



# Training Catalog

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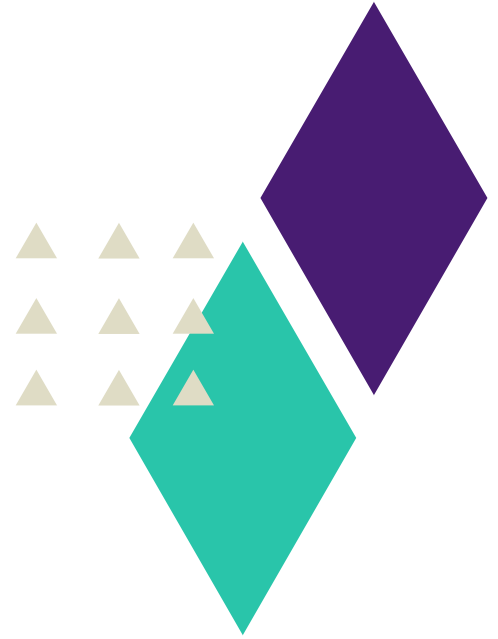
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## Preventing Sexual Harassment Training

### Course Overview

Not only is sexual harassment illegal, but it also has many detrimental effects on the workplace and workforce. Our workplace also has a formal policy that prohibits sexual harassment in the workplace—a policy supervisors are responsible for enforcing. But beyond laws and policies, sexual harassment is very damaging to the workplace and work environment. After taking this course, supervisors should be able to recognize, prevent, and respond to sexual harassment.

## Violence in the Workplace - How to Prevent and Defuse for Supervisors

### Course Overview

This presentation will help you identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and recognize and respond to terrorist threats.

## Workplace Ethics for Supervisors

### Course Overview

This training session on business ethics for supervisors explores ethical issues that affect your job and your employees. The objective of this training session is to help ensure that as an organization and as individuals we act ethically in all matters related to our business. At the end of the training session trainees will be able to:

- Appreciate the importance of ethical conduct on the job
- Understand the requirements of the law and company policy
- Identify ethical problems in the workplace
- Make ethical decisions
- Recognize and carry out ethical responsibilities.

## Workplace Safety for Supervisors

### Course Overview

Employees play a critical role in helping to achieve safety and health objectives. Without employees' active participation, an organization cannot achieve the goal of creating a safe and healthy workplace. By the end of this online safety training course, employees will be able to understand why safety is such an important workplace issue, identify the requirements of the Occupational Safety and Health Administration (OSHA) and the law, know what the safety policy requires, and take an active role in promoting workplace safety and health.

## Preventing Sexual Harassment Training

### **Course Overview**

Sexual harassment is a form of illegal discrimination under federal and state civil rights laws. Not only can it lead to lawsuits and penalties; it can damage workplace morale, creating an unproductive, unpleasant, and sometimes even hostile working environment. Your employees need to know that sexual harassment violates your workplace policies and won't be tolerated. This course will help employees recognize, respond to, and prevent sexual harassment in the workplace.

## Preventing Workplace Violence

### **Course Overview**

This presentation will help you to identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and recognize and respond to terrorist threats.

## Workplace Safety for Employees

### **Course Overview**

Employees play a critical role in helping to achieve safety and health objectives. Without employees' active participation, an organization cannot achieve the goal of creating a safe and healthy workplace. By the end of this online safety training course, employees will be able to understand why safety is such an important workplace issue, identify the requirements of the Occupational Safety and Health Administration (OSHA) and the law, know what the safety policy requires, and take an active role in promoting workplace safety and health.

## Business Ethics: What Employees Need to Know

### **Course Overview**

The main objective of this session is to create awareness of ethical issues in business and to ensure that you always know the ethical course of action to take on the job. By the time this session is over, you should be able to:

- Recognize the importance of business ethics
- Understand the requirement of the law and our ethics policy
- Identify ethical problems on the job
- Make ethical decisions.

# How to Manage Challenging Employees

## Course Overview

Supervising other people is never easy, but some employees make it particularly difficult. Challenging employees can try a manager's patience and drain a lot of time and energy. To turn things around takes skillful management and patience. The main objective of this online employment training course is to teach supervisors and managers how to manage challenging employees more effectively. By the time the course is over, you should be able to identify challenges associated with supervising difficult employees, manage your own feelings effectively, create a positive work environment for all, and respond positively to challenging employees and treat them fairly.

# Top-Down Communication for Supervisors

## Course Overview

The main objective of this session is to help you communicate more effectively when you are giving direction and inspiring subordinates to deliver top performance. By the time this session is over, you will be able to understand the role top-down communication plays in effective supervision; identify strategies for improving top-down communication; and communicate successfully with employees in all work situations.

# Coaching for Superior Employee Performance: Techniques for Supervisors

## Course Overview

Coaches play a very important role in the success of a sports team. They develop and motivate players. They work hard to bring out the best in each player and to unify their players into a winning team. Coaching in the workplace has basically the same purpose and involves similar techniques. This session covers effective techniques you can use every day to coach your employees to higher levels of performance, which means greater success for you, your employees, and your department.

# Fair Labor Standards Act (FLSA) - What Supervisors Need to Know

## Course Overview

This training presentation will familiarize you with the numerous requirements of the Fair Labor Standards Act (FLSA). By the end of the training session, you will be able to comply with the basic requirements of the FLSA, including minimum wage, overtime, and equal pay; determine whether an employee is exempt or nonexempt; apply FLSA requirements to part-time workers and independent contractors; and identify and observe child labor restrictions.

# Attendance Management - What Supervisors Need to Know

## Course Overview

Excessive absenteeism and lateness are serious problems that disrupt operations and negatively affect productivity, quality, and customer service. The objective of this online employment training course is to help managers and supervisors manage attendance effectively. At the end of the training session supervisors will be able to recognize the serious problems created by absenteeism and lateness, identify causes of attendance problems, understand the requirements of our attendance policy, control absenteeism and lateness in your department, and encourage punctuality and good attendance.

## Basic First Aid of Medical Emergencies

### **Course Overview**

The main purpose of this session is to familiarize you with basic first-aid procedures. By the time this session is over, you will be able to recognize the benefits of obtaining first-aid and CPR certification; identify proper procedures for a variety of medical emergencies; assist in administering first aid when a coworker is injured; and do no further harm.

## Active Shooter On-Site: What Every Employee Should Do

### **Course Overview**

When it comes to workplace shootings, there are measures you can take to not only limit the damage but also to save precious lives both before and during these traumatic incidents. Because most incidents are over within minutes, you must be prepared to react to the situation with speed. During this session, we'll talk about how you, as an employee, should react to and prepare for an active shooter in your workplace.

## Preventing Workplace Violence - What Employees Need to Know

### **Course Overview**

This presentation will help you to identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and recognize and respond to terrorist threats.

## COVID-19 and the Workplace: Housekeeping and Hygiene

### **Course Overview**

Employers face a complex new reality as they open their doors amid the COVID-19 pandemic. Not only are they required to follow the same safety rules as before the crisis, but they must also now follow extensive new guidelines issued by the Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), and the U.S. Environmental Protection Agency (EPA) for proper housekeeping and hygiene if they want to ensure a safe workplace and protect their workers



## Safe Driving Techniques for CMVs

### **Course Overview**

The main objective of this session is to provide you with information on safe driving techniques for commercial motor vehicles (CMV). By the end of the session, you should be able to understand the basics of safely operating a commercial motor vehicle; know the risks of unsafe operation of CMVs; identify and avoid risky driving behaviors; and operate a CMV safely.

## Defensive Driving Training - Commercial Motor Vehicles

### **Course Overview**

Commercial truck drivers have more nonfatal injuries than workers in any other occupation. Half of the nonfatal CMV driver injuries are serious sprains and strains, and the other injuries are bruises, fractures, cuts and lacerations, soreness, and multiple trauma. This online defensive driving training safety course has been designed for drivers of Commercial Motor Vehicles to teach defensive driving safety techniques while at work.

## Driver Wellness

### **Course Overview**

In order to do your job well, you have to be well. Your good health is an important part of everything you do—both on the job and off. Today, we're going to talk about some wellness strategies you can use to help prevent accidents and injuries on the job. We'll also talk about simple ways to maintain a healthy lifestyle that will assist in avoiding disease and disabilities so that you keep working and keep doing all the things you like to do in your life.

## CMV Accident Procedures

### **Course Overview**

The main objective of this session is to inform you about postaccident procedures. By the time the session is over, you should be able to recognize the importance of taking proper action following an accident; identify postaccident procedures; understand alcohol and drug test requirements and procedures; respond effectively to emergency situations arising from an accident; and provide complete and accurate information about the accident to your employer.

## Kitchen Safety

### **Course Overview**

The main objective of this session is to review kitchen safety rules and procedures designed to keep you safe on the job. By the time this session is over, you will be able to identify kitchen hazards, follow safe work practices to prevent accidents, prevent food-borne illness, act effectively in an emergency, and apply appropriate first aid for kitchen injuries.

## Food Service Safety

### **Course Overview**

The main objective of this session is to review kitchen safety rules and procedures designed to keep you safe on the job. By the time this session is over, you will be able to identify kitchen hazards, follow safe work practices to prevent accidents, prevent food-borne illness, act effectively in an emergency, and apply appropriate first aid for kitchen injuries.

## Food Service Sanitation

### **Course Overview**

The main objective of this session is to make sure you know how to keep your food service establishment clean and sanitary. By the time the session is over, you should be able to understand why cleanliness and sanitation are essential in food service, maintain good personal hygiene, identify the characteristics of a clean and sanitary food service establishment, know what to clean and sanitize and how to do it, and prevent pest infestations.

## Food Service Inspections

### **Course Overview**

The main objective of this session is to review what to expect from a food service inspection of your establishment. By the time the session is over, you should be able to understand the purpose of food service inspections, identify different types of inspections, know what inspectors look for, prepare effectively for food service inspections, act appropriately during an inspection, and help ensure a successful outcome without violations.

## Communication Skills for Employees

### **Course Overview**

The objective of this training session is to teach you the basics of effective communication in the workplace. At the end of the training session, you will be able to identify the benefits of effective communication; recognize obstacles to effective communication; enhance your communication skill; and communicate more effectively on the job.

## The Art of Listening for Enhanced Communication

### **Course Overview**

The main objective of this session is to help you improve your listening skills. By the time the session is over, you should be able to understand the importance of listening; improve listening skills; use skills to listen more effectively on the job; and become more successful as a result of all you learn from listening.

## E-Mail Best Practices for All Employees

### **Course Overview**

The objective of this online employment training course is help trainees make the most efficient use of electronic correspondence. At the end of this training session trainees will be able to understand our e-mail policy, manage e-mail volume and storage effectively, present a professional image in e-mail, produce clear, concise messages, and reply efficiently to incoming mail.

## Effective Meetings for Employees

### **Course Overview**

This training session helps employees identify the purpose of workplace meetings, understand essential requirements for making them more effective, prepare successfully for meetings, participate actively and constructively, and lead meetings to achieve the best results.

## Mastering Your Presentation Skills: How to Speak in Front of People

### **Course Overview**

The main objective of this session is to learn presentation skills and conquer the task of speaking in front of people. By the time this session is over, you will be able to deal with public speaking stress, prepare and deliver a presentation, and give your audience valuable information.

## Identifying Customer Needs - A Guide for Sales

### **Course Overview**

Want to better identify customer needs? By the time the session is over, you'll understand the difference between needs and wants and how each affects the sale. Plus, you'll learn how to recognize different types of needs, identify key decisions customers make during the sales process, focus your presentation to gain information about customer needs and wants, ask the right questions to uncover needs and wants, and identify those that are hidden or unmet.

## Understanding Product Features and Benefits

### **Course Overview**

Features and benefits (FAB)—pretty easy, right? Well, there's a lot adding sizzle to the steak. This course helps you understand the relationship between features and benefits, identify the differences between features and benefits, and understand how to sell effectively using FAB sales technique.

## Handling Objections

### **Course Overview**

Improve the way you handle sales objections. This course helps users understand why customers object, recognize different types of objections, and handle objections successfully.

## Closing Sales Techniques

### **Course Overview**

This course teaches your sales team how to define closing, recognize and respond effectively to buying signals, use trial closes successfully, choose the right closing technique for each sales interaction, make the most of customer interactions that don't result in a sale, avoid common closing mistakes, and follow up effectively to preserve the sales relationship.

## Setting Sales Goals

### **Course Overview**

Effective sales goals can enhance the success of any salesperson. This course explains the purpose of sales goals and how to plan efficiently to achieve them. You and your team will learn how to set effective goals for sales calls, allocate resources efficiently to maximize goal achievement, and set challenging but appropriate goals to grow your sales career.

## Acute Respiratory Illness Pandemics: Prevention and Response

### **Course Overview**

The main objective of this course is to make nonhealthcare workers aware of the risks of pandemics and the precautions to take to keep themselves safe. By the time the session is over, you will be able to describe what a pandemic is; identify types of viruses that can cause acute respiratory illness pandemics and recognize their symptoms; appreciate the risks of infection; prevent the spread of infection; prepare for and address a pandemic at work and at home; and react responsibly if you get sick.

## Telecommuting and Other Alternative Work Arrangements for Employees/Supervisors

### **Course Overview**

The main objective of this course is to provide you with the information you need to successfully perform while telecommuting and in other alternative work arrangements, and to make the most of what they have to offer you and the organization.

## Communicating Effectively in Emergencies

### **Course Overview**

The main objective of this training session is to help you communicate effectively with employees about workplace emergencies. By the time the session is over, you should be able to communicate effectively before an emergency; communicate effectively during an emergency; and communicate effectively after an emergency. The first part of the session will address communication before emergencies to prepare employees to respond effectively in an actual emergency. The second part will cover communication during and after an emergency.

## Disaster Planning - What Supervisors Need to Know

### **Course Overview**

This online disaster planning training course will help teach supervisors and safety managers to recognize the types of workplace disasters they may face, understand the requirements of the emergency response plan, satisfy employee training requirements, and carry out emergency response duties effectively while at work.

## Balancing Work and Home

### **Course Overview**

Many people struggle to juggle a full-time job while also caring for young children, aging parents, and other responsibilities on a daily basis. It can feel like there are not enough hours in a day—that there are too many responsibilities at work and at home—and that you can't complete tasks in either place—many people feel this way. This online employee wellness course helps trainees manage home and work responsibilities, stress, and daily expectations. The benefits to you, the employer, are numerous, from lower healthcare costs to increased employee productivity.

## Keeping Yourself - and Your Family - Healthy

### **Course Overview**

This presentation will cover how important it is that families be concerned about health. Preventive care, nutrition, exercise, and other factors play important roles. And especially for children, good health is essential—for them, now is the time when growth happens, some diseases may begin, and health habits are set for life.

## Stress Management

### **Course Overview**

The main objective of this session is to help you better manage the stress in your life. By the time this session is over, you should be able to identify the causes of stress, recognize the different types of stress, understand how stress affects you, and manage stress effectively.

## Wellness and You

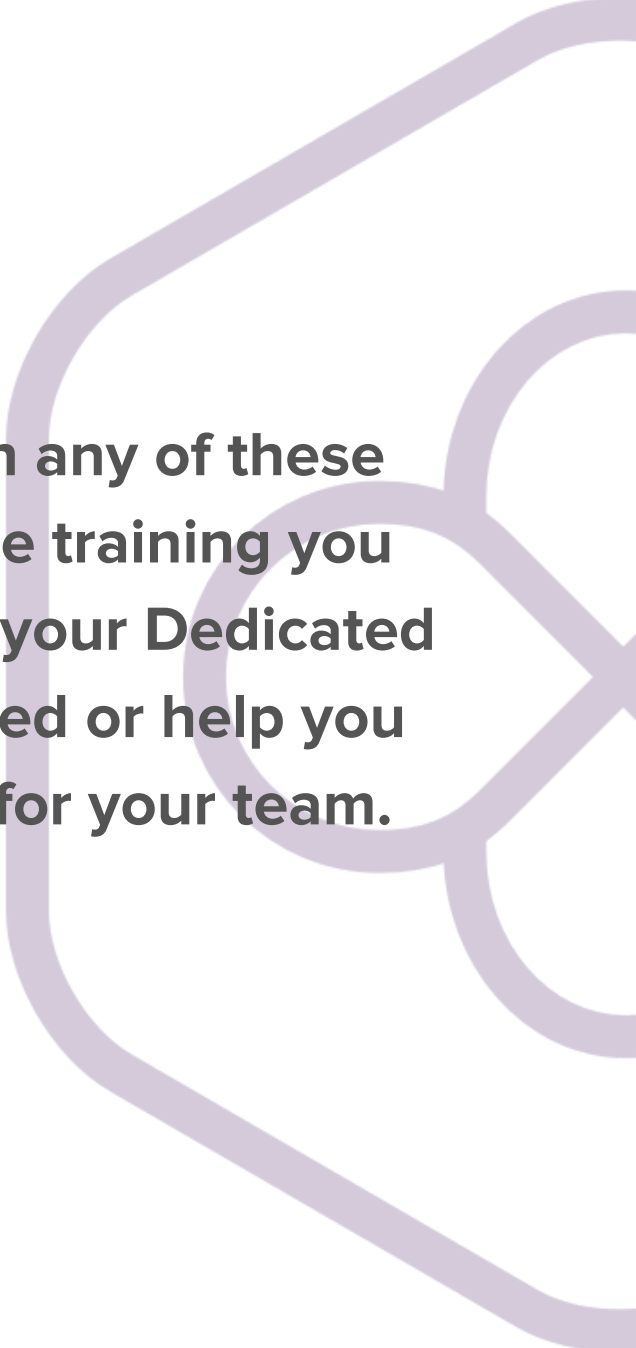
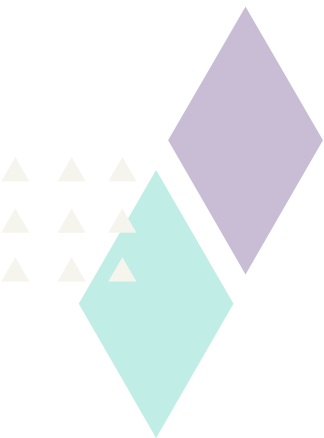
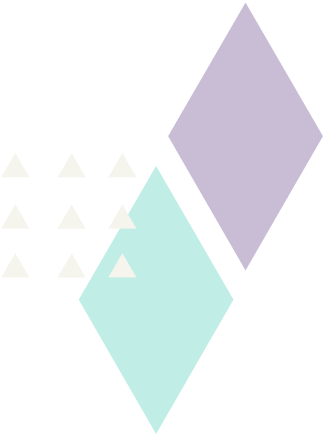
### **Course Overview**

Good health is perhaps the most important thing in anybody's life. Without your health, you can't enjoy the rest of your life and meet the challenges you face every day. Today, we're going to talk about wellness and how to improve your health and the quality of your life.

## A Manager's Role in Wellness

### **Course Overview**

Managers play a key role in making a workplace wellness program a success. Managers need to help to motivate staff by setting a good example, providing the tools that staff members need to keep themselves on the right track, communicating your organization's wellness messages, and helping to educate staff on the latest wellness techniques. This online wellness course for managers will empower key staff on how to embrace a wellness program and show the critical role managers play in the success of the program and the consequent health and wellness of all employees. The benefits to you, the employer, are numerous, from lower healthcare costs to increased employee productivity.



**Ready to get started with any of these courses? Couldn't find the training you were looking for? Contact your Dedicated HR Manager to get enrolled or help you identify the best training for your team.**



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