# madison approach
S T A F F I N G

# Online Training Platform | Course Sampling

## INDUSTRY SPECIFIC TRAINING

### Accounting, Banking, Business & Finance
- Banking 101
- Basics of Accounting
- Electronic Banking
- Final Statements of Accounts of Banks
- Financial Analysis for Lending
- Improving Profitability in Tough Times
- Internal Control System
- Introduction to Banking
- Introduction to Bookkeeping and Accounting
- Lending Against Real Estate
- Loans and Advances
- Moving to a Paperless Office
- Operational Risk Management
- Risk Management Principles
- Supervisors and External Auditors
- Supervisory Self-Assessment
- Who is your Customer?:
  - I'm on a Mission
  - I'm With My Kids. Please Hurry.
  - I've Got a Coupon for That
  - I've Got Time and Money
  - I Can't Find This
  - I'm Just Looking
- Working Capital

### Education
- Campus Aware: Sexual Violence Prevention
- Facebook® for Educators
- FERPA Training
- New Employee Training for School and College Districts
- Preventing Discrimination and Harassment on Campus
- Preventing Employment Discrimination Campus Edition
- Preventing Unlawful Harassment: College and University Edition
- Unlawful Harassment for Colleges: Employee Version

### Government
- Customer Service in Government Agencies
- Government Project Management
- Government Transitions
- Government's Place in the Market
- Leadership in Government Agencies
- Plain Language for Government
- Preventing Employment Discrimination Federal Sector Managers and Supervisors
- Records Management in Government Agencies
- Resolving Government Customer Complaints on the Spot
- Self-Directed Work Teams in a Government Agency
- Social Media in Government
- The Power of Data in Government Agencies

### Healthcare
- Aged Care: Managing Incontinence
- Anatomy: Functional Body Systems
- Assessing Skin Conditions
- Caring for the Frail and Immobile
- Chronic Disease Management
- Dealing with Difficult Patients
- Developing a Nursing Portfolio
- Emerging Diseases: Prions and Viruses
- Encountering Grief and Loss
- End of Life Care
- Handling Complaints in the Medical Profession
- HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
- How to Reduce Missed Medical Appointments
- Medical Records and Patient Information Distribution
- Mental Health: The Individual and Society
- Palliative Care Nursing - Caring For Yourself
- Preventing Falls in Aged Care
- Recognizing Mental Illness in Your Patient

### Legal
- Effective Email & Memo Writing for Paralegals
- Paralegal Proofing
- Paralegal Roles from Pleading to Judgement
- Research Skills and Strategies for Paralegals

### Small Business / Startups
- Entrepreneur Skills
- Preparing Your Business Case
- Taking Ideas into Business Reality
- Talking Up Your Business
- The Dream
- The Small Business Guide to Government Contracts
- The Value of Employee Ownership

## ROLE SPECIFIC TRAINING

### ADMINISTRATIVE ASSISTANT
- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Accessing Internet at the Office
- Effective Telephone Communication Skills for Receptionists
- Filing and Record-Keeping
- Managing the Front Desk
- Organizational Structure of an Office
- Organizing Computer Files
- Overview for the New Administrative Assistant
- Professional Telephone Skills
- Telephone Techniques:
  - Greeting
  - Handling Angry Callers
  - Taking Messages

## BUSINESS SKILLS
- Basics: Introduction to Business Math
- Brainstorming and Solving
- Business Attire Basics for Men: Business Casual Attire
- Business Attire Basics for Women: Business Casual Attire
- Business Planning for Beginners
- Business Recovery after a Natural Disaster
- Character Matters! Character and Courage (Part 1 of 5)
- Character Matters! Connecting Character in the Workplace (Part 2 of 5)
- Characteristics of Critical Thinkers
- Coordinating With Others: Coordinating Gone Wrong! (Part 1 of 4)
- Coordinating With Others: Traits of an Effective Coordinator (Part 2 of 4)
- Corporate Social Responsibility
- Creating an Ethical Workplace for Managers
- Creating and Maintaining a Code of Conduct
- Creating Workforce Agility
- Critical Thinking 101: Developing Yourself as a Critical Thinker
- Critical Thinking 101: Leveraging Critical Thinking at Work
- Effective Online Meetings 1: Manage (1 of 8)
- Effective Online Meetings 2: Plan (2 of 8)
- Effective Online Meetings 3: Technology (3 of 8)
- Estimation: Computing Estimation
- Estimation: Visual Estimation
- Ethical Decision-Making Skills:
  - Ethical Issues and Problems (Section 1)
  - Connecting Character (Section 2)
  - What You Need to Know (Section 3)
  - Actions for Success (Section 4)
- Ethical Expectations:
  - Code of Conduct and Compliance - Training (Section 1–5)
- Ethics and Business Conduct for Government Contractors
- Ethics and Code of Conduct
- Ethics and Social Responsibility in Management
- Ethics For Managers
- Ethics in Business
- Ethics in the Workplace
- Ethics: An Employee's Perspective
- Ethics: Why Even Bother With Ethics Training?
- Gathering Data:
  - Costs and Benefits
  - Identifying and Addressing Risks
  - SWOT Analysis
  - Understanding Financial Metrics
- Handling Ethics Situations
- Helping Yourself and Others Through Change
- How Ethics affect Attitude and Behavior
- How Much Does Your Meeting Cost?
- Identifying and Overcoming Business Challenges