

MIIA

Nonprofit
Locally based
Member driven

Serving Massachusetts communities since 1982

LocalGov 



PREMIER ONLINE TRAINING FOR PUBLIC ENTITIES

Develop strong government leaders with effective training management.





EEOC and Employment Law

Rewards Credit available for Law Enforcement, Public Officials, School Board *

-
- [Diversity in the Workplace](#)
 - [Ethical Behavior for Elected Officials](#)
 - [Ethical Behavior for Local Government](#)
 - [Family and Medical Leave Act \(FMLA\)](#)
 - [FMLA Training for Supervisors](#)
 - [Form I-9 and Employment](#)
 - [Eligibility Verification](#)
 - [Generational Differences](#)
 - [HIPAA: Protected Health Information For Public Entities](#)
 - [Investigating Incidents for Local Government](#)
 - [Parliamentary Procedures](#)
 - [Personnel Record Retention \(Federal Standards\)](#)

Financial Management

Rewards Credit not applicable

-
- [An Introduction to Requests for Proposal](#)
 - [Finance 101 for Non-Financial Managers](#)

Health and Wellness

Rewards Credit not applicable

-
- [Diabetic Emergencies](#)
 - [Eating Right for Health and Fitness](#)
 - [High Blood Pressure – Reducing Your Risks](#)
 - [Sleep and Your Health](#)
 - [Smoking Cessation](#)
 - [Stress and Your Health](#)
 - [Tourette Syndrome and Other Neurological Disorders](#)
 - [Understanding Anxiety Disorders, OCD, and PTSD](#)
 - [Understanding Autism Spectrum Disorder](#)
 - [Understanding Behavior, Burnout and Depression 101](#)
 - [Understanding Behavior, Burnout, and Depression 102](#)
 - [Understanding Carpal Tunnel Syndrome](#)
 - [Understanding Depression and Bipolar Disorder](#)
 - [Understanding Eating Disorders](#)
 - [Understanding Nutritional Information and Labels](#)
 - [Understanding Prediabetes](#)
 - [Walking Your Way to Fitness](#)
 - [Workplace Stress Resiliency](#)



HR Development

Rewards Credit available for Law Enforcement, Public Officials, School Board

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- [ADA Compliance](#)
 - [Anti-Harassment in the Workplace](#)
 - [Civil Rights](#)
 - [Conflict & Dispute Resolution](#)
 - [Cultural Awareness and Diversity](#)
 - [Dealing With Angry Employees](#)
 - [Dealing with the Media](#)
 - [Developing Leadership](#)
 - [Discipline and Termination](#)
 - [Drug and Alcohol Awareness](#)
 - [Employee Retention](#)
 - [Goal Setting Skills](#)
 - [HR Recruitment and Selection Process](#)
 - [Implicit Bias](#)
 - [LGBTQ Community](#)
 - [Online Customer Service Skills](#)
 - [Recruiting Excellent Employees](#)
 - [Retaining Talent](#)
 - [Science of Employee Engagement](#)
 - [Sexual Harassment Awareness AB 1825](#)
 - [Sexual Harassment In the Workplace](#)
 - [Shaping an Ethical Workplace Culture](#)
 - [Skills for the New Trainer](#)
 - [The Aging Workforce: Leveraging the Talents of Mature Employees](#)
 - [Training for Small Communities](#)
 - [Violence in the Workplace](#)
 - [Workplace Bullying](#)

Information Technology

Rewards Credit available for General Liability

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- [Computer Security Basics](#)
 - [Cyber-Security Threats to Public Entities](#)
 - [The Risks of Social Media in the Workplace](#)



Law Enforcement

Rewards Credit available for Law Enforcement

- [Active Shooter: Phases and Prevention](#)
- [Active Shooter: Recognition and Basic Response](#)
- [Ambush Awareness and Preparation](#)
- [Anti-Bias for Law Enforcement](#)
- [Body-Worn Cameras For Law Enforcement](#)
- [Constitutional and Community Policing](#)
- [De-Escalation and Minimizing Use of Force](#)
- [Dispatcher Specialized Call Types \(Active Shooter\)](#)
- [Dispatcher Specialized Call Types \(Bomb Threats\)](#)
- [Dispatcher Specialized Call Types \(Chemical Suicides\)](#)
- [Dispatcher Specialized Call Types \(Sovereign Citizens, Domestic Terrorism, and Lone Wolf Attacks\)](#)
- [Dispatcher: Ethics in Public Service](#)
- [Distracted Driving For Law Enforcement](#)
- [Ethics In Law Enforcement](#)
- [Interacting with the Mentally Ill as a First Responder](#)
- [Jail Release Procedures](#)
- [Jail Risk Management](#)
- [Officer Safety and Procedure in Domestic Violence Response](#)
- [Racial Profiling Part 1](#)
- [Recognition Of Child Abuse And Neglect](#)
- [Recognizing Child Abuse](#)
- [Recognizing Domestic Violence](#)
- [Use Of Force](#)

Leadership Development

Rewards Credit available for Law Enforcement, Public Officials, School Board

- [Coaching with Character](#)
- [Emotional Intelligence for Leaders](#)
- [Dealing With Angry Employees](#)
- [Interviewing Skills for Managers: Conducting an Interview](#)
- [Leadership v. Management](#)
- [Managing Risk in an Aging Workforce](#)
- [Performance Management](#)
- [Providing Effective Onboarding](#)
- [Running an Effective Board Meeting](#)
- [Sexual Harassment for Managers](#)
- [Supervisor Skills 101](#)



OSHA

Rewards Credit available for Workers Compensation

-
- [Absorbents and Spills](#)
 - [Airborne and Bloodborne Pathogens](#)
 - [Back Injuries](#)
 - [Basic First Aid](#)
 - [Bloodborne Pathogens for Public Entities](#)
 - [Cemetery Maintenance](#)
 - [Chainsaw Safety](#)
 - [Chemicals and MSDS](#)
 - [Commercial Lawn Mower Safety](#)
 - [Confined Spaces 101](#)
 - [Confined Spaces 102](#)
 - [Dealing with Cold Stress](#)
 - [Dealing with Heat Stress](#)
 - [Dump Truck Safety](#)
 - [Electrical and Fire Safety](#)
 - [Emergency Preparation and Egress](#)
 - [Equipment Safety](#)
 - [Excavation 101](#)
 - [Excavation 102](#)
 - [Fall Protection](#)
 - [FF: Building Construction](#)
 - [FF: Fire Behavior](#)
 - [FF: Fire Cause Determination](#)
 - [FF: Wildland and Ground Fires](#)
 - [Forklift Safety](#)
 - [Global SDS and the Hazardous Communication Standards](#)
 - [Ladder Safety 101](#)
 - [Ladder Safety 201](#)
 - [Lawn Care Equipment Safety](#)
 - [Lockout/Tagout](#)
 - [Lockout/Tagout 101](#)
 - [Lockout/Tagout 102](#)
 - [Means of Egress](#)
 - [Pandemic Planning - The Planning Organization](#)
 - [Pandemic Planning – Elements of the Plan](#)
 - [Personal Injury in the Workplace](#)
 - [Personal Protective Equipment](#)
 - [Personal Protective Equipment 101](#)
 - [Personal Protective Equipment 102](#)
 - [Power Tool Safety](#)
 - [Preventing Accidents in the Workplace](#)
 - [Preventing Slips, Trips, and Falls](#)
 - [Public Employee Safety in the Community](#)
 - [Public Pools and Public Health](#)
 - [Respirators and Air Quality](#)
 - [Trench Safety](#)
 - [Trenching and Excavation Safety](#)
 - [Workplace Ergonomics](#)



Professional Development

Rewards Credit available for Law Enforcement, Public Officials, School Board

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- [Basic Telephone Skills](#)
 - [Business Continuity](#)
 - [Business Writing Basics](#)
 - [Career Professionalism](#)
 - [Crisis Management](#)
 - [Current Drug Trends](#)
 - [Developing Effective Communication Skills](#)
 - [Effective Presentation Basics](#)
 - [Enhancing Work Relationships](#)
 - [Handling Difficult Customers for Local Government](#)
 - [Meeting Management](#)
 - [Press Conference and Briefing Basics](#)
 - [Time Management Skills](#)
 - [Transition from Peer to Supervisor](#)

Roadway and Highway

Rewards Credit available for General Liability, Workers Compensation

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- [Safe and Effective Work Zone Inspections](#)
 - [Snow and Ice Management](#)
 - [Traffic Incident Management](#)
 - [Understanding the MUTCD](#)
 - [Work Zone Exposure Control Measures](#)
 - [Work Zone Safety for Local Governments](#)
 - [Work Zone Traffic Control 101](#)
 - [Work Zone Traffic Control 102](#)

Schools and Education

Rewards Credit available for School Board

-
- [Active Shooter Preparation & Response for Schools](#)
 - [Bullying in Schools](#)
 - [Bus Operations: Operator Training](#)
 - [Bus Safety: Distracted Driving](#)
 - [Designing and Maintaining Safe Playgrounds](#)
 - [Effective Communication Techniques for Teachers 101](#)
 - [Food Service General Safety in Schools](#)
 - [Mandatory Reporting in Schools](#)
 - [Motivating Students to Learn 101](#)
 - [Physical Restraint in Schools](#)
 - [School Bus Safety: Fire Response Training](#)
 - [Youth Sports Injuries](#)



Transit and Fleet Operations

Rewards Credit available for Automobile

-
- [Advanced Defensive Driving Techniques](#)
 - [CDOT Flagger Training](#)
 - [Commercial Motor Vehicle Safety](#)
 - [Defensive Driving Basics](#)
 - [Driving Safety for First Responders](#)
 - [Guide to Temporary Traffic Control in Work Zones 101](#)
 - [Guide to Temporary Traffic Control in Work Zones 102](#)
 - [Ice Control for Managers and Decision Makers](#)
 - [Incident Command System for Transportation Professionals](#)
 - [Motor Vehicle Incident Investigation](#)
 - [Nighttime Work Zone Lighting](#)
 - [Roadway Maintenance](#)
 - [Transit Operations: Supervisor Training](#)

Water and Wastewater

Rewards Credit available for General Liability

-
- [Decentralized Wastewater Systems](#)
 - [Drinking Water Distribution System Management](#)
 - [Sewer System Overview](#)
 - [Storage Tank Management](#)
 - [Stormwater Runoff Responsibilities 101](#)
 - [Stormwater Runoff Responsibilities 201](#)
 - [Wastewater Utility Operation & Maintenance](#)
 - [Water Agency Security](#)
 - [Water Distribution Management Water Quality Standards](#)