

## RCUH-Produced Courses

- Attachment B User Guide
- Cost or Price Reasonableness
- EEO/Sexual Harassment Prevention Training for Employees
- EEO/Sexual Harassment Prevention Training for Supervisors
- Financial Forecast Reports User Guide
- Financial Portal: Financial Forecast Reports
- Financial Portal: RCUH Reports
- Financial Portal: UH Project Fiscal Reports
- Form I-9
- Hawaii State Ethics Code
- Introduction to Finance Department
- Introduction to Human Resources Department
- Introduction to RCUH Training Portal
- Purchase Orders and Contracts
- Sole Source
- Tax Expenditure
- Workplace Violence Prevention for Employees
- Workplace Violence Prevention for Supervisors

## Communication & Social Skills

- Barriers to Communication Success, Part One
- Barriers to Communication Success, Part Two
- Be Assertive the Right Way
- Business Report Writing Skills
- Business Writing Tips – Edit, Rewrite, Say It Right
- Business Writing Tips – Make an Outline and a First Draft
- Communicating Effectively
- Communication and Channels
- Communication and Ethics
- Communication Barriers
- Communication Channels
- Communication Styles and Emotional Intelligence
- Decoding Indirect and Direct Messages (US)
- Directions of Communication in an Organization
- Feedback and Non-Verbal Communication
- Giving and Receiving Feedback
- Good Communication
- Interview Communication
- NLP – Unconscious Eye Movements
- Nonverbal Communication and Listening
- Overcoming Barriers to Workplace Communication
- Receiving Feedback 1.0
- Speaking and Listening
- The Business of Communication
- Types of Communication Styles in an Organization

- Understanding Communication
- Understanding Linear and Circular Communication Styles
- Workplace Communication – Presentations and Nonverbal Communication

## Conflict Management

- Conflict Management
- Handling Conflict and Negotiation Ethically
- Handling Conflict in High-Value Relationships
- Handling Conflict in Low-Value Relationships
- Handling Difficult People Conflict Management
- How to Avoid and Manage Conflict
- Identifying the Causes of Conflict
- Managing Conflict
- Managing Conflict in the Workplace
- Productive Conflict Resolution – An Introduction
- Resolving Conflict 1.0
- Thomas-Kilmann Conflict Model
- Understanding Conflict in the Workplace
- Win-Win Negotiations for Conflict Resolution

## Customer Service

- Complaint Handling
- Customer Service Success
- Five Steps to Problem-Solving and Diffusing Upset Customers
- Handling Customer Complaints
- Mastering the Telephone: Basic Skills
- Stellar Customer Service Best Practices
- Telephone Etiquette

## Cyber Security, Privacy & Social Media

- Cloud Computing
- Computer Forensics – Investigations
- Consequences for Careless Social Media Use in the Workplace
- Current Trends in Privacy
- Cyber Security – How to Stay Safe Online
- Cyber Security Overview
- Cyber Security Risks and Social Media
- Email Management and Ethics (US)
- Instagram 1.0
- Internet of Things
- Introduction to Ransomware
- IT Security for the Remote Worker and Business Traveller
- LinkedIn – Creating an Effective Profile 1.0
- LinkedIn – How Connections Work 1.0
- LinkedIn – The Basics 1.0

- Malware and Viruses
- Mobile and Portable Device Security
- Personal Social Media Use at the Workplace
- Privacy 101 – Get to Know the Basics
- Privacy and Online Behavior – How to Protect Yourself
- Ransomware and Cybercrime
- Ransomware Prevention – Preventing Attacks and Contingency
- Security and Privacy Controls
- Social Engineering
- Social Media Awareness
- Twitter 1.0
- Understanding Cyber Security
- Using Social Media to Represent Your Employer
- Workplace Security – What You Need to Know

## Decision Making

- Decision Making Excellence
- Group Decision Making
- Making Effective Decisions
- Rational Decision-Making
- The Decision-Making Process, Part One
- The Decision-Making Process, Part Two

## Diversity & Inclusion

- Culture Series – Owning Up 1.0
- Culture Series – Speaking Up 1.0
- Culture Series – Standing Up 1.0
- Culture Series – Valuing Diversity
- Equality & Diversity in the Workplace
- Identifying Diversity in Others
- Leading a Diverse Workforce, Part One
- Leading a Diverse Workforce, Part Two
- Unconscious Bias
- What is Diversity and Inclusion?
- Your Unique Diversity in the Workplace

## Health, Safety, & Well-being

- Avoid Burning Out
- Be Active
- Dealing with Stressful People
- De-stressing your Inner and Outer World
- Five Ways to Well-being
- Gain Control of Work Life Balances
- Health and Well-being in the Workplace
- Health Hazards at Work – Promoting a Culture of Safety and Health (US)
- Healthy Eating at Work

- Helping Yourself and Others through Change
- Importance of Sleep
- Letting Things Go
- Life Hacks – Work and Life Balance
- Managing Employee Stress
- Managing Stress
- Positive Thinking
- PPE Awareness
- Reducing Stress – Meditation and Visualization
- Reducing Stress – Techniques to Relax
- Reducing Stress Through Time Management
- Relaxation Techniques
- See It, Sort It, Report It
- Slips & Trips
- Staying Safe in the Workplace
- Stress at Work
- Stress Management
- Stress Management – Stress Awareness Comes First
- Stress Management – Taking Care of Yourself
- Switching Off From Work 1.0
- Taking Care of Yourself First 1.0
- The Dangers of Sitting
- Understanding Emotion
- What are Emotions?
- What is Stress?
- Working Safely and Securely
- Workplace Hygiene

## Leadership & Management

- Applying Management Styles in an Organization
- Become an Effective Leader – Part One
- Become an Effective Leader – Part Two
- Choosing the Best Person for the Task
- Coaching Others
- Coaching Skills
- Communication Skills all Managers Must Master
- Compiling Employee Satisfaction Data
- Constructive Feedback
- Dealing with Difficult Staff
- Defending Against Reverse Delegation
- Delegate to Save Time and Develop Your Employees
- Delegating Authority
- Demystifying Management
- Developing Management Skills
- Effective Delegation
- Five Tips for New Managers and Supervisors
- Giving Feedback 1.0
- Implementing Retention Strategies
- Inclusive Leadership

- Innovation and Culture
- Inspirational Leadership
- Introduction to Discipline
- Lead by Listening
- Leadership versus Management
- Management Skills – What Does it Take?
- Management, Communication and Growth
- Managing Change
- Managing Change in Your Organization
- Maximizing the Benefits of Your Organizations Structure
- Minimizing Gossip and Rumor
- Onboarding – Best Practices
- Onboarding – Orientations
- Onboarding – The Power of Day One
- Onboarding – Transmitting Culture
- Onboarding – Why You Should Care
- Onboarding Tools
- Performance – A Manager's Responsibility
- Performance – Coaching Conversations
- Performance – Goal Setting
- Performance – Systems View
- Performance and Feedback Coaching
- Promoting an Ethical Culture in Your Organization
- Put On Your Manager's Hat
- Retaining Your Best People
- The Four Levels of Management
- The Key to Delegation
- The Mindful Leader
- Tips for Conducting a Performance Evaluation
- Top 10 Mistakes of Managers
- Tracking Progress with Controls
- Transitioning to Management – The First Year
- Types of Management Styles in an Organization
- What is New Employee Onboarding?
- What Makes a Great Place to Work?
- What Managers Need to Know About Managing Change
- Working with the Confused Employee

## Motivating Employees

- A Motivators Tool Kit
- Employee Motivation – Job Dimensions
- Employee Motivation and Ethics
- Goal Theory
- How Perceptions and Expectations Affect Motivation
- Job Rotation, Motivation, and Morale
- Key Tools and Knowledge of Motivation
- Maslow's Theory of Motivation
- Motivating Employees – Job Design
- Motivating Your People and Being a Positive Role Model

- Motivation – Ethical Strategies
- Motivation – Need-based Theories
- Motivation – Process-based Theory
- Motivation and Job Performance
- Motivational Theorists Whose Theories Work in Practice
- Motivation-Expectancy Theory
- Understanding Motivation

## Office Applications

- Excel 2016 Advanced
- Excel 2016 Basic
- Excel 2016 Intermediate
- Office 2016 Advanced
- Office 2016 Basic
- Office 2016 Intermediate
- Office 365 Basic
- Outlook 2013 Basics
- Outlook 2016 Basic
- Outlook 2016 Intermediate
- PowerPoint 2016 Advanced
- PowerPoint 2016 Basic
- PowerPoint 2016 Intermediate
- Start Using Microsoft Excel 2013
- Start Using Microsoft Word 2013
- Start Using PowerPoint
- Word 2016 Advanced
- Word 2016 Basic
- Word 2016 Intermediate

## Organizational Culture

- Changing Organizational Culture
- Changing the Culture of Your Organization
- Creating and Maintaining a Successful Organizational Culture
- Creating and Maintaining the Culture of Your Organization
- Identifying Obstacles to Organizational Change
- Identifying the Culture of Your Organization
- Maintaining Organizational Culture
- Marketing the Culture of Your Organization
- Understanding the Impact of Culture in Your Organization

## Personal Development

- Creative Problem Solving
- Developing Resilience
- Emotional Intelligence
- Interview Skills
- Negotiation and Influencing People
- Networking

- Personal Development – Memory Skills 1.0
- Personal Development – Personal Vision Statements 1.0
- Personal Development – Practicing Patience 1.0
- Personal Development – Preventing Procrastination 1.0
- Presenting with Power
- Self-Limiting Beliefs
- Strategies for Professional Presentations
- The Public Speaking Guru – Confidence Builder
- The Public Speaking Guru – Presenting with Impact
- The Public Speaking Guru – Speech Writing
- Understanding Successful Negotiation

## Strategic Planning & Project Management

- Agenda Setting
- Benefits and Pitfalls of Planning
- Close Your Project Successfully
- Conducting Effective Meetings
- Implementing the Strategic Plan
- Introduction to Project Management
- Keys to Lively and Effective Meetings
- Leading Team Meetings
- Making a Plan that Works
- Making Meetings Matter
- Manage Meeting Personalities
- Operational Plans – Budgeting
- Operational Plans – The Single Use Plan
- Operational Plans – The Standing Plan
- Organizational Strategy
- Planning at the Top and Senior Level
- Principles of Planning
- Project Design
- Project Development & Testing
- Project Preparation
- Project Strategy and Business Case
- Setting Sound Goals
- SMART Objectives
- Strategic Planning at its Best
- Support and Benefits Realization
- Tools and Knowledge for Successful Plans
- Training and Business Readiness
- Types of Organizational Plans

## Time Management

- Essential Time Management Tools
- Manage Your Time By Organizing Paperwork
- Organization for Efficiency
- Productivity & Time Management
- Time Management

- Time Management – Tips for Success
- Time Management for Managers

## Training Employees

- Beginning Development for Training Programs
- Building Framework for the Development of Training Programs
- Completing the Framework for Developing Training Programs
- Developing Employees
- Importance of Training
- Learning Styles
- More Methods for Training Delivery
- The Four Stages of Employee Training
- Training Delivery Methods
- Types of Professional Training for Employees
- Types of Training for Employees

## Work Teams

- Build Your Team
- Building and Managing Your Dream Team
- Designing Effective Teams
- Group Dynamics
- Increasing Team Effectiveness
- Key Tools and Knowledge for Team Leading
- Managing Team Development
- Managing Teams
- Managing Virtual Teams
- Team Activities
- Team Autonomy and Degrees of Freedom
- Team Design Characteristics
- Team Working Excellence
- Teams and Ethics
- The Team and its Members
- The Team and the Organization
- Why Teamwork Works
- Work Team Characteristics
- Work Teams – Some Basic Guidelines
- Work Teams – Types and Environments