

RCUH-Produced Courses

- Attachment B User Guide
- Cost or Price Reasonableness
- COVID-19 UH Employee Safety Training (UH-produced)
- eTimesheet User Guide (Standard)
- eTimesheet User Guide (Task Order)
- EEO/Sexual Harassment Prevention for Employees
- EEO/Sexual Harassment Prevention for Supervisors
- Financial Forecast Reports User Guide
- Financial Portal: Financial Forecast Reports
- Financial Portal: RCUH Reports
- Financial Portal: UH Project Fiscal Reports
- 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
- Vendor Records
- Walking in the Wilderness
- Workplace Violence Prevention for Employees
- Workplace Violence Prevention for Supervisors

Communication & Social Skills

- [Active Listening 1.0](#)
- [Barriers to Communication Success, Part One 2.0](#)
- [Barriers to Communication Success, Part Two 2.0](#)
- [Be Assertive the Right Way 3.0](#)
- [Best Email Practices 1.0](#)
- [Business Report Writing Skills 3.0](#)
- [Business Writing Tips – Edit, Rewrite, Say It Right 2.0](#)
- [Business Writing Tips – Make an Outline and a First Draft](#)
- [Communicating Effectively 3.0](#)
- [Communication and Channels](#)
- [Communication and Ethics](#)
- [Communication Barriers](#)
- [Communication Channels](#)
- [Communication Styles and Emotional Intelligence 2.0](#)
- [Decoding Indirect and Direct Messages \(US\)](#)
- [Directions of Communication in an Organization](#)
- [Feedback and Non-Verbal Communication](#)
- [Giving and Receiving Feedback 2.0](#)
- [Good Communication](#)
- [Interview Communication](#)
- [NLP – Unconscious Eye Movements 2.0](#)
- [Nonverbal Communication and Listening](#)
- [Overcoming Barriers to Workplace Communication](#)

- [Receiving Feedback 2.0](#)
- [Speaking and Listening](#)
- [Storytelling in Business 1.0](#)
- [The Business of Communication](#)
- [Types of Communication Styles in an Organization](#)
- [Understanding Communication 2.0](#)
- [Understanding Linear and Circular Communication Styles](#)
- [Workplace Communication – Presentations and Nonverbal Communication](#)

Conflict Management

- [Conflict Management 3.0](#)
- [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 2.0](#)
- [Model Effective Confrontation 1.0](#)
- [Productive Conflict Resolution – An Introduction](#)
- [Resolving Conflict 2.0](#)
- [Thomas-Kilmann Conflict Model](#)
- [Understanding Conflict in the Workplace](#)
- [Win-Win Negotiations for Conflict Resolution](#)

Customer Service

- [Communication Skills 1.0](#)
- [Complaint Handling 3.0](#)
- [Customer Service Success 2.0](#)
- [Five Steps to Problem – Solving and Diffusing Upset Customers 2.0](#)
- [Handling Customer Complaints 2.0](#)
- [How to Engage Customers in Telephone Conversations 2.0](#)
- [Listening Skills – Transform Your Customer Interactions 2.0](#)
- [Mastering the Telephone – Basic Skills – Part One 1.0](#)
- [Mastering the Telephone – Basic Skills – Part Two 1.0](#)
- [Stellar Customer Service Best Practices](#)
- [Telephone Etiquette 2.0](#)

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 2.0
- Cyber Security Risks and Social Media
- Email Management and Ethics (US)
- Facebook – Facing the Facts 1.0
- Facebook – The Keys to Communication 1.0
- 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 – Finding a Job 1.0
- LinkedIn – How Connections Work 1.0
- LinkedIn – The Basics 1.0
- LinkedIn – Understanding Groups 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
- [Trying Out TikTok 1.0](#)
- Twitter 1.0
- Understanding Cyber Security 2.0
- Using Social Media to Represent Your Employer
- Workplace Security – What You Need to Know
- YouTube – Creating Content 1.0
- YouTube – Tips and Best Practices 1.0
- YouTube – What is YouTube 1.0

Decision Making

- [Decision Making Excellence 3.0](#)
- 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 1.0
- Digital Accessibility – Tips for eLearning 2.0
- Disability Awareness in the Workplace 2.0

- Equality & Diversity in the Workplace
- Identifying Diversity in Others
- Leading a Diverse Workforce, Part One
- Leading a Diverse Workforce, Part Two
- LGBTIQ+ Inclusion in the Workplace 2.0
- Strategies for Tackling Unconscious Bias 3.0
- [Unconscious Bias 2.0](#)
- Understanding Diversity and Inclusion 3.0
- Understanding Unconscious Bias 3.0
- What is Diversity and Inclusion?
- Your Unique Diversity in the Workplace

Health, Safety, & Well-being

- Alcohol and Drug Awareness 1.0 (US)
- Alcohol and Drug Awareness for Managers 1.0 (US)
- Avoid Burning Out 2.0
- [Be Active 2.0](#)
- Breaks are Bad 1.0
- Dealing with Stressful People
- De-stressing your Inner and Outer World
- Five Ways to Wellbeing 2.0
- Gain Control of Work Life Balances
- Hand Hygiene 4.0
- Health and Well-being in the Workplace
- Health Hazards at Work – Promoting a Culture of Safety and Health (US)
- Healthy Eating at Work 2.0
- Helping Yourself and Others through Change 2.0
- Importance of Sleep 2.0
- Letting Things Go 2.0
- Little Life Savers – Asthma Attacks 1.0
- Little Life Savers – Bumps and Knocks 1.0
- Little Life Savers – Burns and Scalds 1.0
- Little Life Savers – Choking 1.0
- Little Life Savers – CPR 1.0
- Little Life Savers – DRSABCD 1.0
- Little Life Savers – Fainting 1.0
- Little Life Savers – Limb Injuries 1.0
- Little Life Savers – Seizures 1.0
- Little Life Savers – Wounds 1.0
- Managing Employee Stress
- [Managing Stress 3.0](#)
- Office Ergonomics 3.0
- Positive Thinking 2.0
- PPE Awareness
- Reducing Stress – Meditation and Visualization
- Reducing Stress – Techniques to Relax
- Reducing Stress Through Time Management
- Reducing the Spread of Infection 2.0

- Relaxation Techniques 2.0
- See It, Sort It, Report It
- Slips & Trips
- Staying Safe in the Workplace
- Stress at Work
- Stress Management – Stress Awareness Comes First
- Stress Management – Taking Care of Yourself
- Stress Management 2.0
- [Switching Off From Work 2.0](#)
- [Taking Care of Yourself First 2.0](#)
- The Dangers of Sitting 2.0
- Understanding Emotion
- What are Emotions?
- What is Stress?
- Work and Life Balance 2.0
- Working Safely and Securely
- Working While Ill 1.0
- Workplace Hygiene 3.0

Leadership & Management

- Applying Management Styles in an Organization
- [Become an Effective Leader – Part One 2.0](#)
- [Become an Effective Leader – Part Two 2.0](#)
- [Check in with a Thought of the Day 1.0](#)
- [Check your Ego 1.0](#)
- Choosing the Best Person for the Task
- [Clarify Team Expectations 1.0](#)
- [Coach for Performance 1.0](#)
- Coaching Others 2.0
- [Coaching Skills 4.0](#)
- Communication Skills all Managers Must Master
- Compiling Employee Satisfaction Data
- Constructive Feedback
- Dealing with Difficult Staff 2.0
- Defending Against Reverse Delegation
- Delegate to Save Time and Develop Your Employees
- Delegating Authority
- Demystifying Management
- Developing Management Skills
- [Effective Delegation 2.0](#)
- [Facilitate a Culture of Accountability 1.0](#)
- Five Tips for New Managers and Supervisors
- [Giving Feedback 2.0](#)
- [Hold Standing One-on-Ones 1.0](#)
- Implementing Retention Strategies
- Inclusive Leadership 2.0
- Innovation and Culture 2.0
- [Inspirational Leadership 3.0](#)
- Introduction to Discipline
- [It All Starts with Character 1.0](#)
- [Keep the Troops in the Loop 1.0](#)
- [Knowing What You Don't Know 1.0](#)
- Lead by Listening
- [Leadership versus Management 2.0](#)
- [Learn to be Patient 1.0](#)
- Management Skills – What Does it Take?
- Management, Communication and Growth
- Managing Change 2.0
- Managing Change in Your Organization
- [Managing Team Creativity 1.0](#)
- Managing Your Remote Workers 2.0
- Maximizing the Benefits of Your Organizations Structure
- [Mentoring – Building a Relationship 1.0](#)
- [Mentoring – Mentors 1.0](#)
- [Mentoring – What is Mentoring? 1.0](#)
- [Mindful Leader 2.0](#)
- Minimizing Gossip and Rumor
- [Model the Way 1.0](#)
- 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
- [Provide Challenge and Support 1.0](#)
- Put On Your Manager's Hat
- [Realize Your Team is Your Customer 1.0](#)
- Remote Working Myths 1.0
- Retaining Your Best People
- [Stand Up for What You Believe 1.0](#)
- [Take a Hard Look in the Mirror 1.0](#)
- [The Buck Stops Here 1.0](#)
- The Four Levels of Management
- The Key to Delegation 2.0
- [The Pygmalion Effect 1.0](#)
- 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 Motivator's Tool Kit 2.0](#)
- Employee Motivation – Job Dimensions
- Employee Motivation and Ethics
- Goal Theory
- [How Perceptions and Expectations Affect Motivation 2.0](#)
- Job Rotation, Motivation, and Morale
- Key Tools and Knowledge of Motivation
- Maslow's Theory of Motivation
- Money Motivation Myths 1.0
- Motivating Employees – Job Design
- [Motivating Your People and Being a Positive Role Model 2.0](#)
- 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
- [Recognize and Reward Achievement 1.0](#)
- [Tap into Their Passion, Unleash the Energy 1.0](#)
- 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 Basic
- Outlook 2013 Intermediate
- 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
- Culture Series – Be the Change (For Non-managers) 1.0
- Culture Series – Doing What's Right 1.0
- Culture Series – Setting an Example (For Managers) 1.0
- Culture Series – Setting an Example (For Non-managers) 1.0
- Culture Series – Start the Change (For Managers) 1.0
- 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

- Be Grateful 1.0
- [Building a Creative Work Environment 1.0](#)
- Cognitive Functions – Introverts and Extroverts 1.0
- Cognitive Functions – Judging and Perceiving 1.0
- Cognitive Functions – Sensors and Intuitives 1.0
- Cognitive Functions – Thinking and Feeling 1.0
- Competency-based Questions 1.0
- Creative Problem Solving 2.0
- [Creative Thinking Skills 1.0](#)
- Dealing with Failure and Rejection 1.0
- Developing Resilience 3.0
- Emotional Intelligence 3.0
- Inspiration 1.0
- [Interview Best Practice 1.0](#)
- [Interview Mindset 1.0](#)
- [Interview Preparation 1.0](#)
- [Interview Presentations 1.0](#)
- [Introduction to Cognitive Functions 1.0](#)
- [Introduction to Interview Skills 1.0](#)
- [Keep Your Cool 2.0](#)
- [Let Go of Control 2.0](#)
- [Master the Art of Negotiating 2.0](#)
- [Mentoring – Finding a Mentor 1.0](#)
- [Mentoring – Mentees 1.0](#)
- [Negotiation and Influencing People 3.0](#)
- [Personal Development – Memory Skills 2.0](#)
- [Personal Development – Networking 2.0](#)
- [Personal Development – Personal Vision Statements 2.0](#)
- [Personal Development – Practicing Patience 2.0](#)
- [Personal Development – Preventing Procrastination 2.0](#)
- [Personal Development – Self-Limiting Beliefs 2.0](#)
- [Presenting Compelling Proposals 2.0](#)

- Presenting with Power 3.0
- [Presenting Yourself for Interviews 1.0](#)
- Public Speaking Guru – Confidence Builder 2.0
- Public Speaking Guru – Presenting with Impact 2.0
- Public Speaking Guru – Speech Writing 2.0
- Strategies for Professional Presentations 2.0
- The Angry Unsent Letter 1.0
- [The Benefits of Stoic Thinking 2.0](#)
- Turn Away From Tech 1.0
- Understanding Successful Negotiation
- [Wrapping Up and Post-Interview 1.0](#)

Planning and Project Management

- [Agenda Setting 2.0](#)
- Benefits and Pitfalls of Planning
- [Close Your Project Successfully 2.0](#)
- Conducting Effective Meetings
- Contract Management 1.0
- Diving In 1.0
- Implementing the Strategic Plan
- [Introduction to Project Management 3.0](#)
- Keys to Lively and Effective Meetings
- Leading Team Meetings
- Making a Plan that Works
- [Making Meetings Matter 3.0](#)
- Manage Meeting Personalities 2.0
- 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 3.0](#)
- [Project Development & Testing 2.0](#)
- [Project Preparation 2.0](#)
- [Project Scheduling – The Critical Path 1.0](#)
- [Project Strategy and Business Case 2.0](#)
- Risk Management – Part 1 (Introduction to Risk Management) 2.0
- Risk Management – Part 2 (Risk Assessment) 2.0
- Risk Management – Part 3 (Risk Treatment) 2.0
- Setting Sound Goals
- SMART Objectives 3.0
- Strategic Planning at its Best
- [Support and Benefits Realization 2.0](#)
- Tools and Knowledge for Successful Plans
- [Training and Business Readiness 2.0](#)
- Types of Organizational Plans

Time Management

- Essential Time Management Tools
- Manage Your Time By Organizing Paperwork
- Multitasking Myths 1.0
- Organization for Efficiency
- [Productivity & Time Management 3.0](#)
- Time Management – Tips for Success 2.0
- 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 2.0
- More Methods for Training Delivery
- Online Facilitation – Facilitate the Learning 1.0
- Online Facilitation – Set the Scene 1.0
- The Four Stages of Employee Training
- Training Delivery Methods
- Types of Professional Training for Employees
- Types of Training for Employees
- What is Online Facilitation? 1.0

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 2.0](#)
- Team Activities 2.0
- Team Autonomy and Degrees of Freedom
- Team Design Characteristics
- [Team Working Excellence 3.0](#)
- 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