

**GOLD-LEVEL ACCESS  
SAMPLE MEMO  
TO ALL EMPLOYEES**

TO: ALL EMPLOYEES

FROM: HUMAN RESOURCES

RE: ACCESS TO E-LEARNING MODULES

XXXX is dedicated to developing its employees. As such, we have partnered with Employers Group to offer an eTraining Portal that provides access to a variety of online training modules that can assist you in developing yourself.

The following courses are available to you on a voluntary basis. A completion certificate is available upon completion of the course and with a passing score of the proficiency quiz at the end of each module.

Your supervisor may recommend or require you to take specific courses. Required courses must be taken during your normal work day. Each course is approximately one hour in duration and does not need to be taken at one time. The system will remember where you finished.

<b><u>Harassment Prevention</u></b>	<b><u>Leading People</u></b>
Employee Level (CA and non-CA)	Communicating Proactively
	Communicating Reactively
<b><u>Communication Skills</u></b>	Conflict Management
Business Writing Being Effective	Delivering Effective Feedback
Business Writing Letters and E-mails	Delegation
Communicating Non-Verbally	Effective Leadership
Email Etiquette	Employee Motivation
Individual Listening Skills	Employee Performance Recognition
Presentation Skills	Establishing Performance Goals and Expectations
	Meeting Effectiveness
<b><u>Compliance</u></b>	Using Leadership Basics
Code of Conduct	Working Well with Others
Conflicts of Interest	
Drug Free Workplace	<b><u>Customer Service</u></b>
E-Mail and Internet Use	Creating Valuable Customer Relationships
Office Ergonomics	Customer Loyalty Improvement
Preventing Workplace Violence	Customer Support
Safety and Bloodborne Pathogens	Diffusing Tense Situations
Valuing Diversity in the Workplace	Handling Difficult Customers
<b><u>Computer Skills (2010)</u></b>	<b><u>Project Management / Problem Solving</u></b>
Excel	Problem Solving in the Workplace
Outlook	Problem Solving: 5 Steps
Powerpoint	Team Problem Solving
Word	Time Management

Access the courses by going to:

[login.etrainingportal.com](http://login.etrainingportal.com)

Username: Your company email address:  
Password: XXXXXX

**GOLD-LEVEL ACCESS  
SAMPLE MEMO  
TO SUPERVISORS ONLY**

TO: SUPERVISORY STAFF  
FROM: HUMAN RESOURCES  
RE: ACCESS TO E-LEARNING MODULES

XXXX is dedicated to developing its employees. As such, we have partnered with Employers Group to offer an eTraining Portal that provides access to a variety of online training modules that can assist you in developing yourself.

As a supervisor, the following courses are available to you. Please note that the courses in RED are only available to supervisory staff.

Courses in BLACK are also available to employees. Please familiarize yourself with the content from the modules and encourage (and or require) employees to take appropriate coursework as you deem relevant. Note that if you require an employee to take a particular course, they must take the course during their regular work day. Employees will not be compensated for courses taken during non-work hours. Any courses they choose to take are voluntary.

<b><u>Harassment Prevention</u></b>	<b><u>Computer Skills (2010)</u></b>
Employee Level (CA and non-CA)	Excel
<b>Supervisory Level (CA AB1825 and non-CA)</b>	Outlook
	Powerpoint
<b><u>Communication Skills</u></b>	Word
Business Writing Being Effective	
Business Writing Letters and E-mails	<b><u>Leading People</u></b>
Communicating Non-Verbally	Communicating Proactively
Email Etiquette	Communicating Reactively
Individual Listening Skills	Conflict Management
Presentation Skills	Delivering Effective Feedback
	Delegation
<b><u>Compliance</u></b>	<b>Doing Performance Reviews</b>
<b>Affirmative Action for Supervisors</b>	Effective Leadership
Code of Conduct	Employee Motivation
Conflicts of Interest	<b>Employee Disciplining</b>
Drug Free Workplace	Employee Performance Recognition
E-Mail and Internet Use	Establishing Performance Goals
Employee Ethics / <b>Ethics for Managers</b>	<b>Job Candidate Interviewing</b>
<b>Job Candidate Interviewing</b>	Meeting Effectiveness
<b>Nuts and Bolts of Supervisory Law (CA)</b>	Using Leadership Basics
Office Ergonomics	Working Well with Others
Preventing Workplace Violence	
Safety and Bloodborne Pathogens	
Valuing Diversity in the Workplace	
<b>Wage and Hour Law for Supervisors (U.S.)</b>	
<b>Supervisor's Guide to Meals, Rests, Wages and Hours Worked (CA)</b>	

<b>Customer Service</b>
Creating Valuable Customer Relationships
Customer Loyalty Improvement
Customer Support
Diffusing Tense Situations
Handling Difficult Customers
<b>Project Management / Problem Solving Skills</b>
Problem Solving in the Workplace
Problem Solving: 5 Steps
Team Problem Solving
Time Management

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Username:      Your company email address:  
Password:      XXXXXX