



iSolved Learn Pro Course Listing

| Video Lesson | Video Course

Course	Format
Business Skills	
4 Ways to Enhance Your Career	
9 Easy Ways To Be Smarter Every Day	
A Guide for Healthy Communications: Winning at Work	
A True Example of Positive Focus	
Being Truthful About Tough Messages	
Building Strategic Relationships	
Business Etiquette: Using Email Professionally	
Career Resilience	
Creating a Powerful Resume	
Creating Accountability	
Cutting Edge Communication: Handling Anyone Difficult	
Dealing with Stress at Work	
Decision-Making: Financial -- Understanding Financial Decisions (Part 1 of 9)	
Decision-Making: Financial -- Key Terms in Financial Analysis (Part 2 of 9)	
Decision-Making: Financial -- Amounts and Costs (Part 3 of 9)	
Decision-Making: Financial -- Time Value of Money (Part 4 of 9)	
Decision-Making: Financial -- Cash Flow Is King (Part 5 of 9)	
Decision-Making: Financial -- Payback Method (Part 6 of 9)	
Decision-Making: Financial -- Net Present Value Method (Part 7 of 9)	
Decision-Making: Financial -- Return on Investment Method (Part 8 of 9)	
Decision-Making: Financial -- Advanced Financial Decision-Making (Part 9 of 9)	
Embracing Change	
Ethics For Employees	
Ethics for Managers	
Finding Common Ground	
Listen Up People	
Managing Project Constraints	
Mastering Project Management: Project Management Fundamentals	
People Matter! Beginning with Respect	
Performance Excellence - Introduction	
Performance Excellence - Fundamentals of Customer Service	
Performance Excellence - Customer Service Communication Skills	
Planning Your Week	



For more information, call us at 201.712.1157
or visit us at balancepointHCM.com



Course	Format
Preparing for My Appraisal	
Prioritizing Project Work	
Project Management Fundamentals: Characteristics of Projects	
Project Management Fundamentals: Project Management Introduction	
Project Management Fundamentals: Stakeholder Analysis Alternatives	
Project Management Fundamentals: The Five Processes of Project Management	
Project Management Fundamentals: The Project Management Life Cycle Model	
Project Management Fundamentals: The Stakeholder Analysis Matrix	
Project Management Fundamentals: Types of Project Stakeholders	
Setting and Managing Priorities	
Stop Procrastinating	
Time Management: Creating Extra Time	
Time Management: Getting Organized	
Time Management: Managing the Time of Your Life Part I	
Time Management: Managing the Time of Your Life Part II	
Time Management: Prioritize Your Tasks	
Time Management: Working More Efficiently	
Using Emotional Intelligence	
HR Compliance	
Active Shooter & Workplace Violence	
Active Shooter: Surviving an Attack	
Anti-Harassment Training for Employees	
Anti-Harassment Training for Supervisors (New York)	
Anti-Harassment Training for Supervisors (California)	
Anti-Harassment Training for Employees (California)	
Anti-Harassment Training for Employees (New York)	
Bullying & Other Disruptive Behavior: for Employees	
Bullying 101: Employee Version	
Bullying 101: Manager Version	
Conflict Resolution Episode 1: The Loudest Person Wins!	
Diversity: Seeking Commonality - Employee Version	
Diversity: Seeking Commonality - Manager Version	
HIPAA: The Basics	
HR Law for Managers	
LGBT+ Equality in the Workplace	
Performance Appraisals	
Preventing Harassment in Industry Concise	
Preventing Harassment in the Office Concise	
Preventing Sexual Harassment: for Employees	
Stop Sexual Harassment Now: Employee Version	
Stop Sexual Harassment Now: Supervisor Version	
Understanding Workplace Substance Abuse for Employees	
Understanding Workplace Substance Abuse for Managers	



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Industry Specific

HIPAA: The Security Rule Intermediate



Information Technology / Cyber Security

Cyber Security Awareness



Leadership and Management

4 Ways to Boost Your Leadership Skills



Dealing with Difficult People - Introduction



Dealing with Difficult People - Part 1: Pinpointing Your Triggers



Developing B-Players into Top Performers



Emerging Leaders Episode 1: Everyone Judges a Book By Its Cover



Emerging Leaders Episode 2: Give It 20%



Emerging Leaders Episode 3: You're Going to Fail...a Lot!



Emerging Leaders Episode 4: Who Left the Door Open?



Emerging Leaders Episode 5: The Danger of Too Much Fraternizing With Your Employees



Emerging Leaders Episode 6: A Terrible (And Terribly Common) Way to Motivate Others



Leadership Best Practices - Introduction: How to Develop Your Own Leadership Style



Leadership Fundamentals



Leading More with Less



Leveraging the Power of Generations Episode 1: Establishing the Playing Field



Leveraging the Power of Generations Episode 2: Choosing Sides



Leveraging the Power of Generations Episode 3: Advancement is a Process



Leveraging the Power of Generations Episode 4: Advancement Never Stops



Leveraging the Power of Generations Episode 5: If You Don't Slow Down We're Going to Crash



Leveraging the Power of Generations Episode 6: Why All Age Groups Should Continue Learning



Leveraging the Power of Generations Episode 7: Finding Common Ground



Managing Me



Succession Planning



Supervisor Fundamentals



The Power of Teamwork Inspired by The Blue Angels



Using the Discipline Process



Would I Follow Me?



Sales and Service

Acknowledge - Make Customers Your Top Priority



Act - Customer Service is All About Solving Problems



Customer Service Episode 1: A Tale of Two Businesses



Customer Service Episode 2: Pay Attention to Your Environment



Customer Service Episode 3: Little Things Matter



Customer Service Episode 4: Your Wait Time is Approximately...Forever



Customer Service Episode 5: Customer Service 101: The Basics of Bad Customer Service



Customer Service Episode 6: A Playful Way to Annoy Your Customers



Customer Service Episode 7: Dealing with Irate Customers



Customer Service Episode 8: Follow Every Rule



Course	Format
Customer Service Episode 9: Using Proper English and Grammar Can Only Hurt Your Career	
Customer Service Episode 10: Sound Excited Already!	
Customer Service Gone Viral	
Negotiating Skills	
Selling at a Distance	
Selling at a Distance - Prospecting by Phone	
So Help Me - Employee Edition	
So Help Me - Supervisor Edition	
Would I Work for Me?	
Software	
Dummies®: Microsoft Office 2016	
Microsoft PowerPoint 2016 Essentials	
Microsoft Word 2016 Essentials	
Using Microsoft Windows 10 - Managing Files and Folders (Video Course)	
Using Microsoft Windows 10 - Using Windows 10 Security Features (Video Course)	
Working With Excel 2016 (Video Course)	
Workplace Safety	
Back to Work. Back to Safety. Re-Gaining Safety Habits after Time Away from Work - Concise	
Bloodborne Pathogens: The Unexpected Hazard - Concise	
Computer Workstation Safety	
Distracted Driving	
Electrical Safety for Everyone-Concise	
Employee Safety Orientation: Part 1 of 2	
Employee Safety Orientation: Part 2 of 2	
Ergonomics in the Workplace	
HazCom, The GHS & You, Concise	
I Can't Get No Traction (Music Video/Meeting Opener)	
Making Safety Work: Overview of Workplace Safety & Responsibilities Concise	
OSHA Recordkeeping	
OSHA Recordkeeping for Employees	
Respiratory Protection	
Safety Housekeeping & Accident Prevention	
The Emergency Response Plan	
To The Point About: Ergonomics	
To The Point About: Fire Prevention & Response	
To The Point About: Preventing Back Injuries	
To The Point About: Preventing Slips & Falls	
To The Point About: Safe Forklift Operation	
Understanding & Controlling Ergonomic Risk Factors, concise	

Courses may be periodically updated, added, or removed

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