FMD REMOTE WORK OFFERINGS

To assist our employees with reducing the amount of leave time used during the current Corona Virus concerns, FMD has developed online training that employees can participate in remotely. The trainings are available in several platforms. Information on the available trainings are listed below along with information on how to access the training.

Available Online Training Resources

**In-Learning (formerly Lynda.com)**

* Login through [Central Authentication Services (CAS)](https://cas.uga.edu/cas/login?service=https://my.uga.edu/htmlportal/index.php&renew=true).
* Select In Learning from the list on the left side of the page

Suggested Trainings

*Customer Service:*

* Customer Service Fundamentals
* De-Escalating Intense Situations
* Writing Customer Service Emails
* Working with Upset Customers
* Building Rapport with Customers
* Delivering Bad News to a Customer
* Managing Customer Expectations for Frontline Employees
* Creating Positive Conversations with Challenging Customers
* Customer Service in the Field
* Listening to Customers
* Listening with empathy
* Step into your customer's shoes

*Personal Development*

* Choose topics that interest you

*Communications*

* Choose topics that interest you

*Technology*

* Choose topics that interest you

*Professional Development*

* Choose topics that interest you

**Safety Training Topics:**

The trainings are located on multiple resources. Links to the training modules are include in the titles (written in blue).

* UGA- [Environmental Safety Division - Right to Know](https://esd.uga.edu/right-know)
* USG- [**Right-To-Know Basic Awareness with the Global Harmonized System**](https://www.usg.edu/facilities/rtk-ghs)
This program is designed to educate all USG employees on the importance and benefits of properly recognizing and safely working with hazardous materials and provides an introduction to the new Global Hazmonized System requirements with an emphsis on new chemical labels and safety data sheets.
* [**Hazardous Waste Awareness**](https://www.usg.edu/facilities/training/hazwaste/)
Designed to educate employees on the importance and benefits of properly identifying, handling, and disposing of hazardous wastes.
* [**Bloodborne Pathogens**](https://www.usg.edu/facilities/training/pathogens/)
Designed to provide a basic understanding of bloodborne pathogens, common modes of transmission, and methods of preventing exposure.
* [Universal Precautions by CDC](https://www.cdc.gov/niosh/topics/bbp/universal.html)- Bloodborne Pathogens
* [**Computer Workstation Ergonomic**](https://www.usg.edu/facilities/training/computer_ergonomics/)
Designed to provide knowledge, skills, and educational tools to help identify potential ergonomic related injuries, recognize ergonomic risk factors, and reduce regionalized risks by using good ergonomic work practices and procedures.
* [**Waste Reduction Presentation**](https://www.usg.edu/assets/facilities/documents/waste_reduction.pdf)
A presentation created by the Pollution Prevention Assistance Division (P2AD) on reducing hazardous wastes, solid wastes, and nontraditional wastes at colleges and universities.
* [**Energy Conservation for Colleges & Universities**](https://www.usg.edu/assets/facilities/documents/energy_conservation.pdf)
A presentation by representatives from EPA’s Energy Star® Program on how to make your campus more energy efficient