

## Clean Smart University™ & CSU Business Library Training Videos

Below is a small sample of videos you'll find in Clean Smart University™ and CSU Business Library. In order to gain access to these videos you must [join The Janitorial Store as a Premium Member](#).

### Clean Smart University™ Videos:

- **Office Cleaning Training**  
Trashing, Dusting, Restrooms, Mopping, Vacuuming, Entryways, Elevators, Stairwells, Breakrooms, Coffee Centers
- **Stripping & Waxing**  
What is Stripping & Waxing, Stripping the Floor, Applying Floor Finish, Cleaning up the Equipment, Stripping & Waxing in Confined Areas
- **Janitorial Safety Training Video Series**  
Workplace Safety, Driver Safety, Emergency Preparedness, Building Security and Safety, Building Emergencies, Accidents and First Aid, Workplace Hazards, Slips/Trips/Falls, Ladder Safety, Electrical Safety, Container Labels, SDS Safety Data Sheets, Chemical Safety, PPE Personal Protective Equipment, Respirators, Heat Stress, Hearing Protection, Eye Strain, Bloodborne Pathogens, Cleaning Blood or Body Fluid Spills, Back Injuries, Ergonomics, Drugs & Alcohol, Workplace Violence, OSHA Requirements
- **Bloodborne Pathogens**  
Key Definitions, Exposure Incidents, PPE, Engineering & Work Practice Controls, Occupational Exposures, Transmittable Diseases, If Exposure Occurs, Needle Stick Injuries, Cleaning Blood or Body Fluid Spills
- **How to Walk Through and Measure a Building**  
Learn how to do a walk through with a prospect, and how to gather the correct information and measure the Location
- **Janitorial Supervisor Training**  
Janitorial Supervisor Training Video Series provides comprehensive online training for developing supervisory skills.
- **How to Hire STAR Employees**  
If you are struggling to find \*STAR\* Employees, then this video is for you! Includes several forms to help you systematize your hiring process.

- **Workplace Conflict Starter Kit**  
Your surefire solution to knowing what to do and say when things go wrong! Step-by-step guidance to learn techniques to communicating with power and ease in almost every situation imaginable.
- **Bidding & Estimating**  
Learn the process for pricing and estimating janitorial cleaning contracts
- **Video Marketing Training for Cleaning Companies**  
Lesson 1: Ideal Client  
Lesson 2: Core Difference  
Lesson 3: Marketing Hourglass  
Lesson 4: Content  
Lesson 5: Total Web Presence  
Lesson 6: Local & Search  
Lesson 7: Advertising  
Lesson 8: Public Relations  
Lesson 9: Referrals  
Lesson 10: Lead Conversion & Selling  
Lesson 11: Tracking & Calendar
- **...and we'll be adding to this video library so watch for more titles!**

### CSU Business Library Video Categories:

- HR Compliance Videos
- Workplace Safety Videos
- Leadership & Management Videos
- Business Skills Videos
- Sales and Service Videos
- Software Videos

### HR Compliance Videos:

The first few video examples include a description of the video or series of videos.

- **Would I Work for Me?**  
This video demonstrates a supervisor's behavior in realistic situations - first as a newly appointed supervisor, and then as a more experienced manager who has learned from his mistakes. Viewers will learn eight effective management skills that improve motivation, productivity and the bottom line-this is essential training for all managers and supervisors.
- **Recruiting Toolkit Series**  
In this series of videos we cover every step in the recruiting process; from writing the job

description, posting job openings, reviewing resumes, conducting interviews, unacceptable questions and extending a job offer.

- **Decreasing Employee Turnover**

As a leader in a company one of the most important things you must do is create the right environment that will cause your employees to make the decision to engage in their work and stay with the organization. Only when employees are truly engaged and want to stay in their jobs will great individual results be delivered and high levels of performance achieved. By completing this course, you will know what is required to create a work situation that will cause each employee to stay

- **Alcohol Abuse: How Do I Know If Someone Is Impaired?**

It might sound simple enough - if someone appears intoxicated, you should test them, but everyone responds to alcohol differently. It's your job to fully understand alcohol impairment, so you can decide when to refer one of your employees for alcohol testing.

- **Conflict Resolution Series**

Our Conflict Resolution series will give your team the tools to resolve their issues before they become issues, and they'll have fun doing it. Who knew conflict resolution could be fun? We did.

- **Bullying Videos**

Videos include topics such as dealing with anger, put-down response strategies, diffusing hostility, preventing harassment and putting an end to bullying.

- Applicants with Criminal Records
- Background Checks
- Conducting Successful Discipline Interview
- 10 Steps to Flawless Appraisal Interviews
- Employee or Independent Contractor?
- Communication: Giving Hygiene Feedback
- Sick Day Excuses - Honest or Fraudulent?
- Are Employees Using Their Mobile Phones to Conduct Business?
- Social Media – Do You Have a Policy?
- Employee Fired Over Bag of Chips - Illegal?
- Costumes, Parties, & Booze – Who Knew!
- What is Your Policy for Inclement Weather?
- Be S.A.F.E. (Not Sorry)™: Preventing Violence in the Workplace (English & Spanish)
- Can You Require Employees To Speak English?
- Could You be Held Personally Liable for Employment Law Violations?
- Effective Performance Review Series
- Handling a Bad Performance Review
- HIPAA Rules and Compliance

- It's the Law™: The Legal Side of Management
- Laws Relating to Pay
- Legally Hiring & Legally Firing
- Maximizing Employee Talents
- No Smoking/No-Smokers Policies - Legal?
- Onboarding Best Practices
- PLEASE Respect My Generation! 5 Generations At Work
- Professional Behavior Series
- Reducing Unpaid Lunch Breaks Under 30 Minutes - Legal?
- Substance Abuse Series
- Termination Checklist
- What Makes a Great Place to Work?
- ...plus 639 more videos!

## Workplace Safety Videos:

- Accident Investigation (English & Spanish)
- Bloodborne Pathogens
- GHS Safety Data Sheets
- Accidental Release Measures and Spill Cleanup Procedures
- Series - Cell Phones in the Workplace: A Dangerous Distraction
- Electrical Safety in the Workplace
- Back Safety (English & Spanish)
- Hand, Wrist and Finger Safety
- PPE – Personal Protective Equipment Videos
- Accidents and Fire Procedures
- Active Shooter & Workplace Violence
- Distracted Driving (English & Spanish)
- Bad Weather Driving Basics
- Basic Elements of a First Aid Training Program
- Basic Vehicle Control
- Basics of Ergonomics
- Dealing with Drug and Alcohol Abuse for Managers and Supervisors
- Emergency Planning
- Emergency Exit Routes
- Fire Extinguishers
- Eye Safety (English & Spanish)
- Fall Factors: Understanding & Preventing Slips, Trips & Falls
- Ladder Safety
- Forklift Safety
- I Chose to Look the Other Way: Three Stories of Workplace Safety

- OSHA Assistance Programs
- Record-keeping: OSHA Forms Tutorial
- Severe Weather Alert: Are You Prepared?
- ...plus 474 more videos!

## Leadership & Management Videos

- A.C.E. It!™: How to Solve Tough Workplace Problems
- Achieving Buy-In for Change
- Analyzing Poor Performers
- Assertiveness without Aggressiveness
- Attracting and Retaining Talent
- Becoming an Effective Leader
- Bud to Boss (Video Series for New Supervisors)
- Business Writing Tips: Edit, Rewrite and Say It Right
- Changing the Culture of Your Organization
- Coaching Series (Coaching Others to a Higher Performance)
- Conflict Management Video Series
- Creating Accountability
- Dealing with Angry People Video Series
- Delivering Feedback - Fixing Performance Problems
- Developing B-Players into Top Performers
- Developing Your Leadership Style
- Disagreements at Work Video Series
- Emerging Leaders Video Series
- Employee Engagement Video Series
- Employing Generation Why Video Series
- First Time Manager: Understanding a Manager's Role
- Lead By Example Video Series
- Leaders Quick Tip Series
- Manager and Friend: The Right Balance
- Managing Employees Video Series
- Managing Multiple Sites
- Managing the Family Business
- Motivating Employees Video Series
- Productivity Through Praise
- Progressive Discipline
- Remote Leadership Video Series
- Reviewing and Rewarding Performance
- Supervisors Success Secrets Video Series
- What to Say When: Video Series

- ...plus 817 more videos!

## Business Skills Videos

- Accounting Statements, Balance Sheets and More!
- Accrual Accounting
- Advanced Presentation Skills
- Applying Breakeven Analysis in the Workplace
- Are Tattoos Workplace Appropriate?
- Assertive Communication Skills Video Series
- Attitudes in Customer Service
- Basics of Marketing with Social Media
- Body Language Video Series
- Building Great Relationships at Work
- Business Ethics
- Business Grammar
- Business Math
- Business Writing
- Controlling Credit Card Debt
- Corporate Social Responsibility
- Creating Great Business Video (Series)
- Creating Your Brand Proposition
- Creating a Budget
- Crisis Control Video Series
- Customer Service Video Series
- Cutting Edge Communication Video Series
- DISC Styles Video Series
- Dealing with Stress at Work
- Decision Making Video Series
- Developing Strong Customer Relationships
- Developing a Customer Focused Sales Approach
- Developing a High Performance Organization
- Difficult Conversations Video Series
- Don't Panic! A Recipe for Success in Times of Stress
- Email Matters Video Series
- Emotional Intelligence Video Series
- Employee Awareness Series (Employee Training Guides Included)
- Essential Mentoring Techniques
- Essential Selling Skills: Closing the Sale
- Facebook Video Training
- Fearless Facilitation!™ - How to Lead Effective Training
- Filing Business Taxes

- Financial Statements Video Series
- First Time Manager Video Series
- Generating Creative and Innovative Ideas: Enhancing Your Creativity
- Global One Series: Cross-Cultural Understanding
- Good Company Series: Be the Organization that People Want to Work For, Partner With, Invest In, and Buy From
- Improving Employee Attitude and Job Satisfaction
- Improving Profitability in Tough Times
- Leading Teams: Fostering Effective Communication and Collaboration
- Marketing Essentials Video Series
- Mergers, Acquisitions & Divestments
- Negotiating with Suppliers
- Negotiation Skills for Sales Professionals
- Negotiating With Your Customer
- Oops! How to Remember Not to Forget
- Organizational Structure of an Office
- Performance Development for Star Performers
- Performance Development for Struggling Performers
- Project Budgeting
- Project Management Video Series
- Proper Grammar Video Series
- ROI Video Series
- Reviewing and Rewarding Performance
- Setting and Managing Priorities within the Organization: Video Series
- Six Sigma Video Series
- Small Business Management Series
- Social Media Business Plan Series
- Solution Selling Video Series
- Stop Procrastinating Video Series
- Taking the High Road Video Series
- The Five Secrets of Communication Video Series
- The New Workplace: Leading the Change
- The Unfortunate Effects of Anger Video Series
- The Unfortunate Effects of Lies Video Series
- Time Management Tune-up Video Series
- Train the Trainer Video Series
- What to Say When: Video Series
- Why Customers Don't Complain
- Workforce Planning and Employment: Sourcing and Selecting Candidates
- You Are What You Eat Video Series
- ...plus 1836 more videos!

## Sales and Service Videos

- Addressing Objections in Sales
- Beyond Words: Customer Service and Sales
- Business Friendly Customer Service
- Can I Help You?
- Creating Great Customer Conversations
- Customer Lifetime Value
- Customer Service Fundamentals
- Customer Service Over the Phone
- Customer Service in the Field
- Debt Collection Challenges - Thought Provoking Scenarios
- Delivering Sensational Service
- Diffusing Hostility Through Customer Service (English & Spanish)
- Effective Selling in Any Situation
- Essential Elements of Internal Customer Service
- Essential Selling Skills
- Essential Telephone Skills
- Establishing Trust with Customers
- Five Forbidden Phrases
- Following Up on Your Sale
- From Curt to Courteous: Mastering the 7 Touch Points of Communication
- Getting Organized to Meet Your Sales Goals
- Handling Rejection
- How to Handle the Irate Customer
- How to Deal with the Foreign Accent
- Identifying the Traits of a Successful Salesperson
- Killer Words of Customer Service
- Listening Skills
- Making Your Sales Presentation Stand Out
- Mastering Cross-Cultural Negotiations
- Negotiation Series
- Objection Series
- Proactive Customer Service
- Prospecting by Phone Video Series
- Questioning Techniques
- Sales & Service Masterclass Video Series
- Selling at a Distance
- Service Matters Video Series
- Seven Keys to a Positive Mental Attitude
- Solution Selling: Creating New Opportunities
- That's Just Rude

- The Angry Caller: What's Your Plan?
- The Service Mentality Video Series
- Turning Customer Satisfaction into Customer Loyalty
- Understanding the B2B Buying Process
- ...plus 359 more videos!

## Software Videos

- Google Apps Training
- SalesForce 2015: Power User
- Skype for Business
- Microsoft Office 365 (Word, Excel, PowerPoint, OneNote, Outlook, Access, Project, Publisher, Sharepoint, Visio, etc)
- Microsoft Office 2013 (Word, Excel, PowerPoint, OneNote, Outlook, Access, Project, Publisher, SharePoint, Visio, etc)
- Microsoft Office (Word, Excel, PowerPoint, OneNote, Outlook, Access, Project, Publisher, SharePoint, Visio, etc)
- Microsoft Windows 8, 10
- Mac OS X
- Office for Mac
- QuickBooks Pro 2013
- QuickBooks Premier 2014
- QuickBooks Point of Sale
- Adobe Air 3
- Adobe Acrobat Pro, X
- Adobe CC
- Adobe Illustrator
- Adobe InDesign CC, CS6
- Adobe Photoshop CC, CS6
- Adobe Premier Elements 12
- Adobe Premier Pro CS6
- Adobe Dreamweaver
- Adobe Fireworks
- Adobe Flash Builder, CS6, Pro
- Computer Networking
- Computer Maintenance, Hardware Troubleshooting
- Web Browsing Tutorials
- ...plus 3615 more videos!