

eLearning Options 2024



**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
- Hiring the Best
- Beyond the Interview: Validating Skills & References
- Client Connection
- Taking a Request
- Making a Successful Match
- Selling the Assignment
- The Quality Assurance Cycle
- 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 how we have evolved into a very strategic part of workforce management. This course also covers current trends in our industry.

[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 be able to describe the reasons why people choose to work 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 and the steps of the pre-screening process. This course covers questions you should not ask an applicant and the purpose and steps of performing a quality screening conversation.

[Hiring the Best](#)

[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. Create a more satisfying work experience for the applicant, by discovering their qualifications, job preferences and career goals.

[Beyond the Interview: Validating Skills & References](#)

[Staffing Operations](#)

What happens during the screening and interview process is just as important as the interview itself. Upon completing this course section, you will be able to appropriately validate skills using five steps and you will understand how to conduct an effective reference check.

[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 Assignment](#)

[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.

[The Quality Assurance Cycle](#)

[Staffing Operations](#)

Your goal is to create successful working relationships among your staffing service, clients, and temporary associates. You will learn the best questions to ask each to determine how you can improve your offerings.

[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
- The Americans with Disabilities Act (ADA)
- 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
- 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)
- Recruitment: Job Analysis and Job Descriptions
- 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
- 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
- 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

Manager Skills

- FOSA Documenting Discipline
- Giving and Receiving Feedback
- Goal Setting for Managers
- KPIs are SMART Targets
- Mystery as a Manager: I Am Running My First Team Meeting
- Mystery 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

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
- 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

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
- 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