



Koinonia Training

Relias Learning Management System

Koinonia is committed to providing our Associates with quality training options so we can build capacity at all levels of the organization and focus on supporting and improving the lives of the people we serve. The Relias Intellectual and Developmental Disability (IDD) learning solution offers over 700 courses across thirty-five categories which provide us with knowledge and skills we need to provide quality care and fulfill our goal of becoming the provider of choice.

35 Categories	
Applied Behavior Analysis (ABA) Intervention Fundamentals	Leadership Standard Paths Assessments
Advanced Care Planning for BH and IDD	Management and Leadership Fundamentals
Advanced Residential Supports for Older Adults	OSHA Requirements
Advanced Skills in IDD Services	Person Centered Services in IDD
Advanced Team Building	Personal Outcome Measures (CQL)
Autism Support	Premium Leadership & Human Resources
Basic Supervision Skills	Premium Leadership & Operations
Basic Workforce Skills	Simulations in Health Services
Behavior Support	Skillsoft – Business Skills
Compliance/Safety	Skillsoft – Communication
Compliance/Safety - HHS	Skillsoft – Management & Leadership
Employee Wellness	Skillsoft – Personal Development
Employment Support	Skillsoft – Safety
Health and Safety in IDD Services	State – Specific
Health Supports for IDD Pro on the Go	Transition Planning
HR/Legal	Workforce Skills-Supervision and Management
IDD Standard Paths Assessments	Workforce Skills and Development
Introduction to Developmental Disabilities	

ABA Intervention Fundamentals

- 1 Antecedent Interventions
- 2 Behavioral Challenges of Autism
- 3 Consequence Interventions
- 4 Data Collection, Behavior, and Decisions
- 5 Decreasing Behavior
- 6 Imitation and Joint Attention
- 7 Increasing Behavior
- 8 Introduction to Applied Behavior Analysis
- 9 Introduction to Autism Spectrum Disorders
- 10 Principles of Behavior Part 1: Reinforcement
- 11 Principles of Behavior Part 2: Behavior Reduction
- 12 Reinforcement Schedules
- 13 Session Delivery
- 14 Shaping and Chaining
- 15 Stimulus Control
- 16 Teaching New Behavior
- 17 Working with Families of Individuals with Autism

Advanced Care Planning for BH and IDD

- 1 Advance Care Planning Communication Skills for Success: The Five Wishes Framework
- 2 Advance Care Planning Conversations: The Five Wishes Framework
- 3 Advance Care Planning: Program Implementation with Five Wishes®
- 4 Cultural Considerations at End-of-Life: Religion and Spirituality
- 5 End of Life Care for People with Intellectual and Developmental Disabilities
- 6 Ethics in End of Life Care for Social Workers

Advanced Residential Supports for Older Adults

- 1 Alzheimer s Disease and Related Disorders: Activities of Daily Living
- 2 Alzheimer s Disease and Related Disorders: An Overview
- 3 Alzheimer's Disease and Related Disorders: Behavior Management
- 4 Alzheimer s Disease and Related Disorders: Communication
- 5 Challenging Behaviors in Dementia Care
- 6 Depression in Older Adults: The Basics
- 7 Diets: Not Just for Weight Loss
- 8 Ethical Considerations in Dementia Care
- 9 Medical Record Documentation & Legal Information for Certified Nursing Assistants
- 10 Person-Centered Care and Culture Change
- 11 Preventing Slips, Trips, and Falls Essentials
- 12 Protecting Yourself Against Hepatitis A, B, and C
- 13 Providing High Quality Dementia Care - An Overview
- 14 Safe Eating
- 15 Safe Swallowing and Feeding Techniques
- 16 Safe Use of Mechanical Lifts
- 17 Understanding Alzheimer's Disease and Dementia

Current course listing. Course listing is subject to change as updates are made.

Advanced Residential Supports for Older Adults

- 18 Understanding Communication in Persons with Dementia
- 19 Understanding Falls

Advanced Skills in IDD Services

- 1 Augmentative Communication: Low and High Technology Options
- 2 CBT for People with Developmental Disabilities
- 3 Criminal Justice System and People with Intellectual and Developmental Disabilities
- 4 Critical Success Factors for Board Performance
- 5 IDD and Trauma: Road to Recovery
- 6 Intellectual Disability Part 1: Understanding the Construct and Its Assessment
- 7 Intellectual Disability Part 2: Assessing Intellectual Functioning and Adaptive Behavior
- 8 Intellectual Disability Part 3: Diagnosing Intellectual Disability and Planning for Supports
- 9 Self-Determination Basics for Self-Directed Employees
- 10 Self-Determination Basics for Self-Directed Employers
- 11 Supervisor Training Curriculum - Part 1: Defining Work Expectations
- 12 Supervisor Training Curriculum - Part 2: Assessing, Supporting, and Improving Work Performance
- 13 Supervisor Training Curriculum - Part 3: How to Discipline and Promote Positive Work Place Enjoyment
- 14 Systematic Instruction Strategies
- 15 Therapist Resilience & Vicarious Trauma
- 16 Using Assessments

Advanced Team Building

- 1 High Performing Teams: Aligning and Developing Your Team
- 2 High Performing Teams: Building an Effective Team

Autism Support

- 1 Autism Overview
- 2 Strategies for Socialization and Integration for People with Autism Spectrum Disorder
- 3 Ways to Support People with Autism Spectrum Disorder

Basic Supervision Skills

- 1 Basic Supervisory Skills
- 2 Improving Employee Engagement in the Workplace
- 3 Interviewing Techniques
- 4 Sexual Harassment for Supervisors
- 5 Sexual Harassment- NY Mandatory Training
- 6 Team Building: Introduction
- 7 The Transition to Supervisor

Basic Workforce Skills

- 1 Anger Management
- 2 Boundaries
- 3 Conflict Resolution
- 4 Customer Service
- 5 Customer Service Essentials Self-Paced
- 6 Effective Communication
- 7 Effective Communication Self-Paced

Basic Workforce Skills

- 8 Effective Workplace Writing
- 9 Navigating the Ethics of Dual Relationships for Clinicians
- 10 Working in a Team
- 11 Working with Difficult People

Behavior Support

- 1 Crisis Intervention for Individuals with Developmental Disabilities
- 2 Individual Behavior Change: Part 1 - Understanding Behavior
- 3 Individual Behavior Change: Part 2 Behavior Change Planning
- 4 Managing Challenging Behaviors Focused Learning
- 5 Principles of Positive Behavior Support for DSPs Part 1: Overview
- 6 Principles of Positive Behavior Support for DSPs Part 2: Teaching Functional Skills
- 7 Principles of Positive Behavior Support for DSPs Part 3: How To Teach People with Disabilities
- 8 Principles of Positive Behavior Support for DSPs Part 4: Importance of BSPs
- 9 Promoting Relaxation for Individuals with IDD
- 10 Supervision and the Principles of Positive Behavior Support Part 1: Components
- 11 Supervision and the Principles of Positive Behavior Support Part 2: Implementation
- 12 Supporting Individuals with IDD and Mental Health Disorders

Compliance/Safety

- 1 Advance Directives
- 2 Bloodborne Pathogens and Standard Precautions
- 3 Bullying On The Job
- 4 Caregiver Conduct - Regulations, Co-workers, and Families
- 5 Chemical Labeling and Safety Data Sheets
- 6 Corporate Compliance and Ethics
- 7 Corporate Compliance: The Basics
- 8 CPR Refresher
- 9 Cultural Awareness and the Older Adult
- 10 Cultural Competence
- 11 Defensive Driving: The Basics
- 12 Duties of a Caregiver
- 13 Emergency Preparedness for Healthcare Providers
- 14 Ethical Decision Making: The Basics
- 15 Ethics and Personal Rights
- 16 Fire Emergencies
- 17 Fire Safety and Emergency Preparedness
- 18 First Aid Part 1
- 19 First Aid Part 2
- 20 First Aid Refresher
- 21 Got Bugs? Dealing with Infestation
- 22 HIPAA Do's and Don'ts: Electronic Communication and Social Media
- 23 HIPAA Do's and Don'ts: Electronic Communication and Social Media Self-Paced
- 24 HIPAA Overview

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Compliance/Safety

- 25 HIPAA Privacy
- 26 HIPAA Privacy Self-Paced
- 27 HIPAA Security
- 28 HIPAA: The Basics
- 29 HIPAA: The Basics Self-Paced
- 30 HIV/AIDS - Diagnosis and Early Stages
- 31 HIV/AIDS - Focusing on the Individual
- 32 HIV/AIDS - The Elder's Experience
- 33 HIV/AIDS - Understanding the Illness
- 34 HIV/AIDS Training for the Care Provider
- 35 HIV: Basic
- 36 HIV: Beyond the Basics
- 37 Human Trafficking: Forced Labor
- 38 Human Trafficking: Sexual Exploitation
- 39 Identifying And Preventing Child Abuse And Neglect
- 40 Impaired Co-Workers: Identification and Management
- 41 Infection Prevention and Control
- 42 La Ética y los Derechos Personales
- 43 Latex Allergy
- 44 Medical Errors Prevention
- 45 Multi-drug Resistant Organisms (MDROs)
- 46 Oxygen Safety
- 47 Oxygen Safety Self-Paced
- 48 Personal Protective Equipment
- 49 Personalized Learning: Understanding the HIPAA Regulations
- 50 Preventing Back Injuries
- 51 Privacy and Confidentiality for Non-HIPAA Covered Entities
- 52 Promoting Your Client's Independence
- 53 Quality Improvement: The Basics
- 54 Recognizing and Preventing Workplace Violence Self- Paced
- 55 Responding to Emergencies: Gas, Explosion, Power Outage & More
- 56 Root Cause Analysis
- 57 Sexual Harassment for Employees
- 58 Standard Precautions and Bloodborne Pathogens
- 59 Workplace Harassment
- 60 Workplace Harassment Self-Paced
- 61 Workplace Hazards and Safety

Compliance/Safety-HHS

- 1 A Day in the Life of Henry: A Dementia Experience
- 2 Abuse and Neglect: What to Look For and How to Respond
- 3 Advocacy and Multicultural Care
- 4 Client/Patient Rights

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Compliance/Safety-HHS

- 5 Documenting the Treatment Planning Process
- 6 DSM-5 Brief Overview
- 7 Groundwork for Multicultural Care
- 8 Handling Food Safely
- 9 Identifying and Preventing Dependent Adult Abuse and Neglect
- 10 Incident Reporting
- 11 Infusion of Culturally Responsive Practices
- 12 Interviewing the Patient
- 13 Medicare and Medicaid Fraud and Abuse Prevention
- 14 Military Cultural Competence
- 15 Quality Assurance and Performance Improvement for Direct Care Professionals
- 16 Reducing Medical and Treatment Errors in Behavioral Health
- 17 Safety In The Field
- 18 SBIRT: Screening and Interventions for Individuals with Substance Use Issues
- 19 Working Effectively with Gender and Sexual Minorities

Employee Wellness

- 1 Employee Wellness - Alcohol Use: How Much Is Too Much?
- 2 Employee Wellness - Dental and Oral Health
- 3 Employee Wellness - Diabetes Prevention
- 4 Employee Wellness - Emotional Intelligence: Awareness
- 5 Employee Wellness - Emotional Intelligence: Feeling & Thinking
- 6 Employee Wellness - Healthy Eating on a Budget
- 7 Employee Wellness - Healthy Sleep
- 8 Employee Wellness - Heart Disease Prevention
- 9 Employee Wellness - Importance of Physical Fitness
- 10 Employee Wellness - Making the Most of Your Memory
- 11 Employee Wellness - Safe Use of Prescription Medications: Part 1
- 12 Employee Wellness - Safe Use of Prescription Medications: Part 2
- 13 Employee Wellness - Side Effects of Care Giving
- 14 Employee Wellness - Smoking Cessation: Ready, Set, Quit!
- 15 Employee Wellness - Stress Management
- 16 Employee Wellness - Time Management
- 17 Employee Wellness - Work-Life Balance
- 18 Employee Wellness - Weight Management

Employment Support

- 1 Creating Community Careers Part 1: Overview of Customized Employment
- 2 Creating Community Careers Part 2: Understanding the Discovering Personal Genius Process
- 3 Creating Community Careers Part 3: Employment Opportunities Through Customized Job Development
- 4 Creating Community Careers Part 4: Customized Employment Using Interest-Based Negotiation
- 5 Creating Community Careers Part 5: Systematic Instruction and Job Training
- 6 Customized Self-Employment Part 1: The Basics
- 7 Customized Self-Employment Part 2: Discovering Personal Genius

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Employment Support

- 8 Customized Self-Employment Part 3: Small Business Feasibility and Support
- 9 Customized Self-Employment Part 4: Business Planning
- 10 Customized Self-Employment Part 5: Business Operations
- 11 Customized Self-Employment Part 6: Getting Started Managing A Business
- 12 Customized Self-Employment Part 7: Small Business Financial Management
- 13 Customized Self-Employment Part 8: Overview of Benefits Management
- 14 Customized Self-Employment Part 9: Benefits Management for SSDI Recipients
- 15 Customized Self-Employment Part 10: Benefits Management for SSI Recipients
- 16 Social Security Disability Benefits and Work: Address Fears and be Part of the Solution
- 17 Supplemental Security Income and Work: Address Fears and be Part of the Solution

Health and Safety in IDD Services

- 1 Abuse and Neglect of Individuals with I/DD
- 2 Assisting with Self-Administration of Medications: The Basics
- 3 Bon Appetit! An Overview of Safe Eating and Drinking Focused Learning
- 4 Dental and Oral Health for Individuals with IDD
- 5 Fall Prevention Focused Learning
- 6 Guidelines for Effective Documentation
- 7 Guidelines for Effective Documentation Focused Learning
- 8 Health and Safety Management
- 9 Healthcare Needs for People with IDD: Assessing Healthcare Needs
- 10 Healthcare Needs for People with IDD: Common Health Problems and Interventions
- 11 Healthcare Needs for People with IDD: Constipation
- 12 Healthcare Needs for People with IDD: Seizures
- 13 Healthcare Needs for People with IDD: Vital Signs
- 14 Medication Management for Individuals with Developmental Disabilities Part 1
- 15 Medication Management for Individuals with Developmental Disabilities Part 2
- 16 Mental Health Needs of Persons With Intellectual and Developmental Disabilities
- 17 Nursing Care for Children with Intellectual and Developmental Disabilities
- 18 Nutrition and Exercise Focused Learning
- 19 Psychotropic Medications
- 20 Responding to Healthcare Needs Focused Learning
- 21 Risk Management for Individuals with IDD
- 22 Risk Screening for Best Practices
- 23 Substance Use and People with Intellectual and Developmental Disabilities
- 24 Supporting Individuals with Disabilities During Emergencies
- 25 The Elder Justice Act
- 26 Writing Effective Incident Reports

Health Supports for IDD Pro on the Go

- 1 Assessment: Basic Injury
- 2 Assessment: Neurological
- 3 Assessment: Post Head Injury
- 4 Collecting Specimens: Fecal

Health Supports for IDD Pro on the Go

- 5 Collecting Specimens: Urine via Clean Catch
- 6 Communicating with Someone Who Doesn't Speak
- 7 Condition Management Quick Tips: Alzheimer's Management
- 8 Condition Management Quick Tips: COPD Management
- 9 Condition Management Quick Tips: Heart Failure Management
- 10 Condition Management Quick Tips: Parkinson's Disease
- 11 Condition Management Quick Tips: Seizure Management
- 12 Condition Management Quick Tips: Traumatic Brain Injury
- 13 Crisis Intervention Techniques
- 14 DME: CPAP
- 15 Enteral Feeding: Bolus Feedings
- 16 Enteral Feeding: Flushing
- 17 Enteral Feeding: Gravity Feeding
- 18 Enteral Feeding: Pump-Assisted Feeding
- 19 Enteral Feeding: Site Care
- 20 Enteral Feeding: Verifying Tube Placement
- 21 Glucose Monitoring
- 22 Hip Fracture Protocols
- 23 Identifying and Handling a Person with Drug Seeking Behaviors
- 24 Infection Control: Airborne Precautions
- 25 Infection Control: Contact Precautions
- 26 Infection Control: Droplet Precautions
- 27 Medication Administration: Injections
- 28 Medication Administration: Nebulizer
- 29 Medication Administration: Oral
- 30 Medication Administration: Via Feeding Tube
- 31 Ostomy Care: Colostomy
- 32 Professional Boundaries
- 33 Range of Motion: Lower Extremities
- 34 Safe Supports for Someone at Risk for Elopement
- 35 Safety in the Home: Animals
- 36 Safety in the Home: Food Handling
- 37 Sexual Acting Out - Dementia
- 38 Signs and Symptoms of Constipation
- 39 Supports for Prader Willi
- 40 Trach Care
- 41 Transfers: Assist to Chair
- 42 Transfers: Assist to Wheelchair from Bed
- 43 Transfers: Assist to/from Shower
- 44 Transfers: Assist to/from Toilet
- 45 Transfers: Mechanical Lift
- 46 Transfers: Sit To Stand Lift

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Health Supports for IDD Pro on the Go

- 47 Transfers: Sliding Board
- 48 Transfers: Using a Gait Belt
- 49 Transfers: Using Proper Ergonomics
- 50 Vital Signs: Measuring Blood Pressure
- 51 Vital Signs: Measuring Pulse
- 52 Vital Signs: Measuring Respiration
- 53 Vital Signs: Taking a Rectal Temperature
- 54 Vital Signs: Taking an Axillary Temperature
- 55 Vital Signs: Taking an Oral Temperature
- 56 Weight: Measuring with a Wheelchair
- 57 Weight: Measuring Without a Wheelchair
- 58 Working with People after a Stroke
- 59 Working with People on the Autism Spectrum
- 60 Working with People Post Chemotherapy
- 61 Working with People Using Dialysis Services
- 62 Working with People Who Have Bipolar Disorder
- 63 Working with People Who Have Shingles
- 64 Working with People with Alcohol Use Disorder
- 65 Working with People with HIV/AIDS
- 66 Working with People with Substance Use Disorder
- 67 Wound Care: Assessment
- 68 Wound Care: Treatment

HR/Legal

- 1 Affirmative Action
- 2 Discrimination in the Workplace: What Supervisors Need to Know
- 3 Documentation for Supervisors
- 4 FLSA: What Supervisors Need to Know
- 5 FMLA: What Supervisors Need to Know

IDD Standard PATHS Assessments

- 1 Behavior Management Path Assessment
- 2 Infection Control Path Assessment

Introduction to Developmental Disabilities

- 1 Basic Communication and Conflict Management Skills
- 2 Conflict Management for Direct Supports Staff in IDD
- 3 Disabilities Overview
- 4 Employment Support Focused Learning
- 5 Human Growth and Development Across the Lifespan
- 6 Intellectual Disability Overview
- 7 Person-First Language
- 8 Principles and Practices of Effective Direct Supports
- 9 Respecting Cultural Diversity in Persons with IDD
- 10 Supporting Everyday Lives for People with Disabilities

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Leadership Standard PATHS Assessments

- 1 Building an Engaged Work Force Path Assessment
- 2 Interviewing and Onboarding For Success Path Assessment
- 3 Managing Essentials Path Assessment
- 4 Navigating Change - For You and Your Staff Path Assessment
- 5 Using Performance Feedback Effectively Path Assessment

Management and Leadership Fundamentals

- 1 Change Management 1: Navigating the Dynamics of Change
- 2 Change Management 2: Leading the Implementation of Change
- 3 Communication Essentials: Communication Style Effectiveness
- 4 Communication Essentials: Navigating Conversations
- 5 Communication Essentials: The Effective Listener
- 6 Effective Communication for Supervisors
- 7 High Performing Teams: Achieving Excellence
- 8 Inspiring Performance: Motivating and Managing for Results
- 9 Leadership Fundamentals: Leading as a Coach
- 10 Leadership Fundamentals: Management vs. Leadership
- 11 Leadership Fundamentals: Relationship-Centric Leadership
- 12 Management Fundamentals for the Emerging Leader
- 13 Management Fundamentals: Setting the Stage for Success
- 14 Management Fundamentals: Winning at Work
- 15 On-Boarding and Culture Development

OSHA Requirements

- 1 Back Injury Prevention
- 2 Beating Workplace Violence: Assess, Defend, and Survive
- 3 Bioterrorism
- 4 Bloodborne Pathogens
- 5 Drugs in the Workplace
- 6 Electrical Safety
- 7 Electrical Safety: The Basics Self-Paced
- 8 Ergonomics: Office
- 9 Fire Safety
- 10 Fire Safety Evacuation Procedures Skills Checklist
- 11 Fire Safety: The Basics
- 12 Hand Hygiene: The Basics
- 13 Hand Hygiene: The Basics Self-Paced
- 14 Hazardous Chemicals: SDS
- 15 Hazardous Chemicals: SDS Self-Paced
- 16 Hazardous Chemicals: The Basics
- 17 Infection Control
- 18 Infection Control: The Basics
- 19 Infection Control: The Basics Self-Paced
- 20 Influenza

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OSHA Requirements

- 21 Influenza Prevention Self-Paced
- 22 Ladder Safety
- 23 Lockout/Tagout
- 24 OSHA: Confined Space
- 25 Preparing for Pandemic Influenza
- 26 Preventing Slips, Trips and Falls
- 27 Safe Transferring and Repositioning Self-Paced
- 28 Safe Transfers
- 29 Sharps Injury Prevention and Response
- 30 Slip, Trip and Fall Prevention Self-Paced
- 31 The Two Most Common Forms of Workplace Violence: Hostile Encounters and Domestic Violence
- 32 Tuberculosis Overview
- 33 Tuberculosis: The Basics
- 34 Tuberculosis: The Basics Self-Paced
- 35 WEBINAR: The Ebola Virus: What You Need To Know
- 36 Workplace Emergencies and Natural Disasters: An Overview
- 37 Workplace Emergencies and Natural Disasters: An Overview Self-Paced
- 38 Workplace Emergencies and Natural Disasters: Earthquakes and Tsunamis
- 39 Workplace Emergencies and Natural Disasters: Extreme Heat and Cold
- 40 Workplace Emergencies and Natural Disasters: Flooding and Landslides
- 41 Workplace Emergencies and Natural Disasters: Hurricanes
- 42 Workplace Emergencies and Natural Disasters: Tornadoes
- 43 Workplace Safety: The Basics
- 44 Workplace Safety: The Basics Self-Paced
- 45 Workplace Violence
- 46 Workplace Violence Prevention

Person Centered Services in IDD

- 1 Augmentative and Alternative Communication for IDD
- 2 Choice Making for People with Intellectual and Developmental Disabilities
- 3 People with Disabilities: Building Relationships and Community Membership
- 4 Person Centered Planning for Individuals with Developmental Disabilities
- 5 Self-Advocacy Focused Learning
- 6 Supporting Healthy Personal Relationships for People with IDD
- 7 Supporting Quality of Life for a Person with Developmental Disabilities
- 8 Using Service Plans Focused Learning

Personal Outcome Measures (CQL)

- 1 Application of the Personal Outcome Measures for Behavioral Health
- 2 Application of the Personal Outcome Measures® for Families, Children, and Youth
- 3 Learning about People - Interviewing Techniques
- 4 Looking at the Data - Decision-Making around Personal Outcome Measures
- 5 Overview of the Personal Outcome Measures®
- 6 The Power of Personal Outcome Measures®

Personal Outcome Measures (CQL)

- 7 Using Personal Outcome Measures® in Evaluation and Planning for Organizations
- 8 Using Personal Outcome Measures® in Planning for People

Premium Leadership & Human Resources

- 1 Communicating Vision to Your Employees
- 2 Delivering Feedback
- 3 Detecting and Dealing with Performance Problems
- 4 Ensuring Onboarding Success
- 5 Essentials of Interviewing and Hiring Conducting an Effective Interview
- 6 Essentials of Interviewing and Hiring Preparing to Interview
- 7 Managing Multigenerational Employees
- 8 Managing the Dismissal of an Employee
- 9 Planning an Effective Performance Appraisal
- 10 Positive Atmosphere: Establishing an Engaged Workforce

Premium Leadership & Operations

- 1 Effectively Directing and Delegating as a Manager
- 2 Facing the Management Challenges of Difficult Behavior and Diverse Teams
- 3 Implementing and Sustaining Change
- 4 Leading Your Team through Change
- 5 Managing Employee Development
- 6 Managing Motivation during Organizational Change
- 7 Positive Atmosphere: Establishing a Positive Work Environment

Simulations in Health Services

- 1 Crisis Management Across Health and Human Services

Skillsoft - Business Skills

- 1 Accounting for Stock Transactions
- 2 Advanced Table Customization in Word 2016
- 3 Constructing and Modifying Tables and Charts in PowerPoint 2016
- 4 Creating and Formatting Tables in Word 2016
- 5 Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
- 6 Customizing Options and Using Document Views in Word 2016
- 7 Customizing Proofing and Default Options in PowerPoint 2016
- 8 Deconstructing the Balance Sheet
- 9 Designing and Formatting Illustrations in Word 2016
- 10 Exporting Presentations and Compressing Media in PowerPoint 2016
- 11 Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
- 12 Formatting Text in Word 2016
- 13 Headers, Footers, Page Numbering, and Layout in Word 2016
- 14 Introduction to the PowerPoint 2016 Interface and Basic Tasks
- 15 Key Accounting Concepts and Principles
- 16 Maintaining, Protecting, and Reviewing Documents in Word 2016
- 17 Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors
- 18 Microsoft Excel 2016 Advanced: Apps and What-if Analysis

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Skillsoft - Business Skills

- 19 Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms
- 20 Microsoft Excel 2016 Essentials: Charts, Tables, and Images
- 21 Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks
- 22 Microsoft Excel 2016 Essentials: Data Presentation Strategies
- 23 Microsoft Excel 2016 Essentials: Formatting Data
- 24 Microsoft Excel 2016 Essentials: Formulas and Functions
- 25 Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates
- 26 Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects
- 27 Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries
- 28 Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts
- 29 Microsoft Office 2016 Intermediate Excel: Share, Review, and Collaborate
- 30 Microsoft Office 2016 Intermediate Excel: Working with Data
- 31 Microsoft Office 2016: First Look Functionality and Collaboration
- 32 Microsoft Office 2016: First Look Modern Productivity
- 33 Modifying and Formatting Slides in PowerPoint 2016
- 34 Outsourcing Financial Activities
- 35 Preparing Financial Statements and Closing Accounts
- 36 Recording, Posting, and Balancing the Books
- 37 References, Proofing, Mail Merges, and Forms in Word 2016
- 38 Sharing and Collaborating on Documents in Word 2016
- 39 Sharing and Protecting Presentations in PowerPoint 2016
- 40 Using Hyperlinks, Actions, and Comments in PowerPoint 2016
- 41 Using Illustrations, Styles, and Themes in Word 2016
- 42 Using Slide Show Presentation Tools in PowerPoint 2016
- 43 Using the Navigation Pane and Creating Lists in Word 2016
- 44 Working with Graphic, Audio, and Video Content in PowerPoint 2016
- 45 Working with the Interface and Performing Basic Tasks in Word 2016

Skillsoft - Communication

- 1 Acting with Diplomacy and Tact
- 2 Administrative Support: Interacting Effectively with Colleagues
- 3 Difficult People: Can't Change Them, so Change Yourself
- 4 Difficult People: Strategies to Keep Everyone Working Together
- 5 Effective Team Communication
- 6 Facing and Resolving Conflict in the Workplace
- 7 Facing Confrontation in Customer Service
- 8 How Culture Impacts Communication
- 9 Keeping Business Calls Professional
- 10 Listening Even When it's Difficult to Listen
- 11 Making an Impact with Non-verbal Communication
- 12 Navigating Challenging Situations with Diplomacy and Tact
- 13 Navigating Other People's Emotions
- 14 Navigating the Workplace with Emotional Intelligence

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Skillsoft - Communication

- 15 Navigating Your Own Emotions
- 16 Organizing Your E-mail
- 17 Planning an Effective Presentation
- 18 Polishing Your Feedback Skills
- 19 Providing Effective Internal Customer Service
- 20 Rapport Building in Customer Service
- 21 Sending E-mails to the Right People
- 22 The Art and Science of Communication
- 23 The Essentials for Anger Management
- 24 Troublesome Words and Phrases: Common Usage Mistakes in Writing
- 25 Trust Building through Effective Communication
- 26 Using Active Listening in Workplace Situations
- 27 Using Communication Strategies to Bridge Cultural Divides
- 28 Writing Effective E-mails and Instant Messages

Skillsoft - Management & Leadership

- 1 Acting Decisively
- 2 Applying Value Stream Mapping in Lean Business
- 3 Assessing Your Own Leadership Performance
- 4 Becoming an Inspirational Leader
- 5 Being a Fair and Caring Manager
- 6 Being an Effective Manager When Times Are Tough
- 7 Building a Leadership Development Plan
- 8 Building Upward Relationships
- 9 Career and Family Challenges for Women Leaders
- 10 Choosing to Lead as a Woman
- 11 Crafting an Organizational Vision
- 12 Creating a Plan for Performance Management
- 13 Developing a Successful Team
- 14 Developing Adaptable Managers
- 15 Driving Change with Coaching
- 16 Employee Dismissal
- 17 Encouraging Team Communication and Collaboration
- 18 Essentials of Interviewing and Hiring: Behavioral Interview Techniques
- 19 Facing Challenges as a First-time Manager
- 20 Fostering Mentoring Relationships
- 21 Gaining Insight through Organizational Awareness
- 22 Gauging Your Organization's High-performing Potential
- 23 Gender and Leadership
- 24 Handling Team Conflict
- 25 Hiring Strategic Thinkers
- 26 How to Manage Difficult Conversations
- 27 Keeping Top Performers Challenged

Skillsoft - Management & Leadership

- 28 Leader as Motivator
- 29 Leading a Cross-functional Team
- 30 Leading through Positive Influence
- 31 Leveraging Emotional Intelligence
- 32 Maintaining a Cohesive Multigenerational Workforce
- 33 Making the Move Into Management
- 34 Managing Fairly
- 35 Managing Performance
- 36 Managing Top Performers Is Always Easy...Right?
- 37 Managing Your Company's Talent
- 38 Motivating Your Employees
- 39 Operations Management Functions and Strategies
- 40 Positive Atmosphere: How Organizational Learning Drives Positive Change
- 41 Preventing High Turnover Rates: How to Keep The Best
- 42 Succession Planning
- 43 Surviving the Talent Crunch
- 44 Taking Your Team to the Next Level with Delegation
- 45 The Emotionally Intelligent Leader
- 46 The Reality of Being a First-time Manager
- 47 Underperforming Employee Now What?
- 48 Using Lean to Perfect Organizational Processes

Skillsoft - Personal Development

- 1 Aligning Goals and Priorities to Manage Time
- 2 Avoid Procrastination by Getting Organized Instead
- 3 Becoming More Professional through Business Etiquette
- 4 Becoming Your Own Best Boss
- 5 Being an Effective Team Member
- 6 Bridging the Diversity Gap
- 7 Building Better Relationships through Understanding
- 8 Building Peer Relationships
- 9 Building Your Professional Network
- 10 Confronting Your Assumptions
- 11 Critical Thinking
- 12 Cultivating Relationships with Your Peers
- 13 Defining Alternative Solutions to a Problem
- 14 Developing a Growth Mind-set
- 15 Developing Your Business Ethics
- 16 Ethical Standards and PMI® Core Values
- 17 Ethics and Project Management
- 18 Finding Your Bearings as a Project Manager
- 19 Forging Ahead with Perseverance and Resilience
- 20 Getting the Big Picture by Defining the Project's Scope and Team

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Skillsoft - Personal Development

- 21 Getting to the Root of a Problem
- 22 Learning from Failure
- 23 Make the Time You Need: Get Organized
- 24 Managing a Project to Minimize Risk and Maximize Quality
- 25 Managing Pressure and Stress to Optimize Your Performance
- 26 Mastering the Details of a Project's Schedule and Budget
- 27 Navigating through Changes and Conflicts in Projects
- 28 Organize Your Physical and Digital Workspace
- 29 Overcoming Unconscious Bias in the Workplace
- 30 Overcoming Your Own Unconscious Biases
- 31 Persevering through Setbacks
- 32 Reaching Goals Using Perseverance and Resilience
- 33 Rebuilding Trust
- 34 Reframing Negative Situations
- 35 Self-improvement for Lifelong Success
- 36 Staying Balanced in a Shifting World
- 37 Take a Deep Breath and Manage Your Stress
- 38 Taking Final Steps to Bring a Project to its Close
- 39 Taking Stock of Your Work/Life Balance
- 40 The Art of Staying Focused
- 41 Understanding Unconscious Bias
- 42 Your Role in Workplace Diversity

Skillsoft - Safety

- 1 Active Shooter 2.0
- 2 COMPLIANCE EXPERT: IT Security Phishing
- 3 CompTIA Cybersecurity Analyst+ CS0-001: Investigate Security Incidents
- 4 CompTIA Cybersecurity Analyst+ CS0-001: Monitoring for Security Issues
- 5 CompTIA Cybersecurity Analyst+ CS0-001: Network Architecture and Reconnaissance
- 6 CompTIA Cybersecurity Analyst+ CS0-001: Reducing Vulnerabilities
- 7 CompTIA Cybersecurity Analyst+ CS0-001: Threat Identification
- 8 CompTIA Cybersecurity Analyst+ CS0-001: Threat Mitigation
- 9 IT Security for End Users: IT Security Fundamentals
- 10 IT Security for End Users: Secure Corporate Communications and Networking
- 11 IT Security for End Users: Using Corporate Devices Securely
- 12 Laboratory Safety Impact: Emergency Guidelines and Procedures
- 13 Laboratory Safety Impact: Hazardous Waste Accumulation and Disposal
- 14 Laboratory Safety Impact: Laboratory Safety Requirements
- 15 Laboratory Safety Impact: Preventing Fire and Burn Hazards
- 16 Laboratory Safety Impact: Safety Data Sheets and Chemical Storage
- 17 Laboratory Safety Impact: Safety Guidelines and Procedures
- 18 Preventing Identity Theft Privacy and Information Security

State - Specific

Current course listing. Course listing is subject to change as updates are made.

State - Specific

- 1 Adverse Incidents - Florida
- 2 Adverse Incidents - Florida ALF
- 3 Adverse Incidents for Oklahoma
- 4 Assisting with Self-Administration of Medications: Florida Laws
- 5 Background-Checks-and-the-Rights-of-Older-Adults-Texas
- 6 California Law - Reporting Elder and Dependent Adult Abuse
- 7 Caring for LGBT Residents in California Nursing Facilities
- 8 Child Abuse for Mandatory Reporters - Iowa
- 9 Common Mental Health Conditions in Veterans Iowa
- 10 Domestic and Intimate Partner Violence
- 11 Domestic Violence 2 Hour FL Required Training
- 12 Ethics and Jurisprudence for Nurses in Texas
- 13 Extended Congregate Care Part I
- 14 Extended Congregate Care Part II
- 15 Florida Alzheimer s Disease or Related Disorders (Nursing Home/Hospice)
- 16 Florida Assisted Living Alzheimer s Disease and Related Disorders: Level I
- 17 Florida Assisted Living Alzheimer s Disease and Related Disorders: Level II
- 18 Florida Laws and Rules for Nurses
- 19 HCSSA Licensing Rules - Texas - Part 2
- 20 HCSSA Licensing Rules Texas - Part 1
- 21 HCSSA Licensing Rules for Hospice Texas
- 22 HIV and AIDS - Florida Laws
- 23 Human Trafficking for Healthcare Professionals for Florida
- 24 Illinois Abuse and Neglect: Recognition, Prevention, and Intervention
- 25 Illinois Guidelines for Effective Documentation
- 26 Illinois Health and Safety Management
- 27 Illinois Human Rights
- 28 Illinois Personal Hygiene for Individuals with I/DD
- 29 Infection Control: New York State Mandatory Course
- 30 Louisiana Dementia Training: ARC/SCU-4
- 31 Louisiana Dementia Training: ARC/SCU-8
- 32 Louisiana Dementia Training: ARC-2
- 33 Louisiana Dementia Training: NF/SCU-4
- 34 Louisiana Dementia Training: NF/SCU-8
- 35 Louisiana Dementia Training: NF-4A
- 36 Louisiana Dementia Training: NF-4B
- 37 Medical Record Documentation & Legal Information for Florida Certified Nursing Assistants
- 38 Ohio Nurse Practice Act
- 39 Recognizing Impairment in the Workplace for Florida
- 40 Sexual Harassment for Supervisors in California
- 41 Sexual Harassment: Federal and California Law
- 42 Suicide Prevention Training for Washington State

Current course listing. Course listing is subject to change as updates are made.

State - Specific

- 43 Suicide, Assessment, Treatment and Management (Kentucky)
- 44 Texas House Bill 300
- 45 Understanding California's Workplace Violence Regulations
- 46 Washington State LTC Workers: Certificate Tutorial

Transition Planning

- 1 Transition to Adulthood - Child Services to Adult Services
- 2 Transition to Adulthood - IEPs
- 3 Transition to Adulthood - K12 to Higher Education
- 4 Transition to Adulthood - School to Employment
- 5 Transition to Adulthood - Shared Living to Independent Living

Workforce Skills - Supervision and Management

- 1 Analyzing Performance and Corrective Action Plans
- 2 Coaching and Mentoring in the Workplace
- 3 Supervisor's Guide to Safety in Orientation
- 4 The Risk Management Process from Identification to Monitoring Results
- 5 Understanding Substance Use Problems in the Workplace
- 6 WEBINAR: What Great Managers Do Differently
- 7 Workplace Harassment Prevention

Workforce Skills and Development

- 1 Problem Solving in the Workplace