



SPECIAL DISTRICT RISK MANAGEMENT AUTHORITY  
**ONLINE COURSE CATALOG**



UPDATED OCTOBER 2018

# ONLINE COURSE CATALOG :: TABLE OF CONTENTS

<b>BUSINESS SKILLS</b> .....	3	<b>MOTOR VEHICLE SAFETY</b> .....	15
COMMUNICATION .....	3	DRIVER TRAINING.....	15
COMPUTER SKILLS.....	3	LARGE VEHICLE DRIVER TRAINING.....	15
CONFLICT RESOLUTION.....	3	SUPERVISOR TRAINING.....	15
FINANCE.....	3	<b>OFFICE PRODUCTIVITY</b> .....	16
GENERAL.....	3	ACCOUNTING.....	16
HEALTH & WELLNESS.....	3	DATABASE.....	16
LEADERSHIP.....	3	DESKTOP APPLICATIONS.....	16
MANAGING PEOPLE.....	4	MICROSOFT.....	16
<b>EMERGENCY MEDICAL SERVICES</b> .....	5	OPERATING SYSTEMS.....	16
PREPARATORY .....	5	<b>OSHA &amp; COMPLIANCE</b> .....	17
AIRWAY.....	5	<b>PROJECT MANAGEMENT</b> .....	18
PATIENT ASSESSMENT.....	5	ADVANCED PROJECT MANAGEMENT.....	18
MEDICAL.....	5	AGILE.....	18
TRAUMA.....	6	FROM AEC PROJECT MANAGER TO PRINCIPAL.....	18
SPECIAL CONSIDERATIONS.....	6	TRADITIONAL.....	18
OPERATIONS.....	7	ULTIMATE PROJECT MANAGER.....	18
<b>EMERGENCY VEHICLE OPERATIONS</b> .....	8	<b>SCHOOL DISTRICTS</b> .....	20
<b>FIRE</b> .....	9	DRIVER TRAINING.....	20
NFPA 1001 SERIES   FIREFIGHTER I & II.....	9	FOOD SERVICE.....	20
NFPA 1021 SERIES   COMPANY OFFICER.....	9	HUMAN RESOURCES.....	20
NFPA 1410 SERIES.....	9	OSHA, COMPLIANCE & SAFETY.....	20
NFPA 1500 SERIES.....	9	<b>SMARTTEAM – PROFESSIONAL DEVELOPMENT</b> .....	22
GENERAL.....	9	COMMUNICATION.....	22
WILDLAND FIREFIGHTING.....	10	COMPUTER SKILLS.....	22
ARFF TRAINING.....	10	CUSTOMER SERVICE.....	23
<b>HUMAN RESOURCES</b> .....	11	FINANCE.....	23
HUMAN RESOURCES.....	11	HEALTH & WELLNESS.....	23
EMPLOYMENT PRACTICES FOR SUPERVISORS.....	11	LEADERSHIP.....	23
CALIFORNIA STATE MANDATED TRAINING.....	11	MANAGEMENT.....	23
<b>LAW ENFORCEMENT TRAINING</b> .....	12	SALES.....	24
CORRECTIONS.....	12	<b>SPANISH</b> .....	25
DISPATCH.....	12	DRIVER TRAINING.....	25
DRIVER TRAINING FOR POLICE.....	12	OCCUPATIONAL HEALTH & SAFETY.....	25
HOMELAND SECURITY.....	12	HUMAN RESOURCES.....	25
INVESTIGATION.....	12	<b>WATER &amp; WASTEWATER</b> .....	26
OFFICER SURVIVAL.....	13	GENERAL.....	26
PATROL.....	13	HUMAN RESOURCES & EMPLOYMENT PRACTICES.....	26

# BUSINESS SKILLS

## COMMUNICATION

- Better Business Writing
- Business Communication Fundamentals
- Effective Presentation Skills
- Email Etiquette
- Giving Feedback that Gets Results
- Powerful Presentations
- Successful Negotiation
- The Art of Negotiation

### Communicating Up

- Communicating to Your Manager
- Your Manager's Communication Style
- Your Path to Communicating Up
- Mastering Communicating Up
- Communicating Up Health Check

## COMPUTER SKILLS

- Strategic Brand Management

## CONFLICT RESOLUTION

- Conflict Resolution

### Resolving Conflicts

- Characterizing Conflict
- Know Your Conflict Behavior
- Identifying Conflict Behaviors
- Your Path to Resolving Conflicts
- Mastering Resolving Conflicts
- Resolving Conflicts Health Check

## FINANCE

- Finance & Accounting for the Non-Financial Manager
- Financial Management 1: Negotiating Contracts
- Financial Management 2 & 3: Pricing for Profits, Generating Cash and Getting Paid
- Financial Management 4: Accounting & Cash
- Financial Management 5: Strategic Planning & Budgeting
- Financial Management 6 & 7: Financial Controls, Monitoring & Project Budgeting
- Financial Management 8: Controlling Labor Costs
- Financial Management 9: Purchasing

## GENERAL

- An Entrepreneur's Guide to Networking
- Business Dining Etiquette
- Company Layoffs and Downsizing
- Critical Thinking and Problem Solving
- Discrimination Prevention
- Energy Management: Exercise, and Safety
- Everyone is a Leader
- Facilitating Meetings and Groups
- Get SMARTER with Goals
- Healthy Practices: Nutrition, Exercise, and Safety

- Interviewing Skills for Employees
- It's my Job! Career Growth
- Making Humor Work at Work
- Managing Stress at Work
- Managing Up: Strengthening Relationships
- Meetings That Get Results
- The Change Process
- The Power of One - Taking Accountability
- The Power of Vision
- Work Life Balance

### Business Execution

- Execution Strategies
- Inspiring Excellence
- Turning Ideas into Actions

### Improving Work Habits

- Performance Issue or Poor Work Habit?
- Describing the Work Habit
- Keep Ownership with the Team Member
- Empathizing
- Your Path to Improving Work Habits
- Mastering Improving Work Habits
- Improving Work Habits Health Check

### Supporting Change

- The 3 Phases of Change
- Reactions to Change
- Your Path to Supporting Change
- Mastering Supporting Change
- Supporting Change Health Check

## HEALTH & WELLNESS

- Smart Health: Sleeping - How to Ensure You Are Well-Rested & Energized

## LEADERSHIP

- A Leaders Guide to Decision Making
- Advanced Management Skills
- An Effective Leader's Guide to Time Management
- Building Leadership Capability
- Creating a Code of Conduct
- Effective Delegation Overview
- Lead with Strengths
- Mentoring that Matters
- Negativity in the Workplace
- Transition to Leadership

### Basics of Leadership

- Leadership Challenges
- Knowledge Management
- Elements of Change
- Leadership Dynamics

### Communication Essentials

- Empowering Leadership
- Craft Clear and Concise Messages
- Team Member Messages
- Listening
- Nonverbal Behavior
- Impactful Feedback
- Mastering Essential Skills of Communicating

### Effective Delegation

- What to Delegate
- Issues in Delegating
- Your Path to Delegating
- Mastering Delegating
- Delegating Health Check

### Leadership Essentials

- The Work of Leaders
- Focus on Behavior
- Enhance Self-Esteem
- Encourage Participation
- Lead Effective Meetings
- Mastering Essential Skills of Leadership
- Essential Skills of Leadership Health Check

### **MANAGING PEOPLE**

- Appraising Performance
- Coaching with Confidence
- Developing Your Leadership Style
- Employee Discipline
- Fundamentals of Business Crisis Management
- Internet and Computer Policy
- Managing Contractors and Temporary Employees
- Managing Technical Professionals
- Motivating Employees
- Rewarding Peak Performers

### Coaching Job Skills

- Determining Training or Coaching
- Your Path to Training New Skills
- Your Path to Coaching Existing Skills
- Mastering Training New Skills
- Mastering Coaching Existing Skills
- Health Check

### Developing Performance Goals & Standards

- The Value of Planning
- Creating Performance Standards
- Corporate Culture Changes
- Keeping Employees Energized
- Your Path to Developing Performance Goals and Standards
- Mastering Developing Performance Goals and Standards
- Developing Performance Goals and Standards Health Check

### Effective Discipline

- Taking Disciplinary Action

- The Disciplinary Process and Documentation
- Responding to Team Member Reactions
- Your Path to Effective Discipline
- Mastering Effective Discipline
- Effective Discipline Health Check

### IT Pro to Manager

- Managing the Development of Technical Professionals
- Successful Communication and Process Management Skills
- Developing Leadership and Transitioning into Management

### Management

- Active Shooter and Other Acts of Targeted Violence
- Employee or Independent Contractor: The Risk of Misclassification of Employees
- Essentials of I-9 Compliance
- Managing Generation X
- Managing a Millennial
- Pricing as a Professional
- The Risk of Misclassification of Employees & Essentials of I-9 Compliance (RV-PGM144)

### Management 101

- Introduction to Management
- Leading and Communicating as a Manager
- Making an Impact as a Manager
- Taking Control as a Manager

### Managing Complaints

- The Difficulties of Managing Complaints
- Handling Complaints Using Active Listening
- Your Path to Managing Complaints
- Mastering Managing Complaints
- Managing Complaints Health Check

### Multigeneration Management

- Workforce Generations
- Leading Silents and Boomers
- Multi-Generational Leadership (GenX and Next)
- Cross-Generational Teams
- Developing Generations

### Performance Management

- Preventing Problems
- Identifying Problems and Causes
- Feedback and Counseling
- Disciplining Problem Performance

### Providing Performance Feedback

- The Power of Performance Feedback
- Providing Verbal Performance Feedback
- Providing Written Performance Feedback
- Your Path to Providing Performance Feedback
- Mastering Providing Performance Feedback
- Providing Performance Feedback Health Check

# EMERGENCY MEDICAL SERVICES

TargetSolutions offers a comprehensive catalog of online EMS continuing education courses that are 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.

## PREPARATORY

- Clinical Decision-Making
- Common Infectious Pathogens
- Communication and Documentation
- Cultural Diversity for EMS Providers
- Diet & Nutrition
- Emergency Responder Rehabilitation for the EMT
- Emergency Responder Rehabilitation for the Paramedic Advanced
- Ethics for the EMS Provider (BLS)
- Functional Approach to Physical Fitness for Emergency Responders
- Health & Wellness
- HIPAA Awareness
- The Human Body Part 1: Critical Systems
- The Human Body Part 1: Critical Systems Advanced
- The Human Body Part 2: Other Systems
- The Human Body Part 2: Other Systems Advanced
- Infectious Disease Control
- Medical, Ethical, and Legal Issues
- Protecting Yourself from Influenza
- Slips, Trips and Falls
- Therapeutic Communications
- Workplace Stress

## AIRWAY

- Advanced Airways: Intubation and Beyond (2 hours)
- Airway Management Advanced (2 hours)
- Airway Management Basic
- Blind Nasotracheal Intubation
- Capnography
- Introduction to Capnography Advanced
- 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
- Patient Assessment Advanced
- Patient Assessment Basic
- Rapid Secondary Assessment
- Special Challenges in Patient Assessment

## MEDICAL

- Acute Coronary Syndromes
- Acute Respiratory Distress Syndrome Advanced
- Allergic Reaction Management
- Allergies and Anaphylaxis Advanced
- Allergies and Anaphylaxis Basic
- Altered Mental Status Advanced
- Altitude Emergencies
- Altitude Illness
- Altitude Illness Advanced
- Aquatic Emergencies
- Asthma Advanced
- Asthma Part 1
- Asthma Part 2
- Behavioral Emergencies Advanced
- Behavioral Emergencies Basic
- Calcium Channel Blocker Overdose
- Calcium Channel Blocker Overdose Advanced
- Carbon Monoxide Poisoning
- Cardiac Emergencies Advanced
- Cardiac Emergencies Basic
- Cardiovascular Anatomy & Physiology Review
- Complementary and Alternative Medicine Advanced
- Complementary and Alternative Medicine Basic
- Complete Resuscitation: Integrating Post-Care Advanced
- Cyanide Poisoning
- Cyanide Poisoning Advanced
- Date Rape Drugs
- Death and Dying Advanced
- Dementia
- Dementia Advanced
- Detailed Physical Exam
- Diabetic Ketoacidosis Advanced
- Disease Conditions of Chronic Alcoholism Advanced
- Ecstasy Abuse Management
- Ecstasy Abuse Management Advanced
- HazMat Medical Emergencies Advanced
- Endocrine System Emergencies Advanced
- Epilepsy
- Fundamentals of 12 Lead ECG Operation and Interpretation
- H1N1 (Swine Flu)
- Heat Illness and Emergencies
- Hematology
- HIV/AIDS Awareness
- 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
- Methamphetamine
- MRSA Infections
- Myths and Realities of Drug Seeking Behavior Advanced

- Myths and Realities of Drug Seeking Behavior Basic
- Narcotics Overdose for the EMT
- Non-Traumatic Abdominal Injuries
- Non-Traumatic Chest Pain
- Obstetrical Emergencies Advanced (2 hours)
- Operating an AED
- Over the Counter Drug Overdoses Advanced
- Pain Management
- Pain Management Advanced
- Pain Transmission, Perception, and Assessment
- Pain Transmission, Perception, and Assessment Advanced
- Pharmacology Advanced
- Pharmacology Basic
- Pharmacology & Drug Administration
- Pharmacology Special Considerations
- Pharmacology Special Considerations Advanced
- Poisoning and Overdose
- Poisons and Toxins Part 1
- Poisons and Toxins Part 1 Advanced
- Poisons and Toxins Part 2
- Poisons and Toxins Part 2 Advanced
- Prehospital Pulmonary Embolism Care
- Recognition and Management of Over the Counter Drug Overdoses
- Renal Failure Advanced
- Respiratory Emergencies Advanced
- Respiratory Emergencies Basic
- TCA Overdose
- TCA Overdose Advanced
- Toxicology and Substance Abuse Advanced
- Understanding the Basics of ECGs

## **TRAUMA**

- Abdominal Trauma Advanced
- Abdominal Trauma Basic
- Amputation Injuries Advanced
- Bleeding and Shock Advanced
- Bleeding and Shock Basic
- Bomb Blast Injuries Advanced
- Burn Management Advanced
- Burn Management Basic
- Cervical Spine Injuries Part 1 Advanced
- CNS Injuries Advanced
- CNS Injuries Basic
- Emergency Care for Lightning Strike Victims Advanced
- Environmental Emergencies Advanced
- Environmental Emergencies Basic
- Femur Fractures
- Fetal Trauma from Motor Vehicle Collisions (ALS)
- Gunshot Wounds
- Head and Facial Injuries Advanced
- Hip Fractures
- Hip Fractures Advanced
- Injuries and Infections of the Eye
- Kinematics of Trauma
- Management of Cervical Spine Injuries on Athletics Part 2 Advanced
- Musculoskeletal Injuries Advanced

- Musculoskeletal Injuries Basic
- Nose Bleeds
- Pelvic Fractures Advanced
- Recognition and Treatment of Foot Injuries Advanced
- Sepsis
- Sepsis Advanced
- Shock and Shock Management
- Spinal Cord Injuries
- Stroke Assessment & Treatment
- Stroke Assessment & Treatment Advanced
- Thoracic Emergencies Advanced
- Thoracic Emergencies Basic
- Traumatic Head and Brain Injuries Advanced
- Traumatic Injury During Pregnancy
- Understanding and Restraining Patients with Excited Delirium
- Understanding and Restraining Patients with Excited Delirium Advanced
- Unstable Pelvic Fractures

## **SPECIAL CONSIDERATIONS**

- Assessment and Treatment of Submersion Injuries
- Assessment and Treatment of Submersion Injuries Advanced
- Assessment, Treatment and Transport of Morbidly Obese Patients
- Assessment, Treatment and Transport of Morbidly Obese Patients Advanced
- Bariatric Patients
- Child Abuse: An EMS Professionals Role & Responsibilities
- Child Abuse: An EMS Professionals Role & Responsibilities Advanced
- Child Abuse: EMS Roles & Responsibilities
- General Science Advanced
- Geriatric Assessment Challenges
- Geriatric Behavioral Emergencies
- Geriatric Emergencies Advanced
- Geriatric Emergencies Basic
- Geriatric Hip Injuries
- Hypothermia Assessment and Treatment
- Hypothermia Assessment and Treatment Advanced
- Managing Chronic Care Patients
- Neonatology Advanced
- Obstetrical Emergencies Advanced (2 hour)
- Obstetrical Emergencies Basic
- Patient Abuse and Assault
- Patients with Special Challenges
- Pediatric Airway Management
- Pediatric Airway Management Advanced
- Pediatric Assessment
- Pediatric Assessment Part 1
- Pediatric Assessment Part 2
- Pediatric Burns Advanced
- Pediatric Cardiac Arrest Advanced
- Pediatric Cardiac Emergencies Advanced
- Pediatric Cardiac Emergencies Basic
- Pediatric Emergencies Advanced
- Pediatric Emergencies Basic

- Pediatric Fever for the EMT
- Pediatric Fever for the Paramedic Advanced
- Pediatric Fluid and Airways Advanced
- Pediatric Ingestions Advanced
- Pediatric Respiratory Emergencies: Lower Airway for the Paramedic Advanced
- Pediatric Respiratory Emergencies: Upper Airway for the EMT
- Pediatric Respiratory Emergencies: Upper Airway for the Paramedic Advanced
- Pediatric Shock Advanced (2 hours)
- Pediatric Trauma Advanced
- Sports Medicine for EMS
- Sudden Infant Death Syndrome (SIDS)

## **OPERATIONS**

- Back Injury Prevention
- Confined-Space Entry
- Crime Scene Awareness
- Driving Safety
- Emergency Response to Terrorism (Modules 1–4)
- Fire & EMS Grant Writing
- First Responder Operations Level Refresher (Modules 1–4)
- Incident Command
- Introduction to Hazardous Materials
- Managing Multiple Casualty Incidents
- Medical Extrication & Rescue
- Patient Care Report Essentials
- Patient Care Report Essentials Advanced
- Response to Mass Casualty Incidents
- Response to Mass Casualty Incidents Advanced
- Right to Know (Hazard Communication)
- Weapons of Mass Destruction - An Intro to WMD Agents

# EMERGENCY VEHICLE OPERATIONS

TargetSolutions' course catalog features Emergency Vehicle Operator courses that offer departments a convenient, easy-to-use, and time-saving solution to reduce motor vehicle losses, one of the costliest but least addressed losses in the workplace.

- Accidents & Emergencies for Emergency Vehicle Operators
- Adjusting to Changing Conditions for Emergency Vehicle Operators
- Dangers of Speeding for Emergency Vehicle Operators
- Defensive Driving Strategies for Emergency Vehicle Operators
- Distracted Driving for Emergency Vehicle Operators
- Driver Safety Orientation for Emergency Vehicle Operators
- Emergency Vehicle Characteristics
- Emergency Vehicle Intersection Safety
- Emergency Vehicle Operations
- Impaired Driving for Emergency Vehicle Operators
- Intersection Safety for Emergency Vehicle Operators
- Legal Considerations for Emergency Vehicle Operators
- Safe Backing for Emergency Vehicle Operators
- Seat Belt & Airbag Safety for Emergency Vehicle Operators
- Securing Materials for Transportation for Emergency Vehicle Operators
- Vehicle Inspection and Maintenance for Emergency Vehicle Operators
- Fleet Program Vehicle Safety and Security for Emergency Vehicle Operators



# FIRE

TargetSolutions' course catalog delivers more than 250 hours of recertification courses for emergency responders. Courses based on the NFPA codes and standards, including NFPA 1001, 1021 and the 1500 Series. Courses also cover wildland fire, response to terrorism and much more.

## **NFPA 1001 SERIES | FIREFIGHTER 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 Health and Safety
- 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 SERIES | 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 Company Officer
- Budgeting
- Community Awareness
- Company-Level Training
- Elements of Supervision and Management
- Fire and Life Safety Inspections
- Fire Department Communications
- Fire Department Structure
- Fire Investigation
- 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

## **NFPA 1410 SERIES**

TargetSolutions' NFPA 1410 training series illustrates the most commonly practiced fireground evolutions. These video-based courses are written to the NFPA firefighter training standard.

- Evolution 1
- Evolution 2
- Evolution 3
- Evolution 4
- Evolution 5
- Evolution 6
- Evolution 7
- Evolution 8
- Evolution 9
- Evolution 10
- Evolution 11
- Evolution 12
- Evolution 13
- Evolution 14

## **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

## **GENERAL**

- Assembly Occupancy Fire and Life Safety Inspection
- Building Construction
- Carbon Monoxide

- Customer Service for Fire Department Personnel
- Emergency Response to Terrorism (Modules 1–4)
- Ethics
- Fire & EMS Grant Writing
- Fire Alarm Systems
- Fire Industry Driver Intersection Safety
- Fire Industry Driver Operator
- Fire Industry Introduction to Wildland Fire Behavior
- Fire Prevention and Public Education
- First Responder Hybrid Vehicle Incidents
- First Responder Operations Level Refresher(Modules 1–4)
- Firefighter Rehabilitation (Modules 1 and 2)
- Fire Service Health & Safety (Part 1)
- Fire Service Health & Safety (Part 2)
- High Rise Fire and Life Safety Inspection
- How to Read a Building
- Leadership and Ethics
- NFPA 1 & NFPA 101 for Florida (Modules 1-4)
- NFPA 1041 Instructors Training (Parts 1-3)
- NFPA 1403 Live Fire Training Evolutions
- NFPA 1584 Firefighter Rehabilitation
- NFPA 1851 Cancer-Related Risks of Firefighting
- NFPA 3000: Standard for Preparedness and Response to Active Shooter and/or Hostile Events
- Portable Extinguishers: Types and Usages
- School Fire and Life Safety Inspection
- Water Supply
- Customer Service for Fire Department Personnel

#### **WILDLAND FIREFIGHTING**

- RT-130 Annual Wildland Fire Safety Refresher (Modules 1–4)
- S-190 Introduction to Wildland Fire Behavior (Modules 1–4)

#### **ARFF TRAINING**

TargetSolutions is pleased to offer valuable training for airport firefighters. The 17-course bundle delivers 13 hours of training featuring video- and scenario-based lessons.

- Adapting and Using Structural Equipment
- Aircraft Cargo Hazards (Parts 1-2)
- Aircraft Familiarization
- Aircraft Rescue - Emergency Communications
- Airport Rescue And Firefighting Ops
- Application of Extinguishing Agents (Parts 1-4)
- Aviation Incident Response/Crash Rescue Management
- Command and Control of Aircraft Incidents
- Emergency Aircraft Evacuation
- Out of the Blue
- Personnel Safety
- Vehicle Rescue
- Water Rescue

# HUMAN RESOURCES

TargetSolutions' Human Resources courses are designed to supplement the course catalog by providing training that is relevant and essential to all employees. Courses covering Employment Practices for Supervisors cover issues encountered in the workplace for individuals tasked with making employment decisions, including issues of harassment, hiring and termination, discrimination, evaluation and documentation.

## HUMAN RESOURCES

- Alcohol-Free Workplace
- Business Ethics: Quick Refresh
- Computer Security Awareness
- Customer Service
- Drug-Free Workplace
- Ethics in the Workplace
- General HIPAA Awareness
- General Office Ergonomics
- Health & Wellness
- Office Safety
- Red Flag Rules (Identity Theft Protection)
- Sexual Harassment Awareness
- Workplace Diversity
- Workplace Stress
- Workplace Violence

## EMPLOYMENT PRACTICES FOR SUPERVISORS

- Anger, Violence, and Conflict in the Workplace
- Dealing with Issues of Alcohol and Substance Abuse
- Discipline and Termination
- Employment Practices Overview
- Hiring Practices
- Interviewing and Hiring
- Interviewing Skills for Managers: Conducting an Interview
- Performance Management
- Preventing Discrimination in the Workplace
- Reasonable Suspicion of Alcohol for Supervisors
- Reasonable Suspicion of Drugs for Supervisors
- Understanding Employee Leave
- Motor Vehicle Incident Investigation for Supervisors
- Motor Vehicle Personnel Selection for Supervisors
- Motor Vehicle Safety Overview for Supervisors
- Sexual Harassment Awareness for Supervisors
- Successful Hiring
- Successful Termination

## CALIFORNIA STATE MANDATED TRAINING

- CA Local Agency Ethics (AB 1234)
- Cal/OSHA Log 300
- Sexual Harassment Prevention for Supervisors (California AB 1825)

# LAW ENFORCEMENT 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
- Home Seizures: Illinois v. McArthur
- 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

# MOTOR VEHICLE SAFETY

TargetSolutions' Online Driver Training & Compliance Program 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 curriculum is designed to provide supervisors with the training necessary to maintain a staff of safe and capable drivers. Driver training courses and curriculum for supervisors are available.

## DRIVER TRAINING

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

## LARGE VEHICLE DRIVER TRAINING

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

## SUPERVISOR TRAINING

- Motor Vehicle Incident Investigation for Supervisors
- Motor Vehicle Safety Overview for Supervisors
- Motor Vehicle Personnel Selection for Supervisors

# OFFICE PRODUCTIVITY

## ACCOUNTING

- QuickBooks Essentials 2013
- Mastering QuickBooks Online

## DATABASE

- Intro to SharePoint

## DESKTOP APPLICATIONS

- Gmail Essentials 2015
- Mastering Office 365
- Mastering PowerPoint 2016 Basics
- Mastering PowerPoint 2016 Advanced
- Mastering Word 2016, Intermediate
- Mastering Word 2016 Advanced
- Microsoft Project 2013 Essentials Training
- Microsoft Project 2016 Essentials Training
- Microsoft Project 2016 Intermediate Training
- Office 365 Essentials
- Office 365 Groups Essentials
- Office 365 Planner Essentials
- Mastering Outlook 2016
- Mastering Outlook 2016 Basics
- Mastering Outlook 2016 Advanced
- Mastering Excel 2016
- Mastering Excel 2016, Basics
- Mastering Excel 2016, Intermediate
- Mastering Word 2016
- Mastering Word 2016, Basics
- Microsoft Sway Essentials
- Microsoft Lync Essentials
- OneDrive Essentials (2016)
- Outlook Web Access Essentials (2016)
- Power-Up Your PowerPoint Presentation
- Secrets of the Office Guru
- Skype for Business Essentials
- What's New in Office 2016?

## MICROSOFT

### Access 2013

- Working with Databases
- Creating, Modifying, and Managing Tables
- Working with Forms
- Working with Queries
- Sharing and Protecting Your Data

### Outlook 2013

- Getting Started
- Message and Contact Management
- Time and Task Management

### PowerPoint 2007

- Introduction, Navigation, Themes, Text, Slide Masters

### PowerPoint 2013

- The Basics of Word
- Customizing Presentations

### Windows 8

- An Introduction to Windows 8

### Word 2013

- The Basics
- Formatting
- Advanced Options

## OPERATING SYSTEMS

- Windows 8.1 Essentials
- Windows 10 Essentials



# OSHA & COMPLIANCE

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

## OCCUPATIONAL HEALTH & SAFETY

- Advanced Construction Safety (Modules 1-4)
- Advanced HAZWOPER Awareness (Modules 1-4)
- Aerosol Transmissible Diseases
- Alcohol-Free Workplace
- Asbestos Awareness
- Back Injury Prevention
- Bloodborne Pathogens Safety
- Building Evacuation and Emergencies
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined-Space Entry
- CPR Academic
- Diet & Nutrition
- Disaster Preparedness
- Driving Safety
- Drug-Free Workplace
- Electrical Safety
- Emergency Action Plans
- Ergonomics in the Workplace
- Eye Safety
- Fall Protection
- Fire Extinguisher Safety
- Fire Prevention Safety
- First Responder Operations Level Refresher (1-4)
- Forklift Safety
- General Construction Safety
- General First Aid Part 1
- General First Aid Part 2
- General Office Ergonomics
- Hand & Power Tool Safety
- Hazard Communication
- Hazardous Materials
- HAZMAT Spill Prevention & Control
- HAZMAT Transportation
- Health & Wellness
- Hearing Conservation
- HIV/AIDS Awareness
- Incident Investigation
- Indoor Air Quality
- Industrial Ergonomics
- Introduction to Industrial Hygiene
- Introduction to OSHA
- Laboratory Safety
- Ladder & Scaffolding Safety
- Laser Safety
- Lead Awareness
- Lock-Out / Tag-Out
- Machine Guarding
- Office Safety

- Personal Protective Equipment
- Radiation Safety
- Respiratory Protection
- RedVector – Confined Spaces
- RedVector – Fall Protection
- RedVector – Hazard Communication
- RedVector – Hearing Conservation
- RedVector – Walking and Working Surfaces
- RedVector – Ladder Safety
- RedVector – Lead Safety Awareness
- RedVector – Legionella Prevention and Control
- RedVector – Incident Reporting and Investigation
- RedVector – Crystalline Silica: Understanding the Hazards
- RedVector – Eye and Face Protection
- RedVector – Powered Industrial Trucks
- RedVector – EHS Regulatory Overview
- RedVector – Hand Safety
- RedVector – Lockout/Tagout
- RedVector – Electrical and Arc Flash Hazards
- RedVector – Hazmat Transportation Safety Awareness
- RedVector – Triethylaluminium Safety Awareness
- RedVector – Hydrogen Sulfide Safety
- RedVector – Ethylene Oxide Safety
- RedVector – Combustible Dust - Things That Go Boom
- RedVector – Arc Flash Hazard Analysis
- RedVector – Exit Routes, Emergency Action Plans & Fire Prevention Plans
- RedVector – Personal Protective Equipment Selection and Proper Usage
- RedVector – Flammable and Combustible Liquids
- RedVector – Safety: Basics
- RedVector – Bloodborne Pathogens
- RedVector – General Recording Criteria
- RedVector – Introduction to Powered Industrial Trucks
- RedVector – Stairways and Ladders
- RedVector – Back Safety: Protection and Treatment Basics
- RedVector – Personal Protective Equipment
- RedVector – Fatal Accidents & Prevention
- RedVector – Preventing and Investigating Accidents
- Risk Assessment Analysis
- Safety and Health Programs
- Slips, Trips, & Falls Prevention
- Trenching & Shoring
- Welding Safety
- Working in Extreme Temperatures
- Workplace Stress
- Workplace Violence

## COMPLIANCE

- ADA Compliance in Business
- Cal/OSHA Log 300
- Federal Acquisition Regulation Overview 3.10
- General HIPAA Awareness
- Sexual Harassment Awareness
- Sexual Harassment Prevention: Quick Refresh
- Workplace Diversity

# PROJECT MANAGEMENT

TargetSolutions is pleased to offer more than 50 titles aimed at helping public entities develop project managers who are equipped to achieve organizational goals.

## ADVANCED PROJECT MANAGEMENT

- Advanced Project Management: Advanced Project Risk Management
- Advanced Project Management: Advanced Project Scheduling
- Advanced Project Management: Converting Strategy Into Action
- Advanced Project Management: Executing Complex Programs
- Advanced Project Management: Integrated Project Delivery
- Advanced Project Management: Managing Project Teams
- Advanced Project Management: Project Management in a Dynamic Environment
- Advanced Project Management: Project Performance Management
- Advanced Project Management: Sustainability in Project Management
- Advanced Project Management: The Power of Project Leadership
- Advanced Project Management: Understanding the Project, Program, and Portfolio Architecture

## AGILE

- Series Overview
- Traditional vs. Agile Project Management
- Manifesto Principles 1 - 6
- Manifesto Principles 7-12
- Scrum and XP Methods
- Other Agile Methods
- Value Driven Development
- Prioritization and Risk Management
- Planning Agile Projects
- Estimation
- Managing Projects
- Adaptive Planning and Design
- Soft Skills and Leadership
- Team Formation and Boosting Team Performance
- Stakeholder Engagement
- Communication in Projects
- Problem Detection, Metrics, and Resolution
- Quality and Earned Value Management
- Continual Improvement
- PMI Code of Conduct
- PMI Agile Certified Practitioner (PMI-ACP)® Exam Prep
- Test Me - PMI Agile Certified Practitioner Exam (PMI-ACP)®

## FROM AEC PROJECT MANAGER TO PRINCIPAL

- From AEC Project Manager to Principal 1: Foundations of Management
- From AEC Project Manager to Principal 2: Marketing Your Services

- From AEC Project Manager to Principal 3: Negotiation Outcomes & Strategies
- From AEC Project Manager to Principal 4 & 5: Manpower & Quality
- From AEC Project Manager to Principal 6: Financial Management

## TRADITIONAL

- Project Management Overview
- Managing Projects within Organizations
- Process Groups
- Execution, Monitoring and Controlling
- Project Change Control and Closure
- Initiation Basics, Developing a Project Charter and Plan
- Collecting Requirements and Defining Scope
- Monitor and Control Project Scope
- Defining and Sequencing Project Activities
- Developing and Controlling the Project Schedule
- Estimating Activity Resources and Durations
- Controlling Costs
- Estimating & Budgeting Project Costs
- Project Quality Planning
- Quality Assurance and Cost Control
- Managing Projects for Human Resources
- Planning Projects for Human Resources
- Processes for Managing Project Communications
- Stakeholders and the Communication Management Plan
- Identifying Project Risks
- Performing Risk Analysis
- Risk Management Planning
- Risk Response, Monitor and Control
- Managing Procurement During Your Project
- Planning Procurement for Your Project
- Stakeholder Identification and Planning
- Project Stakeholder Engagement and Communication
- PMI® Certification Requirements
- Test Me - Project Management Professional (PMP)®
- Project Management Professional (PMP)® 2016 Exam Updates

## ULTIMATE PROJECT MANAGER

- The Ultimate Project Manager, Chapter 01: Today's Project Manager
- The Ultimate Project Manager, Chapter 02: Marketing And Proposals
- The Ultimate Project Manager, Chapter 03: The Contract Agreement
- The Ultimate Project Manager, Chapter 04: The Project Management Plan
- The Ultimate Project Manager, Chapter 05: The Project Schedule
- The Ultimate Project Manager, Chapter 06: The Project Budget
- The Ultimate Project Manager, Chapter 07: Leading The Project Team

- The Ultimate Project Manager, Chapter 08: Managing Client Relationships
- The Ultimate Project Manager, Chapter 09: Developing Effective Communications
- The Ultimate Project Manager, Chapter 10: The Project Startup
- The Ultimate Project Manager, Chapter 11: Managing Your Time
- The Ultimate Project Manager, Chapter 12: Managing Project Studies And Reports
- The Ultimate Project Manager, Chapter 13: Managing Design And Construction Phases
- The Ultimate Project Manager, Chapter 14: Managing Project Quality
- The Ultimate Project Manager, Chapter 15: Managing Project Risks
- The Ultimate Project Manager, Chapter 16: Project Financial Management
- The Ultimate Project Manager, Chapter 17: Project Management And Design Technology
- The Ultimate Project Manager, Chapter 18: Monitoring And Controlling The Project
- The Ultimate Project Manager, Chapter 19: Project Closeout
- The Ultimate Project Manager, Chapter 20: Alternative Project Delivery Methods
- The Ultimate Project Manager, Chapter 21: A/E Project Management Benchmark Data
- The Ultimate Project Manager, Series Summary: The Short and Sweet Version

# SCHOOL DISTRICTS

TargetSolutions offers a comprehensive catalog of online courses for school district employees. Courses are designed to enhance knowledge and ensure safety in scholastic environments, covering a wide range of topics for principals, teachers, supervisors, librarians, custodians, food service employees and school security personnel. Courses cover the following categories: Emergency Operations Management, Environmental, Health, Human Resources, Library Services, Nutrition Service, School Safety & Behavioral and Transportation.

## DRIVER TRAINING

- Adjusting to Changing Driving Conditions (EDU)
- Bus Drivers: Ergonomics and Avoiding Injury (EDU)
- Defensive Driving Strategies (EDU)
- Distracted Driving (EDU)
- Driver Safety Orientation (EDU)
- Driving Accidents & Emergencies (EDU)
- Large Vehicle Characteristics (EDU)
- Passenger Van Safety (EDU)
- Safe Use of Utility Vehicles (EDU)
- School Bus Behavior and Discipline (EDU)
- Special Education Transportation: Handling Needs on Mixed Buses (EDU)
- Special Education Transportation: Laws and Regulations (EDU)
- Special Education Transportation: Lifts and Mobility Equipment (EDU)
- Special Education Transportation: Transportation Problems (EDU)
- Special Education Transportation: Types of Disabilities and Special Needs (EDU)

## FOOD SERVICE

- Food Safety, Foodborne Illness & Kitchen Sanitation (EDU)
- Food Service General Safety (EDU)
- Food Services Proper Lifting (EDU)
- School Meal Compliance (EDU)

## HUMAN RESOURCES

- Child Abuse: Mandated Reporter Training (EDU)
- Ethics in the Workplace (EDU)
- Introduction to Understanding the Basics of LGBT Identities (EDU)
- Introduction to Understanding the Rights of LGBT Students (EDU)
- Maintaining Professional Staff/Student Boundaries (EDU)
- Preventing Sexual Harassment: Students (EDU)
- Sexual Harassment Awareness (EDU)
- Sexual Harassment Prevention for Supervisors (California AB 1825) (EDU)
- Sexual Misconduct in Schools (EDU)
- Spanish Version - Mandated Reporter Training for California (EDU)
- Title IX and Sexual Misconduct (EDU)

- Title IX in Higher Education: Sexual Misconduct (EDU)
- Workplace Diversity (EDU)

## OSHA, COMPLIANCE & SAFETY

- Aerosol Transmissible Diseases (EDU)
- Asbestos Safety (EDU)
- Athletes and Sudden Cardiac Arrest (EDU)
- Avoiding Slips, Trips, and Falls (EDU)
- Back Injury Prevention (EDU)
- Bloodborne Pathogens Safety (EDU)
- Breaking Up Student Fights (EDU)
- Bullying Risks for Students with Disabilities (EDU)
- California Integrated Pest Management (EDU)
- Classroom Safety - Special Education (EDU)
- Computer Security Awareness (EDU)
- Crossing Guard Safety (EDU)
- Electrical Safety (EDU)
- Emergency Operations Plans In Action (EDU)
- Evacuating Students with Disabilities (EDU)
- Everyday Safety in Classrooms (EDU)
- FERPA: Protecting Student Privacy (EDU)
- Fire Extinguisher Safety (EDU)
- Fire Prevention Safety (EDU)
- General First Aid Part 1 (EDU)
- General First Aid Part 2 (EDU)
- General Office Ergonomics (EDU)
- Hazmat Spill Prevention & Control (EDU)
- Hearing Conservation (EDU)
- Incident Investigation (EDU)
- Lead Awareness (EDU)
- Liability in Sports (EDU)
- Managing Difficult Behaviors (EDU)
- Personal Protective Equipment (EDU)
- Planning for an Emergency (EDU)
- Playground Safety (EDU)
- Playground Supervision (EDU)
- Preventing Cyberbullying (EDU)
- Principal's Recognition of Hazards on a School Campus (EDU)
- Proper Lifting (EDU)
- Proper Lifting Library Operations (EDU)
- Proper Use of Seclusion and Restraint (EDU)
- Recognizing and Preventing Youth Suicide (EDU)
- Respiratory Protection (EDU)
- Safety in the Science Lab (EDU)
- School Bullying (EDU)
- School Shooting Awareness (EDU)
- School Violence and Weapons (EDU)
- Science Laboratory: Chemical Spill Safety (EDU)
- Student Concussions (EDU)
- Student Safety Restraint Systems (EDU)
- Supervision and Oversight of Students (EDU)
- Techniques for De-Escalation (EDU)
- Wheelchair Securement and Safety (EDU)
- Working in Extreme Temperatures: Heat Illness Prevention (EDU)

- Working in Extreme Temperatures: Working in Cold Climates (EDU)
- Workplace Violence (EDU)

# SMARTTEAM – PROFESSIONAL DEVELOPMENT

TargetSolutions provides online training courses to help employees improve their productivity in the workplace. These courses educate employees on customer service skills, leadership abilities, health and wellness, sales knowledge, and much more. By training with TargetSolutions, employees can improve their abilities and become more effective employees.

## Comprehensive Sales Program

Discusses how to approach cold calls, create winning phone scripts, how to identify qualified prospects and most importantly how to close the sale. Additionally, you'll get a course on B2B sales as well as a course on the complete sales cycle.

- Smart Sales 1: Understanding the Psychology of Sales
- Smart Sales 2: Identifying the Decision Maker & Setting Appointments
- Smart Sales 3: Securing Appointments & Advancing the Sale
- Smart Sales 4: Overcoming Objections & Closing the Sale
- Smart Sales 5: Business-to-Business Sales
- Smart Sales 6: The Sales Cycle

## 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: The Art & Science of Delegation
- Smart Workplaces: Putting Your People First (Personnel Administration)
- Smart Management: Methods for Motivating Your Team

## 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 to the company professionally. These interactive courses are designed to help employees understand how to provide exceptional 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
- 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.

- 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 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 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

#### **SALES**

Sales courses are designed to help develop professional sales skills. These titles are comprised of a six-part and 10-part series that discuss the preparation, strategy, and process of the sales cycle to ultimately close the sale.

- Advanced Tele-Propecting - Closing the Call
- Advanced Tele-Propecting - Creating Opening Statements
- Advanced Tele-Propecting - Dealing With Dismissive Objections
- Advanced Tele-Propecting - Follow-up Strategies and Tactics
- Advanced Tele-Propecting - Getting Past Gatekeepers
- Advanced Tele-Propecting - Handling Smokescreen and Authentic Objections
- Advanced Tele-Propecting - Overview and Pre-Call Planning
- Advanced Tele-Propecting - Presenting an Offer
- Advanced Tele-Propecting - Qualification and Questioning
- Advanced Tele-Propecting - Using Email in the Tele-Propecting Process
- Business-to-Business Sales
- Identifying the Decision Maker & Setting Appointments
- Overcoming Objections & Closing the Sale
- Securing Appointments & Advancing the Sale
- The Sales Cycle
- Understanding the Psychology of Sales



# SPANISH

TargetSolutions offers online training courses in Spanish. Courses cover the following categories: Driver Training, Environmental Awareness, General Safety, Human Resources and Occupational Health. 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
- Fall Protection
- Fire Extinguisher Safety
- Fire Prevention Safety
- Forklift Safety
- General Construction Safety
- General First Aid
- General Office Ergonomics
- Hand & Power Tool Safety
- Hazard Communication

- 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
- 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
- Mandated Reporter Training for California (EDU)
- Sexual Harassment Awareness
- Workplace Diversity

# WATER & WASTEWATER

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 details regarding how TargetSolutions' courses meet requirements for each state. Courses cover the following categories: Environmental Awareness, General Safety, Human Resources, Occupational Health and Technical.

## GENERAL

- Advanced HAZWOPER Awareness (Modules 1–4)
- Aquifer Remediation
- Asbestos Awareness
- Back Injury Prevention
- Backflow Prevention Methods
- Backflow Prevention Overview
- Bloodborne Pathogens Safety
- Building Evacuation and Emergencies
- CPR Academic
- Coagulation, Flocculation and Sedimentation
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined-Space Entry
- Corrosion Control
- Disaster Preparedness
- Disinfection Basics
- Distribution Service to Customers
- Distribution System Materials and Equipment
- Drinking Water Quality - Critical Parameters
- Drinking Water Quality - Monitoring & Security
- Driving Safety
- Effective Groundwater Supply Management (RedVector)
- Effective Meter Reading
- Emergency Response to Terrorism (Modules 1–4)
- Eye Safety
- Fall Protection
- Filtration Basics
- Fire Extinguisher Safety
- Fire Prevention Safety
- Forklift Safety
- General Construction Safety
- General First Aid Part 1
- General First Aid Part 2
- General Office Ergonomics
- Groundwater Contamination – Aquifer Remediation
- Ground Water Treatment
- HAZMAT Spill Prevention & Control
- HAZMAT Transportation
- Hand & Power Tool Safety
- Hearing Conservation
- Hydraulics
- Incident Investigation
- Indoor Air Quality
- Industrial Ergonomics
- Laboratory Safety
- Ladder & Scaffolding Safety
- Laser Safety
- Lead Awareness
- Lead Contamination of Public Water Systems
- Lock-Out / Tag-Out
- Low Voltage Electrical Safety
- Machine Guarding
- Maintenance on Pumps, Motors, and Circuits
- Materials Handling, Storage, Use, & Disposal
- Mathematics Applied
- Mathematics Basics
- Personal Protective Equipment
- Pumping Stations - Piping, Valves and Hydraulics
- Pumping Stations - Pumps, Motors and Electrical Systems
- Radiation Safety
- Rehabilitation of Water Distribution Systems: Current Technologies
- Rehabilitation of Water Distribution Systems: Selecting Rehab Methods
- Rehabilitation of Water Distribution Systems: Designing Renewal Projects
- Respiratory Protection
- Right-to-Know (Hazard Communication)
- Risk Assessment Analysis
- Slips, Trips, & Falls Prevention
- Storm Water Pollution Prevention
- Trenching & Shoring
- Wastewater Treatment
- Water Main Installation
- Welding Safety
- Working in Extreme Temperatures

## HUMAN RESOURCES & EMPLOYMENT PRACTICES

- Alcohol-Free Workplace
- Diet & Nutrition
- Drug-Free Workplace
- Health & Wellness
- Office Safety
- Principles of Debt Collections
- Reasonable Suspicion of Alcohol for Supervisors
- Reasonable Suspicion of Drugs for Supervisors
- Sexual Harassment Awareness
- Workplace Diversity
- Workplace Stress
- Workplace Violence

**TARGETSOLUTIONS**  
BY VECTOR SOLUTIONS