

## Featured Playlists (Course Tracks) and Course Titles

### Course Tracks:

[NAHAD HSI Handbook Certification](#)

[NAHAD HSI Fabrication Certification](#)

[Manager Track](#)

[Counter/Inside Sales Track](#)

[Human Resources Track](#)

[Marketing Track](#)

[Microsoft Skills Track](#)

[Purchasing Track](#)

[Outside Sales Track](#)

[Sales Manager Track](#)

[Warehouse Personnel Track](#)

[Workplace Etiquette Track](#)

### NAHAD HSI Handbook Certification Course Series:

- HSI Certification: Hose Basics Course
- HSI Certification: Hose Specific Course
  - Composite Hose
  - Corrugated Metal Hose
  - Hydraulic Hose
  - Industrial Hose
- HIS Certification: Post Fabrication

### NAHAD HSI FABRICATION COURSES:

- Composite Hose Fabrication
- Corrugated Metal Hose Fabrication
- Hydraulic Hose Fabrication
- Industrial Hose Fabrication

### Manager Track:

- Customer Service: Make it Easy Series:
  1. Customer Service: Making Customers Your Top Priority (Part 1 of 4)
  2. Customer Service: Are You Listening to Your Customers? (Part 2 of 4)
  3. Observe: Every Customer is Unique (Part 3 of 4)
  4. Act: Customer Service is All About Solving Problems (Part 4 of 4)
- A Manager's Guide: To Lead or Not to Lead

- Follow the Leader Series:
  1. Follow the Leader (Part 1 of 3): Vision and Communication
  2. Follow the Leader (Part 2 of 3): Integrity and Realism
  3. Follow the Leader (Part 3 of 3): Love and Passion
- Coaching Your Team to Higher Performance Series: Introduction
  1. Coaching Your Team to Higher Performance: Stage 1 Forming
  2. Coaching Your Team to Higher Performance: Stage 2 Storming
  3. Coaching Your Team to Higher Performance: Stage 3 Norming
  4. Coaching Your Team to Higher Performance: Stage 4 Performing
  5. Coaching Your Team to Higher Performance: Assessment
- High-Impact Communications Series: Introduction
  1. High-Impact Communications: Part 1 – Be Clear
  2. High-Impact Communications: Part 2 – Be Concise
  3. High-Impact Communications: Part 3 – Be Correct
  4. High-Impact Communications: Part 4 – Be Creative
  5. High-Impact Communications: Part 5 – Be Conversational
  6. High-Impact Communications: Assessment
- Assertive Communication Skills Series: Introduction
  1. Assertive Communication Skills: Module 1 – Three “V’s” of Communication
  2. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
  3. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
  4. Assertive Communication Skills: Module 4 – Assertive Techniques
- Sales and Service Masterclass Series:
  1. Sales and Service Masterclass: Selling Yourself First
  2. Sales and Service Masterclass: What Customers Love and Hate
  3. Sales and Service Masterclass: Presenting with Impact
  4. Sales and Service Masterclass: Overcoming Objectives
  5. Sales and Service Masterclass: Closing the Sale
- Emotional Intelligence Series:
  1. Emotional Intelligence (Part 1 of 5): Using Emotional Intelligence to Your Advantage
  2. Emotional Intelligence (Part 2 of 5): Emotions as Valuable Assets
  3. Emotional Intelligence (Part 3 of 5): Personality Styles and Their Effects of EI
  4. Emotional Intelligence (Part 4 of 5): Social Awareness – Embracing Different Perspectives
  5. Emotional Intelligence (Part 5 of 5): Preparing for, and Responding to, Emotional Situations
- Creating Engagement Among Employees
- Trust Me! Insights into Ethical Leadership Series:
  1. Trust Me! Insights into Ethical Leadership (Part 1 of 5)

- 2. Trust Me! Insights into Ethical Leadership (Part 2 of 5)
- 3. Trust Me! Insights into Ethical Leadership (Part 3 of 5)
- 4. Trust Me! Insights into Ethical Leadership (Part 4 of 5)
- 5. Trust Me! Insights into Ethical Leadership (Part 5 of 5)
- Leading More with Less
- To the Point About: Safe Forklift Operation
- Forklift/Powered Industrial Truck Safety
- Understanding HAZWOPER
- Managing Stress
- Twelve Angry Men: Teams That Don't Quit
- Conduct an Effective, Legal Performance Review
- Effective Performance Reviews Series:
  - 1. Its That Time of The Year – Performance Reviews: Making Sure Yours are Effective and Legal
  - 2. Effective Performance Reviews: Course #1 – Purpose of Conductive Effective Performance Reviews

### Counter/Inside Sales Track:

- Customer Service Conversations:
  - 1. Five Steps to Better Service Conversations
  - 2. Avoiding Service Conversation Breakdowns
- Customer Service: Make it Easy Series:
  - 1. Customer Service: Make it Easy (Part 1 of 4) – Make Customers Your Top Priority
  - 2. Customer Service: Make it Easy (Part 2 of 4) – Are You Listening to Your Customers?
  - 3. Observe: Every Customer is Unique (Part 3 of 4)
  - 4. Act: Customer Service is All About Problem Solving (Part 4 of 4)
- Emotional Intelligence Series:
  - 1. Emotional Intelligence: (Part 1 of 5) – Using Emotional Intelligence to Your Advantage
  - 2. Emotional Intelligence: (Part 2 of 5) – Emotions as Valuable Assets
  - 3. Emotional Intelligence: (Part 3 of 5) – Personality Styles and Their Effects on EI
  - 4. Emotional Intelligence: (Part 4 of 5) – Social Awareness – Embracing Different Perspectives
  - 5. Emotional Intelligence: (Part 5 of 5) – Preparing for, and Responding to, Emotional Situations
- Selling at a Distance
- HAZWOPER Series:
  - 1. HAZWOPER Safety Orientation
  - 2. HAZWOPER Fire Prevention

- 3. HAZWOPER Heat Stress
- Negotiating Skills
- Account Management: Establishing Lasting Partnerships
- Analyzing Your Customer Service
- Sales and Service Masterclass Series:
  1. Sales and Service Masterclass: Selling Yourself First
  2. Sales and Service Masterclass: What Customers Love and Hate
  3. Sales and Service Masterclass: Presenting with Impact
  4. Sales and Service Masterclass: Overcoming Objectives
  5. Sales and Service Masterclass: Closing the Sale
- Assertive Communication Skills Series: Introduction
  1. Assertive Communication Skills: Module 1 – Three “V’s” of Communication
  2. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
  3. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
  4. Assertive Communication Skills: Module 4 – Assertive Techniques

### Human Resources Track:

- HIPAA Rules and Compliances
- Onboarding New Employees Series:
  1. Onboarding Employees (Part 1 of 18) New Hire Expectations of New Managers
  2. Onboarding Employees (Part 2 of 18) First Week’s Deliverables
  3. Onboarding Employees (Part 3 of 18) Team Members Introduce Themselves
  4. Onboarding Employees (Part 4 of 18) Great Work Situations for New Managers
  5. Onboarding Employees (Part 5 of 18) Learning a New Role
  6. Onboarding Employees (Part 6 of 18) Wish We Had Known
  7. Onboarding Employees (Part 7 of 18) Learning from Co-Workers
  8. Onboarding Employees (Part 8 of 18) Teams Share with New Hires
  9. Onboarding Employees (Part 9 of 18) New Hires Build New Skills
  10. Onboarding Employees (Part 10 of 18) Coaching New Hires
  11. Onboarding Employees (Part 11 of 18) New Hires Get Coaching from Others
  12. Onboarding Employees (Part 12 of 18) Reconnect Employees to Individual Work
  13. Onboarding Employees (Part 13 of 18) Feedback for New Hires
  14. Onboarding Employees (Part 14 of 18) Exploring Professional Development
  15. Onboarding Employees (Part 15 of 18) New Hires Build a Professional Network
  16. Onboarding Employees (Part 16 of 18) Feedback from New Hires
  17. Onboarding Employees (Part 17 of 18) New Hire Performance Review
  18. Onboarding Employees (Part 18 of 18) Work and Challenges in the Future

- Ethical Expectations: Code of Conduct and Compliance Training Series:
  1. Ethical Expectations: Code of Conduct and Compliance Training (Section 1)
  2. Ethical Expectations: Code of Conduct and Compliance Training (Section 2)
  3. Ethical Expectations: Code of Conduct and Compliance Training (Section 3)
  4. Ethical Expectations: Code of Conduct and Compliance Training (Section 4)
  5. Ethical Expectations: Code of Conduct and Compliance Training (Section 5)
- Diversity: Seeking Commonality (Employee Version)
- Human Resource Function
- The Interview Process

## Marketing Track:

- Internet Marketing 101
- Marketing, Brand, and Reputation Series:
  1. Marketing, Brand and Reputation: Brand Marketing
  2. Marketing, Brand and Reputation: Creating Your Brand Proposition
  3. Marketing, Brand and Reputation: Building Brand and Reputation
- Marketing Environment Basics
- What is Marketing?
- Marketing Ethics
- Selecting Target Markets
- Starting Relationship Selling
- Effectance: The Key to Motivation
- Using Emotional Intelligence
- 10 Mistakes in Marketing
- Basics of Marketing with Social Media
- The Four P's: Marketing Strategies
- Effective Writing Skills

## Microsoft Skills Track:

- Microsoft Office 365: PowerPoint Online -- Create a Presentation
- Microsoft Office 365 - Word Online: Create a New Document
- Microsoft Office 365 - Word Online: Open and Edit a Word Document Online
- Microsoft Office 365: Excel Online -- Create a New Workbook with Excel Online
- Microsoft Office 365: Excel Online -- Edit a Workbook Simultaneously with Another Person
- Microsoft Office 365: Excel Online -- Open and Edit an Excel Online Workbook
- Microsoft Office 365 - Excel Online: Video Course
- Microsoft Office 365: Video -- Access a Video

## Purchasing Track:

- Negotiating Skills
- Time Management
- Assertive Communication Skills Series:
  1. Assertive Communication: Introduction
  2. Assertive Communication Skills: Module 1 – Three “V’s” of Communication
  3. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
  4. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
  5. Assertive Communication Skills: Module 4 – Assertive Techniques
- Building Great Relationships
- Critical Thinking 101
- Managing Supply Chain Risk
- Conflict Management Series:
  1. Conflict Management: Unavoidable Truths
  2. Conflict Management: The Conflict Process
  3. Conflict Management: Maintaining Self-Control
  4. Conflict Management: Special Situations
- Creating Engagement Among Employees
- Leading More with Less
- Workplace Sustainability: Green Purchasing

## Outside Sales Track:

- Analyzing Your Customer Service: Performance Excellence and Customer Service
- Negotiating Skills
- Starting Relationship Selling
- Selling at a Distance
- Sales Follow-Up
- Influencing and Sales Skills: Developing Sales Capabilities
- Account Management: Establishing Lasting Partnerships
- Sales and Service Masterclass Series:
  1. Sales and Service Masterclass: Selling Yourself First
  2. Sales and Service Masterclass: What Customers Love and Hate
  3. Sales and Service Masterclass: Presenting with Impact
  4. Sales and Service Masterclass: Overcoming Objectives
  5. Sales and Service Master Class: Closing the Sale

## Sales Manager Track:

- Customer Service: Make it Easy Series:
  1. Customer Service: Make it Easy!
  2. Customer Service: Make it Easy (Part 1 of 4) -- Make Customers Your Top Priority

3. Customer Service: Make it Easy (Part 2 of 4) -- Are You Listening to Your Customers?
  4. Observe: Every Customer is Unique (Part 3 of 4)
  5. Act: Customer Service is All About Solving Problems (Part 4 of 4)
- Time Management
  - Negotiation Skills
  - Coaching Your Team to Higher Performance Series:
    1. Coaching Your Team to Higher Performance: Introduction
    2. Coaching Your Team to Higher Performance: Stage 1 – Forming
    3. Coaching Your Team to Higher Performance: Stage 2 – Storming
    4. Coaching Your Team to Higher Performance: Stage 3 – Norming
    5. Coaching Your Team to Higher Performance: Stage 4 – Performing
    6. Coaching Your Team to Higher Performance: Assessment
  - Account Management: Establishing Lasting Partnerships
  - Selling at a Distance
  - Starting Relationship Selling
  - Influencing and Sales Skills: Developing Sales Capabilities
  - Influencing and Sales Skills: Can I Help You?
  - Sales and Service Masterclass Series:
    1. Sales and Service Masterclass: Selling Yourself First
    2. Sales and Service Masterclass: What Customers Love and Hate
    3. Sales and Service Masterclass: Presenting with Impact
    4. Sales and Service Masterclass: Overcoming Objections
    5. Sales and Service Masterclass: Closing the Sale
  - Creating Engagement Among Employees
  - Assertive Communication Skills Series:
    1. Assertive Communication: Introduction
    2. Assertive Communication Skills: Module 1 – Three “V’s” of Communication
    3. Assertive Communication Skills: Module 2 – Aggressive vs. Passive
    4. Assertive Communication Skills: Module 3 – Passive, Passive-Aggressive, and Lesser-Known Styles
    5. Assertive Communication Skills: Module 4 – Assertive Techniques

## Warehouse Personnel Track:

- Making Safety Work: Overview of Workplace Safety and Responsibilities, Concise
- Introduction to OSHA
- Introduction to OSHA: How OSHA Inspections Are Conducted
- First Aid
- DOT HAZMAT General Awareness
- DOT HAZMAT: In-Depth Security Training
- HAZWOPER Series:
  1. HAZWOPER Safety Orientation
  2. HAZWOPER Fire Prevention

- 3. HAZWOPER Heat Stress
- 4. Personal Protective Equipment (HAZWOPER)
- Five Star Teamwork
- Employee Awareness Series:
  1. Employee Awareness: Right Attitude, Right Results
  2. Employee Awareness: Sexual Harassment
  3. Employee Awareness: Shades of Gossip
  4. Employee Awareness: The Worker and the Bully
  5. Employee Awareness: Violence in the Workplace

## Workplace Etiquette:

- Etiquette Bites! Impromptu Parties
- Etiquette Bites! Facial Expressions Matter
- Etiquette Bites! Dining Conversation
- Emily Post Etiquette: Why Etiquette?
- Emily Post Etiquette: What is Etiquette?
- Emily Post Etiquette: Communication -- the Four P's
- Emily Post Etiquette: Written Communications
- Emily Post Etiquette: Verbal Communications
- Emily Post Etiquette: The Workplace
- Emily Post Etiquette: Meetings
- Emily Post Etiquette: Enhancing Your Image
- Emily Post Etiquette: Business Social
- Emily Post Etiquette: The 24/7 Professional
- Bathroom Etiquette
- Breakroom Etiquette
- Creating an Incredible Company Culture: How to Deliver Effective Constructive Criticism
- Creating an Incredible Company Culture: The Importance of Listening to Others
- Difficult Conversations: Communicating a Low Performance Review
- Emerging Leaders Episode 1: The Importance of Appearances
- Emerging Leaders Episode 2: How to Avoid Becoming a Micromanager
- Emerging Leaders Episode 3: Learning to Live with Failure
- Emerging Leaders Episode 4: The Importance of Being Present
- Emerging Leaders Episode 5: The Danger of Too Much Fraternizing with Your Employees
- Emerging Leaders Episode 6: The Importance of Vision
- Emerging Leaders Episode 7: The Importance of Execution
- Emerging Leaders Episode 8: How to Embrace Change When Necessary
- Employee Engagement Essentials: The Twin Pillars of Effective Leadership
- Employee Engagement Essentials: Showing Your Employees How They Matter