

Featured Playlists (Course Tracks) and Course Titles

Course Tracks:

[NAHAD HSI Handbook Certification](#)

[NAHAD HSI Fabrication Certification](#)

[Manager Track](#)

[Counter/Inside Sales Track](#)

[Human Resources Track](#)

[Marketing Track](#)

[Microsoft Skills Track](#)

[Purchasing Track](#)

[Outside Sales Track](#)

[Sales Manager Track](#)

[Warehouse Personnel Track](#)

[Workplace Etiquette Track](#)

NAHAD HSI Handbook Certification Course Series:

- HSI Certification: Hose Basics Course
- HSI Certification: Hose Specific Course
 - Composite Hose
 - Corrugated Metal Hose
 - Fluoropolymer Hose
 - Hydraulic Hose
 - Industrial Hose
- HIS Certification: Post Fabrication

NAHAD HSI FABRICATION COURSES:

- Composite Hose Fabrication
- Corrugated Metal Hose Fabrication
- Fluoropolymer Hose
- Hydraulic Hose Fabrication
- Industrial Hose Fabrication

Manager Track:

- Customer Service: Make it Easy Series:
 1. Customer Service: Making Customers Your Top Priority (Part 1 of 4)
 2. Customer Service: Are You Listening to Your Customers? (Part 2 of 4)
 3. Observe: Every Customer is Unique (Part 3 of 4)

- 4. Act: Customer Service is All About Solving Problems (Part 4 of 4)
- A Manager's Guide: To Lead or Not to Lead
- Follow the Leader Series:
 1. Follow the Leader (Part 1 of 3): Vision and Communication
 2. Follow the Leader (Part 2 of 3): Integrity and Realism
 3. Follow the Leader (Part 3 of 3): Love and Passion
- Coaching Your Team to Higher Performance Series: Introduction
 1. Coaching Your Team to Higher Performance: Stage 1 Forming
 2. Coaching Your Team to Higher Performance: Stage 2 Storming
 3. Coaching Your Team to Higher Performance: Stage 3 Norming
 4. Coaching Your Team to Higher Performance: Stage 4 Performing
 5. Coaching Your Team to Higher Performance: Assessment
- High-Impact Communications Series: Introduction
 1. High-Impact Communications: Part 1 – Be Clear
 2. High-Impact Communications: Part 2 – Be Concise
 3. High-Impact Communications: Part 3 – Be Correct
 4. High-Impact Communications: Part 4 – Be Creative
 5. High-Impact Communications: Part 5 – Be Conversational
 6. High-Impact Communications: Assessment
- Assertive Communication Skills Series: Introduction
 1. Assertive Communication Skills: Module 1 – Three “V’s” of Communication
 2. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
 3. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
 4. Assertive Communication Skills: Module 4 – Assertive Techniques
- Sales and Service Masterclass Series:
 1. Sales and Service Masterclass: Selling Yourself First
 2. [Sales and Service Masterclass: What Customers Love and Hate \(Retiring 6/1/2021\)](#)
 3. [Sales and Service Masterclass: Presenting with Impact \(Retiring 6/1/2021\)](#)
 4. [Sales and Service Masterclass: Overcoming Objectives \(Retiring 6/1/2021\)](#)
 5. [Sales and Service Masterclass: Closing the Sale \(Retiring 6/1/2021\)](#)
- Emotional Intelligence Series:
 1. Emotional Intelligence (Part 1 of 5): Using Emotional Intelligence to Your Advantage
 2. Emotional Intelligence (Part 2 of 5): Emotions as Valuable Assets
 3. Emotional Intelligence (Part 3 of 5): Personality Styles and Their Effects of EI
 4. Emotional Intelligence (Part 4 of 5): Social Awareness – Embracing Different Perspectives
 5. Emotional Intelligence (Part 5 of 5): Preparing for, and Responding to, Emotional Situations

- Creating Engagement Among Employees
- Trust Me! Insights into Ethical Leadership Series: (Retiring 6/1/2021)
 1. Trust Me! Insights into Ethical Leadership (Part 1 of 5)
 2. Trust Me! Insights into Ethical Leadership (Part 2 of 5)
 3. Trust Me! Insights into Ethical Leadership (Part 3 of 5)
 4. Trust Me! Insights into Ethical Leadership (Part 4 of 5)
 5. Trust Me! Insights into Ethical Leadership (Part 5 of 5)
- Leading More with Less
- To the Point About: Safe Forklift Operation
- Forklift/Powered Industrial Truck Safety
- Understanding HAZWOPER
- Managing Stress
- Twelve Angry Men: Teams That Don't Quit
- Effective Performance Reviews Series:
 1. It's That Time of The Year – Performance Reviews: Making Sure Yours are Effective and Legal
 2. Effective Performance Reviews: Course #1 – Purpose of Conductive Effective Performance Reviews
- Conduct an Effective, Legal Performance Review
- Building Customer Loyalty
- Sales Toolkit Series:
 1. Win with an Elevator Pitch
 2. Common Types of Objections
- Successfully Closing Sales
- Management Essentials: An Ethics and Integrity Discussion

Counter/Inside Sales Track:

- Customer Service Conversations:
 1. Five Steps to Better Service Conversations
 2. Avoiding Service Conversation Breakdowns
- Customer Service: Make it Easy Series:
 1. Customer Service: Make it Easy (Part 1 of 4) – Make Customers Your Top Priority
 2. Customer Service: Make it Easy (Part 2 of 4) – Are You Listening to Your Customers?
 3. Observe: Every Customer is Unique (Part 3 of 4)
 4. Act: Customer Service is All About Problem Solving (Part 4 of 4)
- Emotional Intelligence Series:
 1. Emotional Intelligence: (Part 1 of 5) – Using Emotional Intelligence to Your Advantage
 2. Emotional Intelligence: (Part 2 of 5) – Emotions as Valuable Assets

3. Emotional Intelligence: (Part 3 of 5) – Personality Styles and Their Effects on EI
 4. Emotional Intelligence: (Part 4 of 5) – Social Awareness – Embracing Different Perspectives
 5. Emotional Intelligence: (Part 5 of 5) – Preparing for, and Responding to, Emotional Situations
- Selling at a Distance
 - HAZWOPER Series:
 1. HAZWOPER Safety Orientation
 2. HAZWOPER Fire Prevention
 3. HAZWOPER Heat Stress
 - Negotiating Skills
 - Account Management: Establishing Lasting Partnerships
 - Analyzing Your Customer Service
 - Sales and Service Masterclass Series: (Retiring on 6/1/2021)
 1. Sales and Service Masterclass: Selling Yourself First
 2. Sales and Service Masterclass: What Customers Love and Hate
 3. Sales and Service Masterclass: Presenting with Impact
 4. Sales and Service Masterclass: Overcoming Objectives
 5. Sales and Service Masterclass: Closing the Sale
 - Assertive Communication Skills Series: Introduction
 1. Assertive Communication Skills: Module 1 – Three “V’s” of Communication
 2. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
 3. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
 4. Assertive Communication Skills: Module 4 – Assertive Techniques
 - Building Customer Loyalty
 - Sales Toolkit:
 1. Win with an Elevator Pitch
 2. Common Types of Objections
 - Successfully Closing Sales

Human Resources Track:

- HIPAA Rules and Compliances
- Onboarding New Employees Series:
 1. Onboarding Employees (Part 1 of 18) New Hire Expectations of New Managers
 2. Onboarding Employees (Part 2 of 18) First Week’s Deliverables
 3. Onboarding Employees (Part 3 of 18) Team Members Introduce Themselves
 4. Onboarding Employees (Part 4 of 18) Great Work Situations for New Managers
 5. Onboarding Employees (Part 5 of 18) Learning a New Role

6. Onboarding Employees (Part 6 of 18) Wish We Had Known
 7. Onboarding Employees (Part 7 of 18) Learning from Co-Workers
 8. Onboarding Employees (Part 8 of 18) Teams Share with New Hires
 9. Onboarding Employees (Part 9 of 18) New Hires Build New Skills
 10. Onboarding Employees (Part 10 of 18) Coaching New Hires
 11. Onboarding Employees (Part 11 of 18) New Hires Get Coaching from Others
 12. Onboarding Employees (Part 12 of 18) Reconnect Employees to Individual Work
 13. Onboarding Employees (Part 13 of 18) Feedback for New Hires
 14. Onboarding Employees (Part 14 of 18) Exploring Professional Development
 15. Onboarding Employees (Part 15 of 18) New Hires Build a Professional Network
 16. Onboarding Employees (Part 16 of 18) Feedback from New Hires
 17. Onboarding Employees (Part 17 of 18) New Hire Performance Review
 18. Onboarding Employees (Part 18 of 18) Work and Challenges in the Future
- Ethical Expectations: Code of Conduct and Compliance Training Series:
 1. Ethical Expectations: Code of Conduct and Compliance Training (Section 1)
 2. Ethical Expectations: Code of Conduct and Compliance Training (Section 2)
 3. Ethical Expectations: Code of Conduct and Compliance Training (Section 3)
 4. Ethical Expectations: Code of Conduct and Compliance Training (Section 4)
 5. Ethical Expectations: Code of Conduct and Compliance Training (Section 5)
 - HR Strategy and Management
 - Working with the Five Generations
 - Diversity: Seeking Commonality (Employee Version)
 - Discipline, Documentation, and Termination – the “TAKEAWAY” for Managers™
 - [Human Resource Function \(Retiring on 6/1/2021\)](#)
 - The Interviewing Process

Marketing Track:

- Internet Marketing 101
- Marketing, Brand, and Reputation Series:
 1. Marketing, Brand and Reputation: Brand Marketing
 2. Marketing, Brand and Reputation: Creating Your Brand Proposition
 3. Marketing, Brand and Reputation: Building Brand and Reputation
- Marketing Environment Basics
- What is Marketing?
- Marketing Ethics
- Selecting Target Markets
- Starting Relationship Selling
- Effectance: The Key to Motivation
- Using Emotional Intelligence
- [10 Mistakes in Marketing \(Retiring 6/1/2021\)](#)
- [The Four P’s: Marketing Strategies \(Retiring 6/1/2021\)](#)
- Effective Writing Skills

- The Top Five Marketing Mistakes Businesses Make
- Introduction to Marketing

Microsoft Skills Track:

- Microsoft Office 365: PowerPoint Online -- Create a Presentation
- Microsoft Office 365 - Word Online: Create a New Document
- Microsoft Office 365 - Word Online: Open and Edit a Word Document Online
- Microsoft Office 365: Excel Online -- Create a New Workbook with Excel Online
- Microsoft Office 365: Excel Online -- Edit a Workbook Simultaneously with Another Person
- Microsoft Office 365: Excel Online -- Open and Edit an Excel Online Workbook
- Microsoft Office 365 - Excel Online: Video Course
- Microsoft Office 365: Video -- Access a Video

Purchasing Track:

- Negotiating Skills
- Time Management
- Assertive Communication Skills Series:
 1. Assertive Communication: Introduction
 2. Assertive Communication Skills: Module 1 – Three “V’s” of Communication
 3. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
 4. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
 5. Assertive Communication Skills: Module 4 – Assertive Techniques
- Building Great Relationships
- Critical Thinking 101
- Managing Supply Chain Risk
- Building Strategic Relationships
- Creating Engagement Among Employees
- Leading More with Less

Outside Sales Track:

- Analyzing Your Customer Service: Performance Excellence and Customer Service
- Negotiating Skills
- Starting Relationship Selling
- Selling at a Distance
- Sales Follow-Up
- Influencing and Sales Skills: Developing Sales Capabilities
- Account Management: Establishing Lasting Partnerships
- Sales and Service Masterclass Series:
 1. Sales and Service Masterclass: Selling Yourself First
 2. [Sales and Service Masterclass: What Customers Love and Hate \(Retiring 6/1/2021\)](#)

- 3. [Sales and Service Masterclass: Presenting with Impact \(Retiring 6/1/2021\)](#)
- 4. [Sales and Service Masterclass: Overcoming Objectives \(Retiring 6/1/2021\)](#)
- 5. [Sales and Service Master Class: Closing the Sale \(Retiring 6/1/2021\)](#)
- Building Customer Loyalty
- Sales Toolkit Series:
 1. Win with an Elevator Pitch
 2. Common Types of Objections
- Successfully Closing Sales

Sales Manager Track:

- Customer Service: Make it Easy Series:
 1. Customer Service: Make it Easy!
 2. Customer Service: Make it Easy (Part 1 of 4) -- Make Customers Your Top Priority
 3. Customer Service: Make it Easy (Part 2 of 4) -- Are You Listening to Your Customers?
 4. Observe: Every Customer is Unique (Part 3 of 4)
 5. Act: Customer Service is All About Solving Problems (Part 4 of 4)
- Time Management
- Negotiation Skills
- Coaching Your Team to Higher Performance Series:
 1. Coaching Your Team to Higher Performance: Introduction
 2. Coaching Your Team to Higher Performance: Stage 1 – Forming
 3. Coaching Your Team to Higher Performance: Stage 2 – Storming
 4. Coaching Your Team to Higher Performance: Stage 3 – Norming
 5. Coaching Your Team to Higher Performance: Stage 4 – Performing
 6. Coaching Your Team to Higher Performance: Assessment
- Account Management: Establishing Lasting Partnerships
- Selling at a Distance
- Starting Relationship Selling
- Influencing and Sales Skills: Developing Sales Capabilities
- Influencing and Sales Skills: Can I Help You?
- Sales and Service Masterclass Series:
 1. Sales and Service Masterclass: Selling Yourself First
 2. [Sales and Service Masterclass: What Customers Love and Hate \(Retiring 6/1/2021\)](#)
 3. [Sales and Service Masterclass: Presenting with Impact \(Retiring 6/1/2021\)](#)
 4. [Sales and Service Masterclass: Overcoming Objections \(Retiring 6/1/2021\)](#)
 5. [Sales and Service Masterclass: Closing the Sale \(Retiring 6/1/2021\)](#)
- Creating Engagement Among Employees
- Assertive Communication Skills Series:
 1. Assertive Communication: Introduction
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3. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
 4. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
 5. Assertive Communication Skills: Module 4 – Assertive Techniques
- Successfully Closing Sales
 - Building Customer Loyalty
 - Sales Toolkit Series:
 1. Win with an Elevator Pitch
 2. Common Types of Objections

Warehouse Personnel Track:

- Making Safety Work: Overview of Workplace Safety and Responsibilities, Concise
- Introduction to OSHA
- Introduction to OSHA: How OSHA Inspections Are Conducted
- First Aid
- DOT HAZMAT General Awareness
- HAZWOPER Series:
 1. HAZWOPER Safety Orientation
 2. HAZWOPER Fire Prevention
 3. HAZWOPER Heat Stress
 4. Personal Protective Equipment (HAZWOPER)
- Employee Awareness Series:
 1. Employee Awareness: Right Attitude, Right Results
 2. Employee Awareness: Sexual Harassment
 3. Employee Awareness: Shades of Gossip
 4. Employee Awareness: The Worker and the Bully
 5. Employee Awareness: Violence in the Workplace

Workplace Etiquette:

- Etiquette Bites! Impromptu Parties
- Etiquette Bites! Facial Expressions Matter
- Etiquette Bites! Dining Conversation
- Emily Post Etiquette: Why Etiquette?
- Emily Post Etiquette: What is Etiquette?
- Emily Post Etiquette: Communication -- the Four P's
- Emily Post Etiquette: Written Communications
- Emily Post Etiquette: Verbal Communications
- Emily Post Etiquette: The Workplace
- Emily Post Etiquette: Meetings
- Emily Post Etiquette: Enhancing Your Image
- Emily Post Etiquette: Business Social
- Emily Post Etiquette: The 24/7 Professional
- Bathroom Etiquette
- Breakroom Etiquette
- Creating an Incredible Company Culture Series:

1. How to Deliver Effective Constructive Criticism
2. The Importance of Listening to Others
- Difficult Conversations: Communicating a Low Performance Review
- Emerging Leaders Series:
 1. Episode 1: The Importance of Appearances
 2. How to Avoid Becoming a Micromanager
 3. Learning to Live with Failure
 4. The Importance of Being Present
 5. The Danger of Too Much Fraternizing with Your Employees
 6. The Importance of Vision
 7. The Importance of Execution
 8. How to Embrace Change When Necessary
- Employee Engagement Essentials Series:
 1. The Twin Pillars of Effective Leadership
 2. Showing Your Employees How They Matter