

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 Necessarilly The Truth
- ▶ Teamwork: How Synergy Succeeds
- ▶ **Team Nightmares: Solutions To Your Top Team Problems Part I**
- ▶ **Drug and Alcohol Awareness for Supervisors**

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

- ▶ **Drug And Alcohol Awareness**
- ▶ **Attitude: A Little Thing That Makes a Big Difference**
- ▶ 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**
- ▶ **Fear & Stress In The Workplace: Managing The Global Challenge**
- ▶ **Drug And Alcohol Awareness**

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?**

SOCIAL MEDIA

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

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: The Untold Story
- ▶ 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)
- ▶ It's About Respect II
- ▶ 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

- ▶ A Seat At The Table: Embracing 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
- ▶ Drop by Drop: Unconscious Bias

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
- ▶ HIPAA Privacy: Compliance Scenarios

SUPERVISOR ON THE SCENE

- ▶ Supervisor On The Scene: Communication
- ▶ Supervisor On The Scene: Teamwork
- ▶ Supervisor On The Scene: Meeting Effectiveness
- ▶ Supervisor On The Scene: Conflict Resolution
- ▶ Supervisor On The Scene: Coaching For Performance
- ▶ Supervisor On The Scene: Decision Making
- ▶ Supervisor On The Scene: Training Job Skills

Note: Courses listed in red are available in HTML5 format

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