



Staff Training Course List

Category	Subcategory if Applicable	Course	Duration (Minutes)
<u>60-Second Skills</u>			
		First Aid - Bleeding	1
		First Aid - Primary Survey (Not Critical)	1
		First Aid - Secondary Survey (Critical Condition)	1
		Leadership & Management - Coaching Others	1
		Leadership & Management - Team Activities	1
<u>Customer Service</u>			
		Stellar Customer Service Best Practices	10
		Telephone Etiquette	10
		Mastering the Telephone	10
		Concierge Best Practices	12
		Identifying and Exceeding Customer Needs	12
		Complaint Handling	12
		Five Steps to Problem-solving and Diffusing Upset Customers	12
		Cultural Awareness in Hospitality	12
<u>Policy & Compliance</u>			
		Sexual Harassment Prevention	40
		Understanding Sexual Harassment - What Everyone Needs to Know	15
		Sexual Harassment eStart™	60
		Prevención del acoso sexual	40
	New York Sexual Harassment Prevention	New York Sexual Harassment Prevention	60
		Prevención del acoso sexual del estado de Nueva York	20
	CA Sexual Harassment for Employees	CA Sexual Harassment Prevention for Employees	60
		Prevención del acoso sexual en California para empleados	60
	CA Sexual Harassment for Managers	California Sexual Harassment Prevention - For Managers - Part 1 of 2	60
		California Sexual Harassment Prevention - For Managers - Part 2 of 2	60
		Illinois Sexual Harassment Prevention	45
		Illinois Sexual Harassment Prevention for Hospitality	60
		Preventing Workplace Discrimination & Harassment	45
		Prevención de la discriminación y el acoso en el trabajo	45
		Preventing Workplace Discrimination & Harassment for Managers	40
		Prevención de la discriminación y el acoso en el trabajo para gerentes	40
		Mobile & Portable Device Security	12
		Personal Social Media Use at Work	12
		Family Medical Leave Act for Employees	18
		Family Medical Leave Act for Managers	25
<u>Human Resources</u>			
	Hiring	Criteria Development and Resume Review	15
		Determining International Employee Compensation in the U.S.	15
		Hiring Employees	15
		Interview Communication	15
		Types of Interviews and Interview Questions	15
	Diversity & Inclusion	Leading A Diverse Workforce, Part One	10
		Leading A Diverse Workforce, Part Two	5
		Disabilities - Opening Doors to All Candidates	15
		Multiculturalism & the Law in the US	15
		Staffing Internationally in the US	15
	Onboarding	Onboarding Tools	15
		The Power of Day One	15
		Best Practices	15
		What Is New Employee Onboarding?	15

	Orientations	15
	Why You Should Care	15
	American with Disabilities Act	15
	Completing the Framework for Developing Training Programs	15
	Deciding on a Pay System	12
	Developing Employees	15
<u>Leadership & Management</u>		
	Leadership vs. Management	5
Leadership	Become an Effective Leader, Part One	10
	Become an Effective Leader, Part Two	10
	Building & Managing Your Dream Team	10
	Five Tips for New Managers and Supervisors	5
	Leading Team Meetings	12
Management	Transitioning to Management - The First Year	10
	Performance: A Manager's Responsibility	5
	Delegate to Save Time and Develop Your Employees	10
	Conducting Effective Meetings	10
	Making Meetings Matter	30
	Managing Teams	10
	Put on Your Manager's Hat	10
	Coaching Skills	15
	Risk Management - Part 1 (Introduction to Risk Management)	15
	Risk Management - Part 2 (Risk Assessment)	15
	Risk Management - Part 3 (Risk Treatment)	15
Communication & Social Skills	Business Writing Skills	10
	Communicating Effectively	15
	Communication and Channels	25
	Communication and Ethics	10
	Communication Barriers	25
	Communication Channels - For Managers	15
	Communication Styles and Emotional Intelligence	15
	Decoding Indirect and Direct Messages	10
	Good Communication	15
	Interview Skills	30
Employee Performance Management	Introduction to Managing Employee Performance	10
	Performance Appraisals	15
	Designing a Performance Appraisal System	5
	Understanding Performance Appraisal Methods, Part One	10
	Understanding Performance Appraisal Methods, Part Two	5
	Understanding Performance Appraisal Methods, Part Three	10
	Dealing With Performance Issues	15
	Effective Absence Management	5
	Organizing the Performance Appraisal Process and Conducting Appraisal Intervi	15
	Completing and Conducting Employee Performance Appraisals	20
	The Progressive Discipline Process	15
	Terminating Employees	15
Conflict Management	Handling Conflict and Negotiation Ethically	15
	Handling Conflicts in High-Value Relationships	15
	Handling Conflicts in Low-Value Relationships	15
	Managing Conflict	15
	Productive Conflict Resolution Introduction	15
<u>Finance Skills</u>		
	Budget like a Boss	5
	Budgeting Basics	10
	Costs, Volume, and Profits	10
	Finance for Non-Finance Managers	35
	Financial Documents 101	10
	Income statements Made Simple	5
	The Balance Sheet Explained	5
	The Cash Flow Statement	5
<u>Safety</u>		
	Lockout Tagout (US)	20
	Active Shooter Prep Online™	60
	Bloodborne Pathogens and Your Exposure Plan	20

	Health & Safety in the Workplace	15
	Manual Handling	15
	PPE Awareness	12
	Slips and Trips	12
	Chemical Safety	15
	Fall Protection	20
	Fire Safety and Prevention	25
	Forklift Safety	25
	Head Protection	7
	Healthy Habits eStart™	30
<u>Kitchen</u>		
	Basic Food Safety eStart™, Core Level Food Safety Training	60
	Allergen eStart	60
	Cross Contamination	20
	Food Safety & Hygiene in Catering	20
	Healthy Habits eStart™	30
<u>Dining</u>		
	Greeting and Reservation Management	12
	Setting the Table	12
	Taking the Order	12
	Suggestive Selling	12
	Correct Sequence of Service	12
	Food Service Best Practices	12
	Intro to Beer & Spirits™, Beer & Spirits Sales & Service Training	60
	Intro to Wine™, Wine Sales & Service Training	60
	Bartender eStart	15
	Foodservice eStart (Dining), Customer Service Training	15
	Server eStart, Server Position Training	15
	Upselling in Hospitality	15
Health and Well-being		
	Healthy Habits eStart™	30
	Anxiety and Panic Attacks	2
	Be Active	5
	CPR Basics for Everyone: Adult and Child	15
	Dealing With Stressful People	11
	De-stressing Your Inner and Outer World	10
	Hand Hygiene	15
	Reducing the Spread of Infection	10
	Workplace Hygiene	5
<u>Spanish Courses</u>		
	[Spanish] Greeting and Reservation Management	12
	[Spanish] Greeting and Reservation ManagementSetting the Table	12
	[Spanish] Greeting and Reservation ManagementTaking the Order	12
	[Spanish] Greeting and Reservation ManagementSuggestive Selling	12
	[Spanish] Greeting and Reservation ManagementCorrect Sequence of Service	12
	[Spanish] Basic Food Safety eStart	60
	[Spanish] Food Service Best Practices	10
	Prevención del acoso sexual en California para empleados	60
	Prevención del acoso sexual del estado de Nueva York	20
	Prevención del acoso sexual	40
	Prevención de la discriminación y el acoso en el trabajo	45
	Prevención de la discriminación y el acoso en el trabajo para gerentes	40
	Habitos Saludables eStart™	30
	Ley de Ausencia Familiar y Médica para empleados (US)	18
	Ley de Ausencia Familiar y Médica para gerentes [US]	25
	Bloqueo y etiquetado	15
<u>Courses Compatible with Mobile Devices</u>		
	Any courses we create for you	
	Greeting and Reservation Management	
	Setting the Table	
	Taking the Order	
	Suggestive Selling	
	Correct Sequence of Service	
	[Spanish] Greeting and Reservation Management	
	[Spanish] Setting the Table	
	[Spanish] Taking the Order	
	[Spanish] Suggestive Selling	
	[Spanish] Correct Sequence of Service	