

SKILLSOFT ONLINE COURSES

A Sample of Available Courses from the Business Skills Library
Available FREE to all DHMH Employees

Selected Curriculum

- [HUMAN RESOURCES CURRICULUM](#)

Selected Learning Path

- [HRCI/PHR CERTIFICATION PROGRAM](#)

Courses (13)

- + [EEO AND AFFIRMATIVE ACTION \(HRCI/PHR\) - \[HR0241\]](#)
- + [SEXUAL HARASSMENT IN THE WORKPLACE \(HRCI/PHR\) - \[HR0242\]](#)
- + [MANAGING EMPLOYMENT \(HRCI/PHR\) - \[HR0243\]](#)
- + [EMPLOYEE RELATIONS \(HRCI/PHR\) - \[HR0244\]](#)
- + [NON-UNION WORK ENVIRONMENTS \(HRCI/PHR\) - \[HR0245\]](#)
- + [UNION WORK ENVIRONMENTS \(HRCI/PHR\) - \[HR0246\]](#)
- + [EMPLOYEE BENEFIT PROGRAMS \(HRCI/PHR\) - \[HR0247\]](#)
- + [EMPLOYEE DEVELOPMENT \(HRCI/PHR\) - \[HR0248\]](#)
- + [HUMAN RESOURCE DEVELOPMENT \(HRCI/PHR\) - \[HR0249\]](#)
- + [RECRUITMENT AND SELECTION \(HRCI/PHR\) - \[HR0251\]](#)
- + [OCCUPATIONAL HEALTH AND SAFETY \(HRCI/PHR\) - \[HR0252\]](#)
- + [EMPLOYEE COMPENSATION \(HRCI/PHR\) - \[HR0253\]](#)
- + [OFFERS, CONTRACTS, AND ORGANIZATIONAL EXIT \(HRCI/PHR\) - \[HR0254\]](#)

Simulations (2)

- + [HRCI/PHR CERTIFICATION PROGRAM - \[HR0240\]](#)
- + [HUMAN RESOURCES FUNDAMENTALS SIMULATION - \[HR0245\]](#)

Selected Learning Path

- [HRCI/SPHR \(SENIOR PROFESSIONAL HUMAN RESOURCE\)](#)

Courses (7)

- + [THE STRATEGIC ROLE OF HR IN ORGANIZATIONS - \[hr_01_a01_bs_enus\]](#)
- + [MANAGING THE HR PROCESS - \[hr_01_a08_bs_enus\]](#)
- + [WORKFORCE PLANNING AND EMPLOYMENT STRATEGIES - \[hr_01_a03_bs_enus\]](#)
- + [STRATEGIC HUMAN RESOURCE DEVELOPMENT - \[hr_01_a04_bs_enus\]](#)
- + [COMPENSATION AND BENEFITS STRATEGIES - \[hr_01_a05_bs_enus\]](#)
- + [EMPLOYEE AND LABOR RELATIONS STRATEGIES - \[hr_01_a06_bs_enus\]](#)
- + [SAFETY, HEALTH, AND SECURITY STRATEGIES - \[hr_01_a07_bs_enus\]](#)

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- [ADMINISTRATIVE SUPPORT CURRICULUM](#)

Selected Learning Path

- [THE EFFECTIVE ADMINISTRATIVE SUPPORT PROFESSIONAL](#)

Courses (5)

- + [GETTING STARTED--THE ADMINISTRATIVE SUPPORT PROFESSIONAL](#) - [ADM0101]
- + [OVERVIEW TO EFFECTIVE BUSINESS COMMUNICATION](#) - [ADM0102]
- + [USING EFFECTIVE BUSINESS COMMUNICATION](#) - [ADM0103]
- + [ADMINISTRATIVE FUNCTIONS](#) - [ADM0104]
- + [ADVANCING YOUR ADMINISTRATIVE CAREER](#) - [ADM0105]

Simulations (1)

- + [EFFECTIVE ADMINISTRATIVE SUPPORT PROFESSIONAL SIMULATION](#) - [ADM0100]

Selected Learning Path

- [ADVANCED SKILLS FOR ADMINISTRATIVE SUPPORT PROFESSIONALS](#)

Courses (4)

- + [BEHAVIOR: PUTTING YOUR BEST FOOT FORWARD](#) - [ADM0111]
- + [MANAGING YOURSELF AND THOSE AROUND YOU](#) - [ADM0112]
- + [PARTNERING WITH YOUR BOSS](#) - [ADM0113]
- + [COMMUNICATING WITH POWER AND CONFIDENCE](#) - [ADM0114]

Simulations (1)

- + [ADVANCED ADMINISTRATIVE SUPPORT SIMULATION](#) - [ADM0110]

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Selected Solution Area
- MANAGEMENT AND LEADERSHIP
Selected Curriculum
- MANAGEMENT CURRICULUM
Learning Paths (17)
+ EFFECTIVELY MANAGING TOP PERFORMERS
+ MOVING INTO A MANAGEMENT ROLE
+ ESSENTIAL SKILLS FOR TOMORROW'S MANAGERS
+ MOVING FROM TECHNICAL PROFESSIONAL TO MANAGEMENT
+ 360-DEGREE PERFORMANCE APPRAISAL
+ MANAGING PROBLEM PERFORMANCE
+ THE FUNDAMENTALS OF BUSINESS CRISES MANAGEMENT
+ SUPPORTING EMPLOYEES THROUGH THE CHANGE PROCESS
+ MENTORING ESSENTIALS
+ DELEGATION SKILLS
+ THE SUCCESSFUL FACILITATOR
+ COACH WITH CONFIDENCE
+ MANAGING TECHNICAL PROFESSIONALS
+ HOW TO OVERCOME NEGATIVITY IN THE WORKPLACE
+ PERFORMANCE APPRAISAL
+ MANAGING CONTRACTORS AND TEMPORARY EMPLOYEES
+ ADVANCED MANAGEMENT SKILLS
Selected Curriculum
- LEADERSHIP CURRICULUM
Selected Learning Path
- LEADING THE WORKFORCE GENERATIONS
Courses (6)
+ INTRODUCTION TO WORK FORCE GENERATIONS - [LEAD0231]
+ ATTRACTING, DEVELOPING, AND RETAINING GENERATIONS - [LEAD0232]
+ LEADING SILENT GENERATION AND BABY BOOM WORKERS - [LEAD0233]
+ LEADING GENERATIONS X AND NEXT - [LEAD0234]
+ MAKING CROSS-GENERATIONAL TEAMS WORK - [LEAD0235]
+ CROSS-GENERATIONAL WORKERS IN THE 21ST CENTURY - [LEAD0236]
Simulations (1)
+ LEADING THE WORKFORCE GENERATIONS - [LEAD0230]

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Selected Solution Area	
- PROFESSIONAL EFFECTIVENESS	
Selected Curriculum	
- COMMUNICATION CURRICULUM	
Selected Learning Path	
- INTERPERSONAL COMMUNICATION SKILLS FOR BUSINESS	
Courses (7)	
+	THE PROCESS OF INTERPERSONAL COMMUNICATIONS - [COMM0001]
+	THE MECHANICS OF EFFECTIVE COMMUNICATION - [COMM0002]
+	COMMUNICATION SKILLS FOR THE WORKPLACE - [COMM0003]
+	COMMUNICATE FOR RESULTS - [COMM0004]
+	COMMUNICATION SKILLS FOR LEADERSHIP - [COMM0005]
+	COMMUNICATION SKILLS FOR RESOLVING CONFLICT - [COMM0006]
+	COMMUNICATE FOR CONTACTS - [COMM0007]
Simulations (2)	
+	INTERPERSONAL COMMUNICATION SKILLS FOR BUSINESS SIMULATION - [COMM000S]
+	INTERPERSONAL COMMUNICATION SKILLS FOR TEAMS SIMULATION - [COMM000T]
Blended Learning Toolkits (1)	
+	INTERPERSONAL COMMUNICATION SKILLS FOR BUSINESS BLENDED LEARNING TOOLKIT - [BLTC0000]
Selected Curriculum	
- PERSONAL DEVELOPMENT CURRICULUM	
Learning Paths (10)	
+	CREATIVITY AND INNOVATION IN THE WORKPLACE
+	FAST-TRACKING YOUR CAREER
+	WORKING MORE EFFECTIVELY - TAKING CONTROL OF YOUR TIME
+	ETHICS IN BUSINESS
+	LIVING A BALANCED LIFE
+	DEALING WITH ORGANIZATIONAL CHANGE
+	PROBLEM-SOLVING AND DECISION-MAKING FOR BUSINESS
+	WORKING WITHOUT A NET - THE BUSINESS OF RISK
+	ACHIEVING ORGANIZATIONAL EXCELLENCE THROUGH CRITICAL THINKING
+	BUSINESS PROFESSIONALISM

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