

LocalGov 

# 2019 COURSE CATALOG

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## **CUSTOMER SERVICE**

- FULL-LENGTH COURSES

### **Handling Difficult Customers for Local Government**

*1 HOUR*

When residents have problems with municipal services, they call city hall. More often than not, these calls are negative in nature rather than positive, and handling these customers is a skill in and of itself. Local governments cannot function effectively if the relationship between the government and its residents is fraught with tension. By taking this course, you will learn the necessary skills for representing your municipality and strengthening its relationship with citizens.

### **Online Customer Service Skills**

*1 HOUR*

Providing Customer Service is no easy task, and when it comes to dealing with customers online, the task can become even harder. With more and more companies and departments moving towards online customer service strategies, it's incumbent upon an organization and its members to fully understand how to use online tools to skillfully deal with customers, improve customer relations, and handle customer issues.

## **DRIVING SAFETY**

- FULL-LENGTH COURSES

### **Commercial Motor Vehicle Safety**

*1 HOUR*

In the National Highway Traffic Safety Administration's Fatality Analysis Reporting System recent report, 4,889 large trucks and buses were involved in fatal crashes, a nearly 10 percent increase from recent years. Commercial motor vehicle drivers hold a lot of responsibility to stay safe on the road among the many other motorists they encounter every day. In this course, learners will explore the major responsibilities of CMV drivers, ways to maintain their vehicles and their bodies, and the importance of applying Defensive Driving principles on every trip they take.

### **Driving Safety for First Responders**

*1 HOUR*

This course will explore the effects of distracted driving and how it directly relates to your duties as a first responder. We will also describe how to position your vehicle during an incident or responding to a call, how to proceed through intersections, and why it is always important to be aware of your surroundings. Additionally, we will define what distracted driving is and how it plays a role in your daily duties.

### **Motor Vehicle Incident Investigation**

*1 HOUR*

Police officers are often first on the scene when a motor vehicle incident occurs. Police officers will be equipped to manage and investigate straightforward to complex motor vehicle incidents. The aspects of scene management will be explored, including investigating the scene, gathering evidence and clearing the scene.

### **Transit Operations: Supervisor Training**

*1 HOUR*

This one hour course discovers the transit supervisor role in leadership, delegation, safety, reasonable suspicion testing, and interpersonal communication skills.

## **ECONOMIC DEVELOPMENT**

- FULL-LENGTH COURSES

### **Managing Homeless Populations**

*1 HOUR*

Homelessness is an extremely complex social problem that negatively impacts the quality of life in citizens across the country. There is not an easy, one-size-fits-all solution to this problem, as the causes are multifaceted and frequently outside the control of government agencies. However, because the homeless population is on the incline, it is vital to equip oneself with the tools to manage them properly. In this course, we will discuss ways to understand better, interact with, and assist homeless populations in your city.

## **EDUCATION AND SCHOOLS**

- FULL-LENGTH COURSES

### **Active Shooter Preparation and Response for Schools**

*1 HOUR*

This course focuses on what to do in situations that put you and your students at risk. The course in its totality will cover assessing and reducing risk, ensuring response procedures are in place, debriefing and recovering post-incidents, and staying prepared through mock-drill training with staff and students.

### **Bomb Threats in Schools**

*1 HOUR*

School bomb threats disrupt schools while creating substantial anxiety in a school-community, especially if they are recurring over a shorter period. With these threats increasing in number over the years, it is important that all law enforcement personnel know how to handle bomb threat situations safely and effectively. This one-hour course will provide learners with the skills to establish a plan of action to identify harmful situations early, act properly, and prevent them from happening altogether.

### **Bullying in Schools**

*30 MINUTES*

According to PACER, a national parenting center in Minnesota, 160,000 children in the United States miss school on any given day as a result of being bullied. This sobering statistic highlights the fact that bullying is an issue that every school is confronted with on an ongoing basis. With the cooperation of students, parents, teachers, administrators and staff, however, it is an issue that can be managed so that schools can be a safe place where all students have the opportunity to learn and create pleasant memories. In this course, the learner will gain understanding regarding the connection between bullying and student violence, identifying the different types of bullying, and finally, recognizing the impact bullying has on the victim.

### **Bus Operations: Operator Training**

*1 HOUR*

This one-hour course is intended to provide an overview of what bus transit systems operators must know prior to operating a vehicle. This course reflects the consensus of the American Public Transportation Association (APTA) Bus Standards Program members on the items, methods, and procedures that have provided the best performance record based on the experiences of those present and participating in meetings of the Program Task Forces and Working Groups. APTA recognizes that for certain applications, the practices, as implemented by operating agencies, may be either more or less restrictive than those given in this course.

### **Bus Safety: Distracted Driving**

*1 HOUR*

Driver inattention is the leading factor in most crashes and near-crashes, according to a landmark research report released by the National Highway Traffic Safety Administration (NHTSA) and the Virginia Tech Transportation Institute (VTTI). Nearly 80 percent of crashes and 65 percent of near-crashes involved some form of driver inattention within three seconds before the event. Primary causes of driver inattention are distracting activities,

such as cell phone use and drowsiness. Reducing operator distractions and improving safety is a shared responsibility of both the transit agency and the operator. This one-hour course is intended to educate bus transit systems employees on how to reduce or eliminate distractions while driving.

## **Coaching with Character**

*1 HOUR*

Youth sports can be a rewarding experience for both young athletes and coaches. The coaches who have the most lasting influence are the ones who build their team around character traits like hard work and discipline, self-sacrifice and teamwork. In this course, the learner will gain understanding on the principles involved in building a team where the emphasis is on character development and having fun, as well as winning.

## **Designing and Maintaining Safe Playgrounds**

*30 MINUTES*

In this course, the learner will gain insights on how to design and maintain a safe playground by understanding the best materials to use and where risks are most likely to occur. Moreover, this course will explain how making good decisions up front can help avoid some risks altogether.

## **Effective Communication Techniques for Teachers**

*1 HOUR*

As a teacher, you encounter almost continual chatter or talk at school, supplemented by ample amounts of non-verbal communication - gestures, facial expressions, and other body language. Often the talk (or conversations) involves many people at once or even an entire class. Individuals must take turns speaking while also listening to others, or they sometimes ignore the others if a conversation does not concern them. As a teacher, you find yourself playing an assortment of roles when communicating with students in your classroom: Master of Ceremonies, referee, and of course a source of new knowledge. Your challenge is to identify the type of role needed in a specific situation. This one-hour course will discuss how teachers can implement certain strategies to improve classroom communications.

## **Food Service General Safety in Schools**

*1 HOUR*

The CDC estimates that each year 48 million people get sick from a foodborne illness, 128,000 are hospitalized, and 3,000 die. As educators, you are responsible for the well-being of your students, and this includes monitoring the safety of the foods they eat at school. This course will examine different ways your school can promote a culture of food safety as well as build relationships with everyone who has a stake in a child's health in the school community.

## **Mandatory Reporting in Schools**

*1 HOUR*

This one-hour course covers mandatory reporting for several forms of child abuse as well as the importance of and detailed instruction on making reports.

## **Physical Restraint in Schools**

*1 HOUR*

This one-hour course instructs the learner to understand the use of appropriate physical restraint with students, how to document these incidents, as well as how to diffuse situations that may potentially require it.

## **Preventing and Addressing Bullying in Schools**

*1 HOUR*

This one hour course will inform and share some of the powerful and proven ways local SROs and other law enforcement officials can address and respond to bullying. SROs should help ensure campus safety. Although they are not on-site to carry out disciplinary functions that fall under the purview of school personnel, SROs can play an important role as law enforcers, educators, and informal counselors.

## **School Resource Officers**

*1 HOUR*

The popular perception of law enforcement is that officers spend their days nabbing the bad guys and protecting their communities from perils ranging anywhere from parking violators to international terrorists. One important way that law enforcement officers can reach out to the community at large is by partnering with local school districts and selecting specific officers to serve as school resource officers (SROs).

In this course, you will learn the ways that a school resource officer can assist in a school as an educator and advisor. Additionally, this course will cover the security and law enforcement responsibilities of school resource officers. You will also learn how community-oriented policing can result in effective law enforcement.

## **Suicide Prevention in Schools**

*2 HOUR*

Suicide is the second leading cause of death for those age 10-24. While it may seem hopeless, there is a great deal that can be done to turn the tide against this rise in student suicide rates. In this course, we'll explore what can be done at the school level—from teacher, to counselor, to school resource officer, to parent—to promote a culture of safety and support and effectively curb the prevalence of student suicide. If you or someone you know is struggling, call the National Suicide Prevention Lifeline 1-800-273-TALK (8255).

## **The Constitutional Rights of Students**

*1 HOUR*

The United States Constitution provides Americans with certain unalienable rights. One of the most important rights our students possess is the guarantee of equal educational opportunities for all children in the United States. There are, however, specific instances where students are not afforded the exact same rights as free adults. In this course, learners will discover the specific amendments that apply to students in a public school setting as well as the many ways in which they don't.

## **Working with Students with Special Needs**

*1 HOUR*

Special education programs are specially designed for those students who are mentally, physically, socially and/or emotionally delayed and have special educational needs. As a teacher or trainer, working with students with special educational needs requires specific skills and strategies to develop and deliver effective programs. This one-hour course will focus on special education and strategies that work best for students with special educational needs.

## **Youth Sports Injuries**

*1 HOUR*

Recently, youth have been participating in sports leagues earlier and earlier, some starting as young as 3 years old. With as many as 30 million adolescents playing in youth sports in the United States, it is critical to be aware of the exposure to the risk of injury. This course will highlight the preventable and non-preventable injuries that may occur, as well as introduce suggestions for treatment and recovery.

## **EEOC AND EMPLOYMENT LAW**

- FULL-LENGTH COURSES

## **Ethical Behavior for Elected Officials**

*1 HOUR*

This course offers insight into your role as an elected official regarding moral and ethical decisions you will face during your time in office. This course is designed to assist you through ethical and moral decisions that you will face during your term. As always, this is an overview and in no way takes the place of state or Local law and /or training requirements.

## **Ethical Behavior for Local Government**

*1 HOUR*

In this course, we will define ethical behavior, provide examples of work situations where a thorough understanding of workplace ethics may be applied, and ways in which you can determine if your decisions and behavior are meeting the appropriate standards.

## **Investigating Incidents for Local Government**

*30 MINUTES*

This course will help employees recognize the importance of incident investigations and the roles that employees play in the process, as well as help them identify the types of information collected during an investigation.

## **EQUIPMENT SAFETY**

- FULL-LENGTH COURSES

### **Cemetery Maintenance**

*1 HOUR*

Whether caring for a small family cemetery or a large historical cemetery, maintenance is a highly-regarded service that friends and families of those loved ones buried there value. This course will focus on the safety precautions to take while on the job, as well as different ways to enhance the experiences of cemetery guests.

### **Chainsaw Safety**

*1 HOUR*

Like all power tools, a chainsaw can save both time and labor if used properly. But, it can be quite dangerous in the hands of an inexperienced operator. Operators who take precautions when using a chainsaw help create a safe and secure environment for themselves and their co-workers. Taking these precautions can prevent the long-term negative effects that can result from accidents.

### **Commercial Lawn Mower Safety**

*1 HOUR*

This Commercial Lawn Mower Safety course will help educate you on the precautions you must take to reduce the risk of injury or death.

### **Dump Truck Safety**

*1 HOUR*

The workhorse of a job site is the dump truck. The various use of a dump truck is a potential source of injury including fatalities. This course will address safe work practices for dump truck drivers.

### **Excavation**

*1 HOUR*

Excavators have varied functions on construction sites. However, not all of them are safely and properly used. Each year, accidents involving excavators occur, resulting in bodily injuries to workers and other persons, as well as damage to property. This one-hour course will provide an overview of how excavators can be safely used by better understanding the machine and the procedures to follow.

### **Forklift Safety**

*1 HOUR*

One of the most helpful tools in a warehouse is the forklift. These odd-looking pieces of machinery can genuinely do some fantastic things. But for all their celebrated advantages, without prior training, driver awareness, pre-inspection, and maintenance, a forklift can cause severe damage and injuries. This course will provide the basics of the proper operation of a forklift.

## **Lawn Care Equipment Safety**

*30 MINUTES*

This course will help employees recognize the risks involved in using lawn care equipment, identify the 4 most common types of lawn mower accidents and ways to avoid them and finally, provide tips for the safe operation of different types of lawn care equipment.

## **Power Tool Safety**

*1 HOUR*

Power tools are a crucial part of your job every day. While their everyday use may make them seem familiar and safe, it is vital to remember these tools can live up to their name. You can move from safe to unsafe in under one second. This course will highlight how important power tool safety is, the differences in power tool categories and their risks, as well as how to safely operate power tools.

## **Trench Safety**

*30 MINUTES*

In this course, the learner will discover how to recognize the hazards that exist with trenching activities, gain understanding regarding the regulations that govern activities tied to trenching and finally, learn to identify safety procedures associated with trenching activities.

## **Trenching and Excavation Safety**

*1 HOUR*

This course covers key elements of the standards and describes safe work practices that can help protect workers from cave-ins and other hazards.

## **GENERAL HEALTH AND WELLNESS**

### **• FULL-LENGTH COURSES**

#### **Dealing with Stress**

*1 HOUR*

This one-hour course aims to prepare you with the necessary tools to pick up on the cues indicating that things may be more stressful than just the normal, everyday triggers that ebb and flow in all of our lives.

#### **Diabetic Emergencies**

*1 HOUR*

Diabetes is a growing health concern. Many people are at serious risk and unaware that they are even diabetic. Others may be managing their diabetes, but they may have forgotten to take their insulin, or they forgot to eat and are now having a crisis. You may very well be working with someone who is diabetic and not even know it. If a co-worker were to suffer a diabetic emergency, would you know how to help them? Understanding the signs and symptoms of diabetic emergencies will help you to respond confidently and effectively to help a person experiencing a diabetic emergency.

#### **Eating Right for Health and Fitness**

*1 HOUR*

By 2030, recent reports project that half of all adults in the United States will be obese. In order to feel healthier from the inside out, it is essential to understand what you are eating and how you are eating. In this course, we will tackle the root issue behind these illnesses - lack of proper diet and exercise.

#### **High Blood Pressure – Reducing Your Risks**

*1 HOUR*

This course defines high blood pressure and describes the lifestyle changes that you can make to lower your risk of hypertension while improving your overall health.



## **Interacting with the Mentally Ill as a First Responder**

*1 HOUR*

With the increased number of cases in the mental health population as well as greater mental instability within the general public, dealing with the mentally ill has become a common occurrence for first responders. Often lacking is a strong knowledge base and proper tools and techniques for how to handle and interact with these individuals safely and effectively. Proper identification and understanding of the major mental disorders are essential. Additionally, being able to identify the various classes of psychiatric medications and their uses will help the first responder in the identification of the type of mental illness as well as guide his or her interaction.

## **Opioid Crisis: Protecting Our First Responders**

*1 HOUR*

The increased availability of synthetic opioids coupled with the heroin epidemic has not only led to a significant increase in overdoses and deaths, but also an increased risk to first responders who must come into contact with these substances during the course of their duties. Exposure to small amounts, the size of a grain of sand, can lead to respiratory depression and even death. Proper identification and knowledge of the various opioids, signs and symptoms of exposure, and immediate life-saving measures to be employed in the event of exposure are critical to saving the life of yourself or others. Additionally, the likelihood of first responder exposure requires the implementation of universal precautions including but not limited to personal protective equipment (PPE), Narcan training, and specific procedures for testing of suspected substances.

## **Sleep and Your Health**

*1 HOUR*

Sleep is an essential part of our lives. Unfortunately, many of us take the importance of sleep for granted. Quite often stress, work, and life in general get in the way of a good night's rest. Poor sleep hygiene impacts not just the individual but society as a whole. Understanding the signs and symptoms of sleep deprivation along with the various sleep disorders will help you to identify potential warning signs in yourself and that of others. There are many effective treatments available for sleep disorders along with various tips and tools for getting better sleep.

## **Smoking Cessation**

*1 HOUR*

The use of tobacco is one of the most prevalent, deadly, and costly of habits. Smoking is bad for not just your own health but for those around you as well. Recognizing and accepting the reasons why you should quit is half the battle. You need the help and support from effective treatment options to help you quit smoking for good. Lastly, having a realistic plan to quit smoking and knowing about the many resources available for you or others will set you on the path to becoming a non-smoker.

## **Stress and Your Health**

*1 HOUR*

This one-hour course explains the importance of understanding and effectively reducing stress in daily life. Stress and Your Health will provide practical applications of stress management.

## **Tourette Syndrome and Other Neurological Disorders**

*1 HOUR*

Tourette's disorder is the most widely studied and most severe of the tic disorders. Tourette's disorder and the other associated neurological disorders can have a significant impact not only on the daily lives of the persons affected but those around them as well. Understanding the signs and symptoms of Tourette's disorder along with ADHD and OCD will help you to identify the conditions, have a better understanding of these disorders, and an appreciation for the struggles these individuals live with on a daily basis. There are many effective treatments available in the battle against these various disorders along with many resources available for you or others to seek help.

## **Understanding Anxiety Disorders, OCD, and PTSD**

*1 HOUR*

Anxiety disorders are second only to mood disorders in terms of being the most commonly diagnosed mental disorders. Anxiety disorders can affect anyone and have a significant impact on their daily lives. Understanding the signs and symptoms of the anxiety disorders along with OCD and PTSD will help you to identify potential

warning signs in yourself and that of others. There are many effective treatments available in the battle against these various disorders along with many resources available for you or others to seek help.

## **Understanding Autism Spectrum Disorder**

*1 HOUR*

Autism spectrum disorder (ASD) can cause significant social, emotional, communication, and behavioral challenges. People with autism spectrum disorder interact, behave, and communicate in different ways than most people. People with ASD vary in terms of their abilities and the amount of help they need. ASD can have a significant impact not only on the daily lives of the persons affected but those around them as well. Understanding the signs and symptoms of autism spectrum disorder will help you to identify the unique features of the disorder and have a better understanding of and an appreciation for the struggles these individuals live with on a daily basis. While there are no cures, there are many effective treatments along with many resources available.

## **Understanding Behavior, Burnout and Depression**

*1 HOUR*

Usually, we all cope with our life situations successfully. Sometimes, however, we may feel overwhelmed by certain events or difficulties. Some people suffer from brief periods of mental illness or instability and then seem to recover completely. Others suffer from mental disorders for most of their lives. Regardless of the cause or the duration of the mental illness, following the completion of this one hour course, you to be able to recognize mental health difficulties.<sup>101</sup>)

## **Understanding Carpal Tunnel Syndrome**

*30 MINUTES*

As you proceed through this course, you'll learn some important facts that will help you to understand better what carpal tunnel syndrome is all about. Some may surprise you, but all of them will help you to make more informed decisions about how to better take care of your hand/wrist health.

## **Understanding Depression and Bipolar Disorder**

*1 HOUR*

Mood disorders are the most commonly diagnosed of all the mental disorders. Depression and bipolar disorder can affect anyone and have a significant impact on his or her daily life. Understanding the signs and symptoms of these two conditions will help you to identify potential warning signs in yourself and that of others. There are many effective treatments available in the battle against depression and bipolar disorder along with many resources available to seek help.

## **Understanding Eating Disorders**

*1 HOUR*

Eating disorders are treatable medical illnesses which include anorexia, bulimia, and binge eating disorder. Quite often, eating disorders coexist with other mental disorders such as anxiety disorders, depression, and substance abuse. Eating disorders can become life-threatening if a person does not receive proper treatment. Understanding the signs and symptoms of the eating disorders will help you to identify potential warning signs in yourself and that of others. There are many effective treatments available in the battle against eating disorders along with many resources available for you or others to seek help.

## **Understanding Nutritional Information and Labels**

*30 MINUTES*

In the 21st Century, Americans have become more health-conscious than ever before. Along with regular exercise, good nutrition has become a focus of attention for anyone wanting to maintain a healthy lifestyle. The companies whose products line supermarket shelves have attempted to offer guidance to food consumers wanting to make healthy food choices by providing nutrition labels on their products. But what does this information on these labels mean? In addition, what's the difference between "reduced sodium" and "low sodium?" What makes food "organic?" This course will help decipher the terminology of nutrition and make it more understandable for consumers.

## **Understanding Prediabetes**

*1 HOUR*

Diabetes is a growing health concern. Many people are at serious risk and unaware of it. Prediabetes is the precursor to diabetes. This means you can reverse your path to diabetes with lifestyle changes. Diabetes can affect anyone and have a significant impact on their daily lives. Understanding the signs and symptoms of the prediabetes will help you to identify the warning signs and risk factors in yourself and that of others. There are many preventive measures you can start today in the battle against diabetes along with many resources available for you or others to get more information.

## **Walking Your Way to Fitness**

*1 HOUR*

Nobody plans to get out of shape. With the challenges of everyday life that most adults cope with, sometimes it just sneaks up on us. When it does, some will make excuses for why they can't exercise; still, others jump full tilt into a rigorous program and either hurt themselves or simply burn out. The key to starting an exercise program after a sedentary lifestyle is to start slow and do something that won't be too rigorous or too expensive. In this course, the learner will explore some common sense approaches to getting back into shape with a focus on starting a walking program.

## **Yoga for First Responders**

*1 HOUR*

First responders serving in emergency response can experience physical health issues which range from chronic pain to difficulty sleeping. They are also at risk for post-traumatic stress and are routinely challenged to perform high-stress situations. Yoga practice is effective for reducing the impact of stress experienced by emergency personnel and increasing resiliency to support improved performance in crisis situations. This course explains the scientific basis for yoga practice to support emergency personnel and provides introductory yoga practices appropriate for any first responder. No experience is necessary and flexibility is not a requirement. Although most people associate yoga with poses, this course highlights the most important and beneficial aspect, tactical breathwork. This course will allow you to experience yoga practice and consider what types of yoga may be a good fit for you. Also included are strategies for incorporating yoga in emergency personnel units.

## **GENERAL MANAGEMENT SKILLS**

- FULL-LENGTH COURSES

### **Business Writing Basics**

*1 HOUR*

Business Writing Basics provides a foundation for planning and writing various forms of business documents. Communicating effectively in writing has always been a requirement for many jobs, but with internet use reaching critical mass, its now a key skill for most jobs. This course guides you through the business writing process. Beginning with the considerations prior to putting pen to paper, or fingers to keyboard. Then receive tips and tricks for creating an effective document through style and structure, language use, and flawless spelling and grammar.

### **Conflict and Dispute Resolution**

*1 HOUR*

Conflict is part of everyday life in law enforcement, so learning how to apply principles of conflict and dispute resolution to your job is critical to diffusing conflict before it can escalate to dangerous levels. In this course, learners will explore the underlying causes of conflict as well as techniques for handling these conflicts in the field. Learners will also discover the importance of using effective communication skills.

### **Employee Recognition**

*1 HOUR*

Employee recognition is a communication device that reinforces and rewards the most important outcomes for an organization. As an employer, you will explore how to effectively design recognition programs, deliver genuine recognition and establish win-win relationships with your employees.

## **Employee Retention**

*1 HOUR*

The cost of employee turnover is outrageously high—estimates show that it can cost an employer anywhere between \$45,000-\$150,000 to replace an employee. Retaining talented employees requires a concerted effort on the part of companies and managers. In this course, learners are provided an overview of traditional and modern retention methods, practical tips for open communication with employees, and top reasons why managers and companies fail to retain employees.

## **Generational Differences**

*1 HOUR*

Generational differences influence nearly every facet of your organization, from hiring and recruiting, dealing with change, training, retaining employees, and communication. How can your organization better understand these differences and use these generational differences in a beneficial way? In this course, learners will examine the four most prominent generational workers, their core values, and how these come into play in the workplace.

## **Goal Setting Skills**

*30 MINUTES*

This course trains employees to understand the importance of goal setting and how to set them effectively. It also helps them recognize barriers to implementing and achieving goals.

## **Interviewing Skills for Managers: Conducting an Interview**

*1 HOUR*

This course is designed to provide managers with the knowledge and skills to recruit and onboard the right talent. Behavioral interviewing is a proven hiring technique that will allow you to hire candidates who have the necessary skills to perform at the highest level on a job. This technique has a higher percentage than traditional interviewing processes for predicting the future of job candidates.

## **Managing Risk in an Aging Workforce**

*30 MINUTES*

Did you know that the American workforce is getting older? Almost one-third of the U.S. population was born between 1945 and 1965, and the oldest members of this group are either retired or preparing to retire. Many organizations often overlook large-scale trends in the American population as potential risk factors. Demographic trends in the workforce, however, can significantly impact your organization's ability to operate efficiently and effectively. Because long-term planning is often neglected, this course will provide learners with information necessary to identify demographic risks to your operations and will provide possible strategies that can be employed to address these concerns before they negatively impact your organization.

## **Meeting Management**

*1 HOUR*

Every day at workplaces around the country, employees huddle in conference rooms to tackle a wide range of issues. Most meetings, however, are almost universally perceived by employees to be an unproductive, costly waste of time. Through poor planning and flawed execution, organizations are not fully maximizing the potential value a meeting can yield. In this course, we will examine some measures that can be taken to help you get more out of meetings, which, in the end, will lead you to a happier and more productive work environment.

## **Parliamentary Procedures**

*1 HOUR*

Whether you are an experienced leader or just beginning your role as a leader or member, knowledge of parliamentary rules and procedures is essential to conduct efficient and high-quality meetings. Every member needs to be aware of the methods of good procedure, and leaders need to be well-versed in the use of proper techniques. Good parliamentary procedure not only ensures order, it ensures justice to everyone, provides productive use of limited time, and ultimately gives everyone a sense of self-confidence. Defining roles and responsibilities, explaining the various types of meetings, and discussing the various ways to make a motion are critical to your success on any board, committee, or any organized formal meeting.

## **Performance Management**

*30 MINUTES*

This course will help your managers understand the importance of performance management, both in annual reviews as well as through an ongoing process.

## **Providing Effective Onboarding**

*1 HOUR*

Organizations understand the importance of quickly assimilating a new hire to ensure success for the organization. This course explores the elements of onboarding and how to build an effective onboarding program by providing support tools, resources and best practices.

## **Retaining Talent**

*1 HOUR*

One of the most critical issues facing organizations today is how to retain their employees. Yet nearly one-quarter of all U.S. workers quit their jobs in 2006, and in some industries, the turnover rate is considerably higher. This one-hour course will educate employers on how to retain talent in their organization.

## **Running an Effective Board Meeting**

*1 HOUR*

Are your board members complaining behind closed doors? Are they frustrated that some board members are ill-prepared? Do they feel like their input is being overshadowed by other members? These are some of the common complaints by those who feel that board meetings are a waste of time and resources. Board member dissatisfaction is a huge barrier to the boards work. This course will focus on how to turn mentally-draining, routine meetings into meetings that are efficient and purposeful.

## **Science of Employee Engagement**

*1 HOUR*

This one-hour course in the Science of Employee Engagement delves deeper into the motivation, opportunities, and the science of engagement in the workplace.

## **Shaping an Ethical Workplace Culture**

*1 HOUR*

Workers create an organization's culture of credibility, integrity, and excellence. When a group of employees honors an environment of ethical principles and foundation, the organization benefits from the culture. The instructional goal of Ethics in the Workplace is to highlight the importance of ethical behavior choice, examine ethical decision-making, and discover consequences of individual ethical attitudes on the organization as a whole.

## **Successful Customer Interactions**

*1 HOUR*

There is a strong correlation between customer satisfaction and the success of a business or department. Welcoming customers means working to create satisfied customers from the inside-out. When local government creates satisfied customers, we create empowered and informed citizens. In this course, learners will discover how to interact as co-workers and service providers. We will also cover understanding the customer goal and how to create goals that will lead to successful customer interactions.

## **The Aging Workforce: Leveraging the Talents of Mature Employees**

*1 HOUR*

Mature workers are generally defined as workers over age 55 with substantial experience. These skills are honed during decades of employment. Retaining talented, mature workers and recruiting new ones is simply good business for most organizations.

## **Time Management Skills**

*1 HOUR*

Time can feel like a fleeting object. With only so many minutes in the day to accomplish all of the tasks you set out to do, its important to be able to manage your time wisely and effectively. In this course, learners will explore the ways they can manage their time, defeat procrastination, and accomplish their goals not only in the workplace but also their personal lives.

## **GENERAL PROFESSIONAL SKILLS**

- FULL-LENGTH COURSES

### **Basic Telephone Skills**

*30 MINUTES*

This course is designed to ensure all workers understand how to make a positive impression by the way they manage calls and messages. While technology allows for more communication, good communication still depends upon the people handling the conversations. With a few basic communication skills appropriate for today's workplace, anyone in an organization can handle telephone calls professionally and effectively.

### **Career Professionalism**

*30 MINUTES*

This course illustrates how accepting personal responsibility for our own actions and everything that happens in our life helps us raise our level of expectations regarding our behavior and our goals. We stop acting like victims and start acting like persons in control of ourselves and our lives.

### **Developing Effective Communication Skills**

*1 HOUR*

Communicating with coworkers, clients, and management is a core activity for most positions. If you communicate effectively, you are more likely to achieve success in your career and personal life. Being a good listener and knowing how to write effective documents will also ensure your success as a communicator. This course will provide you with tools and suggestions on how to accomplish this goal.

### **Developing Leadership**

*1 HOUR*

Leaders are at every level of an organization. Developing the necessary leadership skills is essential to the organization's success. This course will present leadership development planning, characteristics, styles, and opportunities to expand the learners leadership talent.

### **Effective Presentation Basics**

*1 HOUR*

Public speaking is one of the biggest fears for most people. Just the thought alone of having to stand in front of a large group of people and speak for any length of time is enough to send some people into hiding. But public speaking is an important part of life for some, especially those whose jobs require it. In this course, we will explore the components of effective presentations, how to best prepare for a presentation, and strategies for giving a presentation that engages the audience with passion and energy while decreasing anxiety levels for the speaker.

### **Emotional Intelligence for Leaders**

*1 HOUR*

There are many traits and characteristics of a good leader, but recent research has discovered the impact emotional intelligence plays in a leaders success. This course will instruct and provide leaders with techniques to grow and develop in their emotional intelligence and become better leaders.

## **Enhancing Work Relationships**

*1 HOUR*

The average person will spend 90,000 hours at work over a lifetime. This means that the relationships we build with our co-workers play a significant role in our lives. In this course, learners will explore a variety of tips and techniques for engendering and enriching relationships at work such as building trust and respect, focusing on listening, assertiveness, and conflict resolution.

## **Finance 101 for Non-Financial Managers**

*1 HOUR*

Successful managers create budgets that align with the department and the organization's strategic goals. They are diligent to manage and yet flexible to adjust their budgets as needed. This course equips non-financial managers to successfully analyze financial data, and create and manage budgets.

## **Leadership v. Management**

*1 HOUR*

Management and leadership are terms that are frequently used interchangeably; however, they are not the same thing. They have quite distinct meanings. The two do have similarities, but they also have important differences. This course is designed to help you understand the difference between leadership and management and why these differences are important.

## **Navigating the Work Environment**

*1 HOUR*

The modern workplace is one filled with unspoken rules for etiquette, expectations for electronic communication, and multiple ways of tracking workflow. Understanding how to navigate these issues will reduce instances of interpersonal conflict and allow your colleagues to focus on your skills rather than your handling of communication. In this course, there are many effective best-practices guidelines to help navigate the modern workplace, including communication and conflict resolution.

## **Press Conference and Briefing Basics**

*1 HOUR*

Holding a press conference or briefing is an essential way to spread important information to a variety of sources. This course focuses not only on when and why to hold a press conference but the elements involved in planning a successful conference. The event planning element includes determining the optimal time, date, and location, while media planning includes how to assemble a media kit, the key to successful talking points, and creating an event timeline. This course also includes information on developing a crisis response plan that can be utilized for a press conference.

## **Skills for the New Trainer**

*1 HOUR*

Sharing one's knowledge and experience can be highly rewarding, and whether you've become a recent trainer due to interest or professional request, you may not know all the important skills a trainer needs to successfully impart his or her knowledge. In this course, learners will examine the necessary skills of an effective trainer and adult learning principles, as well as an in-depth view of the ADDIE model and other ways to plan and manage any training program.

## **Supervisor Skills 101**

*1 HOUR*

This one-hour course provides an overview of the skills supervisors, and managers need to manage employees effectively. Supervisors and managers are the backbone of the business - linking upper management to the body of the organization. Effective supervisors and managers must possess a variety of skills to be successful in the workplace. This course focuses on effective communication, responsibilities of a Supervisor, leadership skills, and organizational development.

## **Supervisor Skills 201**

*1 HOUR*

This one-hour course will cover how supervisors and managers can continue to build a basic foundation of the vital skills necessary to manage their employees. During this course, you will gain a better understanding of five additional key skills that supervisors and managers must possess to be successful. The skills shared in this course are those which can be learned and mastered through both education and practice. They include implementing change, promoting fundamental values, using good judgment, producing results, and developing your team.

## **Transition from Peer to Supervisor**

*1 HOUR*

Congratulations! You have just been promoted to a leadership role in your company. This marks a significant milestone in your career, and with it comes greater responsibility. Not only is your title different but so is how you are viewed by your fellow employees now that you are their supervisor. Recognizing how to handle the transition from peer to supervisor will make your recent advancement go much more smoothly. There are a number of communication and leadership strategies as well as recommendations on how to create a successful management style your peers can get behind.

## **Workplace Stress Resiliency**

*1 HOUR*

Stress in the workplace is a normal occurrence, and it doesn't always have to be negative. But when stress does become too much to bear, it can interfere with productivity and performance, and it can even impact your physical health and emotional well-being. In this course, learners will explore how workplace stressors can affect your life both in the workplace and at home, as well as the ways you can reduce stress, improve job satisfaction, and increase your physical and emotional health.

- [TRAINING BLOCK COURSES](#)

## **Report Writing**

Report Writing consists of many areas that are important to ensure a successful prosecution. This section covers everything from the basics of writing a report, like note taking, documenting the elements of a crime, authoring indicating chronological order, to legal issues such as evidence collection, metadata, old reports and more.

### **Report Writing 1**

*1 HOUR*

Videos in this course include:

- Checklist for Report Writing
- Kevin Dillon's Report Writing Tips
- Report Writing Legal Issues: Cut and Paste
- Report Writing: Authoring
- Report Writing: Cell Phones
- Report Writing: Distractions
- Report Writing: Keys to Time Management

### **Report Writing 2**

*1 HOUR*

Videos in this course include:

- Narrative Skills for Report Writing
- Report Writing Legal Issues: Brady vs. Maryland
- Report Writing: Chronological Order
- Report Writing: Elements of the Crime
- Report Writing: English Skills
- Report Writing: Note Taking
- Report Writing: Reviewing
- Report Writing: Technology
- Report Writing: Understanding Time Management
- Report Writing: Distractions



- Report Writing: Keys to Time Management
- SINGLE VIDEO COURSES
  - Checklist for Report Writing
  - Kevin Dillon's Report Writing Tips
  - Narrative Skills for Report Writing
  - Report Writing: Cell Phones
  - Report Writing: Chronological Order
  - Report Writing: Cut and Paste
  - Report Writing: Distractions
  - Report Writing: Elements of the Crime
  - Report Writing: English Skills
  - Report Writing: Legal Issues: Brady vs. Maryland
  - Report Writing: Note Taking
  - Report Writing: Reviewing
  - Report Writing: Technology
  - Report Writing: Understanding Time Management

## **GENERAL SAFETY/COMPLIANCE**

- FULL-LENGTH COURSES

### **Absorbents and Spills**

*30 MINUTES*

In this course, the learner will be exposed to best practices for preventing spills in the work area, gain insight on how to deal with a spill and finally, gain knowledge as to why floor drains are rapidly becoming extinct and what best practices are related to floor drains and spilled fluids.

### **Advanced Defensive Driving Techniques**

*1 HOUR*

This course concentrates primarily on advanced defensive driving techniques. You will be given instruction on how to drive defensively in adverse conditions including heavy rain, snow, and ice. We will further discuss how to share the roadways with other motorists, cyclists, and pedestrians.

### **Airborne and Bloodborne Pathogens**

*1 HOUR*

The First Responder must have knowledge of the appropriate personal protective equipment when responding to an emergency to protect the first responder against airborne and bloodborne pathogens. In this course sponsored by Decon7 Systems, learners will review the different airborne and bloodborne pathogens they will most commonly be exposed to with discussion of a new bloodborne pathogen as well as the equipment and preventative measures that should be taken for those pathogens.

### **Back Injuries**

*1 HOUR*

According to the Bureau of Labor Statistics, musculoskeletal disorder injuries accounted for 33% of all worker injury and illness cases. Whether these injuries stem from occupational hazards or poor health, they can cost both employers and employees time, money, and energy. In this course, we will focus on the causes of back pain, ways to prevent back pain through proper lifting techniques and workplace ergonomics, and how to properly treat current back pain in order to better prevent future injuries.

### **Basic First Aid**

*2 HOURS*

In the event of an emergency, would you know what to do to help yourself or someone else? Could you render potentially lifesaving assistance until first responders arrived? You never know when or where a medical emergency will occur. If a co-worker were to be injured, you could be their best chance of survival. Understanding basic first aid will help you to respond confidently and effectively to various emergencies that may occur whether

at home, in the workplace, or anywhere you may be.

## **Bloodborne Pathogens for Public Entities**

*1 HOUR*

This one-hour course will discuss what you need to know about bloodborne pathogens in order to keep yourself and those around you safe.

## **Business Continuity**

*1 HOUR*

In this course, the learner will find out why business continuity planning is essential, learn to recognize the forms in which disasters strike and the categories in which they fit, gain understanding of the importance of organization assets and the recovery time objective for each item and finally, learn to identify the eight categories that should be incorporated into every business continuity plan.

## **Computer Security Basics**

*30 MINUTES*

This course will help your employees keep their personal and business information and files safe from viruses and other dangers.

## **Confined Spaces 101**

*1 HOUR*

This one hour course will educate both employers and employees who work in confined spaces on how to develop a safe work environment that complies with federal regulations. Because confined spaces are potentially dangerous, this course will explain the confined and permitted spaces. It will also define how to identify Permit Spaces (Section 1203(a)) and the employer responsibilities around precautions whenever workers enter or work in a dangerous space.

## **Confined Spaces 102**

*1 HOUR*

This one hour course will continue to educate both employers and employees who work in confined spaces on how to develop a safe work environment that complies with federal regulations. It will focus on permitted spaces as well as non-permitted areas. (Section 1203(g)). It also explains alternative procedures for certain permit spaces (Section 1203(e)). Worker Training, Rescue and Emergency Services and Sewer System Entries. The course also covers code sections 1207 through sections 1211.

## **Crisis Management**

*1 HOUR*

This course is designed to help all departments, organizations, and agencies within the public sector prepare for just such an event.

## **Dealing with Cold Stress**

*1 HOUR*

When working outdoors in the cold or working in artificially cold environments, such as refrigerated areas, serious cold-related injuries and illnesses may occur. Cold-related hazards have the ability to cause permanent tissue damage or even death. This course will help individuals recognize the health risks associated with cold stress, identify methods for minimizing its effects, and recognize the symptoms of hypothermia and frostbite.

## **Dealing with Heat Stress**

*1 HOUR*

As the fall and winter fade, spring and summer bring allergies, a variety of pests, and extreme heat. Although you can't predict the weather, heat exposure must be addressed head on to avoid serious harm and injury. This course will help individuals recognize the health risks associated with heat stress, identify methods for minimizing its effects, and recognize the symptoms of heat stroke and exhaustion.

## **Defensive Driving Basics**

*1 HOUR*

This course will dive into the basics of defensive driving, including its definition, purpose, and importance, as well as the factors that play an important role from the driver's perspective. We will also discuss the equipment and judgment necessary for driving safely, as well as review the types of impairment that should be avoided to increase driver safety.

## **Driving While Distracted**

*2 HOURS*

According to the National Center for Statistics and Analysis, every day 9 people die and over 1,000 are involved in a car accident as a result of distracted driving. No matter how long you have had your license, how good of a driver you are, or how safe the roads are, we are all susceptible to driving while distracted. This course will cover the different types of distracted driving, how to avoid each type, as well as evaluate examples of distracted driving in order to focus on how to improve your safety on the road.

## **Electrical and Fire Safety**

*1 HOUR*

This course will help employees identify the most common electrical hazards and flammables. It will also help them learn what to do in case of a fire and how to recognize and use the different types of fire extinguishers.

## **Emergency Preparation and Egress**

*1 HOUR*

An emergency can happen at any time or place. Having the knowledge and skills to successfully deal with an emergency can save your life and the ones around you. This course will explore the concept of preparing for and responding to an emergency in the manner that provides the best chances for survival.

## **Equipment Safety**

*1 HOUR*

More than 6,000 people fall off a ladder and die each year, and over 400,000 people deal with power tool injuries each year. With these numbers in mind, equipment safety can no longer be a topic that is overlooked. This course will help employees maintain a safe and efficient workplace by first exploring the different types of ladders and equipment used for materials transport, recognizing the risks of improper use as well as safe usage techniques, and then identifying the appropriate personal protective equipment (PPE) to wear.

## **FEMA Benefit-Cost Analysis Fundamentals**

*30 MINUTES*

At the end of this course, the learner will be able to: Explain basic BCA theory; Explain basic flood concepts; List and locate additional BCA resources.

## **FEMA Emergency Support Function #6: Mass Care, Emergency Assistance, Housing, and Human Services**

*1 HOUR*

Every community in the United States faces risks from emergencies and disasters. Communities prepare by gathering information about the specific risks they face and developing plans to meet those risks. They also share that information with the people in the community so they can take the appropriate measures to help themselves. Individuals and families can prepare for self-sufficiency following an event by developing a household disaster kit that includes medications, food, and water for themselves and their family pets, and by purchasing appropriate hazard insurance. In this course, you'll learn that Federal, State, tribal, local, and voluntary agency partners work together to accomplish the ESF #6 mission and help people through the recovery process.

## **FEMA Fundamentals of Emergency Management**

*4 HOURS*

The goal of IS-0230.d: Fundamentals of Emergency Management is to introduce you to the fundamentals of emergency management. This course presents emergency management as an integrated system with resources and capabilities networked together to address all hazards. This is the first course in the Federal Emergency Management Agency (FEMA) Emergency Management Institutes independent study Professional Development Series.

## **FEMA Fundamentals of Risk Management**

*2 HOURS*

This course will introduce the essential role of risk management at the Department of Homeland Security (DHS). As a member of the DHS workforce, it is imperative that you have a general awareness of the concept of risk management and its applications to homeland security and your job within the Department.

## **FEMA Integrated Public Alert and Warning System (IPAWS) for Alerting Authorities**

*2 HOURS*

The integrated Public Alert and Warning System (IPAWS) Program Management Office designed this course to provide Alerting Authorities with an increased awareness about Collaborative Operating Groups (COGs), how they are issued, their structure, their capabilities, and their responsibilities, and skills to draft more appropriate, effective, and accessible warning messages using best practices in alerting.

## **FEMA Introduction to Homeland Security Planning**

*2 HOURS*

This course provides basic homeland security planning and encourages you to learn more about the planning process.

## **FEMA Social Media in Emergency Management**

*2 HOURS*

Social media has grown, not only as another major channel for broadcasting emergency communication to the public, but also as a means of conversing and engaging with the public as a whole community during emergencies. Whether in preparation for, in response to, or recovery from an emergency event, conversations are occurring on social media networks.

## **FEMA Surveillance Awareness: What You Can Do**

*1 HOUR*

The purpose of this course is to make critical infrastructure employees and service providers aware of actions they can take to detect and report suspicious activities associated with adversarial surveillance.

## **FEMA The Role of Voluntary Organizations in Emergency Management**

*2 HOURS*

Voluntary agencies have helped meet the needs of individuals and communities affected by disasters since the 1800s. Today, they serve a critical role in the emergency management field from helping communities prepare for and mitigate the effects of disasters to providing immediate response and long-term recovery services. Without the support, dedication, and expertise of voluntary agencies, the government would be unable to address all the needs of disaster-affected communities. The overall goal of this Independent Study course is to increase awareness of the roles and responsibilities of voluntary agencies in emergency management.

## **FEMA Wildfire Mitigation Basics**

*1 HOUR*

How can you prevent injury and damage resulting from wildfires? This course will describe how to inform the public on ways to reduce wildfire damage and how to reduce or eliminate future damage from wildfires.

## **Fall Protection**

*1 HOUR*

In construction, more deaths are caused by falls than any other hazard. Falls account for over a third of the 700 plus construction deaths that occur each year. Workers performing tasks six feet or more above ground level are at risk of fatal falls or serious injuries.

## **Global SDS and the Hazardous Communication Standards**

*1 HOUR*

Whether you are involved in the production, transport, handling, use or disposal of hazardous materials, you need to be aware of the various health, physical, and environmental hazards associated with these chemicals. The Globally Harmonized System of Classification and Labeling of Chemicals (GHS) and the Safety Data Sheet (SDS) format is the next generation of the Hazard Communication Standard (HCS). Knowing what GHS is and how it is applied will ensure you have a strong base of knowledge for your role. We will provide a thorough understanding of what information can be found on the SDS as well as the ability to recognize the pictograms used to label hazardous materials.

## **HIPAA: Protected Health Information For Public Entities**

*1 HOUR*

This one-hour course focuses on HIPAA Regulations as it relates to Protected Health Information. In this course, the learner will learn what type of information can be disclosed, as well as the penalties for releasing information that cannot be disclosed.

## **Hazmat First Responder Awareness (FRA) Level I**

*2 HOURS*

This Hazmat First Responder Awareness course assists the First Responder in recognizing the hazardous substance and understanding how to respond.

## **Highway Incident Safety Guidelines for Emergency Responders**

*2 HOURS*

This two-hour course will equip you with the information needed to properly facilitate at the scene of a traffic incident.

## **Ladder Safety**

*1 HOUR*

This one hour course will educate you to ladder safety and the limitations and restrictions of ladders. It will also discuss the appropriate safety techniques you should practice. Additionally, this course will address the danger of a fall. Even the smallest of step ladders can result in significant injury.

## **Lockout/Tagout 101**

*1 HOUR*

This one-hour course will provide an introduction to what employees are required to know about OSHA's standard on Lockout/Tagout. It defines the requirements for workers performing service or maintenance on machinery and equipment may be exposed to injuries from the unexpected startup of the machinery or equipment or the release of stored energy in the equipment.

## **Lockout/Tagout 102**

*1 HOUR*

This one-hour course is a continuation of the 101 course and will provide advanced guidance on OSHA's Lockout/Tagout standards. It explores group Lockout/Tagout techniques, who is responsible for these actions, proper inspections and What should be a part of an energy control program.

## **Mass Casualty, Natural Disaster Standards**

*1 HOUR*

This one-hour course covers the Incident Command System (ICS) for law enforcement officers at an introductory level. This course will discuss the core elements of ICS, as well as the duty to handle these situations effectively by using the Simple Triage and Rapid Treatment START system.

## **Means of Egress**

*1 HOUR*

You are at your desk working quietly when you hear a blaring fire alarm wailing throughout your office building. There is confusion and panic as your co-workers try to locate the appropriate exit. This course will give you the skills and knowledge to be able to understand and apply the concepts of your emergency plan.

## **Personal Protective Equipment**

*1 HOUR*

Companies spend approximately \$170 billion a year accommodating for workplaces injuries and illnesses. Around \$1 billion goes towards injured employees and their medical providers each week. The next time you consider the amount of each piece of personal protective equipment (PPE) costs, consider the cost it prevents. This one-hour course will better inform you about PPE and how wearing the proper equipment will create a safe and comfortable working environment for both you and your co-workers.

## **Preventing Accidents in the Workplace**

*1 HOUR*

When we think of the word accident, some of the first things that may come to mind are the terrible traffic collisions we so often see. While those accidents are certainly serious, a staggering number of accidents occur in the workplace each year. In this course, we will focus on the types of injuries that occur, and how they can be avoided.

## **Preventing Slips, Trips, and Falls**

*1 HOUR*

Slip, trip, and fall accidents are a leading cause of deaths in the workplace. The Bureau of Labor Statistics reports over one million slips, trips, and falls each year. These workplace injuries incur high rates of lost work and medical costs; it will benefit employers and employees alike to understand the risks involved and learn ways to avoid this type of hazard. In this course, the learner will learn how to identify where slips, trips, and falls are most likely to occur, list how to minimize the risk of workplace accidents, and recognize the importance of personal responsibility in risk management.

## **Public Employee Safety in the Community**

*30 MINUTES*

Public employees whose work involves visiting the homes of citizens need awareness of the potential risks they might encounter in that process. Whether dog bites, slick sidewalks and pavements, or citizens themselves, employees should be prepared for anything. This course identifies some of the inherent risks and what you can do to minimize your physical risks.

## **Respirators and Air Quality**

*30 MINUTES*

In this course, the learner will gain understanding regarding the importance of proper respirator use, why respirator fit tests and medical approval are necessary before using a respirator and finally an understanding of situations where negative pressure and positive pressure respirators are applicable.

## **Risk of Social Media in the Workplace**

*2 HOURS*

More than 3 billion people use social media every month. From LinkedIn, to Facebook, to Snapchat, social media is all around us. Many Americans use social media in their personal lives every day, but most businesses must also maintain a social media presence to stay relevant in our interconnected world. In this course, learners will discover best practices for personal social media use, professional social media use, and possible risks to utilizing

social media in the workplace.

## **Safeguarding Your Community from Terrorism**

*1 HOUR*

As a result of 9/11, several valuable lessons were learned by the U.S intelligence community, the military, and law enforcement. It exposed our weaknesses of being unprepared and a lack of urgency in addressing red flags. In this course, the learner will gain an understanding of the mind of a terrorist as well as how to identify suspicious activities that occur in your community.

## **Using Oleoresin Capsicum**

*1 HOUR*

There are many options in dealing with an uncooperative individual but only one that will conjure the mental and physical effects of using a chemical agent like Oleoresin Capsicum (OC). This course is will review the history and development of OC and the impact it has had on the field of corrections. Proper deployment, limitations, health concerns and aftercare will also be covered during this training.

## **HEALTH AND WELLNESS FOR LOCAL GOV**

- FULL-LENGTH COURSES

### **Bloodborne Pathogens for First Responders**

*1 HOUR*

This Bloodborne Pathogens online course provides the necessary training in accordance with Occupational Safety and Health Administration (OSHA) Bloodborne Pathogen Standard 29 CFR 1910.1030 for firefighters and is appropriate for emergency responders.

### **Work Environment Flexibility**

*30 MINUTES*

This course will help employees recognize the characteristics of a flexible work environment, as well as help them identify methods for managing change personally and in the workplace.

## **HUMAN RESOURCES**

- FULL-LENGTH COURSES

### **ADA Compliance in Business**

*1 HOUR*

The American Disabilities Act provides people with disabilities with equal employment opportunity. In business, compliance can be complex and be challenging at times. This course is designed to provide leaders, managers and governmental staff with the knowledge and skills of ADA compliance. It is imperative to meet the proper protocols within an organization to effectively provide opportunities for all employees, but special attention should be paid to those with disabilities.

### **Acoso Sexual en el Lugar de Empleo**

*1 HOUR*

El acoso sexual en el puesto de trabajo puede ocurrirle a cualquier persona, hombre o mujer, sin importar su orientación sexual. La gran mayoría de las empresas tienen una política de tolerancia cero cuando se trata del acoso sexual. El comportamiento inadecuado en el lugar de trabajo puede conllevar consecuencias significantes tanto para usted como para la entidad laboral que lo emplea.

### **Acoso Sexual para Gerentes**

*2 HOURS*

El acoso sexual en el puesto de trabajo puede ocurrirle a cualquier persona, hombre o mujer, sin importar su orientación sexual. De hecho, el acoso sexual estacute; presente en la actualidad. La gran mayoría de las

empresas, tienen una política de tolerancia cero cuando se trata del acoso sexual. El comportamiento inadecuado en el lugar de trabajo puede reportar consecuencias significativas tanto para usted como gerente y para su empresa o entidad laboral.

## **Anti-Harassment in the Workplace**

*1 HOUR*

Harassment in the workplace is a serious issue that requires a thorough understanding to promote awareness and ultimately prevention. It can happen to anyone, male or female, regardless of race, religion, age, or sexual orientation. Improper behavior in the workplace may have significant consequences for those involved, for yourself as an employee, and your employer. For employees who are the victim of harassment, this may create a hostile work environment which takes a toll on their career, their personal life, and their health. Recognizing the various types of harassment will help you to identify potential warning signs and take the necessary steps to report harassment. There are a number of preventive measures that can be employed as well as recommendations on how to create a more inclusive and accepting workplace culture.

## **Dealing With Angry Employees**

*1 HOUR*

Anger is not something most of us think about when we go to work every day. Unfortunately, we need to be prepared to deal with anger and the potential for violence in the workplace. Ignoring the problem will only cause the situation to get progressively worse. When this happens, it can have a negative and possibly destructive impact on your organization. A thorough understanding of workplace anger will help promote awareness and ultimately prevention.

## **Dealing with the Media**

*30 MINUTES*

This course focuses on the ways to get your agency's message out, including the personal pitch, press releases and press conferences. It also discusses how the media works, the different components of news and how to follow-up with story pitches. This course also includes information on responding to crises and emergencies, how to have a successful interview and how to control your message.

## **Discipline and Termination**

*1 HOUR*

In every organization, employees are 'let go' for various reasons. The decision to discipline or even terminate an employee is not one that should be taken lightly, and there is a right and wrong way to approach the situation. In this course, learners will explore ways to appropriately address issues before termination is necessary, be able to terminate employees confidently if discipline fails, and for employees to understand the need for a disciplinary process and the rules and expectations that inform them.

## **Diversity in the Workplace**

*1 HOUR*

Diversity in the workplace is an essential part of any workplace culture. As we live and work in a global economy, the diversity of those we interact with and who work alongside us must be both acknowledged and respected. Diversity is more than just a term; it is how individuals identify themselves as well as how others perceive them. Promoting diversity in the workplace should not be looked at as a requirement or a box to be checked. It is much more than that. Diversity in the workplace makes good business sense as a more diverse and inclusive workplace will be advantageous in recruiting, hiring, and maintaining talent within your organization. Beyond the benefits, it is important to effectively implement a solid program to manage and promote diversity in the workplace. And while there are challenges to implementing diversity in the workplace, the end rewards will certainly outweigh any obstacles along the way.

## **Drug and Alcohol Awareness**

*1 HOUR*

Workplace drug and alcohol abuse is a liability for any U.S. business, and smaller businesses are increasingly more vulnerable since drug testing may be performed less often than in larger businesses. Drug and alcohol abuse can affect anyone and have a significant impact on their daily lives. Understanding the signs and symptoms of drug and alcohol abuse will help you to identify potential warning signs in those around you. There are effective treatments available along with steps you can take to discourage and respond to workplace drug and alcohol



abuse.

## **FMLA Training for Supervisors**

*1 HOUR*

The Family and Medical Leave Act (FMLA) was passed in 1993 and revised January 16, 2009, and March 8, 2013, with some provisions effective back to February 5, 2012. Of all federal employment laws, FMLA is one of the most popular and beneficial to employees. Employees are aware of the basic requirements of the law, but they may not realize the law provides employers with various options on how to administer FMLA. It is essential for all supervisors, in addition to the HR staff, to understand how to comply with FMLA and with the employer's own FMLA policy. This one-hour course will educate supervisors on FMLA in order to give employees the full and correct benefit of the law.

## **Family and Medical Leave Act (FMLA)**

*1 HOUR*

Whether joyful or stressful, the events experienced over the course of your life often require you to reevaluate your priorities. Adjusting priorities can often require you to make serious, life-changing decisions. In some cases, you might even need to choose between providing direct care for a loved one or new child in your home and the need to provide for your family's financial needs. In previous eras, people often became caught in an "either/or" situation because employers were not always cooperative when individuals needed time for personal matters. Employees ran the risk of losing their jobs and benefits if they made the choice of putting their family first. Fortunately, the Family and Medical Leave Act (FMLA) entitles eligible employees to take the time they need to handle life events. We will go over the FMLA in detail to help you understand the basic provisions and how the FMLA can benefit you.

## **Form I-9 and Employment Eligibility Verification**

*1 HOUR*

As an employer in the U.S., you are required to verify the work eligibility of your workforce. To verify work eligibility, U.S. employers use Form I-9. There are many different types of employee scenarios, and navigating them while validation employment eligibility can be difficult. This course outlines how to correctly fill out and retain the form, how to navigate complicated employee scenarios, and how the E-Verify system works with Form I-9.

## **HR Recruitment and Selection Process**

*1 HOUR*

When an organization determines the need for additional labor, employers have a number of choices to make. This may be the first step in a full-scale recruitment and selection process but sometimes hiring additional employees is not the best method to obtain additional labor. Since the costs of recruitment and selection can be staggering, hiring new employees should occur only after careful consideration. This one-hour course will better inform you about how to implement a successful recruitment and selection process.

## **Handling Angry Employees**

*30 MINUTES*

In this course, the learner will gain understanding regarding the importance of communication in dealing with employee anger, acquire knowledge regarding productive methods for dealing with employee anger, and finally learn to recognize the behavioral indicators preceding episodes of anger.

## **Personal Injury in the Workplace**

*30 MINUTES*

In this course, we will examine the types of injuries that occur and how they can be avoided.

## **Personnel Record Retention (Federal Standards)**

*1 HOUR*

This one-hour course covers personnel record retention. In this course, the learner will be introduced to record retention basics, potential liabilities, as well as specific federal standards on a variety of employee records. Additionally, this course gives the learner a step-by-step guide on creating a foolproof record retention policy that protects your company on all legal and business fronts.

## **Racial Profiling for Missouri**

*1 HOUR*

Missouri law stresses the importance of understanding and respect for racial and cultural differences and development of "effective, non-combative methods of carrying out law enforcement duties in a racially and culturally diverse environment." How does an officer accomplish this? In this course, the learner will gain understanding regarding the actions that define racial profiling, and how by engaging in self-analysis, practicing awareness and empathy in dealing with members of minority communities, and by taking personal responsibility for their own words and actions, will help them comply with Missouri law so they can eliminate the possibility of engaging in discriminatory practices.

## **Recognizing Child Abuse**

*1 HOUR*

Child abuse and neglect is a serious issue and one in which we all need to be aware of. The pain and suffering are a daily occurrence for these children, and many have no voice, no one to advocate for them. They live each day in fear, not knowing what will happen to them. Some of these children will survive this traumatic childhood, but others will not. Many of these children will be left with a lifetime of psychological trauma. Recognizing the signs and symptoms of child abuse and neglect will help you to identify potential warning signs and take the necessary steps to report suspected cases of abuse or neglect. There are a number of preventive measures that can be employed and there are many resources available to get children the help they so desperately need.

## **Recognizing Domestic Violence**

*2 HOURS*

Domestic violence is a serious issue and one in which we all need to be aware of. Domestic violence can happen to anyone, but oftentimes it is overlooked, ignored, excused, or denied. Those in abusive situations live each day in fear, not knowing what pain and suffering they may have to endure. Unfortunately, some people never make it out of the relationship alive, others stay in the relationship because they believe they have nowhere to go, while others, fortunately, successfully escape. Those who make it out are left traumatized and may still live in fear. Recognizing the signs and symptoms of domestic violence will help you to identify potential warning signs and take the necessary steps to report suspected cases of domestic violence. There are a number of preventive measures that can be employed, and there are many resources available to get these individuals the help they so desperately need.

## **Recruiting Excellent Employees**

*1 HOUR*

A company is only as good as the people it employs, and the quality of your employees has a direct reflection of the public perception of your company. Finding excellent employees requires additional effort and the use of the skills we discuss over the next hour. This course covers common formal recruiting practices, factors that lead to recruiting excellence, and creative recruiting methods and sources.

## **Sexual Harassment Awareness AB 1825 (California)**

*2 HOURS*

This course is for California only. Sexual harassment in the workplace can happen to anyone, male or female, regardless of sexual orientation. A majority, if not all companies, have a zero-tolerance policy when it comes to sexual harassment. Recognizing what sexual harassment is, both the subtle cues as well as overt advances will help you to identify potential warning signs and take the necessary steps to report sexual harassment.

## **Sexual Harassment for Managers**

*2 HOURS*

Sexual harassment in the workplace can happen to anyone, male or female, regardless of sexual orientation. Organizations have a responsibility to protect all employees against this type of harassment. Recognizing what sexual harassment is a leader, both the subtle cues as well as the overt advances, will help you to identify potential warning signs and take the necessary steps to prevent sexual harassment. There are a number of preventive measures that can be employed as well as recommendations of what to do if you or one of your employees have been or are the victim of sexual harassment.

## **Sexual Harassment in the Workplace**

*1 HOUR*

Sexual harassment in the workplace can happen to anyone, male or female, regardless of sexual orientation. While sexual harassment may have been overlooked, ignored, or excused in the past, that is no longer the case. In fact, sexual harassment is on everyone's mind these days. A majority, if not all companies, have a zero-tolerance policy when it comes to sexual harassment. Improper behavior in the workplace may have significant consequences both for yourself and your employer. If you are a victim of sexual harassment, this may create a hostile work environment which takes a toll on your career, your personal life, and your health. Recognizing what sexual harassment is, both the subtle cues as well as the overt advances, will help you to identify potential warning signs and take the necessary steps to report sexual harassment. There are a number of preventive measures that can be employed as well as recommendations of what to do if you have been or are the victim of sexual harassment.

## **Sexual Harassment in the Workplace AB 1825 (California)**

*1 HOUR*

Improper behavior in the workplace may have significant consequences both for yourself and your employer. If you are a victim of sexual harassment, this may create a hostile work environment which takes a toll on your career, your personal life, and your health. Recognizing what sexual harassment is will help you to identify warning signs and take the necessary steps to report sexual harassment. This course includes important statutes from AB 1825 and the amendment AB 2053 to California's FEHA.

## **The LGBTQ Community**

*1 HOUR*

The lesbian, gay, bisexual, transgender, and questioning (LGBTQ) community is a diverse group of individuals who deserve to be treated with kindness, compassion, and respect. Understanding the terminology used in the LGBTQ community will reduce misunderstandings, confusion, and stereotypes while promoting knowledge and awareness for the officer. In this course, there are many effective policies and procedures to help connect with the LGBTQ community along with recommendations you can use immediately.

## **Violence in the Workplace**

*1 HOUR*

This one-hour course focuses on the prevention and what to do in the event of workplace violence. Additionally, the Violence in the Workplace eLearning course serves as a helpful tool to identify potential warning signs.

## **Workers' Compensation: Sprain and Strain Injury Prevention**

*1 HOUR*

This one-hour course is designed to educate learners about Workers Compensation, the state-mandated program that compensates workers for injuries that occur in the workplace. According to a News Release from the U.S. Department of Labor agency, the Bureau of Labor Statistics, nearly 2.8 million injuries were reported in 2015. With so many workers being injured on the job, it is vital that learners be able to identify the most common injuries received, what causes them, and how they can be prevented for a safer workplace.

## **Workplace Bullying**

*1 HOUR*

When we think of bullying, we tend to immediately associate it with the school yard, certainly not something we would face as an adult. Unfortunately, bullying in the workplace occurs more often than you think. In fact, there are various forms of bullying, from overt forms of bullying to those which are quite passive. Workplace bullying may have significant consequences for those involved, for yourself as an employee as well as your employer. A thorough understanding of workplace bullying will help promote awareness and ultimately prevention.

## **INFORMATION TECHNOLOGY**

- FULL-LENGTH COURSES

### **Cyber-Security Threats to Public Entities**

*1 HOUR*

In this one-hour course, we will explore the world of cyber-security; including its definition, methods of attack, and how to combat threats.

### **Protection from Ransomware and Phishing Attacks**

*1 HOUR*

Technology allows us to do more with less. It has pushed our generation closer to finding cures to diseases, created solutions to world issues, and can even help you find your missing wallet or car keys. The downside of technology is the need to protect our assets from cybercriminals. If we are not proactive and intentional in our online behavior, we run the risk of cyber crimes such as ransomware and phishing. In this course, we will identify the vulnerabilities we are exposed to as well as protective measures we can employ to keep our assets safe.

## **MASS CASUALTY INCIDENTS FOR LOCAL GOV**

- FULL-LENGTH COURSES

### **Pandemic Planning - The Planning Organization**

*1 HOUR*

A pandemic causes more people to look to the government for help. The wider the pandemic spreads, the more stress and strain that will be put on the government's resources, particularly in terms of manpower. What citizens of your community must also realize is that government, regardless of the level, cannot deal with a pandemic alone. Local government needs to plan, and part of the planning efforts will involve interaction, not just with the more obvious participants such as healthcare professionals, but also business, industry, community organizations, church groups and the public in general.

### **Pandemic Planning – Elements of the Plan**

*1 HOUR*

Creating an effective pandemic plan means preparing for every conceivable contingency. You don't beat a pandemic; you contain it, and how well you contain it will be directly related to how well you prepare. In this course, you will learn how the five components of the overall pandemic plan fit together to form a cohesive unit and some of the key contingencies that will need to be addressed in each of these areas. Additionally, you will learn the importance of communication and cooperation, both internally among departments within the local government, as well as with organizations within the community.

### **Protecting Transportation Systems**

*1 HOUR*

This course will focus on preparing officers to protect against assaults on public surface transportation systems from terrorism. This includes crowded train stations, bus depots, carriages, or coaches. It will also explain how protective measures align with the color-coded threat conditions used in the DHS Homeland Security Advisory System (HSAS).

- SINGLE VIDEO COURSES

- Multi-Jurisdictional Response to Mass Casualty Incidents on College Campuses

## **PARKS AND RECREATION**

- FULL-LENGTH COURSES

### **Public Pools and Public Health**

*30 MINUTES*

Most people equate a visit to the swimming pool with fun, laughter and good times. They're usually not thinking about the potential for illness and disease that exist when pathogens get into the water or on the surrounding surfaces when poor hygiene and/or proper facility maintenance is not observed. Illnesses as varied as diarrhea, athlete's foot and legionnaire's disease are possible if staff members are not doing their jobs properly and visitors are not practicing good personal hygiene. This course will provide learners with an overview of the illnesses and diseases that are possible, and how they can be avoided.

## **ROADWAY AND HIGHWAY**

- FULL-LENGTH COURSES

### **CDOT Flagger Training**

*1 HOUR*

As you may know, most road and highway construction and maintenance jobs are performed while traffic is allowed to pass through the work areas. Thus, heavy equipment, road obstacles, unfinished or rough pavement, and other hazards may exist. These hazards present real dangers to the public traveling through the area. In addition, the crew working on the roadway needs to be protected from the traffic. In this course, we will identify the specific responsibilities of the flagger regarding the safe and efficient movement of traffic, as well as the protection of the construction crew.

### **Guide to Temporary Traffic Control in Work Zones**

*1 HOUR*

This one-hour course will focus on the basics of temporary traffic control and how to provide safe and efficient movement of vehicles, bicyclists, and pedestrians (including persons with disabilities in accordance to the Americans with Disabilities Act) through or around temporary traffic control zones while protecting workers and equipment.

### **Ice Control for Managers and Decision Makers**

*2 HOURS*

Snow and ice control on the U.S. highway system consumes over \$2 billion in direct costs each year. This course provides guidelines for selecting roadway snow and ice control strategies and tactics for a wide range of winter maintenance operating conditions. This two-hour course presents an overview of guidelines that will assist winter maintenance personnel in selecting the appropriate level-of-service (LOS)-driven roadway snow and ice control operations and will help effectively manage snow and ice control resources.

### **Incident Command System for Transportation Professionals**

*1 HOUR*

This one-hour course is an overview regarding the Introduction of the Incident Command System (ICS) to stakeholders who may be called upon to provide specific expertise, assistance, or material during highway incidents. These stakeholders include transportation agencies and companies involved in towing and recovery, as well as elected officials and government agency managers at all levels. Furthermore, it is for employees to understand and show proficiency in the dynamics of the Incident Command System for Transportation.

### **Nighttime Work Zone Lighting**

*1 HOUR*

This course provides guidelines for the lighting of nighttime highway work, work zone lighting design, and use of temporary lighting for construction and maintenance projects.

## **Roadway Maintenance**

*1 HOUR*

Throughout the life of a roadway, simple maintenance activities are necessary to extend the roads full-service life. The activities discussed in this course should be performed periodically to delay or reduce deterioration of roadways. In doing so, learners and their organization can maintain assets at the lowest cost over the life of the roads. This course also identifies repair activities that may be required in order to return a damaged road to serviceable condition.

## **Safe and Effective Work Zone Inspections**

*1 HOUR*

This one-hour course is intended to help Compliance Safety and Health Officers (CSHOs) inspect work zones and to issue consistent citations for violations.

## **Snow and Ice Management**

*30 MINUTES*

This course will help winter road crews understand how different weather conditions require different types of road treatment, as well as reinforce the importance of proper calibration of equipment and finally, set out the guidelines for the appropriate salt application.

## **Traffic Incident Management**

*1 HOUR*

Road congestion is defined as one of the single largest threats to the nation's economic prosperity and way of life. In 2006, the U.S. Department of Transportation announced the national strategy to reduce congestion on America's transportation network which is now implemented. This Traffic Incident Management one-hour course will discuss how to manage traffic incidents in ways that comply with federal regulations.

## **Understanding the MUTCD**

*1 HOUR*

Even the most experienced drivers, whether on or off duty, are subject to following rules of the road. Within these rules are following all traffic, workzone, and safety signs and signals. In this course, we will walk the learner through the Manual of Uniform Traffic Control Devices (MUTCD) and specific requirements to be aware of. Additionally, we will also review the importance of proper traffic control device maintenance and inspection.

## **Work Zone Exposure Control Measures**

*1 HOUR*

This one-hour course will focus on implementation and uses of exposure control measures in a highway work zone. The course will additionally cover techniques to employ during planning and constructions phases to create a safe work area.

## **Work Zone Safety for Local Governments**

*1 HOUR*

Work zone safety is a matter of public concern. Whether it's the safety of the road worker or the driver, it's everyone's responsibility to ensure they drive safely through work zones and that work zones comply with state and federal standards. This course will provide learners with an understanding of the basic components of a work zone, as well as guidelines for work zone signage. Additionally, they will learn how work zone design elements can improve safety by reducing the number of decisions motorists are asked to make as they move through the area.

## **Work Zone Traffic Control 101**

*1 HOUR*

This one-hour course will educate workers who interact with traffic regularly on developing a safe work zone that complies with federal regulations.

## **Work Zone Traffic Control 102**

*1 HOUR*

This Work Zone Traffic Control 102 one-hour course will continue to educate workers (who regularly interact with traffic) on how to develop a safe work zone that complies with federal regulations.

## **SPONSORED COURSES FOR LOCAL GOV**

- FULL-LENGTH COURSES

### **AGRiP Pooling Basics**

*2 HOURS 30 MINUTES*

Pooling Basics 2.0 is an adaptation of AGRiPs popular in-person Pooling Basics curriculum. Through a series of nine modules specifically designed for newer board members, pool staff, and service providers; it provides the opportunity to gain fundamental pooling knowledge, test understanding, review key ideas, and build on skills and information acquired all on your own time, using their own computing resources. Pooling as a whole benefits all involved: staff, boards, and service providers to understand the basic motivations and mechanics of our industry.

## **WATER AND WASTEWATER**

- FULL-LENGTH COURSES

### **Decentralized Wastewater Systems**

*1 HOUR*

Decentralized wastewater systems are a significant component of this nations wastewater infrastructure. Although we have been recently relying on conventional centralized wastewater systems, the cities and towns we live in may not require such a wide-spread and costly approach. Decentralized wastewater systems can be an effective option for protecting public health and the environment if properly designed, installed, and managed. This course covers the history, purpose, and efficiencies of decentralized wastewater systems.

### **Drinking Water Distribution System Management**

*1 HOUR*

Water is very important in our daily lives - especially clean water for drinking. Like all water resources stored water can provide many advantages if maintained properly. But, it can be quite dangerous in the hands of an inexperienced operator. This one-hour course presents an overview of the operation, maintenance, and management of water and wastewater utilities regarding the various components of a distribution system as well as the required operation and maintenance tasks.

### **Drinking Water Standards**

*1 HOUR*

Water is life and water lives. What does this mean for us and water from our taps? Let's think about the route that water takes. While it is true that a municipal water plant purifies and tightly controls our drinking water, the perilous route to our kitchen sink exposes our drinking water to many threats. This course will cover the standards in place to keep our drinking water safe from those threats.

### **Sewer System Overview**

*1 HOUR*

This one-hour course will better inform you about the operation, maintenance, and management of wastewater and sewer systems.

### **Storage Tank Management**

*1 HOUR*

Water is very important in our daily lives. When water is not being used from a surface water area, it is taken from a storage tank. Like all water resources, a storage tank can provide many advantages if used properly. But, it can be quite dangerous in the hands of an inexperienced operator. This one-hour course presents an overview of the operation, maintenance, and management of water and wastewater utilities relating to storage tank management, designed for operators such as managers of utilities.

## **Stormwater Runoff Responsibilities 101**

*1 HOUR*

Stormwater runoff from impervious surfaces is now recognized as a leading cause of impairment to our shared water sources. Impervious surfaces are mainly artificial structures such as pavements (roads, sidewalks, driveways, and parking lots) that are covered by impenetrable materials such as asphalt, concrete, brick, stone, and rooftops. Studies conducted across North America have shown that detectable degradation of streams, rivers, and reservoirs begins with as little as 10% of a watershed being covered with impervious surfaces. While federal and your state policies drive stormwater management, the ultimate responsibility lies with municipal officials

## **Stormwater Runoff Responsibilities 201**

*1 HOUR*

This 102 course covers the damaging effects of stormwater runoff, mitigating pollution tools, and the EPA Stormwater Calculator tutorial to aid urban planners or municipalities public works employees. This course also covers Low Impact Development, also known as Green Infrastructure to reduce the risk of pollutants reaching our water sources.

## **Wastewater Utility Operation & Maintenance**

*1 HOUR*

Water is essential for everyday life - from drinking water to using it for systems to operate. In order for water to be safe for consumers to use, it goes through a variety of systems. Sometimes the systems have their problems both from 'wear and tear' or even human error. This one-hour course will help operators, as well as managers of utility services, learn about the maintenance and management of water and wastewater utilities.

## **Water Agency Security**

*1 HOUR*

The owners and operators of drinking water and wastewater utilities (e.g., water sector) developed the Features of an Active and Effective Protective Program to assist in preventing, detecting, responding to, and recovering from adverse effects of all hazards, including terrorist attacks and natural disasters. The Features originated as a result of a National Drinking Water Advisory Council workgroup in 2005 and have been updated to reflect the goals and objectives of the Sector Specific Plan for Water published in May 2007. This one-hour course will focus on educating employees on the ten features which describe the basic elements of a protective water program.

## **Water Distribution Management**

*1 HOUR*

This one-hour course will focus on effectively maintaining water distribution systems. Water Distribution Management explains the basics, as well as detailed information on different types of system layouts, what a good system consists of, and how to solve common system issues.

## **Water Quality Standards**

*1 HOUR*

This course will focus on the Environment Protection agency standards on water quality. We will explore the uses of water and designated waterbodies. We will also explain the Antidegradation requirements as well as general policies to address implementation issues.

## **Watershed Overview**

*1 HOUR*

Fresh, clean water is the life source for all humanity. You will gain an understanding of what constitutes a watershed. You will also explore the many benefits of watersheds, what leads to their contamination as well as successful solutions and activities to reverse contaminated watersheds.