

## SUPERVISOR DEVELOPMENT

- ▶ Solving Conflict: For Managers, Supervisors, and Team Leaders
- ▶ Legal & Effective Interviewing
- ▶ Interviewing For Industry
- ▶ Legal & Effective Interviewing II: The Right Questions
- ▶ More Than a Gut Feeling
- ▶ You Be The Judge II
- ▶ Just in Time Information Conflict Management
- ▶ JITI: Discrimination and Legal Issues
- ▶ Just in Time Information Performance Management
- ▶ Just in Time Information Personal Issues
- ▶ Leadership Reach for the Stars
- ▶ Learn to Lead: Lessons with Captain "Sully" Sullenberger
- ▶ Love 'Em or Lose 'Em – Employee Retention
- ▶ Documenting Discipline
- ▶ Documenting Discipline II
- ▶ Motivation: Igniting Exceptional Performance
- ▶ We've Got to Stop Meeting Like This!
- ▶ Not Just Another Meeting
- ▶ Care & Candor Making Performance Appraisals Work
- ▶ People Treatment Investigations
- ▶ Employment Law For Managers
- ▶ Supervisory Skills
- ▶ The Sid Story
- ▶ Taking the Step To Supervisor
- ▶ Everything You Always Wanted To Know About Management
- ▶ Quality Supervision For Industry
- ▶ Office Politics Not Necessarily The Truth
- ▶ Teamwork: How Synergy Succeeds
- ▶ Team Nightmares: Solutions To Your Top Team Problems Part I

## WORKPLACE VIOLENCE

- ▶ Workplace Violence: First Line of Defense
- ▶ Workplace Violence: The Calm Before the Storm
- ▶ Workplace Violence: Looking Out for Each Other

## COMMUNICATION SKILLS

- ▶ Communication Cornerstones Building Trust
- ▶ Relationship Strategies Part 1: Understand & Identify
- ▶ Relationship Strategies Part 2: Adapt
- ▶ Communication Nightmares: Solutions To Your Top Communication Problems
- ▶ Communication Breakdown
- ▶ Everything You Always Wanted To Know About Management

## EMPLOYEE DEVELOPMENT

- ▶ Finding The Up in Upheaval
- ▶ Managing People Through Change
- ▶ Conflict Resolution A Win-Win Approach
- ▶ Why Didn't I Think of That? II
- ▶ Recognizing Alcohol & Drug Abuse For Employees
- ▶ Recognizing Alcohol & Drug Abuse For Managers
- ▶ Employee Involvement The Key To Safety
- ▶ The Goal The How-To Version
- ▶ 40 Hours Invest in Yourself
- ▶ Team Player
- ▶ Responsible Business Communication
- ▶ It's Not Working: Workplace Etiquette
- ▶ Determine & Reach Key Decision Makers: Sticking To It
- ▶ Verify Decision Maker & Ask For The Business: Develop The Thirst
- ▶ Listening & Addressing Resistance: Prepare For The Obstacles
- ▶ Stress: You Are In Control
- ▶ Time Management: A Productivity Plan
- ▶ Looking Forward Your Performance Appraisal
- ▶ Respect For People
- ▶ Four Generations: The Greatest Potential

## RED FLAGS RULE

- ▶ Red Flags Rule Preventing Identity Theft For Compliance Managers
- ▶ Red Flags Rule Preventing Identity Theft

## CUSTOMER SERVICE SKILLS

- ▶ Customer Service: The Royal Treatment
- ▶ Customer Service: The Royal Connection
- ▶ Customer Service: Difficult Customer ALERT
- ▶ Customer Service: But I Don't Have Customers
- ▶ Telephone Courtesy Pays Off II
- ▶ Just Incredible! A Customer Service Story
- ▶ Who Cares?

## ETHICS

- ▶ Ethics The L.O.G.I.C. Of Right
- ▶ Ethics Is A Competitive Advantage With Dr. Marianne Jennings
- ▶ Ethics Speaking Up Without Fear With Dr. Marianne Jennings
- ▶ Ethics Leadership Tone At All Levels With Dr. Marianne Jennings
- ▶ Business Ethics In The New Economy With Dr. Marianne Jennings
- ▶ FCPA & Business Ethics

## SEXUAL HARASSMENT

- ▶ Sexual Harassment Case Files With Catherine Crier
- ▶ Sexual Harassment You Make the Call (Office)
- ▶ Sexual Harassment A Manager's Guide
- ▶ Sexual Harassment New Perspectives--White Collar
- ▶ Sexual Harassment New Perspectives--Blue Collar
- ▶ Sexual Harassment A Manager's Guide in California

## HARASSMENT

- ▶ It's About Respect Recognizing Harassment In A Diverse Workplace (White Collar)
- ▶ Harassment Is...Office Version
- ▶ Harassment Is...Industrial Version
- ▶ Harassment Is...Hospitality Version
- ▶ Harassment Is...Retail Version
- ▶ Harassment The Real Scene
- ▶ Let's Face It: Harassment Training For Supervisors
- ▶ Harassment For Managers: A New Look
- ▶ Harassment: A New Look For Employees
- ▶ Harassment For Managers A New Look California
- ▶ Harassment: A New Look (Industrial Version)

## DIVERSITY

- ▶ Diversity: Food For Thought
- ▶ The Diversity Advantage: Food For Thought
- ▶ Diversity: In the Real World
- ▶ Diversity: The Real Scene
- ▶ Diversity: Respect at Work
- ▶ Drop By Drop

## LEGAL ISSUES

- ▶ Understanding the New ADA
- ▶ Understanding the New FMLA
- ▶ Avoiding Litigation Landmines: A Survival Guide For Managers
- ▶ Legal Peril 8: Management Pitfalls To Avoid
- ▶ Legal & Effective Performance Appraisals
- ▶ U.S. Antitrust Compliance
- ▶ Insider Trading
- ▶ Export Control/Anti-boycott Law
- ▶ Trade Secret Law
- ▶ Environmental Law
- ▶ Wage & Hour Compliance
- ▶ Discrimination & EEO
- ▶ Conflicts of Interest: Gifts and Gratuities
- ▶ Code of Conduct
- ▶ FCPA Compliance
- ▶ Dealing With Third Parties
- ▶ Global Anti-Bribery

## DATA SECURITY/PRIVACY

- ▶ Leakproof: 8 Privacy Principles
- ▶ Records & Information Management
- ▶ No Privacy: Legal Issues In Email

## SOCIAL MEDIA

- ▶ Social Media: Reduce The Risk For Managers
- ▶ Social Media: Reduce The Risk

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