PLATINUM-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.

Harassment Prevention	**Leading People**
Employee Level (CA and non-CA)	Change Management
	Communicating Proactively
Communication Skills	Communicating Reactively
Business Writing Being Effective	Conflict Management
Business Writing Letters and E-mails	Delivering Effective Feedback
Business Writing Reports and Proposals	Delegation
Communicating Negative Messages	Effective Leadership
Communicating Non-Verbally	Employee Motivation
Email Etiquette	Employee Performance Recognition
Individual Listening Skills	Establishing Performance Goals
Presentation Skills	Individual Leadership Power
Report Organization and Presentation	Meeting Effectiveness
	Running Effective Meetings
Compliance	Running Effective Teams
Code of Conduct	Using Leadership Basics
Conflicts of Interest	Working Well with Others
Drug Free Workplace	
E-Mail and Internet Use	**Financial Statements (Introduction to)**
Office Ergonomics	
Preventing Workplace Violence	**Customer Service**
Safety and Bloodborne Pathogens	Creating Valuable Customer Relationships
Valuing Diversity in the Workplace	Customer Loyalty Improvement
	Customer Service is About People
Computer Skills (2010)	Customer Support
Access	Customer Support Online
Excel	Developing Strong Customer Relationship
Outlook	Diffusing Tense Situations
Powerpoint	Essential Multicultural Communication
Word	Handling Difficult Customers
	Helping and Keeping Clients
	Providing Quality Service
	Providing Service Excellence

Project Management / Problem Solving Skills
Developing a Strong Team
Individual Leadership Power
Negotiating Skills for the Professional
Problem Solving in the Workplace
Problem Solving: 5 Steps
Project Management: Getting Read
Project Management: Goals and Stakeholders
Project Management
Project Management: The Basics
Project Rick Management
Team Problem Solving
Time Management
Work Process Basics

Access the courses by going to:

login.etrainingportal.com

Username: Your company email address:
Password: XXXXXX

PLATINUM-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.

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

Financial Statements (Introduction to)
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Customer Service
Creating Valuable Customer Relationships
Customer Loyalty Improvement
Customer Service is About People
Customer Support
Customer Support Online
Developing Strong Customer Relationship
Diffusing Tense Situations
Essential Multicultural Communication
Handling Difficult Customers
Helping and Keeping Clients
Providing Quality Service
Providing Service Excellence
Project Management / Problem Solving Skills
Developing a Strong Team
Individual Leadership Power
Negotiating Skills for the Professional
Problem Solving in the Workplace
Problem Solving: 5 Steps
Project Management: Getting Read
Project Management: Goals and Stakeholders
Project Management
Project Management: The Basics
Project Rick Management
Team Problem Solving
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Work Process Basics

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