

eLearning Options



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**OpenSesame Library of General Business Courses
\$199 Per Learner**

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Staffing eTrainer Industry Specific Courses, \$159/\$319 Per Learner

Introduction to Staffing

- History of Staffing
- Staffing Strategies
- Why Professionals Choose Staffing
- Mastering Communication Skills
- Understanding Industry Profits

Staffing Operations (Recruiter)

- History of Staffing
- Staffing Strategies
- Why Professionals Choose Staffing
- Mastering Communication Skills
- Discrimination Free Hiring
- Initial Screening of Candidates
- Skillful Interviewing
- Client Connection
- Taking a Request
- Making a Successful Match
- Selling the Opportunity
- Understanding Industry Profits

Additional Options

All-Inclusive Licenses

Access to All OpenSesame & Staffing Industry Courses | Exclusive Content |
25% Discount on Toolkits

1 - 10 Learners \$250/month	11 - 15 Learners \$330/month
16 - 25 Learners \$450/month	26 - 35 Learners \$560/month
36 - 50 Learners \$700/month	51 - 75 Learners \$937/month

Over 75 Learners? Contact us for pricing. 770-335-4249

Staffing eTrainer Industry Specific Course Listing

[History of Staffing](#)

[Introduction to Staffing, Staffing Operations](#)

This course will review the staffing industry's history and current trends. How we evolved into a very strategic part of workforce management.

[Staffing Strategies](#)

[Introduction to Staffing, Staffing Operations](#)

The staffing industry provides flexible strategies to meet changing workforce demands. As a Staffing Consultant, you can help your client identify the most appropriate strategy for their current business environment. You will learn eight staffing strategies and the value/appropriate use of each strategy.

[Why Professionals Choose Staffing](#)

[Introduction to Staffing, Staffing Operations](#)

People choose to work for temporary staffing companies for a variety of reasons. Upon completing this course, you will understand the reasons people choose to work in temporary staffing positions.

[Mastering Communication Skills](#)

[Introduction to Staffing, Staffing Operations](#)

As a staffing consultant, you are a solutions provider – NOT an order taker. Therefore, you must identify client needs that are below the surface. Focusing on your questioning, listening, and analyzing skills will help you be more successful.

[Discrimination Free Hiring](#)

[Staffing Operations](#)

This course is intended as a brief explanation of federal equal employment opportunity (EEO) laws. This course covers questions you should not ask an applicant and the purpose and steps of performing a quality screening conversation.

[Initial Screening of Candidates](#)

[Staffing Operations](#)

One of the first interactions with a potential employee is the initial screening process. This initial contact, either by phone or in person, is an opportunity to qualify the candidate for an interview, while building loyalty, and a professional relationship at the same time.

[Skillful Interviewing](#)

[Staffing Operations](#)

Skillful interviewing is the key to making a successful client match. A thorough interview allows you to discover the skills, knowledge, and experience that meets your clients' needs. Develop a more effective work experience for the applicant by identifying their qualifications, job preferences, and career goals.

[Client Connection](#)

[Staffing Operations](#)

A staffing professional's success relies on the ability to know and understand your clients. In this course you will learn the value we provide to our clients, how to understand your client's true needs.

[Taking a Client Request](#)

[Staffing Operations](#)

In this course you will also learn the five steps to taking a request from your client.

[Making a Successful Match](#)

[Staffing Operations](#)

Your ability to make the best matches possible will enhance the service you provide your clients, as well as reduce the number of refills you will need to manage. You will learn the eight key components for selecting the best candidate.

[Selling the Opportunity](#)

[Staffing Operations](#)

Finding a great match is only the first step in filling the assignment. You must also be able to explain the assignment for the associate to view it as an opportunity.

[Understanding Industry Profits](#)

[Introduction to Staffing, Staffing Operations](#)

You will gain a clear understanding of how our industry makes profit which will be helpful to your bottom line. You will learn how burden impacts our bottom line and what you can do to make a difference.

HR and Compliance

- Affirmative Action: An Overview
- Americans with Disabilities Act (ADA) for Supervisors
- Anti-Harassment: 01. Anti-Harassment for Everyone
- Anti-Harassment: 02. Anti-Harassment for Managers
- Avoiding Wrongful Termination (Manager)
- Conducting Exceptional Interviews
- Controlling Bias in Performance-based Hiring Interviews
- Converting to Performance-based Job Descriptions
- Defeating Unconscious Bias: Real Stories
- Employment Discrimination: Religion (Focus)
- Employment Law Essentials for Managers
- Essentials of I-9 Compliance
- Family and Medical Leave Act (FMLA)
- Harassment Prevention (Gated 1-hour: All US States except CT)
- Identifying and Preventing Sexual Harassment
- Interview Compliance and Fair Hiring
- Preventing Discrimination and Harassment (Global - Manager)
- Preventing Discrimination and Harassment (US - Employee)
- Preventing Workplace Harassment: Fundamentals
- Recruitment: Job Analysis and Job Descriptions
- The Americans with Disabilities Act (ADA)
- The Exploratory Phone Screen for Performance-based Hiring
- Unconscious Bias
- Understanding Wage and Hour Laws (FLSA)
- Wage and Hour Basics (Manager)

Personal Improvement

- Applying Interpersonal Skills at Work
- Appreciate Feedback
- Business Power Skills: Business Acumen
- Improving Your Emotional Intelligence
- Prioritize and Organize
- Professional Excellence
- Set and Achieve Goals
- Systems for Time Management
- Take Control of Your Time
- Time Management
- Using Goals to GROW

Communication

- Basic Grammar Tips for Business Writing: Proper Grammar and Formatting for the English Languages
- Basic Grammar Tips for Business Writing: Basic Punctuation Rules for the English Language
- Building Credibility and Trust for Improved Communication
- Communicating Effectively
- Communicating Effectively – Success at Work
- Conflict De-Escalation Techniques
- Framing the Message for Greater Impact
- Handling Difficult Conversations: How to Hold a Difficult Conversation
- Handling Difficult Conversations: Preparing for a Difficult Conversation
- Mistakes in Interpersonal Communication
- Team Working Excellence
- Workplace Etiquette: How to Communicate Professionally
- Write Effective Emails

Sales and Customer Service

- Building Customer Relationships
- Consultative Selling: 4 – PUSLE Model: Understand
- Consultative Selling: 6 – PUSLE Model: Solution
- Fanatical Prospecting
- Got Sales?: Communication
- Got Sales?: Consultative Selling
- Marketing Strategy That Drives Effectiveness
- Preparing for Negotiations
- Preparing to Meet Your Prospects
- Sales Effectiveness: Mastering the Cold Calling Process
- Sales Fundamentals
- The Role of Sales and Art of Selling

- Boosting Emotional Intelligence
- Fundamental Four of Leadership: Communication: Getting Your Message Across
- Fundamental Four of Leadership: Communication: Listening to Understand
- Growing Your Team to High Performance (US)
- Skills for Managers: Inspire with a Vision
- The Art of Leadership Presence: Introduction
- The Art of Leadership Presence: Confidence
- The Art of Leadership Presence: Consistency
- The Art of Leadership Presence: Calm in the Chaos

Managerial Skills

- FOSA Documenting Discipline
- Giving and Receiving Feedback
- Goal Setting for Managers
- KPIs are SMART Targets
- Mystory as a Manager: I Am Running My First Team Meeting
- Mystory as a Manager: I Am Setting Objectives and Key Results to Be Achieved
- Overcoming Challenges to Teamwork
- Responding to Union Activity
- Skills for Managers: Inspire with a Vision
- Successful Meetings
- Successful Termination
- The Manager's Role as Communicator
- Transitioning into Your Role New Manager Role
- Understanding Delegation

Finance

- Financial Skills: Finance for Non-Finance Managers
- Understanding Financial Information

Safety

- Creating a Safe Industry Workplace (*Lifting, confined spaces, slips/trips/falls, fire prevention, electrical shock*)
- Forklift Operator: Orientation
- Hearing Conservation Awareness
- Incident Investigation: Orientation
- Lean Management
- Lockout Tagout
- OSHA: Introduction to OSHA
- Office Safety: Ergonomics
- Personal Protective Equipment
- Personal Protective Equipment: Eye and Face Protection
- The Easy Guide to Hand safety
- Walking-Working Surfaces

Leadership

- Becoming a Competent Leader: Building an Effective Leadership Succession Plan
- Developing a Vision as a Leader
- Improving your Emotional Intelligence
- Emotional Intelligence and You: The Crucial EQ Moment – It's in the Pause