



NEOGOV Learn Course Catalog

October 2025

Business Skills

6 Tips for Parents Working From Home
Acting With Empathy
Active Listening
Adapting to Customer Communication Styles
Appropriate Workplace Behavior: Appropriate Technology Use
Appropriate Workplace Behavior: Avoiding Discrimination
Appropriate Workplace Behavior: Avoiding Harassment
Appropriate Workplace Behavior: Avoiding Microaggressions
Appropriate Workplace Behavior: Handling Conflict
Appropriate Workplace Behavior: Handling Workplace Preferences
Appropriate Workplace Behavior: Navigating Humor
Appropriate Workplace Behavior: Preventing Gossip
Appropriate Workplace Behavior: Reporting Misconduct
Appropriate Workplace Behavior: Respectful Communication Styles
Appropriate Workplace Behavior: Respecting Personal Boundaries
Appropriate Workplace Behavior: Understanding Impact
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
Non-Verbal Communication
Officials
Onboarding Remote Employees
Overcoming Language Barriers
Performance Management Series: Introduction to Performance Management
Performance Management Series: Effective Communication Skills
Performance Management Series: Setting Clear Expectations
Performance Management Series: Providing Constructive Feedback
Performance Management Series: Coaching for Performance Improvement
Performance Management Series: Developing Employee Performance Plans
Performance Management Series: Documenting Employee Performance
Performance Management Series: Addressing Bias in Performance Evaluations
Performance Management Series: Handling Difficult Conversations
Performance Management Series: Managing Remote or Hybrid Team
Performance Management Series: Recognizing and Rewarding Employee Contribution
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

Transitioning from Private to Public Service for 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
 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
 Electric Vehicle Safety Awareness
 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

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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 (Series of 9 Boost)

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
 Appropriate Workplace Behavior (Series of 12 Boost)
 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

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

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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

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

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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: All Emergencies
Emergency Preparedness: Biological Threats
Emergency Preparedness: Bomb Threats
Emergency Preparedness: Continuity of Operations
Emergency Preparedness: Earthquakes
Emergency Preparedness: Floods
Emergency Preparedness: Hurricanes
Emergency Preparedness: Tornadoes
Emergency Preparedness: Wildfires
Emergency Preparedness: Winter Storms
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
Job Hazard Analysis for Supervisors
Laboratory Safety
Ladder Safety
Landscape Safety
Lead Safety Awareness
Lockout/Tagout Safety
Lockout/Tagout Safety: Comprehensive
Looking Out for Your Coworkers
Machine Guarding
Material Handling and Storage
Mower Safety
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
Risk Management Series: What is Risk Management?
Risk Management Series: Creating a Culture of
Safety and Compliance
Risk Management Series: Hazard Identification and
Workplace Assessments
Risk Management Series: Effective Incident Reviews
Risk Management Series: Workers' Compensation –
The Manager's Role
Risk Management Series: Risk Mitigation
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
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

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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
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)

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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

Wellness

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

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