

# About This Online Training

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<b>196 Americans With Disabilities Act (ADA)</b>
<b>Target Audience:</b>
All disabled employees and prospective employees in the workplace.
<b>Course Summary:</b>
The Americans With Disabilities Act (ADA) prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. This course covers the employment provision of the ADA, including who is considered disabled, what steps an employer must take to accommodate disabled employees, some tax benefits for employers complying with the ADA, and what to do if an employee has a complaint.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. List who is covered by the ADA.</li><li>2. Define "disabled worker" in relation to the ADA.</li><li>3. Define "reasonable accommodation" in relation to the ADA.</li><li>4. List some examples of "reasonable accommodations."</li><li>5. List the guidelines to determine if a reasonable accommodation is an economic hardship for the employer.</li><li>6. List the guidelines for when medical examinations can be conducted, either as a current employee or a potential employee.</li><li>7. State how workers injured on the job are considered under the ADA.</li><li>8. State some tax benefits to employers for complying with the ADA.</li><li>9. State the record keeping requirements.</li><li>10. State how the ADA is coordinated with any state laws.</li><li>11. State what a disabled employee can do if they feel they have been discriminated against under the ADA.</li></ol>
<b>Recommended Related Courses:</b>
197FLSA Fair Labors Standards Act (FLSA) 198 FMLA Family and Medical Leave Act (FMLA)

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### 197 Fair Labor Standards Act (FLSA)

#### Target Audience:

Employers whose annual sales total \$500,000 or more or who are engaged in interstate commerce and their employees.

#### Course Summary:

The Fair Labor Standards Act (FLSA) guarantees a worker's right to be paid fairly. The FLSA sets the federal minimum wage, defines the 40-hour workweek, sets requirements for overtime worked, and places restrictions on child labor. This course covers the federal minimum wage and who is exempt from it. The course also covers the provisions for a 40-hour workweek and overtime pay. Finally, the course covers the guidelines for workers less than 18 years of age.

#### Course Objectives:

Upon completion of this course, the learner will be able to:

1. List who is exempt from the federal minimum wage requirements.
2. Define the 40-hour workweek.
3. List when and how overtime must be paid.
4. List the restrictions on workers under the age of 18.
5. Define "Equal Pay For Equal Work."
6. State what the record keeping requirements are under the FLSA.
7. State how the FLSA is coordinated with any state laws.
8. State what steps an employee can take if they feel their rights have been violated under the FLSA.

#### Recommended Related Courses:

196 Americans With Disabilities Act (ADA)

198 Family and Medical Leave Act (FMLA)

### 198 Family and Medical Leave Act (FMLA)

#### Target Audience:

All employees and managers in companies with more than 50 employees within a 75 mile radius.

#### Course Summary:

The Family and Medical Leave Act (FMLA) requires employers with at least 50 employees within 75 miles to provide up to twelve weeks of unpaid, job-protected leave to eligible employees for certain family and medical reasons. This course defines an "eligible employee," defines how the twelve weeks is calculated, and lists under what circumstances an employee can take family or medical leave under the Act. This course will also cover what an employee can do if they feel they are being unfairly denied leave or they are denied their job back. State laws that cover eligible leave and how the employer must coordinate those laws with the federal FMLA are also discussed. Finally, some resources where more information can be found on FMLA will be listed.

#### Course Objectives:

Upon completion of this course, the learner will be able to:

1. Define what an "eligible employee" is under FMLA.
2. Define how the twelve weeks are calculated under FMLA.
3. List the circumstances that qualify for family or medical leave.
4. State what remediation an employee can take if they feel their rights have been

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violated under the FMLA.

5. State how employers must coordinate the federal law with any state laws.

### Recommended Related Courses:

196 Americans With Disabilities Act (ADA)

197 Fair Labor and Standards Act (FLSA)

### 199 E-mail Etiquette

#### Target Audience:

All people who use e-mail.

#### Course Summary:

E-mail etiquette, or netiquette, is important for portraying a professional image, increasing efficiency, and for protecting the company from liability. Topics covered include the advantages and disadvantages of e-mail, e-mail etiquette rules and hints, replying to and forwarding e-mail messages, handling offensive and unsolicited e-mails, and company e-mail policies. This course does not address how to use an e-mail program; rather it gives guidelines for effectively using e-mail as a method of communication.

#### Course Objectives:

Upon completion of this course, the learner will be able to:

1. List advantages and disadvantages of e-mail.
2. State e-mail etiquette rules regarding capitalization, punctuation, abbreviations, and emoticons.
3. State the difference between "Reply to Sender" and "Reply to All."
4. Define spam and flames.
5. List what should be included in a company e-mail policy.

### Recommended Related Courses:

None

### 200 Telephone Etiquette

#### Target Audience:

All employees.

#### Course Summary:

This course is designed to teach the basics of proper telephone etiquette. Upon completion of this course, the learner will be prepared to make and answer telephone calls in a courteous and professional manner.

#### Course Objectives:

Upon completion of this course, the learner will be able to:

1. State the meaning and importance of etiquette.
2. Outline etiquette standards to follow when involved in business calls.
3. State how to open a call in a professional manner – whether receiving the call or making the call.
4. State the basic guidelines for putting customers on hold.
5. Explain how to take useful messages.
6. List the four basic steps for transferring a customer call to another employee or department.
7. State how to conclude a call in such a manner that the customer is left with a favorable impression of the company.

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Recommended Related Courses:
None

<b>201 Sexual Harassment Awareness: Managers</b>
<b>Target Audience:</b>
All managers, supervisors, or other employees with people responsibilities.
<b>Course Summary:</b>
This course is designed to teach managers to recognize and resolve sexually harassing behavior. Upon completion of this course, the manager will be able to help foster a workplace free of this improper behavior.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. Define what sexual harassment is and state some basic statistics.</li><li>2. State laws that govern sexual harassment and define some terms about it.</li><li>3. Recognize sexual harassment.</li><li>4. State how to deal with a sexual harassment complaint including how to interview the alleged victim and the alleged harasser and what questions to ask when interviewing the witnesses.</li></ol>
<b>Recommended Related Courses:</b>
202 Sexual Harassment Awareness: Employees

<b>202 Sexual Harassment Awareness: Employees</b>
<b>Target Audience:</b>
All employees.
<b>Course Summary:</b>
This course is designed to teach employees to recognize and resolve sexually harassing behavior. Upon completion of this course, the employee will be able to help foster a workplace free of this improper behavior.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. Define sexual harassment.</li><li>2. List behaviors that indicate sexual harassment.</li><li>3. State the laws that govern sexual harassment.</li><li>4. List ways to stop sexual harassment.</li><li>5. Answer commonly asked questions about sexual harassment.</li></ol>
<b>Recommended Related Courses:</b>
201 Sexual Harassment Awareness: Managers

<b>203 Preventing Workplace Violence</b>
<b>Target Audience:</b>
Office workers and industrial workers.
<b>Course Summary:</b>
Some 2 million American workers are victims of workplace violence each year. It is estimated the costs of workplace violence to employers is in the billions of dollars. The best protection an employer can offer is a zero-tolerance policy towards workplace

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violence against or by other employees. This course covers types of workplace violence, which workers are more vulnerable, how employers can help protect employees, and how employees can protect themselves. Suggestions for establishing a workplace violence program, how to deal with incidents, and what to do after an incident has taken place are also covered, as well as where to find more information.

### Course Objectives:

Upon completion of this course, the learner will be able to:

1. List the four types of workplace violence.
2. State what occupations are more at risk for workplace violence.
3. State what steps employers can take to protect employees.
4. State what steps employees can take to protect themselves from potential violent incidents.
5. Recognize potential violence in co-workers.
6. State what employers can do after a violent incident.
7. State where to go for more information on workplace violence.
8. Understand the implications of workplace violence.

### Recommended Related Courses:

207 Anger Management - Dealing With Angry Co-workers

208 Anger Management - Managing Your Anger

## 204 Diversity in the Workplace

### Target Audience:

Business administrators and office managers who are developing a diverse workplace environment.

### Course Summary:

The course covers the issue of having a diverse workforce in a global marketplace. The course covers the concept that a workforce that is diverse in gender, age, and culture would benefit a business. It also covers the types of diversity as well as how diversity has developed into a topic that many companies are taking into account. The course deals with setting up effective communication between diverse work groups and individuals. Problems and issues among a diverse workforce are also covered.

### Course Objectives:

Upon completion of this course, the learner will be able to:

1. Define the importance of diversity in a workplace in order to compete in a global marketplace.
2. Explain the role that diversity plays in management and in the workforce.
3. List the types of diversity.
4. State the role of management in handling diversity in the workplace.
5. Describe the concept of creating a diverse workplace plan.

### Recommended Related Courses:

None

## 205 Creating an Alcohol- and Drug-Free Workplace

### Target Audience:

This course is geared to management, ranging from supervisors to company owners.

### Course Summary:

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This course is designed to present an accurate picture of the workplace substance abuse problem in America today. It also stresses the importance of developing and enforcing a substance abuse policy for every company. Included are a sample workplace policy and sample consent forms that can be used to develop a customized program. The course discusses some of the common signs and symptoms of potential substance abuse and presents options that management may consider when dealing with employees with substance abuse problems. This course was designed using guidelines from the U.S. Department of Labor and the U.S. Drug Enforcement Administration.

### Course Objectives:

Upon completion of this course, the learner will be able to:

1. Describe the severity of the drug and alcohol problem in the workplace today.
2. State which businesses are targeted employers of substance abusers.
3. List the benefits to employers and employees of a drug- and alcohol-free workplace.
4. Describe some of the common symptoms and signs of possible substance abuse.
5. State the components of a successful drug- and alcohol-free workplace program.
6. List the factors that should be considered when deciding on and implementing substance abuse testing.
7. State the options management has when confronting employees with a substance abuse problem.

### Recommended Related Courses:

206 Recognizing Substance Abuse in the Workplace

## 206 Recognizing Substance Abuse in the Workplace

### Target Audience:

This course is geared to all employees and contractors.

### Course Summary:

This course encourages employees to know the purpose of and willingly comply with their company's substance abuse policy. It covers some of the common signs and symptoms of potential substance abuse, as well as suggestions of what to do when you suspect a co-worker of potential substance abuse. The course educates the learner on some of the more common illegal drugs and the terminology associated with them. It also suggests ways that employees with a substance abuse problem may seek help. This course was designed using guidelines from the U.S. Department of Labor and the U.S. Drug Enforcement Administration.

### Course Objectives:

Upon completion of this course, the learner will be able to:

1. State why a company substance abuse policy is necessary.
2. Comply with the company policy.
3. List the common signs of substance abuse.
4. List the common drugs available and the terminology associated with them.
5. List ways that employees may be helped with a substance abuse problem.

### Recommended Related Courses:

205 Creating an Alcohol- and Drug-Free Workplace

## 207 Anger Management: Dealing With Angry Co-Workers

### Target Audience:

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All employees and contractors that work with other employees and on teams.
<b>Course Summary:</b>
The goal of this course is to make the employee aware of the necessity for anger management in the workplace, give examples of anger warning signs to help the employee to recognize anger, and give suggestions for potential actions the employee might take to handle a situation involving an angry co-worker. This course includes a learning activity that puts the employee into a workplace scenario in which they must deal with an angry co-worker.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. State the reason for anger management</li><li>2. Recognize anger warning signs</li><li>3. State potential actions for diffusing anger</li></ol>
<b>Recommended Related Courses:</b>
208 Anger Management: Managing Your Anger

<b>208 Anger Management: Managing Your Anger</b>
<b>Target Audience:</b>
All employees and contractors.
<b>Course Summary:</b>
The goal of this course is to make the employee aware of how their anger affects the workplace and to give examples of techniques used to control, manage, and eliminate anger issues before they become workplace issues.
<b>Course Objectives:</b>
Not completed yet.
<b>Recommended Related Courses:</b>
207 Anger Management: Dealing With Angry Co-workers

<b>209 Time Management: Effective Prioritization</b>
<b>Target Audience:</b>
Employees who need to prioritize goals and tasks.
<b>Course Summary:</b>
The goal of this course is to help the student increase their effectiveness, by learning to prioritize their tasks.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. Determine goals using the five-point method.</li><li>2. Prioritize tasks for increased effectiveness.</li></ol>
<b>Recommended Related Courses:</b>
210 Time Management - Efficient Organization

<b>210 Time Management: Efficient Organization</b>
<b>Target Audience:</b>
All employees and contractors working with deadlines.
<b>Course Summary:</b>

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The goal of this course is to help the student increase the amount of work they can accomplish by improving their organizational skills, and reducing time-wasting activities.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: 1. Target time-wasting activities. 2. Delegate tasks. 3. Use Mapping and Webbing methods to organize ideas and strategies.
<b>Recommended Related Courses:</b>
209 Time Management - Effective Prioritization

### 211 Coaching and Counseling

<b>Target Audience:</b>
Persons working in a business environment.
<b>Course Summary:</b>
This course is designed to explain the definition and uses of coaching and counseling as viable business tools for improving the work place. The course will cover these two methods as ways to improve the development of business individuals as well as groups when completing their tasks. The course will also cover the beginning steps on how to set up your own coaching and counseling situation in the work place.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: 1. State the role and importance of a coach in the workplace. 2. List ways to implement coaching skills in the office environment. 3. State the role and importance of counseling in the workplace. 4. List ways to implement counseling skills in the office environment.
<b>Recommended Related Courses:</b>
212 Effective Listening Skills

### 212 Effective Listening Skills

<b>Target Audience:</b>
Employees working in a business environment.
<b>Course Summary:</b>
This course is designed to stress to individuals or managers in a workplace the importance of developing better listening skills. This course stresses how to be a good listener and discusses the problem of miscommunication. The course will cover specific actions a listener can do to improve their listening skills. The overall goal of this course is to make the learner aware that once they begin to truly listen, communication and interaction in the workforce will improve.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: 1. Explain the importance of developing effective listening skills. 2. State the skills required to become an effective listener. 3. List the steps involved in being an active listener in the workplace or learning environment.
<b>Recommended Related Courses:</b>
None

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<b>213 Safe Driving Skills</b>	
<b>Target Audience:</b>	Employees who drive any vehicle at or away from the job.
<b>Course Summary:</b>	This course is designed to refresh employees of safe driving skills. The skills can be used on and off the job. Several defensive driving strategies will be discussed as well as basic safety reminders.
<b>Course Objectives:</b>	Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. State some alarming statistics that emphasize the need for safe driving skills.</li><li>2. List five ways to reduce or control driving risk.</li><li>3. Identify five common driving techniques that help minimize vehicle accidents.</li><li>4. State what passive restraint systems are to be used and by whom.</li><li>5. State common distractions that increase the risk of accidents while driving.</li><li>6. State the affects of alcohol and other drugs on driving ability.</li><li>7. List ways that emotions and other physical conditions affect the ability to drive.</li><li>8. Perform a pre-trip vehicle inspection for obvious signs of disrepair or possible hindered performance.</li></ol>
<b>Recommended Related Courses:</b>	None

<b>214 Civil Rights Act – Title VII</b>	
<b>Target Audience:</b>	All employees.
<b>Course Summary:</b>	Title VII of the Civil Rights Act of 1964 bans discrimination in the workplace based on race, sex, religion, and national origin. This course explains the original Title VII of the Civil Rights Act as well as amendments to the Act from an employer's and employee's perspective. The course guides employers by describing different aspects of the Act and by explaining how they can be sure they are in compliance. It also educates employees on the Act so that they will know if their employer is in compliance and what to do if they feel there is a violation.
<b>Course Objectives:</b>	Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. Describe Title VII of the Civil Rights Act.</li><li>2. List and explain what factors are considered when determining the equality of two jobs.</li><li>3. Define "comparable worth" and explain its impact.</li><li>4. Identify scenarios where pay differentials are permitted.</li><li>5. Explain how violations of the EPA are handled by the Equal Employment Opportunity Commission (EEOC).</li></ol>
<b>Recommended Related Courses:</b>	None

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<b>215 Equal Pay Act (EPA)</b>
<b>Target Audience:</b>
All employees of businesses engaged in interstate commerce, including executives, administrative personnel, and outside salespeople. Also, all employees of state and municipal employers, nonprofit organization, and religious entities.
<b>Course Summary:</b>
The Equal Pay Act of 1963 (EPA) is an amendment to the Fair Labor Standards Act of 1963 that requires employers to pay employees equally regardless of gender. This course explains the basic EPA guidelines and helps the employer ensure compliance. This course also explains the employee's rights under the act and how to file a claim.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. State the coverage and purpose of the Equal Pay Act (EPA).</li><li>2. List and explain what factors are considered when determining the equality of two jobs.</li><li>3. Define "comparable worth" and explain its impact.</li><li>4. Identify scenarios where pay differentials are permitted.</li><li>5. Explain how violations of the EPA are handled by the Equal Employment Opportunity Commission (EEOC).</li></ol>
<b>Recommended Related Courses:</b>
None

<b>216 Age Discrimination in Employment Act (ADEA)</b>
<b>Target Audience:</b>
All employees in companies with 20 or more employees, including federal, state, and local governments, employment agencies, and labor organizations.
<b>Course Summary:</b>
The Age Discrimination in Employment Act (ADEA), enacted by Congress in 1967, prevents employers from discriminating against employees or applicants for employment on the basis of age. This act was designed to allow older employees to be judged on their qualifications alone and not their age.
<b>Course Objectives:</b>
Upon completion of this course, the learner will be able to: <ol style="list-style-type: none"><li>1. Identify the reasons why the Age Discrimination in Employment Act (ADEA) was first implemented.</li><li>2. List specifically who the ADEA protects and what it protects them from.</li><li>3. Define the Equal Cost Rule and explain how it can be used to help alleviate high benefit costs.</li><li>4. Identify exempt parties from ADEA protection.</li><li>5. Identify how to file a charge through the EEOC and the steps the EEOC will take to investigate a charge.</li></ol>
<b>Recommended Related Courses:</b>
None