

NEOGOV Learn Course Catalog

December 2023



Business Skills

6 Tips for Parents Working from Home
ADA Compliant Documents
Budgeting for Elected Officials
County Government Basics for Newly Elected Officials
Digital Literacy: Basic Technical Fluency for Employees***
Employee Accountability
Leading Successful Remote Teams
Leadership Competencies for New Supervisors
Managing Stress in Uncertain Times
Managing Unionized Employees***
Media Training Part 1: Crafting Your Message
Media Training Part 2: Preparing for the Interview
Municipal Government Basics for Newly Elected Officials
Onboarding Remote Employees
Social Media for Public Officials
Special District Basics for Newly Elected Officials
The Remote Manager: Employee Engagement***
Township Basics for Newly Elected Officials
Writing in Plain Language for Government
Zoning Basics: By Right Projects, Special Permits, and Zone Changes
Zoning Basics: Permit Evaluation Criteria
Zoning Basics: Roles and Procedures
Zoning Basics: Subdivision Ordinances
Zoning Basics: Uses and Development Standards

Campus Safety

Bloodborne Pathogens for Campus Law Enforcement
School Bus Safety: Bullying on the Bus
School Bus Safety: Emergency Operations
School Bus Safety: Loading & Unloading
School Bus Safety: Safe Bus Operation

School Bus Safety: Transporting Students with Special Needs

Child Safety

Appropriate Touch
Before and After School Program
Camp Aquatics Safety
Day Camp Supervision
Injury Prevention in Youth Sports
Mandatory Reporters of Child Abuse and Neglect
Resident Camp Supervision

Cyber Security

Complying with HIPAA for Business Associates
Complying with HIPAA for Covered Entities
Complying with HIPAA for Hybrid Entities
Criminal Justice Information Services
Cyber Security: Best Practices for At-Home Employees
Cybersecurity: Data Classification and Handling
Cybersecurity: Data Privacy and Safe Computing
Cybersecurity: Data Privacy and Security **
Cybersecurity: Responding to Data Breaches**
PCI Security Standards at the Point of Sale
PCI Security Standards for IT and Back Office
PCI Security Standards for Managers
PCI Security Standards on the Phone and Online
Preventing Phishing **
Privacy Awareness **
Records Management **
Responsible Use of Social Media
Security Awareness **
Security Awareness with Privacy Principles
Security Basics

Diversity & Inclusion

Become a Disability Ally in Your Workplace

* Meets the Illinois Workplace Transparency Act Requirement
** Meets the P.A. 102-0753 Cybersecurity requirements
*** Meets SHRM continuing education requirements

Courageous Conversations***
Cultural Competence***
Leading an ERG
Managing a Generationally Diverse Team
Navigating Generational Diversity in the Workplace
The HR Guide to LGBTQIA+ Equality in the Workplace
Understanding and Preventing Microaggressions***
Understanding Diversity, Equity, and Inclusion

Driver Safety

Aggressive Driving and Road Rage
Avoiding Collisions While Backing & Parking
Backhoe Safety with Trackhoe Supplement
Bulldozer Safety
Defensive Driving
Defensive Driving for Vanpool Drivers
Driving Around Animals
Driving in Adverse Weather
Driving While Impaired
Driving with Distractions
Dump Truck Safety
Hazard Recognition
Intersections: Turning & Right of Way Lane Use
Liability While Driving Government-Owned Vehicles
Light Trucks: Avoiding Collisions
Light Trucks: Backing Safety
Light Trucks: Driving Hazards
Light Trucks: Ergonomics
Light Trucks: Handling Extreme Conditions
Light Trucks: Trailering
Managing Speed
Road Grader Safety
Slower is Faster - Survival Skills for Ambulance Drivers
Slower is Faster - Survival Skills for Fire Engine Drivers
Slower is Faster - Survival Skills for Law Enforcement Drivers
Snow Plow Safety

Space and Time Management
Street Sweeper Safety
Survival Driving - Emergencies and Natural Disasters
Survival Driving - Urban Driving
Tailgate Topics - Avoiding Accidents
Tailgate Topics - Buckle Up
Tailgate Topics - Distracted Driving: Drop it & Drive
Tailgate Topics - Driving Defensively
Tailgate Topics - Drowsy Driving
Tailgate Topics - Emotional Driving
Tailgate Topics - Hang Up and Drive: Cell Phones + Driving
Tailgate Topics - Intersections
Tailgate Topics - Look Back: Mirror, Mirror on the Car
Tailgate Topics - Safe Following
Tailgate Topics - Winter Driving
Turning Hazards
Vehicle Care and Maintenance
Winter Driving Safety
Winter Driving: Braking and Special Consideration
Winter Driving: Comprehensive
Winter Driving: Trapped or Stranded Vehicles
Winter Driving: Travel Planning and Techniques
Winter Driving: Weather Conditions & Preparations

Emergency Preparedness

Emergency Prep & Response: Earthquakes
Emergency Prep & Response: Floods
Emergency Prep & Response: Hurricanes
Emergency Prep & Response: Terrorism
Emergency Prep & Response: Tornadoes
Emergency Prep & Response: Wildfires
Emergency Prep & Response: Winter Storms

Employment Liability

Anti-Bullying Supervisor Training***
Antiracism: Challenging Inequity***
Bias in Interviewing***
C.A.R.E. About Implicit Bias***

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Challenge Organizational Bias***
 Developing a Diversity and Inclusion Program***
 Discipline and Termination: Documenting Discipline***
 Discipline and Termination: Progressive Discipline***
 Discipline and Termination: Sensitive Subjects***
 Discipline and Termination: Termination Tips***
 Discussing Racism for K-12 Educators
 EEO Laws: An Introduction***
 EEO Laws: Supervisor Responsibilities***
 Emergency Leave Under the FFCRA***
 Employer Responsibilities for Domestic Abuse***
 Ethical Decision Making in the Workplace***
 Ethics: Governmental Transparency Laws for First Amendment Audits Public Officials
 Ethics: Laws Relating to Fair Processes
 Ethics: Personal Advantages and Perks for Public Officials
 Ethics: Personal Financial Gain by Public Officials
 Evaluating Your Workplace Behavior***
 FLSA and Minimum Wage Rules***
 FLSA: Employee Classification & Overtime Rules***
 FLSA: Record Keeping Rules***
 Harassment Prevention for Illinois Employees***
 Harassment Prevention for Employees: Condensed
 Harassment Prevention for Illinois Supervisors***
 Harassment Prevention for Supervisors: Condensed
 Hiring Liability: Discrimination***
 Hiring Liability: Improper Background Investigations***
 Hiring Liability: Misrepresentation & Implied Contracts***
 Hiring Liability: Negligent Hiring***

Hiring Liability: Supervisor responsibilities
 Introduction to Lawful Hiring***
 Interacting with Unhoused People
 Lawful Interviewing: Ask Effective Questions***
 Lawful Interviewing: Conduct Interviews, Part I***
 Lawful Interviewing: Conduct Interviews, Part II***
 Lawful Interviewing: Preparing to Interview Loudermill, Weingarten, and Garrity Rights for Employees
 Loudermill, Weingarten, and Garrity Rights for Supervisors***
 Public Employment Law Fundamentals***
 Public Records Requests***
 Records Retention***
 RISE Up Against Workplace Bullying***
 The Drug-Free Workplace Act for Employees***
 The Drug-Free Workplace Act for Supervisors***
 The Family and Medical Leave Act: Eligible Employees***
 The Family and Medical Leave Act: Overview***
 The Family and Medical Leave Act: Qualifying Reasons***
 The Family and Medical Leave Act: Supervisor Responsibilities***
 Title I of ADA for Higher Ed: Interactive Process***
 Title I of ADA for Higher Ed: Reasonable Accommodation***
 Title I of ADA: Interactive Process***
 Title I of ADA: Reasonable Accommodation***
 Title I of ADA: Supervisor Responsibilities***
 Title VI of the 1964 Civil Rights Act for Higher Education***
 Title VI of the 1964 Civil Rights Act for Municipalities***
 Title IX Final Rule for Faculty & Staff
 USERRA Rights & Supervisor Responsibilities***
 Workplace Investigations for Supervisors: Closing the Investigation
 Workplace Investigations for Supervisors: Conducting Interviews

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Workplace Investigations for Supervisors:
Knowing When & Why to Investigate
Workplace Investigations for Supervisors:
Planning the Investigation
Workplace Investigations for Supervisors:
Preparing Interview Questions

Health & Safety

A COVID-19 Response: Returning to Work
Accident Incident Investigation
Active Shooter and Workplace Violence
Response (Higher Ed)
Active Shooter and Workplace Violence
Response (Workplace)
Aquatic Safety
Arc Flash Safety
Asbestos Awareness
Avoiding Animal Bites
Avoiding the Crush Zone
Back Safety
Basic Construction Safety
Basic Industrial Safety
Behavior-Based Safety for Supervisors
Bloodborne Pathogens
Bloodborne Pathogens Condensed
Bloodborne Pathogens for Healthcare Workers
Bloodborne Pathogens for Law Enforcement
Bullying Prevention at Camp
Chainsaw Safety
Child Sexual Abuse Prevention at Camp
Compressed Gas Safety
Confined Space Entry
Contact Tracing in Your Community
COVID-19: A Pandemic Response
Crossing Guard Training
Disaster Benefits Administration
Electrical Safety
Emergency Communication in the Workplace
Emergency Preparedness: Continuity of
Operations
Emergency Response in the Workplace
Employee Safety Awareness
Eye and Face Protection
Fall Protection

Fall Protection: Comprehensive
Fentanyl Exposure Safety
Field Biological Hazards
Fire and Explosion Hazards
Fire Prevention
Fire Prevention: Comprehensive
Flagger Safety
Food Safety
Forklift Safety
Forming and Operating Safety Committees
General Safety Boost Episode 1: Ergonomics
General Safety Boost Episode 10: Skin
Protection
General Safety Boost Episode 11: First Aid
General Safety Boost Episode 12: Active Shooter
General Safety Boost Episode 2: Back Safety
General Safety Boost Episode 3: Trip Hazards
General Safety Boost Episode 4: Emergency
Preparedness
General Safety Boost Episode 5: Fire Safety
General Safety Boost Episode 6: Hazard
Communication
General Safety Boost Episode 7: Slip Hazards
General Safety Boost Episode 8: Drug-Free
Workplace
General Safety Boost Episode 9: Bloodborne
Pathogens
Hand and Power Tool Safety
Hazard Communication: The New GHS
Standards
Hearing Conservation
Hoisting and Rigging
Home Office Ergonomics
Hydrogen Sulfide Safety Awareness
Indoor Crane and Sling Safety
Introduction to Contact Tracing
Introduction to OSHA
Job Hazard Analysis
Job Hazard Analysis for Supervisors
Laboratory Safety
Ladder Safety
Landscape Safety
Lead Safety Awareness
Lockout/Tagout Safety
Lockout/Tagout Safety: Comprehensive

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Machine Guarding
Material Handling and Storage
New Employee Safety Orientation
Occupational Disease Prevention for Firefighters
Office Safety
OSHA Investigations and Inspections
OSHA Recording and Reporting
Personal Protective Equipment
Personal Protective Equipment: Eye and Face Protection
Personal Protective Equipment: Foot Protection
Personal Protective Equipment: Hand Protection
Personal Protective Equipment: Head Protection
Personal Protective Equipment: Noise Exposure and Hearing Conservation
Personal Protective Equipment: Respiratory Protection
Playground Safety
Playground Supervision
Practicing Hand Hygiene
Practicing Hand Hygiene: Child Care Providers
Practicing Hand Hygiene: Food Service Professionals
Practicing Hand Hygiene: Medical Professionals
Preparing Your Workplace for COVID-19
Preventing Slips, Trips, and Falls
Preventing Slips, Trips, and Falls for Firefighters
Preventing Strains and Sprains
Railroad Crossing Safety
Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Alcohol Misuse
Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Drug Use
Respiratory Protection
Safe Patient Handling
Safety Awareness Program for Supervisors
Safety Data Sheets
Safety in Local Government: Part 1
Safety in Local Government: Part 2
Scaffolding Safety

Shallow Water Blackout
Shelter Protocol: Operating & Closing a Shelter
Shelter Protocol: Preparing to Open a Shelter
Silica Awareness: Silica and the OSHA Silica Standard
Silica Awareness: Working Safely with Silica
Site Control
Slips, Trips, and Falls
Spill Prevention and Control
Stress Management at Work and Elsewhere
Stress Management for Public Safety
Telecommunicators
The Professional Lifeguard
Transitional Duty: Improving Your Return to Work Program
Trenching and Excavation Safety
Trip and Transportation Safety
Updating Your Workplace Response to COVID-19
Waste Management
Welding, Cutting & Brazing Safety
Whole Health: A Well-Rounded Exercise Routine
Whole Health: Am I at Risk for Diabetes?
Whole Health: Am I Getting the Right Nutrition?
Whole Health: Brain Health
Whole Health: Dental Care
Whole Health: Good Sleep Habits
Whole Health: Maintain a Strong & Healthy Back
Whole Health: Preventive Care
Whole Health: Self-Awareness About Drinking
Whole Health: Techniques to Manage Stress
Whole Health: The 3 Biggest Myths About Smoking
Wildfire Smoke Safety
Work Zone Safety
Working Outdoors in Warm Weather
Working Outdoors in Warm Weather for Camp Employees
Workplace Allergies & Sensitivities for Employees***
Workplace Ergonomics
Workplace Ergonomics Update

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Higher Ed

Anti-Bullying Supervisor Training for Higher Ed
Cyberbullying Awareness & Prevention for Higher Education
EEO Laws for Higher Ed: An Introduction
EEO Laws for Higher Ed: Age Discrimination in Employment Act
EEO Laws for Higher Ed: Equal Pay Act of 1963
EEO Laws for Higher Ed: Genetic Information Nondiscrimination Act
EEO Laws for Higher Ed: Pregnancy Discrimination Act
EEO Laws for Higher Ed: Supervisor Responsibilities
EEO Laws for Higher Ed: Title I of the ADA
EEO Laws for Higher Ed: Title VII of the Civil Rights Act
RISE Up Against Workplace Bullying in Higher Ed

Human Capital

8 Tips for Working From Home
Analyzing Work Processes***
Coaching to Build Skills***
Coaching to Develop Motivation***
Conveying Information***
Creating a Total Service Experience
Dealing with Aggressive Behavior***
Dealing with Bad Behavior***
Dealing with Conflict***
Dealing With Difficult Customers
Dealing With Grief and Loss in the Workplace for Employees
Dealing With Grief and Loss in the Workplace for Supervisors
Defining a Problem***
Defining Coaching***
Defining Useful Workplace Feedback***
Determining Your Problem-Solving Style***
Effective Writing for Business***
Focusing on the Customer***
Giving Feedback***
How Work Teams React to Change***
Identifying Performance Standards
Identifying Strategies for Making Change Work

Identifying the Characteristics of Change***
Implementing Process Improvements***
Introducing Personal Power
Listening Skills***
Measuring and Monitoring Processes
Providing Service with Heart
Receiving Feedback***
Setting Overall Goals***
The Responsibilities of a Manager***
The Role of Customer Service
The Role of the Supervisor***
Understanding Skills***
Understanding Team Building***
Writing Inclusive Job Descriptions
Writing Unbiased Interview Questions for Supervisors

IFMK Law

Illinois Freedom Of Information Act
Managing Employees From Hire to Termination, Part 1
Managing Employees From Hire to Termination, Part 2
Sexual Harassment Prevention (IFMK Law)*
Sexual Harassment Prevention Training Supervisor Portion (IFMK Law)*

K-12 Education

Allergy Awareness for K-12
Asthma Awareness for K-12
Cyberbullying Awareness & Prevention (K-12)
FERPA 101 for K-12 Administrative Staff
FERPA 101 for K-12 Teachers
Harassment Prevention for K-12 Employees
Harassment Prevention for K-12 Supervisors
Maintain Engagement in Online Learning (K-6)
Seizure Awareness for K-12
Title VI of the 1964 Civil Rights Act for K-12
Verbal De-escalation (K-12)
Youth Suicide Prevention (K-12)
Youth Suicide Prevention (K-12) Part 1: Your Role in Prevention
Youth Suicide Prevention (K-12) Part 2: Observe, Support, Refer

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Youth Suicide Prevention (K-12) Part 3: A
Community Effort

Law Enforcement

Anti-Bias Policing: Part 1
Anti-Bias Policing: Part 2
Asher Model: Creating a Culture of Wellness
Asher Model: Educate Your Staff on Resilience
Asher Model: Encourage Healthy Habits
Asher Model: Encourage Spirituality
Asher Model: Focus on the Solutions
Asher Model: Making It OK to Not Be OK
Asher Model: Partner with the Family
Asher Model: Provide Peer Support
Below 100
Below 100 Tenets: Remember, Complacency
Kills!
Below 100 Tenets: Watch Your Speed
Below 100 Tenets: Wear Your Belt
Below 100 Tenets: Wear Your Vest
Below 100 Tenets: What's Important Now?
Bloodborne Pathogens for Law Enforcement
Officers
Community Policing, Part I
Community Policing, Part II
Coronavirus & Safety: What Every Cop Needs to
Know
De-Escalation and Communication, Part I
De-Escalation and Communication, Part II
False Arrests and Arrest Liability for Law
Enforcement
Firearms Safety
Guide to Consensual Encounters
Law Enforcement Ethics
Off-Duty Conduct
Officer Safety and Tactics for Chemical and
Bomb Threat Response

Personnel Guidelines for Law Enforcement (Part
1)
Personnel Guidelines for Law Enforcement (Part
2)
Preventing Slips, Trips, and Falls for Law
Enforcement Officers
Responding to Domestic Abuse Calls
Situational Awareness and Ambush Precautions
for Law Enforcement
Slower is Faster: Survival Skills for Law
Enforcement Drivers
Stress Management for Law Enforcement
Use of Force: An Overview
Use of Force: Community Policing and
Community Perceptions
Use of Force: Decision Making and Judgment
Use of Force: Ethical Considerations
Use of Force: Liability and Reasonableness

Leadership and Management

Accountability for Supervisors
Building a Kind and Connected Workplace
Corrective Action Series: Errors in Work
Corrective Action Series: Bullying Coworkers
Corrective Action Series: Employee Burnout
Emotional Intelligence and Self-Awareness for
Supervisors
Emotional Intelligence and Motivation for
Supervisors
Emotional Intelligence and Self-Regulation for
Supervisors
Emotional Intelligence and Empathy for
Supervisors
Introduction to Emotional Intelligence for
Supervisors
One Conversation Can Change Everything
Psychological Safety
Servant Leadership

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