

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**
- 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

Updated as of July 2022

- 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

- 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
- **Leadership and Management – Stress Management 3.0**
- **Leading Learning – Handling Personal Stress 1.0**
- **Leading Learning – Human Trafficking Awareness 1.0**
- **Leading Learning – Infection Prevention 1.0**
- **Leading Learning – Managing Team Stress 1.0**
- 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
- 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 – Interviewing Skills 1.0**
- **Leading Learning – Managers Guide to Leading Change 1.0**
- Leading Learning – Receiving Feedback 1.0
- **Leading Learning – The Change Curve 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
- **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**

- **Microsoft 365 Exchange – Scheduling 1.0**
- **Microsoft 365 Exchange 1.0**
- **Microsoft 365 Forms 1.0**
- **Microsoft 365 OneDrive – Camera 1.0**
- **Microsoft 365 OneDrive – Security 1.0**
- **Microsoft 365 OneDrive 1.0**
- **Microsoft 365 OneNote – Annotate 1.0**
- **Microsoft 365 OneNote – Dictate 1.0**
- **Microsoft 365 OneNote – Prioritization 1.0**
- **Microsoft 365 OneNote – Review Accessibility 1.0**
- **Microsoft 365 OneNote – Take Meeting Notes 1.0**
- **Microsoft 365 OneNote – Upload to and Insert from the Cloud 1.0**
- **Microsoft 365 Outlook – Communicate in Groups 1.0**
- **Microsoft 365 Outlook – Manage Calendar 1.0**
- **Microsoft 365 Outlook – Read and Send Email 1.0**
- **Microsoft 365 Outlook – Schedule Meetings 1.0**
- **Microsoft 365 Outlook – Share Tasks 1.0**
- **Microsoft 365 Outlook – Use OneNote 1.0**
- **Microsoft 365 Planner – Kanban Boards 1.0**
- **Microsoft 365 Planner 1.0**
- **Microsoft 365 Power Automate 1.0**
- **Microsoft 365 Powerpoint – Apply Animation 1.0**
- **Microsoft 365 Powerpoint – Collaborate 1.0**
- **Microsoft 365 Powerpoint – Document Presentations 1.0**
- **Microsoft 365 Powerpoint – Get an AI Assist 1.0**
- **Microsoft 365 Powerpoint – Ink in Action 1.0**
- **Microsoft 365 Powerpoint – Insert GIFs 1.0**
- **Microsoft 365 Powerpoint – Insert Images 1.0**
- **Microsoft 365 Powerpoint – Insert Videos 1.0**
- **Microsoft 365 Powerpoint – Present with Ease 1.0**
- **Microsoft 365 Powerpoint – Sketch 1.0**
- **Microsoft 365 Proficiency – Get Help 1.0**
- **Microsoft 365 Proficiency – Introduction 1.0**
- **Microsoft 365 SharePoint – Get Cognitive Assistance 1.0**
- **Microsoft 365 SharePoint – Get Formatting Assistance 1.0**
- **Microsoft 365 SharePoint – Interact with Readers 1.0**
- **Microsoft 365 SharePoint – Manage Views 1.0**
- **Microsoft 365 SharePoint – Stay Up to Date with Blogs 1.0**
- **Microsoft 365 SharePoint – Use Data Analysis 1.0**
- **Microsoft 365 SharePoint – Use Templates 1.0**
- **Microsoft 365 Teams – Meetings 1.0**
- **Microsoft 365 Teams 1.0**
- **Microsoft 365 Word – Cognitive Assistance 1.0**
- **Microsoft 365 Word – Expand Document Reach 1.0**
- **Microsoft 365 Word – Physical Assistance 1.0**
- **Microsoft 365 Word – Select from More Image Options 1.0**
- **Microsoft 365 Word – Share Documents 1.0**
- **Microsoft 365 Word – Transform Documents into Web Pages 1.0**

- **Microsoft 365 Yammer 1.0**
- **Microsoft Office 365 – Business 1.0**
- **Microsoft Office 365 1.0**
- 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
- **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

- 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
- Emotional Intelligence 3.0
- **Finding Purpose 1.0**
- 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
- **Leading Learning – Developing Resilience 1.0**
- 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
- **Working with Ambiguity – Operating in the Grey 1.0**
- 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 Learning – Budgeting Basics for Managers 1.0**
- **Leading Learning – Creating SMART Objectives 1.0**
- **Leading Learning – Working Effectively Without a Set Budget 1.0**
- 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 Realisation 2.0
- Tools and Knowledge for Successful Plans
- Tracking Progress with Controls
- Training and Business Readiness 2.0
- Types of Organizational Plans

Social Media

- Consequences for Careless Social Media Use in the Workplace

- Facebook – Facing the Facts 2.0
- Facebook – The Keys to Communication 2.0
- Introduction to Instagram 2.0
- **Leading Learning – Social Media Awareness 1.0**
- **Leading Learning – Social Media Marketing 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
- Personal Social Media Use at the Workplace
- Social Media Risks in the Workplace 2.0
- Trying Out TikTok 1.0
- Twitter 2.0
- Using Social Media to Represent Your Organization 2.0
- YouTube – Creating Content 1.0
- YouTube – Tips and Best Practices 1.0
- YouTube – What is YouTube 2.0

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

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
- **Leading Learning – Recruiting Your Best Team 1.0**
- 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