

KRA Online Learning Center Catalog



Courses			
Name	Release Date	Duration	Description
2024 Benefits Overview	Nov 2023	60 min	This course provides an overview of the KRA 2024 Benefits Program. (*G)
2024 Costpoint Upgrade Training	Nov 2023	60 min	This course provides an overview of how to use the 2024 upgraded Costpoint time & expense system. (*G)
Accountability in the Workplace	Oct 2017	75 min	This course will provide you with informative tools and practical strategies that can be used to help empower the team to work toward achieving the benefits of accountability. Accountable employees will fuel performance and productivity and generate an enhanced workplace. (*G)
Active Shooter Awareness	Oct 2021	25 min	This module's focus is to prepare managers and employees for an active shooter situation in the workplace or surrounding area. (*G)

* See last page for Course Focus Key

Avid Exchange Tutorial	Jan 2023	40 min	This course provides an overview of how to use the Avid Exchange time & expense system. (*G)
Code of Conduct Training	Dec 2020	30 min	This course covers the KRA policies, rules, and applicable laws that employees must abide by, as well as the behavior and respect that employees are expected to demonstrate while engaging in all KRA operations. (*G)
Case Management for Workforce Development Professionals	Jun 2020	60 min	In this training we will cover the basics of case management. Topics of discussion include an Introduction to Case Management, Motivational Interviewing - The Spirit of MI, Case Notes - The Art of Documentation, and Best Practices and Strategies for Effective Case Management. (*WDP)
Coaching & Mentoring for Managers	July 2021	2 hrs	This course is designed to define coaching, mentoring and the GROW model; Identify and set appropriate goals using the SMART technique of goal setting; Identify the steps necessary in defining the current state or reality of your employee's situation; Identify the steps needed in defining options for your employee and turn them into a preliminary plan; Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans; and Identify the benefits of building and fostering trust with your employee. (*M)
Communication Skills for Workforce Development Professionals - How to Prepare Written and Spoken Messages	Nov 2018	35 min	Many people enjoy communicating, however far fewer go through the steps necessary to communicate effectively. In this video I'll discuss the steps involved in planning our written and spoken messages. An understanding of this process will help you not only communicate more effectively, but more efficiently well as. (*WDP, G)

Communication Skills for Workforce Development Professionals - Seven C's of Effective Communication	Nov 2018	15 min	The 7 C's provide a checklist for making sure that your meetings, emails, conference calls, reports, and presentations are well constructed and clear. (*G,WDP)
Communication Skills for Workforce Development Professionals - The Communication Process	Nov 2018	15 min	This brief video covers the basic communication process in the workplace. (*G,WDP)
Communication Skills for Workforce Development Professionals - The Complete Guide to Making Great Presentations	Nov 2018	NA	Great tips on making presentations in a downloadable PDF format. (*G,WDP)
Communication Skills for Workforce Development Professionals - Using Charts to Illustrate Your Ideas	Nov 2018	35 min	This brief video will show you how to create tables, charts, and decision trees using MS Excel and Word. (*G,WDP)
Communication Strategies - A Beginner's Workshop	Dec 2022	1 hr	The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved. (*G)
Communication Strategies for Managers	July 2021	2 hrs	By the end of this workshop, you should be able to understand what communication is, identify ways that communication can happen, identify barriers to communication and how to overcome them, develop their non-verbal and paraverbal communication skills, use the STAR method to speak on the spot, listen actively and effectively, ask good questions, use appreciative inquiry as a communication tool, adeptly converse and network with others, identify and mitigate precipitating factors, establish common ground with others, use "I" messages (*M)

Coordinating the ADA and FMLA – 2022 Webinar	Aug 2022	1 hr	This course includes the FMLA & ADA webinar recording and presentation material which guides managers in understanding the FMLA & ADA and handling associated requests. (*M)
COVID-19: Guidelines, Best Practices and Strategies for Safe Re-Opening	Jun 2020	40 min	Here are a few resources which will provide you with guidelines, best practices and strategies from the Center for Disease Control (CDC) and The World Health Organization (WHO). These resources will help you prepare for the gradual re-opening of our workplaces and other social environments. (*G)
Creating Resumes in Microsoft Word	Nov 2018	35 min	As Workforce Development Professionals, we will spend much time writing, critiquing, reviewing, and editing resumes. A resume is the most important tool that a job seeker will utilize in their job search campaign. The modules in this course will provide you with instruction on how to effectively use Microsoft Word to craft this document. (*G)
Creative Problem Solving	Dec 2022	1 hr	The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop. (*G)
Critical Thinking	Dec 2022	1 hr	Critical thinking encourages reflective and independent thinking to guide us through the hundreds of decisions that we make throughout a week. The critical thinking skills in this workshop will lead the participant toward being able to address workplace challenges with good reasoning and logic, and to act as a more rational and disciplined thinker. (*G)

Customer Service Fundamentals	Sep 2021	60 min	Each and every one of us serves customers, whether we realize it or not. Maybe you're on the frontlines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers. (*CS)
Cybersecurity	Jun 2021	60 min	This module covers Cybersecurity and its importance in the workplace. (*G)
Delivering Constructive Criticism	Dec 2022	1 hr	Delivering Constructive Criticism is one of the most challenging things for anyone to do. Through this workshop, participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee requires feedback or criticism, the situation needs to be handled in a very specific way. This presentation offers options for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers. (*M)
Deltek Timesheet & Schedule	Jan 2022	20 min	This module covers the basics of using the Deltek system to input timesheets and submit vacation. (*G)
Emotional Intelligence for Workforce Development Professionals	Nov 2018	45 min	The modules in this course will provide you with actionable strategies and insightful information that will empower you to increase your emotional intelligence in the workplace and beyond. (*G,WDP)
Employee Mental Health and Crises for Managers	Dec 2021	15 min	This module covers signs of employee burnout and mental health crisis events in the workplace. (*G, M)

Employee Motivation	Dec 2022	1 hr	The Employee Motivation workshop will give participants several tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program. (*M)
Employer Engagement Strategies	Jul 2020	45 min	In this training course we discuss strategies and best practices to deploy when engaging employers and businesses. (*CS, M)
Fall 2023 Leadership Edge	Oct 2023	NA	This module includes the presentation slides and downloadable resources from the Fall 2023 KRA Leadership Edge event. (*M)
Financial Wellness - JP Morgan Chase & Co. + KRA	Oct 2023	3 hours	This course includes the recordings of three KRA Live Learning Events, led in partnership with JP Morgan Chase & Co. experts, covering Money Management, Credit and Home Ownership. (*G)
FMLA for Managers	Oct 2020	45 min	This module includes a link to a recorded webinar covering FMLA Law, Managers' personal liability, the responsibilities and process and real-life scenarios. (*M)
Goal Setting and Getting Things Done	Dec 2022	1 hr	Our Goal Setting and Getting Things Done workshop will cover strategies to help participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Participants will learn about the goal setting characteristics of successful people and how they too can become happier and more productive individuals. (*G)

Harassment and Discrimination in the Workplace	Sept 2021	1 hr	This course will give you the tools necessary to recognize harassment in the workplace as well understand your rights and responsibilities under the law. (*G)
Hiring Strategies and Best Practices for Managers	Jun 2021	2 hrs	This training serves to help participants learn to present current open positions, find potential candidates for the position, develop a workable hiring strategy, learn to determine which candidates to interview, follow steps and techniques to use in an interview, and welcome newly hired employees. (*M)
Illness and Injury Prevention Training for Employees	Dec 2020	20 min	KRA does everything possible to provide a safe working environment and depends on all employees to be safety conscious at all times, to understand their obligations in maintaining safe working environments, to abide by safety standards, and to support safe workplace practices. Employees are expected to comply with all KRA policies and procedures and all applicable laws by reporting all unsafe or hazardous conditions to their supervisor and/or HR Department immediately. (*G)
Impact Interview Strategies for Workforce Development Professionals	May 2019	30 min	This training will provide Workforce Development Professionals with strategies that they can use when coaching job seekers for interviewing success. (*WDP)

Improving Mindfulness	Dec 2022	1 hr	<p>This module instructs learners on letting go of irrelevant worries to focus on vital information in present situations by cultivating a state to be consistently aware of the present moment through the practice of emotional awareness and focused thinking. (*G)</p>
Job Search Planning - Live Webinar 03/19/20	Mar 2020	NA	<p>Downloadable webinar slides discussing best practice and strategies for helping job seekers research, plan and execute an effective job search. (*WDP)</p>
Job Search Strategies for Workforce Development Professionals	May 2019	30 min	<p>In this training, we will introduce Workforce Development Professionals to the T.I.M.E Method for Job Search Planning. The T.I.M.E. Method features three distinct phases and four distinct job searches. You will learn how to develop and deploy an effective search strategy utilizing this method. (*WDP)</p>
KRA Business Services - A Guide to Business Engagement	Jan 2021	90 min	<p>Topics of discussion include the following:</p> <ul style="list-style-type: none"> • The KRA Service Model • Consultant Approach • Business Engagement Process • Business Prospecting Strategies <ul style="list-style-type: none"> • Solution Services • System Alignment • System of Accountability <p>(*WDP, CS)</p>

KRA Customer Relationship Management System Tutorial	July 2022	30 min	<p>This course serves to instruct a KRA employee on how to enter new contacts into the KRA Customer Relationship Management System. The CRM system is used to document new contacts that may be beneficial to KRA, update existing contacts, and notify key KRA staff of new contacts in need of follow-up. (*M)</p>
KRA Employee Dashboard Overview	Jun 2017	15 min	<p>This short video tutorial provides an overview of the Employee Dashboard on the KRA website. We begin by providing login instructions and continue with a brief description of each of the available resources and links on the Dashboard. (*G)</p>
KRA File Standards	Jun 2021	75 min	<p>This module-</p> <ul style="list-style-type: none"> • Defines company policy regarding participants' file maintenance, inventory, and security • Addresses case note requirements, identifies KRA's minimum standards as they pertain to file maintenance, inventory, and security • Details KRA's review and reporting requirements. <p>(*G)</p>
KRA Financial Wellness, Goals & Employee Engagement	Sept 2022	NA	<p>This module includes the presentation material covered during the Q1 FY2023 Leadership Edge conference including the KRA Financial Profile, Fiscal Basics, Systems & Procedures, Budgets & Planning, Setting Expectations and Performance Goals, and employee Motivation & Appreciation. Also included in this module are the Financial Practice activities and Balanced Budget excel template. (*M)</p>

KRA Live Learning Event - Annual Appraisals for Leaders: Strategies, Best Practices and Pitfalls to Avoid	Jun 2021	90 min	KRA Live Learning Event recording discussing Annual Appraisals for Leaders. (*M)
KRA Live Learning Event - Annual Performance Appraisals for Employees	Jun 2021	60 min	KRA Live Learning Event recording discussing Annual Appraisals for all employees. (*G)
KRA Live Learning Event – Conflict Resolution	Aug 2022	1 hr	This Live Learning Event details the types of workplace conflict professionals may experience and the steps to finding resolution, including scenarios of conflict involving managers, coworkers, subordinates and customers.
KRA Live Learning Event - Dealing with Difficult People	Dec 2022	1 hr	In this webinar, we discuss strategies to deal with difficult customers and coworkers using key learning from conversations on Emotional Intelligence, Trauma-Informed Care, Conflict Resolution, and Self-Care. (*G, WDP)
KRA Live Learning Event - Emotional Intelligence	April 2022	1hr	In this Live Learning Event we discussed Emotional Intelligence in the workplace, including its importance in building relationships, improving self-management and motivation, and defusing conflict. (*G)
KRA Live Learning Event - Exceptional Customer Service in a Virtual Environment	Nov 2020	60 min	KRA Live Learning Event Recording discussing strategies and best practices to deploy when creating an exceptional experience for the customers we serve every day. (*WDP)

KRA Live Learning Event – Progressive Discipline	Feb 2022	1 hr	KRA Live Learning Event recording discussing the Progressive Discipline System, and it's way of supporting employees and managers. (*M, G)
KRA Live Learning Event - Progressive Discipline and Performance Improvement Coaching	Jun 2021	60 min	KRA Live Learning Event recording discussing progressive discipline and performance improvement coaching. (*M)
KRA Live Learning Event – Self-Care for Workforce Development Professionals	Apr 2021	60 min	KRA Live Learning Event recording discussing self-care for Workforce Development Professionals. (*WDP)
KRA Live Learning Event - Social Media Strategies for Job Seekers	Dec 2020	60 min	KRA Live Learning Event recording discussing social media strategies for job seekers. (*WDP)
KRA Live Learning Event - Stress & Time Management	Jan 2022	1 hr	KRA Live Learning Event recording discussing stress and time management strategies for workforce development professionals. (*G)
KRA Live Learning Event - Team Dynamics - Part One	Dec 2020	60 min	Recording of December 17, 2020 KRA Live Learning Event describing Team Dynamics. (*M)

KRA Live Learning Event - Team Dynamics - Part Two	Feb 2021	45 min	Recording of KRA Live Learning Event. In this second part of a two-part series on Team Dynamics, we discuss tangible strategies and best practices to deploy when trying to build high performing teams in a virtual and remote work environment. (*M)
KRA Live Learning Event - The Art of Effective Communication	Feb 2022	1 hr	In this webinar recording, we discuss effective communication, internal vs. external communication, non-verbal communication, bridging the generational communication gap, and KRA communication. Join us in discussing skills that you can use every day and in every area of life. (*G)
KRA Live Learning Event - Trauma Informed Care	Jan 2024	1 hr	Join us as we explore the role trauma-informed care within workforce development in this Live Learning Event recording. Learn more about trauma-related definitions, explore the checklist for representatives providing trauma-informed care, and practice these skills in various practice scenarios. This course will equip you with a checklist for creating and maintaining a supportive environment, as well as learning the skills needed to help your Participants through difficult times, while avoiding burnout. (*G)
KRA Live Learning Event - Trauma-Informed Care for Workforce Development Professionals	Oct 2022	1 hr	In this live event recording, we examine the overall impact that Vicarious Trauma has on Workforce Professionals in customer-facing positions and discuss tips for successfully overcoming the “Compassion Fatigue” with an Emotional Safety Plan. In this session, we navigate how to plot a path for building a trusting working relationship, void of trauma triggers, and explore coping strategies for Vicarious Trauma. (*G)

KRA Live Learning Event - Virtual Case Management Best Practices	Nov 2020	45 min	KRA Live Learning Event Recording discussing strategies and best practices for effective case management in a virtual setting. (*WDP)
KRA Live Learning Event – Ergonomics	Mar 2022	1 hr	Recording of KRA Live Learning Event interactive webinar with guest ergonomic specialist on achieving a more comfortable fit with your workspace through an ergonomic approach including practical tips and advice for working in healthier postures, incorporating more movement into the day, and combatting screen fatigue. (*G)
KRA Live Learning Event – Self Care Isn't Selfish	Jun 2022	1 hr	KRA Live Learning Event recording discussing a workforce development professional's guide to prioritizing self-care for mental wellness & career success. (*G)
KRA Online Learning Center Overview and Tutorial	Oct 2017	10 min	This tutorial video will provide you with an overview of the KRA Online Learning Center platform and instructions on how to effectively navigate the system. (*G)
KRA Organizational Chart	Apr 2022	10 min	This module provides a short overview of the KRA organizational chart format as well as how to located the up-to-date Org. Chart within an employee's ADP account. (*G)
KRA Social Media Training - Facebook	Aug 2019	10 min	Downloadable PDF with links to Facebook eLearning articles. (*G)
Mastering Microsoft Outlook	Apr 2020	30 min	This informative course will provide the learner with invaluable tips, tricks and best practices to deploy when utilizing Microsoft Outlook. (*G)

Mental Health Awareness	Dec 2021	15 min	<p>This module covers the importance of employee mental health and mental health in the workplace. Included in the course is a presentation covering mental health, chronic stress, employee burnout, helping yourself and others, and further resources. The course also includes downloadable handouts about stress and stress relief activities. (*G)</p>
Microsoft Excel for Workforce Development Professionals - A Beginner's Guide to Excel	Nov 2021	1 hr	<p>This module covers the basics of using Microsoft Excel, including the anatomy of a spreadsheet, how to enter data, how to make your data look good so it's easier to read and use, and more. This tutorial was made using Excel 2016, but is applicable to older versions of Excel and newer versions too. (*G)</p>
Microsoft Excel for Workforce Development Professionals - Intermediate Excel Skills, Tips and Tricks	Nov 2021	1 hr	<p>This module covers many of the intermediate skills, tips, and tricks that you'll need in order to be able to use Excel effectively. In this intermediate video, you'll learn some advanced formatting tools such as conditional formatting, how to save time by using the Autofill Handle, the basics of formulas and functions, sorting and filtering, and a few other useful tips such as Freeze Panes. (*G)</p>
Microsoft Excel for Workforce Development Professionals - Pivot Tables, Slicers, Charts and Dashboards	Nov 2021	1 hr	<p>In this Excel Pivot Table tutorial, you will learn the most important tools within a Pivot Table for Microsoft Excel 2016, 2013, 2010 or 2007 - for Beginners or Advanced users. You will learn how to create an interactive dashboard using Pivot Tables and Pivot Charts. (*G)</p>

Microsoft Word for Workforce Development Professionals	Nov 2018	50 min	The modules in this course provide in-depth instruction on the most used and often most misused components of Microsoft Word. These components are also essential tools used in creating resumes. (*G,WDP)
Middle Manager	Jun 2021	60 min	Middle managers are responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and they understand how to effectively execute these goals. (*M)
KRA Live Learning Event - Building Resilience In The Face Of Vicarious Trauma	Oct 2022	1hr	This Live Learning Event examines the overall impact that Vicarious Trauma has on Workforce Professionals in customer-facing positions and discusses tips for successfully overcoming the “Compassion Fatigue” with an Emotional Safety Plan. In this session, we navigate how to plot a path for building a trusting working relationship, void of trauma triggers, and explore coping strategies for Vicarious Trauma. (*G)
Personal Career Branding for Workforce Development Professionals	Jul 2020	60 min	In this training we will cover the three steps needed to help job seekers craft their personal career brand: Define the Brand Design the Brand Display the Brand. (*WDP)
PowerPoint for Workforce Development Professionals - A Beginner's Guide	Nov 2018	30 min	Learn everything you need to know to get started using Microsoft PowerPoint! You'll learn all the basics plus more, including: how to choose a design theme, add text and pictures to a slide, adding new slides, animating items, and more. (*G,WDP)

PowerPoint for Workforce Development Professionals - Applying Transitions	Nov 2018	5 min	In this video, you'll learn the basics of applying transitions in PowerPoint 2016. (*G,WDP)
PowerPoint for Workforce Development Professionals - Formatting Pictures	Nov 2018	5 min	In this video, you'll learn the basics of formatting pictures in PowerPoint 2016. (*G,WDP)
PowerPoint for Workforce Development Professionals - Inserting Videos	Nov 2018	5 min	In this video, you'll learn the basics of inserting videos in PowerPoint 2016. (*G,WDP)
PowerPoint for Workforce Development Professionals - Keyboard Shortcuts Guide	Nov 2018	NA	This downloadable PDF lists the essential PowerPoint keyboard shortcuts. These shortcuts will drastically improve your workflow when creating engaging PowerPoint presentations. (*G,WDP)
PowerPoint for Workforce Development Professionals - Presenting Your Slide Show	Nov 2018	5 min	In this video, you'll learn the basics of presenting your slideshow in PowerPoint 2016. (*G,WDP)
PowerPoint for Workforce Development Professionals - Top 10 Things a Beginner Wants to Know	Nov 2018	35 min	In this video, you will learn the top ten essential skills needed to effectively use PowerPoint. (*G,WDP)
PowerPoint for Workforce Development Professionals - Top 20 Tips and Tricks	Nov 2018	15 min	Here are the top 20 tips and tricks for PowerPoint 2016. This list is compiled from several years using PowerPoint for presentations in a corporate environment. (*G,WDP)
PowerPoint for Workforce Development Professionals - Working with Smart Art Graphics	Nov 2018	5 min	In this video, you'll learn the basics of working with SmartArt in PowerPoint 2016. (*G,WDP)

Protecting Private Information (PII, PHI & HIPAA)	Dec 2021	30 min	This short video course will provide you with the appropriate techniques and best practices to ensure information security in our projects. Workforce Development professionals are entrusted with protected information and security is everyone's responsibility. (*G)
Resume Basics for Workforce Development Professionals	May 2019	30 min	This interactive training introduces Workforce Development Professionals to the core components of an effective resume. We will also discuss tips and strategies to utilize when helping jobseekers create or improve their existing resumes. (*G,WDP)
Supervising Others	Jun 2021	75 min	Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and assisting other supervisors, your day can fill up before you know it. This workshop will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline. (*M)
The Art of the 3D Presentation	Dec 2017	2 hrs	This workshop will introduce you to the art of the 3-D Presentation by providing insightful instruction on the 3 D's of effective presentations; Development, Design, and Delivery. (*G)
The GROW Coaching Model for Workforce Development Professionals	May 2019	30 min	This training will introduce you to the GROW Coaching Model. This is a comprehensive coaching model that can guide you as you coach job seekers and program participants to success. (*WDP)

The S.M.I.L.E. Approach to Customer Service	Nov 2018	15 min	The SMILE Approach to Customer Service discusses the five essential behaviors that will empower you to create an exceptional experience for the customers that we serve every day. (*CS)
Time Management and Productivity Enhancement	Jul 2020	60 min	This training course will provide you with best practices, strategies, techniques and technology that will empower you to maximize your use of time and optimize your personal productivity. (*G)
Unconscious Bias	Sep 2021	60 min	This workshop will introduce to you the ideas and techniques for defining different unconscious biases that are very common today. It will also show the effects of these biases on the work culture and the business practices of a company. And finally, the workshop will cover the steps to introducing a successful unconscious bias training in the workplace. (*G)
Winning with Webinars	Mar 2020	10 min	Short training video providing the learner with tips, strategies and best practices for preparing and delivering effective web-based orientations and workshops. (*G)
WIOA-Workforce Innovation and Opportunity Act	Nov 2018	NA	This course features several downloadable resources that provide clarity on many aspects of the Workforce Innovation and Opportunity Act. (*G)
WIOA: An Introduction and Overview	Jul 2020	60 min	This training course provides learners an introduction and overview of the Workforce Innovation and Opportunity Act. (*G)

Zoom 101 - Video Conferencing, Meetings and Webinars	Apr 2020	65 min	Comprehensive video tutorial series providing learners with everything they need to know to effectively utilize the Zoom platform. (*G)
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Learning Paths

Name	Date	Time	Included Courses	Description
KRA Complete Business Services Training Program	Feb 2021	4 hrs	<ul style="list-style-type: none"> - The SMILE Approach to Customer Service - KRA Business Services - A Guide to Business Engagement - Employer Engagement Strategies - Communication Skills for Workforce Development Professionals – The Complete Guide to Making Great Presentations - Communication Skills for Workforce Development Professionals – How to Prepare Written and Spoken Messages - Time Management and Productivity Enhancement for Workforce Development Professionals 	<p>The KRA Complete Business Services Training Program is a collection of courses designed to provide Workforce Development Professionals with the skills, tools, and techniques needed to be an effective Business Services Professional. This learning path covers a variety of topics including the consultative approach to business services, employer engagement, communication best practices and customer service. (*WD)</p>
KRA Complete Career Agent Training Program	Feb 2021	5 hrs	<ul style="list-style-type: none"> - The SMILE Approach to Customer Service - Emotional Intelligence for Workforce Development Professionals - The GROW Coaching Model for Workforce Development Professionals - Resume Basic for Workforce Development Professionals - Creating Resumes in Microsoft Word - Job Search Strategies for Workforce Development Professionals - Impact Interview Strategies for Workforce Development Professionals - Time Management and Productivity Enhancement for Workforce Development Professionals - Protecting PII and PHI 	<p>The KRA Complete Career Agent Training Program is a collection of courses designed to provide Workforce Development Professionals with the skills, tools, and techniques needed to be an effective career coach. This learning path covers a variety of topics including resume basics, interviewing techniques, job search planning, and general coaching strategies. (*CS)</p>

KRA Complete Manager Training Program	Oct 2021	14 hrs	<ul style="list-style-type: none"> - FMLA for Managers - Harassment in the Workplace - Supervising Others - Middle Manager - Accountability in the Workplace - Communication Strategies for Managers - Coaching and Mentoring for Managers - Hiring strategies and Best Practices for Managers - Progressive Discipline and Performance Improvement Coaching - Microsoft Excel for Workforce Development Professionals - KRA File Standards 	<p>The courses in this learning path will provide you with the skills, best practices, and information needed to be successful as a manager in KRA Corporation. (*M)</p>
KRA Compliance Training 2024	2024	4 hrs	<ul style="list-style-type: none"> - Code of Conduct - Harassment and Discrimination in the Workplace - Protecting Private Information (PII, PHI & HIPAA) - Cybersecurity 	<p>This Learning Path consists of the yearly compliance information that all employees must review. (*G)</p> <p><i>Additional compliance learning paths exist per state requirements.</i></p>
KRA Customer Service Basics Training Program	Sep 2021	2 hrs	<ul style="list-style-type: none"> - Customer Service Fundamentals - Unconscious Bias - Exceptional Customer Service in a Virtual Environment - The Seven C's of Effective Communication 	<p>This engaging learning path will provide you with the tools, techniques, and best practices needed to create and maintain an exceptional experience for all the customers that we serve every day. (*CS)</p>
KRA New Hire Orientation 2024	2022	8 hrs	<ul style="list-style-type: none"> - WIOA: An Introduction and Overview - Accountability in the Workplace - KRA Employee Dashboard Overview - Code of Conduct - Harassment and Discrimination in the Workplace - Protecting Private Information (PII, PHI & HIPAA) - Cybersecurity - KRA Online Learning Center Overview and Tutorial - Costpoint Upgrade Training - 2024 Benefits Overview 	<p>This Learning Path consists of the yearly compliance modules and new hire information that all employees must review when hired. (*G)</p>

Microsoft Excel for Workforce Development Professionals Training Program	2021	3 hrs	<ul style="list-style-type: none"> - Microsoft Excel for Workforce Development Professionals - A Beginner's Guide to Excel - Microsoft Excel for Workforce Development Professionals - Intermediate Excel Skills, Tips and Tricks - Microsoft Excel for Workforce Development Professionals - Pivot Tables, Slicers, Charts and Dashboards 	This Learning Path consists of the courses covering beginner, intermediate and advanced Microsoft Excel skills. (*G)
People Management Skills Learning Path	Aug 2022	7 hrs	<ul style="list-style-type: none"> - Accountability in the Workplace - Communication Strategies for Managers - KRA Live Learning Event - Emotional Intelligence April 2022 - Coaching and Mentoring for Managers - KRA Live Learning Event - Progressive Discipline 	This learning path reinforces the communication, engagement and leadership strategies that successful managers use while working with their teams. (*M)

*** Course Focus Key**

G – General Skills (applies to all)

C – Compliance (mandatory yearly training)

M – Management

WDP – Workforce Development Professionals



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