RCUH-Produced Courses

- Attachment B User Guide
- Cost or Price Reasonableness
- 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

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
- Leading Learning – Communicating Virtually 1.0
- Leading Learning – Cross-Cultural Communication 1.0
- Leading Learning – Digital Communication Awareness 1.0
- Leading Learning – Effective Communication 1.0
- Leading Learning – Effective Listening 1.0
- Leading Learning – Navigating Communication Channels 1.0
- Leading Learning – Non-Verbal Communication 1.0
- 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 Conflicts in High-Value Relationships
- Handling Conflicts 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
- Delight Every Customer 1.0
- 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
- Key Customer Experiences 1.0
- Leading Learning – The Customer Journey 1.0
- 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

Cybersecurity & Data Privacy
- Cloud Computing 2.0
- Cybersecurity - Staying Safe Online 3.0
- Cybersecurity Overview 3.0
- Digital Forensic Investigations 2.0
- Email Management and Ethics (US)
- Guarding Against Malware 2.0
- Information Privacy Basics 2.0
- Information Security Basics 3.0
- Internet of Things 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
- Leading Learning – Payment Card Industry Data Security Standards (PCI-DSS) 1.0
- Mobile and Portable Device Security 2.0
- Protecting Your Privacy Online 2.0
- Ransomware Prevention 2.0
- Security and Privacy Controls 2.0
- Social Engineering 2.0
- Types of Ransomware 2.0
- Understanding Cyber Security 2.0
- Workplace Security Basics 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

Digital Transformation
- Business Model Transformation – Data Science and Analytics 1.0
- Business Model Transformation – Introduction to AI 1.0
- Business Model Transformation – Introduction to Low code no code 1.0
- Culture Transformation – Digital Change Management 1.0
- Culture Transformation – Digital Reluctance 1.0
- Culture Transformation – Hybrid and Agile Working 1.0

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
- Leading Learning – Disability Awareness 1.0
- Leading Learning – Discrimination Prevention 1.0
- Leading Learning – LGBT Inclusion 1.0
- Leading Learning – Managing Equality and Diversity 1.0
- Leading Learning – Tackling Unconscious Bias 1.0
- Leading Learning – Understanding Diversity and Inclusion
- 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
- Breaking Unhealthy Behavior Patterns 1.0
- 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
- Grief and Loss 1.0
- Hand Hygiene 4.0
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
- 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
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
- Microsoft 365 – Skype for Business 1.0
- Microsoft 365 Delve 1.0
- Microsoft 365 Excel – Collaborate 1.0
- Microsoft 365 Excel – Create High Impact Visuals 1.0
- Microsoft 365 Excel – Manage Cells 1.0
- Microsoft 365 Excel – Manage Charts and Sheets 1.0
- Microsoft 365 Excel – Protect Sensitive Communication 1.0
- Microsoft 365 Excel – Use What if Analysis 1.0
- Microsoft 365 Exchange – Mail 1.0
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
- Leading Learning – Changing Organizational Culture 1.0
- 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
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- 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
- Leading Learning – Recruiting Your Best Team 1.0
- Managing Team Development
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- Team Activities 2.0
- Team Autonomy and Degrees of Freedom
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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

Training Employees

- A New Way to Train Employees 2.0
- 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