



# Learn: Core

Course Catalog - 2021



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# Pandemic Response



### Assessing Your Organization's Risks

© 30 minutes

English

### Becoming a Successful Collaborator

© 30 minutes

English

### Contributing as a Virtual Team Member

18 minutes

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### **Establishing Effective Virtual Teams**

(9 30 minutes

English

### Facing Virtual Team Challenges

© 24 minutes

### Forging Ahead with Perseverance and Resilience

© 30 minutes

English

### General Information: Coronavirus and COVID-19

(9) 36 minutes

English and Spanish

### Managing in a Crisis

18 minutes

### Responding Effectively to Risks

© 24 minutes

The Pandemic Response training courses will be available through December 31, 2021 to help employers manage the impacts of COVID-19 on their workplaces.

# Compliance and Legal

### EMPLOYMENT LAW

### **EEO** and Lawful Hiring

© 30 minutes

English

### **HIPAA Privacy Essentials**

9 66 minutes

English

### **HIPAA** for Non-Medical Employers

② 24 minutes

### HIPAA - Privacy Rule for Business Associates

© 24 minutes

### HIPAA - Privacy Rule for Covered Entities

© 30 minutes

English

### HIPAA - Security Rule for Business Associates

© 24 minutes

English

### HIPAA - Security Rule for Business Associates

© 24 minutes

### Privacy and Information Security

60 minutes

### **Union Awareness**

42 minutes

### Wage and Hour Awareness for Managers

© 60 minutes

English

### Wage and Hour for Employees

© 30 minutes

English

# Workplace Management: Employment Laws and Regulations

© 108 minutes



# Compliance and Legal (continued)

### ETHICS

### **Business Ethics**

© 30 minutes

### Code of Conduct Awareness

© 12 minutes

English

# Code of Conduct Awareness – Higher Education Edition

(9) 12 minutes

# Compliance Impact: Business Ethics-Adjusting the Figures

© 6 minutes

### Financial Integrity

© 24 minutes

### Foreign Corrupt Practices Act

48 minutes

### Global Conflicts of Interest

• 18 minutes

### Integrity in the Workplace

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### HR COMPLIANCE

### **FERPA** for Higher Education

(9) 30 minutes

### Promoting a Substance-free Workplace

© 30 minutes

### **Rightful Employment Termination**

(9) 30 minutes

### LEAVES OF ABSENCE

### FMLA Leave and More: An Overview of Legally Protected Leave

© 30 minutes



# Computer and IT



### CYBERSECURITY

### Global Cybersecurity Basics

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### Global Privacy and Information Security

© 24 minutes

English

# IT Security for End Users: IT Security Fundamentals

54 minutes

English

# **Customer Service**

### Creating and Sustaining a Customer-focused Organization

© 60 minutes

### Customer Advocacy: Communicating to Build Trusting Customer Relationships

© 60 minutes

English

### **Customer Service Confrontation and Conflict**

© 60 minutes

English

### Customer Service Fundamentals: Building Rapport in Customer Relationships

60 minutes

English

### Customer Service over the Phone

© 60 minutes

English

# Customer-driven Process Improvement: Identifying Customer Needs

60 minutes

### **Developing Your Customer Focus**

12 minutes

### Essential Skills for Professional Telephone Calls

60 minutes

English

# Shaping the Direction of Customer Service in Your Organization

60 minutes

English

### The Angry Caller: What's Your Plan?

6 minutes

# Harassment

### DIVERSITY

# Diversity on the Job: The Importance of Diversity and the Changing Workplace

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English

# A Manager's Guide to Diversity, Inclusion, and Accommodation

© 30 minutes

### HARASSMENT

### Bullying and Hazing on Campus

© 35 minutes

English

### Harassment Prevention for California Managers

(9) 143 minutes

English and Spanish

### Harassment Prevention for Connecticut Managers

© 140 minutes

### Harassment Prevention for Maine Managers

© 78 minutes

English and Spanish

### Harassment Prevention for US Employees

© 30 minutes

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### Harassment Prevention for US Managers

© 75 minutes

English and Spanish

### Managing Workforce Generations: Working with a Multigenerational Team

60 minutes

English

### Managing Multigenerational Employees

© 24 minutes

English

### Maintaining a Cohesive Multigenerational Workforce

© 24 minutes

### Preventing Bullying and Violence

### Preventing Harassment in the Global Workplace, Employee Edition

30 minutes

English and Spanish

### Preventing Harassment in the Global Workplace, Manager Edition

© 30 minutes

English and Spanish

### Title IX for Higher Education

© 30 minutes

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### LEADERSHIP

# Achieve Your Objectives through Effective Delegation

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60 minutes

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© 12 minutes

English

### First Time Manager:

### Understanding a Manager's Role

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### Leadership Essentials: Motivating Employees

60 minutes

English

### Leading Teams: Building Trust and Commitment

60 minutes

English

### Leading Teams: Dealing with Conflict

60 minutes

# Leading Teams: Developing the Team and its Culture

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# Leading Teams: Establishing Goals, Roles, and Guidelines

(9 42 minutes

# Leading Teams: Motivating and Optimizing Performance

60 minutes

### Leading Teams: Managing Virtual Teams

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# Compensation and Benefits: Managing Policies, Programs, and Activities

© 30 minutes

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### Managing Special Leaves of Absence Situations

© 102 minutes

English

### **Retaining Your Talent Pool**

© 120 minutes

# Strategies for Successful Employee Onboarding: Assessing Program Success

© 60 minutes

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### Strategies for Successful Employee Onboarding: Getting Started

60 minutes

English

# The Benefits and Challenges of Engaging Employees

60 minutes

□ English

### Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

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# Optimizing Your Work/Life Balance: Taking Control of Your Stress

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### Pandemic Flu Awareness

© 72 minutes

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© 60 minutes

English

### Monitoring and Improving Performance

© 60 minutes

English

# Performance Appraisal Essentials: 360-degree Appraisals

© 60 minutes

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### Performance Appraisal Essentials: Conducting Traditional Appraisals

© 60 minutes

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# Performance Appraisal Essentials: Planning for Appraisals

60 minutes

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### Planning for Performance

© 60 minutes

### Strategies for Successful Employee Onboarding: An Introduction

60 minutes

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### **Dealing with Common Meeting Problems**

- 60 minutes
- English

### Managing Effective Business Meetings

- 60 minutes
- English

### Preparing for Effective Business Meetings

- © 60 minutes

### WORKPLACE SKILLS: GENERAL COURSES

### Are You Listening to Your Customers?

- 6 minutes
- English

### Communicating Across Cultures

- © 60 minutes
- English

# Communication Methods that Make Sense and Make Your Point

- © 60 minutes
- Enalish

### Creating a Compelling Job Description

- © 6 minutes
- English

### Creating a Positive Attitude

- © 120 minutes
- English

### **Emergency Response in the Workplace**

- (9 42 minutes
- English

### Essentials of Interviewing and Hiring: Conducting an Effective Interview

- 60 minutes
- English

# Getting Results without Direct Authority: Persuasive Communication

- © 60 minutes
- English

### Handling Difficult Conversations Effectively

- © 60 minutes

### Interviewing: Doing it Right

- © 30 minutes

### Management Essentials: Confronting Difficult Employee Behavior

- 60 minutes

### Management of People: Total Rewards

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- English

### Solving Problems: Framing the Problem

- © 30 minutes
- English

# Techniques for Communicating Effectively with Senior Executives

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- English

# Telecommuting Basics: Communication Strategies for the Remote Employee

- © 60 minutes
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# The Internet, Social Media, and Electronic Communication

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- English

# The Voice of Leadership: Effective Leadership Communication Strategies

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- English

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60 minutes

Basic Presentation Skills: Delivering a Presentation

60 minutes

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42 minutes

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(9) 30 minutes

English

Business Writing: Know Your Readers and Your Purpose

Basic Presentation Skills: Planning a Presentation

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60 minutes

English

# Interpersonal Communication: Communicating Assertively

© 60 minutes

English

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• 60 minutes

English

# Interpersonal Communication: Listening Essentials

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# Interpersonal Communication: Targeting Your Message

© 60 minutes



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English

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© 60 minutes

English

Listening to Improve Conversation

6 minutes

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60 minutes

English

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60 minutes

Working with Difficult People: How to Work with Manipulative People

60 minutes

Enalish

Working with Difficult People: How to Work with Negative People

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© 30 minutes

### **Electrical Safety**

© 30 minutes

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© 30 minutes

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### Fire Safety and Prevention

© 30 minutes

English

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© 50 minutes

English

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© 30 minutes

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© 30 minutes

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© 30 minutes

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© 25 minutes

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(9 30 minutes

English

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(9 30 minutes

English

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© 30 minutes

English

# Active Shooter: Preparation, Warning Signs and Survival

© 20 minutes





# Learn: Workplace Harassment Prevention

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HARASSMENT



### DIVERSITY

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© 24 minutes

 ${\color{red} {\bf {\mathcal D}}} \, {\rm English}$ 

### Overcoming Unconscious Bias in the Workplace

© 24 minutes

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© 6 minutes

 $\bigcirc$  English

### **Understanding Unconscious Bias**

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© 30 minutes

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(9 30 minutes)

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© 24 minutes

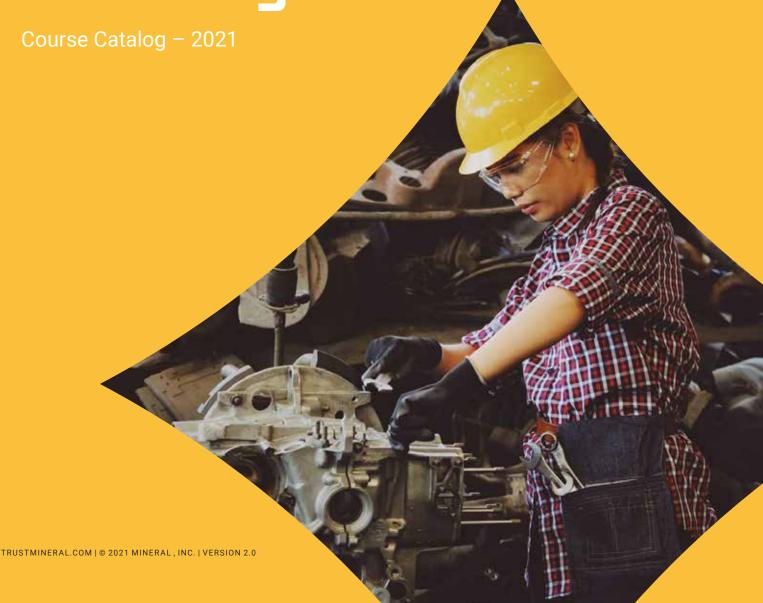
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# Learn: Workplace Safety



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HAZARDOUS COMMUNICATIONS
HAZARDOUS WASTE

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PERSONAL SAFETY

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Forklift Operation

International Air Transport Association (IATA)

International Maritime Dangerous Goods (IMDG)



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\*HAZWOPER stands for Hazardous Waste Operations and Emergency Response

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English

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# **About**

Mineral is the HR and compliance leader for growing businesses. Through a combination of data, technology and human expertise, our proactive solutions take the guesswork out of HR and compliance, giving clients peace of mind. To learn more, visit trustmineral.com.

Have questions? Let's connect.



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