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If you have questions about how to access courses, please refer to the LMS Job Aid for Employees or LMS Job Aid for Supervisors, or email AskTPD@florida.revenue.com.
ELECTIVES

Identify Phishing Websites and Emails
Phishing emails or websites try to trick people into providing personal or confidential information. With this quick interactive exercise, you can learn ways to spot fake or phishing emails and websites. This exercise is cross-listed in the “Information Security” section.
Audience: Elective for all employees
Delivery method: Online and on-demand at Information Security Central
Duration: 10 minutes

REV10218 Meeting Basics
Employees and supervisors learn basic steps to prepare for, conduct and follow up after meetings.
Audience: Elective for all employees
Delivery method: Online
Duration: 30 minutes

REV27119 In Front of the Room: Develop an Organized Presentation
Good content development supports good public speaking, whether you speak to a small group or a large audience. Learn to determine your purpose, identify the audience, organize the content and prepare presentation slides.
Audience: Elective for all employees
Delivery method: Online
Duration: 30 minutes

REV27219 In Front of the Room: Deliver an Effective Presentation
Learn ways to gain confidence and strengthen your public speaking with practice, preparation and effective delivery techniques. Use what you learn for formal or informal presentations, or for large or small groups.
Audience: Elective for all employees
Delivery method: Online
Duration: 30 minutes

REV27319 In Front of the Room: Deliver an Effective Webinar
Like any public speaking event, a webinar presentation can be more effective if you carefully prepare and use good delivery techniques. Learn ways to test, prepare, practice and deliver an effective webinar.
Audience: Elective for all employees
Delivery method: Online
Duration: 30 minutes

REV12618 Strategies to Manage Workplace Conflict
Through discussion and scenarios, employees and supervisors learn communication skills and other strategies to manage conflict, and practice ways to apply these skills and strategies in low- to moderate-level conflict situations. This course is cross-listed in the “Professional Conduct” section.
Audience: Elective for all employees
Delivery method: Online
Duration: 1 hour

REV30517 Supervisor Foundations
This course introduces the Department’s approach to management with topics such as communication, workforce management, performance management and risk management. Non-supervisory employees can use this course to expand their skills and support career development.

The Department requires new supervisors to complete this course as a prerequisite to the live Supervisor Essentials course. This course is cross-listed in the “Employee Development” and “Supervisors, Managers and Leaders” sections.
Audience: Elective for non-supervisory employees; required for new supervisors
Delivery method: Online
Duration: 3 hours

REV17217 Valuing People
We all come from a variety of backgrounds and have experiences that make us different from one another. This course discusses ways to contribute to a respectful and appreciative workplace where everyone has an opportunity to succeed. This professional development opportunity supports the Department’s vision, mission and values. This course is cross-listed in the “Professional Conduct” section.
Audience: Elective for all employees
Delivery method: Online
Duration: 1 hour

REV19019 Write to Succeed: Positive and Effective Communication
Learn ways to draft messages your audience can understand and act on, which can help you achieve your desired results.
The Write to Succeed series can enhance your writing and communication skills. For more information about written communication at the Department, consult the Department Style and Brand Guide.
Audience: Elective for all employees
Delivery method: Online
Duration: 30 minutes
Write to Succeed: Active Voice
Learn to write in active voice for clear and strong communication. Generally, the Department prefers active voice in Department communications.
The Write to Succeed series can enhance your writing and communication skills.
For more information about written communication at the Department, consult the Department Style and Brand Guide.
Audience: Elective for all employees
Delivery method: Online
Duration: 30 minutes

Supervisor 411 (interactive learning sessions)
These instructor-led seminars offer supervisors ongoing support in their roles as managers and leaders. Visit the Supervisor 411 website for specific sessions.
Audience: Elective for all supervisors with direct reports.
Delivery method: Classroom and webinar
Duration: 1 hour

Run. Hide. Fight. Video
This optional course allows employees to view the 6-minute “Run. Hide. Fight: Surviving an Active Shooter Event” video at any time. The video helps employees be aware of steps they might take in active intruder situations. Preparation can help you keep safe and can help protect others. It is your choice to run, hide or fight. This course is cross-listed in the “Safety in the Workplace” section.
This video contains images some people might find disturbing.
Audience: Elective for all employees
Delivery method: Online
Duration: 10 minutes

CCOC Training for Evacuation Monitors, Floor Wardens and Alternates
Based on the Capital Circle Office Center (CCOC) Emergency Action Plan, this training provides guidance for CCOC evacuation monitors, floor wardens and alternates on how to respond in different emergencies. These individuals must be prepared to react to emergencies at the CCOC. The CCOC Emergency Action Plan is a confidential document that employees must never share outside the agency.
Audience: Required for all evacuation monitors, floor wardens and alternates at the CCOC in Tallahassee
Delivery method: Online
Duration: 1 hour

Safety Monitor and Backup Safety Monitor Training
This training incorporates the Department's safety and loss prevention procedures, and helps safety monitors and backup safety monitors take responsibility for monitoring safety standards within their designated areas. This training also describes how to complete and submit Facility Safety Inspection Checklists.
Audience: Required for safety monitors, floor wardens and backup alternates
Delivery method: Online
Duration: 1 hour

EMPLOYEE DEVELOPMENT

Hiring Team Certification
Hiring selection team members learn guidelines and procedures for an effective interview and hiring process.
Audience: Required for hiring team members
Delivery method: Online
Duration: 45 minutes

Supervisor Foundations
This course introduces the Department’s approach to management with topics such as communication, workforce management, performance management and risk management. Non-supervisory employees can use this course to expand their skills and support career development. The Department requires new supervisors to complete this course as a prerequisite to the live Supervisor Essentials course. This course is cross-listed in the “Electives” and “Supervisors, Managers and Senior Leaders” sections.
Audience: Elective for non-supervisory employees; required for new supervisors
Delivery method: Online
Duration: 3 hours

INFORMATION SECURITY

Information Security Essentials
To meet state and federal training requirements, this course explains employee
and contractor responsibilities to protect the Department’s information resources.

Audience: Required for all employees, and for contractors’ employees who are Department contractors for longer than six weeks

Delivery method: Online

Duration: 1 hour

**REV21419**  
**Risks and Requirements of Mobile Devices**

Through use of a brief training exercise, employees learn their responsibilities with information resources and methods to secure confidential information.

Audience: Required for all employees and contractors’ employees who are Department contractors for longer than six weeks and who do not work in state data centers

Delivery method: Online

Duration: 20 minutes

**REV21519**  
**Password Creation and Protection**

Employees learn their responsibilities to protect Department resources through creation of strong passwords and protection of password access from inappropriate use.

Audience: Required for all employees and contractors’ employees who are Department contractors for longer than six weeks and who do not work in state data centers

Delivery method: Online

Duration: 20 minutes

**Identify Phishing Websites and Emails**

Phishing emails or websites try to trick people into providing personal or confidential information. With this quick interactive exercise, you can learn ways to spot fake or phishing emails and websites. This course is cross-listed in the “Electives” section.

Audience: Elective for all employees

Delivery method: Online and on-demand at Information Security Central

Duration: 10 minutes

**NEW EMPLOYEES**

**REV11619**  
**New Employee Orientation Training Workshop**

This course introduces new employees to the Department’s organizational structure, policies and procedures, performance expectations, and its vision, mission and values.

Audience: Recommended for new employees

Delivery method: Classroom and webinar

Duration: 3 hours

**REV11719**  
**New Employee Orientation Online Training**

This course introduces new employees to the Department’s organizational structure, policies and procedures, performance expectations, and its vision, mission and values.

Audience: Required for new employees

Delivery method: Online

Duration: 4 hours

**PROFESSIONAL CONDUCT**

**REV15018**  
**Zero Tolerance for Sexual Harassment**

The Department has zero tolerance for sexual harassment and retaliation. All employees share responsibility to keep the workplace free of sexual harassment and retaliation. This course defines sexual harassment, and identifies ways to avoid, prevent and report sexual harassment and retaliation.

Audience: Required for all employees

Delivery method: Online

Duration: 30 minutes

**REV16019**  
**Zero Tolerance for Sexual Harassment — Supervisor Roles and Responsibilities**

Supervisors learn their responsibilities to maintain a work environment free of sexual harassment and retaliation.

Audience: Required for all supervisors

Delivery method: Online

Duration: 1 hour

**REV10319**  
**FMLA/FSWP Training**

This course presents information about the job protections under the Family Medical Leave Act (FMLA) and Family Supportive Work Program (FSWP) laws. The course explains how to request protection under these laws and describes employee and supervisor responsibilities.

Audience: Required for all employees

Delivery method: Online

Duration: 30 minutes

**REV10718**  
**Discrimination-free Workplace Training**

The Department promotes a productive work environment free of discrimination, harassment and retaliation. Employees have a responsibility to help the Department achieve this discrimination-free workplace. This course describes prohibited discriminatory practices according to federal and state laws and Department policy, and explains employee rights and responsibilities.

Audience: Required for all employees, including some contractors’ employees. The Department does not require contractors who work in state data centers.
data centers or as Department contractors for six weeks or less to complete this training.
Delivery method: Online
Duration: 1 hour

**REV12815 Telework Training for Employees**
In this course, you learn about the Department’s telework process and your responsibilities as a teleworker. The course describes skills you need for effective telework and provides tips and resources to help you telework successfully.
If you are a supervisor, please see the “Supervisors, Managers and Senior Leaders” section for the supervisor version of this course.
Audience: Required for employees who telework; if you already completed Virtual Office Training for Employees, you do not need to complete this course
Delivery method: Online
Duration: 30 minutes

**REV17217 Valuing People**
We all come from a variety of backgrounds and have experiences that make us different from one another. This course discusses ways to contribute to a respectful and appreciative workplace where everyone has an opportunity to succeed. This professional development opportunity supports the Department’s vision, mission and values. This course is cross-listed in the “Electives” section.
Audience: Elective for all employees
Delivery method: Online
Duration: 1 hour

**ACK12219 Taxpayer Bill of Rights**
It is the responsibility of General Tax Administration and select Executive Program offices to understand and comply with the Florida Statute regarding the Taxpayer’s Bill of Rights. This acknowledgment reviews components of Florida’s statute on the Taxpayer Bill of Rights and clarifies employee responsibilities regarding each of these components.
Audience: Required for employees of the following offices: GTA, Executive Director’s Office, Office of the General Counsel, Technical Assistance and Dispute Resolution and the Office of Taxpayer Rights Advocate.
Delivery method: Online
Duration: 30 minutes

**ACK13716 People First Performance Management 2017 Upgrade: Employee Acknowledgment**
This video from the Florida Department of Management Services describes how to use the performance management system as an employee.
Audience: Required for non-supervisory employees
Delivery method: Online
Duration: 30 minutes

**REV14219 Fraud Awareness**
Employees learn how to detect and respond to fraud in the workplace.
Audience: Required for all employees
Delivery method: Online
Duration: 1 hour

**ACK14318 2018 People First Employee Video Acknowledgment**
This video from the Florida Department of Management Services describes how employees use the upgraded People First portal.
Audience: Required for all non-supervisory employees
Delivery method: Online
Duration: 30 minutes

**REV15518 Understanding the Americans with Disabilities Act (ADA)**
Employees and supervisors learn about protections and responsibilities related to the ADA and corresponding Department policies and procedures. Learn about:
- What constitutes disability under the ADA.
- The interactive process supervisors and employees use to address requests for disability accommodations.
- Prohibited questions in discussions before and after an offer of employment.
Audience: Required for all employees
Delivery method: Online
Duration: 1 hour

**REV12618 Strategies to Manage Workplace Conflict**
Through discussion and scenarios, employees and supervisors learn communication skills and other strategies to manage conflict, and practice ways to apply these skills and strategies in low- to moderate-level conflict situations. This course is cross-listed in the “Electives” section.
Audience: Elective for all employees
Delivery method: Online
Duration: 1 hour
SAFETY IN THE WORKPLACE

**REV12419 Basic Safety Training for All Employees**
Employees learn about the Department’s Safety and Loss Prevention Program and the policies, procedures and practices to keep them safe.
Learn safe ways to do your job, work to maintain a healthy environment and familiarize yourself with the Department’s safety program, including emergency procedures.
Audience: Required for all employees
Delivery method: Online
Duration: 30 minutes

**REV13917 Run. Hide. Fight. Video**
This optional course allows employees to review the 6-minute “Run. Hide. Fight: Surviving an Active Shooter Event” video at any time. The video helps employees be aware of steps they might take in active intruder situations. Preparation can help you keep safe and potentially can help protect others. It is your choice to run, hide or fight. This course is cross-listed in the “Electives” section.
This video contains images some people might find disturbing.
Audience: Elective for all employees
Delivery method: Online
Duration: 10 minutes

**REV23719 Automobile Safety Training**
In this course, you will learn basic driving safety tips and how to prepare for an automobile trip (in-town or out-of-town) to decrease the likelihood of an accident while traveling on official State of Florida business. In addition, you will learn what documents you need to have when you travel and how to report accidents if they occur. It includes using your personally owned vehicle, a state fleet vehicle or a rental vehicle.
Audience: Required for all employees
Delivery method: Online
Duration: 1 hour

**REV28019 Identifying and Responding to Violence in the Workplace**
This course focuses on workplace violence and its effect on employees. You will learn how to recognize warning signs of potential violence, how and when to respond to violence, and how and when to report incidents.
Audience: Required for all employees
Delivery method: Online
Duration: 1 hour

SUPERVISORS, MANAGERS AND SENIOR LEADERS

**REV12715 Telework Training for Supervisors**
In this course you learn about the Department’s telework process and how to manage effectively in a telework environment.
If you already completed Virtual Office Training for Supervisors, you do not need to complete this course. If you’re not a supervisor, please see the “Professional Conduct” section for the employee version of this course.
Audience: Required for supervisors with employees who telework; if you already completed Virtual Office Training for Supervisors, you do not need to complete this course
Delivery method: Online
Duration: 30 minutes

**REV30517 Supervisor Foundations**
This course introduces the Department’s approach to management with topics such as communication, workforce management, performance management and risk management. Non-supervisory employees can use this course to expand their skills and support career development.
The Department requires new supervisors to complete this course as a prerequisite to the live Supervisor Essentials course. This course is cross-listed in the “Electives” and “Employee Development” sections.
Audience: Elective for non-supervisory employees; required for new supervisors
Delivery method: Online
Duration: 3 hours

**REV30619 Supervisor Essentials**
This instructor-led seminar discusses the duties of a Department supervisor and the Department’s management philosophy. During this three-day training, attendees will learn about leadership, the roles and responsibilities of a leader, and their roles in recruitment and hiring, attendance and leave, coaching and counseling employees, disciplinary actions, appropriate workplace behavior and workplace safety.
Audience: Required for new supervisors
Delivery method: Classroom (webinar available if necessary as accommodation)
Duration: 20 hours

**Supervisor 411 (interactive learning sessions)**
These instructor-led seminars give Department supervisors ongoing support in their roles as
leaders and managers. Visit the Supervisor 411 website for specific sessions.

Audience: Elective for all supervisors with direct reports
Delivery method: Classroom and webinar
Duration: 1 hour

ACK14418 2018 People First Manager Video Acknowledgment
This video from the Florida Department of Management Services describes how supervisors use the People First portal.
Audience: Required for supervisors
Delivery method: Online
Duration: 30 minutes

ACK13816 People First Performance Management 2017 Upgrade: Supervisor Acknowledgment
This video from the Florida Department of Management Services describes how to use the performance management system as a supervisor.
Audience: Required for supervisors
Delivery method: Online
Duration: 30 minutes

ADDITIONAL RESOURCES

LinkedIn Learning
LinkedIn Learning provides online training to registered users on thousands of topics including leadership and management, project management, business skills, information management, IT infrastructure, finance and accounting, and more.
Training through LinkedIn Learning allows you to enhance your knowledge and professional skills, which benefits both you and the Department.
The Department has a limited number of LinkedIn Learning training seats. To request LinkedIn Learning access, follow the directions on the LinkedIn Learning Access Request form.

State of Florida Tuition Waiver Program
The State of Florida Tuition Waiver Program is available to make attaining a college degree more affordable. This program allows each state university and community college to waive tuition for state employees who enroll in up to 6 credit hours of courses per term. Visit the RevenueU Tuition Waiver Program website to learn more.

Microsoft Office 365 ProPlus
The Information Services Program (ISP) hosts the ISP Microsoft Office 365 website to provide employees with training on how to use Microsoft Office programs.

GoToMeeting Central
GoToMeeting services let you collaborate with others online by using a computer and a phone or Voice-over-Internet Protocol (VoIP). Refer to the information and training resources on RevenueU to learn how to use GoToMeeting products.

LMS Job Aids
The Department’s LMS can help you find training you need to do your job right away, to keep track of your training progress and to grow your career with training plans.
Learn how to use the LMS with the LMS Job Aid for Employees and the LMS Job Aid for Managers and Supervisors.

Media Resource Library
The Department’s Media Resource Library is available to all Department employees and offers a variety of resources for career development and performance improvement.
Training and Professional Development operates the library, which is in Tallahassee.