



# Live Online Courses

## COURSE CATALOG

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## Business

### **Business Communications for the Workplace**

*8 weeks, 2 hours/week*

Develop professional communication skills for the workplace so that you can communicate effectively and efficiently with team members and supervisors, internal and external groups, and as a department or company. Throughout the course, you will examine and practice the development of oral communication skills required in a business environment and gain an understanding of verbal and non-verbal communication, barriers to communication, and appropriate medium usage. In addition, you'll learn the basics of composing, writing, and editing a variety of business communications such as email, letters, memos, and reports as you continue to practice grammar fundamentals.

Course Outcomes:

- Understand the importance of appropriate verbal and nonverbal communication in the workplace by successfully participating in the classroom setting
- Research communication styles to build an understanding of the diversity within a team setting
- Demonstrate communication skills for working effectively in a team setting
- Demonstrate communication skills by successfully creating and/or presenting a classroom activity
- Understand the different types of business correspondence and the appropriate use of each by creating and editing various documents

### **Career Success Skills (CMAE 1528)**

*8 weeks, 2 hours/week*

This is an introductory career success skills course. The primary goal of this course is to help individuals acquire a solid foundation in the basic skills for a successful career. This course will identify the skills important to businesses and help the student assess his/her level of skill. The course will provide suggestions for how the student can improve his/her level of skill.

Course Outcomes:

- Characterize appropriate and inappropriate professional behavior
- Evaluate areas of personal strengths and weaknesses related to a successful career
- Identify the skills needed to be a productive, responsible, and professional employee for a business

### **Delivering Excellent Customer Service**

*2 weeks, 2 hours/week*

Most customer service programs fail because the employees don't understand how to deliver excellent service. This training course focuses on service through empowered, knowledgeable employees. Providing your employees with the proper training will save your company from big losses and serious image problems that can result from escalated customer service complaints.

Participants will learn:

- Individual responsibility
- The "bucket theorem"
- Organizational image
- Exact factors that contribute to poor and excellent service
- A formula for dealing with difficult customers
- The CPR technique
- Going the extra mile
- Speed of service
- Creating surprise and delight in the customer's mind

## **Discover Your Natural Talents for Team Building**

*1 week, 2 hours/week*

Do you know what your natural talents are? How about the talents of your team members? This exciting class allows you to take a proprietary survey to determine your talents for career development, projects, task assignments, personal development, education and training goals. Gain insights into your inherent natural abilities so you can move forward in your career with confidence and build stronger, smarter, more cohesive teams. Relevant real-life examples of people succeeding in their natural talent areas will be provided as examples and models that can be replicated. A hot topic in human resource circles is the concept of "talent matching" - matching the right people to the right tasks and jobs; This topic will also be discussed.

Course Outcomes:

- Discover your natural talents for career and personal development
- Develop a plan to utilize inherent talents in projects, tasks, and goals
- Build stronger, smarter, and more cohesive teams
- Understand and apply the concept of talent matching

## **Diversity of Personality Styles**

*3 weeks, 2 hours/week*

Leaders and teams in all organizations now have the most diverse workforces ever. Different races, ages, religions, cultures, and genders are all mixed in the workplace and expected to easily blend and magically create high performance teams... This is not reality. All people need new communication skills and principles to understand their own personal traits and bias, and then respect for the diverse workforce that they are in. Take this course to discover your core personality style through a unique personality assessment, and then learn how to work with each style to create a more positive workplace culture, recognizing the fact that all people respond to courtesy, respect for their opinions, and natural traits.

Course Outcomes:

- Learn how to create a positive work culture
- Understand the differences in core personality styles
- Know how to work with various personality styles
- Utilize a personality assessment for self-awareness
- Recognize the effects of courtesy and respect

## **How to Attract Veteran Talent to Your Organization**

*1 week, 2 hours/week*

Veterans can raise a company's workforce to the next level in many areas, including leadership and teamwork, problem solving and decision making, honesty, attention to detail, and global perspectives. Take this course to gain insights into the work of hiring veterans for your organization. Learn where to find great talent and ways to diversify your workforce by hiring veteran talent.

Course Outcomes:

- Diversify your workforce
- Understand the benefits of hiring veterans
- Gain insights into the work of hiring veterans
- Know where to find veteran talent

## **How to Conduct an Interview**

*1 week, 2 hours/week*

According to a study by Careerbuilder, the financial cost of a bad hire can run as high as \$10,000. Oftentimes bad hires are made because those involved in the hiring process are not asking the right questions. This program will provide you with proven techniques to create a consistent interview process, remain compliant with laws and regulations, and ask the right questions to ensure successful hiring.

Course Outcomes:

- Develop a consistent interview process
- Learn the right questions to ask during an interview
- Understand and remain compliant with related laws and regulations
- Use proven techniques to make successful hires

## **Improving Work Ethic & Personal Responsibility**

*1 week, 2 hours/week*

Does your organization struggle with: poor attendance, negative attitudes, entitlement mentality, time theft, poor meeting attendance, dress code issues, e-mail etiquette, internet abuse, texting, basic organizational respect, social media problems, etc.? You are not alone! The Minnesota Department of Employment and Economic Development (DEED) conducts worker surveys of the state workforce and "work ethic" is consistently at the top of the training needs list. Other nationwide surveys have been conducted with the same results. This session covers over 20 ethical violations and provides you with ideas to combat them in the workplace. Small group discussions and many case studies are provided.

Course Outcomes:

- Learn how to combat unethical behavior and workplace abuses
- Utilize new techniques to improve the workplace
- Understand the importance of personal responsibility
- Learn ways to empower and influence others in the workplace

## **Leading to Impact Culture**

*8 weeks, 1.5 hours/week*

Join the positive leadership movement impacting today's culture and learn how to actively engage in creating a positive culture in your workplace and the world. This unique, interactive course will provide you with actionable tools and leadership skills to positively impact your culture in all areas of life. Each week, you will be provided with a new tool to explore and the opportunity to deepen your learning through discussion and activities. Lessons are based on real workplace situations and will encourage the connection and support of participants.

Course Outcomes:

- Understand the difference between coaching, mentoring, and managing
- Identify the root cause of performance concerns and errors to create a culture of safety and learning
- Become a positive leader without ignoring the areas of concern
- Learn how to maintain and build relationship bridges while enforcing discipline
- Understand how your power (titled or implied) impacts others
- Obtain tools to transition from peer to supervisor

## **Networking & Recruiting Talent on LinkedIn**

*1 week, 2 hours/week*

Learn the top techniques to finding great talent for your company using LinkedIn. Find out how to source qualified candidates, reach out to potential future employees, and generate more active candidates into your talent community. Follow along on your own LinkedIn profile while the instructor shows these top techniques proven by experienced recruiting professionals.

Course Outcomes:

- Utilize LinkedIn to find new talent for your organization
- Generate more candidates for your talent pool
- Use proven strategies to source qualified candidates

## **Sales & Customer Service Techniques**

*1 week, 2 hours/week*

Most sales people are trained in a one-dimensional "pitch" for one type of customer. This class provides specific techniques allowing you greater flexibility in dealing with different types of people. This course will boost your self-confidence and sales numbers by providing you with new tools to deal with "difficult customers" and those that are hard to close the sale. Gain insights into your personality and what types of people you will be able to easily deal with and those that will be a challenge. Multiple techniques for customized presentations, building sales grids, ongoing communications, follow-up, and closing tactics will be provided.

Course Outcomes:

- Learn techniques for customized presentations
- Understand how to build sales grids
- Apply follow up and closing tactics

## **Starting Your Social Recruiting Strategy**

*1 week, 2 hours/week*

Most companies know they should be attracting talent through social media but they just are not sure how to start the process and what it might look like. Take this training to learn some of the most common tools for recruiting with social media and how to get started in establishing your company's social presence. You'll be glad you did!

Course Outcomes:

- Establish a social presence for your organization
- Start attracting talent through various social channels
- Learn proven tools for recruiting with social media

## **Supervision – Learn to Lead Skill Builder**

*3 weeks, 2 hours/week*

Learn the critical skills of supervisors in this practical, direct application class. This class is designed to be a skill builder for new and experienced supervisors and managers. Boost your confidence in your leadership role by learning techniques that have immediate application back on the job, including: Proper delegation protocol to avoid misunderstanding; How to make critical decisions with a ten point checklist; Resolving conflict with a multi-step proven formula; How to assign roles, responsibilities and tasks based on natural talents of your team members; Using situational leadership styles to broaden your scope and ability to lead diverse groups of people; and Instilling an attitude of high work ethic and performance on your team. Be a successful leader with these tools and techniques.

Course Outcomes:

- Learn a multi-step delegation process to avoid costly errors
- Use a 10-point checklist to make quick critical decisions
- Understand talent-based team building by tapping into each members' talents
- Learn a proven strategy for resolving conflict fairly

## **The Science of Goal Setting**

*1 week, 2 hours/week*

Everybody has goals they set for themselves, from daily “to-do” lists to New Year’s resolutions, and everything in between. Yet we often fail to achieve the goals we set for ourselves. In this 2-hour course, you will learn about the scientific, research-based methods of goal setting that the pros use to achieve their goals and how you can utilize these proven methods to design individual goals, create an action plan, and prepare for challenges along the way.

Course Outcomes:

- Learn scientifically-supported goal setting practices
- Inventory goals in an organized list
- Develop a list of resources
- Design goals using a research-based model
- Create an action plan to achieve individual goals
- Prepare for challenges and obstacles to goal success
- Gain time management skills
- Improve life organization

## **Wake Up and Live – Motivation You Can Use!**

*1 week, 2 hours/week*

Do you wake up each morning thinking, “How can I get out of work today?” Many people feel this way – Stuck in the daily grind of eat, work, sleep, repeat. This class will teach you how to free yourself from that mindset and be energized every day with meaningful, balanced goal-setting. Generate a positive life plan for your future in the following critical areas: job, health, relationships, hobbies, vacation, material, family, and FUN! Plus, learn a proven eight-step formula for rapid goal achievement and how to use the wish listing and vision board methods. Take this course to learn practical, realistic life planning and multi-step achievement formula skills that can be used at work and at home.

Course Outcomes:

- Learn how to implement various self-motivation strategies
- Develop a positive life plan and set attainable professional and personal goals
- Utilize an 8-step formula for rapid goal achievement
- Understand how to use wish listing and vision board methods

## **Workplace Diversity**

*8 weeks, 2 hours/week*

Learn new ways of thinking, understand different points of view, and create innovative workplace solutions you may not have otherwise come to by developing a stronger understanding of the ever-changing demographics in the country and the workplace. Topics will include cultural differences, generational differences, gender differences, birth order, and unconscious bias.

Course Outcomes:

- Understand the impact of cultural diversity in the workplace
- Research the influence of culture on communication and how that effects the team setting
- Demonstrate intercultural resolution strategies
- Identify their own beliefs about work values and identify work values of others from different cultural backgrounds
- Demonstrate communication skills exemplifying how cultural and ethnic differences shape the conflict process
- Understand how the synergy of cultural differences can create innovative workplace solutions

## Computers & Technology

### **Introduction to Computers (CMAE 1506)**

*8 weeks, 2 hours/week*

This is an introductory course in Microsoft Office computer applications for technical fields. The primary goal of this course is to help individuals acquire a hands-on working knowledge of current personal computer applications including word-processing, spreadsheets, database, presentation, and internet browser software.

Course Outcomes:

- Compose technical documents using a word-processing application
- Sort and query database information
- Create spreadsheets utilizing functions, formulas, and charts
- Construct a professional level multi-media presentation
- Utilize internet browser software to find credible information
- Manage files, email applications, business calendars, and contacts while using professional etiquette

## Health Care & Wellness

### **Mindfulness & Stress Management for the Workplace**

*4 weeks, 2 hours/week*

The secret to success is self-care and, believe it or not, a healthy work-life balance IS possible! You may be surrounded by things that distract you and demand your attention (not to mention negativity and stressful situations), but you can learn mindfulness techniques and create a tool kit of stress reduction practices to help manage your stress so that you can focus through the chaos, live in the present moment, stay positive through any season, and maintain a healthy work-life balance.

Course Outcomes:

- Practice performing guided and individual stress-reduction activities
- Develop a mindfulness practice
- Create a tool kit of stress reduction techniques
- Reduce and manage stress

## Manufacturing

### **Advanced Manufacturing Leadership Program: Developing Leaders for the Future (2-Part Series)**

*Part 1: 8 weeks, 2 hours/week | Part 2: 8 weeks, 2 hours/week*

Every day, leaders make decisions and base action on a personal set of assumptions, unknown values and “gut instinct.” Understanding the why and how of those assumptions—and how to handle them—can result in better, if not great, leadership. This leadership program is a 2-part training series that provides new and experienced leaders in the manufacturing industry with the opportunity to delve into why they lead the way they do and how best to leverage their natural styles. This program offers a stimulating and challenging learning environment that invites you to learn how to exercise leadership with more courage, mindfulness, skill and effectiveness. Manufacturing employees in any leadership position (both formal and informal) are encouraged to take both parts of the series to fully develop as a leader and achieve a non-credit certificate in advanced manufacturing leadership; However, participants may take just one part of the series if desired.

#### Part 1 Course Topics:

- Role of the Leader in the 21st Century
- Claiming Your Value
- Self-awareness: The Mindful Leader
- Building Your Communication Skills
- Communicating Effectively with Your Team
- Teamwork & Collaboration
- Motivating & Engaging Others
- Managing Performance

#### Part 2 Course Topics:

- Building Self-Awareness
- Coaching for Commitment
- The Art of Delegation
- Celebrating Diversity in the Workplace
- Unconscious Bias
- Leading Change
- Great Leaders Don't Forget to Manage
- Leading Yourself: Everyone is a Leader

### **CNC Machining Basics**

*6 weeks, 2 hours/week*

Learn the fundamental knowledge of how CNC lathes and milling machines work, including the multi-plane coordinate systems, standard CNC programming commands, machine maintenance, similarities and differences between machine models, work holding and cutting tools, and machine setup activities. Each two-hour class session will have a mixed media format, combining lecture presentation with professionally made YouTube videos and machine brochures from various machine tool manufacturers. You'll also get a short refresher on shop math (in particular, trigonometry), as this is essential for being a good machinist.

#### Course Outcomes:

- Understand the capabilities and basic operating concepts of typical CNC milling machines and lathes, including multi-axis systems
- Identify the differences between single and multi-turret CNC lathes and understand how “live tooling” works
- Know the standard EIA command codes (G, M, T, S, D etc.)
- Understand how a CNC machine is programmed
- Learn common canned cycles
- Read a CNC program and describe what it's doing

## **Geometric Dimensioning & Tolerancing (CMAE 1542)**

*8 weeks, 2 hours/week*

Gain a foundational interpretation of mechanical drawings using linear tolerancing and GD&T in the design, manufacture, and inspection of parts, which have geometric controls applied per national standards. In this course, you will engage in learning how to read prints with Geometric Dimensioning and Tolerancing applications. Each of the geometric controls will be examined so you may determine the allowable variation in form and size between part features.

Course Outcomes:

- Understanding of ANSI Y14.5 standards that affect geometric dimensioning and tolerancing applications.
- Proficiency in using geometric dimensioning and tolerancing symbols and controls
- Decipher how piece-parts must be inspected if the features have GD&T controls and symbols
- Interpret a sketch or print with pertinent feature control frame and its contents based on written geometric requirements
- Decipher the correct precision tool(s) to inspect geometric requirements on a piece-part
- Determine the Total tolerance of a feature using bonus and non-bonus tolerances

## **Interpreting Symbols (CMAE 1560)**

*8 weeks, 2 hours/week*

The welding profession requires a good working knowledge of the fundamental component of welding prints that make up structures in the welding industry. To accurately layout and fabricate parts, the welder will need basic knowledge of print lines, dimensions, notes and welding symbols. In this course, you will break down welding prints to develop the skills necessary to fabricate individual component parts that will make up welded structures.

Course Outcomes:

- Interpret basic elements of a drawing or sketch
- Interpret welding symbol information and placement guidelines
- Nondestructive Examination (NDE) methods/symbol use
- Calculate weight and cost of welding consumables and materials
- Prepare an applicable bill of materials

## **Maintenance Awareness (CMAE 1526)**

*8 weeks, 2 hours/week*

The course introduces the concepts of predictive and Total Productive Maintenance (TPM) with the fundamental principles of lubrication, electricity, hydraulics, pneumatics, and power transmission systems. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Maintenance Awareness. The curriculum is based upon federally endorsed national standards for production workers.

Course Outcomes:

- Explain the concepts of predictive and Total Productive Maintenance (TPM) systems
- Interpret monitoring indicators for optimal equipment performance
- Analyze potential maintenance issues with production equipment
- Explain documentation within a maintenance plan

## **Manufacturing Processes and Production (CMAE 1518)**

*8 weeks, 2 hours/week*

Become a better production worker by understanding Just-In-Time manufacturing principles and basic supply chain management, in addition to improving your communication and customer service skills. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Manufacturing Processes. The curriculum is based upon federally endorsed national standards for production workers emphasizing lean manufacturing principles, basic supply chain management, communication skills, and customer service.

Course Outcomes:

- Identify the needs of the customer
- Determine resources required for the production process
- Interpret job assignments to meet production goals
- Analyze workflow of team members and work groups to meet production goals
- Utilize lean and high-performance manufacturing principles to improve the manufacturing process

## **MSSC-CPT Refresher**

*4 weeks, 2 hours/week*

Take this refresher course to prepare for the Manufacturing Skill Standards Council's Certified Production Technician (MSSC-CPT) assessments for Manufacturing Processes & Production, Quality Practices, Safety Awareness, and Maintenance Awareness. Refresh your knowledge of production processes, manufacturing principles, preventive maintenance, communication skills, and customer service and review what you learned in the full classes.

Course Outcomes:

- Review and understand information provided in Manufacturing Processes & Production, Quality Practices, Safety Awareness, and Maintenance Awareness courses
- Pass the MSSC-CPT assessments

## **Print Reading (CMAE 1510)**

*8 weeks, 2 hours/week*

This course will give students an understanding of basic mechanical drawing principles. Topics include the alphabet of lines, arrangement of views, orthographic projections, scaling, dimensioning, tolerancing, and symbols. Students will read and interpret mechanical drawings.

Course Outcomes:

- Interpret types of multi-view drawings within manufacturing
- Evaluate drawings based on information in the title block, notes, and tables
- Explain line types, symbols, and dimensions on mechanical drawings
- Apply tolerances to determine dimensional limits on drawings

## **Quality Practices (CMAE 1522)**

*8 weeks, 2 hours/week*

Students will be introduced to a quality management system and its components. These include corrective actions, preventative actions, control of documents, control of quality records, internal auditing of processes, and control of non-conforming product. Emphasis is placed on Continuous Improvement concepts and how they relate to a quality management system. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Quality Practices. The curriculum is based upon federally endorsed national standards for production workers.

Course Outcomes:

- Summarize the basics of quality management systems including the PDCA cycle
- Illustrate calibration of gauges and other data collection equipment
- Document test results and corrective actions to restore or maintain quality
- Apply process control practices for quality assurance
- Apply key principles of quality systems including Lean, ISO, and TQM
- Apply key principles of 6 Sigma
- Evaluate internal quality audit practices, outcomes, and trends to improve quality and processes
- Develop a Quality Policy Statement utilizing the fundamentals of quality documents

## **Technical Math (CMAE 1502)**

*8 weeks, 3 hours/week*

This is an introductory technical math course. The course is for participants who have basic math skills and for those who need basic technical math concepts. The primary goals of this course are to help individuals acquire a solid foundation in algebra and geometry used in a technical setting. This course will show how these skills can model and solve authentic real-world problems.

Course Outcomes:

- Solve practical problems using correct order of operations, fractions and percent, units of linear measure, signed numbers, and metric system
- Solve practical problems in technical algebra concepts
- Solve practical problems in technical geometry concepts
- Utilize a systematic approach to problem solving
- Utilize a scientific calculator to solve technical math problems

# Workplace Safety

## **Fundamentals of Safety Leadership**

*1 week, 2 hours/week*

Are you leading for safety? Discover your leadership style and decode your SafetyDNA to find out how you can reduce the risk of injury to your team. Learn how your direct reports are wired and what you can do to prevent workplace injuries -- and the costs associated with it. Fundamentals of Safety Leadership is a must for frontline leaders in all industries and includes a comprehensive safety leadership assessment.

Course Outcomes:

- Decode personal SafetyDNA
- Discover personal leadership style
- Understand how your direct reports are wired
- Learn what you can do to reduce the likelihood of injury to your team

## **Safety Awareness (CMAE 1514)**

*8 weeks, 2 hours/week*

Earn an OSHA 10 card and learn OSHA standards relating to personal protective equipment, hazard communication, tool safety, confined spaces, electrical safety, emergency responses, lockout/tagout, and more. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Safety. The curriculum is based upon federally endorsed national standards for production workers including Occupational Safety Health Administration (OSHA) standards relating to Personal Protective Equipment (PPE), lockout/tagout (LOTO), Hazardous Material (HAZMAT), tool safety, and confined spaces.

Course Outcomes:

- Implement safe and effective workplace practices
- Choose correct Personal Protective Equipment (PPE) for workplace environment
- Apply procedures for emergency situations
- Choose applicable OSHA requirements for maintenance, installation, and repair

## **Safety for Construction Workers**

*8 weeks, 2 hours/week*

This 8-week course provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in the construction industry. This unique course combines 16 hours of live training in a virtual classroom led by an experienced safety instructor, paired with 10 hours of online instruction featuring interactive training modules. Upon successful completion of the online homework and assessments, you will earn an OSHA 10-Hour Construction Industry wallet card from the OSHA Training Institute (OTI).

Course Topics:

- Introduction to OSHA
- OSHA Focus Four Hazards – Falls, Electrocution, Struck-By, Caught-In or Between
- Personal Protective Equipment
- Health Hazards in Construction
- Hazard Communication
- Excavating
- Scaffolds
- Materials Handling, Storage, Use and Disposal
- Hand and Power Tools

## **Workplace Violence Prevention**

*2 weeks, 2 hours/week*

Learn how to make your workplace culture a safe one. Employees need to know what to do to prevent workplace violence: What should you be looking and listening for? How do you handle red flags when you spot them? This class will analyze the psychological profiles of several well-documented active shooter incidents in the U.S. as well as the circumstances leading up to the incidents. Learn what motivates active shooters along with possible intervention techniques to stop an incident before it happens. Managers will be given tips in how to treat employees in regard to incident prevention. Learn how to apply the U.S. Department of Homeland Security's Run, Hide, Fight methodology at your worksite. Plot out safety escape routes, learn rapid barricade building to secure a room, discover the safest places to hide, and where and how to strike an assailant if needed. You'll also learn how to analyze your entire workplace to strengthen weak areas and find natural safe spots, as well as how to recognize common offensive tools that are already present at most worksites and how they can be used for violence prevention.

### Course Outcomes:

- Understand the Run, Hide, Fight methodology
- Participate in workplace application exercises for active shooter safety
- Utilize management prevention methods
- Implement workplace safety culture tips
- Analyze active shooter case studies
- Recognize common worksite offensive tools