

HRshopper.com's HR TRAINING UNIVERSITY



Human Resources

Arbitration and Mediation

Cost : \$US 25

In our modern litigious society, the value of arbitration and mediation in the business sector cannot be understated. This course examines the main objectives behind both methods of litigation, how they differ, how they work, and how final decisions are reached.

Dealing with Conflict and Confrontation

Cost : \$US 25

Dealing with conflict and confrontation is one of the most important skills you can learn. Most of us have a certain dread of confrontation-we fear being cheated; we're scared of letting others know what we really think and feel for fear they'll use it against us; we believe our honesty will hurt other so we avoid confrontation or put on a strong front.

Dealing with Difficult People

Cost : \$US 25

Dealing with conflict and confrontation is one of the most important skills you can learn. Most of us have a certain dread of confrontation-we fear being cheated; we're scared of letting others know what we really think and feel for fear they'll use it against us; we believe our honesty will hurt other so we avoid confrontation or put on a strong front.

Managing Electronic Communication

Cost : \$US 25

This course covers the purpose of an email policy and identifies the issues faced by organizations using emails. It also discusses creating and deploying an effective email policy for companies. Finally, the legislations regarding email monitoring are identified with special emphasis on Banking & Finance Regulatory Compliance

Business Writing

Cost : \$US 25

Writing is an important part of business – any business! Your writing style identifies who you are and what you know. It is an essential part of the way we communicate and share ideas and information. It's very easy to have a conversation with someone, but it can be much more difficult to try and put the information in writing. We suddenly become intimidated and feel that our writing does not sound very intelligent. We worry about mistakes, such as grammar or incorrect spelling. We often try to make our writing sound so much bigger than the way we actually speak.

Employment Law

Cost : \$US 25

This course covers broad issues on Employment and Labor laws as it applies to Insurance Agencies. It covers issues on pre and post employment procedures, employee agent/agency staff/agency staff and employer/agency rights and interviewing strategies in order to avoid claims and suits. Further, it puts emphasis on real world issues related to the employment laws.

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Analyzing Financial Statements Advanced

Cost : \$US 25

This 1.5-hour course examines financial statements in detail, including components of a balance sheet, their calculations, and the effects of transactions on the balance sheet and the income statement. Students should have some prior understanding of financial statements before taking this course.

Consumer Protection Law

Cost : \$US 16

This course will provide you with an understanding of basics of consumer protection and the various Federal consumer protection laws. The area of consumer credit is covered in some detail due to its overriding influence in our daily lives. The role and activities of the Bureau of Consumer Protection are explored with an emphasis on the financial and marketing practices of the bureau. Also briefly explained are common violations of consumer protection laws

Advanced: Ergonomics (Repealed)

Cost : \$US 25

This course is designed for employees who want learn about stress and strain due to the physical office environment. Topics include proper on-the-job stress and strain, Cumulative Trauma Disorder (CTD), work station set, workplace injury and discomfort, choosing and adjusting office equipment, proper light sources and setups, reducing your risk of injury, stretches, potential types of injury, and demonstrates numerous exercises for coping with on-the-job stress and strain. OSHA had previously given guidance on this topic via OSHA 29 CFR 1910 but later removed it.

Building Security

Cost : \$US 20

With more than a million office buildings in the United States, more and more Americans are spending a considerable part of their lives working in these buildings. Recently, there has been a growing concern for security in commercial buildings all over the US. The purpose of this course is to familiarize building owners and managers, along with security personnel, with identifying types of dangers in and around buildings and preventative measures that can be taken to minimize the threat of danger to employees.

Building Conduct Practices

Cost : \$US 25

Employee conduct is essential to the success of any business, but this is especially true for the financial industry. The aim of Business Conduct Practices is to enable a company to meet compliance and risk management responsibilities in an efficient and effective manner. This course provides a basic understanding of the concepts associated with business conduct and presents an ethical framework within which an employee may interact with various entities. Business conduct practices are defined at the outset, followed by explanations of the ethical issues associated with various business interfaces, and the appropriate behavior with which a professional should deal with external and internal customers, shareholders, business partners, and competitors. The nature of regulation is also touched upon within this course.

Business Ethics

Cost : \$US 20

Business ethics

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Sexual Harassment

Cost : \$US 50

The new law, effective January 2005, requires employers with 50 or more employees to provide at least two hours of "classroom or other effective interactive training" to all supervisory employees on the prevention of sexual harassment, discrimination and retaliation.

Workplace Violence: Advanced

Cost : \$US 25

Workplace violence has emerged as an important safety and health issue in today's workplace. Homicide, the most extreme form of workplace violence, is the third leading cause of fatal occupational injury in the United States. According to the BLS Census of Fatal Occupational Injuries (CFOI), there were 674 workplace homicides in 2000, accounting for 11% of the total 5,915 fatal work injuries in the United States. This course covers broad issues of workplace assaults, OSHA's developed guidelines, control strategies and prevention programs in a number of work settings.

Workplace Violence: Basic

Cost : \$US 25

Workplace Violence: Basic Description: This course attempts to highlight the problems of violence in the workplace. It identifies the various kinds and what constitutes workplace violence. The course then goes on to explain the potential costs of ignoring workplace violence and the methods that can be utilized to minimize and/or eliminate it from the workplace. Learning Objectives • Be able to differentiate between the different types of workplace violence. • Observe the different manifestations of violence. • Understand the effects of workplace violence on the victim, co-workers and organization. • Know the various methods that can be used to minimize and prevent workplace violence. • Understand what a Workplace Violence Prevention Program is, and how it can be developed and implemented. Topics Covered Violence in the Workplace • Introduction • Types of Workplace Violence • Modes of Workplace Violence Understanding and Combating Workplace Violence • The Effects of Workplace Violence • Preventing Workplace Violence Workplace Violence Prevention Programs • What Is a Workplace Violence Prevention Program? • Developing a Workplace Violence Prevention Program

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Preventing AIDS and Hepatitis B in the Workplace

Cost : \$US 20

This course attempts to provide basic information about both HIV/AIDS and hepatitis B, how they are contracted and the consequences of contraction. Furthermore, it attempts to bring forward suggestion on how to minimize and prevent exposure to these viruses in the workplace.

Proactive Supervision

Cost : \$US 25

With the rash of recent corporate and financial scandals, supervision of firms and branch offices has come under increased scrutiny. It is essential that internal supervisory controls are more than merely established in a firm; they must be applied through proactive supervision. This course provides insight into not only the importance of proactive supervision, but ways to implement it. Methods and focuses for establishing procedures, managing branches, communicating with the public, and supervising associates and the back office.

Qualified Retirement Plans and IRAs

Cost : \$US 49.95

This course will provide an understanding of qualified retirement plans and IRAs (Individual Retirement Accounts), including options; set up; who may contribute, how much, and how often; and distribution. A great introduction to our retirement course offerings, including 401(k), Keogh Plans, and Corporate Pension Plans.

Safety and Health Programs: Basic

Cost : \$US 20

OSHA Safety and Health Programs - Basic This course is designed for employers, supervisors, and managers who need to thoroughly understand, implement, and communicate an OSHA program. Workers who need to be educated and aware of OSHA issues within their domain will also find this course useful. Moreover, OSHA officers and coordinators who need to develop an OSHA program and ensure conformance to the policies will see this course as a must.

Safety Orientation

Cost : \$US 20

Employees may be exposed to many safety and health hazards while on the job. These include chemical hazards, fire hazards, electrical hazards, confined space hazards, etc. This course aims to present an overview of some basic workplace hazards and how employees can protect themselves from them.

Sarbanes-Oxley Act

Cost : \$US 25

The Sarbanes-Oxley Act of 2002 is considered by some in the financial industry as one of the most significant pieces of legislation since the securities acts of the 1930s. The Act mandates that CEOs and CFOs of publicly-traded companies must certify their companies' financial statements, in effect holding them responsible for the financial conduct of the company. This Act has far-reaching effects on corporate culture as a whole, and the financial industry in specific. This course will explain the background of the Act and its main tenets, specifically Sections 906 and 302, and will discuss how financial professionals can use the Act to evaluate the financial profile of a particular company. The Act is a controversial piece of legislation, and debate over its implementation is sure to continue well in the future.

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Managing Corporate Records

Cost : \$US 20

Recent news events have brought to attention the severe legal and audit risks associated with records management programs that are not fully and systematically enforced. This course will cover the critical issues and steps you need to know to establish and enforce a records management program that is simple and legally defensible.

Intro to OSHA, OSH Act, Standards

Cost : \$US 20

This course is designed for anyone who wants to learn about OSHA and what and how they govern. This course provides an overview of OSHA history, organization, and operations. Topics covered include the OSH Act, the inspection process, various programs within OSHA, clause 5(a)(1), CFR Part 1903), OSHA, OSHA Act, standards, citations, and penalties.

Negotiations- Reading People

Cost : \$US 48

This module provides an introduction to kinesics or body language. You will briefly learn about the history and theory of kinesics and its primary creator. You will also learn how to understand people better by observing non-verbal characteristics such as posture, facial expression and attire and verbal characteristics like pitch and vocal habits. By the time you complete this course, you will be able to gather information about a person from his speech, his appearance, his body language and his surroundings.

Negotiations Techniques

Cost : \$US 240

Real estate transactions permit and require more negotiation than most other exchanges of goods and services, and, as a result, much of a real estate salesperson's job involves trying to craft mutually acceptable deals for the various parties involved in them. Additionally, salespersons must not only negotiate with those with which they wish to gain some advantage or another, but also sometimes with their own clients. Because real estate practice involves so much negotiating, virtually any salesperson can benefit from improving his or her negotiation skills, and this course is designed to teach just such methods of improvement.

OSHA Safety and Health Programs

Cost : \$US 20

This course focuses on assessing safety and health programs, emphasizing techniques to evaluate the thoroughness of the programs and the effectiveness of their implementation. The application of the OSHA Safety and Health Program Guidelines is supplemented by OSHA policy, related directives, and the current field manual. Course highlights include applying the evaluation and analysis techniques to actual program elements.

OSHA Training Requirements and Techniques: Advanced

Cost : \$US 20

This course focuses on assessing safety and health programs, emphasizing techniques to evaluate the thoroughness of the programs and the effectiveness of their implementation. The application of the OSHA Safety and Health Program Guidelines is supplemented by OSHA policy, related directives, and the current field manual. Course highlights include applying the evaluation and analysis techniques to actual program elements.

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Drug and Alcohol Abuse in the Workplace

Cost : \$US 20

The issue of drug and alcohol abuse is not new. However, over the recent years it has become evident that drug and alcohol abuse can adversely affect the workplace by decreasing its overall efficiency. This course focuses on the management of alcohol and drugs in the workplace. It discusses the issues related to drug and alcohol abuse that the employees may encounter while at work. It also provides suggestions on how employers can reduce the risk to the employees' safety and productivity.

Electrical Safety for General Industry Basic

Cost : \$US 20

Every year tens of thousands of people are injured or killed from electrical shocks/contacts in the United States. Employees are exposed to dangers such as electric shock, electrocution, burns, fires and explosions. It is essential to understand that how electricity is lethal for us and how we can save our lives. This course gives you a basic understanding of prevention and elimination of work-related illnesses and injuries

Ergonomics for Non-Office Workers

Cost : \$US 20

Employees who work in non-office environments are routinely required to carry out tasks that involve movement and physical exertion. These forceful exertions associated with such tasks may lead to fatigue, musculoskeletal disorders, and other serious injuries. This course is designed to help employees identify work-related problems and learn to apply the principles of ergonomics in order to make their jobs less physically demanding, thereby increasing their overall efficiency.

Ergonomics for Office Workers

Cost : \$US 20

This course is designed for employees who want to learn about stress and strain due to the physical office environment. Topics include proper on-the-job stress and strain, Cumulative Trauma Disorder (CTD), work station set, workplace injury and discomfort, choosing and adjusting office equipment, proper light sources and setups, reducing your risk of injury, stretches, potential types of injury, and demonstrates numerous exercises for coping with on-the-job stress and strain. OSHA had previously given guidance on this topic via OSHA 29 CFR 1910 but later removed it.

Identity Crime

Cost : \$US 20

Identity Crime

Fire Safety

Cost : \$US 20

Every year, fire kills more people than any other natural disaster in United States. According to OSHA statistics, in the year 1995, 200 people were killed at workplace from fires and explosions, more than 5,000 were injured, and businesses faced the loss of around 2.3 billion dollars. Fires create havoc among workers and demolish thousands of businesses every year. Fires lead to injuries, deaths and time away from work due to recovery, all of which severely affect their livelihoods. In this course we will look at the basic causes of fires, injuries, rescue measures, and how we can handle them effectively and efficiently in order to save our lives as well as properties.

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Business Continuity Planning

Cost : \$US 25

This course provides a comprehensive introduction to the process of business continuity planning. Business continuity planning is a NASD requirement. Its goal is to safeguard and protect investors and consumers in the event of a disaster or emergency. The insurance and financial services industries cannot afford to lose working days—that would equal millions of dollars in lost trades, investments, etc. Additionally, a sound business continuity plan safeguards the jobs of employees and the actual company itself, if the plan is in place to keep the company running no matter what happens. It is a critical requirement in today's corporate environment.

Corporate Pension Plans

Cost : \$US 20

This course continues our retirement series with a look at the difference between defined benefit and defined contribution plans, profit sharing plans, and 401(k) and 403(b) plans. Contributions, taxation, and distribution are discussed for each plan. For a more extensive look at 401(k), please see our course devoted entirely to that plan.

Creating Value Through Innovation

Cost : \$US 20

This course provides information about innovation, and why is the key to any successful corporate strategy seeking to create long-term, sustainable value. It examines companies who have made innovation a part of their growth strategy, and discusses why each strategy works.

Customer Service

Cost : \$US 13

Customer service plays an important role in almost all aspects of business. Good customer service is essential in order to increase sales (products or services) and compete in a market. This course gives you a basic knowledge of customer service, how customer service representatives can enhance the quality of customer service, vital points to remember when dealing with healthcare facility customers, and how service reps can achieve a reputation of good customer service.

Corporate Compliance

Cost : \$US 13

This course attempts to examine corporate compliance in the healthcare industry, what it comprises, why it should be implemented, how it can be implemented and the implications of its implementation.

Diversity in the Workplace

Cost : \$US 15

This course attempts to explain the concept of diversity and how it applies to a workplace. Furthermore, the course attempts to identify the dangers of ignoring diversity issues and the consequences of such ignorance. It then goes on to explain the concepts of equal employment opportunities and affirmative action and how they affect diversity management. Finally, the course attempts to provide suggestions to reduce and prevent the negative aspects of ignoring diversity in the workplace.