WELCOME TO TARGETSOLUTIONS!
This document lists courses offered through the TargetSolutions platform for members of Special District Risk Management Authority. If you have any questions, please don’t hesitate to contact us.

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EMS Continuing Education

TargetSolutions offers a comprehensive catalog of online EMS continuing education courses that is accepted in most states. Our courses allow First Responders, EMT-Basics, EMT-Intermediates, and EMT-Paramedics to complete their continuing education requirements in an engaging and easy-to-use format. Please note that not all TargetSolutions courses are approved in all regions. For a list of approved courses in your area, please visit www.targetsolutions.com.

**Preparatory**
- Back Injury Prevention Clinical
- Decision-Making Common
- Infectious Pathogens
- Cultural Diversity for EMS Providers*
- Diet & Nutrition
- Health & Wellness HIPAA Awareness
- HIV/AIDS Awareness*
- Infectious Disease Control
- Medical, Ethical, and Legal Issues
- Protecting Yourself From Influenza
- Therapeutic Communications*
- Workplace Stress

**Medical**
- Acute Respiratory Distress Syndrome Advanced
- Allergies and Anaphylaxis Advanced
- Allergies and Anaphylaxis Basic
- Altered Mental Status Advanced
- Altitude Emergencies*
- Aquatic Emergencies*
- Behavioral Emergencies Advanced
- Behavioral Emergencies Basic
- Carbon Monoxide Poisoning
- Cardiac Emergencies Advanced Cardiac
- Emergencies Basic
- Cardiovascular A&P Review
- Complete Resuscitation: Integrating Post Care *
- Date Rape Drugs*
- Diabetic Ketoacidosis Advanced
- Endocrine System Emergencies Advanced*
- Environmental Emergencies Advanced
- Environmental Emergencies Basic
- Epilepsy
- Fundamentals of 12 Lead ECG Operation and Interpretation
- Heat Illness and Emergencies
- Hematology
- H1N1 (Swine Flu)
- Intraosseous Infusion Advanced
- Intro to Arrhythmias: Escape Rhythms and Premature Complexes
- Intro to Arrhythmias: Tachy-arrhythmias and Fibrillation
- Managing Cardiac Arrest: During and After Resuscitation*
- Medication Errors
- Methamphetamines*
- MRSA Infections
- Non-Traumatic Abdominal Injuries
- Non-Traumatic Chest Pain
- Operating an AED
- Pharmacology Advanced*
- Pharmacology Basic
- Poisoning and Overdose
- Prehospital Pulmonary Embolism Care
- Renal Failure Advanced
- Respiratory Emergencies Advanced
- Respiratory Emergencies Basic
- Toxicology and Substance Abuse Advanced*
- Understanding the Basics of ECGs

* Denotes courses that are longer than an hour.
## EMERGENCY MEDICAL SERVICES

### Trauma
- Abdominal Trauma Advanced
- Abdominal Trauma Basic
- Amputation Injuries
- Bleeding and Shock Advanced
- Bleeding and Shock Basic
- Bomb Blast Injuries Advanced
- Burn Management Advanced
- Burn Management Basic
- CNS Injuries Advanced
- CNS Injuries Basic
- Femur Fractures Gunshot Wounds*
- Head and Facial Emergencies Advanced
- Injuries and Infections of the Eye
- Kinematics of Trauma
- Musculoskeletal Injuries Advanced
- Musculoskeletal Injuries Basic
- Pediatric Trauma Advanced*
- Pelvic Fractures Advanced
- Spinal Cord Injuries*
- Thoracic Emergencies Advanced
- Thoracic Emergencies Basic
- Traumatic Injuries to the Head and Brain Advanced*
- Traumatic Injuries During Pregnancy

### Airway
- Advanced Airways: Intubation and Beyond*
- Airway Management Advanced*
- Airway Management Basic
- Blind Nasotracheal Intubation
- Capnography
- The Mechanics of Breathing
- Orotracheal Intubation
- Respiratory System: A&P Review
- Suctioning the Patient Airway
- Supplemental Oxygen
- Tracheostomies Advanced*

### Patient Assessment
- Assessing the Patient with Major Trauma*
- Communication and Documentation
- Patient Assessment Advanced
- Patient Assessment Basic
- Pediatric Assessment
- Rapid Trauma Assessment
- Special Challenges in Patient Assessment*

### Special Considerations
- Bariatric Patients*
- Geriatric Behavioral Emergencies*
- Geriatric Emergencies Advanced
- Geriatric Emergencies Basic
- Geriatric Hip Injuries
- Managing Chronic Care Patients
- Neonatology Advanced*
- Obstetrical Emergencies Advanced*
- Obstetrical Emergencies Basic
- Patient Abuse and Assault*
- Patients with Special Challenges
- Pediatric Airway Management Advanced*
- Pediatric Cardiac Arrest Advanced*
- Pediatric Emergencies Advanced*
- Pediatric Emergencies Basic*
- Pediatric Shock Advanced*
- Sudden Infant Death Syndrome (SIDS)

### Operations
- Crime Scene Awareness*
- Confined Space Entry
- Driving Safety
- Emergency Response to Terrorism (Modules 1-4)
- Introduction to Hazardous Materials*
- Managing Multiple Casualty Incidents (MCIs)
- Medical Extrication & Rescue*
- Hazard Communication

* Denotes courses that are longer than an hour.
NFPA 1500 Series
This series of courses is designed specifically for the fire industry and meets the NFPA 1500 code requirements. These courses were developed in conjunction with the NFPA, and specific content experts at the NFPA participated in their creation.

- Advanced HAZWOPER Awareness (Modules 1-4)*
- Bloodborne Pathogens Safety
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined Space Entry CPR Academic
- Driving Safety
- Hazmat Spill Prevention & Control
- Hazmat Transportation
- Laboratory Safety
- Materials Handling, Storage, Use & Disposal
- Personal Protective Equipment
- Respiratory Protection
- Hazard Communication
- Welding Safety

NFPA 1001 Series | FFT I & II
TargetSolutions has a complete library of Firefighter I & II awareness and refresher level courses based on NFPA codes and standards.

- Building Construction
- Fire Behavior
- Fire Control
- Fire Department Communications
- Fire Detection, Alarm & Suppression Systems
- Fire Hose
- Fire Prevention and Public Education
- Fire Streams
- Firefighter Orientation and Safety
- Firefighter Personal Protective Equipment
- Firefighting Foams
- Forcible Entry Into a Structure
- Ground Ladders
- Loss Control
- Portable Extinguishers
- Protection of Evidence of Fire Origin & Cause
- Rescue and Extrication
- Self-Contained Breathing Apparatus
- Vehicle Extrication
- Ventilation
- Water Supply

NFPA 1021 | Company Officer
TargetSolutions has developed a complete line of company officer awareness and refresher level courses based on NFPA codes and standards.

- Action Plan Implementation
- Assuming the Role of the Company Officer
- Budgeting
- Community Awareness
- Company-Level Training
- Elements of Supervision and Management
- Fire Department Communications
- Fire Department Structure
- Fire Investigation
- Fire and Life Safety Inspections
- Firefighter Safety and Health
- Government Structure
- Incident Response Safety
- Incident Scene Communications
- Incident Scene Management
- Information Management
- Labor Relations
- Leadership as a Group Influence
- Legal Responsibilities and Liabilities
- Pre-Incident Planning
- Professional Ethics
- Public Education Programs

General
- Customer Service for Fire Department Personnel
- Emergency Response to Terrorism (Modules 1–4)
- Fire & EMS Grant Writing
- Fire Industry Driver Intersection Safety
- Fire Industry Driver Operator
- Fire Industry Introduction to Wildland Fire Behavior
- First Responder Hybrid Vehicle Incidents
- First Responder Operations Level Refresher (Modules 1–4)
- Firefighter Rehabilitation (Modules 1 and 2)
- NFPA 1403 Live Fire Training Evolutions
- NFPA 1584 Firefighter Rehabilitation
**Wildland Firefighting**
- RT-130 Annual Wildland Fire Safety Refresher (Modules 1-4)
- S-190 Introduction to Wildland Fire (Modules 1-4)

**Emergency Response to Terrorism**
This introductory guide for First Responders is essential for those who may be among the first to arrive at an incident of suspicious origin. It is intended to be a general introduction to the basic concepts for first responder awareness of a potential terrorist incident. This course consists of four training modules, each requiring approximately 45 minutes to complete.

**Module I:** Terrorism in Perspective  
**Module II:** Incidents and Indicators  
**Module III:** Self-Protection  
**Module IV:** Scene Control, Notification and Coordination

**First Responder Operations Level Refresher**
This eight-hour course is designed to be a refresher for the Operations Level Responder to Hazardous Materials Incidents. The course consists of four training modules, each requiring approximately two hours to complete. The course fulfills the requirements of NFPA 472 and 29 CFR 1910.120(q).

**Module I:** Analyzing the Incident  
**Module II:** Planning the Response  
**Module III:** Implementing the Planned Response  
**Module IV:** Incident Management Systems and Terrorism Awareness
Employment Practices for Supervisors
This program provides an overview of employment practices encountered in the workplace for individuals tasked with making employment decisions, including issues of harassment, hiring and termination, discrimination, evaluation, and documentation. These courses and tools will help to ensure that you stay ahead of current issues and practices that may affect your organization and employees.

- Anger, Conflict, and Violence in the Workplace
- Dealing with Issues of Alcohol and Substance Abuse
- Discipline and Termination
- Employment Practices Overview
- Interviewing and Hiring
- Performance Management
- Preventing Discrimination in the Workplace

- Reasonable Suspicion of Alcohol for Supervisors
- Reasonable Suspicion of Drugs for Supervisors
- Sexual Harassment for Supervisors
- Understanding Employee Leave
- California AB 1825 Sexual Harassment
- California AB 1234 Board of Directors and Trustees

Human Resources
The Human Resources bundle has been designed to supplement our core course catalog and provide training that is relevant and essential to all employees.

- Alcohol-Free Workplace
- Customer Service
- Drug-Free Workplace
- Ethics in the Workplace
- General HIPAA Awareness
- Sexual Harassment Awareness
- Workplace Diversity
- Workplace Stress
- Workplace Violence
Online Police Training

TargetSolutions’ robust online course catalog features engaging courses covering dozens of topics germane to law enforcement officers. Courses are put through a rigorous creation process to ensure comprehensive information that features detailed lesson plans. The end result is a well-trained and prepared police force.

- Arrest and Control Techniques
- Arrest Procedures
- Computer Security Awareness (LAW)
- Crime Scene Investigation
- Critical Incident Response
- Dispatch
- Domestic Violence
- Drug Interdiction
- Drug Investigation
- Excessive Force
- Fatigue
- Gang Dynamics
- Gang Identification
- Mental Illness
- Use of Force
- Workplace Violence (LAW)
- Workplace Diversity (LAW)

**Corrections**
- Booking and Intake
- Community Corrections
- Con Games in Jail and Prisoner Transport
- Control, Verbal Judo and Defensive Tactics
- Corrections and Terrorism
- Corruption Continuum
- Court Tactics and Techniques
- Cross-Gender Supervision and Jail Crisis Response
- Direct Supervision
- Gangs and Jail Recreation
- Inmate Supervision
- Inmate/Cell Searches and Jail Escapes
- Integrity in the Workplace
- Interpersonal Communications and Weapon Control
- Jail Gangs
- Jail Suicides and Close Quarter Assaults
- Juvenile Corrections
- Juvenile Inmates
- Medical Emergencies
- Prisoner Escort
- Professional Communications Skills
- Stress Reduction and Improving Officer Morale
- Tactical Jaw and Limb Control
- Tuberculosis in Corrections
- Use of Force: Role of the 8th Amendment
- Violent Attacks
- Youth Gangs

**Dispatch**
- Answering Suicidal Callers
- Calls from the Hearing Impaired
- Communication Essentials
- Handling Special Situations
- Managing a Communications Division
- Officer Line of Duty Death
- Stress Management:
  - Team Building
  - The AMBER Alert System

**Driver Training for Police**
- Accidents and Emergencies
- Adjusting to Changing Conditions
- Characteristics of Law Enforcement Vehicles
- Dangers of Speeding
- Defensive Driving Strategies
- Distracted Driving
- Driver Safety Orientation
- Emergency Vehicle Operations
- Impaired Driving
- Intersection Safety
- Legal Consideration for Police Drivers
- Police Vehicle Technology
- Pursuit Driving
- Safe Backing
- Vehicle Inspection & Maintenance
- Vehicle Safety & Security

**Homeland Security**
- Control Procedures for WMD Incidents
- Critical Infrastructure Protection (Modules 1-3)
- Homeland Security Awareness (Modules 1-6)
Investigation
- Bloodstain Evidence Analysis
- Bloodstain Evidence Documentation
- Body of Evidence
- Building Search Essentials
- Bullet Ricochet Phenomena
- Burned Evidence
- Cartridge Case Ejection Pattern Testing
- Cold Case Files
- Composite Interviewing
- Consent Searches: United States v. Drayton
- Dangers of Hidden Devices
- Detecting Strangulation
- DNA Evidence and Testing
- Elder Abuse
- Electron Microscopy
- Evidence Chain of Custody
- Evidentiary Reenactments
- Fatal Blood Loss Evidence
- Fiber Analysis
- Footprint Impressions Evidence
- Forensic Genetics
- Forensic Geology and Odontology
- Geophysics and Forensic Anthropology
- High Risk Warrants
- Homicide Investigation
- Identity Crimes
- Insurance Fraud
- Intelligence Gathering and the U.S. Patriot Act
- Large Vehicle Bombs: Post-Blast Investigation (Modules 1-2)
- Mail Bombs
- Micro-Clues
- Motor Vehicle Theft
- Munchausen Syndrome by Proxy
- Open Source Investigations
- Post-Blast Investigation
- Profiling Criminal Violators
- Pyroanalysis and Toxicology
- Recognizing Fraudulent Identification Documents
- Retroactive Amnesia
- Rope Analysis
- Slow and Deliberate Searches
- The Proper Use of Trajectory Rods
- Tire Tread and Tire Track Evidence
- Toxicology
- Ultraviolet Microscopy
- Undercover Drug Buys
- Undercover Drug Reversals

Officer Survival
- Aerosol Defense Spray
- Collapsible Baton
- Combat Handcuffing
- Command Presence
- Concealed Carry Tactics
- Concepts of the Duty Pistol Training Course
- Confined Area Survival Tactics (Modules 1-2)
- De-escalating the Use of Force
- Edged Weapon Defense Tactics
- Electronic Control Devices
- Firearm Retention and Disarming
- Firearm Safety in the Home
- Firearms Training Paradigm
- Knife Defense Tactics
- Laser Sighting Systems
- Less Lethal Force
- No Regards for Human Life (Parts 1 & 2)
- Non-dominant Hand Skills
- O.C. Sprays
- Off-Duty Survival
- Officer Involved Shootings
- Operational Characteristics of the Pistol
- Physiokinetics and Time Framing
- Physiological Response to Stress
- Police Shooting Tactics
- Pressure Point Control Tactics
- Risk Assessment
- Survival Considerations for Female Officers
- Tactical Groundfighting
- The Paradigm of Pistolcraft
- Use of Deadly Force: Garner v. Tennessee
- Use of Force Decision Making
- Witness to Excessive Force

Patrol
- Achieving Peak Performance
- Approaching a Suspect on Foot
- Basic Medical Procedures
- Basic Physical Conditioning
- Basic Principles of Active Shooter Response
- Bike Patrol
- Bomb Tactics
- Child Abduction Response Teams (CART)
- Clandestine Drug Labs
Coaching for High Quality Work Performance
Commercial Vehicle Searches
Communication Processes
Community Injury Prevention Programs
Conducting Traffic Stops
Core Competencies of Leadership
Crime Analysis Tools and Techniques
Crime Prevention in the 21st Century
Crimes in Progress
Critical Incident Stress Management
Danger on Traffic Stops
Domestic Violence (Modules 1-2)
Driving Safety
Drug Informants
Emergency Childbirth
Emergency Vehicle Evacuation
Ethics in Law Enforcement
Evaluate and Use Non-Verbal Messages
Explosives and Military Ordinance
Field Sobriety Testing
Foot Pursuits
Geographic Information Systems and Crime Analysis
Heart Health for Active Duty Officers
Hostage Negotiations
Hydroponics
Infectious Diseases
Law Enforcement Personnel Standards
Major Supreme Court Decisions of 2004
Managing Confrontation with Communication
Managing Traumatic Injuries
Mass Casualty Response
Mentally Ill Crisis Intervention
Military Courtesy for Uniformed Police Person
Natural Disasters
NHTSA Education Initiatives
Non-Verbal Officer Communication
Officer Training Techniques
Patrol Strategies and Tactics
Physical Control of a Raging Suspect
Poison Exposure Hazards
Police Response to Structure Fires
Protection of Potential and Actual Crime Scenes
Pursuit Driving
Pursuit Phases and Technologies
Rapid Vehicle Takedown
Recognizing Possible Suspects
Remote Area Techniques and Tactics
Report Writing to Win Cases (Modules 1-2)
Responding to Physical Child Abuse
Safety Securing and Transporting Subjects
School Resource Officers
Sex Crimes Against Children
Sex Offender Registrations
Sharpening Facial Recognition Skills
Single Officer Patrol
Special Interest Aliens
Sudden In-Custody Death Syndrome
Suicide Bombers
Suicide by Cop
Tactical Felony Stops
Tactical Response to Snipers and Mass Shootings
Terrorism and the Municipal Police Department
Traffic Stops and Racial Profiling (Modules 1-3)
Training Techniques: SWAT
Understanding Hate Crimes
Vehicle Compartment Searches
Vehicle Searches
Verbal Judo
Visual Sense Dominance
Weapons of Mass Destruction Overview (Modules 1-2)
WMD Decontamination Systems
Women in Law Enforcement
Online Driver Training & Compliance Program

TargetSolutions offers organizations a solution to reduce motor vehicle losses. Driver curriculum is designed to change unsafe driving behavior and reinforce critical safe-driving concepts. Courses have been tailored to meet the varied needs of drivers of automobiles, large trucks, and passenger vans.

Supervisor Training Curriculum
Designed to provide supervisors with the training necessary to maintain a staff of safe and capable drivers.

Driver Training Courses
- Accidents and Emergencies
- Adjusting to Changing Conditions
- Aggressive Driving
- The Dangers of Speeding
- Defensive Driving Strategies
- Distracted Driving
- Driver Safety Orientation
- Expressway and Highway
- Driving Impaired Driving
- Intersection Safety
- Large Vehicle Characteristics
- Passenger Van Safety
- Safe Backing
- Seat Belt & Airbag Safety
- Securing Materials for Transportation
- Sharing the Road
- Vehicle Safety and Security
- Vehicle Inspection and Maintenance

Supervisor Curriculum
- Incident Investigation for Supervisors
- Motor Vehicle Safety Overview for Supervisors
- Personnel Selection for Supervisors
- Reasonable Suspicion of Drugs for Supervisors
- Reasonable Suspicion of Alcohol for Supervisors

Emergency Vehicle Operator
TargetSolutions offers EVO driving safety courses created for emergency responders to reduce motor vehicle losses, which are some of the costliest but least addressed issues public entities face. Courses cover both Fire and Law Enforcement driver training.

Fire Department Driver Training Curriculum
- Accidents & Emergencies
- Adjusting to Changing Conditions
- Dangers of Speeding
- Defensive Driving
- Distracted Driving
- Driver Safety Orientation
- Driver's Roles and Responsibilities (Canada)
- Emergency Vehicle Characteristics
- Emergency Vehicle Operations
- Impaired Driving
- Intersection Safety
- Intro to Emergency Vehicle Operations (Canada)
- Legal Considerations
- Safe Backing
- Seat Belt & Airbag Safety
- Securing Materials for Transportation
- Vehicle Inspection and Maintenance
- Vehicle Safety and Security

Law Enforcement Driver Training Curriculum
- Accidents & Emergencies
- Adjusting to Changing Driving Conditions
- Characteristics of Law Enforcement Vehicles
- Dangers of Speeding
- Defensive Driving Strategies
- Distracted Driving
- Driver Safety Orientation
- Emergency Vehicle Operations for Law Enforcement
- Impaired Driving
- Intersection Safety
- Legal Considerations for Police Drivers
- Police Vehicle Technology
- Pursuit Driving
- Safe Backing
- Vehicle Inspection & Maintenance
- Vehicle Safety and Security
OSHA & Compliance Training

TargetSolutions’ online courses can be used to help comply with OSHA, DOT, and other federal and state regulatory agency training mandates. Complete all of your required compliance training courses online, eliminating the logistics issues inherent in traditional training methods.

**General Safety**
- Advanced Construction Safety (Modules 1-4)
- Aerosol Transmissible Diseases
- Back Injury Prevention
- Bloodborne Pathogens Safety
- Building Evacuation and Emergencies
- Cal/OSHA 300 Log
- Computer Security Awareness
- CPR Academic
- Diet & Nutrition
- Driving Safety
- Electrical Safety
- Eye Safety
- Fall Protection
- Fire Extinguisher Safety
- Fire Prevention Safety
- Forklift Safety
- General Construction Safety
- General First Aid (Part 1 & 2)
- General Office Ergonomics
- Hand & Power Tool Safety
- Health & Wellness
- Hearing Conservation
- HIV/AIDS Awareness
- Incident Investigation
- Indoor Air Quality
- Industrial Ergonomics
- Laboratory Safety
- Ladder & Scaffolding Safety
- Laser Safety
- Lock-Out / Tag-Out
- Machine Guarding
- Office Safety
- Personal Protective Equipment
- Red Flag Rules (Identity Theft Protection)
- Respiratory Protection
- Radiation Safety
- Risk Assessment Analysis
- Slips, Trips, & Falls Prevention
- Trenching & Shoring
- Welding Safety
- Working in Extreme Temperatures

**Environmental Awareness**
- Advanced HAZWOPER Awareness (8 hours)
- Asbestos Awareness
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined-Space Entry
- Disaster Preparedness
- Hazmat Spill Prevention & Control
- Hazmat Transportation
- Lead Awareness
- Materials Handling, Storage, Use & Disposal
- Radiation Safety
- Hazard Communication

**Supervisor**
Our Supervisor bundle has been designed to supplement our core course catalog and provide training that is relevant to supervisors in organizations of any size.

- Reasonable Suspicion for Supervisors - Alcohol
- Reasonable Suspicion for Supervisors - Drugs
- Sexual Harassment Awareness for Supervisors
Certificate Programs
Take training to the next level with a SmartTeam Certificate Program! These exclusive multi-course programs are designed to provide the skills your people need to become leaders in the field.

Comprehensive Customer Service Program
Teaches the essential tenets of customer service, including how to recognize and address the 4 basic customer needs. Upon completion of the program participants will have learned how to develop effective listening and communication skills to promote superior customer satisfaction.

- Smart Customer Service: 5-Star Phone Skills That Wow Your Customers
- Smart Customer Service: Managing Complaints & Making Things Right
- Smart Customer Service: Turning Opposition into Opportunity
- Smart Listening Skills: Close Your Mouth, Open Your Ears!
- Smart Listening Skills: The Value of Active Listening

Manager Essentials
Helps every manager master the essentials, including how to motivate and inspire every member of a team to increase productivity, morale, and ultimately the success of your business.

- Smart Management: ABCs for New Supervisors
- Smart Management: The Art & Science of Delegation
- Smart Workplaces: Putting Your People First (Personnel Administration)
- Smart Management: Methods for Motivating Your Team
- Smart Management: Increasing Productivity Through Motivation

Quality Essentials
Provides an overview on how to build quality awareness, move on to systematic problem solving and conclude with process improvement. Our Quality Essentials Certificate is a must have for all team members and will help all levels of the organization improve quality, whether you are a frontline team member or the CEO.

- Smart Quality: Building Quality Awareness
- Smart Quality: Systematic Problem Solving
- Smart Quality: Process Improvement

Communication
In today’s business world, e-mails, proposals, and reports are important forms of business communication. These interactive online courses educate employees on communication best practices in a professional setting.

Smart Business Writing
- 4 Stages to Writing Your Best
- Email Do’s and Don’ts
- How to Write Powerful & Persuasive Emails
- Short, Sweet and To-the-Point Reports
- Tackling the Technical Proposal
- Writing Effective Emails
Computer Skills
Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills.

Smart Office | Excel
- Excel 2013 Essential Training I
- Excel 2013 Essential Training II
- Excel 2010 Essential Training
- Excel 2010 Essential Training II

Smart Office | Outlook
- Outlook 2013 Essential Training
- Outlook 2010 Essential Training
- Outlook 2010 Essential Training II

Smart Office | PowerPoint
- PowerPoint 2013 Essential Training
- Powerpoint 2010 Essential Training
- Powerpoint 2010 Essential Training II

Smart Office | Word
- Word 2013 Essential Training I
- Word 2013 Essential Training II
- Word 2010 Essential Training
- Word 2010 Essential Training II

Customer Service
In customer service, employees are representative of a business. That’s why it’s important for employees to represent the company professionally. These interactive courses are designed to help employees understand how to provide exceptional customer service.

Smart Customer Service
- 3-Steps to Successful Customer Interaction
- Courtesies, Attitude, and Ethics
- Effective Verbal and Nonverbal Communication
- Handling Customer Complaints
- Listening for Understanding

Finance
A detailed budget helps an organization determine its financial position and where it needs to go in the future. TargetSolutions’ interactive online courses help organizations establish and maintain a budget that works for you.

- Creating a Budget that Works for You

Health & Wellness
TargetSolutions’ Health & Wellness courses are designed to educate employees on health and wellness. This curriculum contains titles in safety, health, and mental health covering fundamental information to improve lifestyles and performance of employees.

Smart Safety
- Safe Driving

Smart Health
- Best Practices to Help You Quit Smoking
- Bloodborne Pathogens
- Child Nutrition - How to Avoid/Prevent Childhood Obesity
- Drinking Responsibly
- Eating Right
- HIPAA Privacy Standards for Everyone
- Managing Your Cholesterol and Blood Pressure
- Physical Fitness – Choosing an Exercise Plan That’s Right for You
- Proper Posture and Breathing
- Sleeping - How to Ensure You Are Well-Rested & Energized
- Yoga & Meditation - Finding your Inner Chi

Smart Mental Health
- Core Values and Finding a Purpose in Life
- Goal Setting and Visualization Techniques
- Happiness is a Choice - Keys to Living a Joyful Life
- Keys to Successful Parenting
- Managing Anger and Emotions
- Mastering Marriage
- Reducing Stress and Anxiety
- Surviving and Thriving After Divorce
Leadership
Leadership development is ultimately self-development, and this series of courses will help leaders in your organization meet that daily challenge. This series inspires leaders to create a workplace that rejoices in celebration and encourages the best efforts from everyone.

- Part 1 - What Leaders Do
- Part 2 - Model the Way
- Part 3 - Inspire a Shared Vision
- Part 4 - Challenge the Process
- Part 5 - Enable Others to Act
- Part 6 - Encourage the Heart

Management
These online courses cover important management topics. TargetSolutions’ interactive Management courses are designed to help one gain a general knowledge of various techniques required to interact with co-workers, supervisors, managers, clients, and vendors.

Smart Management
- Business Essentials
- Coaching for Better Performance
- Data Security
- Discrimination in the Workplace for Managers
- Effective Performance Review Practices
- Equal Employment Opportunity and Diversity for Managers
- Getting the Most out of a Multigenerational Workforce
- Hiring the Right Talent - Customer Service
- Hiring the Right Talent - Sales
- How to Handle Workplace Challenges
- Key Skills for Managing & Coaching Your Team
- Lawful Employee Discipline
- Lawful Hiring Practices
- Lawful Termination Practices
- Managing a Geographically Distributed Workforce
- Methods for Motivating and Mentoring Your Team
- SMART Goals - Setting Effective Targets for Success
- Successfully Transitioning from Team Member to Manager
- The Art & Science of Delegation

Smart Project Management
- Keys to On-Time, On-Budget Results

Smart Time Management
- 7 Steps to Regaining Control of Your Day
- The 80/20 Rule for Making Every Minute Count

Smart Time Workplaces
- Code of Conduct - Ethics Education & Social Media Guidelines
- Designing Safe Workspaces & Preventing Injury
- Optimizing LinkedIn for Sales Prospecting and Business Networking
- Preparing for a Pandemic Flu Outbreak
- Protecting Your Team against Violence at Work
- Putting Your People First - Personnel Administration
- Responsible Social Media for Team Members
- Sexual Harassment Prevention for Field Managers & Supervisors, California AB 1825
- Sexual Harassment Prevention for Office Managers & Supervisors, California AB 1825
- Sexual Harassment Prevention for Team Members
- Sexual Harassment Prevention Overview for Team Members
- Understanding the Family Medical Leave Act (FMLA)
- Webinars – Conducting a Web-based Presentation

Smart Quality
- Building Quality Awareness
- Process Improvement
- Systematic Problem Solving
Employee Training in Spanish

TargetSolutions offers online training courses in Spanish. Courses cover the following categories: Driver Training, Occupational Health & Safety and Human Resources. If you would like more information about TargetSolutions’ Spanish library, please contact us today.

**Driver Training**
- Accidents & Emergencies
- Adjusting to Changing Conditions
- Aggressive Driving
- Dangers of Speeding
- Defensive Driving Strategies
- Distracted Driving
- Driving Safety
- Expressway and Highway Driving
- Impaired Driving
- Incident Investigation for Supervisors
- Intersection Safety
- Large Vehicle Characteristics
- Incident Investigation for Supervisors
- Safe Backing
- Seat Belt & Airbag Safety
- Securing Materials for Transportation
- Sharing the Road
- Vehicle Inspection and Maintenance
- Vehicle Safety and Security

**Occupational Health & Safety**
- Advanced HAZWOPER Awareness (Modules 1-4)
- Asbestos Awareness
- Back Injury Prevention
- Bloodborne Pathogens Safety
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined-Space Entry
- CPR Academic
- Diet & Nutrition
- Disaster Preparedness
- Driving Safety
- Electrical Safety
- Eye Safety
- Fall Protection
- Forklift Safety
- General Construction Safety
- General First Aid

**General Office Ergonomics**
**Hand & Power Tool Safety**
**Hazmat Spill Prevention & Control**
**Hazmat Transportation**
**Health & Wellness**
**Hearing Conservation**
**Indoor Air Quality**
**Industrial Ergonomics**
**Laboratory Safety**
**Ladder & Scaffolding Safety**
**Laser Safety**
**Lead Awareness**
**Lock-Out / Tag-Out**
**Machine Guarding**
**Materials Handling, Storage, Use, & Disposal**
**Office Safety**
**Personal Protective Equipment**
**Radiation Safety**
**Respiratory Protection**
**Hazard Communication**
**Risk Assessment Analysis**
**Slips, Trips, & Falls Prevention**
**Trenching & Shoring**
**Welding Safety**
**Working in Extreme Temperatures**
**Workplace Stress**
**Workplace Violence**

**Human Resources**
- Alcohol-Free Workplace
- Drug-Free Workplace
- General Office Ergonomics
- Incident Investigation
- Sexual Harassment
- Workplace Diversity
Water & Wastewater Continuing Education

TargetSolutions water and wastewater continuing education courses have been designed to fulfill both the safety and technical recertification requirements for all levels of water industry professionals. Please contact TargetSolutions for more details regarding how our online platform water industry courses meet continuing education requirements for each state.

Environmental Awareness
- Water Industry Asbestos Awareness
- Water Industry Combustible & Flammable Liquids
- Water Industry Compressed Gas Safety
- Water Industry Confined-Space Entry
- Water Industry Disaster Preparedness
- Water Industry Emergency Response to Terrorism (Modules 1-4)
- Water Industry Laser Safety
- Water Industry Lead Awareness
- Water Industry Hazmat Spill Prevention & Control
- Water Industry Hazmat Transportation
- Water Industry HAZWOPER 8-Hour Refresher (Modules 1-4)
- Water Industry Materials Handling, Storage, Use & Disposal Water Industry
- Radiation Safety
- Water Industry Hazard Communication

General Safety
- Water Industry Back Injury Prevention
- Water Industry Bloodborne Pathogens Safety
- Water Industry Building Evacuation & Emergencies
- Water Industry CPR Academic
- Water Industry Driving Safety
- Water Industry Eye Safety
- Water Industry Fire Extinguisher Safety
- Water Industry Fire Prevention Safety
- Water Industry General First Aid (Part 1 & 2)
- Water Industry General Office Ergonomics
- Water Industry Low Voltage Electrical Safety
- Water Industry Office Safety
- Water Industry Slips, Trips, & Falls Prevention
- Water Industry Working in Extreme Temperatures

Occupational Health
- Water Industry Fall Protection
- Water Industry Forklift Safety
- Water Industry General Construction Safety
- Water Industry Hand & Power Tool Safety
- Water Industry Hearing Conservation

Technical
- Water Industry Incident Investigation
- Water Industry Indoor Air Quality
- Water Industry Industrial Ergonomics
- Water Industry Laboratory Safety
- Water Industry Ladder & Scaffolding Safety
- Water Industry Lock-Out / Tag-Out
- Water Industry Machine Guarding
- Water Industry Personal Protective Equipment
- Water Industry Respiratory Protection
- Water Industry Risk Assessment Analysis
- Water Industry Trenching & Shoring
- Water Industry Welding Safety

CA Assembly Bill Courses
- CA AB 54 for Water