content is downloadable to iPads and other hand-held devices.)
- Fun, engaging and easy.
- Tracking and testing that enables you to follow employees' progress.

Here's how it **WORKS:**

- Purchase a subscription.
- TrainND will send a welcome email with password setup instructions.
- TrainND can help with an employee kick-off, implementation ideas and incentive suggestions to get your program started.
- TrainND provides highly focused training curriculums.
- TrainND provides employee incentive ideas and recognition tools to build and sustain training momentum.
- TrainND provides ongoing support. Our staff are available to answer questions and help you and your employees achieve desired outcomes.

The Cost of **NOT** Training:

When one of your best people leaves your organization, estimated costs can easily reach 150% of that employee's annual salary:

- Cost of lost productivity during opening and transition.
- Training you have already invested in the employee who is leaving.
- Cost of potential lost customers and additional customer service cost required to retain their loyalty.
- Cost of advertising, recruitment and training of their replacement.
- Lack of consistent customer interactions for dealers with multiple locations results in lost customers. What is the lifetime value of one lost customer?
- Not having compliance training such as harassment-avoidance and safety) causes all types of potential negative business outcomes and risks that can impact your bottom line and the future of your business.

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AIR CONDITIONING (INTRODUCTORY)

Course Name	Duration
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Air Conditioning Principles Introductory Segment 2C.....	12:07
Air Conditioning Principles Introductory Segment 3	5:54
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Air Conditioning Principles: Introductory Segment 5A.....	4:24
Air Conditioning Principles: Introductory Segment 5B.....	4:39
Air Conditioning Principles: Introductory Segment 6A.....	4:33
Air Conditioning Principles: Introductory Segment 6B.....	2:55
Air Conditioning Principles: Introductory Segment 6C.....	4:49

BUILDING A BUSINESS CASE

Course Name	Duration
Concept Evaluation: Identifying Opportunities.....	8:39
Concept Evaluation: Finding Support	7:05
Concept Evaluation: Making Decisions.....	7:19
Gathering Data: Costs and Benefits.....	6:00
Gathering Data: Identifying and Addressing Risks.....	6:15
Gathering Data: Understanding Financial Metrics.....	5:13
Gathering Data: SWOT Analysis	6:56
Telling the Story: Writing a Proposal	6:59
Telling the Story: The Art of Persuasion	6:24
Telling the Story: Presentation.....	5:38
Telling the Story: After Approval.....	7:49

BUSINESS BASICS

Course Name	Duration
Business Travel: Hotel, Motel, Holiday Inn.....	5:53
Business Travel: I've Got a Plane to Catch	5:28
Business Travel: Before Leaving.....	4:37
Business Travel: Business Travel.....	5:26
Business Attire Basics for Men: Black Tie Attire	2:52
Business Attire Basics for Men: Black Tie Optional Attire.....	1:49
Business Attire Basics for Men: Semi-Formal/Cocktail Attire	2:36

Business Attire Basics for Men: Business Formal Attire.....	3:44
Business Attire Basics for Men: Business Casual Attire	2:09
Business Attire Basics for Men: Casual Attire	2:18
Managing Negativity	11:00
Business Travel: What to Pack	7:09
Business Travel: Technology Security	7:16
Business Travel: There's an App for That	3:58
Business Travel: Safe Travels	5:16
Business Travel: Staying Healthy	6:14
Business Travel: International Business Travel	8:58
Business Attire Basics for Women: Black Tie Optional Attire.....	2:17
Business Attire Basics for Women: Business Formal Attire	4:34
Business Attire Basics for Women: Business Casual Attire	2:27
Business Attire Basics for Women: Casual Attire.....	2:41
Business Attire Basics for Women: Black Tie Attire	2:12
Business Attire Basics for Women: Semi-Formal/Cocktail Attire.....	2:36

BUSINESS GRAMMAR

The Business Grammar series helps you brush up on your grammar and writing skills for the work place. Make sure your business correspondence gets noticed for the write, rite, right) reasons.

Course Name	Duration
Parts of Speech: Plural Nouns.....	3:07
Parts of Speech: Other Nouns.....	2:38
Parts of Speech: Personal Pronouns.....	6:31
Parts of Speech: Reflexive and Reciprocal Pronouns.....	1:27
Parts of Speech: Relative Pronouns	3:45
Parts of Speech: Interrogative Pronouns.....	2:48
Parts of Speech: Indefinite Pronouns	2:17
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Parts of Speech: Regular Verbs	4:37
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Parts of Speech: Active/Passive Verbs	3:20
Parts of Speech: Adjectives	5:02
Parts of Speech: Adverbs	3:52
Parts of Speech: Prepositions	2:53
Parts of Speech: Conjunction.....	3:25
Punctuation: Commas	5:25

Punctuation: Apostrophes	4:21
Punctuation: Colons and Semicolons.....	1:36
Punctuation: End punctuation	2:07
Punctuation: Parentheses.....	1:23
Punctuation: Quotation Marks	1:31
Punctuation: Common Errors	6:47
Business Writing: Sentences and Paragraphs.....	2:14
Business Writing: Executive Reports and Memos.....	3:53
Business Writing: Proposals.....	4:28
Business Writing: Processes.....	3:18
Business Writing: Abbreviations.....	4:34
Business Writing: Acronyms.....	1:34
Business Writing: Appropriate Language	3:11
Business Writing: Misused Words.....	7:29

BUSINESS MATH

This series helps you brush up on your math skills for the work place. You can count on adding confidence to your business figures and subtracting the time it takes to relearn the process every time.

Course Name	Duration
Basics: Introduction to Business Math.....	1:18
Basics: Positive and Negative Numbers.....	2:47
Basics: Multiplying and Dividing Signed Numbers.....	5:37
Decimals: Introduction to Decimals	3:09
Decimals: Adding and Subtracting Decimals.....	2:39
Decimals: Multiplying Decimals	1:57
Decimals: Dividing Decimals	3:01
Decimals: Rounding Decimals.....	3:25
Decimals: Significant Digits.....	4:50
Decimals: Scientific Notation.....	4:27
Percents: Calculating from a Survey.....	3:49
Percents: Percentiles.....	2:53
Percents: Margin	3:25
Percents: Discounts and Markup.....	3:13
Percents: Growth and Loss.....	3:30
Fractions: Proper Fractions, Improper Fractions, Mixed Numbers and Fraction Conversions.....	3:31
Fractions: Positive, Negative and Equivalent Fractions	2:13

Fractions: Least Common Denominator	2:09
Fractions: Adding and Subtracting Fractions	3:46
Fractions: Multiplying and Dividing Fractions	2:14
Fractions: Simplifying Fractions	2:55
Ratios: Calculating Ratios	3:25
Ratios: Solving Proportion Equations	3:15
Conversions: Decimal to Percent and Fraction.....	2:44
Conversions: Percent to Decimal and Fraction.....	3:45
Conversions: Fraction to Decimal and Percent.....	2:56
Graphs: XY Grid	2:30
Graphs: Bar Graph.....	3:01
Graphs: Line Graphs and Trend Analysis.....	3:50
Graphs: Pareto Chart	3:06
Graphs: Control Chart	4:33
Graphs: Circle Graphs	2:55
Formulas: Basic Operations	4:07
Formulas: Order of Operations.....	3:18
Formulas: Basic Number Properties	5:23
Time Value of Money: Money Value Over Time.....	3:13
Time Value of Money: Present Value of an Amount	3:22
Time Value of Money: Present Value of a Payment Series.....	3:49
Time Value of Money: Future Value of an Amount	3:20
Time Value of Money: Future Value of a Payment Series.....	3:40
Time Value of Money: Excel Functions.....	4:49
Time Value of Money: Number of Periods.....	3:30
Time Value of Money: Interest Rates.....	2:15
Business Statistics: Mean, Median and Mode	4:02
Business Statistics: Weighted Averages.....	4:05
Business Statistics: When to Use Mean, Median and Mode.....	3:23
Business Statistics: Variance	3:24
Business Statistics: Standard Deviation.....	4:06
Business Statistics: The Bell Curve	2:23
The Metric System: Prefix Terms and Metric Measures.....	3:23
The Metric System: Conversion Rates	4:04
The Metric System: Converting Celsius to Fahrenheit	2:44
Estimation: What, When, and Why to Use	2:42
Estimation: Computing Estimation.....	3:35
Estimation: Visual Estimation.....	3:02

Geometry: Lines and Angles.....	2:31
Geometry: Geometric Shapes.....	3:16
Geometry: Perimeter.....	2:48
Geometry: Circumference.....	3:18
Geometry: Area of a Square or Rectangle.....	2:25
Geometry: Area of a Circle.....	4:01
Geometry: Area of a Triangle.....	2:02
Geometry: Volume of a Box.....	3:16
Geometry: Volume of a Cylinder.....	3:00
Geometry: Volume of a Pyramid.....	2:59

COMMUNICATIONS

Communicating with each other involves more than words. It also includes nonverbal communication. This section offers a wide variety of courses including different types of non-verbal communication, how to have great conversations and be an effective listener, and even dealing with upset customers.

Course Name	Duration
Active Listening.....	5:48
How to be a Great Conversationalist.....	6:56
Putdown Offenders.....	7:33
Verbal Communication.....	7:21
Straight Talk On Bad Language.....	6:46
Assertive Verbal Skills: Developing Assertiveness.....	10:37
Assertive Verbal Skills: Dealing with Manipulation.....	4:16
Assertive Verbal Skills: Assertive Communication Techniques.....	10:41
Nonverbal Communication: Defining Nonverbal Communication.....	4:20
Nonverbal Communication: Aligning Nonverbal Communication with Intentions.....	5:08
Nonverbal Communication: Workplace Standards: Appearance.....	4:05
Nonverbal Communication: Workplace Standards.....	6:51
Nonverbal Communication: Leveraging Nonverbals for Success.....	5:23
Telephone Techniques: Handling Angry Callers.....	3:01
How Do You Know What You Don't Know?.....	8:47
Respect: How to Be Liked.....	11:09
Respect: How to be Respected.....	9:18
Respect: Working with Dislike.....	11:19
Healthy Communication: How We Recognize Each Other.....	7:46
Healthy Communication: Personal Tapes.....	7:35

Healthy Communication: Hired to Win	5:37
Healthy Communication: Everyone's OK	8:04
Healthy Communication: PAC Analysis.....	8:24
Healthy Communication: Games Workers Play.....	9:27
Healthy Communication: The OK Worker.....	3:37

COMMUNICATION STYLES

Understanding your communication style will help you lead your employees better. These courses will help you learn which personality style you are and the best way to communicate based on your personality tendencies. This topic also introduces emotions and how they apply to communication.

Course Name	Duration
DISC: Introduction	4:52
DISC: Questionnaire.....	7:59
DISC: Understanding DISC Styles	7:51
DISC: Determining Styles of Others	6:08
DISC Style: High D	3:02
DISC Style: High I.....	2:42
DISC Style: High S.....	3:24
DISC Style: High C	3:02
DISC: Selling – High D	6:04
DISC: Selling – High I.....	5:33
DISC: Selling – High S.....	4:15
DISC: Selling – High C	6:30
DISC: Leading – High D.....	7:34
DISC: Leading – High I.....	6:00
DISC: Leading – High S	6:33
DISC: Leading – High C.....	7:18
Emotional Intelligence: What is Emotional Intelligence?	5:43
Emotional Intelligence: Developing Self Awareness	5:50
Emotional Intelligence: Developing Self Regulation.....	7:56
Emotional Intelligence: Developing Self Motivation	3:37
Emotional Intelligence: Developing Empathy.....	4:38
Emotional Intelligence: Developing Effective Relationships	4:18
Emotional Intelligence: Emotional Intelligence and DISC	7:00

CREATIVITY

Creativity is becoming increasingly important in the workplace. People are outliving their ideas. We're in this ever-changing world where you have to stay ahead of the game, and that applies to organizations as a whole, and to employees as career assets. With the help of this series, you can learn to be more creative in your job, benefiting not only yourself but also your organization.

Course Name	Duration
Getting Creative	5:15
Logic: A Roadblock?.....	7:43
Finding Opportunities.....	6:04
Immersion.....	3:29
Generate and Evaluate.....	7:33

CUSTOMER SERVICE

Course Name	Duration
Using Good Questions.....	11:15
Customer Service Later.....	5:13
What Customers Expect – Part 1.....	13:35
What Customers Expect – Part 2.....	7:20
Why Care?.....	9:58
Attitudes Affect Performance	10:00
Greeting Customers	11:29
Creating Great Customer Conversations	4:56
Understanding Customers Behavior	9:26
Telephone Courtesy	10:39
Suggestion Selling.....	4:50
Asking for the Sale	12:43
Price Objections.....	15:38
Believe in the Understanding Objections.....	10:25
Selling Quality.....	17:31
Using Visual Aids	7:44
Presentation Techniques.....	14:13
Unhappy Customers	13:59
The 4 P's For Creating Loyal Customers.....	3:52
Feedback: Introduction to Feedback.....	8:54
Feedback: Basics.....	8:30
Feedback: Ways to Get Feedback.....	8:55
Feedback: Complaint Tracking	10:27

Feedback: Question of the Week.....	6:44
Feedback: Focus Groups.....	8:46
Feedback: Advisory Panels.....	7:44
Feedback: Interviews	6:43
Feedback: Surveys: Planning.....	12:22
Feedback: Surveys: Satisfaction Items	6:26
Feedback: Surveys: Response Formats	8:05
Feedback: Surveys: Writing Statements	6:29
Feedback: Surveys: Reporting and Interpreting	10:49
Feedback: Report Cards and Phone Calls	6:46
Feedback: Mystery Shopper	5:25
Feedback: MBWA	6:03
Customer Service: Do They Like You.....	4:49
Customer Service: The Next Level.....	3:31
Customer Service: Cutting Expenses.....	3:18
Working in Retail: How to Give Exceptional Service	6:55
Working in Retail: Who is your Customer? – I Can't Find This.....	1:37
Working in Retail: Who is your Customer? – I've Got a Coupon for That	2:01
Working in Retail: Who is your Customer? – I'm Just Looking	1:49
Working in Retail: Who is your Customer? – I'm With My Kids. Please Hurry.	1:43
Working in Retail: Who is your Customer? – I'm on a Mission.....	1:26
Working in Retail: Who is your Customer? – I've Got Time and Money	1:30
Working in Retail: How to Stay Positive with Customers	3:33
Working in Retail: How to Handle Feedback.....	7:18
Working in Retail: How to Upsell	5:33
Working in Retail: Managing Retail Employees.....	10:16
Telephone Techniques: Taking Calls.....	3:15
Telephone Techniques: Hold Please	2:00
Telephone Techniques: Handling Angry Callers	3:01
Telephone Techniques: Phone Etiquette	3:07
Telephone Techniques: Taking Messages	3:06
Telephone Techniques: Greetings.....	2:45

DC ELECTRICAL (INTRODUCTORY)

Course Name	Duration
Electrical Electronic Principles: Introductory Segment 1	7:53
Electrical Electronic Principles: Introductory Segment 2	12:37
Electrical Electronic Principles: Introductory Segment 3	6:17

Electrical Electronic Principles: Introductory Segment 4	8:33
Electrical Electronic Principles: Introductory Segment 5A.....	4:17
Electrical Electronic Principles: Introductory Segment 5B.....	8:19
Electrical Electronic Principles: Introductory Segment 6	5:47
Electrical Electronic Principles: Introductory Segment 7	5:04
Electrical Electronic Principles: Introductory Segment 8A.....	5:27
Electrical Electronic Principles: Introductory Segment 8B.....	5:00
Electrical Electronic Principles: Introductory Segment 9A.....	5:18
Electrical Electronic Principles: Introductory Segment 9B.....	5:06
Electrical Electronic Principles: Introductory Segment 10	7:35

FINANCE FOR NON-FINANCIAL EMPLOYEES

No finance background? No problem. This 24-part series of short videos summarizes business finance and accounting for any layperson. We take you through relevant finance topics like income statements, budgeting and even common accounting terms, just to name a few. Plus we do it in a fun way that doesn't talk over your head, confuse you or put you to sleep.

Course Name	Duration
Principles of Accounting: Principles of Accounting	4:05
Principles of Accounting: Common Accounting Terms	4:07
Principles of Accounting: Cash vs. Accrual.....	2:01
Principles of Accounting: Fraud.....	5:24
Introduction to Financial Statements: Introduction to Financial Statements	1:34
Introduction to Financial Statements:	
Balance Sheet – Overview of a Balance Sheet.....	1:44
Introduction to Financial Statements: Balance Sheet – Assets	3:27
Introduction to Financial Statements: Balance Sheet – Liabilities.....	2:20
Introduction to Financial Statements: Balance Sheet – Working Capital	1:38
Introduction to Financial Statements: Income Statement – Income Statement... ..	2:11
Introduction to Financial Statements: Income Statement – Expenses	2:40
Introduction to Financial Statements: Income Statement – Sales	1:28
Introduction to Financial Statements: Financial Statement Analysis	1:33
Introduction to Financial Statements: What is an Annual Report?	2:33
Cash Flow Management: How to Read Cash Flow Statements	4:03
Cash Flow Management: Managing Receivables.....	2:01
Cash Flow Management: Managing Payables.....	1:44
Budgeting Essentials: What is Budgeting	1:29
Budgeting Essentials: Budgeting Revenue.....	2:49

Budgeting Essentials: Budgeting Expenses	2:02
Budgeting Essentials: Zero Based Budgeting	1:31
Budgeting Essentials: Budget Reporting	2:03
Financial Ratios: Net Investment Ratios	4:26
Financial Ratios: Revenue Ratios	2:04
Financial Ratios: Cost of Goods Sold	2:33
Financial Ratios: Margin	1:46
Managing Inventory: Managing Inventory	3:10
Cost of Sales: COGS	2:20
Cost of Sales: Inventory	2:15
Cost of Sales: Discounts	3:05
Expenses: Expense Classification	1:57
Expenses: Controllable and Uncontrollable Expenses	2:02
Expenses: Variable and Fixed Costs	1:32
Expenses: Direct and Indirect Expenses	2:03

HEALTH AND WELLNESS

Maintaining your health is important in your work. Check out these courses to learn the basics of health and wellness.

Course Name	Duration
Financial Wellness: Creating a Budget	7:46
Financial Wellness: Budget Sample	3:57
Financial Wellness: Debts	3:20
Financial Wellness: Savings	2:22
Financial Wellness: How to Save at Home	2:35
Financial Wellness: How to Save on Food	3:14
Financial Wellness: How to Save on Your Car	2:05
Financial Wellness: How to Save at Your Financial Institution	1:46
Financial Wellness: How to Manage Your Credit Cards	1:55
Financial Wellness: How to Save Using Your Employee Benefits	2:33
Financial Wellness: How to Save on Subscriptions	1:27
Deskercises: Simple, Cardio, and Core	2:25
Deskercises: Chest, Neck, and Back	2:47
Deskercises: Arms and Shoulders	2:29
Deskercises: Legs and Backside, While Standing	2:30
Deskercises: Legs and Backside, While Sitting	1:12
You Are What You Eat: You Are What You Eat	5:17
You Are What You Eat: Reading Food Labels	6:10

You Are What You Eat: Brain Food.....	6:04
You Are What You Eat: Meal Planning	9:52
Fighting the Flu: The Fight is On!	1:00
Fighting the Flu: Get to Know Your Opponent	3:02
Fighting the Flu: Gain the Upper Hand	1:37
Fighting the Flu: Throw in the Towel.....	2:18
Fighting the Flu: Call for Backup.....	3:25
Understanding Headaches: Understanding Headaches	5:23
Understanding Headaches: Surprising Headache Triggers	2:44
The Science of Sleep: The Science of Sleep	6:26
The Science of Sleep: Sleep Hygiene.....	5:56
The Science of Sleep: How Much Sleep Do You Need?.....	7:03
The Science of Sleep: Sleeping for Shift Work.....	6:21
Know Your Numbers: Blood Pressure.....	2:50
Know Your Numbers: Cholesterol	3:58
Know Your Numbers: Glucose	2:39
Know Your Numbers: Body Mass Index	2:12
Convenience Store Diet.....	4:06
Ergonomics: The Basics.....	4:07
Ergonomics: Chairs 101	4:15
Ergonomics: Stretching at Work.....	3:39
Ergonomics: Reducing Eyestrain	3:10
Ergonomics: Adjusting Your Workspace.....	5:32
Stress Management: Understanding Stress	3:32
Stress Management: Avoidable Stress	5:30
Stress Management: Unavoidable Stress	3:14
Stress Management: Managing Stress	5:39
Stress Management: Handling Stress.....	3:52

HIPAA

Course Name	Duration
HIPAA: 2. What is HITECH?	5:37
HIPAA: 4. What is Protected Health Information?	5:07
HIPAA: 11. General Disclosures – FAQ	8:22
HIPAA: 12. Marketing – FAQ	6:06
HIPAA: 13. Protection Against Violations – Risk Analysis	7:26
HIPAA: 14. Protection Against Violations – Safeguards.....	10:08
HIPAA: 16. Consumer Rights	4:42

HIPAA: 18. For Emergency Responders.....	10:40
HIPAA: 17. Disclosure to Family and Friends	7:52
HIPAA: 19. GINA.....	6:54
HIPAA: 15. Quick Learn for Employees	6:00
HIPAA: 7. The Security Rule.....	8:07
HIPAA: 1. The Basics	6:56
HIPAA: 6. The Privacy Rule – Disclosures	11:25
HIPAA: 8. Enforcement.....	6:56
HIPAA: 3. HITECH – Understanding Business Associates	7:16
HIPAA: 9. Breaches.....	10:53
HIPAA: 10. Penalties	8:06
HIPAA: 5. The Privacy Rule – Authorizations	7:03

HYDRAULICS (INTRODUCTORY)

Course Name	Duration
Hydraulic Principles: Introductory Segment 1.....	6:10
Hydraulic Principles: Introductory Segment 2.....	7:58
Hydraulic Principles: Introductory Segment 3.....	5:15
Hydraulic Principles: Introductory Segment 4.....	8:13
Hydraulic Principles: Introductory Segment 5.....	9:23
Hydraulic Principles: Introductory Segment 6.....	4:55
Hydraulic Principles: Introductory Segment 7A	5:37
Hydraulic Principles: Introductory Segment 7B	9:11
Hydraulic Principles: Introductory Segment 8.....	8:12
Hydraulic Principles: Introductory Segment 9.....	5:15
Hydraulic Principles: Introductory Segment 10.....	3:26
Hydraulic Principles: Introductory Segment 11A	6:41
Hydraulic Principles: Introductory Segment 11B	4:34
Hydraulic Principles: Introductory Segment 12.....	8:30

IMPROVING PROFITABILITY

Course Name	Duration
Improving Gross and Net Profits.....	13:13
Ways To Increase Sales By 1% – Part 1	13:22
More Merchandising Techniques.....	7:31
Bill’s “Big 6” Things Employees Must Do Well – Part 1	12:11
Bill’s “Big 6” Things Employees Must Do Well – Part 2.....	11:51
Bill’s “Big 6” Things Employees Must Do Well – Part 3.....	14:38

Bill's "Big 6" Things Employees Must Do Well – Part 4.....	17:44
Improving Gross Margin By 1% – Part 2.....	16:01
Controlling Growth of Expenses.....	6:10
Increasing Inventory Turns.....	5:18
Reduce Collection Days.....	4:48
The Improved Bottom Line.....	6:07

KEY ACCOUNT SELLING

Selling to Key Accounts requires a different level of sophistication than selling up and down the street. The sales cycle is longer, the number of decision makers—each with their own needs and perspectives on your business—is greater, and the stakes are higher. Give your key account sellers a leg up by teaching them complex selling skills and sales tactics.

Course Name	Duration
Basics of Key Account Selling: Introduction to Key Account Selling.....	7:21
Basics of Key Account Selling: How to Sell More.....	11:56
Basics of Key Account Selling: Creating a GREAT Sales Company.....	7:23
Basics of Key Account Selling: Value-Added Selling.....	12:27
Basics of Key Account Selling: Lifetime Customer Value.....	7:57
Basics of Key Account Selling: What Customers Want from Salespeople – No Push® Selling.....	21:38
Key Account Planning: Key Account Selling Worksheet.....	4:18
Key Account Planning: Account Types.....	9:34
Key Account Planning: Business Condition – Analyzing the Opportunity.....	13:11
Key Account Planning: Stages of the Sale – Conceptual Selling.....	8:35
Key Account Planning: Buying Criteria – Influencing the Decision Criteria.....	12:30
Key Account Planning: Buyer Roles – Selling to Key Account Buyers.....	11:32
Key Account Planning: Buyer Wins – Identifying Personal and Organizational Wins.....	9:17
Key Account Sales Call Planning: Sales Call Planning Worksheet.....	1:49
Key Account Sales Call Planning: Improving Sales with the "Sales Cycle".....	16:02
Key Account Sales Call Planning: Setting Sales Call Goals.....	12:14
Key Account Sales Call Planning: The 5-Minute Call Pre-Brief.....	5:19
Key Account Sales Call Planning: The 5-Minute Call De-Brief.....	3:28
Key Account Sales Call Techniques: Opening the Call.....	18:23
Key Account Sales Call Techniques: Finding Unmet Needs.....	13:32
Key Account Sales Call Techniques: Summary/Checkpoint.....	11:35
Key Account Sales Call Techniques: Selling Benefits.....	23:05

Key Account Sales Call Techniques: Handling Objections	19:05
Key Account Sales Call Techniques: No Push® Closing.....	12:18
Advanced Key Account Selling: Creating an “Elevator Pitch”	6:17
Building GREAT Sales Relationships	6:34
Advanced Key Account Selling: Dealing with Competition	12:27
Advanced Key Account Selling: Gotchas!.....	9:08
Advanced Key Account Selling: Long-Term Development.....	12:33

LEADERSHIP

Leaders are not only responsible for current overall results, but must also be concerned with longer term organizational health and performance. This means setting values, strategic directions, and performance expectations that increase satisfaction and profitability. Learn how to bring this to life while balancing value for customers and employees, and creating a climate of empowerment, innovation, agility, and ethical behavior.

Course Name	Duration
Recruiting Talent Module 6.2: On-Boarding in 5 Steps.....	2:41
Recruiting Talent Module 6.1: What is On-Boarding?.....	2:18
Mistakes Leaders Make: Six Wrong Ways to Manage	5:52
Eight Critical Do’s and Don’ts.....	7:12
Recruiting Talent Module 1.0: Recruiting Outlook.....	4:44
Recruiting Talent Module 2.0: On-Campus Recruiting	6:11
Recruiting Talent Module 3.1: Do We Need an Intern?.....	10:34
Recruiting Talent Module 4.0: Recruiting Professionals.....	3:58
Mistakes Leaders Make: Impedership	6:54
Mistakes Leaders Make: Eight Signs of a Dysfunctional Organization.....	8:06
Mistakes Leaders Make: Fixing the Dysfunction.....	9:58
Strategic Leadership: THE Answer for Business Success.....	4:03
Strategic Leadership: Vision, Mission, Values	7:19
Becoming a Great Leader: Introduction.....	6:31
Becoming a Great Leader: Fundamentals	5:12
Becoming a Great Leader: Characteristics.....	4:16
Becoming a Great Leader: Leadership and Power	4:57
Becoming a Great Leader: How to be a Follow-able Leader.....	9:11
Becoming a Great Leader: Creating Followership.....	5:12
Becoming a Great Leader: How to Motivate Employees	9:26
Becoming a Great Leader: Motivational Leadership	5:01
Becoming a Great Leader: Effective Delegation.....	4:26

Becoming a Great Leader: Empowering Followers	4:02
Becoming a Great Leader: Building an Effective Leadership Team.....	6:41
Becoming a Great Leader: Developing Followers	4:55
Becoming a Great Leader: Developing Yourself	4:10
Becoming a Great Leader: Putting It All Together	6:42
Transformational Leadership: Transforming the Organization.....	5:39
Transformational Leadership: Dealing with Resistance	4:31
Transformational Leadership: Creating Focus During Change	3:34
DISC: Leading – High D.....	7:34
DISC: Leading – High I.....	6:00
DISC: Leading – High S	6:33
DISC: Leading – High C.....	7:18
How to Work a Room – Part 1.....	6:39
How to Work a Room – Part 2.....	5:26
Framework for Execution: The Failure to Execute.....	5:12
Framework for Execution: Reasons for Poor Execution	6:42
Framework for Execution: The Current Situation.....	8:02
Framework for Execution: A Framework for Execution.....	10:42
Unknown Knowns: Understanding Better Practices	5:22
Unknown Knowns: The Knowledge Transfer Process	5:56
Unknown Knowns: Getting Started	6:39
Unknown Knowns: Leading Knowledge Transfer	7:22
Mentoring: What is Mentoring?.....	8:22
Mentoring: Why a Mentoring Program?.....	6:10
Mentoring: Creating a Mentoring Program.....	7:05
Mentoring: Matching Proteges with Mentors.....	9:08
Mentoring: Making a Mentoring Agreement.....	7:08
Mentoring: How to be a Mentor.....	16:26
Mentoring: How to be a Protege	10:23
Mentoring: Mentoring Meeting Guidelines.....	5:22

NEGOTIATING

Most people hate the negotiation process because it seems confrontational and leads to win/lose outcomes...exactly the opposite of what we want. But, a few people know that negotiation aimed at long-term win/win relationships results in more benefits for both sides. The process is even fun once you get the hang of it.

Course Name	Duration
Introduction to Negotiations	5:09
Developing the Right Mindset	4:58
Using Decision Keys (Framing).....	6:15
Negotiating Styles	8:38
Analyzing the Upcoming Negotiation.....	6:52
Identifying and Developing Leverage	5:13
The Negotiation Process	4:29
Reaching Agreement	7:36
Evaluate Your Performance.....	5:57
Adapting DISC Styles.....	4:30
Recognizing and Dealing With Strategies.....	4:53

OPERATIONS

Money wasted on energy bills that are higher than they need to be comes right off your bottom line. You can add one dollar of profit for every dollar of energy savings you can earn. Here, we show you what one business like yours has done to put those dollars into their own pocket rather than into the pocket of the electric utility company. You and your people can replicate their moves and make your business more profitable.

Course Name	Duration
How to Lower Your Energy Bills: Doing Your Part at Work.....	13:47
Auction Secrets Revealed	27:22
How to Lower Your Energy Bills: Saving Fuel Costs	16:31
You've Been Sued: Responding to Litigation.....	6:59
Product Liability: Understanding and Limiting Risk	7:21
Lien Searches: Making Sure it's Free and Clear	6:27
Warranties: More than What's Written	4:35
How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan	17:35
Mergers and Acquisitions - Are You Ready?	3:30
Introduction to Green: BTI Greensburg Case Study	11:34
Fuel Savings: ej4 Driving School.....	2:19

Introduction to Green: The ROI of Green	7:46
Introduction to Green: Your Dealership.....	8:32
Going Green: Risk Management – Environmental Transparency	7:26
Going Green: Risk Management.....	8:03
Developing A Sustainability Plan.....	7:48
Going Green: Managing Waste: Steps for Successful Recycling.....	8:41
Fuel Savings: Idle Time	3:27
Going Green: Renewable Resources – Considering Wind Energy.....	6:56
Going Green: Renewable Resources – Renewable Resources.....	8:59
Going Green: Building Basics – LEED.....	8:31
Going Green: Building Basics – Green Building Basics	6:55
Going Green: Lower Energy Bills – Water Conservation.....	8:45
Going Green: Managing Waste – Vendors and Contracts.....	5:56
Going Green: Managing Waste – What is Hazardous Waste	10:25
Going Green: Managing Waste – A Plan to Begin Managing Your Waste	9:17
Going Green: Risk Management – Green Software	7:52
Going Green: Risk Management – Green Purchasing Guidelines.....	8:09
Going Green: Risk Management – Green Cleaning Concepts	7:48
Transportation: Vehicle Waste Disposal.....	10:39
Transportation: Green Fleets.....	7:02
Transportation: Alternative Fuels.....	8:56
Fuel Savings: Oil, Tune and Tires.....	4:01
Fuel Savings: Order Accuracy	2:32
Fuel Savings: Power Curve	2:59
Fuel Savings: Take Home Vehicles	2:22

PERFORMANCE EXCELLENCE

Course Name	Duration
The Five Whys	4:52
Six Sigma: Six Sigma Basics.....	6:59
Six Sigma: Six Sigma and Kaizen	6:48
Performance Excellence: Introduction	6:18
Six Sigma: Six Sigma and Lean	6:28
Performance Excellence: Terms	4:56
Performance Excellence: Why	4:55
Performance Excellence: Cost.....	8:25
Performance Excellence: Requirements.....	7:58
Performance Excellence: Roadblocks	4:40

PRESENTATION SKILLS

Do you know what the number one ranked fear is? Public speaking! However, many professions require us to do it. This series provides viewers with tips and techniques on giving a top notch presentation. We cover everything from handling audience questions, to using audio/visuals to managing anxiety.

Course Name	Duration
Basic Questions	5:21
Organizing.....	6:01
Opening.....	5:27
Closing	2:54
How to Make a Point.....	3:18
Punching Up Your Presentation	4:49
Creating Slides.....	6:51
Handouts.....	3:15
Audio Visuals.....	6:19
Before the Presentation	4:59
Psyching Up, Not Out.....	3:52
Handling Questions.....	5:05
Handling Distractions.....	3:05
After the Presentation	2:21

PROJECT MANAGEMENT

Project Management is a topic that has been widely studied, measured and defined. You can become a master in Project Management through all of the books and courses and certifications that are out there. While this series won't grant you a certification, if you're a person that's been given a project at work, these programs will help you complete that task successfully.

Course Name	Duration
What is a Project.....	5:10
The Project Charter	7:05
Estimating Timelines.....	4:47
Negotiating.....	8:30
Communications.....	9:12
Measuring and Tracking	7:35
Handling Change	7:25
Preparing for People Problems	6:40
Managing a Project Manager.....	4:55
Completing the Project.....	6:08

RETAIL EXCELLENCE

How can you help your retailers make a profit? These courses will teach you the importance of the retailer profitability model, and all the different parts of that model that can impact your retailer's profits. In addition, we'll talk about the importance of your appearance and attitude while on the job.

Course Name	Duration
Retailer Profitability Model: RPM – Part 1	6:24
Retailer Profitability Model: RPM – Part 2	10:10
Retailer Profitability Model: RPM – Part 3	14:13
Motivating and Retaining the Teenage Worker	12:49
Representing Your Brand.....	5:47
Retailer Profitability Model: For Retailers – Intro Frontline (Retail)	11:21
Retailer Profitability Model: For Retailers – Intro Frontline (Restaurant).....	12:23
Retailer Profitability Model: For Retailers – Frequency.....	16:35
Retailer Profitability Model: For Retailers – Reach	12:51
Retailer Profitability Model: For Retailers – Items Per Customer	11:00
Retailer Profitability Model: For Retailers – Price Per Item	13:30

SAFETY

Course Name	Duration
Lockout Tagout: Training.....	5:36
Safety Pays.....	14:01
Hiring Practices	8:44
Distracted Driving.....	15:16
Hazard Communication: OSHA's Hazard Communication Changes	3:26
The Reality Is (Forklift Safety)	10:00
Lockout Tagout: Introduction	6:21
Lockout Tagout: Energy Control Program Details, Questions and Exceptions...	6:54
Changing Attitudes: Brandon Tire.....	9:41
Hazard Communications: A Guide to Compliance	17:01
Making the Tough Call	15:08
Tornado Preparedness.....	3:48
Risk Management Culture: A Vision for Your Future	12:00
It Doesn't Just Happen.....	12:00
Safety for Managers: Machine Guard Safety for Managers.....	4:52
Hazard Communication: Your Right to Know.....	8:09
Safety for Managers: Flammable and Combustible Liquids for Managers.....	5:52

Safety for Managers: Propane Gas Safety for Managers.....	4:16
Safety for Managers: Carbon Monoxide for Managers.....	6:25
Safety for Managers: Carbon Dioxide for Managers.....	5:06
Basics of Proper Load Securement – Part 1.....	8:48
Basics of Proper Load Securement – Part 2.....	9:29
Hazard Communication: Labels.....	7:34
Hazard Communication: SDS.....	9:20
First Aid: Introduction to First Aid.....	9:15
First Aid: Broken Bones.....	3:31
First Aid: Burns.....	4:21
First Aid: Cuts and Scrapes.....	1:32
First Aid: Bites.....	4:56
Safety for Employees: Flammable and Combustible Liquids for Employees.....	5:39
First Aid: Choking.....	2:40
Personal Protective Equipment: Introduction to Personal Protective Equipment.....	3:01
Personal Protective Equipment: Head Protection.....	4:28
Safety for Employees: Propane Gas Safety for Employees.....	4:08
Personal Protective Equipment: Eye and Face Protection.....	5:56
Safety for Employees: Carbon Monoxide for Employees.....	5:40
Personal Protective Equipment: Hearing Protection.....	4:28
Personal Protective Equipment: Respiratory Protection.....	7:24
Safety for Employees: Carbon Dioxide for Employees.....	4:24
Personal Protective Equipment: Body Protection.....	2:12
Personal Protective Equipment: Foot and Leg Protection.....	5:00
Personal Protective Equipment: Hand and Arm Protection.....	6:38
Safety First: Slips, Trips, and Falls.....	4:12
Back SMARTS.....	7:40
Hearing Conservation.....	10:26
Understanding Bloodborne Pathogens: Bloodborne Pathogens Overview.....	4:50
Understanding Bloodborne Pathogens: Bloodborne Pathogens and the Needlestick Safety and Prevention Act.....	3:21
Confined Spaces: Introduction to Confined Spaces.....	8:17
Confined Spaces: Personnel and Permits.....	11:45
Understanding Bloodborne Pathogens: Bloodborne Pathogens and Personal Protective Equipment (PPE).....	7:41
Confined Spaces: Atmosphere.....	10:19
Forklift Safety: Forklift – Part 1.....	8:31

Forklift Safety: Forklift – Part 2	6:47
Forklift Safety: Forklift – Part 3	8:41
Safety for Managers: Powered Industrial Trucks for Managers	4:56
Aerial Lift Safety.....	8:14
Two-Wheeled Handcart.....	6:42
Confined Spaces: Professional Protective Equipment.....	5:59
Safety for Employees: Machine Guard Safety for Employees.....	4:51
Portable Fire Extinguishers.....	4:59
Emergency Exits.....	9:03
Working in Cold Weather.....	4:55
Cold Stress.....	5:52
Working In Hot Weather	6:09
Heat Stress	4:17
Robbery Safety.....	2:58

SELLING SKILLS

Selling means connecting your products and services to the needs of your customer ... and thinking like your customer. Learn powerful skills to show customers how they can profitably use your products.

Course Name	Duration
QuickSell®	6:19
Skills for Professional Outside Sales People	6:16
What is “Selling” Today?	9:42
Challenges in Selling.....	7:42
Understanding Customers	19:47
Territory Management	14:32
Opening Statements.....	10:28
Responding to Inquiries	11:15
Cold Call Questions.....	11:16
Unhappy Customers	13:50
Holding Attention.....	14:15
Using Visual Aids	8:08
Selling Quality.....	18:00
Research on Objections.....	8:34
Common Snags.....	23:13
Price Objections.....	11:17
Closing the Sale	11:18
Sales Follow Through	6:05

Closing the Sale	5:25
No, But, If.....	5:33
Determining Customer Needs.....	4:25
Handling Tough Customers	5:30
Customer Service Basics	15:42
Selling To Different Customer Roles.....	5:41
Selling In New Products	5:56
Turning Features into Benefits.....	7:25
Objections: Misunderstanding	4:09
Objections: Doubt	3:56
Objections: Indifference	4:28
Objections: True Negative.....	3:53
DISC: Selling High D	6:04
DISC: Selling High I.....	5:33
DISC: Selling High S.....	4:15
DISC: Selling High C	6:30
Building GREAT Sales Relationships	6:34
Retailer Hot Buttons: Traffic.....	5:48
Retailer Hot Buttons: Transaction Size	4:36
Speaking Customer.....	3:20
When to Shut Up	7:53
Smile!.....	7:15
Defeating Stalls	5:24

SUPERVISION

The job of “supervisor” is one of the toughest in any organization. It’s where the buck stops from the top, and concerns start from the bottom. Learn how to be a followable leader and to get the most out of your people through these practical techniques.

Course Name	Duration
Corrective Message	11:05
Good Ways to Correct Small Problems.....	7:51
Common Snags in Coaching	9:29
Getting Started	10:52
You Get What You Manage - The Pygmalion Effect.....	7:52
Pick a Winner.....	13:41
Confronting Serious Problems.....	12:07
Solving Performance Problems.....	9:43

Correcting Deficiencies.....	14:11
More Places to Look.....	12:03
Improving Your Coaching Skills.....	8:48
Effective Performance Reviews: Handling a Bad Performance Review.....	2:34
Effective Performance Reviews: Self Assessments.....	3:11
Effective Performance Reviews: Preparing for Your Review.....	2:44
Shaping the Desire.....	13:04
Great Leaders Ask.....	11:24
Positive Feedback.....	8:16
Rethinking Brainstorming.....	7:49
Key Skills for Field Coaching.....	11:37
Effective Performance Reviews: Effective Performance Reviews for Managers....	3:55
Moving the Team.....	10:41
From Theory to Action.....	10:54
Listen Up!.....	9:07
Communication Roadblocks.....	9:58
Active Listening.....	6:35
Having the Performance Evaluation Discussion.....	2:18
Hertzberg's Theory of Motivation.....	2:08
Introduction to Performance Management.....	2:42
Creating a Work Plan.....	5:34
Motivating Won't Do's.....	8:37
Giving Feedback.....	6:03
Performance Evaluation Timeline.....	2:29
What Does it Mean to Calibrate Performance Evaluation.....	1:33
The Importance of Performance Ratings.....	2:32
Preparing for the Performance Evaluation Meeting.....	3:48
Employee Retention Through Leadership.....	7:17
Managing for Accountability.....	5:47
Employee Recognition.....	7:45
Productivity Through Praise.....	6:30
Measuring Employee Satisfaction.....	4:40
Employee Retention Strategies.....	7:34
Introduction to Employee Retention.....	8:15
8 Steps to Effective Team Meetings.....	2:48
Traditionalists and the Issues of Generational Differences in the Workplace.....	2:33
Baby Boomers and the Issues of Generational Differences in the Workplace ...	2:46
Generation X and the Issues of Generational Differences in the Workplace.....	3:34

Generation Y and the Issues of Generational Differences in the Workplace.....	4:25
Characteristics of the Four Generations in the Workplace.....	5:58
Recruitment and Retention of Different Generations in the Workplace.....	6:30
Progressive Discipline.....	6:14
Analyzing Employee Performance: Can-Do, Will-Do: Questions and Tips	4:38
The Issues of Generational Differences in the Workplace	6:28
Analyzing Employee Performance: Can-Do, Will-Do: Actions	4:29
Analyzing Employee Performance: Can-Do, Will-Do: Introduction	5:19
Managing Different Generations	9:10
8 Steps to Effective One on Ones	2:13
Coaching Skills: Captain	2:51
Assertiveness vs Aggressiveness.....	3:44
Coaching Skills: Rookie.....	3:06
Coaching Skills: Key Player.....	2:35
Coaching Skills: Contributor.....	2:16
Coaching Skills: Introduction.....	3:15
Coaching Skills: The Coaching Conversation	4:43
Managing the Grapevine.....	8:02
Staying Positive	5:01
S.C.A.M.P.E.R.....	5:34
Going from Coworker to Boss	3:32
Supervising a Pronoid	4:53
Running a Sales Meeting	3:18
Riding Along with Sales Reps	4:15
Managing People Offsite.....	4:47
S.M.A.R.T. Goals	4:45
Managing for Engagement: Ridiculous or Strategic?	4:52
Managing for Engagement: Measuring Employee Engagement.....	3:24
Managing for Engagement: Managing for Engagement.....	5:39
Managing for Engagement: Creating an Engaged Organization	5:02
Successful Delegation.....	7:54
Concerned Conversations.....	8:02
Ethics for Managers	6:18
Managing Up: The Art of Managing Your Manager	5:40
Introverts and Extroverts: Introduction to Introverts and Extroverts.....	5:04
Introverts and Extroverts: Managing Introverts	8:02
Introverts and Extroverts: Managing Extroverts	7:16
Helping Employees Use Their Time Wisely.....	6:41

TEAM BUILDING

Every day in some way you are part of a team. Even though we're continually involved with teams, it's hard to explain what makes a winning team. In this course we'll talk about what makes a great team and how we can use this in our own work teams.

Course Name	Duration
What is Teambuilding?	7:03
Team Development Characteristics	5:52
Types of Teams	5:18
Defining Roles	7:00
Effective Team Members.....	8:02
Teamwork in Critical Situations	9:08

TERRITORY MANAGEMENT

Course Name	Duration
Territory Management: Managing a New Territory.....	8:42
Territory Management: Analyzing Territory	3:40
Territory Management: Decision Makers vs. Influencers	2:45
Territory Management: Prioritizing Your Territory.....	6:33
Territory Management: Managing Your Opportunity Pipeline.....	6:36

UNDERSTANDING THE MEDIA

Watch these courses for valuable insight into the workings of the radio and television industries.

Course Name	Duration
Understanding the Media – Part 1	7:02
Understanding the Media – Part 2	6:00
Understanding the Media – Part 3	3:33
Understanding the Media – Part 4	4:37

WELDING (INTRODUCTORY)

Course Name	Duration
GMAW Basic Controls.....	2:58

WORKPLACE COMPLIANCE

Organizations are absorbing needless expense and employee dissatisfaction because their leaders don't understand how to manage in today's legal and regulatory environment. Learn how to "stay within the lines" and avoid problems of workplace compliance.

Course Name	Duration
Avoiding Discrimination Problems: 5 Keys	9:07
Background Checks.....	7:08
Anti-Harassment: Anti-Harassment for Everyone.....	9:01
Anti-Harassment: Anti-Harassment for Managers.....	12:32
Anti-Harassment: Anti-Harassment in Court	8:42
Anti-Harassment: Anti-Harassment Investigating Complaints	9:03
Anti-Harassment: Anti-Harassment Writing and Communicating an Effective Policy.....	10:52
Anti-Harassment: Anti-Harassment Review	12:38
Discrimination: The Protected Classes	7:39
Legally Firing	4:26
Legally Hiring	4:56
Handling References.....	3:26
Workplace Violence.....	9:25
Substance Abuse	5:29
Retaliation.....	6:46
Age Discrimination in Employment Act.....	5:30
Fair Labor Standards Act – Part 1	5:21
Fair Labor Standards Act – Part 2	3:15
Interviewing Checklist	6:41
Termination Checklist.....	8:58
Workplace Bullying.....	4:19
Family Medical Leave Act	5:10
Military FMLA.....	7:09
Pregnancy Discrimination Act	2:32
Americans with Disabilities Act	8:19
Understanding Harassment: Introduction to Understanding Harassment.....	7:23
Understanding Harassment: Understanding Offenders	9:51
Understanding Harassment: Understanding Targets	6:49
Understanding Harassment: Levels of Sexual Harassment.....	5:39
Understanding Harassment: Office Instigators.....	3:41
Understanding Harassment: Warning Signs.....	5:57

Understanding Harassment: Keeping Your Workplace Free of Harassment	3:38
Understanding Harassment: Understanding Harassment in Review	9:51
Working Well with Everyone: What is Diversity?.....	4:13
Working Well with Everyone: The Diversity Continuum.....	3:59
Working Well with Everyone: The Mistake of Stereotyping	2:53
Working Well with Everyone: The Power of Inclusion.....	3:58
Working Well with Everyone: Diversity = Greatness	5:36
Recruiting Toolkit: Job Postings	12:44
Recruiting Toolkit: Reviewing Resumes	10:23
Recruiting Toolkit: Conducting Interviews.....	8:04
Recruiting Toolkit: Unacceptable Questions.....	3:45
Recruiting Toolkit: Offers	8:29
Diversity for Leaders: Leadership of a Diverse Group.....	8:10

WORKPLACE SUSTAINABILITY

Course Name	Duration
The ROI of Green	6:19
Conducting an Audit	6:59
Recycling in the Workplace.....	3:23
Water Conservation	5:23
Managing Your Waste.....	6:40
Understanding Hazardous Waste	10:13
Green Cleaning Concepts.....	6:51
Green Purchasing	5:03

What If...

You could access training that was fun and engaging?

You could train your entire staff quickly and efficiently without ever leaving your business?

You could track your employees' progress by viewing their activity and tests online?

Programs could be used for training, coaching, refreshing learning, performance support, career development and meetings?

TrainND Southeast On-Demand Learning

TrainND Southeast On-Demand Learning consists of more than 900 on-demand streaming video courses designated to drive employee and department excellence within your business. We help you build a curriculum to address your business needs within your organization or to correct specific employee or department problems and opportunities. The result: increased individual growth, better efficiencies and profitability – with accountability.

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