



PenEdu Learning & Consulting, LLC

"Where questions become knowledge"

Member - Energy Learning Network - a Consortium of Energy Industry Learning Professionals

Partners in
Relevant
Training



"Where Questions Become Knowledge"

Human Resources

Library

Course
Code

Course Name

Description and Length (in minutes) 3—18-24

Human Resources - Operations

Pipeline Operator Qualification	HR1000	Human Performance Systems	<i>Human Performance Systems</i> address trends and economic forces driving change in the pipeline industry, competence, performance, and productivity; the human performance model; the human performance system; and human performance improvement. (40	40 minutes
Pipeline Operator Qualification	HR1001	The Mentoring Process	<i>The Mentoring Process</i> examines mentoring and counseling basics, an effective mentoring system, mentor roles and responsibilities, ethical behavior rapport building, communication techniques, and conflict resolution. (65 min)	65 minutes
Pipeline Operator Qualification	HR1002	Job Performance Evaluations	<i>Job Performance Evaluations</i> examine differences between mentoring and job performance evaluations; the evaluator's role; employee evaluation plan; competency profiles; assessing knowledge, skills, attributes, and common barriers to accurate observation; teaching job task knowledge and job skills; and giving and receiving feedback. (35 min)	35 minutes
Pipeline Operator Qualification	HR1003	Effective Media Relations	<i>Effective Media Relations</i> addresses participating in a media interview during an emergency, the five "Ws" and the "nine points," what emergency response officials and news media should know, providing proper contact information, a spokesperson's role during pipeline emergencies, and use of pipeline maps and drawings. (35	35 minutes

Pipeline Operator Qualification	HR1004	Incident Command System and Natural Gas Emergencies	<i>Incident Command System and Natural Gas Emergencies</i> addresses the Incident Command System (ICS) and Natural Gas Emergencies training program, Incident Commander responsibilities and staff, kinds of emergencies and response, implementing a successful ICS, the role of NIMS, and maintaining relations with emergency response officials. (35 min)	35 minutes
Pipeline Operator Qualification	HR1005	Ethics and Compliance	<i>Ethics and Compliance</i> examines ethics and compliance as they apply to a Code of Conduct and company policy for all employees of a pipeline company, including senior management and the board of directors. (50 min)	50 minutes
Pipeline Operator Qualification	HR1006	Management of Change	<i>Management of Change</i> examines the management of change (MOC), the types of changes, the application and importance of an MOC program, and the importance of understanding MOC processes used within a specific organization. (35 min)	35 minutes
Pipeline Operator Qualification	HR1007	Right-of-Way Agent Training: Landowner Communications	<i>Right-of-Way Agent Training: Landowner Communications</i> examines best practices for communicating with landowners whose properties may be affected by pipeline construction, including the operator's commitments to the landowners. (30 min)	30 minutes
Human Resources Leadership & Regulations				
Human Resources	196ADA	Americans With Disabilities Act (ADA)	Americans with Disabilities Act (ADA) covers the employment provisions of the act, including the regulation's definition of a disability, covered individuals and their rights and employer responsibilities.	25 minutes
Human Resources	197FLSA	Fair Labor Standards Act (FLSA)	Fair Labor Standards Act examines the Fair Labor Standards Act (FLSA), the federal law that guarantees a worker's right to be paid	30 minutes
Human Resources	198FMLA	Family and Medical Leave Act (FMLA)	Family and Medical Leave Act explains the rights and responsibilities of employees and employers under the FMLA, including the valid reasons for taking leave and how to request leave.	40 minutes
Human Resources	199EMAIL	Email Etiquette	Email Etiquette covers proper business email etiquette, including its importance, privacy, appropriate use, composition, replying, and	20 minutes
Human Resources	200PHONE	Telephone Etiquette	Telephone Etiquette covers basic business telephone etiquette, including answering and making calls, putting callers on hold, transferring calls, and mobile phone etiquette.	20 minutes
Human Resources	201SEXM	Sexual Harassment Awareness: Managers	Sexual Harassment Awareness: Managers discuss Title VII requirements of supervisors and managers confronted with sexual harassment incidents in their workplaces.	25 minutes

Human Resources	202EMP	Sexual Harassment Awareness: Employees	Sexual Harassment Awareness: Employees explain what sexual harassment is and what employees should do if they encounter it in the workplace.	30 minutes
Human Resources	203VIOL	Workplace Violence	Workplace Violence discusses workplace violence, types of workplace violence, behaviors and warning signs, risk factors, employer responsibilities, and steps employees can take to protect themselves, including how to handle escalating situations and emergencies and how to report incidents.	40 minutes
Human Resources	204DIVERSE	Diversity in the Workplace	Diversity in the Workplace discusses diversity in the workplace, its effects and benefits, and how to create and manage a diverse	30 minutes
Human Resources	205SUB	Creating an Alcohol- and Drug-Free Workplace	Creating an Alcohol- and Drug-Free Workplace is focused on supervisors and management and explains the benefits of an alcohol/drug-free workplace, recognizing and confronting drug abuse, creating a drug-free program, and the process of intervention, rehabilitation, and disciplinary action.	35 minutes
Human Resources	206SUB	Recognizing Substance Abuse in the Workplace	Recognizing Substance Abuse in the Workplace explains how to create a drug-free workplace through workplace policies and testing, describes signs of substance abuse, and discusses available interventions for employees who need help.	95 minutes
Human Resources	207ANGER	Anger Management: Dealing With Angry Coworkers	Anger Management: Dealing With Angry Coworkers discusses how to recognize and react to workplace anger.	20 minutes
Human Resources	208ANGER	Anger Management: Managing Your Anger	Anger Management: Managing Your Anger explains the anger response and how to control it.	25 minutes
Human Resources	209TIME	Time Management: Effective Prioritization	Time Management: Effective Prioritization Time Management: Effective Prioritization covers the basics of effective time management. The course includes lessons on goal setting, task lists,	30 minutes
Human Resources	210TIME	Time Management: Efficient Organization	Time Management: Efficient Organization covers the basics of workspace and computer organization for optimum time management. The course includes lessons on reducing clutter, using paper and electronic file systems, inbox processing, and creating daily routines.	25 minutes
Human Resources	211COACH	Coaching and Counseling	Coaching and Counseling define the role of a coach in the workplace and list the advantages of using a coach for both employees and the company. In addition, this course explains good counseling techniques and lists characteristics of a good coach-employee relationship.	20 minutes
Human Resources	212LISTEN	Effective Listening Skills	Effective Listening Skills covers active listening skills and the benefits of active listening. The lessons include special skills for listening in group settings.	25 minutes
Human Resources	213DRIVE	Safe Driving Skills	Safe Driving Skills reinforces basic driving skills and safety tips.	35 minutes

Human Resources	214CIVIL	Civil Rights Act - Title VII	Civil Rights Act - Title VII explores anti-discrimination provisions under Title VII of the Civil Rights Act of 1964, as amended.	25 minutes
Human Resources	215EQUAL	Equal Pay Act (EPA)	Equal Pay Act explores the provisions of the Equal Pay Act of 1963, including an overview of the law and the applicable provisions.	15 minutes
Human Resources	216ADEA	Age Discrimination in Employment Act (ADEA)	Age Discrimination in Employment Act examines the legal protections against age discrimination in the workplace.	20 minutes
Human Resources	217SOX	Sarbanes Oxley Act: Ethics Awareness	Sarbanes-Oxley Act: Ethics Awareness addresses the Sarbanes-Oxley Act by discussing ethics, the importance of ethical conduct in the workplace, types of unethical behavior, and how to both recognize and avoid unethical practices.	45 minutes
Human Resources	218SOXM	Sarbanes-Oxley Act: Overview for Managers	Sarbanes-Oxley Act: Overview for Managers provides a concise overview of the Sarbanes-Oxley Act and the appropriate compliance	65 minutes
Security for Professionals				
Security for Professionals	100PROTECT	Protection Specialist: Operation Iraq	Protection Specialist is designed for protection specialists with assignments in Iraq. This course focuses on survival, weaponry, driving techniques, and ambush recognition.	55 minutes
Security for Professionals	101CIVILIAN	Civilian Safety: Operation Iraq	Civilian Safety: Operation Iraq teaches civilians working in Iraq how to recognize potential dangers, improve their safety in public places, select and work with security providers, employ safe driving techniques, and avoid possible ambushes.	60 minutes
Security for Professionals	102HOSTAGE	Avoiding and Dealing With Hostage Situations	Avoiding and Dealing with Hostage Situations explores traveler vulnerabilities, travel preparations, hostage avoidance, and hostage	60 minutes
Security for Professionals	103TRAVEL	Traveling Safely in Dangerous Places	Traveling Safely in Dangerous Places examines ways to improve personal safety abroad, precautions when making travel arrangements, the importance of points of contact, and traveling and	65 minutes