

## SIX TRAINING LIBRARIES... HUNDREDS OF COURSES... AT YOUR FINGERTIPS

### ThinkHR Training Access Instructions

To access the full selection of online training courses, login to your ThinkHR Live website and click on the blue **HR Training Access** icon. From there you will be provided with tools and prompts to create a training program for your employees. If you have any questions, please call the HR Hotline at 877-225-1101 to speak with a training specialist.

#### HR EMPLOYMENT

##### Benefits and Leave

Affordable Care Act - What You Need to Know  
FMLA--What Supervisors Need to Know

##### Compensation

FLSA--What Supervisors Need to Know  
Job Descriptions--How to Write Them Effectively

##### Discrimination

Americans with Disabilities Act - What Supervisors Need to Know  
Diversity for All Employees  
Diversity--Legal Basics for Supervisors  
Preventing Sexual Harassment-A Guide for Employees  
Preventing Sexual Harassment-A Guide for Supervisors  
Sexual Harassment -- What Employees Need to Know  
Sexual Harassment--What Employees Need to Know (Spanish)  
Sexual Harassment--What Supervisors Need to Know  
Workplace Harassment -- What Employees Need to Know  
Workplace Harassment--What Supervisors Need to Know

##### Health & Safety

Avoiding Back Injuries - **NEW!**  
Back Safety  
Back Safety (Spanish)  
Bloodborne Pathogens--General  
Defensive Driving for Noncommercial Motorists  
Defensive Driving--Commercial Motor Vehicles  
Disaster Planning--What Employees Need to Know  
Disaster Planning--What Supervisors Need to Know  
Emergency Action and Fire Prevention  
Emergency Action and Fire Prevention (Spanish)  
Exit Routes--Supervisors  
Fire Extinguishers  
Good Housekeeping  
Hazard Communication  
Hazard Communication (Spanish)  
Mold Hazards and Prevention  
Office Ergonomics  
Pandemic Flu--How to Prevent and Respond  
Preventing Workplace Violence--What Employees Need to Know  
Recordkeeping--Injury and Illness  
Slips, Trips, and Falls  
Slips, Trips, and Falls (Spanish)  
Stress Management  
Substance Abuse in the Workplace--What Employees Need to Know (Spanish)  
Workplace Safety for Employees  
Workplace Safety for Employees (Spanish)

##### HR Management

Business Ethics--What Employees Need to Know  
Effective Meetings--How to for Supervisors  
Employment Law For Supervisors--What You Should & Shouldn't Do  
NLRA and Unions--What Supervisors Need to Know  
Teambuilding for Supervisors  
Violence in the Workplace--How to Prevent and Defuse for Supervisors  
Workers' Compensation--What Supervisors Need to Know  
Workplace Ethics for Supervisors  
Workplace Privacy--What Supervisors Need to Know  
Workplace Security for Employees

##### Performance & Termination

Attendance Management--What Supervisors Need to Know  
Grounds for Termination--What Managers & Supervisors Need to Know  
How to Manage Challenging Employees  
Measuring Job Performance--What Supervisors Need to Know  
Performance Appraisals--How to Conduct Effectively  
Progressive Discipline  
Substance Abuse in the Workplace--What Employees Need to Know  
Substance Abuse in the Workplace--What Supervisors Need to Know  
Terminating Employees--The Process

##### Staffing & Training

Coaching for Superior Employee Performance--Techniques for Supervisors  
Customer Service Skills--How We Can All Improve  
Effective Communication for Employees  
Hiring Legally  
How to Conduct New Employee Orientation - **NEW!**  
How to Manage Challenging Employees  
How to Manage Time Wisely - A Guide for Employees - **NEW!**  
Interviewing Skills for Supervisors  
Leadership Skills--What New Supervisors and Managers Need to Know  
Motivating Employees--Tips and Tactics for Supervisors  
New Employee Orientation--'How To' for Supervisors  
New Employee Safety Orientation  
Reducing Turnover and Increasing Retention  
Teambuilding for All Employees  
Time Management Skills for Employees  
Training the Trainer  
How to Conduct New Employee Orientation  
How to Manage Time Wisely - A Guide for Employees

#### CA AB1825

Sexual Harassment Prevention & Response in California (AB 1825)

#### ENVIRONMENTAL COMPLIANCE

##### Air Contaminants

Lead Safety - General Industry  
Mold Hazards and Prevention

##### Asbestos

Asbestos Awareness  
**Chemical Hygiene**

##### Laboratory Safety

**Hazard Communication**  
PPE for Emergency Response  
Reactive Chemicals  
Safe Chemical Handling  
Working Safely with Corrosives  
Working Safely with Solvents

##### Hazardous Waste

Hazardous Waste Container Management  
Hazardous Waste Emergency Response  
Hazardous Waste Introductory Training  
Hazardous Waste Manifests

##### Hazmat Transportation

Hazardous Materials Transportation  
HazMat Transportation Security Awareness

##### HAZWOPER

HAZWOPER - First Responder Awareness Level  
HAZWOPER Facility Operations

##### PPE

PPE - What Employees Need to Know  
PPE for Emergency Response

##### SPCC

Spill Prevention, Control and Countermeasure Plan (SPCC Plan)

##### Stormwater

Stormwater Pollution Prevention Plan (SWPPP)

##### Underground Storage Tanks

Class C UST Operator Training - **NEW!**

##### Universal Waste

Universal Wastes Large and Small Quantity Handlers

#### CUSTOMER SERVICE

##### Challenging Situations

Conflict Resolution for Employees  
Problem Solving for Employees

##### Communication Skills

Business Writing for Employees  
Effective Communication for Employees  
The Power of Listening

##### Customer Communications

Email Best Practices for All Employees  
Phone Skills

##### Customer Relationship Management

Connecting with Customers  
Customer Service Skills--How We Can All Improve  
How to Maintain Customer Loyalty  
Identifying Customers' Needs  
Making Customers Feel Special - **NEW!**  
Turn Satisfied Customers into Repeat Customers

##### Employee Attitude

Maintaining a Positive Attitude  
Stress Management

##### General Workplace Skills

How to Manage Time Wisely - A Guide for Employees - **NEW!**  
Teambuilding for All Employees  
Time Management Skills for Employees

##### Supervising Customer Care Staff

Coaching for Superior Employee Performance--Techniques for Supervisors  
Customer Service - How to Promote Excellent Service Among Your Staff  
Motivating Employees--Tips and Tactics for Supervisors

#### WELLNESS

##### Creating a Program

A Manager's Role in Wellness  
Creating a Successful Wellness Program - A Guide for Managers

##### Workplace Wellness

All About Nutrition  
Avoiding Back Injuries - **NEW!**  
Back Safety  
Balancing Work and Home  
Driver Wellness  
Financial Wellness  
Fitness for Everyone  
Hazards of Smoking - How to Quit  
Healthy Aging  
Healthy Sleep Habits  
Heart Health  
Keeping Yourself--and Your Family--Healthy  
Office Ergonomics  
Pandemic Flu--How to Prevent and Respond  
Stress Management  
Substance Abuse in the Workplace--What Employees Need to Know  
Successful Weight Management  
Wellness and You  
What You Need to Know About Headaches

#### WORKPLACE SAFETY

##### Construction

Crane Rigging in Construction  
Fall Protection in Construction  
Fall Protection in Construction (Spanish)  
Scaffolds in Construction  
Trenching - Competent Person

##### Emergency Planning & Response

Disaster Planning - What Employees Need to Know  
Emergency Action and Fire Prevention  
Emergency Action and Fire Prevention (Spanish)  
Exit Routes - Supervisors  
Fire Extinguishers  
Good Housekeeping

Pandemic Flu--How to Prevent and Respond

Permit-Required Confined Spaces - Attendant

Permit-Required Confined Spaces - Attendant (Spanish)

Permit-Required Confined Spaces - Entrant

Permit-Required Confined Spaces - Entrant (Spanish)

Preventing Workplace Violence - What Employees Need to Know

Violence in the Workplace - How to Prevent & Defuse for Supervisors

Workplace Security for Employees

##### Equipment & Process Safety

Arc Flash Safety  
Crane Rigging  
Electrical Safety - Unqualified Worker  
Forklift Operator Safety  
Introduction to Rough Terrain Forklift Safety  
Ladder Safety

Lockout/Tagout - Authorized Employee

Lockout/Tagout--Affected Employee

Lockout/Tagout: Authorized Employee (Spanish)

Machine Guarding

Portable Power Tool Safety

Safe Forklift Operation

##### Hazardous Substance & Materials

Compressed Gases  
Flammable and Combustible Liquids  
Hazard Communication  
Hazard Communication (Spanish)  
Hazard Communication - Your Right to Know  
Hazard Communication--Healthcare Workers  
Laboratory Safety

Material Safety Data Sheets

Material Safety Data Sheets (Spanish)

Mold Hazards and Prevention

Understanding The Safety Data Sheet (SDS) - **NEW!**

Welding, Cutting, and Brazing

##### Health

Avoiding Back Injuries - **NEW!**

Back Safety

Back Safety (Spanish)

Bloodborne Pathogens - General

Bloodborne Pathogens - Healthcare Workers

Ergonomics - Industrial

Office Ergonomics

Stress Management

Substance Abuse in the Workplace - What Supervisors Need to Know

Substance Abuse in the Workplace--What Employees Need to Know

Substance Abuse in the Workplace--What Employees Need to Know (Spanish)

Working in Cold Conditions

Working in Hot Conditions

##### Personnel Safety

Aerial Lift Safety

Eye Protection

Foot Protection

Noise and Hearing Conservation

PPE - Hand Protection

PPE - What Employees Need to Know

PPE: Hand Protection (Spanish)

Respiratory Protection

Slips, Trips, and Falls

Slips, Trips, and Falls (Spanish)

Your Guide to Personal Protective Equipment

##### Safety Management

Accident Investigations

ADA - What Supervisors Need to Know

New Employee Safety Orientation

Recordkeeping - Injury and Illness

Training the Trainer

Workers' Compensation - What Supervisors Need to Know

Workplace Safety for Employees

Workplace Safety for Employees (Spanish)

##### Transportation

Defensive Driving for Noncommercial Motorists

Defensive Driving for Noncommercial Motorists (Spanish)

Defensive Driving--Commercial Motor Vehicles

Defensive Driving--Commercial Motor Vehicles (Spanish)

DOT Alcohol and Drug Testing Rules--What Supervisors Need to Know

Hazardous Materials Transportation

Infectious Materials Transportation