COVID-19 SHORT-TERM TRAININGS

Training Provider	Course Title	Course Description	Length	Jan-21	Feb-21	Mar-21
Customer Experience Solutions (CXS)	Operational Excellence Protocols-COVID Response Training-Level 1	Course is designed to provide timely skills needed to ensure a business can effectively develop planning methodologies needed to develop enhanced safety and operations adjustments to the business operation.	12 hours	To Be Determined by CXS and Employer		
	Operational Excellence Protocols-COVID Response Training-Level 2	Course is designed to teach methodologies needed to implement enhanced safety and operations practices in the post COVID operations world:	12 hours	To Be Determined by CXS and Employer		
	Operational Excellence Redesigned-COVID Response Training Level 3	Course is designed to teach methodologies needed to adapt and innovate new and emerging service and operations models in a post COVID operations world	12 hours	To Be Determined by CXS and Employer		
	Enhanced Operational Planning-COVID Response Training Level 1	This course is designed to orient frontline staff in the new methodologies needed to in a post COVID operational world.	6 hours	To Be Determined by CXS and Employer		
	Operational Excellence Protocols-COVID Response Level 2	This course is designed teach frontline staff the newly developed methodologies needed to implement enhanced safety and operations practices in the post COVID operations world:	6 hours	To Be Determined by CXS and Employer		
	Operational Excellence Redesign-COVID Response Training Level 3	This course is designed to teach methodologies needed to adapt and innovate new and emerging service and operations models in a post COVID operations world.	6 hours	To Be Determined by CXS and Employer		
KAS Consulting Group **Min of 5 Max of 50** **Platform: Zoom**	COVID-19 Guideline Compliance for the Employed and Business	As more cases of COVID-19 continue to spread around the world and within the U.S., employers and employees must take the necessary precautions to prevent the spread of this virus within the workplace. To preempt this potential danger, employers should ensure business continuity plans. In this session, businesses will learn how to create a COVID-19 return-to-workplan and meet CDC guidelines and requirements for employersand employees. In addition, a list of agencies and resources will be provided to help participants understand and navigate their responsibilities in relation to COVID-19.	Four (4) hours	Jan 26	None	Mar 17
	Effective Leadership Skills in a Time of Crisis	The COVID-19 crisis is proving to be a revealing test of leadership. Leaders that are compassionate, confident, forward looking, and successful will be those leaders who can cope with the extraordinary personal and professional challenges. They will be the ones who know themselves the best and can respond to the many challenges. In this engaging and interactive session, participants will learn the following: the most effective ways to lead and manage employees during a time of crisis and beyond; the implementation of change management techniques and buy in; the 12 characteristics of Servant-Leadership; and the best practices of crisis communication.	Four (4) hours	Jan 28	Feb 17	None

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	Child Care Center Leadership and Business Skills Needed During COVID-19 and Beyond	Childcare centers and workers are essential and critical during COVID-19 and the economic recovery. Therefore, running a successful, safe and quality childcare center is important. The process of having a successful childcare starts with leadership. In this training, leaders will learn how to be a successful at getting employees to follow them, be encouraged, safe, motivated and engaged. Participants will learn how to meet the minimum standard related health / COVID-19 protocols for childcare centers. In addition, leaders will learn up to date business management skills that are pertinent in in a crisis and COVID-19. This will include 5 factors on maintaining an effective childcare center: 1- Overall Business Management and Operations; 2- Human Resources; 3 - Staff Motivation and Retention; 4 - Teamwork and 5 - Customer Service.	One and half (1-1/2) days	Jan 22 - 23	Feb 12 - 13	Mar 19 - 20
	Managing Human Resources Through COVID-19	To succeed during the COVID-19 crisis, businesses need to have sound and up to date human resources policies and practices. Employers should have employees who are engaged and motivated during this crisis. The training will prepare the employer and employer's workforce to meet complex issues associated with COVID-19. In this session, participants will learn to create human resources policies and practices that are compliant with COVID-19; to handle personnel issues; to create better hiring and staffing practices; to improve new hire orientation; to reduce turnover and retain their best employees; and how to manage performance.	One (1) day	Jan 7	Feb 3	Mar 3
	Small Business Requirement and Resources During COVID-19	This course will inform businesses on how to respond and face business and personal crisis as a result of COVID-19. The intent is to help employers navigate re-opening challenges amidst the COVID-19 pandemic environment while insuring critical business needs and essential success criteria are met. Business will get insight on how to redefine risk and compliance management. Several national and local resources along with best practices, necessary tools will be shared that will allow employers and their workforce to be in compliance with laws and effective operations involving COVID-19.	Four (4) hours	None	Feb 10	Mar 10

Training Provider	Course Title	Course Description	Length	Jan-21	Feb-21	Mar-21
	Managing Stress During COVID-19	Fear and anxiety about COVID-19 can be overwhelming and cause strong emotions. Learning how to cope with stress during your job search or at work is important to your well-being and others. Participants will learn from leading experts and institutions on ways to mange stress and coping techniques during COVID 19. Participants will be provided a self-assessment on stress; learn how to identify what stress is; what causes stress in and out of the workplace; the effects of stress; and learn how to manage and reduce stress. Additional resources will be provided to help to manage stress during the COVID –19 pandemic.	Three (3) hours	Jan 21 1 pm - 4 pm	Feb 18 1pm- 4pm	Mar 18 1pm - 4 pm
	How to Manage Customer Service During COVID-19 and Beyond	Learn the latest methods for enhancing customer service and handling problems during COVID – 19 and beyond. Become "Customer Driven" and take customer service to the next level during this pandemic. Participants will gain proficiency in identifying their customer, their needs and wants; use techniques to reduce customer complaints; improving effective customer service communication skills; and deliver best practices in excellent customer service during a time of crisis.	Four (4) hours	Jan 20	Feb 11	Mar 11
Newcomb & Associates, LLC Min of 8 Max of 30 Platform: Zoom	Running Great Virtual Meetings	This session is designed for supervisors and or employees who are designing, facilitating and running virtual meetings. Participants will learn to use different tools and facilitation techniques in a virtual setting to create interesting and engaging virtual meetings.	One (1) hour	Jan 26 - 28 12:15pm & 5:30pm	Feb 2 - 4 12:15pm & 5:30pm	None
	Stress Management for Remote Workers	In this session, supervisors and managers will learn how to support and employ techniques for stress management for self and teams to cope with external stressors and rapidly changing environments	One (1) hour	Jan 12 - 14 12:15pm & 5:30pm Jan 19 - 21 12:15pm & 5:30pm	None	None
	Building Performance and Trust for Results with Remote Teams	Supervisors and managers attending this session will learn how to approach performance management in new ways for a remote or distributed workforce. The session will include innovative and non-traditional approaches to performance management that will help create team cohesion and high performance even in these challenging times.	One (1) hour	None	Feb 16 - 19 12:15pm & 5:30pm Feb 23 - 25 12:15pm & 5:30pm	None
	Project and Time Management While Working Remotely	This session is designed for managers and project leads who are newly taking on project management functions and are being asked to manage multiple projects in a remote setting or with distributed teams. Participants will gain basic project management techniques and tools to use on the job.	One (1) hour	None		Mar 2 - 4 12:15pm & 5:30pm Mar 9 - 11 12:15pm & 5:30pm

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Training Provider	Course Title	Course Description	Length	Jan-21	Feb-21	Mar-21
STC **Platform:** •**Microsoft Teams (Sept)** •**Blackboard (Starting Oct)**	Employee COVID-Orientation	Teaches participants:COVID 19 CharacteristicsSigns and symptoms of COVID-19Effects of COVID-19Timeline of InfectionRisk Factors for Severe DiseaseTreatment and DiagnosingTesting and Transmission MethodsOSHA Affected Standards (PPE, General Enviromental Controls, Toxic and Hazardous Substances)	Four (4) hours	100% self-pace online course that will be available to students at any time of the week starting December 7th		
	Employer COVID-19 Preparedness and Compliance	Teaches participants:COVID 19 CharacteristicsSigns and symptoms of COVID-19Effects of COVID-19Timeline of InfectionRisk Factors for Severe DiseaseTreatment and DiagnosingTesting and Transmission MethodsOSHA Affected Standards (PPE, General Enviromental Controls, Toxic and Hazardous Substances)	Eight (8) hrs	100% self-pace online course that will be available to students at any time of the week starting December 7th		
Teo Ugalde **Platform: Zoom**	Worker Compliance and Preparation during COVID-19 pandemic	Training will help participants to meet compliance guidelines related to COVID-19 enhance capacities and skills in the areas of new job applications, virtual interviews, and working from home. Additionally this training will address some skills required by the participants during COVID-19 such as communication, collaboration, creatively and critical thinking.	Eight (8) Hours (2 hrs per Module)	Jan 4 - 8 Jan 11 - 15 Jan 18 - 22 Jan 25 - 29 8:30am - 10:30am & 3:00pm - 5:00pm	Feb 1 - 5 Feb 8 - 12 Feb 15 - 19 Feb 22 - 26 8:30am - 10:30am & 3:00pm - 5:00pm	Mar 1 - 5 Mar 8 - 12 Mar 15 - 19 Mar 22 - 26 Mar 29 - April 2 8:30am - 10:30am & 3:00pm - 5:00pm
		Monday: Exposure to COVID in the workplace; **Tuesday:** Applications and virtual interviews; **Wednesday**: Working from home; **Thursday:** New skills for the workforce after COVID-19: the four "Cs" (communication, collaboration, creativity, critical thinking)				
TEEX **Min of 6**	Workplace Safety During COVID-19	Course will provided participants with the knowledge needed for basic safety in a business environment during the COVID-19 pandemic.	Two (2) hours	Jan 19 1:00pm-3:00pm Live Instructor *Note: Registration Deadline: Jan 18* Jan 1 - Feb 28 e-Learning Note: Registration Deadline: Feb 1		

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	Managing Business During COVID-19	Course will address specific health and safety needs faced by business during the COVID-19 pandemic.	Four (4) hours	Jan 19 8:00am-12:00noon Live Instructor Note: Registration Deadline: Jan 18 Jan 1 - Feb 28 e-Learning Note: Registration Deadline: Feb 1		
	Disinfecting Procedures For Facilities	Course will present the basic concepts for disinfection while following proper safety standards to reduce the level of pathogen exposure in a facility.	Two (2) hours	TBD e-Learning		
	Information Technology Disaster Recovery	Course discusses how to recover critical data lost from a cyber incident.	Four (4) hours	TBD		
TSC **Platforms: Web Ex or Zoom* Alliance Safety Council and Zoom****	Customer Service and Social Distancing Training*	Teaches the basic knowledge and skill to successfully provide effective customer service while adhering to social distancing guidance. Additionally, it provides the practical skills for building better relationships with customers, making good first impressions, and effectively adhering to Social Distancing guidelines.	Eight (8) hours	All of these trainings are available online and on demand....can be offered anytime someone is registered.		
	Disinfection Specialist**	Teaches the basic knowledge and skill to successfully provide a cleaning and disinfecting service to industries such as healthcare facilities, small retail businesses, recreational services, higher education institutions, schools, and transportation services for employees returning back to work in a safe environment related to the coronavirus (COVID-19) disease outbreak. Note: Each individual is required to secure their own Personal Protective Equipment prior to the course. Minimum PPE required includes: mask, disposable gloves, eye goggles orface shields, disposable gown.		All of these trainings are available online and on demand....can be offered anytime someone is registered.		
	Emotional Well Being and Stress Management During Times of Crisis Training*	Teaches the basic knowledge of emotional intelligence and how it leads to stronger emotional wellbeing. Participants will learn the best practices for developing and maintaining a healthy emotional state during times of crisis. Additionally, participants will engage in the top ten stress management tips and techniques.	Eight (8) hours	All of these trainings are available online and on demand....can be offered anytime someone is registered.		

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	Strategic Planning During Times of Change Training*	Teaches the key knowledge for stakeholders in any organization to consider when developing a Strategic Plan during times of change and crisis. Additionally, training will allow for participants to understand the importance of clarity of focus, documentation of efforts, communication of expectations, and implementation of goals.	Eight (8) hours	All of these trainings are available online and on demand....can be offered anytime someone is registered.		
	Bullying in the Virtual Workplace Training*	Teaches the keys to prevent virtual workplace bullying. Participants will learn to recognize bullying behavior, speak up and stand up for others, and learn ways to avoid engaging in bullying behavior. Additionally, participants will engage in understanding the negative consequences of bullying in the workplace and use tips and techniques that will create a safe work environment for everyone on the team.	Eight (8) hours	All of these trainings are available online and on demand....can be offered anytime someone is registered.		
	How to Lead Effective Meetings in the Virtual Workplace Training*	Teaches the key knowledge for leading effective meetings in the virtual workplace. Training will allow participants to have a better understanding of how to run efficient meetings in the virtual workplace through leadership activities in (1) Pre-Meeting Planning, (2) Executing the Meeting, and (3) After the Meeting Follow Up. It is also expected that the participants will take the lessons learned and apply them to their particular leadership situation.	Eight (8) hours	All of these trainings are available online and on demand....can be offered anytime someone is registered.		
	Oral and Written Professional Communication in a VirtualWorking Environment Training*	Teaches the rules and protocol for effective professional communication in a virtual working environment. Participants will be able to take concepts learned and apply them to their particular leadership situations during times of change, uncertainty, and crisis. Additionally, particpants will learn the skills that can lead to improved communication in the virtual workplace.	Eight (8) hours	All of these trainings are available online and on demand....can be offered anytime someone is registered.		

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	Employee Safety Training**	Teaches participants how to create and maintain a safe working environment in response to the COVID-19 pandemic. Training enables particpants to: distinguish between microbes and pathogens, define pandemic and cite examples, identify the three parts of an epidemiologic triad, identify hazards associated with exposure to the coronavirus, describe symptoms of the coronavirus illness, list the four infection control measures employed when the complete elimination of a hazard is not possible, list examples of infection control measures to address the COVID-19 pandemic, identify the employer's obligations to be compliant with Occupational Safety and Health Administration (OSHA) regulations, and identify employees' rights under Occupational Safety and Health (OSHA)	Two (2) hours	All of these trainings are available online and on demand....can be offered anytime someone is registered.		