

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
- ▶ Just in Time 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 Up To Supervisor
- ▶ Everything You Always Wanted To Know
About Management
- ▶ Quality Supervision For Industry
- ▶ Office Politics Not Necessarilly The Truth
- ▶ Teamwork: How Synergy Succeeds
- ▶ Team Nightmares:
Solutions To Your Top Team Problems Part I
- ▶ Drug and Alcohol Awareness for Supervisors
- ▶ Felt Leadership: Industrial
- ▶ Felt Leadership: Office

EMPLOYEE DEVELOPMENT

- ▶ Drug And Alcohol Awareness
- ▶ Attitude:
A Little Thing That Makes a Big Difference
- ▶ 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
- ▶ Fear & Stress In The Workplace:
Managing The Global Challenge

WORKPLACE VIOLENCE

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

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

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**

SUPERVISOR ON THE SCENE

- ▶ **Supervisor On The Scene: Communication**
- ▶ **Supervisor On The Scene: Teamwork**
- ▶ **Supervisor On The Scene: Meeting Effectiveness**
- ▶ **Supervisor On The Scene: Conflict Resolution**
- ▶ **Supervisor On The Scene: Coaching For Performance**
- ▶ **Supervisor On The Scene: Decision Making**
- ▶ **Supervisor On The Scene: Training Job Skills**

DATA SECURITY/ PRIVACY

- ▶ **Leakproof: 8 Privacy Principles**
- ▶ **Records & Information Management**
- ▶ **No Privacy: Legal Issues In Email**
- ▶ **HIPAA Privacy: Compliance Scenarios**

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?**
- ▶ **Who Cares? (Government)**

DIVERSITY

- ▶ **A Seat At The Table: Embracing 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**
- ▶ **Drop by Drop: Unconscious Bias**

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**

SEXUAL HARASSMENT

- ▶ Sexual Harassment: The Untold Story
- ▶ Sexual Harassment: The Untold Story (New York State)
- ▶ Sexual Harassment: The Untold Story (California)
- ▶ 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

RED FLAG RULES

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

Note: Courses listed in red are available in HTML5 format

HARASSMENT

- ▶ It's About Respect Recognizing Harassment In A Diverse Workplace (White Collar)
- ▶ It's About Respect II
- ▶ 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)

SOCIAL MEDIA

- ▶ Social Media: Reduce The Risk For Managers
- ▶ Social Media: Reduce The Risk

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