



**Powerful online training** to insure compliance, reduce risk and drive employee engagement.



LEARN PRO



VALUABLE CONTENT



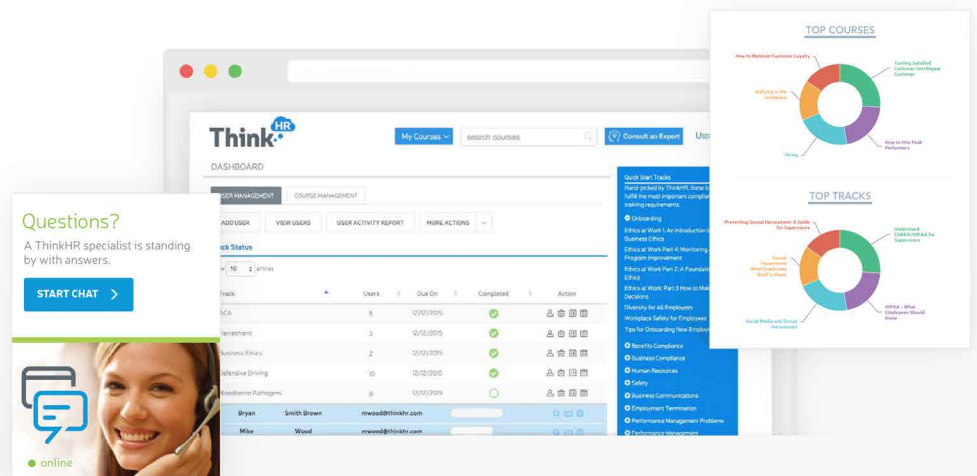
ADMIN DASHBOARD



QUICK START TRACKS



CERTIFICATES  
& REPORTS



ThinkHR's **dynamic tools**, checklists, builders and guides enable rapid deployment of **HR best practices** across the entire organization.



CLARKE & COMPANY  
BENEFITS LLC

Training Course Catalog

clarkebenefits.com

## Powerful online training to ensure compliance, reduce risk and drive employee engagement.

A best-in-class training solution, architected from the ground up by the most experienced HR services team in the business with a comprehensive catalog of courses, ThinkHR Learn Pro helps companies stay compliant and manage HR-related risk while enabling employees to become more knowledgeable and productive.



### VALUABLE CONTENT

Courses and high-value content, developed by ThinkHR and by leading industry experts, that drive compliance and empower employees.



### ADMIN DASHBOARD

A home page for admins that provides compliance and course completions data.



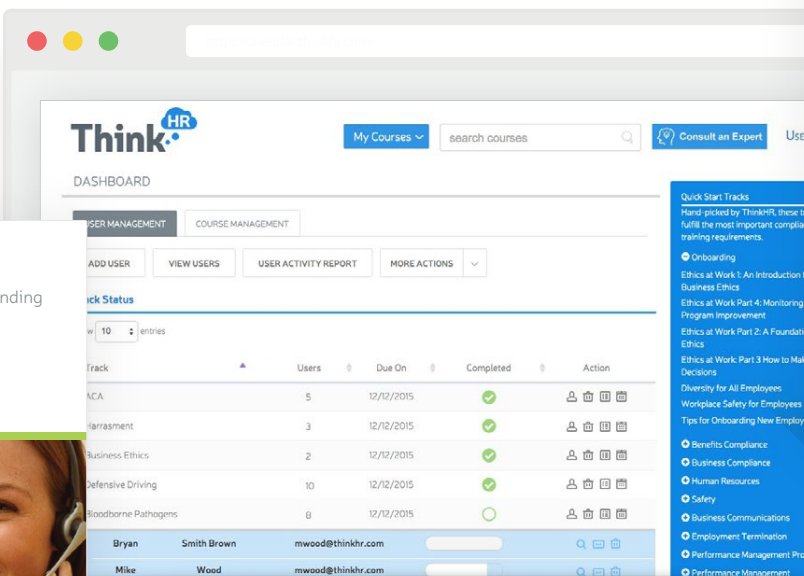
### QUICK START TRACKS

Quickly deploy these essential tracks, handpicked by our HR experts, to multiple employees with just a few clicks.



### CERTIFICATES & REPORTS

Build and issue branded certificates and generate comprehensive reports on compliance readiness, engagement and much more.



**ThinkHR**

My Courses ▾ search courses 🔍 Consult an Expert

DASHBOARD

USER MANAGEMENT COURSE MANAGEMENT

ADD USER VIEW USERS USER ACTIVITY REPORT MORE ACTIONS ▾

**Track Status**

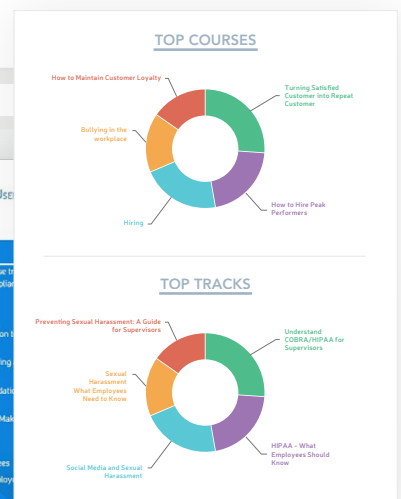
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Track	Users	Due On	Completed	Action
NCA	5	12/12/2015	✓	👤 🗑️ 🔄
Harassment	3	12/12/2015	✓	👤 🗑️ 🔄
Business Ethics	2	12/12/2015	✓	👤 🗑️ 🔄
Defensive Driving	10	12/12/2015	✓	👤 🗑️ 🔄
Bloodborne Pathogens	6	12/12/2015	○	👤 🗑️ 🔄

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**Questions?**  
A ThinkHR specialist is standing by with answers.  
**START CHAT >**

online



# INDUSTRY-LEADING **HR CONTENT** AND **LEARNING SOLUTION**

The best strategy to stay on top of the ever-changing regulatory landscape is to implement ongoing training program for managers, supervisors and employees.



As an HR professional, staying compliant means constant vigilance across your entire workforce.

**ThinkHR's training** content covers all compliance topics:

- **Affordable Care Act**– What You Need to Know
- **HIPAA**– Your Obligations Under the Privacy Rule
- Hazard Communications
- Workers' Compensation
- **FMLA** – HR Readiness
- **FLSA**–What Supervisors Need to Know
- Strategies for Legally Avoiding Unions

**Good HR is managing risk effectively** across your organization. Sexual harassment is one of those risk management issues. In 2014 employees filed 6,862 charges of sexual harassment. Taking this risk head on requires ongoing training of supervisors and employees alike.

- Sexual Harassment–What Employees Need to Know
- Stop Sexual Harassment—California Supervisors
- Title VII: Harassment and Discrimination Prevention
- Preventing Sexual Harassment—A Guide for Supervisors
- Social Media and Sexual Harassment
- Conducting Investigations Based on Unfair Treatment of Harassment Claims



Effective training programs not only ensure that you get the best out of your employees, but also enable you to retain the best employees through constant growth and improved morale. Empower your workforce and reduce employee churn.

- Project management
- Motivating and inspiring employees
- Implementing solutions to obstacles
- Effective meetings
- Developing employee skills and capacity
- Employee onboarding

## **THINKHR** - BY THE NUMBERS

### 92,000

ENTERPRISE AND SMB  
EMPLOYERS ON HR SUPPORT  
PLATFORM

### 650

TOP INSURANCE BROKERS  
THAT RELY ON THINKHR  
EXPERTISE

### 6,000+

HR QUESTIONS ANSWERED  
EVERY MONTH BY THINKHR  
HOTLINE

## ABOUT **THINKHR**

ThinkHR offers a cloud-based platform of integrated HR resources and training supported by live HR experts. **ThinkHR helps companies** ensure compliance, quickly resolve people issues, and implement best practices and training to optimize employee performance. With this combined approach, ThinkHR delivers the fastest, most personalized issue resolution and learning platform in the industry.

Edition: 01.0316

## COMPLIANCE

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### ACA

Affordable Care Act—What Supervisors Need To Know  
Complying with the Americans with Disabilities Act

### Compliance

Hiring Legally  
NLRA and Unions—What Supervisors Need To Know  
Privacy  
Strategies for Legally Avoiding Unions

### Employment Law

Employment Law for Supervisors  
Employment Law for Supervisors—What You Should and Shouldn't Do  
FLSA—What Supervisors Need to Know  
Recordkeeping and Notice Requirements  
Recordkeeping —Injury and Illness  
Workers' Compensation—What Supervisors Need to Know

### Harassment

Conducting Investigations Based on Unfair Treatment or Harassment Claims  
Other Harassment  
Preventing Sexual Harassment: A Guide for Employees  
Preventing Sexual Harassment: A Guide for Supervisors  
Sexual Harassment  
Preventing Workplace Sexual Harassment in Maine—A Guide for Employees  
Preventing Workplace Sexual Harassment in Maine—A Guide for Supervisors  
Sexual Harassment—What Employees Need to Know  
Sexual Harassment—What Employees Need to Know (Spanish)

Sexual Harassment—What Supervisors Need to Know  
Social Media and Sexual Harassment  
Stop Sexual Harassment—California Supervisors Revised April 1, 2016  
Stop Sexual Harassment—California Supervisors (Spanish)  
Stop Sexual Harassment—Connecticut Training for Supervisors  
Stop Sexual Harassment—Employees  
Stop Sexual Harassment—For Supervisors  
Title VII: Harassment and Discrimination Prevention  
Title VII: Harassment and Discrimination Prevention (Spanish)

### HR Compliance

ADA—What Supervisors Need to Know  
Good Housekeeping  
HIPAA—What Employees Should Know  
HIPAA—Your Obligations Under the Privacy Rule  
Understand COBRA/HIPAA for Supervisors  
Wage and Hour

### Leaves of Absence

Complying with the Family and Medical Leave Act  
FMLA for Supervisors  
FMLA—What Supervisors Need to Know  
How to Manage Military Leave

## CUSTOMER SERVICE

### Customer Communications

- Basic Phone Skills
- Email Best Practices for All Employees
- Connecting with Customers
- Handling Customer Complaints
- Telephone Etiquette
- The Art of Listening

### Customer Service

- How to Maintain Customer Loyalty
- Identifying Customer Needs
- Making Customers Feel Special
- Turn Satisfied Customer into Repeat Customers

### Service

- Customer Service Skills—How We Can All Improve
- Customer Service—How to Promote Excellent Service Among Your Staff

## ENVIRONMENTAL COMPLIANCE

### Environmental Compliance

- Asbestos Awareness
- Class C UST Operator Training
- EPA Inspections
- Lead Safety—General Industry
- Metalworking Fluids
- PPE for Emergency Responses
- PPE—What Employees Need to Know
- Reactive Chemicals
- Risk Management—Program 2 Prevention Program
- Risk Management—Program 3 Prevention Program: Part I
- Risk Management—Program 3 Prevention Program: Part II
- Safe Chemical Handling
- Saving Energy in Work and Beyond
- Spill Prevention, Control, and Countermeasure Plan (SPCC Plan)
- Stormwater Pollution Prevention Plan (SWPPP)
- The Paperless Office: Conservation for Employees
- Universal Wastes Large and Small Quantity Handlers
- Water Conservation—Making Every Drop Count
- Working Safely with Corrosives
- Working Safely with Pesticides
- Working Safely with Solvents

## ENVIRONMENTAL COMPLIANCE continued

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### Hazardous Waste

- Hazardous Materials Transportation
- Hazardous Waste Container Management
- Hazardous Waste Facility Maintenance and Operations
- Hazardous Waste Introductory Training
- Hazardous Waste Manifests
- Hazardous Waste Recordkeeping Requirements—For Generators
- Hazardous Waste: Emergency Response—Generators and TSDFs
- Hazardous Waste: Health Effects
- Hazardous Waste: Routes of Exposure
- Hazmat Transportation Security Awareness
- HAZWOPER Facility Operations
- HAZWOPER: First Responder Awareness Level

## HUMAN RESOURCES

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### Diversity

- Diversity at Work
- Diversity for All Employees
- Diversity for All Employees (Spanish)
- Diversity—Legal Basics for Supervisors
- Generational Diversity
- Workplace Diversity for Employees
- Workplace Diversity for Supervisors

### Ethics

- Business Ethics—What Employees Need to Know
- Business Ethics—What Employees Need to Know (Spanish)
- Ethics at Work Part 1—An Introduction to Business Ethics
- Ethics at Work Part 2—A Foundation for Ethics
- Ethics at Work Part 3—How to Make Ethical Decisions
- Ethics at Work Part 4—Monitoring and Program Improvement
- Workplace Ethics for Supervisors

### Human Resources

- Discipline
- Essential HR—For Those Who Have Recently Assumed HR Responsibilities
- Grounds for Termination—What Managers and Supervisors Need to Know
- Hiring—For Supervisors
- How to Explain the 401(k) to Employees
- How to Prevent and Respond to Bullying in the Workplace
- Terminating Employees—The Process
- The Paperless Office—Conservation for Employees

## PERFORMANCE MANAGEMENT

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### Appraisals

- Coaching for Superior Employee Performance—Techniques for Supervisors
- Measuring Job Performance—What Supervisors Need to Know
- Performance Appraisals—How to Conduct Effectively
- Performance Evaluations

### Disciplinary Action

- Confident Supervisor—Difficult Conversations
- Firing
- How to Manage Challenging Employees
- Progressive Discipline

### Performance Management

- Attendance Management—What Supervisors Need to Know
- Hiring: Skills -vs- Company Culture
- How to Conduct New Employee Orientation
- How to Develop a Telecommuting Program
- How to Engage and Keep Great Employees
- Is There Ever a Good Reason to Monitor Your Employees?
- Motivating Employees—Tips and Tactics for Supervisors

- New Employee Orientation—How-to for Supervisors
- New Employee Safety Orientation
- Reducing Turnover and Increasing Retention
- Teambuilding for Supervisors
- Tips for Onboarding New Employees
- Top-down Communication for Supervisors

## SAFETY

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### Driving

- Defensive Driving for Commercial Motorists
- Defensive Driving for Commercial Motorists (Spanish)
- Defensive Driving for Noncommercial Motorists
- Defensive Driving for Noncommercial Motorists (Spanish)
- Defensive Driving—Commercial Motor Vehicles
- Defensive Driving—Commercial Motor Vehicles (Spanish)
- Defensive Driving Noncommercial Motorists 2016
- DOT Alcohol and Drug Testing Rules—What Supervisors Need to Know

- Forklift and Pedestrian Safety
- Forklift Operator Safety
- Forklift Operator Safety (Spanish)
- Infectious Materials Transportation
- Introduction to Rough Terrain Forklift Safety
- Safe Forklift Operation

### Hazard Communications

- Hazard Communication and GHS—What Employees Need to Know
- Hazard Communication and GHS—What Employees Need to Know (Spanish)
- Hazard Communication and GHS—What Supervisors Need to Know
- Hazard Communication Refresher
- Hazard Communication—Healthcare Workers
- Understanding Chemical Labels Under GHS
- Understanding the Safety Data Sheet

## SAFETY continued

### OSHA 10-Hour General Industry

Accident Investigations	OSHA Inspections, Citations, and Penalties
Avoiding Exposure to Bloodborne Pathogens	PPE—What Employees Need to Know
Bloodborne Pathogens	Process Safety Management
Electrical Safety	Safety and Health
Electrical Safety—Unqualified Worker	Slips, Trips and Falls
Exit Route—Supervisors	Slips, Trips, and Falls (Spanish)
Fire Egress	Slips, Trips, and Falls—What Supervisors Need to Know
Flammable and Combustible Liquid	Walking-Working Surface Safety
Hazard Communication	
Hazard Communication (Spanish)	
Hazard Communication—GHS and Your Right to Know	
Hazard Communication—Your Right to Know	
Introduction to OSHA	
Introduction to OSHA and the General Duty Clause	
Machine Guarding	
Material Safety Data Sheets	
Material Safety Data Sheets (Spanish)	

### Personal Protective Equipment

- Eye Protection
- Foot Protection
- Hand Protection
- Hearing Loss and Protection
- Noise and Hearing Conservation
- Personal Protection Equipment
- PPE—Hand Protection
- PPE—Hand Protection (Spanish)
- Respiratory Protection
- Your Guide to Personal Protective Equipment

### Personal Safety

- Avoiding Back Injuries
- Back Safety
- Back Safety (Spanish)
- Basic First Aid for Medical Emergencies
- Bloodborne Pathogens—General
- Bloodborne Pathogens—General (Spanish)
- Bloodborne Pathogens—Healthcare Workers
- Contractor Safety
- Home Safety
- What Unqualified Workers Need to Know About Electrical Safety
- Working in Cold Conditions
- Working in Hot Conditions
- Working Safely Outdoors
- Working Safely With Benzene
- Working Safely With Flammable Liquids

## SAFETY continued

### Safety

Aerial Lift Safety	Permit-Required Confined Spaces—Entrant (Spanish)
Arc Flash Safety	Portable Power Tool Safety
Battery Safety	Preparing for Weather Emergencies
Compressed Gases	Respirator Fit Testing—What Supervisors Need to Know
Crane Rigging	Scaffolds in Construction
Crane Rigging in Construction	Trenching—The Competent Person
Disaster Planning—What Employees Need to Know	Welding, Cutting, and Brazing
Disaster Planning—What Supervisors Need to Know	
Hydrogen Sulfide Safety	
Metalworking Fluids	
Mold Hazards and Prevention	
Permit-Required Confined Spaces Rescue—For Supervisors	
Permit-Required Confined Spaces—Attendant	
Permit-Required Confined Spaces—Attendant (Spanish)	
Permit-Required Confined Spaces—Entrant	

### Workplace Safety

Emergency Action and Fire Prevention	Warehouse Safety
Emergency Action and Fire Prevention (Spanish)	Workplace Safety
Ergonomics—Industrial	Workplace Safety for Employees
Fall Protection in Construction	Workplace Safety for Employees (Spanish)
Fall Protection in Construction (Spanish)	Workplace Security for Employees
Fire Extinguisher	Workplace Violence
Job Hazard Analysis	Workplace Violence—How to Prevent and Defuse for Supervisors
Laboratory Safety	
Ladder Safety	
Lockout/Tagout—Affected Employee	
Lockout/Tagout—Authorized Employee	
Lockout/Tagout—Authorized Employee (Spanish)	
Office Ergonomics	
Office Hazards	
Office Hazards—What Supervisors Need to Know	
Preventing Workplace Violence—What Employees Need to Know	
Recordkeeping—Injury and Illness	
Shiftwork Safety	

## WELLNESS

### Substance Abuse

Substance Abuse in the Workplace—What Employees Need to Know  
Substance Abuse in the Workplace—What Employees Need to Know (Spanish)  
Substance Abuse in the Workplace—What Supervisors Need to Know

## WELLNESS continued

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### Wellness

A Manager's Role in Wellness	Healthy Sleeping Habits
All About Nutrition	Heart Health
Balancing Work and Home	Keeping Yourself—and Your Family—Healthy
Creating a Successful Wellness Program—A Guide for Managers	Pandemic Flu—How to Prevent and Respond
Driver Wellness	Successful Weight Management
Financial Wellness	Wellness and You
Fitness for Everyone	What You Need to Know About Headaches
Hazards of Smoking—How to Quit	What You Need to Know About Identity Theft
Healthy Aging	

## WORKPLACE SKILLS

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### Communications

- Business Writing for Employees
- Communicating Effectively in Emergencies
- Communicating in a Global Workplace
- Communicating Up—How to Talk to High-Level Management
- Communication Between All Ages in the Workplace
- Communication Skills for Employees
- Communication Through Social Media
- Effective Communication for Employees
- Effective Communication for Supervisors
- E-mail Best Practices for All Employees
- Persuasive Communication

### Meetings

- Conducting Effective Meetings—A Guide for Supervisors
- Effective Meetings for Employees
- Effective Meetings—How-to for Supervisors

### Workplace Skills

- Business Writing for Supervisors and Managers
- Conflict Resolution for Employees
- How to Manage Time Wisely—A Guide for Employees
- Interviewing Skills for Supervisors
- Job Descriptions—How to Write Them Effectively
- Leadership Skills—What New Supervisors and Managers Need to Know
- Maintaining a Positive Attitude
- Mastering Your Presentation Skills—How to Speak in Front of People
- Problem Solving for Employees
- Teambuilding for All Employees
- The Power of Listening
- Time Management Skills For Employees
- Training the Trainer

## SPANISH

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### Compliance/Harassment

- Sexual Harassment—What Employees Need to Know
- Title VII: Harassment and Discrimination Prevention
- Stop Sexual Harassment- California Supervisors (Spanish)

### Human Resources/Diversity

- Diversity for All Employees

### Human Resources/Ethics

- Business Ethics—What Employees Need to Know

### Safety/Driving

- Defensive Driving for Noncommercial Motorists
- Defensive Driving—Commercial Motor Vehicles
- Forklift Operator Safety

### Safety/Hazard Communications

- Hazard Communications and GHS—What Employees Need to Know

### Safety/OSHA 10-Hour General Industry

- Hazard Communication
- Material Safety Data Sheets
- Slips, Trips and Falls

### Safety/Personal Protective Equipment

- PPE—Hand Protection

### Safety/Personal Safety

- Back Safety
- Bloodborne Pathogens—General

### Safety/Safety

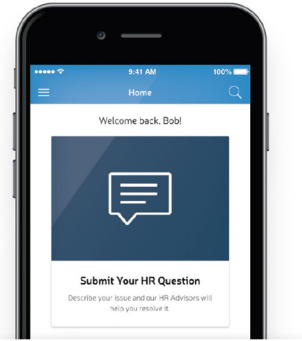
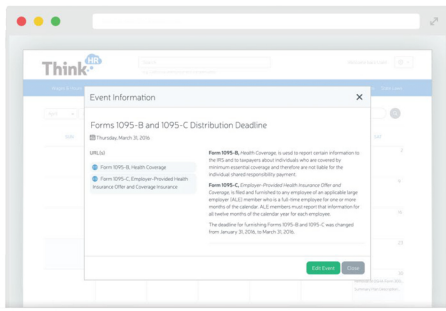
- Permit-Required Confined Spaces—Attendant
- Permit-Required Confined Spaces—Entrant

### Safety/Workplace Safety

- Emergency Action and Fire Prevention
- Fall Protection in Construction
- Lockout/Tagout—Authorized Employee
- Workplace Safety for Employees

### Wellness/Substance Abuse

- Substance Abuse in the Workplace—What Employees Need to Know



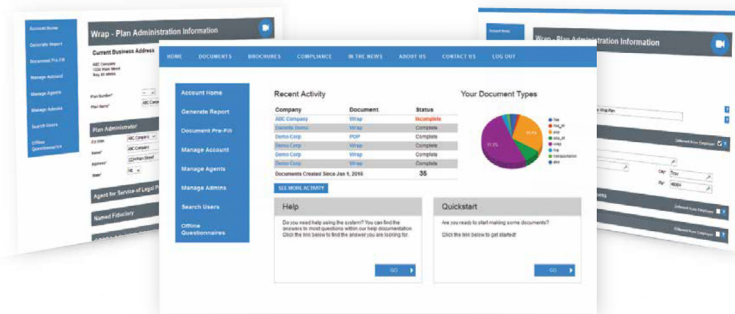
## Compliance Calendar

All important federal compliance deadlines and key event dates in one place alerts to ensure you never miss deadline again.



## Mobile App

Now employers and HR professionals can access the resources of ThinkHR Workplace Pro from anywhere through our mobile app.



The **Benefits Compliance Suite** makes it easy to create fully compliant Wrap and summary plan descriptions (SPD) with an easy to use wizard and unlimited on-demand support from ThinkHR's team of live expert HR advisors.

- 50-State Employee Handbook Builder
- Q&A Database
- HR Audit Checklist
- Health Care Reform Checklist
- Job Description Builder
- Compliance Guidelines
- Performance Review Tool
- Employee Onboarding Checklist
- HR Compliance Checklist
- Salary Benchmarking
- Employee Termination Guidelines
- White Paper and Webinar Library



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