



- Course Catalog -

## COURSE TITLES:

2012 Labor Law Round Up - **1 hour to complete webinar**

Adaptive Radiation and Evolution: A Case Study using Hawaiian Forest Birds - **1 hour to complete webinar**

Americans With Disabilities Act and Transition Plans - **1 hour to complete webinar**

An Introduction to Working with Volunteers - **1 hour to complete webinar**

Animal Show Development - **1 hour to complete webinar**

Art of the Capital Campaign - **1 hour to complete webinar**

Attracting (and Keeping) New Supporters in the Digital, Engagement Age - **1 hour to complete webinar**

AZA Government Affairs What happens in DC doesn't stay in DC - **1 hour to complete webinar**

Becoming a World Famous Mentor - **1 hour to complete webinar**

Best Practices in Red Panda Management - **1 hour to complete webinar**

Bioinspiration: A Novel Activity to Engage Students in Creativity and STEM - **1 hour to complete webinar**

Biomimicry/Bioinspiration: a novel activity to further conservation involving engineers, business, and San Diego

Zoo Global - **1 hour to complete webinar**

Blended Learning - **1 hour to complete webinar**

Bloodborne Pathogens - **1.25 hours to complete course**

Browse - The Role of Botanical Collections to Support Zoological Collections - **1 hour to complete webinar**

Building a Broader Base for Zoo-Based Conservation: Engaging Non-Traditional Conservationists - **1 hour to complete webinar**

California Condor Conservation - **1 hour to complete webinar**

Child Abuse Prevention and Awareness - **1.5 hours to complete course**

Child Abuse Prevention and Awareness for Supervisors and Managers - **1.5 hours to complete course**

Climate Change and the Polar Bear - **1 hour to complete webinar**

Communicating in a World of Social Media Compilation - **6 hours to complete compilation**

- Communicating in the World of Social Media: Understanding Social Media - **1 hour**
- Communicating in the World of Social Media: Types of Social Media - **3 hours**
- Communicating in the World of Social Media: Social Media in the Workplace - **1 hour**
- Communicating in the World of Social Media: Social Media Marketing and Support - **1 hour**

Communication Fundamentals Compilation - **10 hours to complete compilation**

- Communication Fundamentals: The Planning Worksheet - **1 hour**
- Communication Fundamentals: Writing Skills - **2 hours**
- Communication Fundamentals: Patterns of Development - **1 hour**
- Communication Fundamentals: Letters - **2 hours**
- Communication Fundamentals: Memos, E-Mail and Other Communications - **1 hour**
- Communication Fundamentals: Reports - **1 hour**

- Communication in the Workplace: Resolving Conflict - **1 hour**
- Communication in the Workplace: Negotiating with Coworkers - **1 hour**

**Compliance and Human Resources Comprehensive Compilation - 16 hours to complete compilation**

- Sarbanes-Oxley Act: Overview, Disclosures, and Reporting - **3 hours**
- Managing Within the Law: FLSA & State Wage-Hour Law - **10 minutes**
- Managing Within the Law: Freedom of Religion in the Workplace - **13 minutes**
- Managing Within the Law: Freedom of Speech in the Workplace - **12 minutes**
- Managing Within the Law: Legal Guidelines for Interviewing - **19 minutes**
- Managing Within the Law: Preventing Sexual Harassment - Manager Version - **28 minutes**
- Managing Within the Law: Respecting Employees' Individual Rights - **10 minutes**
- Managing Within the Law: Top Ten Ways for a Manager to Stay Out of Jail - **16 minutes**
- Managing Within the Law: Preventing Lawsuits - **3 minutes**
- Managing Within the Law: Wrongful Termination - **19 minutes**
- Managing Within the Law: Wrongful Termination (Presentation Style) - **19 minutes**
- Managing Within the Law: Family and Medical Leave Act - **1 hour**
- Managing Within the Law: Family and Medical Leave Act as of 2009 - **1 hour**
- Managing Within the Law: Drug and Alcohol Abuse in the Workplace - **15 minutes**
- Sarbanes-Oxley Act: Standards, Regulations, and Penalties - **3 hours**
- Sexual Harassment: What Is Harassment? - **1 hour**
- Sexual Harassment: Prevention and Response - **28 minutes**
- Sexual Harassment Awareness for Managers: Defining Harassment - **1 hour**
- Sexual Harassment Awareness for Managers: Handling Complaints - **28 minutes**
- Managing Within the Law: At Will Employment - **19 minutes**
- Managing Within the Law: Complying with ADA Requirements as of 2009 - **1 hour**
- Managing Within the Law: Complying with ADA Requirements - **21 minutes**
- Managing Within the Law: Discrimination - **22 minutes**
- Managing Within the Law: Discrimination (Presentation Style) - **22 minutes**

**Conducting Conservation Projects in the Field: Education, Culture & Ethics - 1 hour to complete webinar**

**Conducting World Class Employee Investigations - 1 hour to complete webinar**

**Conservation Education: A Brief History, Current Challenges and Future Directions - 1 hour to complete webinar**

**Creating a World Famous Culture in your Workplace - 1 hour to complete webinar**

**Creating a World Famous Customer Service Training Program - 1 hour to complete webinar**

**Creating a World Famous Employee Communications Strategy - 1 hour to complete webinar**

**Creating and Implementing an Effective Strategic Plan for Your Organization - 1 hour to complete webinar**

**Creatively Implementing a 360 Program on a Budget - 1 hour to complete webinar**

**Customer Service Comprehensive Compilation - 10 hours to complete compilation**

- Customer Service for Managers: Setting Standards - **2 hours**
- Customer Service for Managers: Keeping Loyal Customers - **1 hour**
- Customer Service Fundamentals: Framework for Success - **1 hour**
- Customer Service Fundamentals: Communication Skills - **3 hours**
- Customer Service Fundamentals: Communication Methods - **1 hour**
- Customer Service Fundamentals: Delighting Your Customers - **1 hour**
- Customer Service Fundamentals: Handling Complaints - **1 hour**

**Data Collection: Videos, Check-sheets & Archives - 1 hour to complete webinar**

**Design and Construction Process for Exhibits at the San Diego Zoo - 1 hour to complete webinar**

**Design and Evaluation of a Zoo-Based Professional Development Program for Life Science Teachers - 1 hour to complete webinar**

**Disaster Preparedness - 2 hours to complete course collection**

**Draft Presentation: Storyboard of Results - 1 hour to complete webinar**

**Draft Publication: Writing for Peer Review - 1 hour to complete webinar**

**Effective Onboarding - the San Diego Zoo Way! - 1 hour to complete webinar**

**Effectively Managing an Employee Engagement and Satisfaction Survey - 1 hour to complete webinar**

**Elephant Management: The Next Generation - 2.5 hours to complete course**

**Emergency and Crisis Communications - 1.5 hours to complete course**

**Emergency and Crisis Management - 1.5 hours to complete course**

**Emergency and Crisis Planning - 1.5 hours to complete course**

**Engaging Your Employees in a World Famous Way - 1 hour to complete webinar**

**Environmental Enrichment and Adaptive Relevance in Zoos - 1 hour to complete webinar**

**Finance & Budgeting for Nonprofit Organizations - 1 hour to complete course**

**Finance and Accounting Compilation - 1.25 hours to complete compilation**

- Finance: Building Budgets That Affect Reality - **4 minutes**
- Finance: Capitalize Your Capital - **13 minutes**
- Finance: Cash Flow Analysis - **19 minutes**
- Finance: Key Financial Ratios - **18 minutes**
- Finance: Linking Financial Management with Organizational Goals - **3 minutes**
- Finance: Understanding Financial Statements - **15 minutes**
- Finance: The Budget Blues - **1 minutes**

**FrogWatch USA Chapter Coordinator - 1 hour to complete course**

**FrogWatch USA Volunteer - 1 hour to complete course**

**Fundamentals of Animal Learning - 2.5 hours to complete course**

**Generational Differences - Managing The Complexity - 1 hour to complete webinar**

Getting Your Board Involved in Your Development Efforts - **1 hour to complete webinar**

Global Amphibian Decline: Using Real-World Conservation Issues to Engage Students - **1 hour to complete webinar**

Government Regulations and Inspection Readiness - **2.5 hours to complete course**

Grasslands: North America's endangered ecosystem - **1 hour to complete webinar**

Green Practices - **1 hour to complete webinar**

Grow and Thrive while Becoming Greener - **1 hour to complete webinar**

Hand Rearing Avian Neonates - **1 hour to complete webinar**

Hosting a World Famous Summer Internship Program - **1 hour to complete webinar**

How a Holistic Approach can Help to Better Answer Conservation Questions - **1 hour to complete webinar**

How to Find an Extra 30 Minutes a Day for Training and Enrichment! - **1 hour to complete webinar**

HR Strategic Planning - **1 hour to complete webinar**

In Ovo Sexing - **.5 hour to complete webinar**

Innovation in the Workplace Compilation - **7 hours to complete compilation**

- Innovation in the Workplace: Defining Innovation and Determining Your Point of View - **1 hour**
- Innovation in the Workplace: Identifying the Enemies of Ideas and Innovation - **2 hours**
- Innovation in the Workplace: Asking Questions - **1 hour**
- Innovation in the Workplace: Harnessing Energy - **1 hour**
- Innovation in the Workplace: Creating Ideas - **1 hour**
- Innovation in the Workplace: Measuring Success - **1 hour**

Inquiry Questions: Bridging Science and Practice - **1 hour to complete webinar**

Introduction to Nutrition - **2.5 hours to complete course**

Leaders Shape the Future - **1.5 hours to complete course**

Making Social Media Work for Your Organization - **1 hour to complete webinar**

Management and Leadership Compilation - **36 hours to complete compilation**

- Management Fundamentals: Functions of Front-Line Management - **3 hours**
- Managing Change: Working with Individuals - **2 hours**
- Motivation: Leading with a Vision - **2 hours**
- Communicating - **2 hours**
- Rewarding and Correcting - **2 hours**
- Performance and Training - **3 hours**
- Building Trust - **2 hours**
- Motivation Methods and Strategies: Leading for Commitment - **1 hour**
- Teams That Work: Building Effective Teams - **2 hours**
- Leading Effective Teams - **2 hours**
- Managing Change: Leading the Team - **2 hours**



- Managing Change: Refocusing Yourself - **1 hour**
- Managerial Finance and Accounting - **5 hours**
- Management Skills: Ready! Set! Manage! - **1 hour**
- Management Skills: Motivating - **1 hour**
- Management Skills: Planning - **1 hour**
- Management Skills: Communication - **1 hour**
- Management Skills: Getting Input - **1 hour**
- Management Skills: Dealing with Challenging People and Times - **1 hour**
- Management Skills: Building Success - **1 hour**

Managerial Finance and Accounting - **5 hours to complete course**

Mapping Your Performance and Talent Strategy for Results - **1 hour to complete webinar**

Marketing and Sales Comprehensive Compilation - **4 hours to complete compilation**

- Sales and Marketing: E-Mail Marketing - **4 minutes**
- Sales and Marketing: Keys to a Successful Marketing Campaign - **1 minute**
- Sales and Marketing: Getting Out of a Sales Slump - **3 minutes**
- Sales and Marketing: Closing A Sale - **3 minutes**
- Track Selling Step 7: Cement the Sale - **13 minutes**
- Track Selling Step 6: Act of Commitment - **21 minutes**
- Track Selling Step 5: Fill the Need - **19 minutes**
- Track Selling Step 4: Sell the Company - **13 minutes**
- Track Selling Step 3: Agreement On Need - **12 minutes**
- Track Selling Step 2: Qualification - **19 minutes**
- Track Selling Step 1: Approach - **19 minutes**
- Sales and Marketing: The Influence Edge and Sales - **16 minutes**
- Sales and Marketing: Target Your Market - **10 minutes**
- Sales and Marketing: Sales Skills for Call Centers - **18 minutes**
- Sales and Marketing: New Rules of Online Advertising - **4 minutes**
- Sales and Marketing: Marketing Your Web Site - **6 minutes**
- Sales and Marketing: Guerrilla Trade Show Selling - **19 minutes**
- Sales and Marketing: Guerrilla Marketing - **21 minutes**
- Sales and Marketing: Making A Gatekeeper an Ally - **1 minute**

Measuring Your Volunteer Program's Success - **1 hour to complete webinar**

Microsoft Software Comprehensive Compilation - **44 hours to complete compilation**

- Office 2007: Navigating the New Interface - **2 hours**
- Windows 7: Features - **2 hours**
- Office 2010: SharePoint - **4 hours**

- Office 2010: Access - **3 hours**
- Office 2010: Outlook - **2 hours**
- Office 2010: PowerPoint - **4 hours**
- Office 2010: Excel - **2 hours**
- Office 2010: Word - **3 hours**
- Office 2010: Common Features - **3 hours**
- Office 2007: Common Tasks - **3 hours**
- Office 2007: Outlook - **2 hours**
- Office 2007: Access - **2 hours**
- Office 2007: PowerPoint - **2 hours**
- Office 2007: Excel - **3 hours**
- Office 2007: Word - **3 hours**
- Windows 7: Applications - **4 hours**

Navigating the Information Jungle: A Zoo Professional's Guide to Online Research - **1 hour to complete webinar**

Neonatal Ungulates - **1 hour to complete webinar**

Nonprofit Program Development - **1.5 hours to complete course**

Nonprofit Program Evaluation - **1.5 hours to complete course**

Nonprofit Program Marketing - **1 hour to complete course**

Operant Conditioning and Behavior Management - **2.5 hours to complete course**

Presentation Fundamentals Compilation - **10 hours to complete compilation**

- Presentation Fundamentals: Preparing for a Presentation - **3 hours**
- Presentation Fundamentals: Developing an Effective Message - **2 hours**
- Presentation Fundamentals: Improving Delivery Skills - **2 hours**
- Presentation Fundamentals: Using PowerPoint and Other Visuals - **3 hours**

Project Management Compilation - **13 hours to complete compilation**

- Project Management from a People Perspective: Working Across Departments - **2 hours**
- Project Management from a People Perspective: Building and Leading a Team - **2 hours**
- Project Management from a People Perspective: Managing Project Stakeholders - **2 hours**
- Project Management from a People Perspective: Communicating Effectively - **2 hours**
- Project Management from a People Perspective: Key Documentation - **2 hours**
- Six Sigma Fundamentals - **22 minutes**
- Six Sigma Deployment Roadmap - **16 minutes**
- Lasting Six Sigma - **13 minutes**
- Project Management from a People Perspective: Balancing Multiple Projects - **2 hours**

Record Keeping - **2.5 hours to complete course**

Research Design: Sampling Protocols - **1 hour to complete webinar**

Research Implications for Practical Decisions - **1 hour to complete webinar**

Researching and Writing Grants - **1.5 hours to complete course**

Roaring Rewards: Creating a World Famous Employee Recognition Program - **1 hour to complete webinar**

Saving the Tuatara: Habitat Restoration on Stephens Island, New Zealand - **1 hour to complete webinar**

Setting & Maintaining Brand Standards: Guest Feedback & Survey Tools - **1 hour to complete webinar**

Seven Secrets to Effective Public Speaking - **1 hour to complete webinar**

Simple Statistical Analysis: Non-parametric - **1 hour to complete webinar**

Solving Behavioral Problems. Aggression - Its Causes and Solutions for its Reduction - **1 hour to complete webinar**

Special Events & Nighttime Promotions - **1 hour to complete webinar**

Starting Your Nonprofit - **1/2 hour to complete course**

Strategies for Managing Risk - **1 hour to complete webinar**

Studbooks 101 - **1 hour to complete webinar**

The American's with Disabilities Act - **1 hour to complete webinar**

The Basics of Operant Conditioning - **1 hour to complete webinar**

The California Condor: History, Conservation, Breeding & the Future - **1 hour to complete webinar**

The Fundamentals of Animal Learning - **1 hour to complete webinar**

The Latest and Greatest in Employee Benefits - **1 hour to complete webinar**

The Value of Biodiversity and its Link to Human Welfare - **1 hour to complete webinar**

Transitioning Three Raptors to an Operant Conditioning Program - **1 hour to complete webinar**

Vertebrate Ethology Series: Team Building and Collaborative Research - **1 hour to complete webinar**

Video Analysis: Activities and Events - **1 hour to complete webinar**

Volunteer Recognition on a Next-to-Nothing Budget - **1 hour to complete webinar**

Volunteers and Change Management - **1 hour to complete webinar**

Who Needs Events? How Events Can Serve Your Organization - **1 hour to complete webinar**

Working Safely with Dangerous Animals - **2.5 hours to complete course**

Working with Clouded Leopards in Thailand - **1 hour to complete webinar**

World Class Innovations in Human Resources - **1 hour to complete webinar**

Worms, Germs and You (Introduction to Zoonotic Disease) - **1/2 hour to complete course**

Writing the Annual Development Plan - **1 hour to complete webinar**

Zoo Exhibit Design: Past, Present and Future - **1 hour to complete webinar**

Zoonotic Disease and Biosecurity - **3 hour to complete course**