



Workplace Answers' Web-Based Training

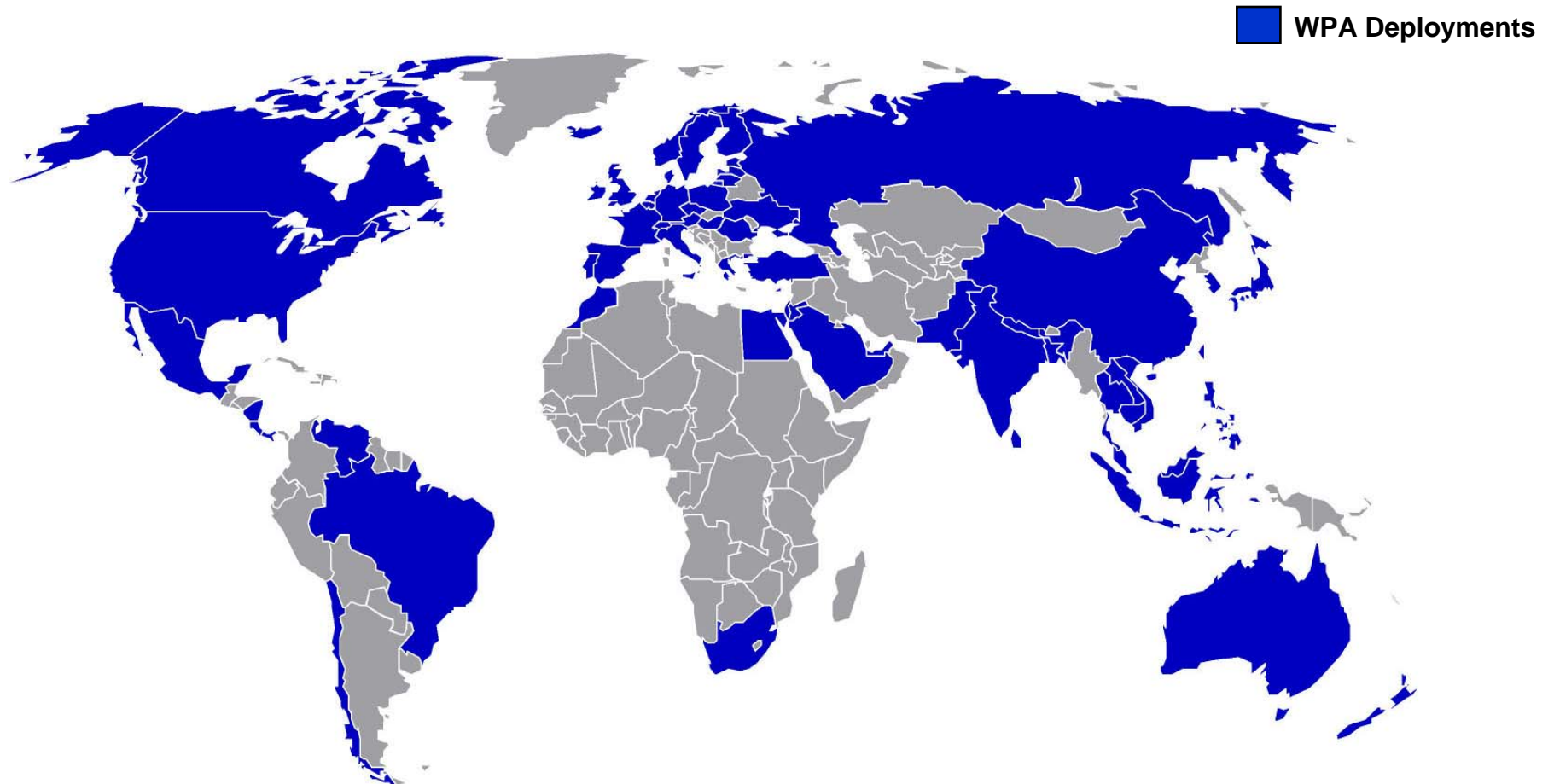
September 2009

About Workplace Answers

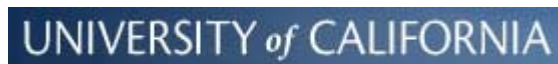
- Workplace Answers is the expert in web-based human resources, diversity, financial, ethics and legal compliance education
- All courses are developed, tested, reviewed, and updated by a diverse team of top employment law attorneys
The WPA team is experienced in creating custom course offerings
- We believe in scenario-based learning that employs rich and highly-engaging content
- An easy to use Learning Management System that does not “get in the way” of course content and messaging
- Dedicated client services team to support ongoing training needs

Workplace Answers Experience

Workplace Answers has performed hundreds of thousands of global training deployments on behalf of our clients. In addition, millions of employees worldwide have completed our training courses



Workplace Answers' Clientele Sampling



The California State University



Workplace Answers Training Course Suites

HARASSMENT PREVENTION

Unlawful Harassment Prevention

- For Retail Staff
- For Public Employers
- For Higher Education
- For Non-Profit Organizations
- For Canadian Employees
- For U.K. Employees

Sexual Harassment Prevention

- For California Supervisors (AB 1825)
- For Connecticut Supervisors
- For Maine Employees
- For Retail Staff
- For Public Employers
- For Higher Education
- For Non-Profit Organizations
- For Healthcare Professionals
- For Attorneys

Harassment Prevention Primer

Discrimination in the Workplace (EEO)

Anti-Harassment Policy Acceptance

DIVERSITY

Diversity Benefits

- For Retail Staff
- For Public Employers
- For Higher Education
- For Non-Profit Organizations

Intro to Diversity

Diversity for Supervisors

Leading a Diverse Organization

Uncovering Implicit Bias

Racism: Roots and Reasons

The Respect & Inclusion Series:

- Business Benefits of Diversity
- Changing Landscape of the United States
- The Multigenerational Workforce
- Inclusive and Respectful Language
- Accessibility and Accommodation
- Hiring High Quality Diverse Candidates
- Transition to Respect
- 10-minute Law Degree
- Doing Business in a Global Economy
- Global Customs and Cultures

WORKFORCE MANAGEMENT

Workplace Violence Prevention

- For Retail Staff
- For Public Employers
- For Higher Education
- For New York Public Employers

Americans with Disabilities Act (ADA)

- For Public Employers
- For Higher Education
- For California Employers
- For California Public Employers
- For California Higher Education

Guide to Interviewing

Lawful Hiring

Performance Evaluation

Discipline & Discharge

Family & Medical Leave Act (FMLA)

Health Insurance Portability Act (HIPAA)

Bloodborne Pathogens

Defensive Driving

Office Ergonomics

Substance Abuse

Drug Free Workplace

Injury & Illness Prevention Policy

Employee Handbook & Policy Acceptance

ETHICS & FINANCIAL

Ethics in the Workplace

- For Public Employers
- For Higher Education
- For Non-Profit Organizations
- For CA Public Employees (AB 1234)

Code of Conduct for Employees

Ethical Leadership & Decision Making

Ethical Guide to Retail Sales

Introduction to Sarbanes Oxley (SOX)

SOX Section 404 Compliance

Conflict of Interest

Insider Trading

Confidentiality & Trade Secrets

Basics of Anti-Trust Law

Anti-Money Laundering Regulations (AML)

Financial Integrity & Whistleblower Protection

The Sales Force Series:

- Ethical Sales Practices
- Global Business Guidelines
- Understanding Bribery
- Gifts & Entertaining

The Financial Law Series:

- Bribery & The Law
- Gramm-Leach-Bliley Act
- Foreign Corrupt Practices Act
- Federal Sentencing Guidelines

Data Security & IT Systems

- For Public Employers
- For Higher Education
- For Financial Institutions

Data Protection & Privacy

Email Usage in the Workplace

Internet Usage & Blogging in the Workplace

IS & Internet Policy Acceptance



"Every Jackson Lewis client who has deployed Workplace Answers training has been impressed with the legal proficiency of their content and the engaging storylines that capture today's workplace."

Michael J. Lotito, Esq.
Partner, Jackson Lewis

Customization Example

The screenshot shows a presentation slide with a customized header. The header features the 'wpa' logo on the left and the word 'PIXAR' on the right. Below the logo is the text 'SEXUAL HARASSMENT PREVENTION'. To the right of this text is a navigation bar with links: 'ASK HR', 'POLICY', 'GLOSSARY', 'CONTENTS', and 'MAIN PAGE'. The main title of the slide is 'SEXUAL HARASSMENT PREVENTION FOR SUPERVISORS'. Below the title is a photograph of five people (three men and two women) standing in front of a brick wall with movie posters for 'Toy Story', 'The Incredibles', and 'Ratatouille'. At the bottom of the slide is a navigation bar with icons for back, forward, and search, and a progress indicator showing 'PAGE 1 of 36'.

Customization Example

Sexual Harassment Prevention FOR MANAGERS

[Ask HR](#)[Policy](#)[Glossary](#)[Contents](#)[Main Page](#)

SEXUAL HARASSMENT PREVENTION FOR MANAGERS



Workplace
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Customization Example

Sexual Harassment Prevention FOR MANAGERS

Ask HR	Policy	Glossary	Contents	Main Page
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Hanna the Harasser

Ⓢ Situation

Hanna says, "I'm going to harass you until you learn to make special sauces properly, Gary. It's one of our signature touches here at P.F. Chang's and you have to know how to do it right."

"I told you," Gary says, "I'm doing the best that I can. Stop harassing me!"

❓ Question

Is Hanna liable in a harassment lawsuit?

Ⓢ The best answer is

- A. Yes, she admitted she was harassing Gary.
- B. Yes, she is being unpleasant.
- C. No, as long as Gary can't make special sauces properly yet.
- ✓ D. No, this kind of harassment is not illegal.



Ⓢ Explanation of the answer

Harassment is behavior that a person finds offensive, irritating or otherwise unwelcome. In our society, the term harassment is used very broadly. "Stop harassing me" can mean, "Stop bugging me" or "Stop annoying me." Not all harassment is unlawful. The definition of unlawful workplace harassment is much narrower than the general definition of harassment.

However, P.F. Chang's special sauce blend of company values does **not** include this unpleasant behavior. Instead, everything we do is steeped in values consisting of equal parts of integrity, trust, respect, passion, commitment, accountability and partnership.

Customization Example

DIVERSITY

MD ANDERSON



Electronic Policy Acceptance Screen (post-acceptance)

The screenshot displays the 'wpa' (Workplace Answers) interface for the City and County of San Francisco's Sexual Harassment Prevention policy. The header includes the 'wpa' logo, the text 'SEXUAL HARASSMENT PREVENTION', and navigation links: 'ASK HR', 'POLICY', 'GLOSSARY', 'CONTENTS', and 'MAIN PAGE'. The main content area features a 'POLICY' heading, a document icon, and a link: 'Click here to review the City and County of San Francisco's policy.' Below this, a confirmation message states: 'I, Mary Lex, acknowledge that I have received training regarding the City and County of San Francisco's Sexual Harassment Prevention policy and I hereby certify that I have read, understood and will comply with the policy. I understand that a breach of my organization's policy may result in discipline, up to and including the termination of my employment.' A green checkmark is visible next to the text. At the bottom, a timestamp reads: 'Policy reviewed and acknowledged by Mary Lex on Monday, January 22, 2007 at 7:09:36 PM P'. The footer includes a navigation bar with icons for back, forward, and search, and the text 'PAGE 112 of 196'. The 'workplace ANSWERS' logo is in the bottom right corner.

Time/Date of Acceptance Recorded

Visual Acknowledgement

Forward Navigation is Disabled

Workplace Answers, Inc.
Proprietary & Confidential

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Conclusion Screen



Certificate Displayed
and Printed on Request

Optional Links For:

- Downloadable Docs
- Surveys

Electronic Certificate

Certificate of Completion

presented to

Mary Lex

for

**Sexual Harassment Prevention
for Supervisors**
on
January 22, 2007

Ability to Graphically Customize Certificate Style

Course Name and Date of Completion Clearly Identified

Users or Administrators Can Print Certificates

workplace
ANSWERS

Summary of Course Functionality

- Easy-to-Navigate Graphical Course Interface
- “Bookmarking” for Self-Paced Training
- Audio-enabled Courses
 - Personalized voice tracks, including the ability to select voice talent
 - Use of multiple voices in a course
- Video and Static Executive Messaging
- Provocative Storylines (Introduction, What You Will Learn, Definitions, Scenarios, Interactions, Lessons Learned)
- Flash Interactions
- Real-Life Examples
- Downloadable, Editable Forms
- Alternative Illustration Options
- Proficiency Testing
- Certification
- Survey Feature

Workplace Answers Learning Management System (LMS)

SLATE
by Workplace Answers

Log Off WPA

Home Manage Users Reporting

Learning Management and Reporting System

Home

Hello, Bob
Last Login: 6/13/2007

Search for User

GO

☒ Company
☐ Group
☐ All

Help

▶ LMS QuickHelp
▶ Email Client Services
▶ Contact Sales

Quick Links

▶ Take Your Courses

News

▶ Headlines

License and Training Summary

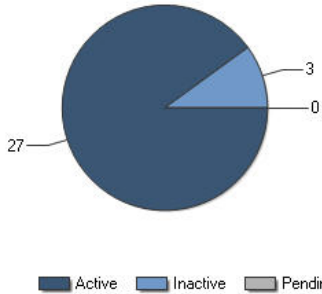
Report On: ☒ Company ☐ Group

Select Course Name: All Courses

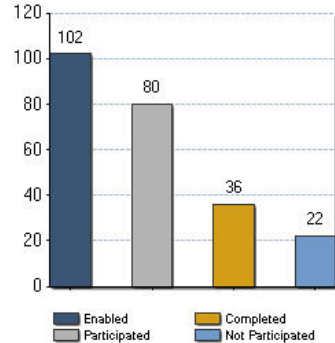
Real Time User Status
Total Users Associated with Course: 30

Summary of Course Progress to Date
Total Registrations For Course: 102

Display Summary As: ☒ Actual ☐ Percentage




Status	Count
Active	27
Inactive	3
Pending	0



Category	Count
Enabled	102
Participated	80
Completed	36
Not Participated	22

Workplace Answers Learning Management System (LMS)

[Log Off](#)
WPA



by Workplace Answers

Home
Manage Users
Reporting

Learning Management and Reporting System

Manage Users

Hello, Bob
Last Login: 6/13/2007

Search for User

☒ Company
☐ Group
☐ All

Help


- ▶ LMS QuickHelp
- ▶ Email Client Services
- ▶ Contact Sales

Quick Links


- ▶ Take Your Courses

News


- ▶ Headlines

 **User Records**


- ▶ All Users
- ▶ Active Users
- ▶ Pending Users
- ▶ Inactive Users

 **Course Registrations**


- ▶ All Registrations
- ▶ Incomplete Registrations
- ▶ Completed Registrations
- ▶ Enabled Registrations
- ▶ Disabled Registrations

 **Training Management**

- ▶ Add a New User
- ▶ Print Certificates of Completion

 **Company Administration**

- ▶ View Company Administrators
- ▶ View Group Administrators
- ▶ Switch Department/Location
- ▶ Change Your Password

 **Sales Tools**

- ▶ Switch Demo Companies
- ▶ Available Courses

- ▶ Add New Demo Company
- ▶ Deactivation Report

- ▶ Locate User (in all demos)

Workplace Answers Learning Management System (LMS)

Hello, Bob
Last Login: 6/13/2007

Search for User

- ☒ Company
- ☐ Group
- ☐ All

Help

- ▶ LMS QuickHelp
- ▶ Email Client Services
- ▶ Contact Sales

Quick Links

- ▶ Take Your Courses

News

- ▶ Headlines



User Details

Bob Danielson

User Details | Deactivate User | Modify User/Password | Delete User | Move User

User Details

Employee ID:
Employment Level: Employee
User Status: Active
Employment Status: Current
Account Creation Date: 6/20/2006
Location:
MISC1:
MISC4:
MISC5:

Confidential Login Information

Login Name: bdanielson@workplaceanswers.com
Password:
Quick Access Link: <http://www.workplaceanswers.com/login.asp?id=449208109657469>

+ E-mail Communication

[Resend Registration Message](#)

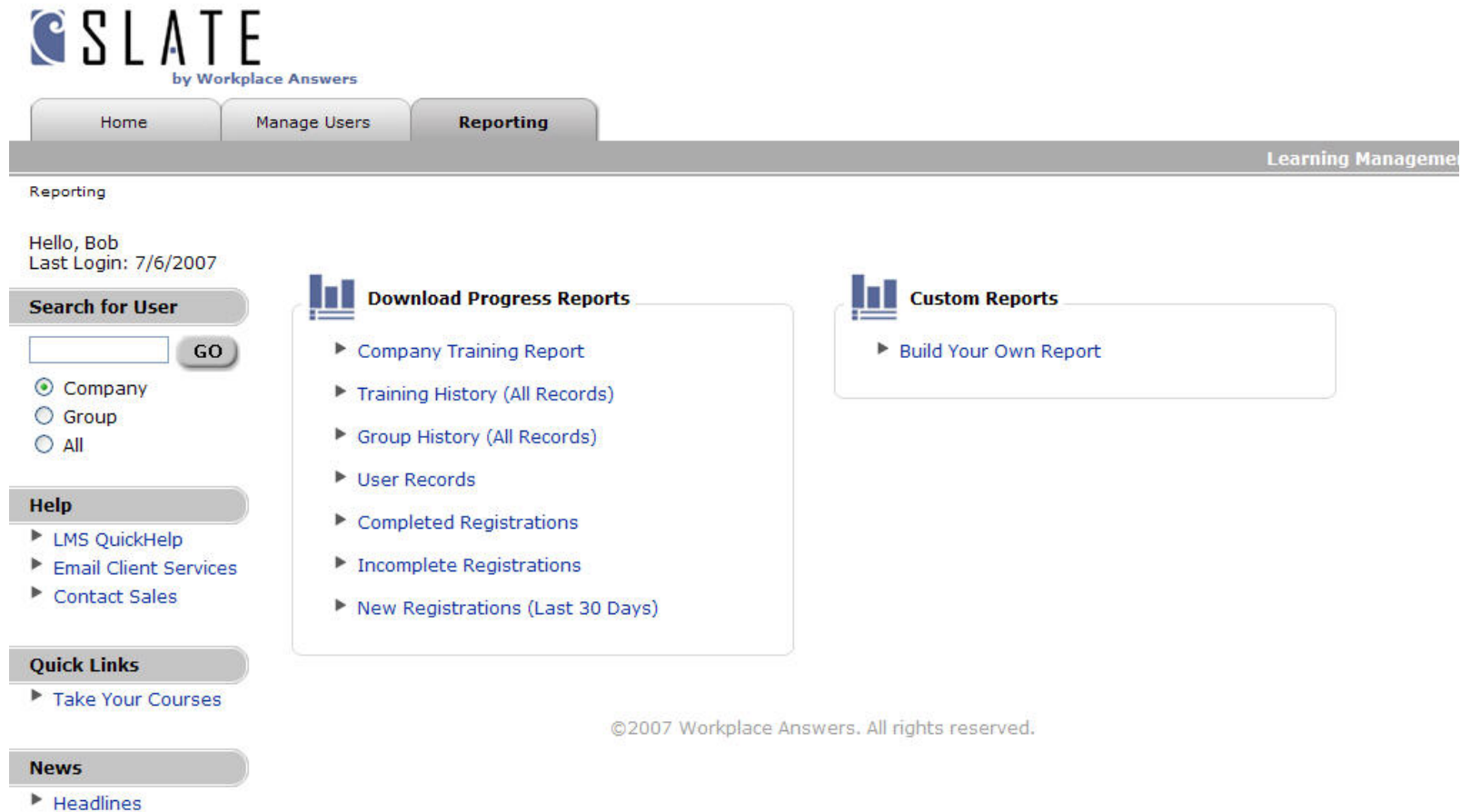
- Course Registrations

[Add New Registration](#)

Course Name	Percent Complete	Time	Registration Date	Last Login	Completion Date	Action
2007 Sexual Harassment Prevention Master (SHP 3.3 flash photo) Generic	79%	27 min.	3/12/2007	5/9/2007	n/a	Select: <input type="button" value="v"/>
AB1825 - In Person (v2.0.AEGON-MONLIFE)	0%	0 min.	5/2/2006	None	n/a	Select: <input type="button" value="v"/>
Abbreviated Demo Course Web Demo - UH & DD (4/14/06)	100%	6 min.	4/17/2006	5/16/2006	n/a	Select: <input type="button" value="v"/>
Course Features & Attributes Demonstration	100%	5 min.	6/20/2006	3/12/2007	3/12/2007	Select: <input type="button" value="v"/>
Discipline and Discharge Training for Supervisors (v1.2c - Flash)	100%	62 min.	4/10/2006	5/2/2006	4/12/2006	Select: <input type="button" value="v"/>
How to Stay Union Free - Flash Master1.1f	0%	0 min.	3/12/2007	None	n/a	Select: <input type="button" value="v"/>
Performance Evaluation Training for Supervisors (v1.2c - Flash)	0%	0 min.	5/2/2006	None	n/a	Select: <input type="button" value="v"/>
Respect and Inclusion Demo Master.x.2.0	0%	0 min.	5/22/2007	None	n/a	Select: <input type="button" value="v"/>
Unlawful Harassment Prevention (v2.1a)	100%	48 min.	1/16/2006	2/20/2007	1/18/2006	Select: <input type="button" value="v"/>
Unlawful Harassment Prevention - (4.0 Flash) MASTER4.0fp.Standard.Hosted	100%	41 min.	6/20/2006	5/16/2007	5/16/2007	Select: <input type="button" value="v"/>
Unlawful Harassment Supervisor Supplement (2.3) MASTER2.3c	0%	0 min.	6/20/2006	None	n/a	Select: <input type="button" value="v"/>
Unlawful Harassment Supervisor Supplement Master UHPs 3.0 (FlashN Illo AudioN TestN MeterN 45min ENG) Generic - HOST	100%	9 min.	5/9/2007	5/9/2007	5/9/2007	Select: <input type="button" value="v"/>
Workplace Violence Prevention (v3.0) MASTER.f.p	49%	9 min.	11/2/2006	5/29/2007	n/a	Select: <input type="button" value="v"/>
WPA Demo- Unlawful Harassment Suite	100%	50 min.	4/10/2006	3/12/2007	3/12/2007	Select: <input type="button" value="v"/>

All assigned course registrations are available to the user. There are no disabled registrations.

Workplace Answers Learning Management System (LMS)



The screenshot displays the SLATE LMS interface, specifically the Reporting section. At the top, the SLATE logo is accompanied by the text "by Workplace Answers". Below this, a navigation bar includes tabs for "Home", "Manage Users", and "Reporting", with "Reporting" being the active tab. A secondary bar on the right indicates the current page is "Learning Management".

On the left side of the page, a sidebar contains several sections: "Reporting" with a greeting "Hello, Bob" and "Last Login: 7/6/2007"; a "Search for User" section with a text input field and a "GO" button; a "Help" section with links to "LMS QuickHelp", "Email Client Services", and "Contact Sales"; a "Quick Links" section with a link to "Take Your Courses"; and a "News" section with a link to "Headlines".

The main content area is titled "Reporting" and features two primary sections. The "Download Progress Reports" section, marked with a bar chart icon, lists several report types: "Company Training Report", "Training History (All Records)", "Group History (All Records)", "User Records", "Completed Registrations", "Incomplete Registrations", and "New Registrations (Last 30 Days)". The "Custom Reports" section, also marked with a bar chart icon, includes a link to "Build Your Own Report".

At the bottom center of the page, a copyright notice reads: "©2007 Workplace Answers. All rights reserved."

Summary of LMS Functionality

- Easy-to-use Interface
- Ability to Manage Multiple Departments
- Real-time, Graphical Progress Reports
- Group and Location-level Administration
- Access to Legal Updates, and Company- Specific Messaging
- Printable Employee Certificates
- Ability To Add, Delete, Update User Accounts
- Downloadable Reports
- “Two-click” Drill Down



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