

## 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](#)

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[Sales Manager Track](#)

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### NAHAD HSI Handbook Certification Course Series:

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

### NAHAD HSI FABRICATION COURSES:

- Composite Hose Fabrication & Assessment
- Corrugated Metal Hose Fabrication & Assessment
- Fluoropolymer Hose & Assessment
- Hydraulic Hose Fabrication & Assessment (English & Spanish Version)
- Industrial Hose Fabrication & Assessment (English & Spanish Version)

### ADDITIONAL NAHAD COURSES:

- Ducting Assembly Guide

## 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)
- 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: Selling Yourself First
- 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
- 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
- It's That Time of The Year – Performance Reviews: Making Sure Yours are Effective and Legal
- 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
- Leading Team Crash Course: Keys to Leadership
- Management Styles: Applying Management Styles
- Being a Positive Role Model
- Unlocking Employee Passion

### 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: Selling Yourself First
- 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
- 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™
- The Interviewing Process
- 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

### 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
- 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
  - Cutting Edge Communication: Negotiating for Results

### 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: Selling Yourself First
- 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:
    1. Developing Sales Capabilities
    2. Can I Help You?
  - Sales and Service Masterclass Series: Selling Yourself First
  - Creating Engagement Among Employees
  - 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
  - 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
- Forklift Safety Lessons for the Safe Operator

- Forklift Safety: Industrial Counterbalance Lift Trucks
- Forklift/Powered Industrial Truck Safety
- Manual Pallet Jack Safety
- Motorized Pallet Truck Safety

## Workplace Etiquette:

- Etiquette Bites! Series:
  1. Impromptu Parties
  2. Facial Expressions Matter
  3. Dining Conversation
- Emily Post Etiquette Series
  1. Why Etiquette?
  2. What is Etiquette?
  3. Communication -- the Four P's
  4. Written Communications
  5. Verbal Communications
  6. The Workplace
  7. Meetings
  8. Enhancing Your Image
  9. Business Social
  10. The 24/7 Professional
- Bathroom Etiquette
- Breakroom Etiquette
- Accommodating Disabilities in the Workplace
- Accommodating Disabilities: Effective and Respectful Interaction
- Collaborative Space Etiquette:
  1. Noise Issues (Part 1 of 4)
  2. Food Issues (Part 3 of 4)
  3. Hygiene Issues (Part 3 of 4)
  4. Courtesy Issues (Part 4 of 4)
- How to be a Considerate Coworker
- Respect and Embrace Differences



## Jeff Havens Assorted Learning Content

- Conflict Resolution
- Conflict Resolution (Part 1 of 7): Strategies for Approaching (and Surviving) Your Next Conflict
- Conflict Resolution (Part 2 of 7): Louder Isn't Always Better
- Conflict Resolution (Part 3 of 7): The Role of Silence in Conflict Resolution
- Conflict Resolution (Part 4 of 7): The Role of Personal Space in Conflict Resolution
- Conflict Resolution (Part 5 of 7): Seeing Things from Other People's Point of View
- Conflict Resolution (Part 6 of 7): The Role of Apologizing in Conflict Resolution
- Conflict Resolution (Part 7 of 7): Three Strategies, One Right Answer
- Ethics for Everyone with the Jeff Havens Company
- Difficult Conversations: Announcing Major Changes
- Difficult Conversations: Dealing with Personality Issues