NEW MINDEDGE COURSES – OCTOBER 2020

Banking: Banking Today – 1.0 CPFA
CEUs: .4 (Contact Hours: 4 hours)
Access Time: 90 days; Cost $200
Course Description
Financial institutions are unlike any other business. To someone new to the world of banking, it can seem puzzling. However, financial institutions play a key role in maintaining thriving communities and economies. The welfare of the nation depends on the banking industry. In this course, learners will examine types of banking, customer groups, the business of banking, and the role of banks in a community.

Learning Outcomes:
- Explain how employees, customers, and the community benefit from a financial institution
- Provide insight into the economy of banking
- Understand banking innovations and their impact on your organization
- Understand how a financial institution displays profitability
- Explain how organization structures differ within financial institutions and how the board, officers, and employees contribute to expanding relationships
- Describe the methods used to safeguard banking relationships and funds

Banking: Legal Foundations in Banking – 1 CPFA
CEUs: 0.4 (Contact Hours: 4 hours)
Access Time: 90 days; Cost $100
Course Description
As a vital part of the U.S. economy and a necessity for most Americans, the banking industry is subject to extensive regulation, and banking professionals must understand the legal and ethical responsibilities that come with their work. This course introduces learners working toward Modern Banking Representative Certification to the basics of banking law, exploring the agencies that regulate banking in the U.S. and the various federal laws that affect banking professionals' daily operations.

Learning Outcomes:
- Outline the responsibilities of the federal agencies that regulate banking in the U.S.
- Summarize federal laws that significantly impact the U.S. banking industry
- Apply principles of ethical conduct in daily banking operations
- Understand the function of appraisals in banking
- Explain the basic structure of a contract and the significance of a breach of contract
- Explain the mechanisms behind checks and other negotiable instruments
- Identify the rights and responsibilities of bank account holders based on the titling of the account in question
- Explain the responsibilities of banks in combating financial crime
- Evaluate the potential impact of operations on a banks reputation

Banking: Quality Service – 1.5 CPFA
CEUs: 0.6 (Contact Hours: 6 hours)
Access Time: 90 days; Cost $100
Course Description
Service representatives often act as the "face" of their organizations and play a critical role in delivering the best experience for every customer. In this course, learners will explore theories, strategies, and techniques for delivering quality service and building customer loyalty. This course is designed for service professionals with any

level of experience who want to expand their knowledge, improve their skills, and increase their understanding of customer service.

Learning Outcomes:
- Describe the benefits of providing quality customer service, identify internal customers, and identify how to help organizations excel
- Apply best practices in customer service and employ the criteria required for a satisfactory customer experience
- Describe the external and internal factors in a customer's experience and how these relate to the Voice of the Customer
- Identify the benefits of bringing respect, emotional support, and a personal touch to customer interactions, and apply these practices to customer interactions
- Differentiate between and recommend key performance indicators (KPIs) to enhance the customer experience
- Identify different types of face-to-face communication, the critical success factors in face-to-face communication, and the benefits of actively listening to customers
- Identify various remote customer service communication channels, e.g., online, phone, etc., and apply best practices for each channel
- Take action to increase the loyalty of the customers served
- Identify the benefits of customer complaints, the steps in the service recovery process, and analyze the moments of truth in real-life situations

Management: HR Fundamentals for Managers – 1.5 CPFA
CEUs: 0.3; HRCIs: 3 (Contact Hours: 3 hours)
Access Time: 90 days; Cost $79
Course Description
Proper management of human resources is vital for creating and sustaining a skilled and engaged workforce, developing a positive business culture, and generating a competitive advantage. In every business where a manager supervises a group of employees, that manager is responsible for some aspect of human resources, and successful managers know the importance of keeping up with current laws and HR best practices. This course equips managers with foundational HR knowledge in areas related to employee recruitment and selection, onboarding and training, compensation, and performance management.

Learning Outcomes:
- Describe the role of the manager in HR tasks
- Consider different approaches to employee recruitment
- List the steps involved in employee selection
- Review various methods for evaluating prospective employees
- Describe the importance of onboarding
- Distinguish between training and development
- Describe common types of training and training delivery methods
- Identify elements of compensation
- Consider the importance of wage equity and competitiveness
- Distinguish between legally mandated and optional benefits
- Compare various methods of performance appraisal
- Explain the importance of progressive discipline

Computer Applications: PowerPoint Basics 1.5 CPFA

CEUs: 0.3 (Contact Hours: 3 hours)

Access Time: 90 days; Cost $79

Course Description

Learn how to create presentation slides that complement your message and engage your audience. This introductory-level course covers the basic tools and functions required to craft custom slides using Microsoft's PowerPoint. Functions covered in the course include inserting text boxes and images, presenting information with tables, charts, and SmartArt, incorporating transitions and animation, and formatting slide layouts. During the course, you will learn how to build a presentation from start to finish and will gain a greater understanding of the most popular PowerPoint tools.

Learning Outcomes

- Identify and understand the different components of the PowerPoint interface
- Create, delete, duplicate, and rearrange slides
- Insert and edit text boxes with consideration for readability
- Import images into a PowerPoint slide from different sources
- Utilize the Shapes and SmartArt tools to communicate concepts visually
- Add charts, graphs, and tables to present information in a non-text format
- Incorporate transitions and animations into a slide
- Apply a PowerPoint theme to a presentation
- Leverage certain PowerPoint tools to prepare and deliver a presentation
- Save, export, and print a presentation

HR Hot Topic: Buzzworthy Benefits - .75 CPFA

CEUs: .15 (Contact Hours: 1.5 hours)

Access Time: 90 days; Cost $39

Course Description

Employers are looking for ways to attract and retain top employees. Employees are seeking working conditions that reflect their needs and wants. By offering the right employee benefits, both employers and employees can reach their goals. In this course, you will learn about increasingly popular employee benefits, including paid leave for new parents, student loan assistance programs, and employer-sponsored volunteerism policies.

Learning Outcomes:

- Describe different methods of student loan assistance
- Explore the effects of legislative acts and the role of taxes in loan repayment
- Explain the components of tuition reimbursement programs
- Explore workplace policies for maternity and paternity leave
- Describe how government acts affect paid leave policy
- Identify the components of employer-sponsored volunteerism policies

HR Hot Topic: Diversity and Inclusion in the Workplace .75 CPFA

CEUs: .15 (Contact Hours: 1.5 hours)

Access Time: 90 days; Cost $39

Course Description

While diversity and inclusion are popular topics in the media and for many progressive organizations, the concepts of diversity and inclusion can be slippery and elusive. What are diversity and inclusion? How are they related to each other? How do you know if your organization is diverse and practices inclusivity? What diversity and inclusion initiatives produce measurable results? In this course, you will examine the concepts of diversity and inclusion and will gain the tools necessary to support an inclusive workplace.

Learning Outcomes:

- Define and distinguish diversity and inclusion
- Identify and understand the federal laws created to bolster diversity and inclusion in the workplace
- Explain how diversity and inclusion goes beyond compliance with the law
- Define and distinguish discrimination and prejudice
- Explain unconscious bias
- Identify different types of unconscious bias
- Describe the importance of organizational culture and its relation to diversity and inclusion
- Identify and understand different types of initiatives to foster workplace inclusion
- Explain how different metrics can be used to track and gauge the effectiveness of initiatives
- Understand the importance of progressive policies and initiatives

HR Hot Topic: Employee Classification .75 CPFA

CEUs: .15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39

Course Description

Successful businesses and organizations rely on workers to perform daily tasks and to keep things running smoothly. Regardless of size, mission, or product, all organizations must determine which roles and responsibilities are necessary to meet business needs. Human resources professionals play a key role in helping organizations assess the number of workers needed, the duties and responsibilities associated with specific roles, and whether or not to hire employees or independent contractors to perform specific tasks. This course provides HR professionals with an overview of different employee classification types, important regulations related to employee classification, and action steps for maintaining compliance.

Learning Outcomes:
- Explain why employee classification is important for businesses and organizations to consider
- Describe potential consequences of misclassification
- Define common terms related to employee classification
- Identify key differences between employees and independent contractors
- Name the basic regulations outlined in the Fair Labor Standards Act (FLSA)
- Determine whether an employee would classify as exempt or nonexempt under the FLSA
- Understand key elements of maintaining employee classification compliance

HR Hot Topic: Flexible Work Arrangements .75 CPFA

CEUs: 0.15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39

Course Description

We live in a time where "alternative" work arrangements are becoming more and more the norm. Especially in the wake of the COVID-19 pandemic, companies are exploring new ways of working and are seeing the benefits of greater adaptability as circumstances continue to change and evolve. Both employers and employees can benefit from flexible work arrangements, but offering greater flexibility is not without risk. In this course, you will explore flexible work arrangements, including remote work, flextime, job sharing, compressed workweeks, contracting, gig work, and permanent part-time positions. You will also learn how these flexible work arrangements affect both the business objectives of an organization and the work-life balance of employees.

Learning Outcomes:
- Identify different flexible work arrangements
- Describe the effects of flexible work arrangements on work-life balance
- Explain the advantages and disadvantages of remote work
- Describe health and wellness guidelines for flexible work arrangements

- Explain components of a flex time work arrangement
- Recognize the costs and benefits of a compressed work schedule
- Explain advantages and disadvantages of different job-shares
- Distinguish between independent contractors, full-time employees, and gig workers
- Distinguish between permanent part-time employees, temporary part-time employees, and seasonal part-time employees
- Explain reasons that employees choose phased retirement
- Describe how phased retirement can affect benefits

HR Hot Topic: Handling Workplace Violence .75 CPFA

CEUs: .15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39

Course Description

Conflict is inevitable in every workplace environment but can typically be resolved with strong leadership and interpersonal communication skills. However, there are times when conflict escalates to a level that puts a worker's well-being or safety at risk. Such dangerous conflict can have devastating effects on an organization, dissolving its focus and resources and even causing it to shut down operations completely. This course will explore the causes and signs of violence in the workplace and will provide tips on how to diffuse dangerous behavior and restore a positive, safe workplace environment.

Learning Outcomes:
- Define workplace violence
- Identify the warning signs of violent behavior
- Explain the causes of violence in the workplace
- Describe strategies for resolving dangerous conflict
- Discuss the role of emotions in people's behavior
- Identifying bullying behavior and address its presence in the workplace
- Explain ways to prevent and deal with assault and sexual harassment in the workplace
- Describe ways to handle active shooter and hostage situations

HR Hot Topic: Marijuana and the Workplace .75 CPFA

CEUs: .15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39

Course Description

Medical marijuana is legal in more than half the states and the District of Columbia (D.C.), and the recreational use of marijuana is legal in many. Yet, federal law still identifies marijuana as an illegal drug. In this course, you will learn about the importance of creating and communicating clear workplace policies that address employee drug use. You will also learn to identify signs that an employee might be impaired and how to address those concerns when they come up. You will have the opportunity to explore the legal status of marijuana in your state.

Learning Outcomes:
- Define and identify safety-sensitive jobs
- Understand zero-tolerance policies for drug use in the workplace
- Explain key components of second chance agreements
- Understand the reasons employees use marijuana for medical reasons
- Describe the responsibilities towards employees with medical marijuana cards
- Explain how and when to use drug test for employees
- Identify the symptoms of marijuana-related impairment

- Explain the steps taken for an employee suspected of impairment
- Describe how to encourage employees to participate in Employee Assistance Programs (EAPs)
- Identify the Federal Acts that affect marijuana impairment in the workplace
- Understand how to formulate an effective workplace drug policy given employers responsibilities and evolving legislation

HR Hot Topic: Pay Equity .75 CPFA

CEUs: .15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39
Course Description

The Equal Pay Act was passed in 1963, yet a 2020 report by hired.com found that 63 percent of men receive higher salaries than women performing the same job. In this course, you will explore the importance of developing workplace policies that address unfair gaps in employee pay. You will learn about tools that can help inform those policies—like survey and pay audits—and best practices for their implementation. This course presents federal and state legislation on pay equity, and it provides an opportunity for you to explore your state's laws and how they impact your workplace.

Learning Outcomes:
- Understand the difference between equal pay and pay equity
- Identify the criteria for equivalent jobs or work of equal value
- Explain the main reasons for pay gaps
- Distinguish between controlled and uncontrolled pay gaps
- Recognize gender dominated industries
- Summarize federal and state legislature that address pay equity
- Describe the workplace grievance procedure
- Explain process and reasons for data reporting and pay audits
- Understand the connections between surveys, negotiations, and pay gaps
- Explain effects of equal pay policies

HR Hot Topic: Promoting Employee Well-being .75 CPFA

CEUs: .15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39
Course Description

Promoting employee well-being is essential for a healthy organization. While this may seem obvious, it can easily be overlooked in an effort to meet other organizational goals. In this course, you will learn what it means to develop a working environment that prioritizes employee health, happiness, and comfort. You will explore various techniques for creating a positive workplace culture and identify common stressors that may threaten employee well-being. You will also learn about the effects employee well-being has on a company's financial success and productivity.

Learning Outcomes:
- Define and explain well-being
- Define and distinguish between stress vs. anxiety
- Identify potential stressors in the workplace
- Describe the relationship between employee well-being and HR
- Understand the current state of employee well-being in the country

- Identify different types of programs that can help assess and promote employee well-being
- Describe the importance of organizational culture and its relation to employee well-being
- Identify and understand the federal laws created to protect the well-being of employees in the workplace
- Explain the effect of employee well-being on business
- Explain how different metrics can be used to track and gauge the effectiveness of wellness programs

HR Hot Topic: Recruiting Multi-generational Employees .75 CPFA

CEUs: 0.15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39

Course Description

Recruiting multi-generational employees is crucial in a world where more individuals are putting off retirement and making later-in-life career changes. While the benefits of a multi-generational workforce may seem obvious, they can easily be overlooked in an effort to meet other organizational goals. In this course, you will learn the differences between current generations that are working together. You will explore various considerations for attracting, recruiting, and retaining an age-diverse workforce. You will also learn how age-diversity can influence a company's success, innovation, and productivity.

Learning Outcomes:

- Define and explain a multi-generational workforce
- Define and distinguish between different generations
- Identify potential strengths and challenges of a particular generation
- Explain the effect of age-diversity on business
- Explain how to attract candidates of a given generation
- Describe the ways to successfully recruit multi-generational employees
- Identify how to retain an age-diverse workforce
- Describe the importance of organizational culture and its relation to age-diversity
- Define ageism
- Understand the harm of generational stereotypes

HR Hot Topic: The Future of Work .75 CPFA

CEUs: 0.15 (Contact Hours: 1.5 hours)
Access Time: 90 days; Cost $39

Course Description

What will the future workspace look like? What are the "typical jobs" of tomorrow? How many hours a week will employees work? How will culture and technology affect the future of work? The answers to these questions are based on events, innovation, employer motivation, and the needs, preferences, and composition of the workforce. This course explores the future of work in the context of COVID-19, automation, artificial intelligence (AI), business sustainability, multi-generational workforces, different business models, increasing demand for flexible work arrangements, an evolving organizational culture, and a need for expanded accessibility.

Learning Outcomes:

- Explain how the impact of COVID-19 can affect future workplaces
- Identify factors likely to drive the demand for future jobs
- Compare and contrast different flexible work arrangements
- Explain advantages and disadvantages of outsourcing
- Describe the roles of automation and artificial intelligence (AI) in the workplace

- Identify the ways that automation affects human resources
- Identify different uses of expanded accessibility in the workplace and how it can affect the workforce
- Describe the role of an organizations culture and explain a culture redesign
- Distinguish between alternatives to the traditional office