







## Online Campus – All Members 2017-18 Course List

Customer Service	
<ul style="list-style-type: none"> <li>• <a href="#">A Welcoming Customer Culture</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Handling Difficult Customers for Local Government</a></li> </ul>
Equipment Training	
<ul style="list-style-type: none"> <li>• <a href="#">Dump Truck Safety</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Trenching and Excavation Safety</a> </li> </ul>
Financial Management	
<ul style="list-style-type: none"> <li>• <a href="#">An Introduction to Requests for Proposal</a></li> </ul>	
Grant Writing Assistance	
<ul style="list-style-type: none"> <li>• <a href="#">FireEMS Grant Writing 101</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Law Enforcement Grant Writing 101</a></li> </ul>
Human Resources	
<ul style="list-style-type: none"> <li>• <a href="#">Dealing With Angry Employees</a></li> <li>• <a href="#">Diversity in the Workplace</a></li> <li>• <a href="#">Ethical Behavior for Elected Officials</a></li> <li>• <a href="#">Ethical Behavior for Local Government</a></li> <li>• <a href="#">Handling Angry Employees</a></li> <li>• <a href="#">Managing Risk in an Aging Workforce</a></li> <li>• <a href="#">Retaining Talent</a></li> <li>• <a href="#">Science of Employee Engagement</a> </li> <li>• <a href="#">Sexual Harassment Awareness for Managers</a></li> <li>• <a href="#">Sexual Harassment in the Workplace</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Shaping an Ethical Workplace Culture</a> </li> <li>• <a href="#">Supervisor Skills 101</a></li> <li>• <a href="#">Supervisor Skills 201</a></li> <li>• <a href="#">The Risks of Social Media</a></li> <li>• <a href="#">Understanding Child Neglect for Volunteers</a></li> <li>• <a href="#">Understanding the Family and Medical Leave Act</a></li> <li>• <a href="#">Violence in the Workplace</a></li> <li>• <a href="#">Volunteers Working with Children and Adolescents</a></li> <li>• <a href="#">Workplace Bullying</a></li> <li>• <a href="#">Workplace Harassment</a></li> </ul>
Leadership & Management	
<ul style="list-style-type: none"> <li>• <a href="#">Ethical Behavior for Local Government</a> </li> </ul>	
Management	
<ul style="list-style-type: none"> <li>• <a href="#">Business Continuity</a></li> <li>• <a href="#">Crisis Management</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Performance Management</a></li> <li>• <a href="#">Press Conference and Briefing Basics</a></li> </ul>



• Dealing with the Media	• Running an Effective Board Meeting
• Developing Leadership	• Training for Small Communities
• Disciplinary Action and Procedures	• Transition from Peer to Supervisor
• Drug and Alcohol Awareness	• Transition from Peer to Supervisor (Update)
• Meeting Management	
<b>Productivity</b>	
• Computer Security Basics	• Personal Professionalism
• Keeping Your Cool	
<b>Roadway &amp; Highway</b>	
• Safe and Effective Work Zone Inspections 	• Work Zone Traffic Control 102
• Work Zone Traffic Control 101	
<b>Safety &amp; Environmental</b>	
• Absorbents and Spills	• Forklift Safety
• Advanced Defensive Driving Techniques	• Investigating Incidents for Local Government
• Basic First Aid	• Ladder Safety 101
• Bloodborne Pathogens	• Lawn Care Equipment Safety
• Chain Saw Safety	• Lockout/Tagout
• Chemicals and MSDS	• Means of Egress
• Commercial Motor Vehicle Safety	• Personal Protective Equipment 101
• Confined Spaces 101	• Personal Protective Equipment 102
• Confined Spaces 102	• Power Tool Safety
• Defensive Driving Basics	• Preventing Accidents in the Workplace
• Designing and Maintaining Safe Playgrounds	• Preventing Slips, Trips & Falls
• Distracted Driving for Local Government	• Public Employee Safety in the Community
• Electrical and Fire Safety	• Respirators and Air Quality
• Emergency Preparation and Egress	• Snow and Ice Management
• Equipment Safety	• Trench Safety
• Fall Protection	• Understanding the MUTCD
<b>Transit Operations</b>	
• Bus Operations: Operator Training	• Transit Operations: Supervisor Training 
• Bus Safety: Distracted Driving	• Work Zone Exposure Control Measures 
<b>Water &amp; Wastewater</b>	
• Sewer System Overview	• Water Quality Standards 
• Water Agency Security	



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