



COURSE CATALOG





ABOUT US

It all started in 1984, with a vision to hire a team of smart, creative professionals to do extraordinary things. After three decades, we've earned a reputation for going the extra mile by partnering with our customers to create innovative learning solutions, from vision to execution.

CAPABILITIES

At LDI, our focus is on helping your employees improve their job performance and helping you retain your most important asset. We design, develop, and implement training solutions that make you more competitive by increasing the knowledge and skills of your people.

WHAT SETS US APART

We listen carefully to identify your needs and create a solution that produces results. Our goal is to partner with you during every step of a project to ensure on-time delivery of high-quality products and services—whether it's delivery of a single course or functioning as your training department.

SOLUTIONS

- **COURSES** – Our materials can be customized for eLearning, classroom training, or training assessments.
- **CONTENT DEVELOPMENT** – We create customized learning solutions for instructional design, graphic design, app design, and more.
- **TRAINING SERVICES** – We design and manage learning management systems (LMS) and offer training administration and CEUs.
- **PERFORMANCE CONSULTING** – Our outside perspective helps you solve problems with competency mapping, gap and task analysis, and curriculum development.
- **EXPERTISE** – We specialize in Health & Safety, Public Workforce Development, and Motivational Interviewing.

COURSES BY CATEGORY

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KEY

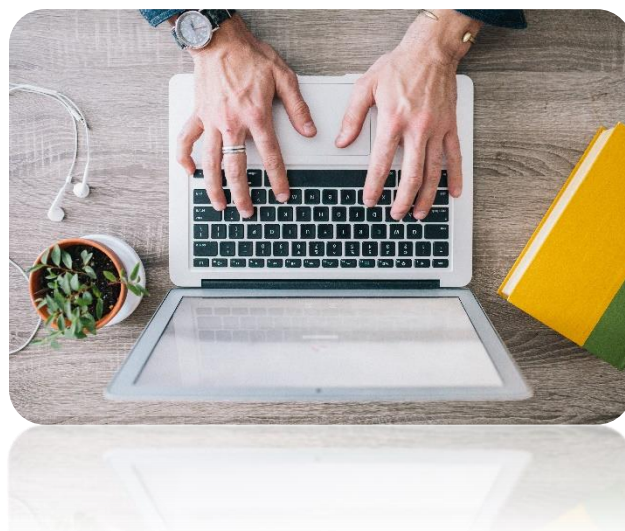
COURSE FORMAT	CODE	APPROXIMATE TIME
eLearning	e	1-2 hours
Instructor-led Training	ILT	4 or 8 hours (refer to course description)
Virtual Instructor-led Training	VILT	2-4 hours

Please note:

- Any course can be converted to a different format.
- All courses can be customized and personalized with your logo.

COMMUNICATION	e	ILT	VILT
<p>Business Writing Could your writing skills stand some brushing up? Through a series of discussions and activities, participants will learn to plan, write, and edit work documents to improve communication and productivity.</p>	X	X	X
<p>Communication Skills In business, communication is vital but often poorly understood and executed. This course will help participants improve the effectiveness of their communication skills and their ability to lead and support better communication among the employees they manage.</p>	X	X	
<p>Conflict Management: A Supervisor's Primer Many people experience conflict in the workplace, but there are ways to prevent it! This course will identify strategies participants can use to avoid conflict and ways to manage it safely when it occurs.</p>			X
<p>Conflict Resolution This course is designed to provide participants with the knowledge and skills required to resolve interpersonal conflict effectively. Participants also will learn how to adapt these techniques to meet the needs of different situations and personality styles.</p>	X	X	X
<p>Interpersonal Communication Skills Interpersonal communication skills are a requirement for success. Participants will learn about their preferred communication styles and how they impact the sending and receiving of information. They also will learn and practice techniques for improving listening and speaking skills. The course is highly interactive and requires participants to practice each skill in activities and role play situations.</p>		X	X
<p>Interpersonal Relationships Relationships with other people can impact a person's effectiveness in the workplace. This course will help participants understand how to build and maintain workplace relationships with trust, compassion, and integrity.</p>	X		
<p>Making the Most of Your Emails Email is one of the most common modes of communication – but is it always the best choice? This course will provide tips participants can use to manage their inboxes and use email effectively and professionally.</p>			X
<p>Managing Tough Conversations Some people do whatever they can to avoid confrontation. This course will prepare participants to have difficult conversations – the ones that create anxiety and make it difficult to focus on other work – in a professional and productive way.</p>	X		

<p>Motivational Interviewing Motivational interviewing (MI) is a set of communication strategies designed to strengthen motivation for change. Although MI was originally used in professional counseling for substance abuse, the technique is now being applied in many other areas. Participants will learn how to use the technique with anyone who is considering making a significant change.</p>	X		X
<p>Personality-based Conflict This course will improve your ability to resolve interpersonal conflicts – whether those conflicts are between you and another individual or some of the employees you manage.</p>		X	
<p>PowerPoint Presentations PowerPoint presentations are more effective when they are done well. This course reviews key points to help make slide decks more attractive, viewer-friendly, and 508 compliant.</p>			X
<p>Presentation Skills This workshop will improve participants’ ability to develop and deliver effective presentations. During the workshop, participants will practice techniques for preparing and presenting messages in a manner that is interesting and well organized.</p>	X	X	X
<p>Presentation Skills: Front and Center This “learning experience” is different from typical eLearning courses. It focuses on practice – the most important element of effective presentation skills.</p>	X		
<p>Public Speaking: The Essentials This course is designed to help participants become better public speakers – more confident, engaging, and interesting. Participants will learn how to plan for certain types of speeches and techniques for engaging members of the audience.</p>	X		



CUSTOMER SERVICE & SALES	e	ILT	VILT
<p>Customer Satisfaction There are certain customer service skills all employees should have! This workshop provides participants with the skills for improving customer relationships and allows them to practice techniques for responding to customers in a professional manner. They also will learn to manage “special” customer problems.</p>		X	
<p>Customer Service & Sales Excellent customer service is an ongoing process. This workshop increases participants’ understanding of the key role customers play in the success of their organization. Participants will learn how high levels of customer satisfaction lead to better working relationships, additional sales, and increased profits. Participants also will be able to manage “special” problems in a way that satisfies the customer and ensures an ongoing relationship with their organization.</p>		X	
<p>Customer Service in the Public Sector This workshop will provide participants with skills for improving their customer relationships. Through interactive discussions and activities, participants will learn techniques that can be applied every day to help satisfy customers and ensure ongoing relationships with their organization.</p>		X	
<p>Difficult Customers: Understanding and Responding to Them The goal of many businesses and organizations is to provide exceptional customer service – even when a client or customer might be less than pleasant. Participants will learn how to increase their ability to understand – and effectively respond to – difficult customers.</p>			X



FINANCE	e	ILT	VILT
<p>Basic Accounting Principles In this course, participants will learn basic financial accounting, the fundamentals of GAAP, and internal controls. The course also will provide participants with tools for monitoring financial performance, as well as opportunities to review and interpret a variety of non-profit related financial statements.</p>			X
<p>Finance for Non-Financial Managers This course is designed to provide participants with an understanding of basic financial/accounting principles as well as tools for monitoring and controlling cost performance. The course provides an opportunity to review and interpret a variety of business-related financial statements. It also develops the skills required to make business decisions based on financial information.</p>		X	
<p>Fund Accounting Fund accounting is a useful method for non-profit organizations, where earned funds are reinvested back into the organization rather than collected as a profit. This course will provide an overview of fund accounting methods and help participants understand how to ensure their records comply with standard practices and procedures.</p>			X



LEADERSHIP	e	ILT	VILT
<p>Becoming an Exceptional Leader Participants will increase their understanding of leadership skills and how they impact organizational results. Participants also will see how their leadership style can be adapted to improve both personal and organizational performance.</p>		X	
<p>Change Management How does change impact people in an organization? In this course, participants will learn to identify the forces driving change in the workplace and apply the skills required to lead others through the change process quickly and effectively.</p>	X		
<p>Emotional Intelligence: Workplace EQ (2 days) This course will increase participants' understanding of emotional intelligence and its impact on workplace fulfillment and performance. Participants will have the opportunity to identify their current level of performance in major dimensions of EQ and participate in skill-building activities designed to improve specific EQ competencies. (Three- and four-day versions include more skill building activities.)</p>		X	X
<p>Ethical Leadership Being an ethical leader means going beyond being a good person. Participants will see how both personal and organizational ethics impact employees, stakeholders, and the general public.</p>	X	X	
<p>Lean Thinking Participants will learn about the concept of "lean" and how lean principles can be applied in an organization. Participants will see how lean tools can be used to increase customer satisfaction and improve the efficiency of organizational operations.</p>	X	X	
<p>Making Meetings Work The purpose of this course is to improve participants' abilities to plan and facilitate effective meetings. They will learn how to avoid common meeting problems and how to apply a variety of techniques to manage meeting behavior.</p>	X	X	
<p>Negotiation Skills This workshop is designed to increase participants' understanding of the negotiation process and allow them to practice the skills required to conduct principled (win/win) negotiations.</p>	X	X	
<p>Recognizing and Motivating Employees The purpose of this workshop is to increase participants' understanding of workplace factors that impact employee motivation. They will learn to apply a variety of techniques to increase the intrinsic motivation of employees and provide bottom line results to the organization.</p>		X	X

<p>Strategic Planning</p> <p>This workshop covers the strategic planning process – developing mission and vision statements, conducting internal and external scans, involving stakeholders in the planning process, identifying strategic issues, and developing business goals and objectives. It also explains the difference between strategic and operational planning, as well as the role of the manager in each process.</p>		<p>X</p>	
<p>Strategic Planning for Non-Profit Organizations</p> <p>Participants will increase their understanding of the strategic planning process and the issues involved in successful implementation. Small-group activities will provide opportunities to use a variety of strategic planning tools.</p>		<p>X</p>	



MANAGEMENT & SUPERVISION	e	ILT	VILT
<p>Business Systems Basics This workshop provides an understanding of business systems including inputs, processes, outputs, and performance measures. Participants will see how business systems theory can be applied to develop a culture of continuous improvement and customer satisfaction.</p>			X
<p>Creating a Collaborative Culture Team culture affects everyone in an organization. The purpose of this course is to increase participants' understanding of collaboration and the important role it plays in promoting positive work relationships and achieving business goals.</p>	X		
<p>Establishing Goals and Metrics This course will enhance participants' understanding of how to effectively establish goals and metrics. They will learn how to write goal statements that are measurable and achievable, helping them make more productive use of their time and improve bottom-line results for their organization.</p>		X	
<p>Managing and Leading Change In today's fast-paced work environment, it is crucial for organizations to be flexible. The course focuses on the forces driving change in the workplace and the skills required to lead others through the change process quickly and effectively.</p>	X	X	X
<p>Managing Up Having a good relationship with coworkers is always helpful – maybe more so with a supervisor. This course is designed to help participants appreciate the importance of professionalism in the workplace and help them understand how to effectively work with someone who has more status.</p>	X		
<p>Monitoring Employee Performance Supervisors are responsible for providing performance feedback to their employees. This course will help participants understand their role and offer tips and techniques on how to determine causes of poor performance and provide effective feedback.</p>			X
<p>Performance Appraisal Skills This workshop is designed to increase participants' understanding of the performance appraisal process and improve the skills required to conduct employee performance appraisals. When implemented effectively, the performance appraisal process can support organizational objectives and satisfy employees' needs for success.</p>		X	
<p>Performance Review Skills This course will enhance participants' grasp of the knowledge and skills required to effectively prepare and conduct performance reviews. The ability to provide others with feedback they can use to improve is a powerful skill that can be applied in many ways, on and off the job.</p>		X	
<p>Preparing for and Conducting a Performance Review Performance reviews are an integral part of employee development. In this course, participants will learn how to gather employee performance data, prepare a performance review report, and effectively conduct a performance review meeting.</p>			X

<p>Project Management Basics</p> <p>A project manager should be able to ensure a project runs smoothly, ends on time, and stays within budget. This course provides participants with the skills required to plan, organize, direct, and monitor the resources required to achieve a project goal. Participants will learn the elements of effective project management and the step-by-step guidelines for achieving each element of the process. They also will have opportunities to practice the use of various project tracking techniques.</p>	X	X	
<p>Supervising Remote Employees: Together but Apart</p> <p>It might have started with a pandemic, but remote work is here to stay. This course will help leaders in an organization understand key issues related to remote work and provide tips on how to monitor and stay connected to employees who do not work in the office every day.</p>			X
<p>Supervisor SERIES</p> <p>This series of workshops provides participants with an understanding of the qualities and skills needed in four key competency areas. Modules and courses also are available for purchase individually.</p> <ul style="list-style-type: none"> • Managing People <ul style="list-style-type: none"> - Personal Style - Communication Skills - Conflict Resolution • Managing Performance <ul style="list-style-type: none"> - Coaching and Mentoring - Conducting Performance Reviews - Resolving Performance Problems • Managing Resources <ul style="list-style-type: none"> - Art of Delegation - Team Leadership - Time Management • Managing the Work Environment <ul style="list-style-type: none"> - Diversity, Equity, and Inclusion - Harassment Prevention - Workplace Violence 			X
<p>Workplace Violence</p> <p>This course provides participants with information about home or work situations that may trigger violent employee behavior in the workplace. Participants will learn how to identify behaviors that may indicate violent tendencies, create a work environment that minimizes the likelihood of these tendencies, and respond to violent behaviors that may occur.</p>	X	X	

PROFESSIONAL SKILLS	e	ILT	VILT
<p>Adapting to Change In the business world, change is inevitable. This course will help increase participants' understanding of the ways in which change impacts people in an organization. Participants will see how their reaction to change depends on the beliefs they hold and how they can adapt their behaviors to manage change more effectively. (ILT can be offered as a 4- or 8-hour session.)</p>	X	X	X
<p>Business Etiquette: Rules of the Road In the world of work, proper business etiquette can make the difference between professional success and professional failure. This course will help participants know what is expected and acceptable to help build strong working relationships and create a positive work environment.</p>			X
<p>Decision Making On a daily basis, employees face a multitude of decisions. The purpose of this course is to provide participants with a rational decision-making model that can be applied to various work situations. Participants also will learn how mental "traps" and personality type affect their ability to make good decisions.</p>	X	X	X
<p>Diversity, Equity & Inclusion SERIES Increasingly, organizations are focusing on diversity competency as a core skill for all employees. Diversity competency means that an employee is able to understand and effectively work with individuals of diverse backgrounds and values. This three-part series includes both eLearning and resources for conducting staff activities:</p> <ul style="list-style-type: none"> • Part 1 – DEI in the Workplace: The Basics • Part 2 – What's New? Recent Events, Current Terminology, and Legal Updates • Part 3 – It Begins with Self-Awareness 	X		
<p>Diversity: Let's Celebrate What does the word "diversity" really mean? This course will help participants increase their understanding of diversity and how it affects the workplace. They will learn about the four cornerstones of diversity and how to adapt their behavior to demonstrate respect for others.</p>	X		
<p>Diversity: Working with Diversity This course will provide participants with a better understanding of diversity and how it affects the workplace. Through a series of skill building activities, participants will learn to work with individuals who perceive the world in different ways. They also will see how effective communication can increase their ability to use diversity as an advantage.</p>		X	
<p>Expanding Your Network How do people make new connections in the workplace? This course will reinforce why a professional network is important and highlight networking skills that can be used to effectively establish and maintain professional relationships.</p>	X		

<p>Problem Solving</p> <p>When asked what makes an organization successful, leaders often say “problem solving skills.” This course is designed to help participants overcome challenges they face every day and will provide participants with a model for solving problems both at work and at home. The course focuses on three important elements of effective problem solving: clarifying the problem, identifying the root cause of the problem, and verifying the solution.</p>	X	X	X
<p>Problem Solving: The 5 Why Method</p> <p>The purpose of this workshop is to engage participants in the art – and the skill – of problem solving. Through a series of discussions and case study activities, participants will learn to apply problem solving strategies that provide a competitive advantage for their organization.</p>		X	
<p>Sexual Harassment</p> <p>Is it appropriate for co-workers to joke with one another? Are supervisors responsible for the behavior of employees? This course will increase participants’ awareness of sexual harassment issues, explain how the law applies to various situations, and provide them with techniques for discouraging inappropriate behaviors.</p>	X		X
<p>Sexual Harassment – Employee</p> <p>This course provides participants with an understanding of the major types of harassment prohibited by federal and state laws and behaviors that may be considered as harassment. Participants also will learn communication techniques that can discourage unwelcome advances and stop illegal behaviors.</p>		X	
<p>Sexual Harassment – Supervisor</p> <p>The purpose of this course is to increase supervisors’ awareness of harassment issues and how the law applies to various situations. The class provides techniques for discouraging inappropriate behaviors and guidelines for properly investigating and documenting employee claims of sexual harassment.</p>		X	
<p>Statistics: The Basics</p> <p>In today’s world, organizations trust decisions based on data. This course will provide participants with an understanding of how qualitative and quantitative data are collected, summarized, and displayed appropriately. Topics include surveys, types of averages, measures of variation, and misleading graphs.</p>			X
<p>Survey Design</p> <p>This course provides participants with skills to design, implement, and analyze written surveys effectively. Using a step-by-step process, participants will learn how to gather information needed to make decisions based on data. Note: Participants are required to bring an existing or proposed survey to class for analysis and improvement.</p>		X	

SELF-MANAGEMENT	e	ILT	VILT
<p>Balancing Life and Work Participants who work from home may experience difficulty in separating their professional and personal lives. The separation and balance of work and home is not always easy, but the tips provided in this training can help participants find life less stressful.</p>	X		
<p>Personal Accountability The purpose of this course is to increase understanding of personal accountability and its impact on their organization. Participants will learn how to clarify and prioritize work responsibilities, eliminate time wasters in their environment, and stop the “blame game” in their work area or department.</p>	X	X	X
<p>Stress Management This course provides participants with a variety of techniques that can be used to effectively manage the daily effects of personal stress. Participants have an opportunity to assess the amount of stress in their lives and to practice both thought-focused and body-focused techniques for reducing that stress. They also learn to recognize and respond to signs of “stress overload.”</p>	X	X	X
<p>Time & Stress Management This workshop provides a variety of techniques that can be used to effectively manage stress and time. Participants will have an opportunity to assess the sources and effects of stress in their own life and to eliminate the ways in which they waste time. They also will develop a personal schedule that incorporates a system for prioritizing and accomplishing tasks.</p>		X	
<p>Time Management The purpose of this workshop is to help people better manage their time to achieve both work and personal objectives. During the workshop, participants identify and learn to eliminate the ways in which they waste time. They also develop a personal schedule that incorporates a system for prioritizing and accomplishing tasks.</p>	X	X	X
<p>Using the MBTI (1/2 or 1 day) This workshop will provide participants with an understanding of personal style and the way it affects workplace behavior. By completing the MBTI (Myers-Briggs Type Indicator), participants identify their preferences for gathering information, organizing resources, and making decisions. They also learn to adapt preferred behaviors to maximize personal and team performance.</p>		X	
<p>Using the MBTI Step II – The Icing on the Cake (2 days) This course will increase understanding of personality preferences and the impact of preferences on organizational behaviors. By analyzing the results of their MBTI Step II Assessment, participants will see the unique aspects of their overall MBTI type.</p>		X	

TALENT MANAGEMENT	e	ILT	VILT
<p>ADA - Your Path to Compliance</p> <p>Most people know about the Americans with Disabilities Act. But how does someone know if their organization is truly compliant? This course outlines federal ADA regulations that will help ensure an organization's policies, practices, and procedures don't exclude people with disabilities from their services.</p>	X		
<p>Art of Delegation</p> <p>This course will help participants learn how to delegate so they can be more efficient in their workplace roles. They will learn how to select the right tasks to delegate, assign them to the right people, monitor progress, and provide support.</p>	X		
<p>Coaching for Better Results</p> <p>What are the benefits of coaching employees? This course provides participants with coaching techniques that can be used to increase motivation and increase work performance. The instructor-led workshop includes group discussions, role plays, and a final activity that allows participants to apply their new knowledge.</p>	X	X	
<p>Conducting Effective Interviews</p> <p>The purpose of the course is to provide participants with the knowledge and skills required to conduct effective employment interviews. During the workshop, participants learn the four key steps of the interview process and how to avoid common mistakes interviewers often make. The interactive workshop provides a variety of activities, role plays, and checklists to help participants apply new skills to their job.</p>		X	
<p>Employee Performance – Five Steps to Improvement</p> <p>You've probably heard the expression, "People are our greatest asset." For any organization, this includes customers AND employees. But what can be done when employees underperform? How can managers and supervisors help them improve and increase their productivity? This course will provide guidelines to help resolve employee performance issues quickly – before they get out of hand.</p>	X		
<p>The Fair Labor Standards Act – An Overview of the FLSA</p> <p>The FLSA regulates standards for minimum wages, overtime pay, recordkeeping, and child labor for over a million American workers. Do you know what it takes for a business or agency to be in compliance with this federal legislation? This course will provide an overview of the law and help participants understand how it impacts their organization.</p>	X		
<p>The Family and Medical Leave Act – An Overview of the FMLA</p> <p>The Family and Medical Leave Act (or FMLA) supports the idea that a worker should not have to choose between their job and their family's health needs. Since being enacted in 1993, the FMLA has been used more than 100 million times to help people balance work demands with family health issues. This course will provide information about the FMLA and help participants understand an employer's obligations to comply with the law.</p>	X		

<p>Hiring Done Right Talent management refers to investing in an organization’s most important resource – its people. But the first step is talent acquisition. The purpose of this course is to provide participants with information on how to effectively perform a job analysis, write a job description, recruit and screen applicants, and conduct effective interviews to ensure the best person gets the job.</p>	<p>X</p>		
<p>HR Laws & Regulations For managers and supervisors, understanding how to be compliant is part of the job! This course focuses on federal laws that provide the “umbrella” for many other regulations. Participants will learn about common workplace laws and regulations, the government agencies responsible for overseeing those laws, and how to help ensure compliance.</p>	<p>X</p>		
<p>Interviews that Work The purpose of this course is to provide participants with information that will make job interviews more productive. Participants will learn quality interview techniques to help them select the best candidates for a job position.</p>	<p>X</p>		
<p>Onboarding Effectively Effective onboarding can be the key to retaining talented staff. This course can help participants design or improve an organization’s onboarding program to better acclimate and retain valuable new employees. Participants will learn how to recognize components of an effective onboarding program, identify gaps in a current program, and evaluate the effectiveness of onboarding efforts.</p>	<p>X</p>		
<p>Welcome to Human Resources The human resources department in an organization deals with a wide range of issues that are critical to the success of the operation and the well-being of its staff – like staff recruitment, hiring, and development. This course will provide information about the history and evolution of human resources and the functions of Human Resource Management.</p>	<p>X</p>		



TEAM SKILLS	e	ILT	VILT
<p>All About Teams Nearly all organizations value teamwork, but what does it take to be a part of a <i>successful</i> team? This course begins with an introduction to teams and then focuses on various stages of team development. As participants move through each stage, they will encounter tips and tools for making their team more effective.</p>	X		X
<p>Influencing Without Authority Influencing another person is not always easy – and it’s harder is a person has no authority over the very people they want to influence! In this training, participants will learn to influence others – even if they aren’t the supervisor or manager.</p>		X	
<p>Managing a Cross-Functional Team Building teams of people with varied strengths and skills can help organizations find creative solutions in the workplace. These “cross-functional teams” can help achieve goals in new ways, but they also generate a new set of challenges for supervisors and managers. This course will explain how to create and manage a cross-functional team more effectively.</p>	X		
<p>Team Leadership This course will increase participants’ ability to lead work teams. Participants will see how effective leaders are able to meet the needs of both group members and the organization. They also will discover how different leadership styles affect team performance and how to adapt styles for different stages of development. Activities and role plays provide opportunities to practice new skills. (ILT can be offered as a 1- or 2-day workshop.)</p>	X	X	
<p>Team Skills This workshop is designed to increase participants’ ability to work in a team environment. They will learn about the task and relationship roles required to accomplish team goals, and they will see how simple management tools can be used to monitor team performance.</p>		X	
<p>Working as a Team The purpose of this workshop is to improve participants’ ability to work more effectively in teams. Participants will learn about the natural stages of team development, as well as the team roles that must be fulfilled to achieve high performance. They also will see how simple management tools can be used to monitor and evaluate team performance.</p>		X	



TRAINING DELIVERY	e	ILT	VILT
<p>Conducting Effective Focus Groups When combined with other data collection methods such as interviews and written questionnaires, the information gained from focus groups can increase understanding of a problem or issue. This course will teach participants how to plan for and conduct focus groups and explain how to analyze and report the data that is collected.</p>		X	
<p>Delivering Effective Workshops This course will enhance participants' understanding of the knowledge and skills required to effectively guide adults through any learning experience. In addition to reviewing characteristics of adult learners, participants will learn techniques for delivering instructions and dealing with problem situations.</p>			X
<p>Facilitation Skills This course provides participants with the knowledge and skills required to effectively facilitate groups. The course also explains the facilitator's role, the stages of group development, and the process by which people learn. It also includes practice in various facilitator techniques used to help groups achieve a variety of goals.</p>		X	X
<p>Facilitator Toolbox Not all workplace meetings are effective. This course will help participants understand group dynamics and learn how to handle behaviors that might make meetings less efficient. They also will learn additional tools and techniques that can help make group sessions, workshops, and meetings more productive.</p>	X		
<p>On-the-Job Training (1/2 or 1 day) This workshop is designed to improve participants' skills as an on-the-job (OJT) coach or trainer. The course provides information about adult learning styles, one-to-one coaching strategies, and feedback techniques that can be used to increase the effectiveness of training. The workshop is highly interactive and requires participants to practice each step of the process while modifying their instructional style to meet the needs of different learners.</p>		X	
<p>Principles of Assessment The purpose of this course is to increase understanding of formal assessment tools and highlight best practices in assessment. In addition to learning about basic principles of testing and assessment, participants will learn how to assess the quality of professionally developed tests, accurately interpret results, and evaluate assessment tools.</p>	X		
<p>Train-the-Trainer This course provides an understanding of adult learning principles and an introduction to various instructional techniques. Through a series of demonstrations and practice activities, participants will learn to increase their effectiveness in delivering instruction that meets the needs of both learners and the organization.</p>		X	
<p>What Does Good Training Look Like? Most organizations offer employee training, but is it truly effective? This course will help participants understand components of good training and offers tips on how to recognize training that's not!</p>	X		

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