

## 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 Skills 1.0**
- Business Writing Tips – Edit, Rewrite, Say It Right 2.0
- **Business Writing Tips – Make an Outline and a First Draft 2.0**
- **Channels of Communication 2.0**
- **Communicate with Time in Mind 1.0**
- Communicating Effectively 3.0
- **Communication and Channels – Part One 2.0**
- **Communication and Channels – Part Two 2.0**
- **Communication and Ethics 2.0**
- **Communication Barriers – Part One 2.0**
- **Communication Barriers – Part Two 2.0**
- Communication Channels
- Communication Styles and Emotional Intelligence 2.0
- **Create Great Communicators 1.0**
- 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 2.0**
- Interview Communication
- NLP – Unconscious Eye Movements 2.0
- **Nonverbal Communication and Listening 2.0**
- **Overcoming Barriers to Workplace Communication 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
- **How to Avoid and Manage Conflict 2.0**
- Identifying the Causes of Conflict
- **Managing Conflict 2.0**
- 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 1.0**
- 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 3.0**
- 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
- **Using Feedback to Improve Service 1.0**

## Cyber Security, Privacy & Social Media

- **Cloud Computing 2.0**
- Consequences for Careless Social Media Use in the Workplace
- Cyber Security Overview 2.0
- **Cybersecurity - Staying Safe Online 3.0**
- **Digital Forensic Investigations 2.0**
- Email Management and Ethics (US)
- **Facebook – Facing the Facts 2.0**
- **Facebook – The Keys to Communication 2.0**
- **Guarding Against Malware 2.0**
- **Information Privacy Basics 2.0**
- **Information Security Basics 3.0**
- **Internet of Things 2.0**
- **Introduction to Instagram 2.0**
- **Introduction to Ransomware 2.0**
- **IT Security for the Remote Worker and Business Traveller 2.0**
- **Leading Learning – Data Protection and Privacy 1.0**
- **Leading Learning – General Data Protection Regulation 1.0**
- **LinkedIn – Creating an Effective Profile 2.0**
- **LinkedIn – Finding a Job 2.0**
- **LinkedIn – How Connections Work 2.0**
- **LinkedIn – The Basics 2.0**
- **LinkedIn – Understanding Groups 2.0**
- **Mobile and Portable Device Security 2.0**
- Personal Social Media Use at the Workplace
- **Protecting Your Privacy Online 2.0**
- **Ransomware Prevention 2.0**
- **Security and Privacy Controls 2.0**
- **Social Engineering 2.0**
- Social Media Awareness
- Social Media Risks in the Workplace 2.0
- Trying Out TikTok 1.0
- **Twitter 2.0**
- **Types of Ransomware 2.0**
- Understanding Cyber Security 2.0
- **Using Social Media to Represent Your Organization 2.0**
- **Workplace Security Basics 2.0**
- YouTube – Creating Content 1.0
- YouTube – Tips and Best Practices 1.0
- **YouTube – What is YouTube 2.0**

## Decision Making

- Decision Making Excellence 3.0
- **Group Decision Making 2.0**
- Making Effective Decisions

- Rational Decision-Making
- The Decision-Making Process, Part One
- The Decision-Making Process, Part Two

## Diversity & Inclusion

- Culture Series – Owing 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
- **Leading Learning – Tackling Unconscious Bias 1.0**
- **Leading Learning – Understanding Unconscious Bias 1.0**
- LGBTIQ+ Inclusion in the Workplace 2.0
- Strategies for Tackling Unconscious Bias 3.0
- **Unconscious Bias 3.0**
- 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
- **Maternity – Managing Those Returning to Work 1.0**
- **Maternity – Returning to Work 1.0**
- 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
- 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 While Ill 1.0
- Workplace Hygiene 3.0

## Leadership & Management

- Applying Management Styles in an Organization
- **Asking Tough Questions 1.0**
- 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 2.0**
- Compiling Employee Satisfaction Data
- **Constructive Feedback 3.0**

- Dealing with Difficult Staff 2.0
- Defending Against Reverse Delegation
- Delegate to Save Time and Develop Your Employees
- **Delegating Authority 2.0**
- Demystifying Management
- **Developing Management Skills 2.0**
- Effective Delegation 2.0
- Five Tips for New Managers and Supervisors
- **Growing Your Employees 1.0**
- 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 Business Continuity Management 1.0**
- 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 2.0**
- **Leadership Suite – Futureproof Your Leadership through Innovation 1.0**
- **Leadership Suite – Global Citizen Mindset 1.0**
- **Leadership Suite – Groupthink versus Visionary 1.0**
- **Leadership Suite – Imposter Syndrome in New Managers 1.0**
- **Leadership Suite – Managing Different Personalities 1.0**
- **Leadership Suite – Multigenerational Management 1.0**
- **Leadership Suite – Multiplier Mindset 1.0**
- **Leadership Suite – Peer to Leader 1.0**
- **Leadership Suite – People Centric Leadership through Digitalization 1.0**
- **Leadership Suite – Reimagining Leadership 1.0**
- **Leadership Suite – Strategy and Pragmatism 1.0**
- **Leadership Suite – Tech Literacy – Leading in the Digital Age 1.0**
- **Leadership Suite – The Accidental Manager 1.0**
- **Leadership Suite – Trust Building and Empathy 1.0**
- **Leadership Suite – You, Me and Privilege 1.0**
- Leadership versus Management 2.0
- **Leading Learning – Giving Feedback 1.0**
- **Leading Learning – Receiving Feedback 1.0**
- 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 2.0**
- 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
- **Remain Focused on Solutions, Not Barriers 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 Cross Purpose Trap 1.0**
- The Four Levels of Management
- **The Heart of a Leader 1.0**
- **The Innovation Curve 1.0**
- The Key to Delegation 2.0
- The Pygmalion Effect 1.0
- Tips for Conducting a Performance Evaluation
- Top 10 Mistakes of Managers
- **Transitioning to Management – The First Year 2.0**
- 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 2.0**
- 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

- Facilitate a Culture of Accountability 1.0
- Identifying Obstacles to Organizational Change
- Identifying the Culture of Your Organization
- Maintaining Organizational Culture
- Marketing the Culture of Your Organization
- **Sustaining a Winning Culture 1.0**
- Understanding the Impact of Culture in Your Organization

## Personal Development

- Be Grateful 1.0
- Building a Creative Work Environment 1.0
- **Career Goals – Finding Purpose in your Career 1.0**
- **Career Goals – Planning for the Future 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
- **Creating Vision Boards 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
- **Growth Through Personal Development Plans 1.0**
- **Handling Defeat 1.0**
- **Imposter Syndrome 1.0**
- 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
- **Benefits of Meetings 1.0**
- Close Your Project Successfully 2.0
- **Conducting Effective Meetings 2.0**
- Contract Management 1.0
- Diving In 1.0
- Implementing the Strategic Plan
- Introduction to Project Management 3.0
- **Juggling Project Resources 1.0**
- Keys to Lively and Effective Meetings
- **Leading Team Meetings 2.0**
- Making a Plan that Works
- Making Meetings Matter 3.0
- Manage Meeting Personalities 2.0
- **Moving from What to How 1.0**
- 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 Closures 1.0**
- 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
- Tracking Progress with Controls

- 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
- **Tackling Time 1.0**
- Time Management – Tips for Success 2.0
- Time Management for Managers

- Why Teamwork Works
- Work Team Characteristics
- Work Teams – Some Basic Guidelines
- Work Teams – Types and Environments

## 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 2.0**
- **Building and Managing Your Dream Team 2.0**
- **Designing Effective Teams 2.0**
- Group Dynamics
- **Increasing Team Effectiveness 2.0**
- 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