



# NEOGOV Learn Course Catalog

April 2025

## Business Skills

6 Tips for Parents Working From Home  
Acting With Empathy  
Active Listening  
Adapting to Customer Communication Styles  
Budgeting for Elected Officials  
Clear Verbal Communication  
Core Principles of Customer Service  
County Government Basics for Newly Elected Officials  
Creating ADA Compliant Documents  
Customer Service for Frontline employees✓  
De-Escalation for Public-Facing Employees  
De-Escalation Techniques for Difficult Customers  
Digital Literacy: Basic Technical Fluency for Employees\*\*\*  
Effective Digital and Remote Interactions  
Employee Accountability  
Fundamentals of Local Government  
Kindness Matters  
Leadership Competencies for New Supervisors  
Leading Successful Remote Teams  
Making a Memorable First Impression  
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  
Non-Verbal Communication  
Onboarding Remote Employees  
Overcoming Language Barriers  
Public Speaking  
Social Media for Public Officials  
Special District Basics for Newly Elected Officials  
Staying Focused  
The Remote Manager: Employee Engagement\*\*\*  
Township Basics for Newly Elected Officials  
Understanding Customer Needs  
Why Customers Get Upset  
Writing in Plain Language for Government

Writing Clear Incident Reports✓

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

Child Abuse Awareness and Prevention for Texas

Day Camp Supervision

Injury Prevention in Youth Sports

Mandatory Reporters of Child Abuse and Neglect

Resident Camp Supervision

## Cyber Security

Avoiding Phishing Attempts

Complying with the Gramm-Leach-Bliley Act

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

## Diversity & Inclusion

Become A Disability A.L.L.Y. In Your Workplace

\* Meets the Illinois Workplace Transparency Act Requirement

\*\* Meets the P.A. 102-0753 Cybersecurity requirements

\*\*\* Meets SHRM continuing education requirements

\*\*\*\* Meets IL EPA continuing education requirements for Wastewater & Drinking Water Operator

✓ New Course Addition

Building a Gender Inclusive Workplace  
 Courageous Conversations\*\*\*  
 Cultural Competence\*\*\*  
 Environmental Justice  
 Intersectionality in the Workplace  
 Leading An Employee Resource Group  
 Managing a Generationally Diverse Team  
 Navigating Generational Diversity in the Workplace  
 Neurodiversity in the Workplace  
 Understanding and Preventing Microaggressions\*\*\*  
 Understanding and Preventing Microaggressions for Supervisors  
 Understanding Diversity, Equity, and Inclusion  
 Understanding Racial and Cultural Differences ✓  
 Understanding Socioeconomic Differences Among Students

### **Driver Safety**

Backhoe Safety with Trackhoe Supplement  
 Bulldozer Safety  
 Defensive Driving  
 Defensive Driving for Vanpool Drivers  
 Dump Truck Safety  
 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  
 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  
 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  
 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**

Accommodating Higher Ed Students with Disabilities  
 Accommodating K-12 Students with Disabilities  
 Anti-Bullying Supervisor Training  
 Antiracism: Challenging Inequity  
 Bias in Interviewing  
 Bystander Intervention✓  
 C.A.R.E. About Implicit Bias  
 Challenge Organizational Bias  
 Complying with the Gramm-Leach-Bliley Act  
 Complying with HIPAA for Employees, HW77  
 Consequences of Bias  
 CSA Guide to Clery Act  
 Developing a Diversity and Inclusion Program  
 Discipline and Termination: Discussing Discipline  
 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  
 Diversity in the Workplace: Diversity for All  
 EEO Laws: Age Discrimination in Employment Act  
 EEO Laws: An Introduction  
 EEO Laws: Equal Pay Act of 1963

\* Meets the Illinois Workplace Transparency Act Requirement

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\*\*\*\* Meets IL EPA continuing education requirements for Wastewater & Drinking Water Operator

✓New Course Addition

EEO Laws: Genetic Information Nondiscrimination Act  
 EEO Laws: Pregnancy Discrimination Act of 1978  
 EEO Laws: Supervisor Responsibilities  
 EEO Laws: Title I of the ADA  
 EEO Laws: Title VII of the Civil Rights Act  
 Emergency Leave Under the FFCRA  
 Employer Responsibilities for Domestic Abuse  
 Ethical Decision Making in the Workplace  
 Ethics: Governmental Transparency for Public Officials  
 Ethics: Governmental Transparency Laws for Public Officials (AB 1234)  
 Ethics: Laws Relating to Fair Processes (AB 1234)  
 Ethics: Personal Advantages and Perks for Public Officials  
 Ethics: Personal Advantages and Perks for Public Officials  
 Ethics: Personal Financial Gain by Public Officials  
 Ethics: Understanding Fair Processes for Public Officials  
 Evaluating Your Workplace Behavior  
 FERPA for Faculty in Higher Education  
 FERPA for Staff in Higher Education  
 First Amendment Audits  
 FLSA and Minimum Wage Rules  
 FLSA: Employee Classification & Overtime Rules  
 FLSA: Record Keeping Rules  
 Generating Solutions  
 Harassment Prevention for Employees  
 Harassment Prevention for Employees: Condensed  
 Harassment Prevention for Higher Ed Employees  
 Harassment Prevention for Higher Ed Supervisors  
 Harassment Prevention for Illinois Employees  
 Harassment Prevention for Illinois Supervisors  
 Harassment Prevention for 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  
 Implicit Bias in Action  
 Interacting with Unhoused People

Introduction to Lawful Hiring\*\*\*  
 Issues in Diversity: Be Attentive  
 Issues in Diversity: Embrace Tough Conversations  
 Issues in Diversity: Exercise Compassion  
 Issues in Diversity: Expand Horizons  
 Issues in Diversity: Share Responsibility  
 Issues in Diversity: Speak With Care  
 Issues in Diversity: Welcome New Perspectives  
 Lawful Interviewing: Ask Effective Questions\*\*\*  
 Lawful Interviewing: Conduct Interviews, Part I\*\*\*  
 Lawful Interviewing: Conduct Interviews, Part II\*\*\*  
 Lawful Interviewing: Prepare to Interview  
 Loudermill, Weingarten, and Garrity Rights for Employees  
 Loudermill, Weingarten, and Garrity Rights for Supervisors\*\*\*  
 Mandatory Reporting for Elder Abuse  
  
 Public Employment Law Fundamentals\*\*\*  
 Public Records Requests\*\*\*  
 Records Retention\*\*\*  
 RISE Up Against Workplace Bullying\*\*\*  
 School Bullying: Address Potential Bullying  
 School Bullying: Define Bullying & The Law  
 School Bullying: Identify Bullying Episodes  
 School Bullying: Understand Bullying Dynamics  
 The Biased Brain  
 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 for Higher Ed: Supervisor Responsibilities\*\*\*  
 Title I of ADA: Interactive Process\*\*\*  
 Title I of ADA: Reasonable Accommodation\*\*\*  
 Title I of ADA: Supervisor Responsibilities\*\*\*  
 Title IX Final Rule for Faculty & Staff  
 Title IX, The Clery Act, and VAWA for Faculty and Staff

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✓ New Course Addition

Title VI of the 1964 Civil Rights Act for Higher Education\*\*\*

Title VI of the 1964 Civil Rights Act for Municipalities\*\*\*

Transition to Remote Teaching for Higher Education

USERRA Rights & Supervisor Responsibilities\*\*\*

Wage and Hour Concerns During an Emergency

Workplace Investigations for Supervisors: Closing the Investigation

Workplace Investigations for Supervisors:

Conducting Interviews

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)

Addressing Substance Abuse Issues in the Workplace for Employees

Addressing Substance Abuse Issues in the Workplace for Supervisors

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

Fall Protection

Fall Protection: Comprehensive

Fentanyl Exposure Safety

Field Biological Hazards

Fire and Explosion Hazards

Fire Prevention

Fire Prevention: Comprehensive

Flagger Safety

Food 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

Heat Illness Prevention In Indoor spaces

Heat Illness Prevention In Indoor spaces (Supv.)

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

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Job Hazard Analysis for Supervisors  
 Laboratory Safety  
 Ladder Safety  
 Landscape Safety  
 Lead Safety Awareness  
 Lockout/Tagout Safety  
 Lockout/Tagout Safety: Comprehensive  
 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  
 Patient Handling - Introduction & Core Principles  
 (Part 1 of 8)  
 PHASE Patient Handling - Lifting and Assisting (Part 2  
 of 8)  
 PHASE Patient Handling – Carrying (Part 3 of 8)  
 PHASE Patient Handling – Transferring (Part 4 of 8)  
 PHASE Patient Handling – Extricating (Part 5 of 8)  
 PHASE Patient Handling – Stretcher (Part 6 of 8)  
 PHASE Patient Handling - Bariatric Patients (Part 7 of  
 8)  
 PHASE Patient Handling – Summary (Part 8 of 8)  
 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  
 Reasonable Suspicion for Drug and Alcohol Testing:  
 The Role of the Supervisor  
 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  
 Working Outdoors in Warm Weather  
 Working Outdoors in Warm Weather for Camp  
 Employees  
 Workplace Allergies & Sensitivities for Employees\*\*\*  
 Workplace Ergonomics  
 Workplace Violence Prevention  
 Workplace Violence for Healthcare Workers ✓

### Higher Ed

Anti-Bullying Supervisor Training for Higher Ed  
 Cyberbullying Awareness & Prevention for Higher  
 Education

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✓ New Course Addition

De-Escalation 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\*\*\*  
 Civility in the Workplace  
 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\*\*\*  
 Situational Leadership  
 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  
 Harassment Prevention for K-12 Employees  
 Harassment Prevention for K-12 Supervisors  
 Maintain Engagement in Online Learning (K-6)  
 Seizure Awareness 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  
 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

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✓ New Course Addition





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?  
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

### **Wellness**

Better Sleep Strategies  
Cultivating Compassion  
Managing Burnout  
Recognizing Mental Health Distress  
The Difference Between Stress and Anxiety

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  
Change Management  
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  
Managing Employees After a Critical Incident  
One Conversation Can Change Everything  
Psychological Safety  
Servant Leadership

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