**SUPervisor Development**

- Solving Conflict: For Managers, Supervisors, and Team Leaders
- Legal & Effective Interviewing
- Interviewing For Industry
- Legal & Effective Interviewing II: The Right Questions
- More Than a Gut Feeling
- You Be The Judge II
- Just in Time Information Conflict Management
- JTI: Discrimination and Legal Issues
- Just in Time Information Performance Management
- Just in Time Information Personal Issues
- Leadership Reach for the Stars
- Learn to Lead: Lessons with Captain "Sully" Sullenberger
- Love ’Em or Lose ’Em – Employee Retention
- Documenting Discipline
- Documenting Discipline II
- Motivation: Igniting Exceptional Performance
- We’ve Got to Stop Meeting Like This!
- Not Just Another Meeting
- Care & Candor Making Performance Appraisals Work
- People Treatment Investigations
- Employment Law For Managers
- Supervisory Skills
- The Sid Story
- Taking the Step To Supervisor
- Everything You Always Wanted To Know About Management
- Quality Supervision For Industry
- Office Politics Not Necessarily The Truth
- Teamwork: How Synergy Succeeds
- Team Nightmares: Solutions To Your Top Team Problems Part I

**EMPLOYEE Development**

- Finding the Up in Upheaval
- Managing People Through Change
- Conflict Resolution A Win-Win Approach
- Why Didn’t I Think of That? II
- Recognizing Alcohol & Drug Abuse For Employees
- Recognizing Alcohol & Drug Abuse For Managers
- Employee Involvement The Key To Safety
- The Goal The How-To Version
- 40 Hours Invest In Yourself
- Team Player
- Responsible Business Communication
- It’s Not Working: Workplace Etiquette
- Determine & Reach Key Decision Makers: Sticking To It
- Verify Decision Maker & Ask For The Business: Develop The Thirst
- Listening & Addressing Resistance: Prepare For The Obstacles
- Stress: You Are In Control
- Time Management: A Productivity Plan
- Looking Forward Your Performance Appraisal
- Respect For People
- Four Generations: The Greatest Potential

**RED Flags RULE**

- Red Flags Rule Preventing Identity Theft For Compliance Managers
- Red Flags Rule Preventing Identity Theft

**Workplace violence**

- Workplace Violence: First Line of Defense
- Workplace Violence: The Calm Before the Storm
- Workplace Violence: Looking Out for Each Other

**Data Security/Privacy**

- Leakproof: 8 Privacy Principles
- Records & Information Management
- No Privacy: Legal Issues In Email

**Legal Issues**

- Understanding the New ADA
- Understanding the New FMLA
- Avoiding Litigation Landmines: A Survival Guide For Managers
- Legal Peril 8: Management Pitfalls To Avoid
- Legal & Effective Performance Appraisals
- U.S. Antitrust Compliance
- Insider Trading
- Export Control/Anti-boycott Law
- Trade Secret Law
- Environmental Law
- Wage & Hour Compliance
- Discrimination & EEO
- Conflicts of Interest: Gifts and Gratuities
- Code of Conduct
- FCPA Compliance
- Dealing With Third Parties
- Global Anti-Bribery
### COMMUNICATION SKILLS
- Communication Cornerstones Building Trust
- Relationship Strategies Part 1: Understand & Identify
- Relationship Strategies Part 2: Adapt
- Communication Nightmares: Solutions To Your Top Communication Problems
- Communication Breakdown
- Everything You Always Wanted To Know About Management

### CUSTOMER SERVICE SKILLS
- Customer Service: The Royal Treatment
- Customer Service: The Royal Connection
- Customer Service: Difficult Customer ALERT
- Customer Service: But I Don't Have Customers
- Telephone Courtesy Pays Off II
- Just Incredible! A Customer Service Story
- Who Cares?

### ETHICS
- Ethics The L.O.G.I.C. Of Right
- Ethics Is A Competitive Advantage With Dr. Marianne Jennings
- Ethics Speaking Up Without Fear With Dr. Marianne Jennings
- Ethics Leadership Tone At All Levels With Dr. Marianne Jennings
- Business Ethics In The New Economy With Dr. Marianne Jennings
- FCPA & Business Ethics

### SOCIAL MEDIA
- Social Media: Reduce The Risk For Managers
- Social Media: Reduce The Risk

### SEXUAL HARASSMENT
- Sexual Harassment Case Files With Catherine Crier
- Sexual Harassment You Make the Call (Office)
- Sexual Harassment A Manager’s Guide
- Sexual Harassment New Perspectives--White Collar
- Sexual Harassment New Perspectives--Blue Collar
- Sexual Harassment A Manager's Guide in California

### HARASSMENT
- It’s About Respect Recognizing Harassment In A Diverse Workplace (White Collar)
- Harassment Is...Office Version
- Harassment Is...Industrial Version
- Harassment Is...Hospitality Version
- Harassment Is...Retail Version
- Harassment The Real Scene
- Let’s Face It: Harassment Training For Supervisors
- Harassment For Managers: A New Look
- Harassment: A New Look For Employees
- Harassment For Managers A New Look California
- Harassment: A New Look (Industrial Version)

### DIVERSITY
- Diversity: Food For Thought
- The Diversity Advantage: Food For Thought
- Diversity: In the Real World
- Diversity: The Real Scene
- Diversity: Respect at Work
- Drop By Drop

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