



HUMAN RESOURCES CONSULTANTS
INVESTIGATIONS

On-Demand HUMAN RESOURCES Learning Library Catalog

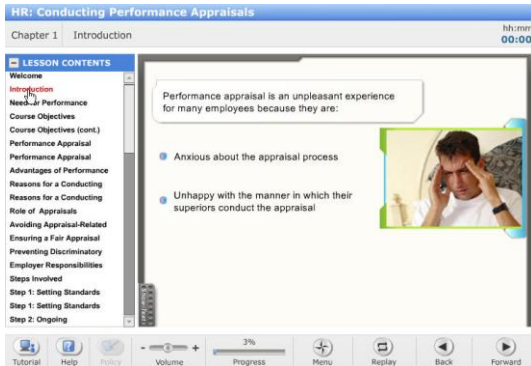
Click on the course title or scroll down to see each course description.

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HR: Conducting Performance Appraisals

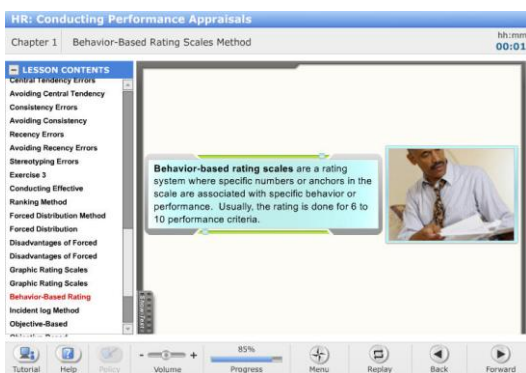
The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process.



Objectives:

- Understand the purposes of performance appraisal
- Identify the critical elements of the performance appraisal process
- Identify the attributes of key individual performance standards
- Understand the application of appraisal to groups and teams
- Appreciate the role of coaching in the appraisal process
- Recognize and avoid the most common appraisal errors
- Understand the most widely used performance appraisal methods
- Understand the basics and role of the appraisal form
- Identify the factors associated with effective performance appraisal

Audience: This course is designed for all managers, regardless of organizational level. While the relative importance of the specific competencies required may differ across wide samples of managers, the basics of performance appraisal remain the same.



Primary Regulations: None

Related Regulations: None

Duration: 45-60 minutes

HR: Drug-Free Workplace Procedures

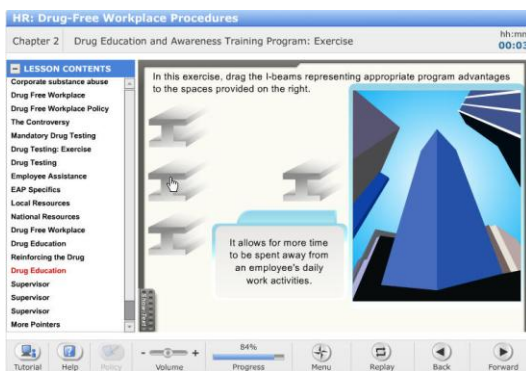
This training course provides employees and supervisors with valuable information for promoting a drug free work environment. The course helps employees and supervisors understand the impact that drugs have on the workplace and how to help promote health and well being in the workplace.



Objectives:

- Identify the goal of a drugfree workplace policy
- Identify the signs of employee substance abuse
- Specify what actions employees should take in the event of a suspected substance abuse problem
- Identify the stages of addiction for alcohol and drug abuse
- Identify the employer's policies and procedures regarding substance abuse
- Identify conditions or circumstances that could prompt your employer to request a drug test of an employee or potential employee
- Identify the role of an Employee Assistance Program
- Identify the supervisor's role in a drug free workplace program

Audience: Employees, first-line supervisors, and department managers



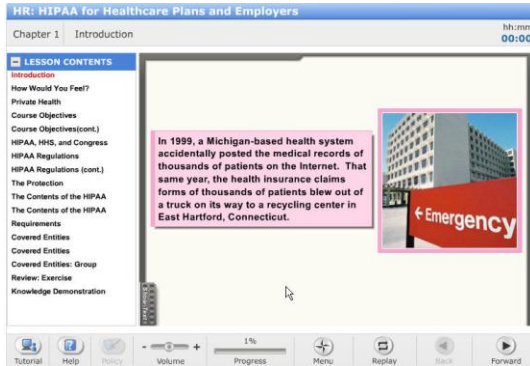
Primary Regulations: OSHA 29 CFR 1903.1, The General Duty Clause

Related Regulations: The Drug-Free Workplace Act of 1988|Guide to State Drug Testing Laws

Duration: 45-60 minutes

HR: HIPAA for Healthcare Plans and Employers

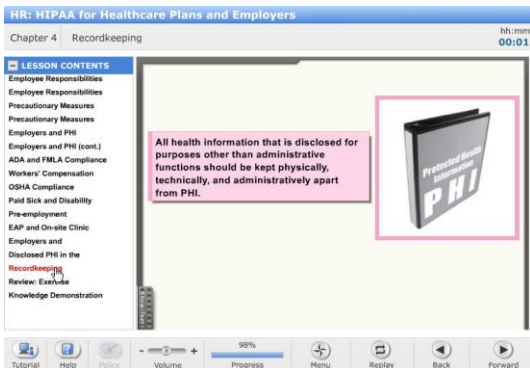
An industry specific course, focusing on the HIPAA Privacy issues that are specific to employees of Health Plans, Healthcare Clearinghouses, Group Health Plans, and employees who may not be directly employed in the medical field, but must still be trained in the proper handling of PHI. Although employers are not covered entities under HIPAA, the course also covers the ways employers are impacted by the HIPAA Privacy Rule. This course was designed to cover the HIPAA "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI). The training focuses on requirements for the protection of PHI under the HIPAA Privacy Rule, and also covers additional requirements for the protection of electronic PHI under the HIPAA Security Rule. Contact us regarding availability for this course.



Objectives:

- Describe the purpose and background of the HIPAA Privacy Rule as well as the organizations that are influenced by this Rule
- Describe the security regulations that apply to covered entities under the HIPAA Security Standards "Final Rule"
- Identify acceptable uses and disclosures of PHI
- Define Plan Sponsor and describe which PHI is acceptable to be revealed to a Plan Sponsor
- Explain summary health information and de-identifying and how they relate to the HIPAA Privacy Rule Recognize the personal rights that each individual possesses regarding his or her PHI
- Identify the flexibility and limitations that are given to health plans in creating their own privacy procedures
- Distinguish between what a covered entity should or should not do when handling PHI
- Determine in what ways an employer should be concerned with the HIPAA Privacy Rule

Audience: The audience includes employees in healthcare facilities, providers of medical or health services, or any other persons or organizations that furnish, bill, or are paid for healthcare in the normal course of business.



Primary Regulations: Health Insurance Portability and Accountability Act (HIPAA); 45 CFR Part 160; 45 CFR Part 162; 45 CFR Part 164

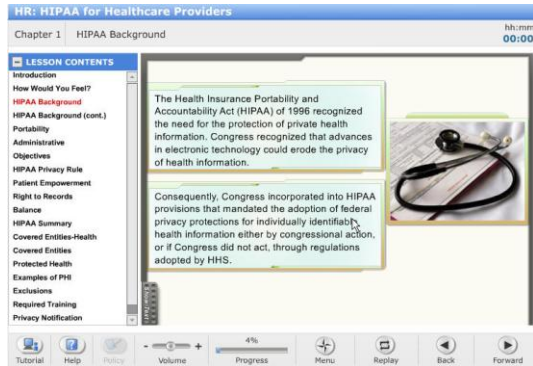
Related Regulations: None

Duration: 45-60 minutes

HR: HIPAA for Healthcare Providers

This is an industry-specific course, focusing on the HIPAA Privacy issues that are specific to employees in the healthcare industry. This course provides background about the history and overall function of HIPAA, as well as focusing on the HIPAA "Administrative Simplification" standards and regulations for the handling of Protected Health Information (PHI). The training details the requirements for the protection of PHI under the HIPAA Privacy Rule, and also covers additional requirements for the protection of electronic PHI under the HIPAA Security Rule.

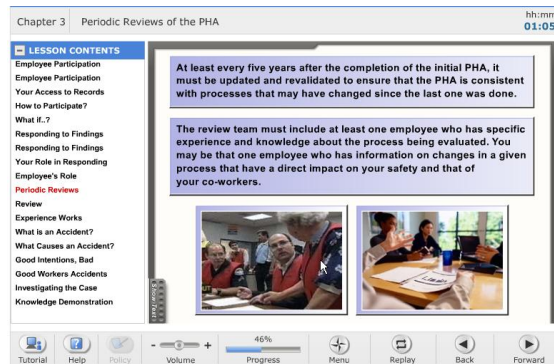
Contact us regarding availability for this course.



Objectives:

- Define the purpose and parameters of the HIPAA Privacy Rule
- Describe the security regulations that apply to covered entities under the HIPAA Security Standards "Final Rule"
- Identify the entities covered under HIPAA
- Determine what constitutes protected health information (PHI)
- Differentiate between permitted and required disclosures of PHI
- Identify the characteristics of a valid authorization to disclose PHI
- Identify reasonable safeguards covered entities may implement to protect PHI
- Differentiate between incidental disclosures of PHI and violations of privacy

Audience: The audience includes employees in healthcare facilities, providers of medical or health services, or any other persons or organizations that furnish, bill, or are paid for healthcare in the normal course of business.



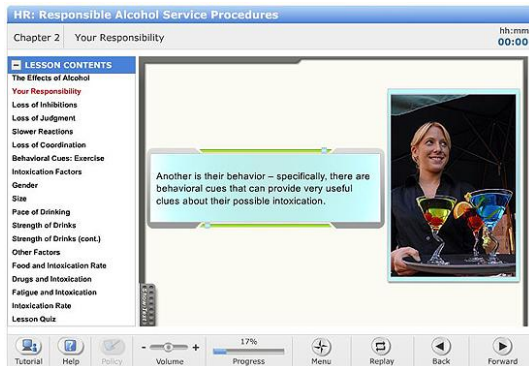
Primary Regulations: Health Insurance Portability and Accountability Act (HIPAA); 45 CFR Part 160; 45 CFR Part 162; 45 CFR Part 164

Related Regulations: None

Duration: 45-60 minutes

HR: Responsible Alcohol Service Procedures

This course was developed to give servers of alcohol the tools they need to be better, more responsible servers. The goals of the training are to protect public from consequences of poor decisions related to alcohol consumption, and protect servers and their employers from legal problems. Trainees will learn the 'reasonable efforts' they can make to prevent intoxication, prevents sales to underage customers, and keep their customers safe.



Objectives:

- Discuss the legal responsibilities for employees who serve alcohol
- Describe the behavioral cues that indicate degrees of intoxication
- Describe the factors that influence the rate and degree of intoxication
- Discuss the effect of BAC (Blood Alcohol Content) on intoxication and how it is measured
- Discuss techniques and strategies for preventing intoxication
- Discuss techniques and strategies for managing customers who have become intoxicated
- Describe laws regarding underage drinking
- Identify acceptable and unacceptable forms of identification
- Describe techniques for verifying identification
- Describe techniques and strategies for handling difficult situations

Audience: All personnel who serve alcohol in restaurants, bars, hotels, or any other commercial service setting.



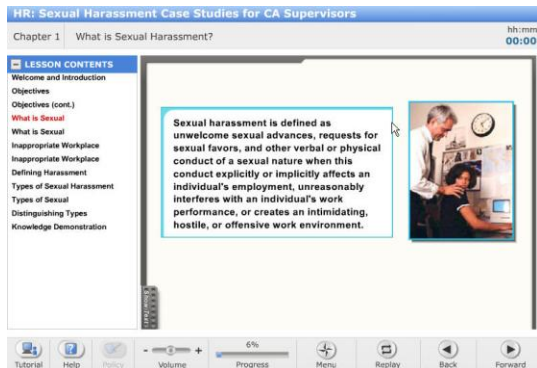
Primary Regulations: General Negligence and Dram Shop Liability laws, state and local Blood Alcohol Concentration laws

Related Regulations: None

Duration: 60-75 minutes

HR: Sexual Harassment Case Studies for CA Supervisors

This course is designed to give a deeper understanding of key terms and concepts associated with sexual harassment. You will also get opportunities to practice and apply your learning.

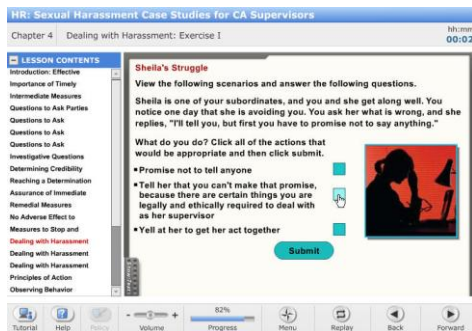


Objectives:

- Distinguishing between workplace behaviors that do and do not qualify as sexual harassment
- Recognizing tangible employment action sexual harassment, and hostile work environment sexual harassment
- Defining retaliation and identifying examples of workplace retaliation
- Distinguishing employer liability for sexual harassment under federal and California state law
- Distinguishing components of a workplace sexual harassment policy under federal law and California state law
- Recognizing what action to take if you, as a supervisor, witness or discover behavior that is potentially sexual harassment
- Recognizing aspects of an effective investigation of an allegation of sexual harassment, as well as aspects of appropriate discipline
- Describing effective tips for fostering a healthy work environment that is free from sexual harassment

Audience: All supervisors and anyone who directs other employees, or has the authority (or significant influence) to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, adjust grievances, or discipline other employees.

This course was specifically designed to meet training needs for supervisors of California-based employees (in compliance with AB 1825). It is recommended for all supervisors.



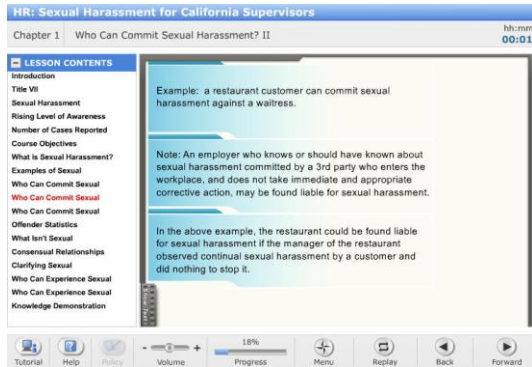
Primary Regulations: California State Bill AB 1825 (Reyes; D-Fresno; Chapter 933); Title VII of the Civil Rights Act of 1964; California Fair Employment and Housing Act (FEHA)

Prerequisites: 4TOAZ020 "HR: Sexual Harassment for California Supervisors" is the recommend prerequisite and is required to meet the 2-hour training requirement under AB 1825

Duration: 60-75 minutes

HR: Sexual Harassment for California Supervisors

This course will define sexual harassment and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace. This course will also discuss your responsibilities as a supervisor in creating a workplace that is free from sexual harassment.

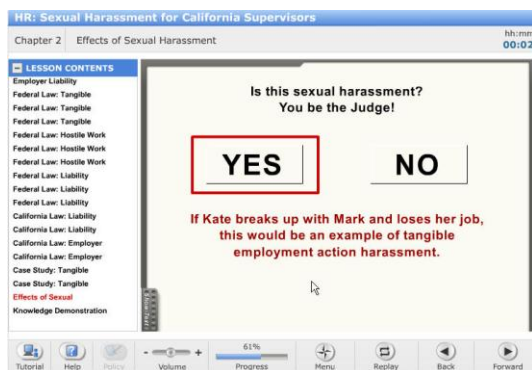


Objectives:

- Define sexual harassment
- Define the difference between sexual harassment under state and federal law
- Recognize examples of sexual harassment
- Identify the negative effects of sexual harassment in the workplace
- Specify the objectives of a workplace sexual harassment policy
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

Audience: All supervisors and anyone who directs other employees, or has the authority (or significant influence) to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, adjust grievances, or discipline other employees.

This course was specifically designed to meet training needs for supervisors of California-based employees (in compliance with AB 1825). It is recommended for all supervisors.



Primary Regulations: California State Bill AB 1825 (Reyes; D-Fresno; Chapter 933); Title VII of the Civil Rights Act of 1964; California Fair Employment and Housing Act (FEHA)

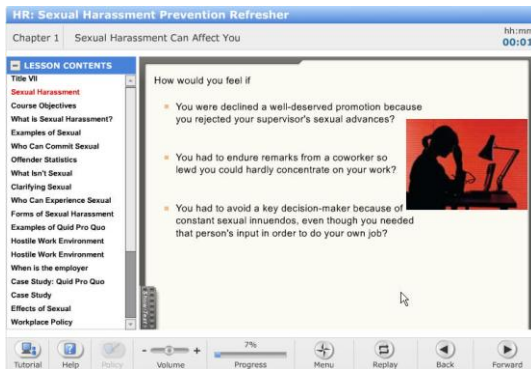
Related Regulations: None

Prerequisites: None. However, companion course (4TOBZ020) "HR: Sexual Harassment Case Studies for CA Supervisors" is required to meet the 2-hour training requirement under AB 1825

Duration: 60-75 minutes

HR: Sexual Harassment Prevention Refresher

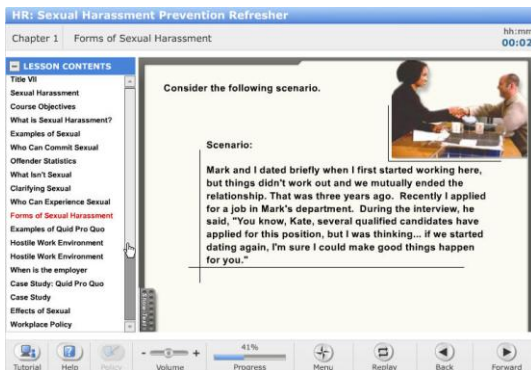
In this 20-minute refresher course, we will define sexual harassment, provide examples of sexual harassment, and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace.



Objectives:

- Define sexual harassment
- Define the two forms of sexual harassment
- Recognize examples of sexual harassment
- Identify the negative effects of sexual harassment in the workplace
- Specify the objectives of a workplace sexual harassment policy
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

Audience: All employers and employees



Primary Regulations: Title VII, Civil Rights Act of 1964

Related Regulations: None

Duration: 15-30 minutes

HR: Sexual Harassment Prevention Procedures

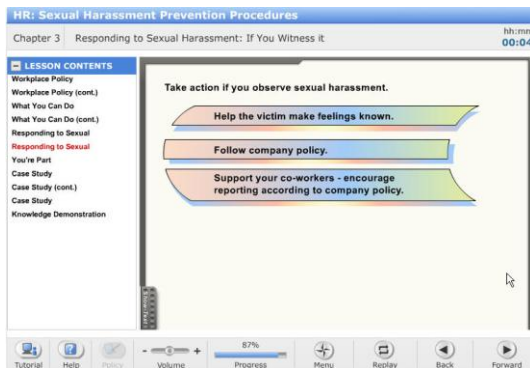
This course is designed for all employees and will define sexual harassment, provide examples of sexual harassment, and outline the steps you and your employer can take to prevent and respond to sexual harassment in your workplace.



Objectives:

- Define sexual harassment
- Define the two forms of sexual harassment
- Recognize examples of sexual harassment
- Identify the negative effects of sexual harassment in the workplace
- Specify the objectives of a workplace sexual harassment policy
- Specify actions you can take to prevent and respond to sexual harassment in the workplace

Audience: All employees and employers



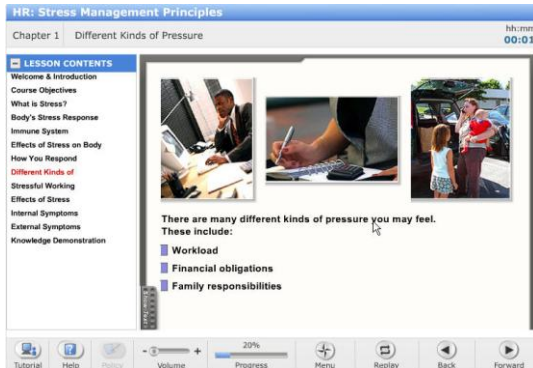
Primary Regulations: Title VII, Civil Rights Act of 1964

Related Regulations: None

Duration: 45-60 minutes

HR: Stress Management Principles

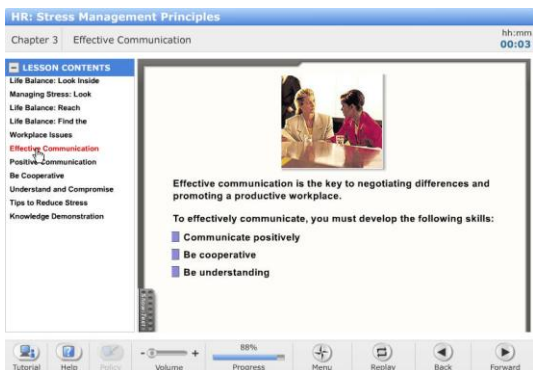
In today's world stress management is a must. This course assists in developing the skills necessary to recognize, control, and relieve stress in everyday life. This includes teaching how to recognize signs of stress, defining its effects, showing how to control and relieve stress, as well as demonstrating ways of resolving conflict. This is an overview of techniques to manage and deal with everyday stressful situations in and out of the workplace.



Objectives:

- Define the effects of stress
- Recognize the warning signs of stress
- Distinguish between the different types of stress
- Recognize means for controlling and relieving stress
- Specify ways to maintain life balance
- Specify ways to resolve conflict

Audience: All employees and employers



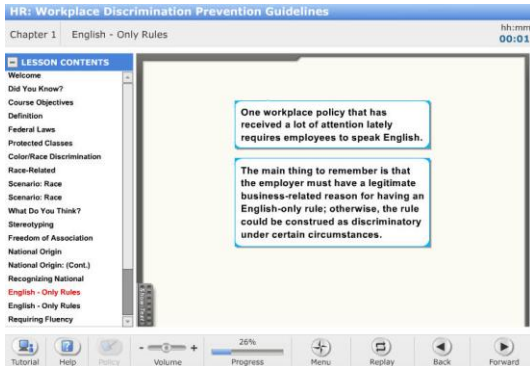
Primary Regulations: None

Related Regulations: None

Duration: 45-60 minutes

HR: Workplace Discrimination Prevention Guidelines

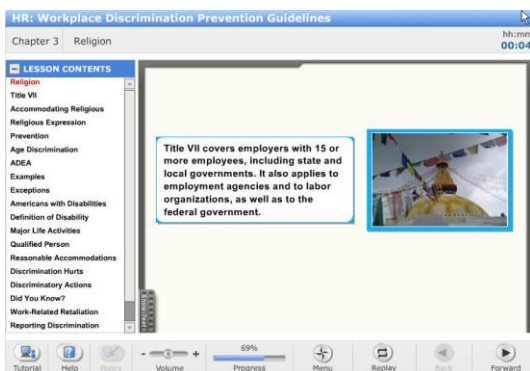
In this course, we will define discrimination, provide examples of discrimination, and outline the steps an employee and the employer can take to prevent and respond to discrimination in the workplace. The course helps employees understand the impact that discrimination can have in the workplace and how to recognize steps to take if employees experience or witness discrimination in the workplace.



Objectives:

- Define discrimination.
- Identify protected classes and the laws that apply to them.
- Recognize discriminatory actions.
- Recognize steps to take if you experience or witness discrimination in the workplace.

Audience: All employees



Primary Regulations: Equal Employment Opportunity Act of 1972

Related Regulations: None

Duration: 15-30 minutes

HR: Workplace Diversity Guidelines

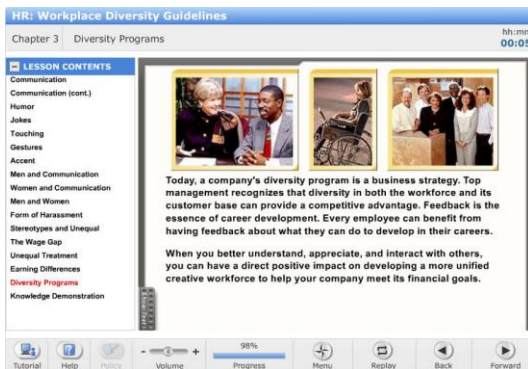
Today diversity is defined in broad and inclusive terms including age, ethnic origins, cultures, and personal styles. This course examines the diverse factors that employees bring to the workforce, including attitudes toward authority, motivation and teamwork. This course provides an overview of barriers to diversity and what can be done to create a more diverse workforce.



Objectives:

- Recognize opportunities resulting from a diverse workforce
- Recognize the non-discrimination legislation intent and language
- Specify objectives for a workplace diversity policy
- Recognize the influences of stereotypes
- Identify challenges of a diverse workforce
- Specify actions that can develop workplace diversity

Audience: All employers and employees.



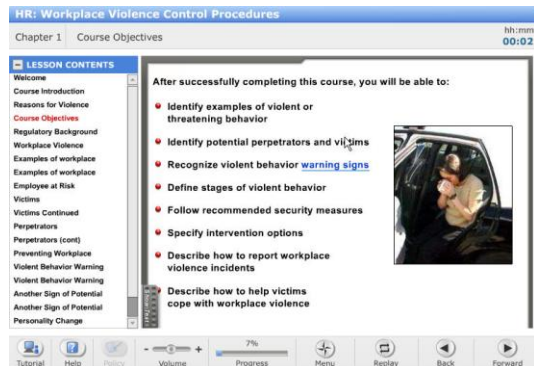
Primary Regulations: Equal Employment Opportunity Act of 1972

Related Regulations: Equal pay act of 1963 as amended; Title VII of the Civil Rights act of 1964 as amended; Pregnancy Disability Act of 1978; The Rehabilitation Act of 1973, as amended; The Americans with Disabilities Act of 1990; Age Discrimination Act of 1967 as amended

Duration: 45-60 minutes

HR: Workplace Violence Control Procedures

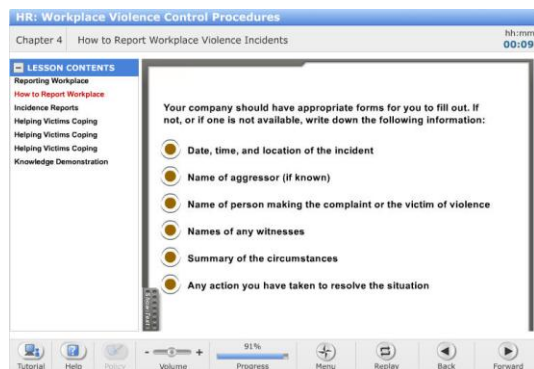
This course is designed to inform the workplace of the second leading cause of fatal occupational injury in the United States. It will inform the worker of the environmental conditions associated with workplace assaults and the control strategies implemented in a number of work settings.



Objectives:

- Identify examples of workplace violence
- Identify potential victims and perpetrators
- Identify violent behavior warning signs
- Identify stages of violent behavior
- Specify intervention options
- Describe how to report workplace violence incidents
- Describe how to help victims cope with workplace violence

Audience: Anyone who works with others or with the public.



Primary Regulations: NIOSH [1992]. Homicide in U.S. workplaces: a strategy for prevention and research. Morgantown, WV: U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control, National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication No. 92-103; NIOSH [1993]. NIOSH Alert: request for assistance in preventing homicide in the workplace. Cincinnati, OH: U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication No. 93-109; NIOSH [1995]. National Traumatic Occupational Fatalities (NTOF) Surveillance System. Morgantown, WV: U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health.

Related Regulations: Department of Labor's Occupational Safety and Health Administration (OSHA) Issues Recommendations for Workplace Violence Prevention in Late-Night Retail Establishments

Duration: 45-60 minutes

In Development – Coming Soon

HR: Addressing Employee Discipline and Performance Problems

The strategies and tips in this course will help a manager to improve overall performance by knowing when and how to take corrective action with problem employees. There are specific disciplinary methods in this course and techniques to ensure compliance. There are also tools and techniques for developing workable solutions with the individual involved and direction on what can be done if efforts are not successful.

HR: Conducting Performance Appraisals

The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process.

HR: Conducting Performance Reviews for Managers

Performance reviews are one of the most challenging responsibilities that leaders have, and this course will walk you through the process step by step and help you avoid many common pitfalls. There are ways to get the employee involved in the review process, and techniques to use in the performance discussion itself. You'll be given techniques for dealing with challenging situations and responses, and important suggestions for improving employee performance in the next review period.

HR: Creating a Code of Ethics for Employees

Business ethics is no longer a subject reserved for executives and managers. Employees on the front line who deal with customers, suppliers, competitors, and their peers are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their finances and their reputation. This course helps you understand the importance of recognizing an ethical dilemma and acting accordingly. It helps you make ethical decisions in your daily work life.

HR: Creating a Code of Ethics for Managers

Understanding business ethics is different from learning other subjects where there is usually one correct answer to a question. In business ethics, there is rarely a correct answer and usually the process of decision-making is as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make right choices. This course explains what is meant by the concept "business ethics" and why initiatives to develop and maintain ethical cultures in organizations are more important than ever.

HR: Creating Measurable Performance Goals and Expectations

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to the goals and methods to help you review performance goals regularly. It also includes

documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.

HR: Developing Employee Discipline Policy

It is often difficult for managers and supervisors to make valid employment decisions. Employees may believe that a decision was unfair or biased. By implementing an effective workplace discipline policy, employees will know what is expected of them and what penalties may be imposed for certain offenses. This course provides practical advice on implementing or improving your discipline policy. You will learn to establish a policy and document all incidents, keep workforce dissatisfaction to a minimum, increase productivity, and boost morale.

HR: Fair and Legal Procedures for Discharging Employees

There are strict legal requirements as well as personal accountability when discharging an employee. This course covers all the critical aspects of termination, including information about the law and how it impacts the process and your decision. You will be given methods for identifying when discharge is appropriate and tools to help you prepare for the meeting. You will also learn specific techniques for communicating the decision and handling difficult employee reactions.

HR: The Family and Medical Leave Act

This course presents an overview of the Family and Medical Leave Act of 1993 (FMLA), which requires employers of a certain size to allow employees to take unpaid, job-protected leave in certain situations. It discusses employer and employee eligibility and highlights employer responsibilities, as well as providing practical tips on complying with these responsibilities.

HR: Tools for Dealing with Disciplinary Action

When a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are acting appropriately. This course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in the workplace today. The information presented will help you to treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions. You will learn how to conduct an investigation and apply an appropriate method of discipline.

HR: Violence in the Workplace Prevention Planning

Society at large and the workplace in particular are witnessing more violent behavior. This course has tools and methods to help the manager or supervisor recognize potentially violent situations and then to take positive action to eliminate the potential problem. There is a wide array of techniques to help leaders use communication, conflict intervention, and interpersonal skills to defuse dangerous situations.