

# Talent Development Catalog

Your source for training and  
human resources tools.



2025



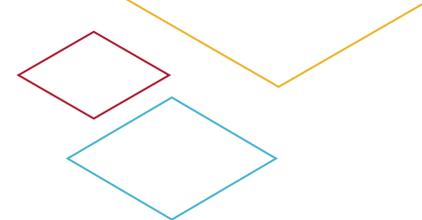
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**“The only thing worse than training your employees and having them leave is not training them and having them stay.”**

*- Henry Ford, Ford Motor Company*





# Schedule a Consultation

Create a culture of learning in your organization with help from your NAED Member Engagement team. We are here to help you develop, implement, and track your employees' success and to help you understand how to get the most of your investment with NAED. Schedule a consultation with your NAED Member Engagement representative, and you will:

- Learn about the extensive training programs NAED has to offer including online, self-paced and live training.
- Gain an understanding of how initiatives such as Achieve 40 and Green to Great can have an impact on your business.
- Create learning paths or tracks of training based on job position and the specific needs of your organization.
- Learn about the functionality and design of the NAED Learning Center, which can be customized for your business.

**Contact the NAED Member Engagement team at 888.791.2512 or [memberengagement@naed.org](mailto:memberengagement@naed.org).**



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# YOUR SUCCESS IS OUR PASSION

# NAED Offers A Variety Of Programs To Meet All Your Learning Needs

	EPEC	Leadership Development Program	Management Bundle	CEP	NAED Industry Bundle	Learning Plans	Skillset Bundles	Safety Training
 Recommended Audience	Employees with 1+ years industry experience or employees in sales	Emerging leaders, high-potentials, and mid-level managers	Branch managers, supervisors, employees on managerial track	Sales Associates	Employees new to the industry	Entry to mid-level employees	Entry to mid-level employees	All Employees
 Online	X	X	X	X	X	X	X	X
 Live, Face to Face		X						
 Pre-Requisites Required	X							
 Certificate of Completion	X + digital badge	X + digital badge		X + digital badge				
 Class Length	31-140 Hours	60-80 Hours	10 Minutes - 2 Hours	Approximately 40 Hours	10 Minutes - 2 Hours	10 Minutes - 2 Hours	10 Minutes - 2 Hours	15 Minutes - 1 Hour
 Subscription Length	Expiration upon release of new edition - min. 6 months notice		1 Year	1 Year	1 Year	1 Year	1 Year	1 Year
 Completion Time	6 Months - 1 Year	1 Year	Varies	Varies	Varies	Varies	Varies	Varies

*\*Also included are manufacturer training courses from NAED training partners.*

## Start Today!

Visit [naed.org/education-courses](https://naed.org/education-courses) to help identify the best training opportunities and learning paths available to put your employees on the right track.

# NAED Manufacturer Training Partners

The following manufacturers have made their online product training modules available in the NAED Learning Center, allowing members to assign and track learning for their employees in one convenient place. Login to the NAED Learning Center at [naed.org](http://naed.org) for a full listing of courses available to you.



## NAED THANKS ALL OUR PARTNERS!

If your company is interested in hosting your content in the NAED Learning Center, please reach out to the NAED Member Engagement Team at [memberengagement@naed.org](mailto:memberengagement@naed.org).

## Do You Have Your Own LMS?

Do you have your own learning management system (LMS)? Are you interested in signing your employees up for training, but need access to it through your own LMS? Look no further, because NAED offers content licensing for members with their own LMS.

Courses are delivered from the NAED SCORM cloud directly to your learning management system, giving your employees direct access to specific NAED industry courses.\*

### AVAILABLE COURSES INCLUDE:

- NAED Industry Bundle
- Safety Training
- Skillset Bundles
- Management Bundle

For additional information, contact the NAED Member Engagement team: [memberengagement@naed.org](mailto:memberengagement@naed.org) or call 888-791-2512.

*\*Additional courses from this catalog may be available for licensing.*

# Electrical Products Education Course (EPEC)



Originally developed in 1986, the Electrical Products Education Course® (EPEC) has become known as the cornerstone of sales and product training in the electrical distribution industry, with more than 12,000 graduates to date. EPEC provides information about individual products, their applications, and how they are interrelated with other products in electrical systems.

## BRONZE

*[2023 NEC / 2021 CE CODE]*



EPEC Bronze provides you with the beginning sales skills and product knowledge for more than 200 products you work with every day. Each step guides students through residential, industrial and commercial environments as you learn how to increase your sales by acquiring knowledge and the relationship between products in a system.

- **Module 1** – Introduction to Electrical Products
- **Module 2** – Residential
- **Module 3** – Light Industrial
- **Module 4** – Commercial and Outdoor
- **Final Exam**
- **Capstone**

## SILVER

*[2023 NEC / 2021 CE CODE]*



EPEC Silver takes you beyond beginning electrical products to intermediate as you dive deeper into lighting, loads, industrial machinery and hostile and hazardous environments. You will expand your product knowledge and sales skills to exceed your customers' needs while you grow in your career.

- **Module 1** – Lighting
- **Module 2** – Load Considerations
- **Module 3** – Industrial Machinery
- **Module 4** – Hostile & Hazardous Environments
- **Final Exam**
- **Capstone**

## GOLD

*[2023 NEC / 2021 CE CODE]*



EPEC Gold is the final level to master EPEC product knowledge with advanced topics of providing quality power; controllers, relays, drives; and energy management. Once you finish the three modules you will complete the capstone project and final exam that will bring together everything you've learned since your first Bronze module.

- **Module 1** – Delivering Quality Power
- **Module 2** – Controllers, Relays, & Drives
- **Module 3** – Energy Management
- **Final Exam**
- **Capstone**



**Manager Guides Available**

## AUTOMATION



This 2023 edition specialized level explains the fundamental information needed to sell automation products within the electrical distribution field. It promises to broaden the general sales professional's knowledge base and better answer customers' needs in this growing market.

- **Module 1** – Introduction to Automation
- **Module 2** – Basic Automation
- **Module 3** – Intermediate Automation
- **Module 4** – Advanced Automation
- **Final Exam**
- **Capstone**

## LIGHTING



*[2023 NEC / 2021 CE CODE]*

This specialized level takes all of the product knowledge and sales skills from Bronze, Silver, and Gold to create one level detailing only lighting and controls. Topics include introduction to electrical products, lighting basics, lighting sources & ballasts, luminaires & calculations, lighting applications & energy management.

- **Module 1** – Introduction to Electrical Products
- **Module 2** – Lighting Basics
- **Module 3** – Lighting Sources and Ballasts
- **Module 4** – Luminaires and Calculations
- **Module 5** – Lighting Applications and Energy Management
- **Final Exam**
- **Capstone**

## DATACOM & VIDEO



*[2023 NEC / 2021 CE CODE]*

Built from the knowledge of industry experts, EPEC Datacom & Video provides the knowledge of voice, data and video products you need to better recommend products that are appropriate for the needs of customers.

- **Module 1** – Copper Communications
- **Module 2** – Fiber Optics
- **Module 3** – Cable Pathways & Management
- **Module 4** – Networks, Telephony, Sound & Video
- **Final Exam**
- **Capstone**



Manager Guides Available

Digital badges are available upon completion of each program.  
Visit [naed.org/digitalbadges](http://naed.org/digitalbadges) for more information.



# The Cornerstone of Sales and Product Training in the Electrical Distribution Industry

# CEP Program

NAED has curated top-level learning content from leading developers to offer the CEP program. Whether you are an inside, outside or counter sales associate, this industry designation is a powerful way to improve your sales skills and elevate your level of professionalism. This program offers engaging videos, online modules, learning activities and supportive job aids to help you strengthen the key sales competencies you need for success.

## Competency: Succeed in Sales Today

- 8 courses focused on the evolving sales profession and how to authentically succeed in the new world of sales

## Competency: Understand Buyers

- 5 courses focused on approaching the “modern day buyer,” 4 buyer types, and how to think like your buyer.

## Competency: Prospect New Opportunities

- 14 courses focused on preparing your online presence to successfully launch your social selling growth plan, and providing skills for modern relationship-building techniques which have the aim of leading to sales.

## Competency: Sell with Impact

- 9 courses focused on breaking down goals into a controllable lever, keeping each sale unique, selling the next step of the sales process, and handling objections.

## Competency: Win More Deals

- 6 courses focused on psychology of confirming sales, how to ask for the business, increasing close ratios, and getting different buyer styles to “Yes.”

## Competency: Negotiate Effectively

- 3 comprehensive training bundles focused on setting the groundwork and mastering your negotiation skills.

## Competency: Build Customer Relationships

- 9 courses focused on identifying the right target, connecting authentically with the buyer, cultivating trust, maximizing and customizing your account portfolio.

## Competency: Prepare to Win

- 5 courses focused on adopting a winning attitude, professionalism, positive thinking, managing your time effectively, dealing with loss, and testing your resilience.

## Competency: Sell with Integrity

- 2 courses focused on ethical behavior, entertaining appropriately, and building win-win relationships

## Competency: Improve Industry Sales

- 2 courses focused on improving sales:
  - Communicating Across the Generations
  - Selling Green

## Competency: Boost Company Profits

- 3 courses focused on company profitability:
  - Bottom Line Basics
  - Boost Profits
  - Leveraging Data

## Competency: Know Electrical Products

- 1 course focused on electrical product education:
  - EDGE

## Optional Courses:

- Counter Pro
- Inside Sales Pro
- Outside Sales Pro

A digital badge is available upon completion of the CEP program. Visit [naed.org/digitalbadges](https://naed.org/digitalbadges) for more information.



# Dual Recognition (CEP & EPEC)

NAED now offers dual recognition for graduates who have completed both EPEC and CEP programs. Coupling CEP's exceptional sales training with the industry's best product training completes the package and positions a sales rep to be more successful in their role. Upon successful completion of both CEP and a level of EPEC:

- Students will receive the standard print certificates for both program (two certificates)
- In addition to the individual program badges, students will also receive a NEW digital badge recognizing this dual achievement known as CEP Bronze, CEP Silver, CEP Gold, CEP Automation, CEP Lighting, or CEP Datacom & Video

For more information on how to receive dual recognition, please contact [memberengagement@naed.org](mailto:memberengagement@naed.org).

To learn more about digital badges offered for other NAED training programs, visit [naed.org/digitalbadges](http://naed.org/digitalbadges).

## DUAL RECOGNITION LOGOS RECEIVED UPON ACHIEVEMENT:



## Take Advantage Of The Opportunity To Learn, Grow And Revitalize Your Sales Numbers And Career

For any organization in the electrical distribution industry looking to help increase engagement and retention among employees while also contributing to gains in sales and profit margin, EPEC is the perfect fit. EPEC has proven itself to be a good investment:\*

- EPEC graduates demonstrate a 2-3 year head start compared to peers who have not completed the training, with increased sales and profit margins
- Employees develop increased confidence in selling abilities

For more information on EPEC or to learn how to enroll, please visit [naed.org/epec](http://naed.org/epec)

\*Research conducted and highlighted in the September 2018 issue of tED magazine (tedmag.com)

# NAED Industry Bundle

The NAED Industry Bundle includes 20 NAED-developed courses to help your staff better understand the industry from profitability to better understanding of electrical products.

## Customer Service

**Customer Service Role Play: Counter or Delivery Driver [0.5 hrs]**  
**Recommended audience: Counter Sales & Drivers**

A customer service role play, designed to increase profitability, maintain customers and promote efficiency.

## Ethics

**Branch Management: Business Ethics [0.5 hrs]**  
**Recommended audience: Managers**  
Practice ethical decision-making skills with 10 different business scenarios specific to distribution.

**Branch Management: Sexual Harassment [0.5 hrs]**  
**Recommended audience: Managers**  
Helps associates define sexual harassment, handle complaints and prevent harassment.

## Finance & Analytics

**Bottom Line Basics® [2 hrs]**  
**Recommended audience: Associates at every level**

Learn the key financial indicators and formulas used to measure profitability, how electrical distributors generate a profit and how every associate can contribute to the bottom line.

**Branch Management: Using the Income Statement [0.5 hrs]**  
**Recommended audience: Managers**  
Provides the fundamentals in branch profitability and using an income statement. Allows associates to practice analyzing an income statement to spot trends and make business decisions.

**Leveraging Data [3 hrs]**  
**Recommended audience: any employee or manager involved in financial reporting or data analytics**

This course teaches key data analytics tools that a distributor can utilize to be successful in today's marketplace, to drive a data driven culture in their organization, and to help identify areas for improvement in profitability and sales efficiency.

## Onboarding

**Electrical Distributor Guided Education® [EDGE] [Modules between 1 1/2 - 2 1/2 hrs long]**  
**Recommended audience: Associates at all levels**

Associates will gain a fundamental understanding of electrical principles and terms, basic electrical principles and customer applications.

**Introduction to Electrical Distribution [0.5 hrs]**  
**Recommended audience: New hires in any role**

In this online game you will learn about industry career options and receive basic product introductions while you earn virtual prizes.

## Managing People

• **Engaging & Retaining [0.5 hrs]**  
**Recommended audience: Hiring managers and HR professionals**  
Managers will learn strategies for identifying, engaging, and retaining their full, key, and rookie contributors.

• **Knowledge Share: Grow Your Staff Expertise [0.5 hrs]**  
**Recommended audience: HR, Training Managers**  
Learn different examples on how explicit and tacit knowledge can be retained.

• **Recruit Locally [0.5 hrs]**  
**Recommended audience: Hiring managers and HR professionals**  
Learn how to attract the top local talent to your company by developing your centers of influence and a successful recruiting plan.

• **Recruiting with Social Media (.5 hrs.)**  
Target audience: Recruiting with Social Media is designed for Human Resources, recruiters, managers, or any other manager associated with recruiting.  
Recruiting with Social Media will introduce you to the basic concepts of how to recruit using social media. This course will teach you how to leverage social media networks such as Facebook, Twitter, and LinkedIn to pipeline and hire talent.

## Warehouse

**Warehouse Pro [2.25 hrs]**  
**Recommended audience: Warehouse associates**  
Students learn a foundational understanding of the electrical distribution industry and the important role they play within their companies.

## Sales

**Boost Profits: Increase Customer Profitability [0.5 hrs]**  
**Recommended audience: Sales Associates**  
Students learn how to identify their profitable customers so they can spend time where it has the most positive impact.

**Communicating Across the Generations [0.75 hrs]**  
**Recommended audience: Inside and outside sales**  
This mobile-friendly, six-part series gives associates the ideas and skills to connect and communicate with multiple generations, both within the company and with external customers.

**Counter Pro® [1.25 hrs]**  
**Recommended audience: Counter Sales Associates**  
Learn how the right greeting, active listening, up-selling and overcoming objections will increase sales in your counter area.

**Inside Sales Pro [1 hr]**  
**Recommended audience: Inside Sales Associates**  
Identify strengths and weaknesses in areas for inside sales success, including: selling products and services, preparing, processing and managing sales orders and enhancing customer relationships.

**Intro to EV Charging [0.75 hrs]**  
**Recommended audience: Any sales representative involved in the design or sales of EV charging solutions.**  
This course educates the learner on EV Charging Market Opportunities, Product Knowledge, and Consultative Sales Processes.

**Outside Sales Pro [1 hr]**  
**Recommended audience: Outside Sales Associates**  
Identify strengths and weaknesses in areas for outside sales success, including: selling products and services, managing accounts, and using

company and personal resources.

**Selling Green [3.25 hrs]**  
**Recommended audience: Distributors interested in green solutions**  
This series consists of five short, separate courses, each concentrating on a specific green sales opportunity.

## ASA Courses

These courses are being offered as part of a collaboration between NAED and ASA, The American Supply Association.

**Essentials of Leadership for Wholesaler-Distributors [3.5 hrs]**  
ASA's "Essentials of Leadership for Wholesaler-Distributors" provides five in-depth modules that cover aligning team direction, continuous coaching, localized strategic planning, manpower planning, and finally, performance reviews.

**Essentials of Leadership for Wholesaler-Distributors Scenarios [0.75 hr]**  
This companion course expands on the knowledge presented in ASA-U's "Essentials of Leadership for Wholesaler-Distributors". In this course, the student is asked to evaluate a series of scenarios and choose the best path forward based on what they have learned about best practice leadership skills.

**Essentials of Profitable Purchasing and Inventory Management [3.5 hr]**  
Essentials of Profitable Purchasing and Inventory Management explains the role of purchasing and inventory management in wholesale distribution. The course covers why some companies blend purchasing and inventory management under the umbrella known as supply chain management.

**Essentials of Superb Service in Distribution [0.5 hr]**  
Essentials of Superb Service in Distribution provides team members with a concise explanation of the most important keys to providing superb service from a distribution perspective. This interactive course addresses the critical operational, economic, and interpersonal aspects of superb service from a wholesale distribution perspective.



**Manager Coaching Guides Available**

# Electrical Industry Playbook:

## An Introduction to the Market, its Players and the Business

The Electrical Industry Playbook is an online training module for new employees to help jump-start their understanding of the electrical market so they can successfully navigate the industry. This module is also an important resource for existing, tenured employees to help further sharpen their skillsets and advance their industry knowledge.

Empowering your team with training resources provide tangible benefits to you and your team, and ultimately, to your partners and customers.

### The Electrical Industry Playbook includes a complete toolkit of resources:

- 60-minute online training module with interactive activities featuring key takeaways
- Glossary of important terminology
- Discussion guide for learning customization

Overview	Who Should Take This Program	Details
<p><b>Chapter 1:</b> The Electrical Ecosystem (market segments, channel players)</p> <p><b>Chapter 2:</b> Project Types and the Bidding Process (the project and specification process for new construction; in-plant industrial automation; renovation market)</p> <p><b>Chapter 3:</b> Selling Through Distribution</p>	<p>Designed for employees across North America in any department (inside/outside sales, counter sales, marketing, quotations, purchasing, project management, customer service...just to name some areas) who need to understand the market, the interrelationships among channel partners, and the bidding/buy/sell process.</p> <p>This would be an excellent introduction to the industry for new employees as part of an orientation program.</p>	<p>Available online in English and French</p> <p>Duration: one-hour</p> <ul style="list-style-type: none"> <li>• Includes interactive activities to further engage learners and to check for understanding</li> <li>• Features various resources: glossary and user manuals (for trainees and managers) to support each learner's journey through the program</li> </ul>

# Talent Development Tools

NAED has the tools to help you nurture and grow your employees from the start. By creating a culture of learning in your organization, you have the ability to engage your employees and put them on the right track for success.

## Learning Plans

NAED offers several role-based learning plans to help develop your employees at every step of their career. Roles include: onboarding, counter sales, inside sales, outside sales, warehouse, and finance-credit.

Download full learning plans at [naed.org/learning-plans-job-role](https://naed.org/learning-plans-job-role), or check out pages 23-27 for a full list of courses included in each plan.

## Green To Great

Establish a systematic approach to on-boarding new sales associates and branch managers with a consistent welcome experience. The green-to-great on-boarding program will inspire confidence in the new employee's ability to sell by demonstrating a high-quality professional experience.



BRANCH MANAGER | INSIDE SALES | OUTSIDE SALES

## Employee Compensation Report (COMP report)

Hiring and keeping good employees is essential to the profitability of your business. To achieve this goal, you must consider your overall employee compensation plan – not just your pay scales, but your benefits program as well – in comparison to other distribution firms. You need benchmarks. NAED has joined together with 19 other distribution organizations in sponsoring this large cross-industry compensation study. The 2024 COMP report (based off calendar year 2023) is now available. Go to [naed.org/employee-compensation-report](https://naed.org/employee-compensation-report) for more information.

## Talent Development Benchmarking Study

The Talent Development Benchmarking Report allows members to view how their talent development practices stack up against other NAED distributor members. Survey results highlight general HR practices, onboarding, organizational statistics, training requirements, talent development spending, and trends in recruiting. The 2024 report is available at [naed.org/hr-training-report](https://naed.org/hr-training-report).



## Ways to Get Involved

**Education and Development Council (EDC)** - The EDC guides the NAED Foundation toward leading edge training and education programs, provides a vision on future training and education programs and the industries education and development. The EDC is made up of human resource and training professionals from electrical distribution and manufacturing companies.

**Futures Group** - The Futures Group is a group of committed leaders coming together to explore the future of the industry and looks at the future through the lens of major societal and economic trends. The Futures Group endeavors to learn about the impact of emerging trends not only on distributors, but on our supplier and customer partners. For more information about the purpose of the Futures Group and to get connected, visit [naed.org/futures](https://naed.org/futures).

# Skillset Bundles

Take a step into the electrical industry's most comprehensive and relevant online training. Keeping with training industry trends, NAED is offering 13 new skillset bundles with curated content to meet the challenges of individual training needs. Each skillset bundle provides specific courses to meet a specific need.

## Business Strategy & Ethics

### **Business Strategy & Ethics**

**Total Seat Time: 8 Hours**

- Being a Responsible Corporate Digital Citizen
- Branch Management: Business Ethics
- Building a Customer-Centric Organization
- Building Rapport: Business Etiquette & Customer Care
- Corporate Strategy - 365 Careers
- Cross-Cultural Business Etiquette
- Leading Across New Borders (3 Courses)
- Dealing with Office Politics
- 7 Ways to Use Office Politics Positively
- Corporate Social Responsibility
- The Stuff of Work: Ethics and Assets

## Communications

### **Communications**

**Total Seat Time: 21 Hours**

- Acting with Diplomacy and Tact
- Authentic Listening
- Building a document
- Choosing the Right Interpersonal Communication Method to Make Your Point
- Communicating Effectively with Customers
- Communication Skills for Beginners
- Creating Clear Communications
- Editing and Proofreading Business Documents
- Effective Writing Module
- Electronic Communications
- Email Etiquette Beginner
- Getting the Details Right: Spelling Basics
- Grammar Foundations
- Influence and persuasion in negotiation
- Keeping Business Calls Professional
- Making an Impact with Non-verbal Communication
- Navigating Challenging Situations with Diplomacy and Tact
- Personal Power and Credibility
- Planning an Effective Presentation
- Polishing Your Feedback Skills
- Positive Atmosphere: How Organizational Learning Drives

Positive Change

- Pre-Presentation Planning
- Ten Elements of Clear Writing
- Troublesome Words and Phrases: Common Usage Mistakes in Writing
- Trust Building through Effective Communication

## Customer Service

### **Customer Service**

**Total Seat Time: 7 Hours**

- Building a Customer-Centric Organization
- Controlling Conflict, Stress, and Time in a Customer Service Environment
- Customer Service Role Play
- Customer Service Self-Management
- Dealing with Customer Service Incidents and Complaints
- Designing a Customer Service Strategy
- Embracing a Customer-Obsessed Mentality
- Facing Confrontation in Customer Service
- Polishing Your Skills for Excellent Customer Service
- Providing Effective Internal Customer Service
- Providing On-site Customer Service
- Providing Telephone Customer Service
- Rapport Building in Customer Service
- Remaining Tactful and Diplomatic Under Pressure
- Service Attitude Bundle (5 courses)

## Data Analytics & Software

### **Data Analytics & Software**

**Total Seat Time: 9.5 Hours**

- Data Analysts Toolbox: Advanced Excel, Python, Power BI, PivotTables
- Excel for Business Analysts
- Leveraging Data
- Logical Functions in Microsoft Excel - Short Course
- Microsoft Power BI for Beginners
- Power BI Essentials [12 Courses]
- Power BI Intermediate Course - Beyond the Basics
- Statistics for Data Science and Business Analysis

## Financial Acumen

### **Financial Acumen**

**Total Seat Time: 18 Hours**

- Leveraging Data
- Accounting and Financial Statement Analysis
- Accounting for Intangibles
- Accounting Should Evolve With Time
- Bottom Line Basics
- Branch Management: Using the Income Statement
- Concept Of The - "Conservative Principle"
- Intro to Finance 01: Why Learn About Finance?
- Intro to Finance 02: Finance Terms
- Intro to Finance 03: Resources & Documents
- New Employee Math: Budgeting Basics
- New Employee Math: Taxation Basics
- Newer Business Requirements
- Principles of Accounting 01: Principles of Accounting
- Principles of Accounting 02: Common Accounting Terms
- Principles of Accounting 03: Cash vs. Accrual Basis
- Principles of Accounting 04: Fraud
- Reasons For Deterioration
- Role Of Estimates
- Specialized Math: Calculating Production Costs
- Specialized Math: Compound vs. Simple Interest
- Specialized Math: Determining Pricing
- Specialized Math: Interest Rates
- Specialized Math: Inventory Basics
- Specialized Math: Mark-ups and Mark-downs
- Specialized Math: Net vs Gross
- Specialized Math: Payroll Basics
- Specialized Math: Understanding Annuities
- Specialized Math: Understanding Loans
- Specialized Math: Understanding Profits and Profit Margins
- Specialized Math: Understanding Ratios, Proportions, and Percentages
- Specialized Math: Understanding ROI
- The Emergence Of A Knowledge-Based Economy
- Transformational Hurdles

## Leveraging AI

### **Leveraging AI**

**Total Seat Time: 17 Hours**

- AI Engineering: Intro to AI Safety
- AI Engineering: Safety Best Practices
- Build an AI-Powered Company Hub with LlamaIndex
- ChatGPT (Open AI) and Chatbot Fundamentals
- ChatGPT for Beginners: An Introduction to ChatGPT and AI [13 Courses]
- Competing in the Age of AI - Mike F [15 Courses]
- Defining an AI project
- Demystifying ChatGPT and AI to Supercharge Your Marketing and Sales Strategies [12 courses]
- Digital Marketing with ChatGPT Extended
- How to Use AI Safely
- How To Use Generative AI
- Introduction to AI technology
- Introduction to ChatGPT
- Learn How to Create AI Agents
- Practical applications for AI
- Putting an AI project into practice
- Rebooting AI [12 Courses]
- Responsible AI: Using Artificial Intelligence Responsibly
- What is AI?
- Why AI is booming

## Principles of Leadership

### **Principles of Leadership**

**Total Seat Time: 18 Hours**

- Delivering Happiness
- Dynamic Leadership - Key Leadership Qualities - 1 of 9
- Dynamic Leadership - Developing Trust - 2 of 9
- Dynamic Leadership - Creating Buy-In - 3 of 9
- Dynamic Leadership - Communicating Why - 4 of 9
- Dynamic Leadership - Key Training Principles - 5 of 9
- Dynamic Leadership - Coaching To Peak Performance - 6 of 9
- Dynamic Leadership - Effective Meetings - 7 of 9
- Dynamic Leadership - Accountability Meetings - 8 of 9
- Dynamic Leadership - Employee Development Planning - 9 of 9
- Impactful Communication - Setting Proper Expectations - 1 of 8
- Impactful Communication - Communication Rules - 2 of 8
- Impactful Communication - Keys To Successful Emails - 3 of 8
- Impactful Communication - Graduated Learning - 4 of 8
- Impactful Communication - Effective Listening - 5 of 8
- Impactful Communication - How To Be Assertive - 6 of 8
- Impactful Communication - Healthy Conflict - 7 of 8
- Impactful Communication - Public Speaking - 8 of 8
- Influence Bundle (5 Courses)

- Influence: Appropriate Use of Power (Part 1 of 5)
- Influence: Six Influence Techniques (Part 2 of 5)
- Influence: Getting Others to Follow Your Lead (Part 3 of 5)
- Influence: Influencing Change (Part 4 of 5)
- Influence: Win-Win-Negotiation (Part 5 of 5)
- Influence: Credibility--Maximizing Core Influence
- Influence: Preventing Groupthink
- Six Steps to Build a High-Performance Team Bundle
- Step 1: Leading Past Losing
- Step 2: Committing To Growth
- Step 3: Changing Behaviors
- Step 4: Embracing Adversity
- Step 5: Achieving Success
- Step 6: Culture Of Excellence
- Motivation
- The Ultimate Question

## Professional Development

### **Professional Development**

**Total Seat Time: 6.5 Hours**

- Being Accountable
- Career Development: Moving Up the Ladder (Part 5 of 5)
- Creating a More Balanced Workplace: Introduction to Balance Strategies
- Creating a More Balanced Workplace: Strategy #1: Being a Present Listener
- Creating a More Balanced Workplace: Strategy #2: Having a Sense of Purpose
- Creating a More Balanced Workplace: Strategy #3: Adopting Change Strategies
- Creating a More Balanced Workplace: What is Work-Life Balance and Why Does it Matter?
- Developing Personal Accountability
- Does Your Job Play to Your Strengths?
- Manage Your Personal Performance & Development - Accelerate Your Career
- Problem-Solving: Four Stages of Creative Problem Solving (7 Courses)
- Problem-Solving: 01. Introduction to Problem Solving
- Problem-Solving: 02. Define the Problem
- Problem-Solving: 03. Determine the Root Cause
- Problem-Solving: 04. Generate Solutions
- Problem-Solving: 05. Evaluate and Select Solutions
- Problem-Solving: 06. Implement Solutions
- Problem-Solving: 07. Monitor the Resolution
- Responsible Initiative Bundle (5 Courses)
- Responsible Initiative: Achieving Results with Others
- Responsible Initiative: Initiative for Responsible Results
- Responsible Initiative: Overcoming Obstacles
- Responsible Initiative: Personal Accountability

- Responsible Initiative: Personal Leadership
- Role Boredom - Thrive in Five
- Stop Stagnating and Make a Change
- Stress Management: Balancing Home and Career
- Taking Control of Your Career: 01. Career Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action in Your Career
- The Basics: What is Belonging?
- The Basics: What is Diversity?
- The Basics: What is Equity
- The Basics: What is Inclusion
- TRANSFORM YOUR MINDSET, TRANSFORM YOUR CAREER

## Project & Time Management

### **Project & Time Management**

**Total Seat Time: 6 Hours**

- 10 Common Time Management Mistakes
- Agile Project Management: Basics
- Common Time Management Problems
- Common Time Management Problems: 01. Precrastination
- Common Time Management Problems: 02. Precrastination
- Managing Time Successfully - Cutting Edge Communication Comedy Series
- Project Management Bundle (9 Courses)
- Project Management: 01. What is a Project?
- Project Management: 02. Project Charter
- Project Management: 03. Timelines
- Project Management: 04. Negotiating
- Project Management: 05. Communicating
- Project Management: 06. Measuring and Tracking
- Project Management: 07. Handling Change
- Project Management: 08. People Problems
- Project Management: 09. Completing the Project
- Sales Time Management
- Time Management Bundle
- Time Management Tips Infographic

## Purchasing

### **Purchasing**

**Total Seat Time: 8.5 Hours**

- Basics of Negotiations
- Difficult Negotiations
- Influencing, Persuading & Negotiating (CPD Certified)
- Learn to Negotiate with Suppliers (Interactive)
- Market Validation
- Negotiating Yourself
- Online Negotiations
- Remaining Tactful and Diplomatic under Pressure
- Vendor Management for Technology Professionals
- Why be customer-centric?

## Recruitment & Retention

### **Recruitment & Retention**

**Total Seat Time: 8 Hours**

- Expertise and Employee Retention: Leadership Expertise
- Expertise and Employee Retention: Confidence in Any Situation
- Expertise and Employee Retention: Leadership Credibility
- Expertise and Employee Retention: Hiring the Right Talent
- Expertise and Employee Retention: Retaining the Right Talent
- Interviewing Skills for Managers: Conducting an Interview
- Rockstar Recruiting - Introduction to Recruiting
- Rockstar Recruiting - Selling Top Talent
- Rockstar Recruiting - Creating a Process
- Rockstar Recruiting - Playing the Numbers
- Rockstar Recruiting - Identifying Rockstars
- Rockstar Recruiting - Behavioral Interviewing
- Rockstar Recruiting - Recruiting for Retention
- Rockstar Recruiting - Recruiting Summary
- Social Entrepreneurship bundle
- What Is Social Entrepreneurship?
- Relationship Between Philanthropy and Entrepreneurship
- Case Study - Local Communities and The Role of Women
- Recruiting Right for A Social Business
- Succession Planning
- Case Study - Understanding Social Entrepreneurship

## Sales Skills

### **Sales Skills**

**Total Seat Time: 14.5 Hours**

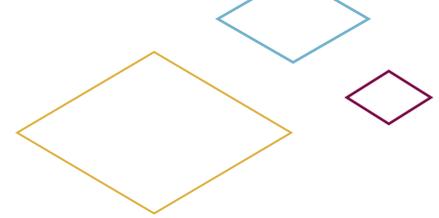
- Confirming and Closing bundle
- Closing Sales: Confirming Different Buyer Styles [30 min]
- Closing Sales: Getting to Yes [30 min]
- Closing Sales: How to Ask for the Business [30 min]
- Closing Sales: Increasing Closing Ratios [30 min]
- Closing Sales: Psychology of Confirming Sales [30 min]
- Counter Pro® [150 min]
- Developing A Calling Framework To Use
- Enterprise Selling
- Introduction To Selling
- Knowing Your Customers
- Negotiating Well and Going for the Close
- Outside Sales Pro [270 min]
- Sales Prospecting: Sales Analytics and Metrics
- Sales Skills: 06. The 6 Sales Techniques You Need To Know
- Selling Strategies: Consultative Selling
- Selling Strategies: Field Sales
- Selling Strategies: Upsell and Add-Ons

## Workplace Culture

### **Workplace Culture**

**Total Seat Time: 7 Hours**

- 4 Strategies for Building Collaboration - Interactive
- Building Team Trust
- Bullying & Harassment
- Creating a Strong Team Culture
- Disability Inclusiveness
- High-Performance Team Building Series
- How Women Rise
- Inclusive Leadership
- Introduction to Emotional Intelligence: Navigating Workplace Relationships
- Introduction to Teamwork and Conflict Resolution: Finding Space to Work Together
- LGBTQ Inclusion
- Nothing Succeeds Like Failure
- Team Effectiveness Assessment
- Teamwork
- The Culture Map
- Unconscious Bias
- Understanding Diversity and Inclusion: Workplace Well-Being
- Who's Got Your Back by Keith Ferrazzi





# Management Bundle

The Management Bundle consists of 132 courses, totaling over 56 hours of seat time in five key areas: **Managing Yourself, Managing People, Managing Change, Managing the Business, and Managing Meetings.** This bundle is designed to help develop management trainees, new branch managers, or anyone in a management role. Build upon your core skills and learn new methods that will allow you to expand your knowledge and become the best leader possible.

## Managing Meetings

### **Managing Meetings**

**Total Seat Time: 3 Hours**

- 1-Minute Effective Training Room
- Class Introduction & Warm-up
- Delivering Training Masterfully - Cutting Edge Communication Comedy Series
- Developing rapport with your team
- Developing Trainer Skills - Interactive
- Effective meetings
- Empathy in the Workplace (CPD certified)
- Execution meetings - Meeting Guidelines
- Honey & Mumford Learning Style
- How to Be an Empathy Machine
- How to Become an Empathetic Leader
- I don't listen to my team
- Kolb Learning Cycle
- Managing Difference
- Opportunities and Ways to Learn

- Plan for Effective Meetings
- Planning a Training Session
- Present Online with Impact - Interactive
- Running Effective Meetings
- Setting Up a Meeting

## Managing Yourself

### **Managing Yourself**

**Total Seat Time: 1.3 Hours**

- Break the Crazy Busy Cycle
- Build Resilience Through Perseverance
- Building Accountability: Managing Yourself
- Coaching Best Practice & The 5 C's (CPD Certified)
- Developing Your Business Ethics
- Effective Problem Solving - Asking The 5 Whys
- Emotional Awareness
- How To Ask For Help In The Right Way
- The Right Level of Challenge
- You Can Learn to Lead

## Managing Change

### **Managing Change**

**Total Seat Time: 1.3 Hours**

- Change Management Bundle (6 Courses) by Chart Solutions
- Change Management - Successfully shaping change processes
- Change Management course by Pinktum

## Managing People

### **Managing People**

**Total Seat Time: 26.5 Hours**

- Appraisals – The Appraisee's Guide
- 10 minute Effective Performance Reviews
- Americans with Disabilities Act: An Overview for Managers
- Appraisal - Manager's Guide
- Appraisal that adds value
- Change Management: Communicating During Change
- Change Management: Initiating and Leading Change
- Change Management: Understanding Change
- Change the Task, Not the Person

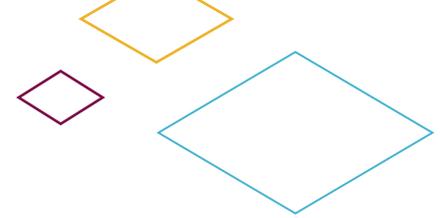
- Coaching and Mentoring: Coaching Peers (Part 3 of 5)
- Coaching and Mentoring: Giving and Receiving Feedback (Part 5 of 5)
- Coaching Job Skills - Office Edition
- COMPLIANCE EXPERT: Bullying - The Manager's Role
- COMPLIANCE EXPERT: Harassment and Retaliation for Managers
- COMPLIANCE IMPACT: Harassment - Handling the Complaint
- Conducting Effective Performance Reviews
- Developing Performance Goals & Standards
- Emotional Intelligence: Defining and Understanding EI
- Emotional Intelligence: Managing Emotions and Mindset
- Emotional Intelligence: Practical steps to develop EI
- Emotional Intelligence: Techniques to build EI skills
- Emotional Intelligence: The EI framework
- Engaging & Retaining
- Every Relationship Teaches You Something About Yourself
- Five Ways to Identify and Develop Future Leaders
- Give Fair and Balanced Feedback with S.S.B.I.R.
- Giving Feedback that Works
- How Managers Empower Their Staff Through Open Questions
- How To Create A High Performance Team Culture
- How to Deliver Bad News
- How To Have Difficult Conversations With Poor Performers
- How to Hold Someone Accountable
- How To Structure The Appraisal Discussion
- Identifying key performance indicators
- Improving Work Habits
- Knowledge Share: Grow Your Staff Expertise
- Managing Employee Performance Beginner
- Managing Performance
- Performance Management 101 from Mind Tools for Business
- Performance Management is Killing Performance
- Performance Reviews: Powerful or Pathetic?
- Problem-Solving: Early Problem Recognition
- Providing Performance Feedback
- Recruit Locally
- Recruiting with Social Media
- Resilience: Building a resilient team
- Resilience: Personal resilience
- Resilience: Staying adaptable and resilient
- Resilience: Leading through a challenge
- Set Expectations for Your Team
- The Leadership Pipeline Model
- Understanding Diversity and Inclusion: Diversity, Inclusion and Belonging (Part 1 of 5)
- Understanding Diversity and Inclusion: Unconscious Bias (Part 2 of 5)
- Understanding Diversity and Inclusion: Working Across Cultures (Part 3 of 5)
- Understanding Diversity and Inclusion: Discrimination (Part 4 of 5)
- Understanding Diversity and Inclusion: Workplace Well-Being (Part 5 of 5)
- Understanding Managerial Styles
- Which Style Are You Using The Most?
- Why Having Difficult Conversations Can Be Beneficial

## **Managing The Business**

### **Managing The Business**

**Total Seat Time: 24.5 Hours**

- Acting Decisively
- Business Analysis Activities and Tools
- Business Analysis Analytical Techniques
- Business Analysis Documentation and Criteria
- Business Analysis Overview
- Business Analysis Professional Effectiveness Competencies
- COMPLIANCE EXPERT: Privacy & Information Security - Some Examples
- COMPLIANCE EXPERT: Privacy & Information Security - The Basics
- COMPLIANCE IMPACT: Antitrust - Rigging the Bid
- Defining Alternative Solutions to a Problem
- Developing an Effective Business Case
- Gauging Your Organization's High-Performing Potential
- Key Elements of Business Execution
- Making Meetings Work
- Managing for Cross-Functionality
- Managing Goals
- Personal Skills for Effective Business Analysis
- Perspectives for Effective Analysis
- Planning Meetings Fit for Purpose
- Playing the Devil's Advocate in Decision Making
- RADD Knowledge: Part 1
- RADD Knowledge: Part 2
- Running Effective Meetings
- Running Meetings in Better Directions
- Sharing a Vision
- The BA Elicitation and Collaboration Knowledge Area
- The BA Planning and Monitoring Knowledge Area
- The Requirements Life Cycle Management Knowledge Area
- The Solution Evaluation Knowledge Area
- The Strategy Analysis Knowledge Area
- Thinking Strategically as a Manager
- Verifying and Building on Creative Ideas



# Safety Training Bundles

The Safety Bundle consists of 183 courses, totaling over 56 hours of seat time in three categories: HR Compliance, Transportation Safety, and Workplace Safety. Fulfill sexual harassment requirements for every employee with HR Compliance; driving safety/advanced topics, Hazmat, and CDL training with Transportation Safety; and forklift and common warehouse practices with the Workplace Safety training.

Training available for purchase in the following: HR Compliance, Transportation Safety, Workplace Safety, or All Safety Topics Bundle (access to all three bundles).

## HR Compliance

### Safety & HR Compliance

**Total Seat Time: 16 Hours**

- Anti-Harassment, Bullying and Violence Global Certification Course
- Branch Management: Sexual Harassment [0.5 hrs]
- Bullying and Harassment by BSI
- Bullying and Harassment by Thrive Learning
- DEI: The Basics from Mindscaling
- Diversity, Equality, and Inclusion: Global Edition [Spanish]
- Diversity, Inclusion and Equity: Microaggressions
- Equality, Diversity & Inclusion (CPD certified)
- Equity and Diversity
- Family and Medical Leave Act (FMLA) for Employees
- Family and Medical Leave Act (FMLA) for Managers
- Introduction to Diversity, Equity, and Inclusion
- Mental Health Series: Substance Abuse
- Preventing Discrimination & Harassment in Retail: US Employees V4.01
- Preventing Discrimination & Harassment: Employees
- Preventing Discrimination & Harassment: US Managers Edition V5.1
- Preventing Discrimination and Harassment for Employees (US) [Spanish [LATAM]]
- Preventing Discrimination and Harassment US: Fundamentals [Spanish [LATAM]]
- Sexual Harassment Prevention Training
- Substance Abuse in the Workplace: What Employees Need to Know (MM)
- The Basics: What Are Intent and Impact?
- The Basics: What is Accessibility?
- The Basics: What is Belonging?
- The Basics: What is Diversity?
- The Basics: What is Equity
- The Basics: What is Inclusion
- The Basics: What is Meritocracy?
- The Basics: What is Unconscious Bias?

- The Meaning of Equality, Diversity and Inclusion
- Understanding Diversity and Inclusion: Discrimination
- Understanding Diversity and Inclusion: Unconscious Bias
- Understanding Diversity and Inclusion: Working Across Cultures
- Workplace Violence in Transportation and Warehouse Environments

## Transportation

### Transportation

**Total Seat Time: 16 Hours**

- Aerial Lift Safety Canada
- Avoiding Retaliation
- Commercial Driver's License: Basics
- Commercial Driver's License: Accident and Fire Procedures
- Commercial Driver's License: Basic Vehicle Control
- Commercial Driver's License: CDL Overview
- Commercial Driver's License: Transporting Cargo
- Commercial Driver's License: Transporting Hazardous Materials
- Commercial Driver's License: Vehicle Inspections
- Compliance, Safety, Accountability (CSA) Overview for Drivers (US)
- Defensive Driving - Large Vehicles
- Defensive Driving - Small Vehicles
- Defensive Driving Fundamentals - Canada - Defensive Driving Fundamentals Canada
- Delivery Truck Maintenance
- Distracted Driving: Rewind
- DOT Driver Compliance (US)
- DOT Drug and Alcohol Testing for CDL Drivers
- DOT Roadside Inspections
- Driving Defensively for CDL/Large Vehicle Drivers: The Basics
- Driving Defensively For CDL/Large Vehicle Drivers: the Basics - Hitting the Road
- Driving Defensively For CDL/Large Vehicle Drivers: the Basics - Negotiating Curves and Downgrades
- Driving Defensively For CDL/Large Vehicle Drivers: the Basics - Preparing for Your Trip
- Driving Defensively For CDL/Large Vehicle Drivers: the Basics - Turns and Intersections
- Driving Defensively For CDL/Large Vehicle Drivers: the Basics - Using Your Headlights
- Driving Defensively for CDL/Large Vehicle Drivers the Basics - Right-of-Way, Lane Control and Passing
- Driving Defensively for CDL/Large Vehicle Drivers the Basics - The Mental Side of Driving Defensively
- Driving Defensively for CDL/Large Vehicle Drivers: Handling Adverse Conditions
- Driving Defensively For CDL/Large Vehicle Drivers Handling Adverse Conditions - Dealing with Distracted and Aggressive Drivers
- Driving Defensively For CDL/Large Vehicle Drivers Handling Adverse Conditions - Driving Safely in Bad Weather
- Driving Defensively For CDL/Large Vehicle Drivers Handling Adverse Conditions - Pedestrians, Work Zones and Emergency Situations
- Driving Defensively For CDL/Large Vehicle Drivers: Handling Adverse Conditions - Handling a Blowout
- Driving Defensively For CDL/Large Vehicle Drivers: Handling Adverse Conditions - Sharing the Road with Other Trucks and Buses
- Driving Safety: Changing Lanes (US)
- Driving Safety: Speeding and Stopping Distance (US)
- Driving Safety: The Basics - Driving at Night and in Bad Weather
- Drug and Alcohol Testing for CDL Drivers - Drug and Alcohol Testing Basics
- HAZMAT Transportation Awareness (US)
- Lift Truck Safety Canada
- Load Securement and Distribution (US)
- Reasonable Suspicion Training for Alcohol and Substance Abuse (US)
- Safe Driving Behavior for Commercial Motor Vehicles (CMVs)
- Transport Canada TDG: Introduction and Responsibilities
- Transport Canada TDG: Related Regulations and Standards
- Transport Canada TDG: Special Situations and Emergency Actions
- Transportation of Dangerous Goods (Canada)

## Workplace Safety

### Workplace Safety

#### Total Seat Time: 24 Hours

- 360 Immersive-Virtual Reality Simulation Bundle [17 Courses]
- Asbestos Hazard Awareness
- Powered Industrial Trucks Part 4: Fueling and Charging (Spanish) Camiones industriales motorizados Parte 4: Abastecimiento de combustible y carga
- Powered Industrial Trucks Part 6: Picking Up and Placing Loads (Spanish) Camiones industriales motorizados Parte 6: Levantamiento y colocación de cargas
- Powered Industrial Trucks Part 7: Loading Dock Operations (Spanish) Camiones industriales motorizados Parte 7: Operaciones en los muelles de carga
- Back Safety & Injury Prevention
- Bloodborne Pathogens: Bloodborne Pathogens for Employers
- Camiones industriales motorizados - Descripción general para operadores (Powered Industrial Trucks - Operators Overview Spanish)
- Concientización sobre sílice cristalina - Global (Crystalline Silica Awareness - Global Spanish)
- Confined Spaces for Employees: 01. Personnel Responsibilities
- Confined Spaces for Employees: 02. Understanding Permits
- Confined Spaces for Employees: 03. Atmospheric Hazards
- Confined Spaces for Employees: 04. Personal Protective Equipment
- Confined Spaces for Employees: 05. Confined Spaces for Construction
- Confined Spaces for Employers: 01. Rules and Responsibilities
- Confined Spaces for Employers: 02. Emergency Procedures and Rescue
- Control Safety Hazards: Storing and Handling Material
- Crystalline Silica Awareness
- Electrical Safety: 01. Basics for General Employees
- Electrical Safety: 02. Safe Work Practices and PPE
- Electrical Safety: 03. Hazard Recognition
- Electrical Safety: 04. Understanding Grounding
- Electrical Safety: 05. Arc Flash
- Electrical Safety: 06. Wiring, GFCI, and Extension Cords
- Electrical Safety: 07. Responding to Emergencies
- Electrical Safety: 08. OSHA Requirements for Employers
- Emergency First Aid
- Emergency Planning - Your Role in Emergency Planning
- HAZWOPER Refresher Training - Module 1 - Scope, Application and Training Requirements (US)
- HAZWOPER Refresher Training - Module 2 - Environmental Issues for HAZWOPER (US)
- HAZWOPER Refresher Training - Module 3 - Hazard Communication: Your Right to Know (US)
- HAZWOPER Refresher Training - Module 4 - Hazard and Risk Assessment Techniques (US)
- HAZWOPER Refresher Training - Module 5 - Toxicology (US)
- HAZWOPER Refresher Training - Module 6 - Monitoring and Medical Surveillance (US)
- HAZWOPER Refresher Training - Module 7 - Respiratory Protection (US)
- HAZWOPER Refresher Training - Module 9 - Confined Spaces (US)
- HAZWOPER Refresher Training - Module 8 - Personal Protective Equipment (PPE) (US)
- HAZWOPER Refresher Training - Module 10 - Spill Prevention (US)
- HAZWOPER Refresher Training - Module 11 - Site Control (US)
- HAZWOPER Refresher Training - Module 12 - Decontamination (US)
- HAZWOPER Refresher Training - Module 13 - Emergency Response (US)
- Heat Stress
- Hydrogen Sulfide Safety Part 1 (US)
- Hydrogen Sulfide Safety Part 2 (US)
- Materials Handling Safety - Platform Trucks, Carts and Pallet Jacks
- New Worker Safety Orientation
- Office Safety and Ergonomics
- Operating Electric Pallet Jacks Safely
- Operating Electric Pallet Jacks Safely, concise version
- Pause for Performance: Fire Extinguishers
- Pause for Performance: Ladder Safety
- Personal Protective Equipment: PPE for Managers
- Personal Protective Equipment (PPE) Part One - Introduction
- Personal Protective Equipment (PPE) Part Two - Head Protection
- Personal Protective Equipment (PPE) Part Three - Eye and Face Protection
- Personal Protective Equipment (PPE) Part Four - Hand and Arm Protection
- Personal Protective Equipment (PPE) Part Five - Body Protection
- Personal Protective Equipment (PPE) Part Six - Foot and Leg Protection
- Personal Protective Equipment (PPE) Part Seven - Hearing Conservation
- Personal Protective Equipment (PPE) Part Eight - Respiratory Protection
- Personal Protective Equipment (PPE) Part Nine - Electrical Protective Devices
- Personal Protective Equipment (PPE) Part Ten - Levels of Protection and Protective Gear
- Powered Industrial Trucks Awareness
- Powered Industrial Trucks Operators Overview - Global
- Powered Industrial Trucks Part 1: Classes and Types
- Powered Industrial Trucks Part 2: Pre-Operation Inspection
- Powered Industrial Trucks Part 3: Operational Inspection and Maintenance
- Powered Industrial Trucks Part 4: Fueling and Charging
- Powered Industrial Trucks Part 5: Preventing Incidents
- Powered Industrial Trucks Part 6: Picking Up and Placing Loads
- Powered Industrial Trucks Part 7: Loading Dock Operations
- Safety Attitudes and Actions
- Safety Matters: Fire Safety
- Safety Matters: Lockout/Tagout
- Sécurité des échelles (Ladder Safety Canadian French)
- Sécurité des entrepôts (Warehouse Safety Canadian French)
- Sécurité incendie : utilisation d'extincteurs (Fire Extinguisher Safety French)
- Slips, Trips & Falls
- Slips, Trips, & Falls 1: Causes
- Slips, Trips, & Falls 2: Hazards
- Slips, Trips, & Falls 3: Prevention
- Using Eyewashes and Emergency Showers
- Warehouse Safety
- Warehouse Safety Awareness
- When Falls Happen
- Workplace Safety: Material Handling
- Your Workplace Safety Attitude
- Your Workplace Safety Culture



# Leadership Development

EMBRACE | EMBODY | EXEMPLIFY

## What Is The NAED Leadership Development Program?

The NAED Leadership Development Program is a ten-month curriculum specifically designed for developing leaders in the electrical distribution industry. The program is ideal for a manager at any level who needs to refine his or her leadership skills. With a mixture of assessments, one-on-one coaching, live and virtual training, case studies, and peer coaching, this experience blends together learning and development best practices. The program, created in response to key challenges NAED members have identified, will help current and future leaders face issues such as changes in the industry, new technology, and strengthening the customer experience.

## Why Is The Leadership Development Program Important To You?

The electrical distribution industry looks radically different than it did 20 years ago, and it will look radically different in the next decade. The leaders in your organization are going to have to be able to face these changes head on or risk the survival of your businesses. NAED's new leadership development program will help your current and future leaders.

### Competency-Based Curriculum

Strong leadership is not about having one right way of communicating, behaving, or working with others. It is about taking your own unique strengths and leveraging them in a way that works for you and your organization. After interviews with members of NAED and research from trusted institutions around the United States, NAED partnered with Dale Carnegie to develop five leadership competencies which are critical for electrical distribution leaders to embrace, embody, and exemplify to be successful in the future. These competencies are embedded into every component of this leadership program.

**Contact the Member Engagement Team with any questions or visit [naed.org/leadership](https://naed.org/leadership).**

**Grow the company during industry changes**

**Enhance the customer experience**

**Improve employee retention**

**Build emotional intelligence**

**Increase company performance**

**Increase overall employee fulfillment**

**Enhance the workplace culture**

# Leadership Competencies

After interviewing industry leaders from across the country in a wide variety of electrical distribution businesses combined with research from leadership experts, industry experts, and respected consultants across the United States, five key leadership competencies emerged. These competencies are critical for electrical distribution leaders in today's world to embrace, embody, and exemplify if they want to be successful in the industry in the future.

Competency	Embrace	Embody	Exemplify
	<b>Embrace the Idea of the Competency</b>	<b>Embody the Attitudes &amp; Skills of the Competency</b>	<b>Exemplify the Competency Externally to Others</b>
<b>Be Okay with the Gray</b> Embrace Ambiguity	<ul style="list-style-type: none"> <li>• Ambiguity is part of business today</li> <li>• There will not always be black and white problems, solutions, or answers</li> </ul>	<ul style="list-style-type: none"> <li>• Willing to take risks when the outcome is unknown</li> <li>• Optimistic, positive, and forward-thinking mindset in dealing with uncertainty</li> </ul>	<ul style="list-style-type: none"> <li>• Helps others through uncertainty and change</li> <li>• Uses an innovative and creative approach when working on issues</li> <li>• Influences others to follow them</li> </ul>
<b>From Me to We</b> Collaborate with Others	<ul style="list-style-type: none"> <li>• Collaboration is rising and necessary to complete initiatives</li> <li>• We must surround ourselves with high performers</li> <li>• All departments and locations must work together to achieve goals</li> </ul>	<ul style="list-style-type: none"> <li>• Has an open mind to other's opinions and ideas</li> <li>• Willingness to go against our own ideas and ask, "Why might I be wrong?"</li> <li>• Builds genuine relationships with others</li> <li>• Thinks about the impact they have on other departments</li> </ul>	<ul style="list-style-type: none"> <li>• Listens and acts on the ideas and thoughts of others using empathy</li> <li>• Spends time coaching and developing others based on their strengths</li> <li>• Works with all departments and locations to achieve strategic initiatives</li> </ul>
<b>Boldly Step Out</b> Be Vulnerable and Transparent	<ul style="list-style-type: none"> <li>• We must be ready to go first and be ready to fail</li> <li>• Using transparency in our communication and actions with others</li> </ul>	<ul style="list-style-type: none"> <li>• Has confidence to be vulnerable enough to admit flaws</li> <li>• Is willing to surround ourselves with people smarter than us</li> </ul>	<ul style="list-style-type: none"> <li>• Admits mistakes and successes publicly to team and in one on ones</li> <li>• Lets people on your team see and know your whole self</li> </ul>
<b>Think Socially</b> Remember the Greater Good	<ul style="list-style-type: none"> <li>• Work and life are intertwined in today's world</li> <li>• Organizations should not only seek to improve themselves but the lives of employees and customers</li> </ul>	<ul style="list-style-type: none"> <li>• Values people as the most important asset of the organization</li> <li>• Displays empathy towards others by seeing things from their perspectives</li> </ul>	<ul style="list-style-type: none"> <li>• Acts in the best interest of the company, employees, and customers</li> <li>• Learns and knows about the passions and desires of each team member</li> </ul>
<b>Never Settle</b> Pursue Growth	<ul style="list-style-type: none"> <li>• No matter how much experience and talent we have, there is always room for growth</li> <li>• If we aren't growing, we're dying</li> </ul>	<ul style="list-style-type: none"> <li>• Has self-awareness of our own strengths and weaknesses</li> <li>• Creates visions and goals for who we want to be and what we want to achieve</li> </ul>	<ul style="list-style-type: none"> <li>• Constantly challenges themselves and others to do/be better</li> <li>• Encourages innovation, change, and technology throughout the organization</li> </ul>

# Special Interest Development Opportunities

The NAED staff is busy planning development opportunities for a variety of job functions and special interests. Below are brief summaries of these unique industry specific opportunities.

## ◆ Women In Industry Forum

June 2-4, 2025

Orlando, Florida - Signia by Hilton Orlando Bonnet Creek

NAED's Women in Industry Forum provides an environment for female professionals within electrical distribution to take steps toward advancing their careers by leveraging educational opportunities. This conference is ideal for all females, from entry level to upper management, in the electrical industry. The Forum provides education opportunities for attendees allowing them to connect with senior leadership within industry-leading companies. Stay informed at [naed.org/womeninindustry](https://naed.org/womeninindustry).

## ◆ Marketing Summit

August 4-6, 2025

San Antonio, Texas - InterContinental San Antonio Riverwalk

The NAED Adventure Conference is all about the customer experience, and how we in the electrical industry can learn from new business and marketing trends to ensure our customers expectations are exceeded. The Adventure Conference packed with education sessions and keynotes from authors, business and marketing experts, data security specialists, and many more. Stay informed at [naed.org/Adventure](https://naed.org/Adventure).

## ◆ LEAD Conference

October 13-15, 2025

Atlanta, Georgia - Omni Atlanta Hotel at Centennial Park

The Leadership Enhancement and Development (LEAD) Conference mission is to provide a forum to develop the electrical industry's current and emerging leadership. With education, training, advocacy, and networking serving as cornerstones, LEAD strives to prepare NAED members and affiliates for active participation, growth, and leadership within their own organizations, as well as in the electrical industry. Stay informed at [naed.org/lead](https://naed.org/lead).

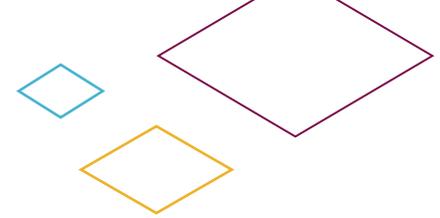
## ◆ University of Innovative Distribution

March 10-13, 2025

Indianapolis, Indiana - JW Marriott

The University of Innovative Distribution (UID) is a concentrated educational program focused on the unique needs of the wholesale distribution industry. Known worldwide for excellence in education, UID is sponsored by the leading distribution professional associations, in cooperation with the Department of Technology Leadership and Innovation of Purdue University. This three-day event is recommended for CEOs, Branch Managers, Sales & Marketing Managers, Purchasing Managers, Sales Personnel, HR Directors, Operations Managers. Learn more at [naed.org/UID](https://naed.org/UID)

# Learning Plans



## Counter Sales

### Counter Sales Learning Plan

Total Seat Time: 24 Hours

#### Business Strategy & Ethics

- Dealing with Office Politics
- Building a Customer-Centric Organization

#### Communication Courses

- Authentic Listening Bundle
- Authentic Listening: Introduction
- Authentic Listening: Increasing Concentration
- Authentic Listening: Building Curiosity
- Authentic Listening: Gaining Clarity
- Authentic Listening: Critical Listening
- Communicating Effectively with Customers
- Polishing Your Feedback Skills
- Acting with Diplomacy and Tact
- Navigating Challenging Situations with Diplomacy and Tact
- Communicating Across the Generations

#### Customer Service

- Service Attitude: Maintaining a Positive Attitude
- Service Attitude: Character & Integrity
- Service Attitude: Service Mistakes
- Service Attitude: Equal Respect
- Service Attitude: Service Resiliency

#### Industry

- Bottom Line Basics
- Counter Pro
- Customer Service Role Play - Counter
- Selling Green

#### Professional Development

- Taking Control of Your Career: 01. Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action
- Problem Solving: Four Stages of Creative Problem Solving (Adaptive Learning AI)
- 01. Problem Solving: Introduction to Problem Solving
- 02. Problem Solving: Define the Problem
- 03. Problem Solving: Determine the Root Cause
- 04. Problem Solving: Generate Solutions
- 05. Problem Solving: Evaluate and Select Solutions
- 06. Problem Solving: Implement Solutions
- 07. Problem Solving: Monitor the Resolution

- Stress Management: Balancing Home and Career (Adaptive Learning AI)

- Manage Your Personal Performance & Development - Accelerate Your Career

#### Sales Skills

- Knowing Your Customers
- Emotional Selling and Storytelling
- Negotiating Well and Going for the Close

#### Time Management

- Time Management: Efficiency
- Time Management: Scheduling Smarts
- Time Management: Finding Hidden Time
- Time Management: Maximizing Productivity
- Time Management: Scheduling Smarts

#### You Might Consider

- EDGE
- EPEC Bronze / Silver /Gold
- EPEC Lighting
- EPEC Automation
- EPEC Voice Data Video
- CEP Counter Sales
- Selling & Communicating to all Generations

## Finance-Credit

### Finance-Credit Learning Plan

Total Seat Time: 27 Hours

#### Business Strategy & Ethics

- Dealing with Office Politics
- Building a Customer-Centric Organization
- Being a Responsible Corporate Digital Citizen
- Business ethics

#### Communication

- Authentic Listening Bundle
- Authentic Listening: Introduction
- Authentic Listening: Increasing Concentration
- Authentic Listening: Building Curiosity
- Authentic Listening: Gaining Clarity
- Authentic Listening: Critical Listening
- Communicating Effectively with Customers
- Acting with Diplomacy and Tact
- Navigating Challenging Situations with Diplomacy and Tact
- Electronic Communications

#### Customer Service

- Controlling Conflict, Stress and Time in a Customer Service Environment
- Rapport Building in Customer Service
- Providing Effective Internal Customer Service
- Providing Telephone Customer Service
- Facing Confrontation in Customer Service

#### Industry

- Bottom Line Basics

#### Financial Acumen

- Specialized Math Bundle
- Intro to Finance 01: Why Learn About Finance?
- Intro to Finance 02: Finance Terms
- Intro to Finance 03: Resources & Documents
- Accounting and Financial Statement Analysis
- Changing Accounting Principles for the New Economy

#### Professional Development

- Taking Control of Your Career: 01. Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action
- Problem-Solving: Four Stages of Creative Problem Solving
- 01. Problem-Solving: Introduction to Problem-Solving
- 02. Problem-Solving: Define the Problem
- 03. Problem-Solving: Determine the Root Cause
- 04. Problem-Solving: Generate Solutions
- 05. Problem-Solving: Evaluate and Select Solutions
- 06. Problem-Solving: Implement Solutions
- 07. Problem-Solving: Monitor the Resolution

#### Time Management

- Time Management: Efficiency
- Time Management: Scheduling Smarts
- Time Management: Finding Hidden Time
- Time Management: Maximizing Productivity
- Time Management: Scheduling Smarts
- Agile Project Management – Basics

#### You Might Consider

- EDGE
- Project Management bundle by ej4
- Project Management: Introduction

## Inside Sales

### Inside Sales Learning Plan

**Total Seat Time: 25 Hours**

#### Business Strategy & Ethics

- Dealing with Office Politics
- Building a Customer-Centric Organization
- Being a Responsible Corporate Digital Citizen

#### Communication

- Acting with Diplomacy and Tact
- Authentic Listening Bundle [6 Courses]
- Communicating Across the Generations
- Communicating Effectively with Customers
- Effective Writing Skills: Parts of Speech (Part 1 of 2)
- Effective Writing Skills: Parts of Speech (Part 2 of 2)
- Electronic Communications

#### Customer Service

- Facing Confrontation in Customer Service
- Providing Effective Internal Customer Service
- Providing Telephone Customer Service
- Service Attitude: Character & Integrity
- Service Attitude: Equal Respect
- Service Attitude: Maintaining a Positive Attitude
- Service Attitude: Service Mistakes
- Service Attitude: Service Resiliency

#### Industry

- Boost Profits | Course: NAED Industry Courses
- Bottom Line Basics | Course: NAED Industry Courses
- Inside Sales Pro | Course: NAED Industry Courses
- Selling Green | Course: NAED Industry Courses

#### Professional Development

- Problem Solving Bundle [7 Courses]
- Problem Solving: Four Stages of Creative Problem Solving
- Taking Control of Your Career: 01. Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action

#### Sales Skills

- Embracing a Customer-Obsessed Mentality
- Emotional Selling and Storytelling
- Enterprise Selling
- Knowing Your Customers
- Negotiating Well and Going for the Close
- Pre-Call Planning & Objective Setting
- Sales Prospecting: Sales Analytics and Metrics

#### Negotiation

- Basics of Negotiations
- Difficult Negotiations
- Online Negotiations

#### Time Management

- Time Management: Efficiency
- Time Management: Scheduling Smarts
- Time Management: Finding Hidden Time
- Time Management: Maximizing Productivity
- Time Management: Scheduling Smarts

#### You Might Consider

- EDGE
- EPEC Bronze / Silver / Gold
- EPEC Lighting
- EPEC Automation
- EPEC Datacom & Video
- CEP
- Selling & Communicating to all Generations

## Onboarding

### Onboarding Learning Plan

**Total Seat Time: 12 Hours**

#### Business Strategy & Ethics

- Business ethics
- Corporate Social Responsibility
- The Basics: What is Equity
- The Basics: What is Accessibility?

#### Communication

- Choosing the Right Interpersonal Communication Method to Make Your Point
- Trust Building through Effective Communication
- Making an Impact with Non-verbal Communication
- Email Etiquette

#### Customer Service

- Providing Effective Internal Customer Service
- Polishing Your Skills for Excellent Customer Service
- Embracing a Customer-obsessed Mentality

#### Industry

- Introduction to Electrical Distribution
- Bottom Line Basics

#### Professional Development

- Being Accountable
- Developing Personal Accountability
- Responsible Initiative: Personal Accountability (Adaptive Learning AI)

- Responsible Initiative: Personal Leadership (Adaptive Learning AI)
- Responsible Initiative: Overcoming Obstacles (Adaptive Learning AI)
- Responsible Initiative: Initiative for Responsible Results (Adaptive Learning AI)
- Responsible Initiative: Achieving Results with Others (Adaptive Learning AI)
- Get more of what you want in your current role: Creating a Work-Life you Love
- Stress Management: Balancing Home and Career (Adaptive Learning AI)
- Manage Your Personal Performance & Development - Accelerate Your Career

#### Financial Acumen

- Business Acumen-Finance
- Intro to Finance 01: Why Learn About Finance?
- Intro to Finance 02: Finance Terms
- Intro to Finance 03: Resources & Documents

#### Time Management

- Managing Time Successfully - Cutting Edge Communication Comedy Series
- 10 Common Time-Management Mistakes
- Time Management Tips Infographic
- Common Time Management Problems: 01. Procrastination
- Common Time Management Problems: 02. Procrastination
- Project Management Processes

#### You May Also Consider

- EDGE
- EFC Electrical Industry Playbook

## Outside Sales

### Outside Sales Learning Plan

**Total Seat Time: 27 Hours**

#### Business Strategy & Ethics

- Dealing with Office Politics
- Building a Customer-Centric Organization
- Being a Responsible Corporate Digital Citizen

#### **Business Ethics:**

- Gift and Hospitality Issues - Part 4: Actions for Success

#### Communication

- Authentic Listening Bundle
- Authentic Listening: Introduction
- Authentic Listening: Increasing Concentration
- Authentic Listening: Building Curiosity
- Authentic Listening: Gaining Clarity
- Authentic Listening: Critical Listening

- Communicating Effectively with Customers
- Acting with Diplomacy and Tact
- Navigating Challenging Situations with Diplomacy and Tact
- Electronic Communications
- Communicating Across the Generations

## **Customer Service**

- Service Attitude: Maintaining a Positive Attitude (Adaptive Learning AI)
- Service Attitude: Character & Integrity (Adaptive Learning AI)
- Service Attitude: Service Mistakes (Adaptive Learning AI)
- Service Attitude: Equal Respect
- Service Attitude: Service Resiliency (Adaptive Learning AI)

## **Industry**

- Bottom Line Basics
- Outside Sales Pro
- Boosting Profits
- Selling Green

## **Professional Development**

- Taking Control of Your Career: 01. Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action
- Problem-Solving: Four Stages of Creative Problem Solving
- 01. Problem-Solving: Introduction to Problem-Solving
- 02. Problem-Solving: Define the Problem
- 03. Problem-Solving: Determine the Root Cause
- 04. Problem-Solving: Generate Solutions
- 05. Problem-Solving: Evaluate and Select Solutions
- 06. Problem-Solving: Implement Solutions
- 07. Problem-Solving: Monitor the Resolution

## **Purchasing**

- Basics of Negotiations
- Difficult Negotiations
- Online Negotiations

## **Sales Skills**

- Knowing Your Customers
- Emotional Selling and Storytelling
- The Psychology of Selling
- Negotiating Well and Going for the Close
- Selling Strategies: Upsell and Add-Ons
- Selling Strategies: Field Sales
- The Sales Bible
- Enterprise Selling
- Sales Prospecting: Sales Analytics and Metrics
- Preparing for Online Sales Demos and Calls
- Negotiating Well and Going for the Close
- Competitive Analysis

## **Time Management**

- Time Management: Efficiency
- Time Management: Scheduling Smarts
- Time Management: Finding Hidden Time
- Time Management: Maximizing Productivity
- Time Management: Scheduling Smarts

## **You Might Consider**

- EDGE
- EPEC Bronze / Silver /Gold
- EPEC Lighting
- EPEC Automation
- EPEC Datacom & Video
- CEP
- Selling & Communicating to all Generations

# **Purchasing**

## **Purchasing Learning Plan**

**Total Seat Time: 13 Hours**

## **Business Strategy & Ethics**

- Dealing with Office Politics
- Building a Customer-Centric Organization
- Being a Responsible Corporate Digital Citizen

## **Business Ethics:**

- Gift and Hospitality Issues – Part 4: Actions for Success

## **Customer Service**

- Providing Effective Internal Customer Service

## **Communication**

- Authentic Listening Bundle
- Authentic Listening: Introduction
- Authentic Listening: Increasing Concentration
- Authentic Listening: Building Curiosity
- Authentic Listening: Gaining Clarity
- Authentic Listening: Critical Listening
- Communicating Effectively with Customers
- Influence and persuasion in negotiation
- Pre-Presentation Planning
- Audience and Purpose in Business Writing

## **Industry**

- Bottom Line Basics

## **Purchasing**

- Market Validation
- Negotiating
- Vendor Management for Technology Professionals
- Remaining Tactful and Diplomatic under Pressure
- Essentials of Profitable Purchasing and Inventory Management

- Basics of Negotiations
- Difficult Negotiations
- Online Negotiations

## **Professional Development**

- Taking Control of Your Career: 01. Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action
- Problem-Solving: Four Stages of Creative Problem Solving
- 01. Problem-Solving: Introduction to Problem-Solving
- 02. Problem-Solving: Define the Problem
- 03. Problem-Solving: Determine the Root Cause
- 04. Problem-Solving: Generate Solutions
- 05. Problem-Solving: Evaluate and Select Solutions
- 06. Problem-Solving: Implement Solutions
- 07. Problem-Solving: Monitor the Resolution

## **Time Management**

- Time Management: Efficiency
- Time Management: Scheduling Smarts
- Time Management: Finding Hidden Time
- Time Management: Maximizing Productivity
- Time Management: Scheduling Smarts
- Agile Project Management – Basics

## **You Might Consider**

- EDGE

# **Warehouse**

## **Warehouse Learning Plan**

**Total Seat Time: 12 Hours**

## **Business Strategy & Ethics**

- Dealing with Office Politics
- Building a Customer-Centric Organization
- Being a Responsible Corporate Digital Citizen

## **Communication**

- Authentic Listening Bundle
- Authentic Listening: Introduction
- Authentic Listening: Increasing Concentration
- Authentic Listening: Building Curiosity
- Authentic Listening: Gaining Clarity
- Authentic Listening: Critical Listening
- Polishing Your Feedback Skills

## **Customer Service**

- Providing Effective Internal Customer Service

## **Industry**

- Bottom Line Basics
- Warehouse Pro

## **Professional Development**

- Taking Control of Your Career: 01. Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action
- Does Your Job Play to Your Strengths?
- Stop stagnating and make a change
- Manage Your Personal Performance & Development - Accelerate Your Career
- Career Development: Moving Up the Ladder
- TRANSFORM YOUR MINDSET, TRANSFORM YOUR CAREER
- Stress Management: Balancing Home and Career (Adaptive Learning AI)
- Problem-Solving: Four Stages of Creative Problem Solving (Adaptive Learning AI)

## **Time Management**

- 10 Common Time-Management Mistakes
- Common Time Management Problems: 01. Procrastination
- Common Time Management Problems: 02. Procrastination

## **You Might Consider**

- EDGE

## **Custom Learning Plans**

**Design your own learning plan to meet the needs of your organization. Custom plans must be a mixture of industry skills and business skills for up to 20 hours of training per learning plan for one low price.**





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