



# Learn Course Catalog



# Contents

<b>Pandemic Response</b> .....	3
--------------------------------	---

## **Compliance and Legal**

Employment Law.....	4
Ethics.....	4
HR Compliance.....	5
Leaves of Absence.....	5

## **Computer and IT**

Cybersecurity .....	5
---------------------	---

<b>Customer Service</b> .....	6
-------------------------------	---

## **Human Resources**

Leadership .....	7
People Operations.....	7
Wellness.....	7
Performance Management .....	7

## **Professional Development**

Meetings .....	8
Workplace Skills:	
General Courses.....	8
Basic Presentation Skills.....	9
Business Writing .....	10
Interpersonal Communication .....	10
Listening Essentials.....	10
Time Management.....	10
Working with Difficult People.....	10
Workplace Conflict.....	10

## **Workplace Harassment Prevention**

Diversity .....	11
Harassment Prevention .....	11

## **Environment & Climate**

Environmental Compliance .....	13
Hazardous Communications .....	13
Hazardous Waste .....	14

## **Workplace Safety**

Workplace Safety .....	15
OSHA and General Safety.....	16
Personal Protective Equipment (PPE).....	18
Personal Safety .....	19
Transportation:	
General Courses.....	20
Department of Transportation (DOT) .....	21
Forklift Operation .....	21
International Air Transport Association (IATA) .....	22
International Maritime Dangerous Goods (IMDG) .....	22

# Learn Courses

## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Pandemic Response

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
Assessing Your Organization's Risks	✓		✓	✓	30	✗
Becoming a Successful Collaborator	✓		✓	✓	30	✗
Contributing as a Virtual Team Member	✓		✓	✓	18	✗
Establishing Effective Virtual Teams	✓		✓	✓	30	✗
Facing Virtual Team Challenges	✓		✓	✓	24	✗
Forging Ahead with Perseverance and Resilience	✓		✓	✓	30	✗
General Information: Coronavirus and COVID	✓		✓	✓	12	✓
Managing in a Crisis	✓		✓	✓	18	✗
Responding Effectively to Risks	✓		✓	✓	24	✗



## Package options:

BASE

WHP (Workplace Harassment Prevention)





























































BASE+WHP

PREMIUM

 Available

 Not Available

## Compliance and Legal

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
<b>EMPLOYMENT LAW</b>						
HIPAA Privacy Essentials					60	
HIPAA for Non-Medical Employers					18	
HIPAA – Privacy Rule for Business Associates					24	
HIPAA - Privacy Rule for Covered Entities					30	
HIPAA - Security Rule for Business Associates					36	
HIPAA - Security Rule for Covered Entities					36	
Union Awareness					48	
Wage and Hour Awareness for Managers					24	
Wage & Hour for Employees					18	
<b>ETHICS</b>						
COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures					6	
Financial Integrity					24	
Foreign Corrupt Practices Act					6	
Global Business Ethics					18	
Global Conflicts of Interest					30	
Integrity in the Workplace					48	



# Learn Courses

## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Compliance and Legal (continued)

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
HR COMPLIANCE						
FERPA for Higher Education	✓		✓	✓	30	✗
Promoting a Substance-free Workplace	✓		✓	✓	18	✗
Rightful Employment Termination	✓		✓	✓	18	✗
Campus Security Obligations Under Federal Law	✓		✓	✓	30	✗
LEAVES OF ABSENCE						
FMLA	✓		✓	✓	12	✗



## Computer and IT

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
CYBERSECURITY						
Global Cybersecurity Basics	✓		✓	✓	14	✗
Global Privacy and Information Security	✓		✓	✓	30	✗
IT Security for End Users: IT Security Fundamentals	✓		✓	✓	60	✗

# Learn Courses

## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Customer Service

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
Communicating Effectively with Customers	✓		✓	✓	30	✗
Designing a Customer Service Strategy	✓		✓	✓	30	✗
Facing Confrontation in Customer Service	✓		✓	✓	24	✗
Keeping Business Calls Professional	✓		✓	✓	24	✗
Polishing Your Skills for Excellent Customer Service	✓		✓	✓	24	✗
Providing Telephone Customer Service	✓		✓	✓	30	✗
Rapport Building in Customer Service	✓		✓	✓	30	✗
Six Sigma and Lean: Foundations and Principles	✓		✓	✓	96	✗



# Learn Courses

## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Human Resources

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
LEADERSHIP						
Being an Effective Team Member	✓		✓	✓	30	✗
Building the Foundation for an Effective Team	✓		✓	✓	30	✗
Developing a Successful Team	✓		✓	✓	30	✗
Encouraging Team Communication and Collaboration	✓		✓	✓	30	✗
Establishing Team Goals and Responsibilities, and Using Feedback Effectively	✓		✓	✓	30	✗
Getting What You Expect from Your Delegate	✓		✓	✓	24	✗
Handling Team Conflict	✓		✓	✓	30	✗
The Reality of Being a First-time Manager	✓		✓	✓	24	✗
PEOPLE OPERATIONS						
A Manager's Guide to Discipline and Documentation	✓		✓	✓	30	✗
Ensuring Onboarding Success	✓		✓	✓	30	✗
Positive Atmosphere: Establishing an Engaged Workforce	✓		✓	✓	24	✗
WELLNESS						
Pandemics	✓		✓	✓	84	✗
Staying Balanced in a Shifting World	✓		✓	✓	12	✗
PERFORMANCE MANAGEMENT						
Planning an Effective Performance Appraisal	✓		✓	✓	18	✗

# Learn Courses

## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Professional Development



COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
MEETINGS						
Planning Meetings Fit for Purpose	✓		✓	✓	18	✗
Running Meetings in Better Directions	✓		✓	✓	18	✗
WORKPLACE SKILLS: GENERAL COURSES						
Becoming More Professional through Business Etiquette	✓		✓	✓	18	✗
Building Personal Power through Influence	✓		✓	✓	30	✗
Capturing the Attention of Senior Executives	✓		✓	✓	30	✗



## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Professional Development

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
WORKPLACE SKILLS: GENERAL COURSES						
Choosing the Right Interpersonal Communication Method to Make Your Point	✓		✓	✓	30	✗
Conducting an Effective Hiring Interview	✓		✓	✓	12	✗
Emergency Response in the Workplace	✓		✓	✓	24	✗
Facing the Management Challenges of Difficult Behavior and Diverse Teams	✓		✓	✓	30	✗
Gauging Your Leadership Performance	✓		✓	✓	24	✗
Getting to the Root of a Problem	✓		✓	✓	24	✗
Global Internet, Social Media, and Electronic Communication	✓		✓	✓	24	✗
How Culture Impacts Communication	✓		✓	✓	30	✗
How to Manage Difficult Conversations	✓		✓	✓	30	✗
Interacting with Customers	✓		✓	✓	30	✗
Interviewing: Doing it Right	✓		✓	✓	18	✗
Six Sigma Team Dynamics and Training	✓		✓	✓	126	✗
Writing Effective E-mails and Instant Messages	✓		✓	✓	30	✗
WORKPLACE SKILLS: BASIC PRESENTATION SKILLS						
Building Your Presentation	✓		✓	✓	30	✗
Ensuring Successful Presentation Delivery	✓		✓	✓	30	✗
Planning an Effective Presentation	✓		✓	✓	30	✗

# Learn Courses

## Professional Development (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
WORKPLACE SKILLS: BUSINESS WRITING						
Audience and Purpose in Business Writing	✓		✓	✓	30	✗
Clarity and Conciseness in Business Writing	✓		✓	✓	30	✗
Editing and Proofreading Business Documents	✓		✓	✓	30	✗
WORKPLACE SKILLS: INTERPERSONAL COMMUNICATION						
Become a Great Listener	✓		✓	✓	24	✗
The Art and Science of Communication	✓		✓	✓	18	✗
Trust Building through Effective Communication	✓		✓	✓	24	✗
WORKPLACE SKILLS: LISTENING ESSENTIALS						
Listening Even When it's Difficult to Listen	✓		✓	✓	30	✗
Using Active Listening in Workplace Situations	✓		✓	✓	36	✗
WORKPLACE SKILLS: TIME MANAGEMENT						
Aligning Goals and Priorities to Manage Time	✓		✓	✓	24	✗
Make the Time You Need: Get Organized	✓		✓	✓	30	✗
The Art of Staying Focused	✓		✓	✓	30	✗
WORKPLACE SKILLS: WORKING WITH DIFFICULT PEOPLE						
Difficult People: Strategies to Keep Everyone Working Together	✓		✓	✓	30	✗
Difficult People: Why They Act That Way and How to Deal with Them	✓		✓	✓	30	✗
Individual Behavior in Organizations	✓		✓	✓	24	✗
WORKPLACE SKILLS: WORKPLACE CONFLICT						
Resolving Workplace Conflict	✓		✓	✓	24	✗

## Workplace Harassment Prevention

### Package options:


BASE


































































WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM

 Available

 Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
DIVERSITY						
Overcoming Your Own Unconscious Biases					24	
Overcoming Unconscious Bias in the Workplace					25	
Unconscious Bias					5	
Understanding Unconscious Bias					30	
Your Role in Workplace Diversity					36	
Americans with Disabilities Act: An Overview for Managers					12	
Bridging the Diversity Gap					24	
Global Diversity					30	
Managing Multigenerational Employees					22	
Maintaining a Cohesive Multigenerational Workforce					25	
HARASSMENT PREVENTION						
Bullying and Hazing on Campus					34	
Preventing Bullying and Violence					18	
Title IX for Higher Education					24	
Global Workplace Harassment Prevention for Employees					30	
Global Workplace Harassment Prevention for Managers					36	

## Workplace Harassment Prevention (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
HARASSMENT PREVENTION						
Harassment Prevention for California Employees		✓	✓	✓	78	✓
Harassment Prevention for California Managers	✓	✓	✓	✓	144	✓
Harassment Prevention for Connecticut Employees		✓	✓	✓	140	✓
Harassment Prevention for Connecticut Managers	✓	✓	✓	✓	140	✓
Harassment Prevention for Delaware Employees		✓	✓	✓	48	✓
Harassment Prevention for Delaware Managers		✓	✓	✓	78	✓
Harassment Prevention for Illinois Employees		✓	✓	✓	51	✓
Harassment Prevention for Illinois Employees (Restaurant / Bar)		✓	✓	✓	36	✓
Harassment Prevention for Illinois Managers		✓	✓	✓	90	✓
Harassment Prevention for Illinois Managers (Restaurant / Bar)		✓	✓	✓	60	✓
Harassment Prevention for Maine Employees		✓	✓	✓	48	✓
Harassment Prevention for Maine Managers	✓	✓	✓	✓	78	✓
Harassment Prevention for New York State & New York City Employees		✓	✓	✓	54	✓
Harassment Prevention for New York State & New York City Managers		✓	✓	✓	84	✓
Harassment Prevention for US Employees	✓	✓	✓	✓	42	✓
Harassment Prevention for US Managers	✓	✓	✓	✓	72	✓



## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Environment & Climate

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
ENVIRONMENTAL COMPLIANCE						
Asbestos				✓	42	✗
Construction: Lead Awareness				✓	42	✗
Environmental Regulations Overview				✓	36	✗
Lead Awareness in General Industry				✓	42	✗
HAZARDOUS COMMUNICATIONS						
Decontamination (HAZWOPER)				✓	24	✗
Emergency Response and Spill Control (HAZWOPER)				✓	24	✗
Fire and Explosion Hazards (HAZWOPER)				✓	24	✗
Globally Harmonized System of Classification and Labeling of Chemicals (GHS)				✓	36	✗
Hazard Communication (HAZWOPER)				✓	24	✗
Hazard Communication: An Employee's Right to Understand 2.0				✓	24	✓
Heat and Cold Exposure Management (HAZWOPER)				✓	30	✗
Personal Protective Equipment (HAZWOPER)				✓	30	✗
Regulatory Overview (HAZWOPER)				✓	30	✗
Site Safety and Health Plan Procedures (HAZWOPER)				✓	42	✗
Toxicology (HAZWOPER)				✓	18	✗
Site Control (HAZWOPER)				✓	30	✗

# Learn Courses

## Environment & Climate (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available



COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
HAZARDOUS WASTE						
Biosafety Hazardous Waste Handling and Disposal				✓	24	✗
Hazardous Material Handling and Storage				✓	42	✗
Hazardous Waste Generator (RCRA)				✓	24	✗
Stormwater Pollution Prevention				✓	36	✗
Universal Waste Rule				✓	30	✗
Pollution Prevention for Employees				✓	24	✗
Hazardous Materials and Spills in the Workplace				✓	60	✗

# Learn Courses

## Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

## Workplace Safety

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
WORKPLACE SAFETY						
Active Shooter 2.0	✓		✓	✓	18	✗
Emergency and Disaster Preparedness				✓	24	✓
Food Allergen Safety				✓	36	✓
Food Safety and Handling				✓	42	✗
Foodservice Worker Safety 2.0				✓	30	✓
Liquefied Petroleum Gas (LPG)				✓	18	✗
Lockout/Tagout for Authorized Persons 2.0				✓	54	✓
Lockout/Tagout v2				✓	30	✗
Workplace Safety Orientation				✓	36	✓



# Learn Courses

## Workplace Safety (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
<b>OSHA AND GENERAL SAFETY</b>						
Aerial Work Platforms				✓	18	✓
Behavior-based Safety for Supervisors				✓	24	✗
Compressed Gas Safety				✓	30	✗
Confined Spaces 2.0				✓	36	✓
Contractor Safety				✓	18	✗
Crane Signaling and Communications				✓	24	✗
Electrical Hazards: Shock, Electrocution, Arc Flash and Arc Blast (2021 Edition)				✓	84	✗
Emergency and Crisis Management				✓	42	✗
Global Safety Principles: Indoor Hoisting and Rigging				✓	36	✗
Hand and Power Tool Safety				✓	18	✓
Hand and Power Tool Safety Impact: Pneumatic Tools				✓	6	✗
Hydrogen Sulfide				✓	24	✗
Incident Investigation and Reporting				✓	36	✗
Introduction to Industrial Hygiene				✓	36	✗
Introduction to OSHA				✓	54	✗
Job Hazard Analysis				✓	12	✗
Machine Guarding 2.0				✓	30	✗
Mold Awareness				✓	24	✗



# Learn Courses

## Workplace Safety (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
OSHA AND GENERAL SAFETY						
Office Safety 2.0				✓	30	✗
OSHA 300 Recordkeeping				✓	60	✗
Process Safety Management (PSM) Programs				✓	48	✗
Process Safety Management Overview				✓	36	✗
Regulatory and Industry Standards for EHS				✓	24	✗
Rigging Equipment and Inspection				✓	30	✗
Safety at Work: A Systematic Approach				✓	24	✗
Safety Data Sheets				✓	42	✓
Scaffolding Safety				✓	12	✗
Scissor Lifts				✓	18	✗
Slips, Trips and Falls				✓	12	✓
Spill Prevention and Control				✓	24	✗
Spill Prevention, Control, and Countermeasure Plan				✓	24	✗
Warehouse Safety				✓	24	✗
Welding, Cutting, and Brazing				✓	30	✗
Workplace Inspections				✓	24	✗

# Learn Courses

## Workplace Safety (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
PERSONAL PROTECTIVE EQUIPMENT (PPE)						
Hearing Conservation 2.0				✓	12	✗
PPE: Eye and Face Protection				✓	24	✗
PPE: Foot Protection				✓	36	✗
PPE: Hand Protection				✓	24	✗
PPE: Head Protection				✓	18	✗
PPE: Personal Protective Equipment 2.0				✓	24	✓
Respiratory Protection Impact: Donning and Doffing				✓	6	



# Learn Courses

## Workplace Safety (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
<b>PERSONAL SAFETY</b>						
Back Safety and Injury Prevention				✓	12	✓
Benzene Awareness				✓	54	✗
Bloodborne Pathogen Awareness 2.0				✓	24	✓
Cold Stress	✓		✓	✓	30	✗
Electrical Safety 2.0	✓		✓	✓	30	✗
Fall Prevention	✓		✓	✓	18	✓
Fire Safety and Prevention	✓		✓	✓	18	✗
First Aid: Basic				✓	78	✗
First Aid: Medical Emergencies				✓	42	✗
Flammable Liquids	✓		✓	✓	42	✗
Global Safety Principles: Silica in General Industry				✓	23	✓
Hazards to Outdoor Workers				✓	30	✗
Heat Stress Recognition and Prevention	✓		✓	✓	18	✓
Industrial Ergonomics	✓		✓	✓	24	✗
Laboratory Safety				✓	24	✗
Ladder Safety 2.0	✓		✓	✓	18	✓
Office Ergonomics	✓		✓	✓	18	✗
Portable Fire Extinguishers 2.0	✓		✓	✓	42	✓
Preventing Identity Theft				✓	30	✗
Workplace Security	✓		✓	✓	30	✗

# Learn Courses

## Workplace Safety (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
TRANSPORTATION: GENERAL COURSES						
Accident Procedures Involving Large Vehicles				✓	30	✗
Collision Avoidance				✓	30	✓
Defensive Driving				✓	18	✓
Defensive Driving Fundamentals				✓	48	✓
Defensive Driving: Truck Safety				✓	84	✗
Distracted Driving 2.0				✓	18	✓
Emergency Situations While Driving				✓	24	✓
Ergonomics and Injury Prevention for Commercial Vehicle Operators				✓	24	✗
Flagging Safety				✓	66	✗
Flatbed Cargo Securement				✓	24	✗
Hazardous Materials: Infectious Materials Transportation by Ground				✓	46	✗
Hazardous Weather Driving for Commercial Vehicle Operators				✓	36	✗
Loading Dock Safety				✓	18	✗
Negotiating Hazards for Commercial Vehicles				✓	36	✗
Packaging Small Quantities				✓	47	✗
Safe Vehicle Backing				✓	24	✗
Trailer Coupling and Uncoupling				✓	36	✗
Urban Driving				✓	18	✗



# Learn Courses

## Workplace Safety (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available

COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
TRANSPORTATION: DEPARTMENT OF TRANSPORTATION (DOT)						
DOT 1: Introduction, Classification, and the Hazardous Materials Table				✓	42	✗
DOT 2: Packaging, Labeling, Marking, and Placarding				✓	54	✗
DOT 3: Shipping Papers				✓	30	✗
DOT 4: Loading and Storage				✓	30	✗
US Export Controls				✓	60	✗
DOT: Air Brakes				✓	30	✗
DOT: Drug and Alcohol Awareness				✓	132	✗
DOT: Hours of Service				✓	36	✗
DOT: Inspections				✓	24	✗
DOT: Security for Shipment of Hazardous Materials				✓	54	✗
TRANSPORTATION: FORKLIFT OPERATION						
Forklift Operation 1: Safety Inspection and Maintenance				✓	30	✓
Forklift Operation 2: Stability and Capacity				✓	24	✓
Forklift Operation 3: Load Handling				✓	24	✓
Forklift Operation 4: Traveling and Maneuvering				✓	24	✓
Forklift Safety Awareness 2.0				✓	24	✓

# Learn Courses

## Workplace Safety (continued)

### Package options:

BASE

WHP (Workplace Harassment Prevention)

BASE+WHP

PREMIUM



Available



Not Available



COURSE NAME	BASE	WHP	BASE+WHP	PREMIUM	LENGTH (MINS)	SPANISH
TRANSPORTATION: INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA)						
IATA 1: Hazard Class Identification/Classification				✓	30	✗
IATA 2: Marking and Labeling				✓	30	✗
IATA 3: Packaging				✓	30	✗
IATA 4: Documentation				✓	30	✗
IATA 5: Limitations and Shipment Review				✓	30	✗
TRANSPORTATION: INTERNATIONAL MARITIME DANGEROUS GOODS (IMDG)						
IMDG 1: Introduction, General Provisions, and Classifications				✓	60	✗
IMDG 2: Dangerous Goods List, Special Provisions and Exceptions				✓	60	✗
IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation				✓	90	✗
IMDG 4: Loading, Unloading, and Offering Dangerous Goods				✓	60	✗



**New Jersey Business & Industry Association**  
memberservices@njbja.org  
<https://njbja.org/bia-learn>