

SOFT SKILLS

COMPLIANCE

MANAGERS

ALL EMPLOYEES

MANAGERS

ALL EMPLOYEES

- CHANGE**
 - ▶ Finding the Up in Upheaval
 - ▶ Managing People Through Change*
- COMMUNICATION**
 - ▶ The Straight Scoop on E-mail
- CONFLICT RESOLUTION**
 - ▶ Conflict Resolution: A Win/Win Approach
- EMPLOYEE RETENTION**
 - ▶ Love 'Em or Lose 'Em: Employee Retention
- LEADERSHIP**
 - ▶ Leadership: Reach for the Stars
 - ▶ Learn to Lead: Lessons with Captain "Sully" Sullenberger
- MOTIVATION**
 - ▶ Wrong Way, Right Way: Ethics Cases*
 - ▶ Continuous Motivation*
 - ▶ Motivation: Igniting Exceptional Performance
- PERFORMANCE APPRAISALS**
 - ▶ Care and Candor: Making Performance Appraisals Work
 - ▶ Looking Forward: Your Performance Appraisal
 - ▶ Legal and Effective Performance Appraisals
 - ▶ Legal and Effective Progressive Discipline*
 - ▶ The Legal Side of Evaluating Performance*
 - ▶ Not Just Another Meeting
 - ▶ The Continuous Performance Appraisal: Coaching Is Key*
- RESPECT**
 - ▶ Respect For People
 - ▶ It's Not Working: Workplace Etiquette
- SUPERVISORY SKILLS**
 - ▶ Quality Supervision for Industry*
 - ▶ Training Ground: Supervisory Skills
 - ▶ Supervisory Skills: Take Control*
- INSTRUCTOR-LED**
 - ▶ On-site Training
 - Professional Development: Basic Skills - 8 Module Workshop
 - » Communication Skills
 - » Conflict Resolution
 - » Giving and Receiving Feedback
 - » Coaching for Performance
 - » Decision Making
 - » Meeting Effectiveness
 - » Team Building
 - » Leadership Skills
 - Supervisor on the Scene: Supervisor Development – 7 Module Workshop
 - » Communication
 - » Conflict Resolution
 - » Coaching For Performance
 - » Decision Making
 - » Meeting Effectiveness
 - » Training Job Skills
 - » Teamwork

- CHANGE**
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 - ▶ Managing People Through Change*
- COMMUNICATION**
 - ▶ The Straight Scoop on E-mail
- CONFLICT RESOLUTION**
 - ▶ Conflict Resolution: A Win/Win Approach
- CUSTOMER SERVICE**
 - ▶ Who Cares?
 - ▶ The Secret: Customer Service Uncovered*
 - ▶ Quality Service in the Public Sector*
 - ▶ Customer Service: But I Don't Have Customers!
- Telephone Skills**
 - ▶ Telephone Courtesy Pays Off II*
 - ▶ Telephone Courtesy: The Royal Connection
- EMPLOYEE DEVELOPMENT**
 - ▶ Leadership: Reach for the Stars
 - ▶ Learn to Lead: Lessons with Captain "Sully" Sullenberger
- MOTIVATION**
 - ▶ 40 Hours: Invest in Yourself
 - ▶ Worksmarts: How to Get Along, Get Noticed and Get Ahead*
- GOAL SETTING**
 - ▶ SMART Goals: Steps to Success*
 - ▶ Personal Goal Setting: Journey to Success*
- MEETING SKILLS**
 - ▶ We've Got to Stop Meeting Like This*

- PERFORMANCE APPRAISALS**
 - ▶ Looking Forward: Your Performance Appraisal
 - ▶ Legal and Effective Performance Appraisals
 - ▶ Legal and Effective Progressive Discipline*
 - ▶ Not Just Another Meeting
 - ▶ Continuous Performance Appraisal*
- PRODUCTIVITY/QUALITY**
 - ▶ Quality: You Don't Have To Be Sick To Get Better*
- RESPECT**
 - ▶ Respect For People
 - ▶ It's Not Working: Workplace Etiquette
- STRESS MANAGEMENT**
 - ▶ Employee Wellness: Taking Care of You
 - ▶ Employee Wellness: A Way of Life
 - ▶ Life Meets Work: Overcoming Stress, Fear and Anxiety*
 - ▶ Shiftwork: Circadian Survival
 - ▶ Stress: You're in Control
- TEAMWORK**
 - ▶ One For All: Teamwork the Meerkat Way
 - ▶ Teamwork: How Synergy Succeeds
 - ▶ Team Nightmares: Solutions to Your Top Team Problems
 - ▶ That's Not My Problem*
 - ▶ Team Player
 - ▶ Employee 101: Respecting the Team*
- TIME MANAGEMENT**
 - ▶ Time Management: A Productivity Plan
 - ▶ Time Trap II*

- ADA**
 - ▶ Understanding the New ADA
- ANTITRUST**
 - ▶ U. S. Antitrust Compliance Training
- CALIFORNIA-COMPLIANT**
 - ▶ Harassment Is...
 - ▶ Let's Face It: Harassment Training for Supervisors
 - ▶ Sexual Harassment: A Manager's Guide in California
 - ▶ Harassment For Managers: A New Look for California (AB 1825 Compliant)
- CODE OF CONDUCT**
 - ▶ Code of Conduct
 - ▶ Ethics: The L.O.G.I.C. of Right
- DISCRIMINATION & EEO**
 - ▶ Discrimination & EEO
- DIVERSITY**
 - ▶ Diversity: Respect At Work
- EMPLOYMENT LAW FOR MANAGERS**
 - ▶ Employment Law For Managers
 - ▶ Legal and Effective Employment Terminations
 - ▶ Legal Peril: 8 Management Pitfalls to Avoid
 - ▶ Avoiding Litigation Landmines: A Survival Guide for Managers
- ETHICS**
 - ▶ Ethics Series with Dr. Marianne Jennings
 - ▶ Ethics is a Competitive Advantage with Dr. Marianne Jennings
 - ▶ Ethics: Speaking up Without Fear with Dr. Marianne Jennings
 - ▶ Ethical Leadership: Tone at All Levels with Dr. Marianne Jennings
 - ▶ Ethics: The L.O.G.I.C. of Right
 - ▶ Business Ethics In the New Economy with Dr. Marianne Jennings
 - ▶ Wrong Way Right Way: Ethics Cases
- EXPORT CONTROL**
 - ▶ Export Control and Anti-boycott Law
- FCPA**
 - ▶ FCPA & Business Ethics
- FMLA**
 - ▶ Understanding the New FMLA
- GIFTS**
 - ▶ Conflicts of Interest: Gifts & Gratuities
- GLOBAL ANTI-BRIBERY**
 - ▶ Global Anti-Bribery

- HARASSMENT**
 - ▶ Harassment for Managers: A New Look
 - ▶ Let's Face It: Harassment Training for Supervisors
- IDENTITY THEFT**
 - ▶ Red Flags Rule: Preventing Identity Theft
- INSIDER TRADING**
 - ▶ Insider Trading
- INTERVIEWING & HIRING**
 - ▶ Interviewing Getting Beyond the Image
 - ▶ Legal and Effective Interviewing II: The Right Questions
 - ▶ Legal and Effective Interviewing Skills
- PERFORMANCE APPRAISALS**
 - ▶ Care and Candor: Making Performance Appraisals Work
- PRIVACY**
 - ▶ Leakproof: 8 Privacy Principles
- RECORDS MANAGEMENT**
 - ▶ Records and Information Management
- RESPONSIBLE BUSINESS COMMUNICATION**
 - ▶ Responsible Business Communication
- SEXUAL HARASSMENT**
 - ▶ Sexual Harassment: A Manager's Guide
 - ▶ Sexual Harassment: A Manager's Guide in California
 - ▶ Sexual Harassment: New Perspectives
 - ▶ Sexual Harassment: You Make the Call
- SOCIAL MEDIA**
 - ▶ Social Media: Reduce the Risk For Managers
- SUBSTANCE ABUSE**
 - ▶ Recognizing Drug and Alcohol Abuse for Managers
 - ▶ Creating a Drug-Free Workplace: Back on Track*
 - ▶ D.O.T. Drug and Alcohol Testing*
- THIRD PARTIES**
 - ▶ Dealing with Third Parties
- TRADE SECRET LAW**
 - ▶ Trade Secret Law
- ENVIRONMENTAL LAW**
 - ▶ Environmental Law
- WAGE & HOUR**
 - ▶ Wage and Hour Compliance
- WORKPLACE VIOLENCE**
 - ▶ Workplace Violence: The Calm Before the Storm
 - ▶ Workplace Violence: First Line of Defense
 - ▶ Workplace Violence: Looking Out for Each Other
- ANTITRUST**
 - ▶ U. S. Antitrust Compliance Training

- DIVERSITY**
 - ▶ Diversity: Respect at Work
 - ▶ Four Generations: The Greatest Potential
 - ▶ Drop by Drop
 - ▶ Diversity: The Real Scene
 - ▶ Diversity: Food for Thought
 - ▶ The Diversity Advantage: Food for Thought
 - ▶ Diversity in the Real World
 - ▶ Dealing With Diversity*
- ETHICS**
 - ▶ Ethics: The L.O.G.I.C. of Right
 - ▶ Business Ethics In the New Economy with Dr. Marianne Jennings
 - ▶ Wrong Way Right Way: Ethics Cases
- EXPORT CONTROL**
 - ▶ Export Control and Anti-boycott Law
- FCPA**
 - ▶ FCPA & Business Ethics
- HARASSMENT**
 - ▶ Harassment: A New Look (Industrial Version)
 - ▶ Harassment: A New Look for Employees
 - ▶ Harassment Is... Office Version
 - ▶ Harassment: The Real Scene
 - ▶ It's About Respect: Recognizing Harassment in a Diverse Workplace
 - ▶ Respect In The Workplace: Avoiding Discrimination*
- IDENTITY THEFT**
 - ▶ Red Flags Rule: Preventing Identity Theft
- INSIDER TRADING**
 - ▶ Insider Trading
- PRIVACY**
 - ▶ Leakproof: 8 Privacy Principles
- RECORDS MANAGEMENT**
 - ▶ Records and Information Management
- RESPONSIBLE BUSINESS COMMUNICATION**
 - ▶ Responsible Business Communication
- SOCIAL MEDIA**
 - ▶ Social Media: Reduce the Risk
- SUBSTANCE ABUSE**
 - ▶ Recognizing Drug and Alcohol Abuse For Employees
 - ▶ Creating a Drug-Free Workplace: Back on Track*
 - ▶ D.O.T. Drug and Alcohol Testing*
- TRADE SECRET LAW**
 - ▶ Trade Secret Law
- UK BRIBERY**
 - ▶ UK Bribery Act
- WORKPLACE VIOLENCE**
 - ▶ Workplace Violence: The Calm Before the Storm
 - ▶ Workplace Violence: First Line of Defense
 - ▶ Workplace Violence: Looking Out for Each Other

The Human Resources Curriculum provides timely, effective training and was developed with the assistance of the following law firms: Alston + Bird LLP, Crowell & Moring LLP, Eversheds LLP and McGuireWoods LLP.



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**Indicates DVD format only*

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