

## FirstNet Learning Online Training Courses

Online Training Courses Course Title	ID	Length (minutes)	Credits	Course Description
<b>Health and Safety Suite</b>				
Accident Incident Investigation	AI11	60	2	Workplace accidents occur each and every day. Accident investigations determine how and why accidents, incidences or near misses occur. By using the information gained through an investigation, a similar or even a more disastrous accident may be prevented. The primary focus of this course is to explain the reasons for conducting an accident/incident investigation, introduce the six- step accident/incident investigation procedure, and demonstrate how company safety programs can be improved to prevent reoccurrences.
Arc Flash Awareness	AF01	30	1	This course covers the safety issues related to arc flashes and blasts. Topics include safety in avoiding injuries and fatalities, approach boundaries, using proper PPE, and lockout/tagout procedures. The course provides an overview of OSHA Standards 29-CFR, Part 1910 and National Fire Protection Association (NFPA) Standard 70E.
Asbestos Awareness	AS09	60	2	This course covers health hazards and protective measures related to asbestos. Topics include locations where asbestos is commonly found, requirements for signs and labels, circumstances where employees may risk asbestos exposure, exposure prevention safety measures, asbestos-related illnesses, and OSHA's required medical program. This course covers OSHA standard 29 CFR 1910.1001.
Avoiding Collisions	AC11	30	1	Nearly three million people were injured and another 43,440 were killed in more than six million motor vehicle crashes in 2005. Experts agree that nearly all of the crashes were due to human error and could have been prevented. This course covers the causes of rear end collisions and how to avoid them, the precautions you should take to avoid head on collisions, key factors of safe passing, right of way rules and how to navigate intersections without incident, and how to avoid accidents when backing up.
Avoiding Collisions for Light Truck Drivers	DV20	20	1	Nine hundred thousand people were injured and another 12,602 were killed in light truck crashes in 2004. Experts agree that almost all of these accidents could have been prevented. In this course, you will learn how to avoid collisions, especially the common rear-end collision. Topics include inspections, causes of collisions, stopping distances, following distance, and distractions. 20 minutes
Back Safety	BS09	30	1	This course, designed for supervisors, covers general back safety awareness information regarding job specific hazards, safe work practices, and ergonomics. Topics include basic risk identification skills, conducting ergonomics assessments and health screenings, and engineering controls available for implementation. This course primarily covers OSHA 29 CFR 1903.1.
Backing Safety for Light Truck Drivers	DV21	20	1	According to the National Safety Council, one of every four vehicle accidents can be blamed on poor backing techniques. Between busy freight yards and crowded metropolitan areas, backing is always a potentially dangerous maneuver for light truck drivers. In this course, you will learn how to prevent backing collisions. Topics include making wise choices, backing techniques, and using spotters. 20 minutes
Basic Construction Safety	BC09	60	2	This course covers the hazards inherent in construction work and how to reduce them. Topics include hand and power tools and equipment, confined spaces, ladders and scaffolding, cranes, electricity, machinery, trenches and excavation. The course discusses fall protection, covers for holes, chemical warning labels, PPE, and material movement, handling, and storage. This course provides an overview of OSHA Construction Standard, 29 CFR 1926 Subpart C.
Basic Industrial Safety	SO09	30	1	This awareness level course covers industrial safety fundamentals covered under OSHA 29 CFR 1910, Industrial Safety Standards. Topics include hazard communication, bloodborne pathogens, lockout/tagout, confined space entry, personal protective equipment, emergency response planning, and respiratory protection. The course also provides an overview of OSHA's 29 CFR 1903.1.
Behavior-Based Safety Training	BB09	30	1	This course covers the concepts of behavior-based safety as well as methods and techniques used to protect workers. Topics include the scope and purpose of safety policies, the supervisor's responsibilities, the purpose of OSHA's Industrial Safety Standards (29 CFR 1910), and when the General Duty Clause (29 CFR 1903.1) is used to keep workers safe.
Bloodborne Pathogens	BP09	60	2	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents. This course primarily covers OSHA's 29 CFR 1910.1030.
Carcinogen Safety	CA09	30	1	This course covers recognition, management, usage, and control of carcinogens. Topics include carcinogen-related information in an MSDS, warning label requirements, the carcinogenic risk assessment process, and methods of carcinogenic hazard control.
Compressed Gas Safety	CG09	60	2	This course covers how employers and employees can work safely with compressed gases by controlling the physical and health hazards associated with them. Topics include physical properties of widely used compressed gases; inspection of cylinders, regulators, and fittings; handling and storage of compressed gases; safety relief devices for compressed gas containers; basic hazard recognition and control procedures; and responding to emergencies. The course provides an overview of OSHA's 29 CFR 1910.101.
Confined Space Entry	CS09	60	2	This course covers information about working safely in confined spaces and hazardous atmospheres, necessary equipment and permits. Topics include definitions and identification of hazards related to confined spaces and hazardous atmospheres; duties of a confined space attendant; equipment, pre-entry requirements, and point-of-entry permits. This course provides an overview of OSHA's 29 CFR 1910.146.
Decontamination in Industrial Environments	DC09	30	1	This course covers major factors affecting permeation of contaminants, steps in creating a decontamination plan, decontamination procedures for personnel and equipment, testing decontamination method effectiveness, and emergency decontamination situations. This course provides an overview of OSHA's 29 CFR 1910.120.
Defensive Driving	DD09	30	1	This course covers driving techniques to reduce the likelihood of involvement in a motor vehicle accident. Topics include the definition of defensive driving, recognition of accident prevention methods, the impact of drinking and driving, and vehicle safety measures on the job.
Defensive Driving	DV79	90	3	There are nearly six million motor vehicle crashes each year in the U.S. and experts estimate that up to 90% of them are preventable. This course, intended for experienced drivers, covers the risks inherent in driving and offers concrete tips on how to reduce the likelihood of a collision. The course covers vehicle protection systems, rules of the road, how to deal effectively with hazardous conditions, and making safe choices.
DOT Hazardous Materials Transportation	DT09	60	2	This course, designed for drivers carrying hazardous materials, covers the basic requirements of the Hazardous Materials (HAZMAT) Regulations. Topics include the parts of the HAZMAT table, hazard classifications and divisions, HAZMAT shipping paperwork, packaging requirements, marking, labeling, and placarding, proper loading of hazardous material, compatibility with other transported materials, and emergency response procedures.
DOT Security Awareness Training	DX09	60	2	This course covers the Department of Transportation's Security Requirements rule for companies that work with and transport hazardous materials. Topics include requirements of the rule, ways to evaluate potential threats to security, the Department of Homeland Security's warning system, practices for transporting hazardous substances, and responding to possible security threats.

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DOT Shipper Training	DS09	60	2	This course, designed for shippers of hazardous materials, covers the Department of Transportation's regulations and requirements related to the shipment of hazardous materials (HAZMAT). Topics include the parts of the HAZMAT table, hazard classifications and divisions, HAZMAT shipping paperwork, packaging requirements, marking, labeling, and placarding. U.S. Department of Transportation Hazardous Materials Regulations (HMR), 49 CFR Parts 171-180
Driving Hazards for Light Truck Drivers	DV22	20	1	Driving without collisions is a goal of every light truck driver. Unfortunately, hazards of the road make achieving this goal a daily challenge. In this course, you will learn how to deal effectively with your blind spots, changing weather conditions, traffic, pedestrians, and intersections. 20 minutes
Effective Law Enforcement Communication	LC09	30	1	As a law enforcement officer, it is important that you have a good understanding of law enforcement communication. It is not possible to cover every on the job communication that could happen while on duty, so it is important to talk with your supervisor to review the other types of situations that might arise and how to handle them effectively.
Electrical Safety	ES09	30	1	Designed for those who regularly work with or who may be exposed to live electrical wiring or devices on the job, this course covers electrical safety practices and distinguishing exposed live parts from other parts of electric equipment. Topics include general safety-related work practices, clearance distances, voltages, ground fault protection on construction sites, recognition of hazardous classified locations, and additional safety practices that are not addressed by federal law.
Emergency and Disaster Preparedness	EP09	30	1	This course provides instruction on emergency response, safety, reporting, and evacuation of company facilities in the event of a natural disaster, fire, bomb threat, or other emergency.
Emergency Evacuation & Egress Safety	EE09	60	2	This course, designed for employees and supervisors, covers how to develop, communicate, train, and enforce a plan for safe egress in an evacuation situation. Topics include means of egress, OSHA's physical requirements for exit routes, employee and employer responsibilities, fire prevention plans, egress hazards, and safe housekeeping practices. OSHA: 29 CFR 1910.36-38
Emergency Response: Incidental Chemical Releases	IC09	60	2	This course covers preparation for chemical releases and threats of releases that are not specifically covered by the HAZWOPER standard. The course covers acting safely when chemical releases and threatened releases are limited in quantity, exposure potential, or toxicity and present minor safety or health hazards when handled properly. Topics include recognition of a release, risks associated with a release, and responsibilities in the event of a release. This course provides an overview of OSHA's 29 CFR 1910.1200.
Employee Safety Awareness		30	1	Our newest Online University course discusses what employees can do to promote a positive safety culture in their entity in order to prevent accidents. Topics covered include hazard identification, coaching fellow employees to work safely, reporting and investigating accidents, and getting involved in safety program activities.
Environmental Regulations Overview	EN09	30	1	This course covers the history, purpose, and mission of the key regulatory agencies: OSHA, EPA, and DOT. Topics include the sources of regulatory occupational safety and health work practices and standards, including the Toxic Substances Control Act (TSCA), the Resource Conservation and Recovery Act (RCRA), the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), and the National Environmental Policy Act (NEPA). The course provides an overview of the EPA's 40 CFR.
Ergonomics for Light Truck Drivers	DV25	20	1	Your job as a light truck driver may involve loading, unloading, and moving your truck's cargo. These activities, when not done properly, can result in back injury. Back injuries are the leading cause of lost days from work. This course will help you to avoid becoming yet another back injury statistic by covering safe lifting, use of hand trucks, and proper stacking techniques. 20 minutes
Ergonomics for Supervisors	EV09	60	2	This course, designed for supervisors of workers in jobs that put them at risk for musculoskeletal disorders (MSD), details the process to follow when an incident occurs. The course uses OSHA's DRAFT Ergonomics Standard and the NIOSH manual, "Elements of Ergonomics Program," to define risk factors, signs and symptoms of work-related MSDs. It also classifies the most common MSDs, identifies work practices to reduce the risk of MSDs, and describes ergonomics programs and the roles of the employee and employer.
Eye and Face Protection	EF09	30	1	Trains individuals with regard to the types, selection, use, and care of eye and face protection. This training covers the nature of common eye and face accidents and injuries and the types of hazards to recognize and protect against when working in the industry. It also stresses the importance of being aware of potential eye and face hazards and dangers at home, as well as at work, for both the worker and the bystander. This course covers the Occupational Safety and Health Administration's (OSHA) standard for eye and face protection found at 29 CFR 1910.133.
Fall Protection	FF09	30	1	This course covers basic fall protection principles for employees who might be exposed to fall hazards. Topics include fall hazards in work areas, fall protection systems, methods for minimizing fall hazards, the role of the employee in fall protection plans and safety monitoring systems, equipment limitations in low-sloped roof work, and correct procedures for equipment, materials handling and storage, and erection of overhead protection. The course provides an overview of OSHA 29 CFR 1910 Subparts D and F and 1926 Subparts E, L, M, P, and X.
Fire & Explosion Hazards	FE09	30	1	This course covers principles of fire and explosion hazards in industrial environments. Topics include fire elements, fire terminology, ignition sources, safety principles, and safe handling and proper storage of potentially flammable or explosive materials. This course provides an overview of OSHA's 29 CFR 1910.38 and 29 CFR 1926 Subparts E and F.
Fire Prevention	FP09	30	1	This course covers basic fire safety principles, the recognition and prevention of potential fire hazards, and proper emergency procedures such as proper fire extinguisher operation and maintenance. Topics include those required by the OSHA Workplace Fire Protection Program including the responsibility of employers to provide proper exits, fire fighting equipment, and employee training to prevent fire, death, and injury in the workplace. This course primarily covers OSHA 29 CFR 1910.38 and 29 CFR 1926 Subparts E and F.
First Aid & CPR Academic Training	FA09	60	2	This course covers basic First Aid and CPR practices in the workplace though does not provide certification for either. Topics include appropriate responses to emergency situations such as bleeding, shock, burns, eye injuries, heart attack, fractures, and exposure to chemicals. The goal of the course is to give employees the confidence to face emergency and first aid situations, knowing where their responsibilities begin and end. OSHA: 29 CFR 1910.152 [Reserved] Subpart K; 29 CFR 1910.151 Subpart K
Forklift Safety	FS09	30	1	This course provides the necessary academic training required to become a qualified forklift operator. Topics include forklift physics, proper forklift operation and safety practices, general preventive maintenance practices, and safe refueling and recharging procedures. Many practical exercises are provided and good habits are illustrated. This course mainly covers OSHA 29 CFR 1910.178.
Forming Effective Safety Committees	FC09	30	2	An active joint employee-management safety committee is one of the most effective means to consistently providing a safe work environment. This course introduces managers to best practices in establishing and maintaining an effective safety committee, from planning through operations and training to evaluating and improving safety committees.

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General Ergonomics	ER09	30	1	This course addresses the key components of an ergonomics program identified by OSHA in the DRAFT Ergonomics Standard and the NIOSH manual "Elements of Ergonomics Program." It includes information regarding the risk factors, signs, and symptoms of work-related musculoskeletal disorders (MSD).	
Hand and Finger Safety	HF09	30	1	This course covers safety precautions required to prevent industrial hand and finger injuries. Topics include common hand and finger injuries in the workplace, hazards of mechanical and hand tools, safe practices, engineering and administrative controls to increase hand and finger safety for those working around equipment, and the use of personal protective equipment and machine guards. The course provides an overview of OSHA: 29 CFR 1910.132 (d)(l); 29 CFR 1926 Subpart I; 29 CFR 1910.212; and 29 CFR 1910 Subpart I.	
Hand and Power Tool Safety	HT09	30	1	This course covers the potential hazards associated with the use of hand and power tools as well as the safety precautions required to prevent those hazards from occurring, including guards and safety switches. Power tool hazards and prevention measures are addressed by the power source used: electrical, pneumatic, liquid-fueled, hydraulic, and powder-actuated. This course provides an overview of OSHA 29 CFR 1926 Subpart I and 29 CFR 1910 Subpart P.	
Handling Extreme Conditions for Light Truck Drivers	DV23	20	1	Driving safely in the best of conditions is a challenge in itself for light truck drivers. Add to the challenge, conditions of extreme weather (snow, ice, rain, fog, wind) and extreme conditions (brake or tire failure, mountain driving, animals in the road), and the situation can become dangerous. In this course, you will learn steering, braking, and skid recovery techniques that will help you drive effectively in extreme conditions. 20 minutes	
Hazard Communication	HC09	60	2	This course covers OSHA's Hazard Communication Standard (HAZCOM), 29 CFR 1910.1200, which requires that hazardous materials used at the work site are identified, labeled, handled, used, and disposed of properly. Topics include chemical states, employer and employee responsibilities, company goals, and federal agencies that regulate workplace chemicals. The goal of the course is to prevent or minimize employee exposure to hazardous materials and to minimize their accidental release in the work environment.	
Hazardous Waste Operations & Emergency Response 8-Hr Ref	HZ10	480	10	Training is required annually under OSHA 29 CFR 1910.120 and is intended for all engineering and technical individuals that work in or around hazardous waste operations. Annual refresher training reinforces knowledge of proper hazardous waste operations and emergency response, highlighting key OSHA issues and points to promote effective and efficient decision making and performance.	
Hearing Conservation	HP09	30	1	This course covers the purpose and components of OSHA's Hearing Conservation Program in the prevention of noise-induced hearing loss. Topics include audiometric testing and the advantages, disadvantages, proper fitting, use, and care of various types of hearing protectors. This course primarily covers OSHA 1910.95.	
HIPAA Privacy for Healthcare Plans & Employers	HZ09	60	2	This course, designed to cover the Health Insurance Portability and Accountability Act (HIPAA) "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI), focuses on the HIPAA Privacy issues that are specific to employees of Health Plans, Healthcare Clearinghouses, Group Health Plans, and employees not directly employed in the medical field but required to be trained in the proper handling of PHI. The course also covers the ways employers are impacted by the HIPAA Privacy Rule. This course provides an overview of the Department of Health and Human Services' 45 CFR Parts 160, 162, and 164.	
HIPAA Privacy for Healthcare Providers	HX09	60	2	This course focuses on the HIPAA Privacy issues that are specific to employees in the healthcare industry. The course covers the history and overall function of HIPAA, the HIPAA "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI), the requirements for the protection of PHI under the HIPAA Privacy Rule, and additional requirements for the protection of electronic PHI under the HIPAA Security Rule. Health Insurance Portability and Accountability Act (HIPAA); Department of Health and Human Services 45 CFR Parts 160, 162, and 164	
Hoisting and Rigging	HR09	60	2	This course covers the safety issues related to moving large, heavy loads in manufacturing and construction industries. Topics include safety in using various types of cranes and derricks, hoists, elevators, conveyors, aerial lifts (1926.556), trucks, booms, and safety requirements for employees working on marine vessels. This course provides an overview of OSHA's 29 CFR 1926.550-556 and 1926.605.	
Hydrogen Sulfide Safety Awareness	HS11	30	1	Applies to anyone who may have an occupational exposure to hydrogen sulfide (H <sub>2</sub> S). This course reviews the many places this extremely hazardous, toxic compound can be found – both in nature and as a result of industrial activity. The course offers detailed information concerning H <sub>2</sub> S monitoring devices, ways to reduce risk, and what to do if exposure exceeds standards.	
Indoor Air Quality	AQ09	30	1	This course covers tools needed to prevent and correct indoor air quality (IAQ) problems in buildings or work areas through an IAQ program. Topics include health effects of poor air quality, hazards, toxicology, and integration of IAQ-related activities using skilled staff. The course provides an overview of the American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc. (ASHRAE) Standards 62-1989 and 55-1981.	
Indoor Crane and Sling Safety	CR09	60	2	This course covers the safety issues related to moving large, heavy loads in manufacturing and construction industries. Topics include crane and sling safety, the manufacturer's role, required supervisory skills, inspections of cranes and slings, basic operator and rigger skills, safety concepts and techniques for handling, attaching, and moving loads. OSHA: 29 CFR 1926.550-556, and 1926.605	
Introduction to OSHA	IO10	60	2	Provides an overview of OSHA's role in the prevention and elimination of work-related illnesses and injuries. OSHA's work encourages employees and employers to work together, developing and enforcing mandatory job standards, requiring reporting and recordkeeping of job-related injuries, and providing assistance, training, and support programs. This course was developed for both employees and employers; with the goal of keeping the workplace safe!	
Job Safety Analysis	JS09	60	2	This course covers the benefits of participating in a company safety program and safe work practices to eliminate or minimize the potential for injury from work place hazards. Topics include assessment tools, job safety analysis (JSA), JSA control methods, workplace inspections, and housekeeping practices for work areas. OSHA: 29 CFR 1910 Subparts D, E, and G	
Job Safety Analysis for Supervisors	JA09	60	2	This course, designed for Job Safety Analysis supervisors, covers safe work practices and the processes of identifying and rectifying hazards on the job. Topics include safe work practices programs that eliminate or minimize the potential for injury from workplace hazards, assessment tools, job safety analysis (JSA), JSA control methods, workplace inspections, and housekeeping practices for work areas. OSHA: 29 CFR 1910 Subparts D, E, and G	
Laboratory Radiation Safety	LR09	60	2	This course covers working safely with radioactive materials in a laboratory setting. Topics include federally mandated training requirements; types, characteristics, and examples of emitters of radiation; hazardous effects to tissue; measuring exposure to radiation; safety procedures for controlling exposure; and decontamination procedures. U.S. Nuclear Regulatory Commission (USNRC) 10 CFR Part 19.12	
Laboratory Safety	LS09	60	2	This course, designed for workers in industrial, clinical, and academic laboratory settings, covers general requirements of the Laboratory Safety Standard. Topics include Chemical Hygiene Plans in the workplace, the purpose of a Material Safety Data Sheet, safety guidelines specific to laboratory fire and burn hazards, and general emergency guidelines to be followed in the laboratory. OSHA: 29 CFR 1910.1450	

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Ladder and Scaffolding Safety	LA09	30	1	This course covers how to recognize, control or minimize the hazards associated with ladders, stairways, and scaffolding used at worksites. Topics include ladder and scaffold hazards; construction, use, placement, care, and handling of ladders; important safety features; correct procedures for erecting and moving ladders and scaffolding; fall protection devices; and electrical hazard safety guidelines. This course provides an overview of OSHA's 29 CFR 1926.1060 Subpart X and 1926.454 Subpart L.	
Lead Safety Awareness	LE09	60	2	This course covers hazards related to lead exposure, the purpose and elements of a Medical Surveillance Program and Medical Removal Protection Program, and respirator use. Topics include sources of lead exposure, health effects, and controls and work practices to reduce lead exposures. OSHA 29 CFR 1910.1025	
Liability Training for Elected Officials		30	1	<b>Customization Required:</b> When you became a public official, you probably wondered about the liability issues that you might face. This course explores the liabilities and immunities that apply to you in your position as an elected or appointed official.	
Lockout/Tagout Training	LT09	60	2	This course covers the control of hazardous energy and work under the protection of a lockout/tagout permit. Topics include the purpose of lockout/tagout programs, limitations of tags, and hazards of operating machines or equipment that have been locked or tagged out. This course covers primarily OSHA's 29 CFR 1910.147.	
Machine Guarding	MG09	30	1	This course covers the purpose and requirements of a machine guarding program, machine guarding, point of operation guarding, and examples of machinery that require guarding. The course provides an overview of OSHA's 29 CFR 1910.212.	
Material Safety Data Sheets	MS09	60	2	This course covers the purpose of a Material Safety Data Sheet (MSDS), type of information found on a MSDS, required availability of an MSDS in a Hazard Communication Program, and ways to obtain an MSDS. OSHA: 29 CFR 1910.1200	
Materials Handling & Storage	MH09	60	2	This course covers drum handling and hazards associated with handling drums and containers; handling, transportation, storage, and use of compressed gas cylinders; hazards associated with handling acetylene, oxygen, and hydrogen; how to detect leaks; recognition of flammable and combustible material; selection, use, and inspection of slings; and safe lifting, handling, and moving procedures. OSHA: 29 CFR 1910 Subpart N	
New Employee Orientation	NE13	60	2	New employees are at a higher risk for being involved in a job-related accident. It is estimated that most accidents occur within an employee's first six months on a new job. This is mainly because new employees are not fully aware of the hazards in their new work environment. This course compiles important information from many of the web-based safety courses available to provide you with an overview of the safety issues you might encounter in your new job. For a detailed and in-depth look on specific safety issues, please take the individual course.	
NSC Defensive Driving	DV51	210	6	Intended for both new and experienced drivers who want to increase driving awareness and accident prevention skills. This Internet-based program is founded on the 8-hour National Safety Council (NSC) classroom course that has helped over 1 million drivers drive more safely. In addition to offering the most comprehensive content of any major driver improvement self-study program, the course takes the average student only half as long to complete as the traditional classroom version	
NSC Defensive Driving (Spanish)	DV53	210	6	Intended for both new and experienced drivers who want to increase driving awareness and accident prevention skills. This Internet-based program is founded on the 8-hour National Safety Council (NSC) classroom course that has helped over 1 million drivers drive more safely. In addition to offering the most comprehensive content of any major driver improvement self-study program, the course takes the average student only half as long to complete as the traditional classroom version	
NSC Motorcycle Safety Program	DV55	120	3	The Motorcycle Safety Program is presented by the National Safety Council and the Motorcycle Safety Foundation. The course provides riders the information needed to predict hazards before they become crashes by focusing on street riding strategies, special riding situations, physical and mental skills, and the effects of drugs and alcohol. This two-hour program for riders is not a substitute for the MSF Rider course or any other MSF course	
NSC Professional Truck Driver	DV50	210	6	Professional truck drivers have a tremendous responsibility for keeping the highways safe for others. The National Safety Council's Professional Truck Driver Defensive Driving Course gives them the tools to carry out this responsibility. Since the course was first introduced in 1986, thousands of professional truck drivers have taken it and made a difference on our roads.	
Occupational Disease Prevention for Firefighters	OP09	30	1	As a firefighter, it is important to have a good understanding of how to prevent occupational diseases while on and off the job. In this course we will identify what firefighters can do to reduce their risk of exposure to occupational hazards.	
Office Safety	OF09	30	1	This course covers hazards that may be encountered when working in administrative areas including ergonomic stress, hazard communication, bloodborne pathogens, and electrical safety.	
Operating Safety Committees	OC09	60	2	An active joint employee-management safety committee is one of the most effective means to consistently providing a safe work environment. This course introduces employees to the benefits of working effectively and efficiently on a company safety committee.	
OSHA Investigations and Inspections	OI09	60	2	This course, designed for managers, supervisors, safety professionals, human resources professionals and others, covers what to expect of and how to properly respond to OSHA inspections. Topics include planning, preparation, training, follow-up, and review in order to achieve compliance with OSHA regulations. OSHA: 29 CFR 1904	
Personal Protective Equipment	PE09	60	2	This course covers types of personal protective equipment (PPE), when personal protective equipment is necessary, and the selection, use, and maintenance of personal protective equipment in the workplace. Topics include how to don, doff, adjust, and wear PPE; limitations of PPE; and the proper care, useful life, and disposal of PPE. The following OSHA regulations are covered in this course: 29 CFR 1910.95 Occupational Noise Exposure Standard and 29 CFR: parts 1910.132 through 1910.138 as follows: General requirements, Eye and face protection, Respiratory protection, Head protection, Occupational foot protection, and Hand protection.	
Pollution Prevention	PP09	60	1	This course, designed for employees in general industry, covers pollution prevention. Topics include causes of pollution, participants in pollution prevention programs, regulatory requirements related to pollution prevention, classes of waste generators, pollution prevention methods, and the steps in pollution prevention practice. The EPA Pollution Prevention Act of 1990	
Powered Industrial Truck Safety	PI09	30	1	This course is designed for those who work around or with power-propelled trucks (forklifts) used to carry, push, pull, lift, stack or tier materials. The course covers health and safety concerns associated with the use and maintenance of power-propelled trucks. The course provides an overview of OSHA's 29 CFR 1910.178	
Proactive Approaches to Chemical and Biological Threats	CB09	120	4	This course offers a practical approach to safe practices regarding potential threats from chemical and biological agents, including sarin, phosgene, anthrax, plague, tularemia, and others. Topics include fallacies, company plans, properties of malicious agents, delivery routes, effective containment, steps to take after an incident, governmental agencies, and notification procedures for public leaders. OSHA Act of 1970, Section 5 (General Duty Clause); OSHA Recommendations for Handling Suspicious Letters or Packages; CDC Guidelines for State Health Departments; CDC Recommendations and Reports: Biological and Chemical Terrorism: Strategic Plan for Preparedness and Response	

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Process Safety Management	PS09	120	4	This course, designed for employees, contractors, and contract employees who work at industrial process plants, covers how to recognize job-related potential health and safety implications. Topics include the prevention and minimization of consequences from a catastrophic release of toxic, reactive, flammable, or explosive Highly Hazardous Chemicals (HHC) from an industrial process. OSHA 29 CFR 1910.119 and Appendix A, OSHA Directives CPL 2-2.45A CH-1. Process Safety Management of Highly Hazardous Chemicals – Compliance Guidelines and Enforcement Procedures (1994, September 13). CPL 2.94. OSHA Response to Significant Events of Potentially Catastrophic Consequences (1991, July 22).	
Respiratory Protection	RP09	60	2	This course covers respiratory hazards, protection mechanisms, safe work practices, and use of respiratory protection against hazardous airborne contaminants in the work environment. Topics include employer and employee responsibilities; the nature, extent, and effects of respiratory hazards; the operation, limitations, and capabilities of respirators; and respirator selection, use, inspection, maintenance, cleaning, storage, and malfunctions. OSHA: 29 CFR 1910 Subpart I	
Safety Awareness for Seasonal Employees	SA11	30	1	As a seasonal employee, it is important to have a good overview of safety considerations. Statistics show that new employees are more susceptible to accidents than more experienced workers.	
Safety Awareness Program for Supervisors		30	1	Safety awareness is an employee's ability to identify job hazards and take the proper safeguards to prevent accidents to themselves and fellow employees. Supervisors play a key role in increasing employee safety awareness and preventing accidents. The purpose of this course is to review what supervisors can do to increase safety awareness among their employees in order to prevent accidents.	
Site Control	SC09	30	1	This course describes how site control programs can minimize employee exposure to hazards and prevent migration of contamination. Site control measures covered in this course include preparation of site maps, work zones, buddy systems, site security, communications, and multiple safe work practices. This course provides an overview of OSHA's site control measures from General Industry standards, 1910.120 and Construction Industry standards, 1926.65.	
Slips, Trips, and Falls	ST09	30	1	Intended to make individuals aware of potential slip, trip, and fall hazards in the workplace and covers how to recognize indoor and outdoor slip, trip, and fall hazards, how to identify proper exit and access requirements, and includes housekeeping tips to prevent slips, trips, and falls.	
Spill Prevention and Control	SP09	30	1	This course covers safe handling, movement and storage of hazardous materials, as well as spill control and confinement methods. Topics include likely locations for and control of spills, containment and confinement, procedures for spill and leak response, steps for containing hazardous spills, confinement methods for solids, liquids and gases, and roles of emergency responders if hazardous materials are involved. The course provides an overview of OSHA 29 CFR 1910 Subpart H.	
Toxicology Training	TX09	30	1	This course, developed in accordance with OSHA regulations created for Hazardous Waste Operations and Emergency Response (HAZWOPER), covers the basics of toxicology. Topics include making decisions concerning protection from chemical exposure, types of toxic agents, agent routes of entry, adverse responses to toxic chemical exposure, and chemical exposure limits. This course covers primarily OSHA 29 CFR 1910.120.	
Trailer for Light Truck Drivers	DV24	20	1	Driving a light truck that is towing a trailer takes an additional set of skills and knowledge. This course covers what to do before you drive to ensure that your truck and trailer are properly prepared. It also describes tips for driving, backing, driving in challenging conditions, dealing with trailer sway, and parking. 20 minutes	
Trenching and Excavation Safety	TE09	60	2	This course covers health and safety concerns unique to trenching and excavating. Topics include confined space requirements, safety principles, site assessment, causes of fatalities, factors to consider before trenching and excavating, and types of excavation methods. OSHA: 29 CFR 1926.650 Subpart P	
Waste Management	WM09	60	2	This course covers hazardous waste problems, federal laws which govern waste management, regulated hazardous waste, steps for properly managing hazardous waste including generation, transportation, treatment, storage and disposal, recent developments in waste management, types of waste, waste determination tests, generator statuses, and the list of high-priority chemicals (PBT). RCRA (1976, amended 1984); Pollution Prevention Act of 1990	
Welding, Cutting, and Brazing Safety	WC09	30	1	This course covers potential health and safety concerns unique to welding, cutting, and brazing. Topics include compressed gas and oxygen cylinders; arc welding and cutting; personal protection equipment (PPE); fire prevention techniques; mechanical ventilation; confined spaces; and metals of toxic significance or with protective coatings. This course provides an overview of OSHA 29 CFR 1910 Subpart Q.	
Winter Driving Safety	WI09	60	2	This course covers safe driving techniques in adverse winter weather conditions. Topics include defensive driving, accident prevention methods, the impact of drinking and driving, vehicle safety measures, vehicle maintenance, winter weather patterns and associated hazards, personal safety considerations, and actions to take for breakdowns or accidents.	
Working in Extreme Temperatures	ET09	30	1	This course has been developed in accordance with OSHA's 29 CFR 1910.120 regarding personnel exposed to temperature extremes. Topics include illnesses resulting from hot and cold temperature exposure, first aid measures, steps to avoid illness, factors that affect the body's ability to withstand temperature extremes, and measures to prevent injuries related to temperature extremes.	
Working Outdoors in Warm Weather Climates	WO11	30	1	Working outdoors in the summer can be a great way to enjoy Mother Nature but it has its own set of hazards. In this course, you will learn to recognize the dangers and learn how to prevent problems related to elements of nature like the sun, heat, tick-borne diseases, West Nile virus, and poisonous plants. This training is helpful to anyone who works outdoors in warm climates. Both employers and employees need to know about special hazards related to working outdoors and the many ways these hazards can be minimized.	
<b>Business Skills and Human Capital Management Suite</b>					
A Problem-Free Approach to Problem-Solving	NC27	120	4	Discusses a process for solving work-related problems, including creative approaches that can be used in less-structured problem-solving situations.	
Access 2003	ML01	1320	6	The Access 2003 series of courses starts off with an overview of both database concepts in general and Access in particular. Learners then find out how to design, build, and use Access tables. Further topics include using queries, find, filter, and sort to unearth answers from data. Learners finally move on to the Access report system and delve into wizards, timesaving tips, and even a bit of programming.	
Access 2007	ML02	1440	6	This series covers how to use Access 2007 to create, modify, and access databases. It shows the learner how to use the Ribbon-based Access 2007 interface, as well as how to build tables, forms, and reports. Learners will also be able to use queries and filters to sort through data.	
Achieving Communication Effectiveness	AC02	90	4	Discusses communication techniques that open the door to dialogue, negotiation, and compromise.	
Basics of Business Math	ML26	960	6	This series is designed for users who want to improve their basic math skills. It covers basic mathematical calculations commonly used in business settings. Courses cover computing fractions and decimals, the order of operations for combined computations, and solving equations and word problems. It includes the use of proportions, ratios, and percentages, and also provides instruction on the use of a calculator for business applications.	

## FirstNet Learning Online Training Courses

Online Training Courses Course Title	ID	Length (minutes)	Credits	Course Description
Building Customer Loyalty	NC12	120	4	This course covers building a foundation for excellent customer service, communicating effectively with customers, managing the customer encounter, handling complaints and conflict, and continuously improving customer service. Topics include the role of customer service representatives, what customers want, customer service standards, active listening, speaking in the positive, body language, telephone communication, recognizing customer communication and conflict styles, why customers complain, calming techniques, and conducting a customer service audit.
Building Relationships	ML27	300	6	How do you build strong networks within your company and among industry peers? How do you communicate effectively with different types of people in the workplace and get your point across clearly? This series will help you build bridges and improve your business relationships.
Business Ethics	ML28	320	6	The Business Ethics series provides a common sense, practical approach to doing good work, emphasizing the need for people to prepare in advance for ethical dilemmas. The series takes an honest, realistic view of how managers can help improve ethical behavior in the rushed, output-driven business
But I Don't Have Customers	NC71	120	4	This course covers four main topics: understanding internal customer service, communicating effectively with customers, handling internal customer conflict, and creating an internal customer service plan. Also included are the identification of critical contact points, how to effectively listen and ask question, identify and meet customers' needs and expectations, keep commitments and deadlines, use positive statements, be flexible with policies and procedures, find out why internal customers complain, understand communication styles, calm upset customers, agree to solutions, and create an action plan.
Care and Control: A Better Approach to Termination	NC04	120	4	Defines Care and Control in relation to employment termination; discusses how to plan the termination process with Care and Control and how to carry out the termination process appropriately
Coaching for Performance Excellence	NC32	120	4	Covers the core coaching skills of clarifying expectations, building skills, enhancing confidence, encouraging flexibility, resolving conflict, and developing motivation.
Coaching Job Skills	CJ11	60	4	Focuses on interpersonal skills emphasizing communication and improvement of management skills by using behavior modeling.
Communicating Results	NC72	120	4	A course for retail managers on how to deal with the challenges of managing staff performance by enhancing six key communication skills.
Communicating Up	CU11	90	4	Communicating Up is one of the courses included in our Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, Essential Skills of Leadership and Essential Skills of Communicating prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.
Communication Essentials	NC14	120	4	Presents the essential skills needed to communicate effectively in the work environment; uses workplace examples to introduce common communication problems and how to overcome them.
Communication Nightmares: Solutions to Your Top	NC70	120	4	Discusses how to appropriately provide and receive job-performance and work-related feedback.
Computing Concepts	ML04	1380	6	This series examines several basic computing concepts. Security issues are discussed, including administrative, physical, logical, and network security, and how to plan for security risks. The basic concepts of database functionality and selection are also discussed. Data processing and management is examined in detail, including teleprocessing, data transmission, and messages.
Conflict Management	NC33	120	4	Describe the steps involved in dealing with conflict between employees.
Continuous Improvement in the Workplace	NC23	120	4	Discusses how to improve quality in all levels of an organization by learning how to define customer needs and expectations through analyzing, measuring, and improving work processes.
Creating Loyal Customers for Associates	NC43	240	10	Describes skills, strategies, and actions needed to make customers feel their expectations are met and exceeded.
Creating Loyal Customers for Leaders	NC24	240	10	Describes how retail managers or supervisors can lead their team to quality service.
Creating Messages that Motivate (The Decker Grid Method)	NC25	240	10	Teaches a simple four-step process for creating presentations that contain the key elements of success.
Customer Service	ML29	1260	6	This series is designed to help users create and maintain good customer services. Concepts covered include defining company-wide customer service and standards, strategies for effective communication, and effective problem resolution. The series also provides an overview of creating a customer service department that useful tools for providing excellent customer service.
Customer Service Excellence	NC29	120	4	This course covers the role of customer service excellence, how to create a total service experience, provide "service with heart," deal with challenging customers, solve customer problems, help customers by phone, become a customer service star, and the team approach to customer service. Topics include how customer service has changed, what customers want, customers as partners, the cost of an unhappy customer, viewing customers positively, building an emotional connection, active listening, why customers get upset, dealing with emotions, proactive problem-solving, managing customer expectations, dealing with the customer who is wrong, delivering bad news, talking with the boss, providing one voice for your customers, transferring the customer, using the hold button, developing team strategies, delivering outer-circle performance, cross- and up-selling.
Dealing with Difficult Customer Situations	CS02	60	4	Describes techniques, such as calming and focusing, for dealing with difficult customer situations and general guidelines.
Dealing with Difficult People	ML30	498	6	This series presents strategies for handling interpersonal tension in the workplace. In each course, learners will gain insight into analyzing situations, determining the best courses of action, and resolving problems. Scenarios and examples include working with difficult people in any organizational situation - supervisors, peers, and subordinates.
Dealing with Difficult Workplace Behaviors	NC15	120	4	Discusses how to manage and encourage greater participation among difficult personality types in the workplace.
Dealing with Diversity	NC01	120	4	Discusses how to recognize and respect individual differences, and learn some strategies that can be used to deal with diversity in an organization.
Defusing Workplace Violence	NC11	120	4	Discusses the techniques and procedures for preventing problems before they escalate, and to recognize and respond to violence in the workplace.
Delegating	DE11	60	4	Provides the tools necessary to develop messages that communicate the "what" and the "why" of every delegated task for successful results.
Delivering Customer Focused Service	CS01	60	4	Discusses strategies, guidelines, a 4-step customer service model, and communication skills.
Delivering Winning Presentations Every Time	NC78	240	10	Teaches effective communication skills and audience-involvement techniques that can be used during presentations.
Developing an Effective Team	NC26	120	4	Helps team leaders and members diagnose their team's current functioning and plan effective ways to improve performance.
Developing and Coaching Others	DC11	90	4	Developing and Coaching Others is about how managers can effectively and successfully develop and coach their team members to become better and more consistent performers. The program will help your managers learn the specifics of how they can effectively impact the learning process and coaching moments of their teams to make the difference
Developing Effective Supervisory Skills	NC22	120	4	Teaches the benefits, challenges, and responsibilities of supervisors and managers, including the skills needed to motivate team members, solve problems, resolve conflicts, manage time, and deal with stress.

## FirstNet Learning Online Training Courses

Online Training Courses		Length			
Course Title	ID	(minutes)	Credits	Course Description	
Developing Performance Goals and Standards	DP11	60	4	Discusses how to establish performance goals and the steps that gain team member agreement and commitment to those performance goals.	
Diversity Awareness	DV02	60	4	Shows how to understand, recognize, and appreciate cultural diversity, how to interact with different kinds of people, and how to recognize the benefits of multiculturalism.	
Diversity: The Real Deal	NC02	240	10	Explores how diversity is changing and benefiting the workplace.	
Documenting Discipline	NC05	120	4	Discusses how to use progressive discipline as a positive management tool.	
Drug-Free Workplace Orientation	DF09	30	1	This course, designed for employees and supervisors, covers the impact of drugs on the workplace and how to promote a healthy workplace. Topics include the goal of a drug-free workplace policy, signs of substance abuse, employee actions to take when substance abuse is suspected, stages of addiction for alcohol and drug abuse, workplace policies and procedures, drug test requests, the role of an Employee Assistance Program, and the supervisor's role in a drug-free workplace program.	
Effective Business Communication	ML31	660	6	This series teaches the writing skills learners will need to effectively communicate in a business setting. They will learn how to prepare for a writing task, and about strategies and skills for effective word choice, sentence building, and paragraph design.	
Effective Communicating	NC79	120	4	A master course comprised of "Creating Messages that Motivate" and "Delivering a Winning Presentation Every Time," and teaches effective presentation skills and audience-involvement techniques.	
Effective Discipline	ED11	60	4	Learn effective techniques for addressing problem behavior using communication skills that preserve the self-respect of the individual and encourage self-discipline.	
Effective On-the-Job Training	NC73	120	4	Provides guidelines for planning and conducting on-the-job training.	
Effective Presentations	ML32	600	6	Public speaking is a frightening task to many people, but it is also a crucial tool in career success. This series offers tips to help you prepare and deliver more powerful presentations.	
Effective Project Management	NO80	120	4	Discusses the skills and tools needed to become an effective project manager, including the four stages of a project.	
E-Mailing Your Way to the Top	ML73	480	6	Email has become so prevalent in the workplace that we seldom think about it, and yet it is the medium coworkers see you through most often. How can your emails speak for you clearly, effectively, and potently? This series will walk you through building email subject lines and messages that are effective and respect office etiquette. You'll also learn about email safety by avoiding threats like viruses and phishing, and how to think about email confidentiality and legal	
Empowerment in the Workplace	NC28	120	4	Discusses the benefits of empowerment and discover the tools and techniques required to help promote empowerment at every organizational level.	
Essential Skills of Communicating	EL12	90	4	Essential Skills of Communicating is one of two foundation courses in our Supervision Series, which help to develop skills that are basic to all the other courses in the series. Provides the tools to develop clear, concise messages aimed at the needs and interests of the listener.	
Essential Skills of Leadership	EL11	60	4	Essential Skills of Leadership is one of two foundation courses in our Supervision Series, which help to develop skills that are basic to all the other courses in the series. Establishes a methodology for productive interactions between team members and team leaders and defines the skills required to manage the individual while leading the team.	
Ethics in the Workplace	NC10	120	4	This course covers the definition, fundamental principles, interpretation, and rationale for ethics in the workplace. The course describes a nine-step process for making ethical business decisions. It includes how to deal ethically in common situations with employees, employers, coworkers, customers, and other businesses.	
Excel 2003	ML06	1560	6	This series is designed for beginning and intermediate Excel users. This series teaches learners about creating and editing spreadsheets, what is new in the 2003 version, the Excel interface, navigating, editing, and working with text, values, and formulas, printing, formatting, creating charts and databases, and using images and hypertext in a spreadsheet.	
Excel 2003 to 2010 Upgrade	ML78	600	6	This series will guide you through the numerous updates and enhancements released for Microsoft Excel. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.	
Excel 2007	ML07	660	6	The Excel 2007 series introduces learners to the newly designed Ribbon interface of Microsoft Excel 2007. It provides a basic introduction to Excel including entering and editing cell data, selecting cell ranges, and formatting worksheet data. Learners will also be able to print worksheets, add comments, complete basic calculations and formulas, and create charts using Excel 2007.	
Excel 2007 Advanced	ML08	240	6	The Excel 2007 Advanced series teaches you to apply filters, use formulas and analyze data. You will be able to apply your knowledge to create complex business applications and analyses in Microsoft Excel.	
Feedback Solutions	NC49	120	4	Demonstrates how to structure specific, balanced feedback that encourages employees to take responsibility for giving feedback to others.	
Fundamentals of Business Management	ML33	600	6	The Fundamentals of Business Management series provides learners with basic theories, skills, and tools they can use to improve their performance as managers.	
Fundamentals of Business Math	NC30	120	4	Discusses the fundamentals of business math and statistics, including the principal applications of spreadsheets.	
Grammar	ML34	600	6	This series is designed for users who want to improve their grammar skills. It examines sentence structure in detail, including parts of speech, subject/verb agreement, use of pronouns and irregular verbs. Punctuation is discussed, including the proper use of apostrophies, quotation marks, capital letters, numbers, and abbreviations. Advanced topics include pronoun types, adjectives and adverbs, colons and semicolons, other punctuation, and modifiers.	
HIPAA Privacy for Healthcare Plans & Employers	HZ09	60	2	This course, designed to cover the Health Insurance Portability and Accountability Act (HIPAA) "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI), focuses on the HIPAA Privacy issues that are specific to employees of Health Plans, Healthcare Clearinghouses, Group Health Plans, and employees not directly employed in the medical field but required to be trained in the proper handling of PHI. The course also covers the ways employers are impacted by the HIPAA Privacy Rule. This course provides an overview of the Department of Health and Human Services' 45 CFR Parts 160, 162, and 164.	
HIPAA Privacy for Healthcare Providers	HX09	60	2	This course focuses on the HIPAA Privacy issues that are specific to employees in the healthcare industry. The course covers the history and overall function of HIPAA, the HIPAA "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI), the requirements for the protection of PHI under the HIPAA Privacy Rule, and additional requirements for the protection of electronic PHI under the HIPAA Security Rule. Health Insurance Portability and Accountability Act (HIPAA); Department of Health and Human Services 45 CFR Parts 160, 162, and 164	
Hiring Winning Talent	HW11	90	8	Provides processes and tools to master the art and science of identifying and winning great new employees that will perform in the top 20%.	
How to Get Everything Done	NC76	120	4	Discusses techniques for becoming more efficient and identifies applicable circumstances for implementing those techniques.	
Human Touch Performance Appraisals	NC36	120	4	Demonstrates how to prepare, conduct, and follow through on performance appraisals that focus on caring for the employee.	
Improving Work Habits	IW11	60	4	Provides the tools necessary to recognize and address poor work habits and gain a commitment to change.	

## FirstNet Learning Online Training Courses

Online Training Courses		Length			
Course Title	ID	(minutes)	Credits	Course Description	
Innovation in the Workplace	ML74	420	6	Creativity can do more than just spark the next Big Idea for your organization. It's also a critical skill for finding unique solutions to problems and new ways to improve on old processes. This series will help you to build your creativity and encourage it in others in productive ways that help your organization's bottom	
Internet Explorer 6	ML09	360	6	The courses in this series teaches students to use Microsoft Internet Explorer 6 to browse the Internet and to send and receive electronic mail using Microsoft Outlook Express.	
Internet Explorer 7	ML10	120	6	This series introduces the new look and features of Internet Explorer 7. Learners will be able to securely use this updated web browser to perform searches, print documents, and access streaming content.	
Interviewing and Hiring	NC37	120	4	Provides information about behavior-based interviewing and hiring issues, enabling managers to make a more informed hiring decision.	
Introduction to Finance	NC31	120	4	Identifies the principles of financial management, how to read and interpret financial information, and how to apply meaningful financial information.	
Introduction to PCs	ML11	2100	6	This series is designed to introduce users to personal computers. Users will learn what a PC is and what an operating system is. They will learn basic computer skills such as turning a computer on, logging on to Windows, and working with files. Users will also learn to identify and use the major components of a PC, both externally and internally, including: disk drives, monitors, mice, keyboards, and printers.	
Investing Time for Maximum Return	NC50	120	4	Discusses the principles of the Time Tactics® process and how to apply the concepts of commitment, choice, and control throughout this process.	
Job Strategies for New Employees	NC51	120	4	Examines the challenges faced by new employees and employers who have moved into a new position, department, or team.	
Keep Them Calling: Providing Superior Customer Service on the Telephone	NC44	120	4	This course covers the basic needs of customers on the phone, five dimensions of customer service, creating positive phone relationships and impressions, the basics of phone performance (opening, managing, and closing calls), communication styles, building rapport through mirroring and empathizing, effective voice messaging (messages that promote action, effective voice mail greetings, handling incoming voice mail), handling angry, abusive or upset callers (resolving the relationship and fixing the problem), denying customer requests tactfully, and setting SMART goals.	
Leading Meetings to Success	NC52	120	4	Discusses how to lead, control and influence meetings for positive outcomes.	
Legal Issues in Interviewing - You Be the Judge	NC03	120	4	This course covers four main issues: staying within the law, how to approach the interview, interview questions and the law, and the purpose of note-taking. Topics include effects of illegal interview practices, behavior-based interviewing, legal and illegal interview questions.	
Legal Issues in Management	NC09	120	4	Outlines the major legal requirements and legislation to which employers must comply and introduces the management behaviors that help prevent discrimination in the workplace.	
Listen for Understanding	NC48	120	4	Covers ways to improve listening skills through overcoming the filters and barriers that can lead to misunderstanding and conflict.	
Making Change Work for You	NC53	120	4	Examines the fundamental characteristics of change and describes how people can react to change.	
Making Customer Recommendations	TS03	60	4	Presents selling solutions to help the customer reach his objectives and a four-step recommendation process.	
Management Skills Introduction	ML36	405	6	The Management Skills Introduction series teaches learners core management skills. Learners will be able to apply their knowledge to the successful management of projects, people, and time.	
Manager's Mindset with Simulations	NC55	120	10	Discusses the concepts and skills necessary to foster a learning-oriented environment in the workplace - additional simulations.	
Managing Change	ML37	300	6	Change is an undeniable aspect of the modern business world. The leaders of an organization are called upon to guide their teams through the change process and to provide a critical bridge between the old way of doing things and new work practices. This series shows managers the three major elements of leadership in times of significant change -- the need to refocus yourself, to lead the team, and to work effectively with individual team members.	
Managing Complaints	MC11	60	4	Shows how to resolve simple complaints and identify the hidden agendas that often underlie chronic grievances.	
Managing Workplace Conflict (Employee)	NC16	120	4	Discusses how to properly deal with conflict so that it will provide a chance to learn from others, improve work methods, and contribute to team solidarity.	
Managing Workplace Conflict (Manager)	NC17	120	4	Discusses how to properly manage conflict so that it will provide a chance to learn from others, improve work methods, and build team solidarity.	
Meeting Management for Leaders and Participants	NC56	120	4	Discusses how to organize, prepare for, and conduct effective meetings in the workplace	
Mentoring for Success	NC57	240	10	Discusses the qualities and roles of successful mentors, and discover the steps necessary to develop and maintain a formal mentoring program.	
More Than a Gut Feeling	NC38	120	4	This course covers the benefits of using behavior-based interviewing, understanding the job and identifying job skills needed for success, designing effective rapport-building, open-ended and probing questions, interview steps, and handling difficult or unsuitable candidates. It includes how to use an evaluation system, recognize warning signs, and make reference checks to select a candidate, as well as notifying candidates of the hiring decision.	
Motivating Team Members	MM01	90	4	Motivating Team Members helps managers understand the complex idea of motivation. Managers will learn the four stages to influence a team member to perform a task, while creating a work environment that will motivate higher performance.	
Motivation	ML38	660	6	This series presents the concepts of providing motivation for employees. It discusses developing a vision, a common goal, and direction for workers. Topics covered include using effective communication, conducting effective meetings, and encouraging creative problem-solving. The series also discusses rewarding effort and correcting mistakes without damaging motivation. Other topics examined include time and stress management, training and education and motivation, and building trust. This series is designed for those interested in improving their skills in coaching and motivating employees.	
Motivation in the Workplace	NC58	120	4	Discusses the nature of employee motivation; teaches managers how to motivate employees and maintain a motivational environment and open communication in the workplace.	
Motivation Methods and Strategies	ML39	60	6	This series provides insight for motivating team members in the workplace. Learners will understand principles for leading and coaching employees and will discover methods of motivating a team through rewarding top performers, correcting weaker performers, and building trust. Learners also will become familiar with established psychological theories that support these motivational strategies.	
Negotiate with Confidence	NC59	120	4	Outlines how to successfully plan for a negotiation meeting and to identify common strategies used during negotiation.	
Negotiating	ML40	1140	6	This series presents strategies for negotiating in business and daily situations. It covers techniques for developing a negotiation plan, evaluating the opposition, and taking advantage of body language, props, timing, questions, and correspondence. It presents strategies for gaining control in negotiation situations, and effective methods of getting past obstacles and closing a negotiation. Several everyday negotiation scenarios are explored, with tips for effective negotiation techniques to apply to these situations.	
No Privacy: Legal Issues in Email	NC60	120	4	Discusses how to use e-mail responsibly and appropriately and explains how to avoid common e-mail errors that could result in costly litigation.	
Office 2003	ML12	120	6	This series describes products and features that are new in this version of Office and common to each of the applications in the suite. InfoPath and OneNote are new products introduced in this version of Office. The new features include XML support, Smart Documents, the Research task pane, new collaboration tools, and improved developer tools. The series also covers new features in each Office application.	

## FirstNet Learning Online Training Courses

Online Training Courses		ID	Length (minutes)	Credits	Course Description
Office 2007	ML13	1020	6	The new Office package is changing the old interface with new features on an interface now known as the Ribbon. How do you find the commands you already know? What new commands are available in Word, Excel, Outlook, PowerPoint, and Access? Take a look at the changes in Office 2007 and learn how to make the most of them.	
Office 2010	ML79	840	6	Microsoft Office 2010 improves on Office 2007 to make your working day even more efficient and effective. New image-editing tools help you design documents that stand out from the crowd. New social networking tools help you connect with colleagues. You can post documents to the Internet, and then view or edit those documents through a web browser or mobile phone. You can embed and edit videos within slide presentations, and turn slide presentations into videos themselves. You can track trends in spreadsheet data with new filtering and visualization tools.	
Office Safety/The Safety Secret	NC08	120	4	Presents the fundamental office safety information needed to ensure a safe work environment.	
Office XP Upgrade	ML14	600	6	This series explains and introduces new and changed features in Office XP applications. Targeted for experienced Office users, the courses in this series highlight the new features of Office XP including task panes, smart tags, and SharePoint Team Services. Additionally, a course is devoted to discussing the most important changes to Word, Excel, Outlook, PowerPoint, Access, and FrontPage. The entire series features the XP interface in the screen captures.	
Outlook 2002	ML15	1080	6	This series teaches users how to use the major components of Outlook: Outlook Today, Contacts, Inbox, Calendar, Notes, and Tasks. Topics include navigating between components in Outlook; adding and using information about contacts; reading, sending, customizing, and organizing e-mail messages; scheduling appointments, events, and meetings; and creating tasks and notes.	
Outlook 2003	ML16	1500	6	The Outlook 2003 series of courses teaches learners how to use the major components of the Outlook 2003 program: Mail, Calendar, Contacts, Tasks, and Notes. Topics include navigating between Outlook modules and reading, sending, customizing, and organizing e-mail messages. Learners will also find out how to schedule appointments, add and use information about contacts, and create tasks and notes. In addition, the courses will delve into the collaboration, security, and personalization features of Outlook 2003.	
Outlook 2003 to 2010 Upgrade	ML80	540	6	This series will guide you through the numerous updates and enhancements released for Microsoft Outlook. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.	
Outlook 2007	ML70	900	6	Outlook is the most common email application in the world; and it includes many features beyond emailing. This series will examine all these features and more in the latest version of Outlook that has been released with the Office 2007 package.	
Personal Workspace Issues	NC61	120	4	Discusses the appropriate procedures and follow-up policies for dealing with employee issues and problems that affect employee performance.	
Planning Your Job Performance	NC40	120	4	Explains how to reinvent the traditional appraisal process by establishing clear job and performance expectations and by effectively managing change and planning development.	
PowerPoint 2002	ML17	1020	6	This series teaches the user how to create presentations and edit page layouts. The user will learn how to add text, graphics and tables to slides. The series also discusses customizing individual slides as well as the entire slide presentation. This series is designed for anyone who is interested in learning about the features of PowerPoint 2002.	
PowerPoint 2003	ML18	1500	6	The PowerPoint 2003 series is designed for beginning and intermediate PowerPoint users. This series teaches learners about creating and editing presentations and individual slides, outlining presentations, and printing presentations. The courses also detail topics such as formatting presentations and slides and using masters, color schemes, and templates. Learners will find out how to incorporate pictures, clip art, sound, video, and animation into a presentation. Finally, the courses cover how learners can use PowerPoint with the Internet and when collaborating with others.	
PowerPoint 2003 to 2010 Upgrade	ML81	660	6	This series will guide you through the numerous updates and enhancements released for Microsoft PowerPoint. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.	
PowerPoint 2007	ML69	1140	6	This series is for anyone new to Microsoft PowerPoint, or for individuals looking for a PowerPoint refresher. Lessons included are: Getting Started; Developing a Presentation; Design Elements; Inserting Shapes; Formatting Shapes; Clipart, Pictures, and WordArt; Smart Art Graphics; and Charts and Tables.	
Preventing Discrimination	PD09	30	1	This course describes discrimination, its impact on the workplace, and steps employees and employers can take to prevent and respond to discrimination in the workplace. Topics include protected classes and applicable laws, examples of discrimination, and how to recognize discriminatory actions.	
Preventing Harassment in the Workplace - Employee	NC07	120	4	Discusses illegal harassment in the workplace, its consequences, and how to stop it.	
Preventing Harassment in the Workplace - Supervisor	NC06	120	4	Discusses illegal harassment in the workplace, its consequences, and how to respond to it.	
Problem Solving Through Productive Thinking	ML75	420	6	One of the greatest abilities of leaders -- whether in management positions or on the front line - is the ability to see the root of problems and quickly enact effective solutions. This series will pass on some of the skills and tips that will help you to better identify problems, find their causes, and get their solutions.	
Professionalism in the Office	PO03	60	4	Professionalism in the Office is designed to teach the skills needed to be more professional on the job. This self-study will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of the organizational culture, and flexibility for change. This course gives the opportunity to assess personal performance, participate in learning experiences not available in the day-to-day work environment, and define and evaluate personal goals/objectives related to career growth.	
Project 2003	ML19	1800	6	The Project 2003 series is designed to help learners with the basics of Microsoft Office Project 2003. This series explains how to set up a project; manage project files; create a task list; schedule tasks; view a schedule; define and assign resources and costs; track a project; and analyze progress and revise a	
Project 2007	ML72	960	6	Get projects under control with Microsoft Project's latest version, 2007. Build schedules, communicate effectively with everyone involved, chart your progress, and keep track of budget and project materials. This series will show you how to use this complex tool to save time and maximize your projects' success.	
Project Management	ML41	1320	6	This series provides a detailed examination of project management concepts and strategies. It discusses the seven components of a management system and the five phases of the project life cycle, and looks at factors that affect cost and quality. The project manager role is explored in detail, and strategies for defining the project are examined. Tasks such as developing the Work Breakdown Structure, estimating and scheduling resources, scheduling computations, and tracking project activities are discussed. The close-out phase of a project is also covered. Other topics include formalizing project management standards, developing a project team, and strategies for becoming a more effective project manager.	

## FirstNet Learning Online Training Courses

Online Training Courses		Length			
Course Title	ID	(minutes)	Credits	Course Description	
Providing Performance Feedback	PP11	60	4	Describes an evaluation process including establishing relevant performance standards, soliciting team members own performance evaluations, and developing clear and credible summary evaluations.	
Quality Service in the Public Sector	NC45	120	4	Looks at service in the public sector and demonstrates a number of techniques for building effective customer service skills.	
Ready to Recruit	NC62	120	4	This course covers the importance of constant recruiting and sources and strategies to do so successfully. Topics include knowing what candidates you're looking for, sources of candidates, networking, recruiting customers, "selling your store," and tips for recruiting.	
Resolving Conflicts	RC11	60	4	Resolving Conflicts focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit it is recommend that learners first experience the two foundation modules, Essential Skills of Leadership and Essential Skills of Communicating prior to taking this course. The audiences for this course are team leaders, supervisors and first-line managers.	
Sarbanes-Oxley Act	ML43	360	6	The Sarbanes-Oxley Act of 2002 will have a long lasting impact on the governance and financial accountability of publicly held companies. This series will provide the learner with an overview of the Act. Learners will master guidelines for making company policies, procedures, systems, and controls Sarbanes-Oxley compliant. Learners will also examine management certification responsibilities and noncompliance penalties under the Act.	
Sexual Harassment Prevention	SE09	30	1	This course is designed for all employees. It defines sexual harassment, provides examples of sexual harassment, and outlines the steps you and your employer can take to prevent and respond to sexual harassment in your workplace.	
Sexual Harassment Prevention (Supervisor)	SM09	90	3	Designed for supervisors, this course defines sexual harassment and outlines the steps supervisors and employers can take to prevent and respond to sexual harassment in the workplace.	
Star Service	ST11	90	4	Employees are one of the most important parts of an organization. The impressions that they make with your customers directly affects the image your customers will have on your organization as a whole. STAR Service will help your employees improve their customer service transactions, enhance customer relationships, and grow the business. They will learn the process and skills needed to provide customers with a positive memorable experience.	
Stopping Sexual Harassment; Guidelines for Employees	NC21	120	4	Makes employees aware of what constitutes sexual harassment in the workplace and explains how to avoid discriminatory behaviors in the workplace.	
Stopping Sexual Harassment; Guidelines for Managers	NC20	120	4	Makes supervisors aware of what constitutes sexual harassment in the workplace and outlines the steps involved in dealing with sexual harassment.	
Stress Management	WS09	30	1	This course covers techniques to manage and deal with stressful situations in and out of the workplace. Topics include warning signs and effects of stress, different types of stress, and ways to control and relieve stress, maintain life balance, and resolve conflict.	
Supporting Change	SC11	60	4	Discusses change and developing clear communication that reduces misunderstanding and anxiety and leads to acceptance.	
Taking Personal Responsibility	NC64	120	4	Describes the three key areas in which retailers can take responsibility for their own success: self-management, job responsibilities, and feedback.	
Talent Development: Planning Your Career	NC65	120	10	Planning Your Career – discusses how to use insight and tools to effectively manage personal career development.	
Talent Selection	NC41	240	10	Discusses a structured approach to employee selection that predicts performance and sets up success.	
Team Up for Success	NC66	120	4	This course covers the benefits of teams, how to organize teams, team leader and member roles and responsibilities, working effectively in a team, team decision-making, handling difficult team situations, and disbanding a team. Included in the course are the topics of why teams fail, ground rules, the team charter, conducting meetings (including the issues of involvement, conflict, trust, and impasse), consensus, and dealing with dominators, non-participants and	
Teams That Work	ML45	240	6	This series teaches the learner practical methods for establishing and maintaining teams that maximize the collective strengths of their members. Learners will also acquire valuable team leadership skills.	
Ten Tools for Quality	NC81	120	4	Discusses techniques to sustain quality improvement efforts in the workplace.	
The Art of Giving and Receiving Feedback	NC19	120	4	Discusses how to appropriately provide and receive job-performance and work-related feedback.	
The Complete Guide to Effective Facilitation	NC67	120	4	Presents an overview of the processes, tools, preparation and conduct of an effective facilitation process covering the entire process, from planning and design through to implementation.	
The Consultant on Teamwork Challenges	NC77	120	4	Helps team leaders and members diagnose their team's current functioning and plan effective ways to improve performance.	
The Incoming Sales Call	TS05	60	4	Learn how to ensure that conversations and relationships with customers start positively and how to transition from order taking or providing a service to a sales conversation.	
Time Management For Maximum Productivity	ML76	360	6	It always seems like we could use an extra 2 hours (or more!) in the day. How can we manage our time and be truly productive in the office, and in life? This series will introduce you to the most important rules of time management, including not just how to get more done, but how to choose the things you do give your day the biggest impact possible.	
Time Management Fundamentals	ML46	660	6	This series describes specific time-management strategies that learners can apply to make their work time more efficient and productive.	
Training Other People to Train	NC68	120	4	Discusses the concepts and methods involved in training people to train others, including training adults, interactivity in training, training objectives and methods, being a credible trainer, the training process, and training logistics and mistakes.	
Turning Feedback into Change	NC42	120	4	Discusses how to develop and communicate a personal action plan for change using formal, written feedback.	
Understanding and Using Financial Data	UF01	60	4	Discusses the thought process of business, terminology of financial statements, and problem analysis.	
Visio 2002	ML20	2160	6	This series introduces users to Microsoft Visio 2002, a powerful diagramming and drawing application that can be used to create business and technical diagrams. Learners will study the basics of the Visio 2002 interface and tools, explore the templates, stencils, and pre-defined shapes provided with Visio, and construct simple Visio diagrams.	
Why Didn't I Think of That?	NC69	120	4	Outlines skills and techniques used to creatively solve problems in the workplace.	
Windows 7	ML83	360	6	Learn what's new in Microsoft's latest, highly anticipated operating system, starting with the stunningly modern user interface that you can personalize to suit your taste and needs. You'll become familiar with new features such as Windows Live and Internet Explorer 8 (IE 8), be able to search your PC and the Internet using Bing, and discover the ease and fun of working with digital media. You'll also find more technically oriented information about essential topics including deployment, administration, and security.	
Windows Vista	ML21	120	6	This series teaches you about the new Vista interface, features, and applications.	
Windows XP Upgrade	ML22	360	6	This series provides an overview of the features available in Windows XP Home Edition and Windows XP Professional. Users will be introduced to the new interface of Windows XP, the multimedia and reliability features of the Home Edition, and the advanced networking and system administration functions of the Professional version.	

## FirstNet Learning Online Training Courses

Online Training Courses <i>Course Title</i>	ID	Length <i>(minutes)</i>	Credits	Course Description
Word 2002	ML23	1140	6	This series of courses is designed to teach the student how to use Word 2002 in the Windows XP operating system. This series covers the basics of Word 2002 and continues into the advanced features and procedures. This series teaches all objectives for the Microsoft Word 2002 Core Exam and includes a complete list of these objectives, which the student can print to hard copy.
Word 2003	ML24	1920	6	This series is designed for beginning and intermediate Word users. This series teaches users about creating and editing documents, what is new in the 2003 version, the Word interface, navigating, editing, and working with text, spell checking, printing, formatting, styles, templates, borders, tables, columns, lists, and using images in a document.
Word 2003 to 2010 Upgrade	ML82	660	6	This series will guide you through the numerous updates and enhancements released for Microsoft Word. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.
Word 2007	ML25	840	6	This series shows you how to use Word 2007 to create word processing documents. It shows you how to use the Ribbon-based Word 2007 interface, how to create and format documents, and how to add lists, tables, and images to your documents.
Workplace Diversity	WD09	30	1	This course examines the diverse factors that employees of different ages, ethnic origins, cultures, and personal styles bring to the workforce, including attitudes toward authority, motivation and teamwork. The course provides an overview of barriers to diversity and identifies what can be done to create a more diverse workforce.
Workplace Violence	WV09	30	1	This course covers the environmental conditions associated with workplace assaults and control strategies implemented in various work settings. Topics include examples of workplace violence, potential victims and perpetrators, violent behavior warning signs, stages of violent behavior, intervention options, reporting workplace violence, and helping victims cope with workplace violence.

\*Univeristy of Phoenix uses a standard formula for determing credit value as

1. 30.0 hours of Self-Paced Online Learning hours is equivalent to 1.0
2. Combinable: Courses may only be combined with courses of similar