



WORKFORCE ADMINISTRATION

# Insperity Learning & Development Course Listing



*\*For non-coemployment Insperity clients only*

# Insperity Learning & Development Course Catalog

Insperity Learning and Development includes more than 300 courses\* from our business, liability management, IT, and desktop collections. This premium solution takes the guesswork out of choosing courses, enabling learners to quickly and easily find courses that fit their learning needs.

*\*Courses are subject to change without notice.*

# Communication curriculum

## Anger management essentials

- Managing and controlling anger
- Understanding anger

## Business writing basics

- Know your readers and your purpose
- How to write clearly and concisely
- Editing and proofreading

## Communicating with impact

- Interpersonal communication that builds trust
- Communication methods that make sense – and your point
- Being a receptive communication partner
- Communication challenges: Navigating choppy waters

## Constructive feedback and criticism

- Giving feedback
- Giving constructive criticism
- Receiving feedback and criticism

## Developing your emotional intelligence

- Owning your emotions
- Building self-management skills
- Being aware of the emotions of others
- Applying EI at work

## Email essentials for business

- Using email and instant messaging effectively
- Addressing and redistributing email
- Managing your email

## Getting results without direct authority

- Building relationships and credibility
- Persuasive communication
- Reciprocity
- Influencing your boss

## Issue-focused negotiation

- Issue-focused negotiation
- You and your negotiating counterpart
- Reaching a negotiated agreement

## Listening essentials

- The basics of listening
- Improving your listening skills

## Telephone essentials for business

- Essential skills for professional telephone calls

## **Workplace conflict**

- Preventing unhealthy workplace conflict
  - Working out and through conflict
  - Adapting your conflict style
  - Meeting the challenges of workplace conflict
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# **Customer service curriculum**

## **Customer advocacy**

- Communicating to build trusting customer relationships
- Enhancing the customer experience
- Supporting customer advocacy

## **Customer focus**

- Identifying and managing customer expectations
- Creating and sustaining a customer-focused organization
- Customer-focused interaction

## **Customer service fundamentals**

- Building rapport in customer relationships
- Customer service in the field
- Customer service over the phone
- Internal customer service
- Customer service confrontation and conflict
- Shaping the direction of customer service in your organization

## **Customer service representative, process**

- Customer service processes and procedures
- Quality in a support center
- Support center tools, technologies and metrics
- Dealing with irrational customers and escalating complaints

## **Customer service representative, professionalism**

- The customer service representative
- Support center services and work environment
- Team and customer relationships

## **Customer service representative, skills**

- Customer interactions
  - Communication skills
  - Conflict, stress and time management
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# Microsoft Office sample curriculum\*

## Beginning Word

- Getting started with Word 2010
- Formatting and working with text in Word 2010
- Organizing and arranging text in Word 2010
- Moving around in Word 2010
- Structuring Word 2010 documents
- Reviewing documents in Word 2010
- Saving, sharing, and printing in Word 2010
- Customizing the behavior and appearance of Word 2010
- Drawing and inserting graphics in Word 2010

## Advanced Word

- Using themes, backgrounds, watermarks, and Quick Parts in Word 2010
- Adding tables of contents, footnotes, hyperlinks, and bookmarks in Word 2010
- Forms, fields, and mail merge in Word 2010
- Managing, inspecting, and recovering Word 2010 documents
- Creating and formatting tables in Word 2010
- Manipulating tables in Word 2010
- Embedding charts and tables into Word 2010

## Beginning Excel

- Getting started with Excel 2010
- Applying basic data formatting in Excel 2010
- Moving and getting around in Excel 2010
- Moving data and modifying worksheets in Excel 2010
- Saving, sending, and printing Excel 2010 workbooks
- Using conditional formatting, tables, and Sparklines in Excel 2010
- Reviewing and protecting content in Excel 2010
- Using basic formulas in Excel 2010
- Using basic functions with Excel 2010
- Inserting basic charts in Excel 2010
- Adding visuals, themes, and styles to Excel workbooks

## Advanced Excel

- Customizing visual elements in Excel 2010
- Customizing workbook settings, conditional formatting, and number formats
- Organizing data and objects in Excel 2010
- Ensuring Excel 2010 data and formulas are right
- Automating Excel tasks using macros
- Analyzing data with what-if analysis
- PivotTables and PivotCharts in Excel 2010
- PivotTable Filters, Calculations, and PowerPivot

*\*Clients may select from one of the available Microsoft Office packages: 2007, 2010, and 2013*

## Beginning Outlook

- Getting started with Outlook 2010
- Managing conversations and organizing e-mail in Outlook 2010
- Managing attachments, graphics, signatures, and autoreplies in Outlook 2010
- Using the calendar for appointments, events, and meetings in Outlook 2010
- Managing meetings and customizing the calendar in Outlook 2010
- Outlook 2010 social connector and messaging
- Working with contacts in Outlook 2010
- Using the tasks, notes, and journal features in Outlook 2010

## Beginning PowerPoint

- Getting started with PowerPoint 2010
- Visually enhancing PowerPoint 2010 presentations
- Adding images to presentations in PowerPoint 2010
- Using multimedia and animations in PowerPoint 2010

## Advanced Outlook

- Formatting e-mail and configuring message options in Outlook 2010
- Customizing Outlook 2010 and managing accounts
- Managing e-mail with rules, automatic replies, and alerts in Outlook 2010
- Working with file transfer and folders, searching, and RSS feeds in Outlook 2010
- Data files, archiving, and send/receive groups in Outlook 2010
- Implementing security with Outlook 2010
- Accessing exchange remotely and using forms in Outlook 2010

## Beginning Access

- Getting started with Access 2010
  - Creating basic tables in Access 2010
  - Data manipulation and simple relationships in Access 2010
  - Introduction to forms in Access 2010
  - Modifying basic forms in Access 2010
  - Introduction to queries in Access 2010
  - Introduction to reports in Access 2010
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# Environmental health and safety curriculum

- Back safety and injury prevention
  - Blood-borne pathogens
  - Defensive driving
  - Electrical safety
  - Emergency and disaster preparedness
  - Ergonomics in the workplace
  - Fire safety and prevention
  - Hazard communication: An employee's right to know
  - OSHA 300 recordkeeping
  - Portable fire extinguishers
  - Slips, trips and falls
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# Finance and accounting curriculum

## Accounting fundamentals

- Basic accounting principles and framework
- The accounting equation and financial statements
- The accounting cycle and accrual accounting
- Accounting transactions and books of account
- Trial balance and adjusting entries
- The income statement
- The balance sheet
- The cash flow statement

## Finance and accounting essentials for nonfinancial professionals

- Principles of accounting and finance
  - Cash flow management essentials
  - The time value of money and investment decisions
  - The essentials of budgeting
  - Financial statements
  - Analyzing financial statements
  - Increasing cash flow in times of need
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# Human resources curriculum

## Essentials of interviewing and hiring

- Screening applicants for interviewing
- Preparing to interview
- Conducting an effective interview
- Behavioral interview techniques
- Selecting the right candidate

## Organizational behavior

- Fundamentals of organizational behavior for the individual
- Fundamentals of organizational behavior for groups
- Organizational structure and employee behavior
- Dynamics of a positive organizational culture

## Recruiting and retention strategies

- Recruiting talent
- Retaining your talent pool

## The role of HR as a business partner

- From cost center to strategic partner
  - Managing talent for organizational success
  - Using metrics and designing strategic initiatives
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# IT curriculum

## Advanced Scrum

- Developing the product and sprint backlogs
- Integrating and customizing scrum
- Addressing sprint execution challenges

## CompTIA A+ 220-801

- BIOS and motherboards
- Memory, expansion cards and storage devices
- CPUs, connections and power supplies
- Configurations, displays, connectors and peripherals
- Network cabling, IP addressing, ports and protocols
- Networking technologies
- Networking devices and tools
- Laptops
- Printers
- Operational procedures

## CompTIA A+ 220-802

- Introducing Microsoft Windows
- Installing and configuring Windows
- Optimizing Windows
- Managing Windows
- Security and data disposal
- Mobile devices
- System troubleshooting
- General troubleshooting



## CompTIA Network+ N10-066

- Network architecture Part 1
- Network architecture Part 2
- Network operations Part 1
- Network operations Part 2
- Network security
- Troubleshooting Part 1
- Troubleshooting Part 2
- Industry standards, practices, and network theory

## CompTIA Security+ SY0-401

- Control fundamentals and security threats
- Network protocols, attacks and defenses
- Creating secure networks
- Vulnerability assessment and penetration testing
- Authentication, biometrics and security controls
- Securing a networked environment
- Remote access, mobile and wireless security
- Cryptographic methods and public key infrastructures
- Securing applications, virtualization and the cloud
- Continuity, disaster recovery and computer forensics

## ICND1 2.0: Interconnecting Cisco networking devices

- Access control lists and network address translation
- Operating Cisco IOS software
- Understanding IPv4 addresses
- Networking, communications and LANs
- Switch operations
- Ethernet operations
- Address blocks and VLSM
- The transport layer and router configuration
- Packet delivery and static routing
- Managing network device security
- VLANs and DHCP
- WANs and dynamic routing protocols
- IPv6

## IT security for end users

- IT security fundamentals
- Using corporate devices securely
- Secure corporate communications and networking

## Software practices (Scrum)

- Scrum roles
- Scrum meetings

## Software practices: Waterfall

- The Waterfall software development model

## User experience (UX) design foundations

- Design principles and strategies
- Techniques and tools
- Navigation, layout and content

# Leadership curriculum

## Leadership essentials

- Motivating employees
- Communicating vision
- Building your influence as a leader
- Leading with emotional intelligence
- Leading business execution
- Leading innovation
- Leading change
- Creating your own leadership development plan

## Leading organizational change

- The key to sustainable change
  - Planning for change
  - Implementing and sustaining change
  - Instituting a quality improvement program
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# Liability management curriculum

## Harassment prevention

- Workplace harassment prevention for employees (English and Spanish)
- Workplace harassment prevention for managers\* (English and Spanish)

## Liability management

- A manager's guide to discipline and documentation
  - A manager's guide to diversity, inclusion and accommodation
  - Bullying and violence in the workplace
  - Business ethics
  - Conflicts of interest in the workplace
  - EEO and lawful hiring
  - Foreign corrupt practices act
  - FMLA leave and more
  - HIPAA essentials
  - Global IT Security Basics
  - I-9 compliance
  - Independent contractors and temporary employees
  - PCI compliance
  - Privacy and information security
  - Promoting a substance-free workplace
  - Record retention
  - Rightful employment termination
  - The Internet, social media and electronic communication
  - Wage and hour for employees
  - Wage and hour for managers
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*\*Customizable harassment prevention courses are available for an additional fee.*

# Management curriculum

## Coaching for results

- Beginning your coaching engagement
- Coaching techniques that drive change
- Coaching to drive performance
- Coaching to shift perceptions

## Difficult conversations

- Preparing for a difficult conversation
- Handling difficult conversations effectively

## Effective delegation

- Achieve your objectives through delegation
- The delegation process
- Successful delegation: supervise & encourage
- Use delegation to develop your team

## Essentials of managing technical professionals

- Strategies for transitioning to technical management
- Managing technical professionals

## First-time manager essentials

- Challenges
- Meeting expectations

## Management essentials

- Directing others
- Delegating
- Developing your direct reports
- Confronting difficult employee behavior
- Managing a diverse team

## Managing problem performance

- Recognizing and diagnosing problem performance
- First steps for turning around a performance problem
- Using progressive discipline to correct problem performance
- Preventing problem performance
- Underperforming employee: Now what?
- Managing performance

## Performance appraisal essentials

- Conducting traditional appraisals
- Preparing for appraisals

## Talent management essentials

- Planning
- Acquiring talent
- Developing and engaging talent
- Retaining talent

## Workforce generations

- Introduction to cross-generational employees
- Working with a multigenerational team
- Working with the 21st century generation mix

## Marketing curriculum

### Digital marketing

- Getting to know the customer
  - Search engine marketing
  - Managing your reputation through content marketing and online PR
  - Digital marketing partnerships, sales, and after-sales processes
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## Operations curriculum

### Fundamentals of lean for business operations

- Introduction to lean for service and manufacturing organizations
- Applying lean in service and manufacturing organizations
- Lean tools and techniques for flow and pull
- Using lean for perfection and quality
- Value stream mapping in lean business
- Reducing waste and streamlining value flow using lean

### Leading sustainable process improvement

- Spearheading a process improvement
- Stakeholder-driven process improvement
- Mapping and measuring to support sustainable process improvement
- Implementing and sustaining process improvement

### Operations management

- Operations management and the organization
  - Product and service management
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## Personal development curriculum

### Dealing with organizational change

- Understanding organizational change
- Preparing for organizational change
- Embracing organizational change

### Diversity on the job

- The importance of diversity and the changing workplace
- Diversity and you

### Managing your career

- Creating a plan
- Getting on the right track
- Professional networking essentials
- You and your boss
- Leveraging the performance appraisal

## Optimizing your work-life balance

- Analyzing your work-life balance
- Maintaining your work-life balance
- Taking control of your stress

## Problem-solving and decision-making strategies

- Solving problems: Framing the problem
- Solving problems: Generating and evaluating alternatives
- Making and carrying out tough decisions
- Decisions: Making the right move

## Thinking critically

- Coming to terms with assumptions
- Getting your arms around arguments
- Drawing conclusions with confidence
- Applying your best thinking

## Time management

- Too much to do and too little time
- Quit making excuses and make time instead
- Ready, set...FOCUS!
- Setting and managing priorities

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# Project management curriculum

## Project management for everyone

- Managing projects without direct authority
- Ensuring management buy-in on a project
- Anticipating and solving problems as a project champion
- Controlling project cost
- Get your project off the ground
- Plan a bulletproof project
- Lead your project like a pro
- Complete your project on-time and on-budget

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# Sales curriculum

## Essential selling skills

- Mastering cold calling
- Qualifying sales prospects
- Closing the sale
- Prompting action through focused communication
- Effective cold calling

## Field sales skills

- Don't only go for the big fish

## **Solution selling**

- Mastering the essentials
- Meeting an active need
- Creating new opportunities
- Preparing to implement solutions
- Managing implementation problems
- Connecting customers and solutions

## **Territorial account sales skills**

- Listening to your customers
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# **Strategic planning curriculum**

## **Developing strategic thinking acumen**

- Developing the capacity to think strategically
- Developing the strategic thinking skill of seeing the big picture
- Using strategic thinking skills

## **Risk management**

- Identifying risk
  - Assessing risk
  - Dealing with risk
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# **Team-building curriculum**

## **Leading teams**

- Launching a successful team
- Establishing goals, roles and guidelines
- Building trust and commitment
- Fostering effective communication and collaboration
- Motivating and optimizing performance
- Managing virtual teams
- Developing the team and its culture
- Developing self-sufficient teams

## **Optimizing your performance on a team**

- Being an effective team member
  - Establishing team goals and responsibilities
  - Elements of a cohesive team
  - Effective team communication
  - Using feedback to improve team performance
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