

**School Training Solutions (STS)**  
**Courses for the 21<sup>st</sup> Century Employee**  
**Tablet Ready – Online Professional Development Courses**

**Communications**

- 21st Century Written Business Communication
- Active Listening
- Assertive vs. Aggressive Communication
- Communicating by Telephone
- Communicating in Difficult Situations
- Communication and Diversity
- Communication in the Workplace
- Communication Overview
- Communication Styles and Interpersonal Communication
- Creating Effective Presentations
- Effective Communication
- Giving and Receiving Feedback and Criticism
- Listening Effectively
- Nonverbal Communication
- Verbal Business Communication
- Verbal Communication
- Written Business Communication
- Written Communication

**Behavior and Etiquette**

- Basic Professionalism
- Beneficial Attributes for Office Work
- Critical Thinking Basics
- Embracing Change
- Emotional Intelligence (EI)
- Emotional Intelligence Skills
- Ethical Behavior
- Healthy Lifestyle Choices
- Networking for Success
- Office Decorum
- Positive Self Talk
- Pros and Cons of Social Media
- Relationships In and Out of the Workplace
- Respect and Employment
- Understanding Self-Esteem

**Productivity**

- Accountability
- Balancing Work and Life
- Basics of Note Taking
- Change as a Motivator
- Creativity
- Creativity in a Team
- Creativity in Daily Life
- Creativity in the Workplace
- Distractions and Deterrents of Educational Success
- Effective Environments for Learning
- Enjoying Your Work Environment
- Handling Information Overload
- Lifelong Learning
- Memory Techniques
- Personal Preparation and Attributes
- Personal Productivity
- Procrastination
- Putting Creative Ideas to Work
- Self-Awareness
- Self-Management
- Self-Motivation
- Setting Goals
- Setting Priorities
- Staying Healthy at Work
- The Creative Process
- Time Management Antagonists
- Time Management Overview
- Time Management Strategies
- Time Management Types and Styles
- Trust and Motivation
- Using Critical Thinking in Work and Life
- What is Motivation?
- Working Happy in an Office

**Management and Leadership**

- Becoming a Good Leader
- Becoming the Go-to Person
- Budgeting
- Change Management
- Corrective Actions and Verification Procedures
- Creating Successful Teams
- Creativity in Leadership
- Crisis Management
- Dealing with Incidents and Emergencies
- Decision Making
- Establishing Limits and Monitoring Procedures
- Gaining Trust
- Improving Decision Making
- Influencing and Persuading
- Knowledge Management
- Learning Styles
- Losing and Rebuilding Trust
- Management Roles and Responsibilities
- Misconceptions about Creativity
- Negativity and Power Struggles at Work
- Office Manager Tasks and Employment Opportunities
- Office Politics
- Problem Solving Model
- Working with Poor Leadership
- Working with Procrastinators and Untrustworthy People

✓ **Courses Award CEUs**

✓ **Available Individually or in Catalogs**

✓ **Optimized for Tablets**



**School Training Solutions (STS)**  
**Courses for the 21<sup>st</sup> Century Employee**  
**Tablet Ready – Online Professional Development Courses**

**General Employment**

- Advancing in a Job
- Alcohol Misuse and Abuse
- Bloodborne Pathogens
- Bloodborne Pathogens Awareness
- Difficult Behaviors in the Workplace
- Discrimination in the Workplace
- Diversity in the Workplace
- Drug Misuse and Abuse
- Employment Hot Topics
- First Aid
- Harassment at Work
- Information Technology (IT) Terms
- Introduction to Sexual Harassment
- Introduction to Time Management
- Laws, Rules, and Regulations
- Office Information Technology (IT) Hardware and Software
- Professional Associations
- Professional Uses of Technology
- Stress at Work
- Tolerance and Respect
- U.S. Equal Employment Opportunity Commission (EEOC)
- Working as Part of a Team

**Stress Management**

- Anxiety and Stress
- Mindset and Stress
- Personal Wellness
- Signs and Symptoms of Stress
- Sources of Stress
- Stress and Values Clarification
- Stress Management Overview
- Techniques for Managing Stress
- Tips & Tricks for Smooth Living
- What is Stress?

**Safety**

- Maintaining a Safe Workplace
- Medical Emergency Awareness
- Office Emergencies
- Office Safety
- Personal Safety
- Preventing and Responding to Active Shooter Events
- Security Awareness
- Security in Technology
- Sexual Harassment Awareness Overview
- Sexual Harassment in the Office
- Sexual Harassment: Prevention and Response
- Situational Awareness
- Understanding and Preparing for Active Shooter Events

**Conflict and Anger Management**

- Addressing Violent Situations
- Anger Cycle
- Anger Management
- Anger Management Overview
- Conflict Basics
- Conflict Resolution
- Conflict Resolution Strategies
- Cooperation and Compromise
- Understanding Anger
- Violence and De-escalation

- ✓ **One Hour Courses**
- ✓ **New Courses and Content**
- ✓ **Streamlined Interface**
- ✓ **Individual Course information available upon request**

**Food Service**

- Controlling Vermin in Food Service Facilities
- Food & Hospitality Service Work Environments
- Food Danger Zone and Food Preparation Processes
- Food Preparation 1
- Food Preparation 2
- Food Preparation 3
- Food Preparation Processes 2 and 3
- Food Protection
- Food Security
- Food Service Facility and Equipment Cleanliness and Sanitation
- Food Service Facility Requirements
- Food Service Math
- Food Service Weights and Measures
- Foodborne Illnesses 1
- Foodborne Illnesses 2
- Hazard Analyses and Critical Control Points (HACCP) 2
- Hazard Analysis and Critical Control Points (HACCP) 1
- History and Scope of U.S. Food Service Regulation
- Keeping Records and Applying HACCP in Retail Establishments
- Receiving and Storing Food Items
- Responding to Foodborne Illness Outbreaks
- Storage and Disposal of Prepared Foods
- The Food and Hospitality Service Industry

