

# HR & Compliance Course Catalog



SmartPros Ltd.

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Successful companies realize that human resources and compliance training can have a dramatic, positive effect on the bottom line. No longer a “nice to have,” human resources compliance is a necessity for any business in today’s dynamic environment. Whether your human resources department has a few or a few hundred employees, a well-trained staff is a competitive and strategic advantage.

## TABLE OF CONTENTS

Communication Skills for Effective Customer Service.....	2
Communication: As a Team.....	2
Communication: At Work.....	2
Conducting Effective Performance Reviews.....	3
Conducting Performance Appraisals.....	3
Delegation Skills for Managers.....	4
Delegation, Coaching, and Mentoring.....	4
Drug-Free Workplace.....	5
Essential Change Management.....	5
HIPAA for Healthcare Plans and Employers.....	5
HIPAA for Healthcare Providers.....	6
How to Supervise People.....	7
Interviewing Basics.....	7
Listening Skills.....	8
Managing Change.....	8
Preventive Stress Management.....	8
Proper Documenting and Progressive Discipline.....	9
Recruitment and Selection.....	9
Sexual Harassment and Hostile Work Environments: For Employees (Updated).....	10
Sexual Harassment and Hostile Work Environments: For Managers v.2.....	10
Sexual Harassment Case Studies for CA Supervisors.....	11
Sexual Harassment for California Supervisors.....	12
Sexual Harassment Prevention Procedures.....	12
Sexual Harassment Prevention Refresher.....	13
Stewardship: Serving to Succeed.....	13
Stress Management Principles.....	13
Workplace Discrimination Prevention Guidelines.....	14
Workplace Diversity Guidelines.....	14
Workplace Violence Control Procedures.....	14
Workplace Violence: It’s a Matter of Life – Managers Version.....	15

## Communication Skills for Effective Customer Service – HRC301032

This course contains information regarding effective communication skills for customer service. The information focuses on techniques that enhance Oral (face-to-face and telephone), Non-verbal, Listening, and Written communication skills as they pertain to customer service. The course is appropriate to business executives at all levels right down to front line staff personnel.

### Learning Objectives:

- Discuss the importance of effective customer service (Unit One).
- Present several techniques that enhance oral and nonverbal customer service communication (Unit Two).
- Present several listening techniques that contribute to effective customer service (Unit Three).
- Present several techniques that enhance written customer service communication (Unit Four).
- Present several other useful techniques that enhance customer service communication (Unit Five).

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## Communication: As a Team – HRC301013

Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques for holding efficient, productive team meetings.

**Audience:** Everyone; Human Resource Professionals; New Leaders & Managers; New Employees

**Primary Regulations:** None

**Related Regulations:** None

### Objectives:

- Explain the importance of communicating in a team-oriented environment;
- Identify the four phases of team development;
- Explain the role of conflict within teams;
- The characteristics of successful teams;
- The techniques for organizing team-based presentations;
- The importance of listening in teams;
- Explain non-verbal communication techniques;
- Discuss planning and participating in face-to-face and electronic meetings.

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## Communication: At Work – HRC301014

Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and interoffice teamwork. Because of heightened global competition, innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how handle ethical situations in the workplace.

**Audience:** Everyone; Human Resource Professionals; New Leaders & Managers; New Employees

**Primary Regulations:** None

**Related Regulations:** None

### Objectives:

- Identify changes in the workplace and the importance of communication skills;

- Define and describe the process of communication;
- Explain barriers to interpersonal communication and the importance of overcoming them;
- Discuss the flow of communication in organizations, including barriers and methods for overcoming those barriers;
- Explain the goals of ethical business communication and describe important tools for doing the right thing.

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## **Conducting Effective Performance Reviews – HRC301023**

This course provides insights, approaches and techniques to assist those in a supervisory or management role to gain the ability to act professionally and objectively when reviewing the performance of employees. The course begins with a detailed description of the role of managers and supervisors and lays out the characteristics of a "good" manager. Next, the review process is explored in depth. After presenting and discussing topics such as communication skills, a positive approach to the review process and coaching/mentoring, the course concludes with suggestions for effective follow-through and how to practice to gain improvement.

### **Learning Objectives:**

- Employ the qualities and skills needed to conduct effective performance reviews.
- Discuss the five stages of a performance review and the review process.
- Implement effective performance review techniques.
- Establish and write appropriate objectives.
- Identify and target employee needs in the performance review process.

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## **Conducting Performance Appraisals – HC301000**

The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process.

**Audience:** This course is designed for all managers, regardless of organizational level. While the relative importance of the specific competencies required may differ across wide samples of managers, the basics of performance appraisal remain the same.

**Primary Regulations:** None

**Related Regulations:** None

### **Learning Objectives:**

- Understand the purposes of performance appraisal
  - Identify the critical elements of the performance appraisal process
  - Identify the attributes of key individual performance standards
  - Understand the application of appraisal to groups and teams
  - Appreciate the role of coaching in the appraisal process
  - Recognize and avoid the most common appraisal errors
  - Understand the most widely used performance appraisal methods
  - Understand the basics and role of the appraisal form
  - Identify the factors associated with effective performance appraisal
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## Delegation Skills for Managers and Supervisors – HRC301015

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the benefit of your organization.

**Audience:** New Leaders & Managers

**Primary Regulations:** None

**Related Regulations:** None

### Learning Objectives:

- Define the desired results in a task;
  - Describe the context of delegation;
  - Explain how to determine competencies of your employees;
  - Describe how to plan a discussion for delegation;
  - Explain how to outline the requirements;
  - Discuss how to transfer the responsibility and authority;
  - Explain how to reach an agreement over an approach;
  - Describe how to check for understanding;
  - Explain how to monitor progress;
  - Describe how to assess outcomes.
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## Delegation, Coaching, and Mentoring – HRC301022

This course provides insights and learning on the subjects of delegation, coaching and mentoring. The course covers the "why's, when's and how's" for these important aspects of managing. After providing a definition, the topics of what to delegate, barriers to effective delegation, characteristics of effective delegation, purposeful delegation and what not to delegate are explored -- providing techniques that can be applied on the job. The subject of coaching includes a template on characteristics, strategies and skills necessary for effective coaching, along with a series of pre-coaching steps to employ. The course points out the difference between coaching and mentoring, and then delves into the characteristics of mentoring plus a detailed discussion of mentoring benefits for the organization. After presenting a set of communication skills for mentoring, the course concludes with a section on helping managers determine whether or not an employee is ready for mentoring.

### Learning Objectives:

- Recognize the characteristics of effective delegation, along with the barriers.
  - Discuss the reasons why one should delegate and point out the types of tasks that should not be delegated.
  - Identify the elements of purposeful delegation.
  - Employ effective coaching and mentoring strategies and skills.
  - Assess workplace situations with regard to the type of coaching to be employed.
  - Distinguish between coaching and mentoring.
  - Point out the benefits of both coaching and mentoring for the organization, coach/mentor, and "coachee"/"mentoree."
  - Identify employees who should be mentored and assess whether or not those employees are "mentor-ready."
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## Drug-Free Workplace Procedures – HRC301001

This training course provides employees and supervisors with valuable information for promoting a drug free work environment. The course helps employees and supervisors understand the impact that drugs have on the workplace and how to help promote health and wellbeing in the workplace.

**Audience:** Employees, first-line supervisors, and department managers

**Primary Regulations:** OSHA 29 CFR 1903.1, The General Duty Clause

**Related Regulations:** The Drug-Free Workplace Act of 1988|Guide to State Drug Testing Laws

### Learning Objectives:

- Identify the goal of a drugfree workplace policy
- Identify the signs of employee substance abuse
- Specify what actions employees should take in the event of a suspected substance abuse problem
- Identify the stages of addiction for alcohol and drug abuse
- Identify the employer's policies and procedures regarding substance abuse
- Identify conditions or circumstances that could prompt your employer to request a drug test of an employee or potential employee
- Identify the role of an Employee Assistance Program
- Identify the supervisor's role in a drug free workplace program

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## Essential Change Management – HRC301016

Poorly managed change can account for a huge amount of lost productivity. This course covers the most essential elements of living with and managing continual change. There are simple and straightforward techniques for dealing with the inevitable resistance, methods for setting goals and developing a plan, tools for understanding the personal and professional stresses that all employees experience, and suggestions for rebuilding trust and developing commitment to the changes that are implemented.

**Audience:** Everyone; Human Resource Professionals; New Leaders & Managers; New Employees

**Primary Regulations:** None

**Related Regulations:** None

### Learning Objectives:

- Explain setting goals;
- Describe developing a strategy;
- Discuss how to address the three phases of transition;
- Explain dealing with resistance;
- Describe how to demonstrate commitment to change;
- Explain how to monitor and assess progress.

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## HIPAA for Healthcare Plans and Employers – HRC301002

An industry specific course, focusing on the HIPAA Privacy issues that are specific to employees of Health Plans, Healthcare Clearinghouses, Group Health Plans, and employees who may not be directly employed in the medical field, but must still be trained in the proper handling of PHI. Although employers are not covered entities under HIPAA, the course also covers the ways employers are impacted by the HIPAA Privacy Rule. This course was designed to cover the HIPAA "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI). The training focuses on requirements for the protection of PHI under the HIPAA Privacy Rule, and also covers additional requirements for the protection of electronic PHI under the HIPAA Security Rule. Contact us regarding availability for this course.

**Audience:** The audience includes employees in healthcare facilities, providers of medical or health services, or any other persons or organizations that furnish, bill, or are paid for healthcare in the normal course of business.

**Primary Regulations:** Health Insurance Portability and Accountability Act (HIPAA); 45 CFR Part 160; 45 CFR Part 162; 45 CFR Part 164

**Related Regulations:** None

**Learning Objectives:**

- Describe the purpose and background of the HIPAA Privacy Rule as well as the organizations that are influenced by this Rule
- Describe the security regulations that apply to covered entities under the HIPAA Security Standards "Final Rule"
- Identify acceptable uses and disclosures of PHI
- Define Plan Sponsor and describe which PHI is acceptable to be revealed to a Plan Sponsor
- Explain summary health information and de-identifying and how they relate to the HIPAA Privacy Rule Recognize the personal rights that each individual possesses regarding his or her PHI
- Identify the flexibility and limitations that are given to health plans in creating their own privacy procedures
- Distinguish between what a covered entity should or should not do when handling PHI
- Determine in what ways an employer should be concerned with the HIPAA Privacy Rule

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### **HIPAA for Healthcare Providers – HCR301003**

This is an industry-specific course, focusing on the HIPAA Privacy issues that are specific to employees in the healthcare industry. This course provides background about the history and overall function of HIPAA, as well as focusing on the HIPAA "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI). The training details the requirements for the protection of PHI under the HIPAA Privacy Rule, and also covers additional requirements for the protection of electronic PHI under the HIPAA Security Rule. Contact us regarding availability for this course.

**Audience:** The audience includes employees in healthcare facilities, providers of medical or health services, or any other persons or organizations that furnish, bill, or are paid for healthcare in the normal course of business.

**Primary Regulations:** Health Insurance Portability and Accountability Act (HIPAA); 45 CFR Part 160; 45 CFR Part 162; 45 CFR Part 164

**Related Regulations:** None

**Learning Objectives:**

- Define the purpose and parameters of the HIPAA Privacy Rule
- Describe the security regulations that apply to covered entities under the HIPAA Security Standards "Final Rule"
- Identify the entities covered under HIPAA
- Determine what constitutes protected health information (PHI)
- Differentiate between permitted and required disclosures of PHI
- Identify the characteristics of a valid authorization to disclose PHI
- Identify reasonable safeguards covered entities may implement to protect PHI
- Differentiate between incidental disclosures of PHI and violations of privacy

## How to Supervise People – HRC301017

A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, focusing on both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.

**Audience:** New Leaders & Managers

**Primary Regulations:** None

**Related Regulations:** None

### Learning Objectives:

- Discuss how to ensure effective execution of your unit's work;
  - Explain the steps and techniques involved in effective running of a unit's work;
  - Discuss how to develop your employees;
  - Explain the steps and techniques involved in developing your employees;
  - Discuss how to construct your network of influence;
  - Explain the steps and techniques involved in developing the network of influence.
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## Interviewing Basics – HRC301029

Take the guesswork out of preparing for interviews. Whether you are an HR professional or a non-HR practitioner whose job requires interaction with applicants and employees, you can benefit from this course.

### Course topics include:

- determining which situations are best handled in interviews
- identifying skills needed to conduct successful interviews
- recognizing the 12 types of interviews
- preparing for conducting lawful interviews.

This course is adapted from Diane Arthur's "Successful Interviewing: Techniques for Hiring, Coaching, and Performance Management Meetings" published by AMACOM, a division of the American Management Association.

### Topics

Unit 1: Interviews and How to Prepare for Them

Unit 2: The Stages of an Interview

Unit 3: Legal Concerns

### Learning Objectives:

- Identify the objectives for the 12 different types of business-related interviews. (Unit 1)
  - Be able to prepare for every type of interview. (Unit 1)
  - Describe the five stages of an interview. (Unit 2)
  - Define five pieces of key federal legislation regarding interviews and job discrimination. (Unit 3)
  - Apply effective guidelines for conducting lawful interviews. (Unit 3)
  - Be able to cite examples of both effective and ineffective interview documentation. (Unit 3)
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## **Listening Skills – HRC301030**

This course contains information regarding effective listening skills. The information focuses on the importance of good listening, common barriers to effective listening and suggested listening techniques. The course is appropriate to business executives at all levels as well as staff personnel.

### **Unit Titles:**

1. Importance of Good Listening
2. Barriers to Effective Listening
3. Poor Listener Types
4. Suggested Listening Techniques

### **Learning Objectives:**

- Discuss the importance of good listening (Unit One).
  - Present several barriers to effective listening (Unit Two).
  - Present several types of poor listeners (Unit Three).
  - Present several suggested listening techniques (Unit Four).
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## **Managing Change – HRC301028**

This course presents an introduction to the complex topic of successfully managing change in organizations. The focus in the course is on managing change at the individual, managerial, and organizational levels. Introspective activities and organizational development interventions are presented. Skills in change management are essential for all business executives.

### **Topics:**

1. Forces shaping change.
2. Models of change processes for individuals and organizations.
3. Overcoming resistance to change.
4. Developing skills in change management.
5. Organizational development interventions: Methods for individuals.
6. Organizational development interventions: Methods for work teams and organizations.

### **Learning Objectives:**

- Identify the major forces driving change for organizations. (Unit 1)
  - Describe the models that are useful for understanding change processes for individuals and organizations. (Unit 2)
  - Understand one's own views of and reactions to change and how to manage change better on a personal level. (Unit 3)
  - Identify sources of resistance to change and ways to overcome them. (Unit 4)
  - Examine the various organizational development techniques aimed at helping individuals manage change. (Unit 5)
  - Examine the various organizational development techniques aimed at helping work teams and organizations manage change. (Unit 6)
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## **Preventive Stress Management – HRC301031**

This course presents an introduction to the creatively ambiguous topic of stress in organizations. The dual focus in the course is on, first, understanding the stress process and its effects, and, second, preventively managing stress and demands. Self-assessment activities and preventive stress management interventions are presented. Preventive stress management skills are essential for all business executives.

### **Learning Objectives:**

- Identify four major work demand categories and major personal demands. (Unit 1)

- Describe the mind-body changes of the stress response and the major individual difference modifiers of the stress response. (Unit 2)
- Understand behavioral, psychological, and medical distress for individuals and the direct and indirect costs of distress for organizations. (Unit 3)
- Describe organizational prevention interventions aimed at healthy stress management in work environments. (Unit 4)
- Examine primary preventive stress management methods for individuals. (Unit 5)
- Examine secondary preventive stress management methods for individuals and the treatment interventions available for individuals in distress. (Unit 6)

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## **Proper Documenting and Progressive Discipline – HRC301024**

The proper management of documentation and progressive discipline when dealing with employee behavioral issues is crucial to any organization. Essential to that process is good, effective communication skills, which help to ensure that all policies are clearly and concisely stated, and that everyone interprets the rules in the same way. This course addresses the steps necessary to maintain high disciplinary standards while retaining good employees. Emphasis is placed on the importance of viewing discipline not as a punishment, but as a way to develop employees and to assist them with becoming more professional in their behavior. A five-step process for documenting performance and behavioral issues is reviewed, and the procedures and questions for a beneficial disciplinary interview to ensue are explored. Potential employee reactions to these disciplinary interviews are reviewed, and recommendations for dealing with these reactions are made. Finally, the importance of clearly defining objectives for all employees, so that they know what is expected in terms of behavior and performance is stressed.

### **Learning Objectives:**

- Point out the impact of proper documentation on an organization.
- Recommend approaches to documenting poor attendance, poor performance, attitude problems, and rules violations.
- Discuss the five steps for effective documentation and disciplinary action.
- Distinguish objective facts from subjective facts for use in reporting disciplinary problems.
- Create clear and specific objectives so that employees develop desired behavioral patterns.
- Conduct effective disciplinary interviews.
- Recognize and deal with the different types of employee responses to disciplinary interviews.

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## **Recruitment and Selection – HRC301025**

The recruitment and selection process can be used to enhance employee morale, promote job efficiency, and diminish the costs of turnover across an organization. The objective of this course is to understand recruitment and selection, to learn effective techniques and skills in the selection and interview process, and to identify the legal issues associated with the recruitment and hiring process. In this course, certain procedures and approaches to recruitment and selection are highlighted. In addition, the importance of minimizing turnover is emphasized and a breakdown of specific turnover costs is detailed. The course further provides an overview of the process for evaluating candidate resumes, and the pre-interview screening process is examined. The importance of keeping records of every applicant, his or her resume, and any contact with the applicant is stressed. Finally, the course identifies the types of questions to ask and wording to use during the interview process, and how to evaluate the answers a candidate provides. The process for determining whether or not the candidate is right for the position - the selection decision - and the techniques for obtaining candid references are examined.

### **Learning Objectives:**

- Employ effective techniques for the selection and interview process.
- Identify the most appropriate selection predictors for job applicants.
- Point out methods to avoid staffing discrimination issues.

- Assess the costs of turnover when proper screening and selection methods are not in place.
- Distinguish between selling the company to a good candidate and "sugar-coating" the position.
- Focus on the correct questions to ask during the pre-interview screening process.
- Advise on analyzing a resume and what words and phrases may be misleading.
- Select interview questions that are open-ended, close-ended, or used to assess management skills according to the position being filled.
- Recommend appropriate questions to ask when verifying candidate references.
- Advise on the legality of certain questions posed in the interview process.

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## **Sexual Harassment and Hostile Work Environments: For Employees (Updated) – HRC301019**

The topic of sexual harassment and hostile work environments is one that continues to be given significant attention in the workplace. Laws prohibiting sexual harassment and hostile work environments have been continually evolving and courts across the country have imposed significant penalties on companies who have been charged with violating these laws. As more and more claims of sexual harassment and hostile work environments surface, it heightens the importance for companies (and their employees) to be aware of behaviors and situations that could constitute claims of sexual harassment and/or hostile work environments, and further necessitates that companies implement appropriate practices to avoid situations where such claims could be raised.

This course, designed for employees, provides an overview of important fundamental concepts associated with sexual harassment and hostile work environments. The course begins by reviewing a sample sexual harassment policy and discussing the components that should be present in an effective policy. After summarizing some major legal cases, two forms of sexual harassment, and key terms linked to the topic of sexual harassment and hostile work environments, are explored. Examples of actions that qualify as sexual harassment are then reviewed. The course concludes with a discussion of key concepts employees should acquaint themselves with, and reviews effective practices employees should follow, in order to recognize potential instances of sexual harassment and/or hostile work environments, and mitigate involvement in such acts.

Note: From a legal perspective, this multimedia training program is not provided as a replacement for any organizational policy or as an interpretation of the law. Thus, the program should not be considered legal protection against any complaint or charge filed against the participant or the participant's organization. Any questions regarding sexual harassment or hostile work environments as they apply to the participant's specific workplace or the law, should be directed to the participant's Human Resource Director or the designated individual within the respective organization who handles matters of such nature.

### **Learning Objectives:**

- Cite major court case rulings and costs that have set precedents for the evolving laws prohibiting sexual harassment and hostile work environments.
- Define important harassment and discrimination-related terms.
- Recognize behaviors or situations that could constitute sexual harassment, a hostile work environment, or discrimination.
- Point out the two major types of sexual harassment and distinguish between them.
- Discuss effective employee practices that serve to prevent acts of sexual harassment, discrimination, and/or hostile work environments.

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## **Sexual Harassment and Hostile Work Environments: For Managers v.2 – HRC301020**

The topic of sexual harassment and hostile work environments is one that continues to be given significant attention in the workplace. Laws prohibiting sexual harassment and hostile work environments

have been continually evolving and the Supreme Court has imposed swift penalties on companies who have been charged with violating these laws. As more and more claims of sexual harassment and hostile work environments surface, it heightens the importance for companies to be aware of behaviors and situations that could constitute a claim of sexual harassment and/or hostile work environment, and further necessitates that companies employ appropriate practices to avoid situations where such claims could be raised. This course, which is designed for managers and supervisors, provides awareness training in the areas of sexual harassment and hostile work environments. The course begins by reviewing a sample sexual harassment policy and discussing the components that should be present in an effective policy. The two forms of harassment and key terms linked to the topic of sexual harassment and hostile work environments are explored. Examples of actions that would qualify as sexual harassment are discussed, and effective management practices for handling complaints and defusing harassing situations are examined. Several major court cases involving the matter of sexual harassment and hostile work environments, along with their legal ramifications, are cited. The specific State of California regulations that mandate sexual harassment training for supervisors are provided and discussed in detail.

**Note:** From a legal perspective, this multimedia training program is not provided as a replacement for any organizational policy or as an interpretation of the law. Thus, the program should not be considered legal protection against any complaint or charge filed against the participant or the participant's organization. Any questions regarding sexual harassment or hostile work environments as they apply to the participant's specific workplace or the law, should be directed to the participant's Human Resource Director or the designated individual within the respective organization who handles matters of such nature.

**Learning Objectives:**

- Cite the major Supreme Court case rulings that have set precedents for the evolving laws prohibiting sexual harassment and hostile work environments.
- Explain the personal liabilities and costs associated with sexual harassment and hostile work environment lawsuits.
- Define various harassment/discrimination-related terms and recognize behaviors or situations that could constitute sexual harassment, a hostile work environment, or discrimination.
- Distinguish between the two major types of sexual harassment and cite examples of each.
- Apply effective management practices for handling complaints of sexual harassment and hostile work environments and defuse harassing situations.
- Comply with the additional sexual harassment training requirements for managers and supervisors specific to the State of California.

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**Sexual Harassment Case Studies for CA Supervisors – HRC301005**

This course is designed to give a deeper understanding of key terms and concepts associated with sexual harassment. You will also get opportunities to practice and apply your learning.

**Audience:** All supervisors and anyone who directs other employees, or has the authority (or significant influence) to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, adjust grievances, or discipline other employees. This course was specifically designed to meet training needs for supervisors of California-based employees (in compliance with AB 1825). It is recommended for all supervisors.

**Primary Regulations:** California State Bill AB 1825 (Reyes; D-Fresno; Chapter 933); Title VII of the Civil Rights Act of 1964; California Fair Employment and Housing Act (FEHA)

**Prerequisites:** 4TOAZ020 “HR: Sexual Harassment for California Supervisors” is the recommend prerequisite and is required to meet the 2-hour training requirement under AB 1825

**Learning Objectives:**

- Distinguishing between workplace behaviors that do and do not qualify as sexual harassment
- Recognizing tangible employment action sexual harassment, and hostile work environment sexual harassment
- Defining retaliation and identifying examples of workplace retaliation

- Distinguishing employer liability for sexual harassment under federal and California state law
- Distinguishing components of a workplace sexual harassment policy under federal law and California state law
- Recognizing what action to take if you, as a supervisor, witness or discover behavior that is potentially sexual harassment
- Recognizing aspects of an effective investigation of an allegation of sexual harassment, as well as aspects of appropriate discipline
- Describing effective tips for fostering a healthy work environment that is free from sexual harassment

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## **Sexual Harassment for California Supervisors – HRC301006**

This course will define sexual harassment and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace. This course will also discuss your responsibilities as a supervisor in creating a workplace that is free from sexual harassment.

**Audience:** All supervisors and anyone who directs other employees, or has the authority (or significant influence) to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, adjust grievances, or discipline other employees. This course was specifically designed to meet training needs for supervisors of California-based employees (in compliance with AB 1825). It is recommended for all supervisors.

**Primary Regulations:** California State Bill AB 1825 (Reyes; D-Fresno; Chapter 933); Title VII of the Civil Rights Act of 1964; California Fair Employment and Housing Act (FEHA)

**Related Regulations:** None

**Learning Objectives:**

- Define sexual harassment
- Define the difference between sexual harassment under state and federal law
- Recognize examples of sexual harassment
- Identify the negative effects of sexual harassment in the workplace
- Specify the objectives of a workplace sexual harassment policy
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

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## **Sexual Harassment Prevention Procedures – HRC301007**

This course is designed for all employees and will define sexual harassment, provide examples of sexual harassment, and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace.

**Audience:** All employees and employers

**Primary Regulations:** Title VII, Civil Rights Act of 1964

**Related Regulations:** None

**Learning Objectives:**

- Define sexual harassment
  - Define the two forms of sexual harassment
  - Recognize examples of sexual harassment
  - Identify the negative effects of sexual harassment in the workplace
  - Specify the objectives of a workplace sexual harassment policy
  - Specify actions you can take to prevent and respond to sexual harassment in the workplace
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## **Sexual Harassment Prevention Refresher – HRC301008**

In this 20-minute refresher course, we will define sexual harassment, provide examples of sexual harassment, and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace.

**Audience:** All employers and employees

**Primary Regulations:** Title VII, Civil Rights Act of 1964

**Related Regulations:** None

### **Learning Objectives:**

- Define sexual harassment
  - Define the two forms of sexual harassment
  - Recognize examples of sexual harassment
  - Identify the negative effects of sexual harassment in the workplace
  - Specify the objectives of a workplace sexual harassment policy
  - Specify actions you can take to prevent and respond to sexual harassment in the workplace
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## **Stewardship: Serving to Succeed – HRC301018**

This course takes an in-depth look at the concept of stewardship, the persons who typically serve as stewards in the workplace, and the characteristics stewards should embody in order to be effective. In order to provide a contrast, the characteristics of a self-server are also covered and discussed. In the context of stewardship and the ability of one to work through attitudes toward, and relationships with, fellow workers a "tolerance scale" is presented. The course further explores how stewards need to serve in today's business world, laying out what employees are looking for and how stewards need to respond to those expectations, and concludes with a section on setting employees up for success and the rewards that can accrue to those who can accomplish this endeavor.

### **Learning Objectives:**

- Distinguish the characteristics of a steward versus those of a self-server.
  - Point out the key elements of stewardship.
  - Discuss the levels of the "tolerance scale" in assessing one's ability to exhibit appropriate steward behaviors.
  - Recognize the major needs and wants of employees so as to effectively carry out a steward's responsibilities.
  - Describe how stewards need to serve in today's environment.
  - Recognize tools that can be used to set up employees for success.
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## **Stress Management Principles – HRC301009**

In today's world stress management is a must. This course assists in developing the skills necessary to recognize, control, and relieve stress in everyday life. This includes teaching how to recognize signs of stress, defining its effects, showing how to control and relieve stress, as well as demonstrating ways of resolving conflict. This is an overview of techniques to manage and deal with everyday stressful situations in and out of the workplace.

**Audience:** All employees and employers

**Primary Regulations:** None

**Related Regulations:** None

### **Learning Objectives:**

- Define the effects of stress
- Recognize the warning signs of stress
- Distinguish between the different types of stress

- Recognize means for controlling and relieving stress
- Specify ways to maintain life balance
- Specify ways to resolve conflict

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## **Workplace Discrimination Prevention Guidelines – HRC301010**

In this course, we will define discrimination, provide examples of discrimination, and outline the steps an employee and the employer can take to prevent and respond to discrimination in the workplace. The course helps employees understand the impact that discrimination can have in the workplace and how to recognize steps to take if employees experience or witness discrimination in the workplace.

**Audience:** All employees

**Primary Regulations:** Equal Employment Opportunity Act of 1972

**Related Regulations:** None

**Learning Objectives:**

- Define discrimination.
- Identify protected classes and the laws that apply to them.
- Recognize discriminatory actions.
- Recognize steps to take if you experience or witness discrimination in the workplace.

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## **Workplace Diversity Guidelines – HRC301011**

Today diversity is defined in broad and inclusive terms including age, ethnic origins, cultures, and personal styles. This course examines the diverse factors that employees bring to the workforce, including attitudes toward authority, motivation and teamwork. This course provides an overview of barriers to diversity and what can be done to create a more diverse workforce.

**Audience:** All employers and employees.

**Primary Regulations:** Equal Employment Opportunity Act of 1972

**Related Regulations:** Equal pay act of 1963 as amended; Title VII of the Civil Rights act of 1964 as amended; Pregnancy Disability Act of 1978; The Rehabilitation Act of 1973, as amended; The Americans with Disabilities Act of 1990; Age Discrimination Act of 1967 as amended

**Learning Objectives:**

- Recognize opportunities resulting from a diverse workforce
- Recognize the non-discrimination legislation intent and language
- Specify objectives for a workplace diversity policy
- Recognize the influences of stereotypes
- Identify challenges of a diverse workforce
- Specify actions that can develop workplace diversity

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## **Workplace Violence Control Procedures – HRC301012**

This course is designed to inform the workplace of the second leading cause of fatal occupational injury in the United States. It will inform the worker of the environmental conditions associated with workplace assaults and the control strategies implemented in a number of work settings.

**Audience:** Anyone who works with others or with the public.

**Primary Regulations:** NIOSH [1992]. Homicide in U.S. workplaces: a strategy for prevention and research. Morgantown, WV: U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control, National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication No. 92-103; NIOSH [1993]. NIOSH Alert: request for assistance in preventing homicide in the workplace. Cincinnati, OH: U.S. Department of Health and Human Services, Public Health Service,

Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication No. 93–109; NIOSH [1995]. National Traumatic Occupational Fatalities (NTOF) Surveillance System. Morgantown, WV: U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health.

**Related Regulations:** Department of Labor's Occupational Safety and Health Administration (OSHA) Issues Recommendations for Workplace Violence Prevention in Late-Night Retail Establishments

**Learning Objectives:**

- Identify examples of workplace violence
- Identify potential victims and perpetrators
- Identify violent behavior warning signs
- Identify stages of violent behavior
- Specify intervention options
- Describe how to report workplace violence incidents
- Describe how to help victims cope with workplace violence

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**Workplace Violence: It's a Matter of Life – Managers Version – HRC301021**

Murder is the third leading cause of death in U.S. workplaces, accounting for 11.35 percent of the 5,559 fatal work injuries. For every workplace murder, the nation sees scores of injuries from workplace violence. The total cost of workplace violence to U.S. business is 20 to 30 billion annually. In order to enhance awareness of workplace violence, you need to be conscious of yourself, your behavior and your staff. To minimize workplace violence, you need to identify and reduce risk factors, be able to detect warning signs, and recognize and learn how to defuse potentially dangerous situations and behavior.

**Learning Objectives:**

After completing this course, the course participant should be able to:

- To enhance awareness of workplace violence.
  - To define and understand workplace violence.
  - To identify and reduce risk factors.
  - To be able to detect warning signs of a disgruntled or disturbed employee.
  - To recognize and learn how to defuse potentially dangerous situations and behavior.
  - To learn two major methods for minimizing workplace violence.
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