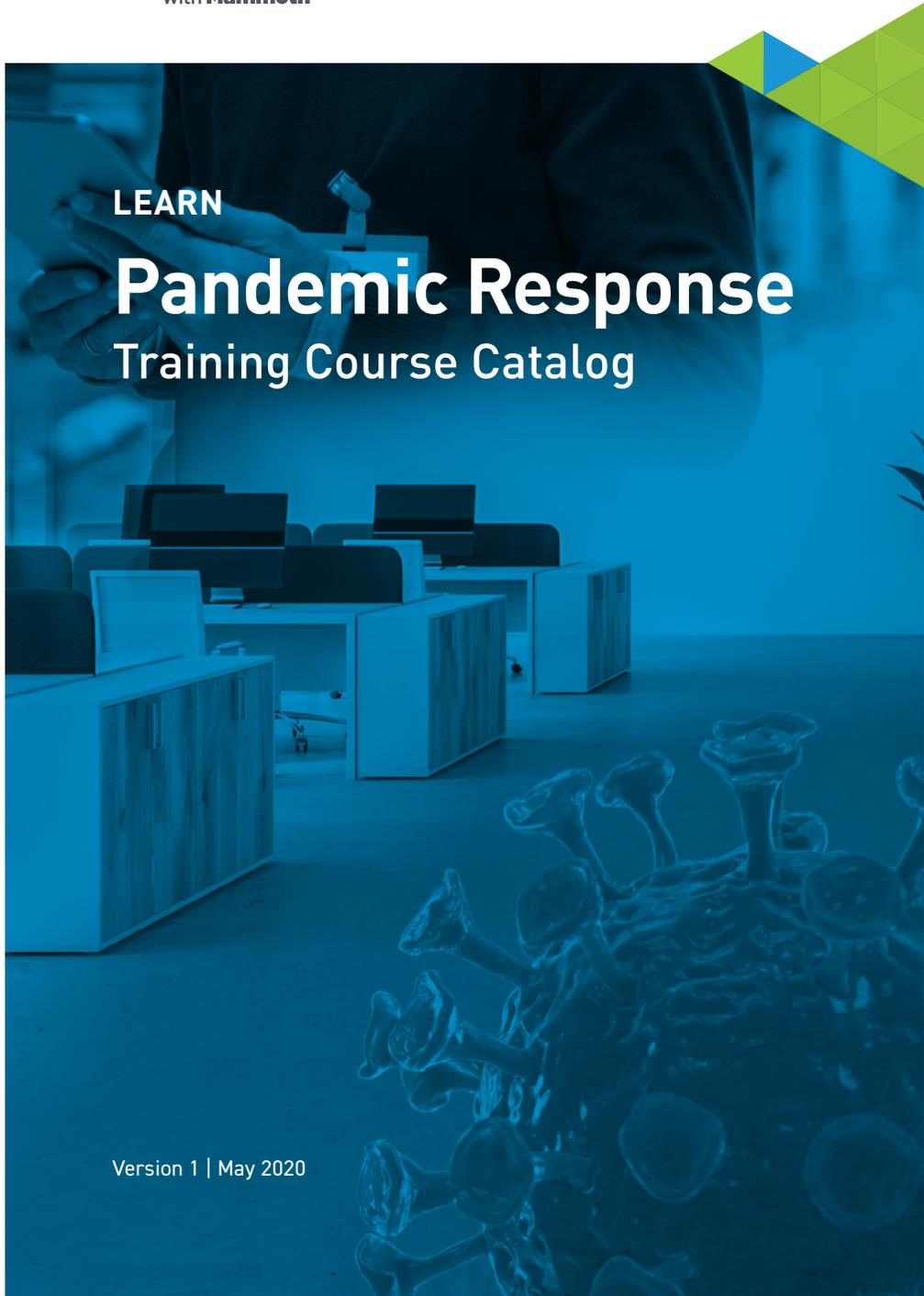




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Pandemic Response

Training Course Catalog

Version 1 | May 2020

The **Pandemic Response Training Course Catalog** includes ten courses designed for HR, managers, and employees.

Having the right tools to navigate uncertainty and crisis can set you, your colleagues, and the organization up for success.

Course Descriptions

General Information: Coronavirus and COVID-19

Duration: 20 minutes | **Target Audience:** All Employees

Learn what COVID-19 is, who is at the highest risk of contracting it, how it's transmitted, signs and symptoms, and precautions you should take to prevent and treat it. The course was developed and reviewed by certified subject matter experts and industry professionals.

Responding Effectively to Risks

Duration: 25 minutes | **Target Audience:** HR, Managers

Pandemics create many types of risks. Discover how to create an effective strategy for responding to risk, such as risk exposure adjustment and contingency planning. This course also highlights specific strategic plans for dealing with a risk that may be a threat or an opportunity.

Assessing Your Organization's Risks

Duration: 30 minutes | **Target Audience:** HR,

Managers

Assessing risk allows us to create a strategy to avoid or mitigate potential negative impact. Learn some common techniques for assessing risk, including opportunity assessment, and threat assessment using FMEA – failure mode and effects analysis.

Managing in a Crisis

Duration: 20 minutes | **Target Audience:** HR, Managers

Effective leadership is needed during the difficult times of a company crisis. Discover ways of managing in a crisis, including how to manage difficult conversations and crisis communications.

Becoming a Successful Collaborator

Duration: 30 minutes | **Target Audience:** All Employees

Collaboration is a necessary skill in today's labor market. Learn about the meaning of collaboration, teamwork, and best practices for being a successful collaborator. You will also examine conflict management styles that work for you and your team.

Forging Ahead with Perseverance and Resilience

Duration: 30 minutes | **Target Audience:** All Employees

Distractions, information overload, demanding pace, and accompanying stresses can often pull us off task. Developing personal resilience, adaptability, and perseverance can help. Discover how to build a work-life balance, sharpen your focus, and face and overcome setbacks.

Establishing Effective Virtual Teams

Duration: 30 minutes | **Target Audience:** Managers, All Employees

Collaboration when working on a virtual team requires commitment. Learn about teamwork and team leadership, including remote management and tactics for communication, assessment, and meetings for virtual teams.

Facing Virtual Team Challenges

Duration: 25 minutes | **Target Audience:** Managers

Virtual teams face the same difficulties as other teams, but also have unique challenges. Learn how to handle challenges facing your team, and how to evaluate your own style.

Contributing as a Virtual Team Member

Duration: 20 minutes | **Target Audience:** All Employees

Learn how to develop the skills you need to show leadership and be an effective member of a virtual team. Explore useful personal traits, strategies to stay connected, ways to manage your time, and how to overcome common challenges.

Leading Teams: Managing Virtual Teams

Duration: 60 minutes | **Target Audience:** Managers

Leaders need a framework for successfully leading virtual teams. Learn about key competencies of team members, guidelines for teleconferencing and decision making, and how to use different technologies for the right situation.

The Pandemic Response training suite will be available from May 8, 2020 to June 30, 2020 to help employers manage the impacts of COVID-19 on their workplaces.

