



IAAPA

Online Learning Center

INDUSTRY TRAINING, ANY TIME, ANYWHERE

IAAPA's Online Learning Center allows you to provide professional development training to your front-line staff and your management team. Access scores of web-based educational programming, on a range of subjects relevant to the attractions industry.

IAAPA Online Learning Catalog

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Earn IAAPA Certification

Many courses in the IAAPA Online Learning Center can earn credit hours towards IAAPA Certification. Credit hours are indicated beside each course description.

Attractions Industry Training Courses

Courses in this section have been designed and developed by the International Association of Amusement Parks and Attractions and are an excellent training tool for frontline and supervisory level employees.

First Steps Games Operation

This IAAPA online course illustrates how to open, run and close a mid-way games area. It illustrates how to turn spectators into players by encouraging winners and how to turn players into repeat players. Shot on location in a variety of amusement facilities the course prepares new games employees with the skills and winning attitude needed to run a successful games operation. The course includes sections on: Opening the Game, Getting and Keeping Players, Operating the Game, and Closing the Game. The online course also includes information on guest care, cleanliness, and how to work as a team. Each section of the course includes an interactive quiz to reinforce learning. This is an excellent course for front-line employees, new hires or employees returning for the new season.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

First Steps Guest Relations

This IAAPA online course introduces your employee to the concept of guest services and their critical role in delivering a quality guest experience. Shot on location in a variety of amusement facilities the course outlines six steps to hospitality and illustrates how to practice each step including: Smile, Meet and Greet, Read the Guest, Ask and Suggest, Know the Answer, and A Friendly Farewell. The online course also includes information on guest care, cleanliness, and how to work as a team. Each section of the course includes an interactive quiz to reinforce learning. This is an excellent course for front-line employees, new hires or employees returning for the new season.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

First Steps Guest Ride Operations

This IAAPA online course outlines the key steps in any typical ride operator's job from pre-opening check lists to closing the ride at the end of the day. Shot on location in a variety of amusement facilities the course takes a ride operator through a complete working shift illustrating key steps and best practices along the way. These include: Knowing the Ride, Opening the Ride, Instructing Riders, Operating the Ride and Closing the Ride. The online course also includes information on guest care, cleanliness, and how to work as a team. Each section of the course includes an interactive quiz to reinforce learning. This is an excellent course for front-line employees, new hires or employees returning for the new season.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

First Steps Safety

This IAAPA online course emphasizes the critical role of safety awareness in delivering a safe and fun experience for guests. Shot on location in a variety of amusement facilities the course outlines five different areas of safety including: Guest Safety, Personnel Safety, Equipment Safety, First Aid and General Safety Procedures. The online course also includes information on guest care, cleanliness, and how to work as a team. Each section of the course includes an interactive quiz to reinforce learning. This is an excellent course for front-line employees, new hires or employees returning for the new season.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **1**

First Steps Supervisors

The IAAPA online course is aimed at the newly promoted supervisor. Often a returning front line employee with little supervisory experience, the course will help set the new supervisor at ease by illustrating the various roles that a supervisor must play and it outlines the typical situations that a supervisor may face in dealing with a young workforce of his / her peers. The online course also includes information on guest care, cleanliness, and how to work as a team. Each section of the course includes an interactive quiz to reinforce learning. An excellent course for newly promoted supervisors, new hires or supervisors returning for the new season.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

Serving Guests with Disabilities in the Attractions Buisness

This IAAPA online course explores how attractions employees can effectively serve guests with disabilities. The course examines a variety of real-life scenarios in serving guests with disabilities that employees in attractions can expect to encounter. The course defines the concept of disability, gives examples of preferred words and actions that employees can use in everyday situations and examines customer service situation and how to deal with irate guests. Each section of the course includes an interactive quiz to reinforce learning. This is an excellent course for front-line employees, new hires or employees returning for the new season.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

Understanding Sexual Harassment in the Attractions Industry

This IAAPA online course explores the issue of sexual harassment in the workplace. The course examines a variety of real-life scenarios in a typical amusement attraction and after completing this course employees will be able to: understand key terms. identify a harassing behavior, take appropriate action, identify appropriate and inappropriate workplace behaviors and understand management's responsibilities. Managers will also be able to respond appropriately, recognize basic elements to include in policy, organize comprehensive, mandatory training for management and staff. Each section of the course includes an interactive quiz to reinforce learning. This is an excellent course for front-line employees, new hires or employees returning for the new season.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Animal Care Training Courses

Courses in this section include animal husbandry focus courses as well as courses on record-keeping and government inspection readiness.

Disaster Preparedness

This course is designed to teach basic concepts of disaster preparedness for zoological organizations. You will learn to execute the three major components of disaster preparedness: Readiness, Response, and Recovery. Learning and incorporating these techniques will help promote the safety of both humans and animals in the events preceding, during, and after a disaster.

Length of Course: 2 hours

Cost **\$25.00**

IAAPA Certification Credit Hours **2**

Ethics

This course is designed to help animal care professionals to better understand the role of ethics in their daily professional activity. The class explores the origins and evolving perspectives for ethics associated with human-animal interactions, as well as a range of current ethical issues and challenges faced by animal care professionals.

Length of Course: 2.5 hours

Cost **\$25.00**

IAAPA Certification Credit Hours **2**

Fundamentals of Animal Learning

This course is designed to teach fundamental principles of animal learning. You will learn basic concepts of stimulus response and how those concepts can be used to foster more effective animal care. You will also view these concepts through a historical perspective as you explore the advances made by the pioneers of animal learning. These topics are essential for working safely and successfully in a zoological environment.

Length of Course: 2.5 hours

Cost **\$25.00**

IAAPA Certification Credit Hours **2**

Government Regulations and Inspection Readiness

This course is designed to teach concepts and principles of government regulations that affect the business of zoological organizations in the United States. You will learn the structure and function of laws that govern animal care and the organizations that enforce those laws, as well as operational standards that can prepare your organization for United States Department of Agriculture and Occupational Safety and Health Administration inspections. These topics are essential for working safely in a zoological environment.

Length of Course: 2.5 hours

Cost **\$15.00**

IAAPA Certification Credit Hours **2**

Introduction to Nutrition

This course is designed to teach introductory concepts of animal nutrition. You will learn concepts such as basic function of the gastrointestinal tract, the importance of the six essential nutrients, and common feeds used in zoological organizations. You will also learn methods for safe food handling and basic feeding husbandry. These concepts are essential for optimal and safe care of animals in a zoological environment.

Length of Course: 2.5 hours

Cost **\$25.00**

IAAPA Certification Credit Hours **2**

Life Support Systems

While all animals require life support systems to some degree, such as the provision of clean drinking water or shade as a means to regulate temperature, this course will focus on those animals that require the most robust life support measures, including aquatic freshwater animals, marine animals, arthropods, and terrestrial reptiles. Learners will cover the unique biological and welfare requirements of those taxonomic groups, as well as the methods for fulfilling those requirements in a zoological environment.

Length of Course: 2.5 hrs

Cost: **\$25.00**

IAAPA Certification **Credit 2 hr**

Record Keeping

This course is designed to teach basic concepts of record keeping in a zoological organization. You will learn the major components of the Keeper Daily Record (KDR) and how to properly complete them. Learning and utilizing these skills is important to ensure records are completed accurately so that the vital data they contain can be accessed and compiled when necessary.

Length of Course: 2.5 hours

Cost **\$25.00**

IAAPA Certification Credit Hours **2**

Safe Handling and Restraint

This course focuses on the planning process that is necessary prior to a procedure that involves the handling and restraint of any animal. Covering standard techniques for small mammals, birds, reptiles, and invertebrates that are most often encountered by animal care professionals in their first few years of employment, the goal for this course is to promote both human and animal safety during any routine handling and restraint procedure.

Length of Course: 2.5 hrs

Cost **\$25.00**

IAAPA Certification **Credit 2 hr**

Zoonotic Disease and Biosecurity

This course is designed to teach concepts and principles of zoonotic disease, biosecurity, and infection control as they specifically apply to animal care personnel. You will learn the factors necessary for disease transmission, and how those factors can be combated through proper cleaning, disinfecting, and use of Personal Protective Equipment. These topics are essential for working safely in a zoological environment.

Length of Course: 3 hours

Cost **\$25.00**

IAAPA Certification Credit Hours **3**

Compliance and Safety Courses

Courses in this section fall under IAAPA's Facility Operations and Safety domain for IAAPA certification purposes. Including Emergency and Crisis Communications, Fire Evacuation Training, and Emergency First Aid.

Emergency and Crisis Communications

Emergency and Crisis Communication gives you detailed instructions on how to communicate to the public and your constituencies during and after a crisis situation.

Length of Course: 90 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Emergency and Crisis Management

Emergency and Crisis Management will first indicate the actions to take during potential crises to ensure safety of employees and customers. This course will teach you to evaluate the scope and impact of a disaster or emergency and begin the recovery process.

Length of Course: 90 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Emergency and Crisis Planning

Emergency and Crisis Planning walks the learner through the process of identifying potential crises and planning how to deal with them in a manner that protects important constituents and minimizes impact on mission delivery. The course provides ways to efficiently plan for the continuation of business practices in the event of a crisis situation.

Length of Course: 90 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Fire Evacuation Training

This course covers procedures to follow in the event of a fire emergency. General steps are covered, such as reporting a fire, evacuating the building, assisting customers in an evacuation, and re-entering the building.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

Golf Cart Safety

Golf Cart Safety program outlines safety responsibilities when driving one of these carts - In today's economic environment, small industrial carts are used to perform a wide variety of tasks. These carts are commonly known as golf carts, industrial carts, service carts, electric trucks, or other names.

Length of Course: 30 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

Hazard Communication Advanced

This advanced course elaborates on the safe use, handling, and storage of hazardous materials. OSHA standards for chemical labels, Safety Data Sheets, and pictograms are covered. It also focuses on specific types of protective equipment that should be utilized when working with hazardous materials.

Length of Course: 1 hour Cost **\$15.00**

IAAPA Certification Credit Hours **1**

Hazard Communication Basic

This course promotes employee safety through a basic training and communication on safe use, handling, and storage of hazardous materials.

Length of Course: 1 hour

Cost **\$15.00**

IAAPA Certification Credit Hours **1**

Information Security Awareness

This course is used to explain the policies and procedures your organization may follow to ensure the safety and protection of sensitive information.

Length of Course: 1 hour

Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Human Resources and Management Courses

Courses in this section fall under IAAPA's Human Resources and Leadership domain for IAAPA certification purposes.

Absenteeism and Tardiness

This program explains the concepts, methods, and follow up necessary by the supervisor to achieve company goals in reducing absenteeism and tardiness.

Length of Course: 45 minutes Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

Americans With Disabilities Act and Transition Plans

Do Title II and Title III of the Americans with Disabilities Act apply to you? Do you work for a non-profit or for-profit zoo, aquarium, or museum? Is your zoo, aquarium, or museum operated by your state or local government? Do you have a Transition Plan or Barrier Removal Plan for your organization? Do you know that the Justice Department or your State's Attorney's Office could sue your organization if you are not in compliance? Fines can cost an organization \$55,000 plus compensation just for an initial infraction. This comprehensive webinar will discuss the development of a plan, examples of that plan, common accessibility issues, and an overview of what to look for in your policies and procedures that could cause an accessibility issue.

Length of Course: 1 hour Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Harassment Prevention Training

This course provides comprehensive, online training to prevent harassment in the workplace. It offers strategies to achieve more appropriate employee conduct and reduce your company's liability. In addition to promoting a harassment-free work environment, this course will also bring your organization into compliance with state laws, such as California's sexual harassment training requirement, AB 1825. An excellent course for supervisory level and managerial level employees.

Length of Course: 2 hours Cost **\$25.00**

IAAPA Certification Credit Hours **2**

Labor Law Round Up

This session will give you the latest employment law developments and answers to tough employment law questions, presented in a high energy, interactive session. You don't want to miss this one...

Length of Course: 1 hour Cost **\$15.00**

IAAPA Certification Credit Hours **1**

Leadership and Innovation

This course teaches about the differences between managers and leaders, and describes how effective organizational communication relies on the skills of employees, managers and leaders alike. It introduces several theories of management, leadership, and motivation to help employees become effective communicators and, therefore, effective leaders.

Length of Course: 1 hour Cost **\$25.00**

IAAPA Certification Credit Hours **1**

San Diego Zoo Global Academy - Human Resource Courses

Courses in this section fall under IAAPA's Human Resources and Leadership domain for IAAPA certification purposes. The courses have been developed by San Diego Zoo's Global Academy.

Becoming a Visionary and Innovative Leader

This course teaches students about organizational leadership and its role in guiding the organization toward vision fulfillment. Students will learn how to define an organization's vision, draft a vision statement and communicate it, and set goals that are aligned with an organization's vision.

Length of Course: 1 hour Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Creating a World Famous Customer Service Training Program

Are you interested in putting together a unique, world class, and cost effective Customer Service Training Program, rather than just purchasing one "off the shelf?" This webinar will walk you through the steps taken by San Diego Zoo Global to create its GRRREAT! Customer Service Training Program - all done in house!

Length of Course: 1 hour Cost **\$15.00**

IAAPA Certification Credit Hours **1**

Creatively Implementing a 360 Program on a Budget

360-degree feedback is feedback that comes from all around an employee - 360 degrees, with the employee being assessed figuratively in the center of the circle. Feedback is provided by subordinates, peers, and supervisors. It also includes a self-assessment and, in some cases, feedback from external sources such as customers and suppliers or other interested stakeholders. The results from a successful 360-degree assessment may be used by the person receiving the feedback for self improvement, or by some organizations in making administrative decisions, such as pay or promotion. However used, it can be very effective - yet can be very costly to administer. Learn how one large non-profit company utilizes 360 degree surveys internally - on a budget!

Length of Course: 1 hour Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Effective Onboarding - the San Diego Zoo Way!

In the Human Resources/Business world, onboarding is THE hot topic. Having an effective onboarding program is one of the keys to a high performing workforce, low turnover, and remaining/becoming an Employer of Choice. According to recent studies, effectively onboarding new employees can improve job performance by up to 11.3% - and hiring a new employee costs about 1.5 times their annual salary in recruiting costs, training costs, and lost productivity. Tim will be discussing the philosophies/importance of onboarding, providing a blueprint for making the first 100 days of employment highly productive, and show how his team created an "onboarding portal" to help you be a true success at getting your employees off to the right start.

Length of Course: 1 hour Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Generational Differences - Managing The Complexity

Could dealing with people get any more difficult? Today's business environment brings many challenges with four different generations working together for the first time. Communication, respect, recognition, retention, interaction with others, and work life balance mean something different to each generation. If not understood and managed effectively workplace conflict, poor communication, low morale, and high turnover can occur. Understand and discover the key values and contributions among these four generations. Each generation provides intrinsic value to an organization. You will learn how to capitalize on the strengths of the Traditionalists, the Baby Boomers, Generation X, or the Millennial Generation (Gen Y). By implementing effective strategies for communication, recognition, development, retention, and leadership you will uncover the hidden talents of each generation while minimizing the risk of knowledge transfer. You will learn the key generational differences and similarities in each of these areas. Join us as we share with you some of the many generational challenges in today's work environment.

Length of Course: 1 hour

Cost **\$25.00**

IAAPA Certification Credit Hours **1**

Mapping Your Performance and Talent Strategy for Results

Without a HR strategic talent management plan tied to organizational goals, HR teams struggle to play a strategic role in their organization and talent management activities. Make the most of your only true sustainable competitive differentiator your workforce. Learn to:

- Identify organizational goals/priorities. Define HR goals/priorities.
- Identify organizational drivers and challenges
- Identify gaps
- Articulate talent management processes/functions your organization currently performs
- Measure results. Communicate successes/contributions.

Length of Course: 30 minutes

Cost **\$25.00**

IAAPA Certification Credit Hours **Not Applicable**

Roaring Rewards: Creating a World Famous Employee Recognition Program

Recognizing employees for hard work is an essential component to employee loyalty and a contributing factor to healthy workplace morale. Some employers go to great lengths to come up with recognition programs while others rely on the conventional method of simply praising employees for a job well done. There are a number of reasons you can choose to recognize employees and a number of ways to create an awards program. Take an inside look at how the world famous San Diego Zoo has truly established itself as an employer of choice with its innovative and robust "Roaring Rewards" employee recognition program.

Length of Course: 1 hour

Cost **\$25.00**

IAAPA Certification Credit Hours **1**

The Latest and Greatest in Employee Benefits

During this highly informative webinar, you will learn of the innovative ways San Diego Zoo Global was able to maintain benefit costs, help employees to better understand and appreciate their benefits and save time enrolling in their benefits, and other current trends in the complex world of employee benefits.

Length of Course: 1 hour

Cost **\$15.00**

IAAPA Certification Credit Hours **1**

San Diego Zoo Global Academy - Management Courses

Courses in this section fall under IAAPA's Human Resources and Leadership domain for IAAPA certification purposes. The courses have been developed by San Diego Zoo's Global Academy.

Becoming a World Famous Mentor

A world class employee mentoring program can build solidarity among your staff. It can help support stronger internal promotions from within your company, which is more cost-effective than recruiting outsiders. Mentoring creates better relationships between staff members, improves your bottom line by making your employees more efficient, and truly supports having a highly engaged workforce. Learn how the world famous San Diego Zoo put together a best-of-class Employee Mentoring Program, and how you can emulate this in your own company.

Length of Course: 1 hour

Cost **\$25.00**

IAAPA Certification Credit Hours 1

Draft Presentation: Storyboard of Results

Your boss has asked you to present the results of your behavioral inquiry at a staff meeting. How do you tell the story of your project, providing enough detail so they will understand, but not too much so they will be able to focus on how this relates to the decision at hand? Listen to a research team present their draft presentation and offer suggestions about how this could be improved to enhance communication. Pick up some creative tips and offer a few of your own.

Length of Course: 1 hour

Cost **\$15.00**

IAAPA Certification Credit Hours 1

Effectively Managing an Employee Engagement and Satisfaction Survey

There is much scientific evidence that clearly shows a direct correlation between employee engagement/satisfaction and organizational performance. Engaged employees are more productive, profitable and customer service oriented. Engaged employees drive company innovation and have increased tenure. Learn how to conduct a World Famous Employee Satisfaction Survey, and incorporate the right questions to ask to also measure Employee Engagement - which will definitely benefit your organization by showing employees that you have a genuine interest in their feedback.

Length of Course: 1 hour

Cost **\$25.00**

IAAPA Certification Credit Hours 1

Setting & Maintaining Brand Standards: Guest Feedback & Survey Tools

Before an organization can hold itself accountable it needs to develop standards based on its brand. These Brand Standards then become the tool against what actual performance is measured. Brand Standards contain policies that run organizational wide down to specific department procedures. Once the standards have been researched for organizational policies that are "as is"; they can then be documented, reviewed, adjusted, etc., and then put into a document which reflects the current operation and expectations of the organization.

To maintain the standards, there are numerous processes that can be implemented to ensure compliance. Feedback from guests is the most important method of gathering information from large numbers of people who visit. Kiosk survey systems can be placed near the exit, or throughout the experience. Other online survey systems can also be implemented.

Other methods also need to be in place to gather feedback in an organized fashion. Examples are a web based feedback system from the organizations web site or a more personal approach where a guest will visit with a Guest Relations Ambassador to voice their concerns. A system also needs to be in place to capture information on a consistent basis from guests who phone in commentary on their visit or experiences.

A further approach to maintaining the Brand Standards is to put into place a Mystery Shop program which is an organized process of testing the standards by someone who is specifically looking at the standards during a non-

scheduled surprise visit. Finally, to keep the standards up, its critical to conduct regular customer service training through a variety of methods that will be discussed.

Length of Course: 1 hour

Cost **\$25.00**

IAAPA Certification Credit Hours 1

Courses Available in Spanish / Cursos disponibles en Español

IAAPA Primeros pasos en seguridad

Este curso en línea de IAAPA hace énfasis en el papel fundamental de la conciencia de la seguridad para ofrecer una experiencia segura y divertida a los clientes. Rodado en locaciones de diversas instalaciones de atracciones el curso destaca cinco áreas diferentes de seguridad, entre las que se incluyen: seguridad de los clientes, seguridad personal, seguridad del equipo, primeros auxilios y procedimientos de seguridad general. El curso en línea también incluye información sobre cuidado de los clientes, limpieza y cómo trabajar en equipo. Cada sección del curso incluye un cuestionario interactivo para reforzar el aprendizaje. Es un excelente curso para empleados de atención al cliente, empleados nuevos o empleados que vuelven para una nueva temporada.

Duración: 30 minutos

Costo **\$25.00**

IAAPA certificación créditos

no aplicable

IAAPA Primeros pasos en relaciones con los clientes

Este curso en línea de IAAPA introduce al empleado al concepto de servicios al cliente y su papel fundamental para ofrecer una experiencia de calidad al cliente. Rodado en locaciones de diversas instalaciones de atracciones el curso destaca seis pasos para la hospitalidad e ilustra cómo practicar cada paso incluyendo: sonreír, conocer y saludar, leer al cliente, preguntar y sugerir, conocer la respuesta, despedida amistosa. El curso en línea también incluye información sobre cuidado de los clientes, limpieza y cómo trabajar en equipo. Cada sección del curso incluye un cuestionario interactivo para reforzar el aprendizaje. Es un excelente curso para empleados de atención al cliente, empleados nuevos o empleados que vuelven para una nueva temporada.

Duración: 30 minutos

Costo **\$25.00**

IAAPA certificación créditos

no aplicable

IAAPA Primeros pasos en operaciones de juegos mecánicos

Este curso en línea de IAAPA destaca los pasos clave en el trabajo de cualquier operador de juegos mecánicos desde las listas de comprobación previas a la apertura hasta el cierre del juego al final del día. Rodado en locaciones de diversas instalaciones de atracciones el curso guía al operador de juegos mecánicos a lo largo de un turno completo de trabajo ilustrando los pasos clave y las prácticas recomendadas sobre la marcha. Estos incluyen: conocimiento del juego, apertura del juego, instrucciones a los usuarios, operación del juego y cierre del juego. El curso en línea también incluye información sobre cuidado de los clientes, limpieza y cómo trabajar en equipo. Cada sección del curso incluye un cuestionario interactivo para reforzar el aprendizaje. Es un excelente curso para empleados de atención al cliente, empleados nuevos o empleados que vuelven para una nueva temporada.

Duración: 30 minutos

Costo **\$25.00**

IAAPA certificación créditos

no aplicable

IAAPA Primeros pasos en operaciones de juegos

Este curso en línea de IAAPA ilustra cómo abrir, operar y cerrar un área de juegos de feria. Ilustra cómo convertir a los espectadores en jugadores motivando a los ganadores y cómo convertir a los jugadores en jugadores recurrentes. Rodado en locaciones de diversas instalaciones de atracciones el curso prepara a los nuevos empleados de los juegos con las habilidades y la actitud de ganador que se necesitan para operar con éxito los juegos. Entre las secciones del curso se incluyen: apertura del juego, obtención y mantenimiento de jugadores, operación del juego y cierre del juego. El curso en línea también incluye información sobre cuidado de los clientes, limpieza y cómo trabajar en equipo. Cada sección del curso incluye un cuestionario interactivo para reforzar el aprendizaje. Es un excelente

curso para empleados de atención al cliente, empleados nuevos o empleados que vuelven para una nueva temporada.

Duración: 30 minutos Costo **\$25.00**
IAAPA certificación créditos **no aplicable**

IAAPA Primeros pasos en supervisión

Este curso en línea de IAAPA se dirige a los supervisores recientemente promovidos. Con frecuencia un empleado de atención al cliente que vuelve con poca experiencia en supervisión, el curso ayudará al nuevo supervisor a sentirse cómodo ilustrando diversos roles que un supervisor debe desempeñar. Asimismo resume las situaciones típicas que puede enfrentar un supervisor al tratar con una plantilla joven de sus compañeros de trabajo. El curso en línea también incluye información sobre cuidado de los clientes, limpieza y cómo trabajar en equipo. Cada sección del curso incluye un cuestionario interactivo para reforzar el aprendizaje. Es un excelente curso para los supervisores recientemente promovidos, supervisores nuevos o supervisores que vuelven para una nueva temporada.

Duración: 30 minutos Costo **\$25.00**
IAAPA certificación créditos **no aplicable**

IAAPA Atender a clientes con discapacidad en el sector de las atracciones

Este curso en línea de IAAPA explora cómo los empleados de las atracciones pueden atender a los clientes con discapacidad de manera eficaz. El curso examina una variedad de escenarios de la vida real que los empleados de las atracciones pueden esperar al atender a clientes con discapacidad. El curso define el concepto de discapacidad, proporciona ejemplos de las acciones y las palabras preferibles que los empleados pueden usar en situaciones cotidianas y examina la situación de servicio al cliente y cómo lidiar con clientes furiosos. Cada sección del curso incluye un cuestionario interactivo para reforzar el aprendizaje. Es un excelente curso para empleados de atención al cliente, empleados nuevos o empleados que vuelven para una nueva temporada.

Duración: 30 minutos Costo **\$25.00**
IAAPA certificación créditos **no aplicable**

IAAPA Cómo abordar el acoso sexual en el sector de las atracciones.

Este curso en línea de IAAPA explora el problema del acoso sexual en el lugar de trabajo. El curso examina una variedad de escenarios de la vida real en una atracción típica y tras completar el curso, los empleados serán capaces de: comprender términos clave, identificar conductas de acoso, tomar medidas adecuadas, identificar comportamientos laborales adecuados e inadecuados, y comprender las responsabilidades de la dirección. Los directores también serán capaces de responder de manera adecuada, reconocer elementos básicos para incluir en sus políticas, organizar cursos de capacitación completos y obligatorios para la dirección y el personal. Cada sección del curso incluye un cuestionario interactivo para reforzar el aprendizaje. Es un excelente curso para empleados de atención al cliente, empleados nuevos o empleados que vuelven para una nueva temporada.

Duración: 30 minutos Costo **\$25.00**
IAAPA certificación créditos **no aplicable**

Capacitación de Operador de Montacargas

Duración: 45 minutos Costo **\$15.00**
IAAPA certificación créditos **no aplicable**

Comportamiento Humano Reducción de Acciones de Riesgo

Duración: 45 minutos Costo **\$15.00**
IAAPA certificación créditos **no aplicable**

Prevencion de Lesiones de Espalda

Duración: 45 minutos Costo **\$15.00**

IAAPA certificación créditos **no aplicable**

Que Deber a Hacer en Caso de una Emergencia

Duración: 45 minutos Costo **\$15.00**

IAAPA certificación créditos **no aplicable**

Responsabilidad de Lesión de la Espalda

Duración: 45 minutos Costo **\$15.00**

IAAPA certificación créditos **no aplicable**

Responsabilidad en Prevención de Incendios

Duración: 45 minutos Costo **\$15.00**

IAAPA certificación créditos **no aplicable**

Seguridad con Gas Propano

Duración: 45 minutos Costo **\$15.00**

IAAPA certificación créditos **no aplicable**

Seguridad con Herramientas Electricas y de Mano

Duración: 45 minutos Costo **\$15.00**

IAAPA certificación créditos **no aplicable**

Seguridad en Elevadores Aereos

Duración: 45 minutos Costo **\$15.00**

IAAPA certificación créditos **no aplicable**