



# Meet TalentLibrary™

A growing collection\* of ready-made courses that cover the soft skills your teams need for **success at work**

**EPIGNOSIS**

talent  lms efront  talentcards

## Adaptive Leadership

*(Leadership)*

What is Adaptive Leadership?  
 Using Authority & Power (Taking Chances)  
 Overcoming Resistance to Shared Responsibility  
 Learning through Self-Correction  
 Building a Culture of Adaptability

## Artificial Intelligence Essentials

*(Technology)*

What is Artificial Intelligence?  
 What is Machine Learning?  
 Deep Reinforcement Learning  
 Harnessing the Power of AI  
 Ethics & Artificial Intelligence  
 The Beginner's Guide to Using ChatGPT  
 ChatGPT & Creating Content Part 1  
 ChatGPT & Creating Content Part 2  
 ChatGPT & Translations  
 Building Chatbots with ChatGPT  
 ChatGPT: Personal Development & Growing Your Career  
 Prompt Engineering: How to Create Effective Prompts  
 Troubleshooting & Debugging with ChatGPT  
 Managing Your Data with ChatGPT  
 ChatGPT & Customer Support  
 ChatGPT & Marketing  
 ChatGPT & Cybersecurity  
 AI for Accessibility  
 The Ethical Use of AI in the Workplace  
 ChatGPT for SQL Queries  
 Generative AI: A Tools Walkthrough

## Business Innovation

*(Business Skills)*

The 7 Skills of Critical Thinking  
 Creative Thinking  
 Critical Observation  
 Being Adaptable  
 Driving Innovation  
 Thinking Logically  
 Problem-Solving  
 Dealing with Uncertainty  
 Being Resourceful  
 The Power of Analysis

## Business Continuity Essentials

*(Business Skills)*

Introduction to B. Emergency Preparedness Planning  
 Developing a Contingency Plan  
 Managing Business Resilience  
 Dealing With B. Continuity and Disaster Recovery  
 The Incident Manager's Tool Kit

## Business Continuity Applied

*(Business Skills)*

Incidents & The Importance of Accurate Information  
 The Challenges of Communication during an Incident  
 Testing Business Continuity (Scenarios)  
 Integrated Response & Recovery  
 Dealing with Supply Chain Interruptions

## Career Management

*(Personal Development)*

Unlocking Your Potential  
 Setting your Career Goals  
 Discovering Your Strengths & Weaknesses  
 The Importance of a Mentor  
 Your Personal Brand Story  
 Internal Interview Preparation  
 Working Smart  
 Personal Development Plans & Sticking to Them  
 Setting Stretch Goals  
 The Basics of MBTI & Career Development  
 How to Master Your Attention  
 Understanding the Managerial Role  
 Dealing with the Change - Team Dynamics  
 The First 30-60-90 Days  
 Managing Your Priorities  
 The Transition from Team Leader to Manager

## Coaching Essentials

*(Business Skills)*

Introduction to Coaching  
 Using Coaching Models  
 Establishing a Coaching Culture  
 Building Trust & Rapport  
 Asking the Right Questions  
 The Art of Listening  
 The Power of Silence  
 The Importance of Goal Setting  
 Creating Accountability  
 Giving Effective Feedback

## Coaching Applied

*(Business Skills)*

Putting Emphasis on Holistic Wellness  
 Measuring Coaching Performance  
 How to Prepare for a Coaching Session (for the employee)  
 The ROI of Coaching  
 Digital Coaching & Virtual Reality

## Coding for Everyone

*(Technology)*

What is Coding?  
 Understanding APIs



HTML Development for Everyone  
 PHP for Everyone  
 JavaScript for Everyone  
 Low-Code / No-Code Platforms  
 Using SQL in Databases  
 Coding: Ruby on Rails  
 Open-Source Software  
 Python for Everyone

## Compliance Essentials

*(Safety and Compliance)*

Equality and Diversity  
 Sexual Harassment  
 Fire Safety Awareness  
 Drug and Alcohol Abuse  
 Anti-Bribery Practices  
 Anti-Money Laundering  
 Active Shooter  
 Code of Conduct  
 Whistleblowing  
 Conflict of Interest  
 Sexual Harassment - Employer Version  
 Whistleblowing - The Business Version  
 Drug & Alcohol Abuse - Employee Version  
 Fire Warden: Roles & Responsibilities  
 Environmental, Social & Corporate Governance (ESG)  
 Compliance in Recruitment  
 Return-to-Work Compliance  
 Data Ownership: The Importance of Data Accuracy  
 Contractor Management  
 Managing Supply Chain Compliance  
 Modern Slavery

## Communication Skills

*(Leadership)*

Communicating under Stress  
 Using Body Language  
 Interpreting Body Language  
 Tone of Voice  
 The Art of Storytelling  
 Assertive Communication  
 Managing Anger  
 Emotional Literacy  
 Managing Up  
 Email Etiquette

## Company Culture

*(Human Resources)*

The Four Types of Company Culture  
 Organizational Culture Models  
 The Shadow Organization  
 Employee Recognition  
 The Risk of Echo Chambers  
 The Role of Leadership in Company Culture  
 Early Warning Signs of a Toxic Culture  
 How do you Change Culture?

Leading a Cultural Movement  
 Current vs. Future State Mapping

## Contract Management Essentials

*(Business Skills)*

Creating a Contract  
 Contract Collaboration  
 Contract Execution  
 Contract Tracking & Management  
 Contract Renewal

## Corporate Risk

*(Business Skills)*

Enterprise Risk Management  
 Managing Risk in the Boardroom  
 The Role of the Risk Register  
 Creating a Risk Culture  
 The 4 Types of Risk Management

## Customer Service Applied

*(Sales and Service)*

Using the Right Language  
 Nurturing Customer Relationships  
 Practicing Positivity  
 Achieving Clarity  
 Maintaining Composure  
 Customer Service & Cultural Awareness

## Customer Service Essentials

*(Sales and Service)*

Maintaining CS Across Channels  
 The Importance of Brand  
 Customer Relationships  
 Customer Loyalty  
 Effective Problem Solving  
 Handling Complaints Gracefully  
 Cross-selling and Up-selling  
 Managing Customer Expectations  
 Using Technology in Customer Service  
 Going beyond Customer Service  
 Different Types of Interactions  
 Customer Service Teamwork & Collaboration  
 Prioritization & Time Management  
 Customer Service Mindset  
 How to Say 'No'



## Customer Service Mastery

*(Sales and Service)*

Understanding Customer Types (Personas)  
 Anticipating Customers' Needs  
 Customer Service Coaching  
 Managing Remote Customer Service Teams  
 Customer Service through Social Media  
 High-Touch Customer Service  
 Self-Service Customer Management  
 Empowering Customer Service  
 Tracking & Improving the Customer Experience  
 Customer Service is not a Cost Center  
 Leading a Customer Service Team for the First Time  
 KPIs for Customer Service Teams  
 Using Data in Customer Service  
 The Role of The Helpdesk  
 Customer Service & NPS  
 Gaining Meaningful Feedback  
 Customer Service & Chatbots  
 Customer Service OKRs

## Customer Success

*(Sales and Service)*

Customer Success & Onboarding  
 Customer Loyalty  
 Customer Success KPIs  
 Increasing & Expanding MRR (Revenue Growth)  
 User Journeys & User Personas  
 Educating Customers  
 Reducing Customer Churn  
 The Role of the Account Manager in Customer Success  
 Social Proof: Testimonials & Case Studies  
 Dealing with the End of a Customer Relationship  
 (Offboarding)  
 Automating Customer Success

## Cybersecurity

*(Safety and Compliance)*

The Power of a Strong Password  
 The Danger of Viruses & Malware  
 Keeping Your Data Safe  
 Keeping Your Mobile Safe  
 The Risks of Ransomware  
 Network Security & Cloud Computing  
 Phishing & Anti-Spam Software  
 Social Engineering  
 Internet of Things Attacks  
 Security & Compliance Audits  
 Identity Theft  
 GDPR  
 Data Protection  
 Data Breaches  
 PCI DSS (Payment Card Compliance)  
 Information Security  
 Wi-Fi Security

Use of External Drives  
 Incident Management & Response  
 Threat Surveillance (24/7 Monitoring)  
 Penetration Testing  
 Information Security & Governance  
 IT Disaster Recovery & Fallback  
 Secure Remote Working  
 Coding & Cybersecurity  
 Responding to a Cyber Ransom  
 Password Management Applied  
 The risks of public WiFi and the use of VPNs  
 Types of VPNs  
 The Basics of Cryptography  
 Choosing a Cloud Vendor  
 Threat Monitoring  
 Covert Crypto Mining  
 Application Security Vulnerabilities  
 Cybersecurity & Your Supply Chain  
 Security Doesn't Stop at Work  
 The Risks of Shadow IT  
 The Use of Passwordless Authentication  
 How to work well with your IT Teams  
 Physical Security  
 Security & AI  
 Automation & Integration  
 Using Open Source tools securely  
 Cybersecurity & HR  
 Secure File Sharing  
 Social Media Security Awareness

## Data Analysis

*(Business Skills)*

Data Literacy  
 The Power of Big Data  
 Visualizing Data  
 Data Ownership  
 The 5 Cs of Report Writing  
 Developing Research Skills  
 The Basics of Business Writing  
 The Stages of Report Writing  
 Report Writing: The Power of Visuals  
 Business Analysis Technique - MOST & SWOT  
 Business Analysis Technique - PESTLE  
 Business Analysis Technique - MoSCoW  
 Business Analysis Technique - The 5 Whys  
 Business Analysis Technique - Six Thinking Hats  
 Qualitative & Quantitative Data Analysis  
 Methods Analysing Qualitative Data  
 Descriptive & Exploratory Data Analysis Techniques  
 Inferential and Predictive Data Analysis Techniques  
 Causal and Mechanistic Data Analysis Techniques

## Design for Everyone

*(Technology)*

Web Design Basics



eCommerce Design (Best Practice)  
 Principles of Effective UI Design  
 Design & Accessibility  
 Designing and the Law

## Digital Transformation

*(Business Skills)*

What is Digital Transformation?  
 Why do you Need a Digital Culture?  
 The Four Types of Digital Transformation  
 Digital Disruption  
 The Design Thinking Mindset  
 What is a Digital Transformation Strategy?  
 The Power of Data Visualization  
 The Impact of Training on Digital Change  
 Leading a Digital Transformation  
 Is Digital Transformation Just Change?

## Diversity & Inclusion

*(Human Resources)*

The Key Values of Equality, Diversity and Inclusion  
 Unconscious Bias  
 Recognizing Your Privilege  
 Gender Inclusion  
 LGBT Awareness and Inclusion  
 Types of Discrimination  
 Digital Accessibility  
 Confronting Discrimination  
 Becoming an Inclusive Leader  
 The Value of Diversity and Inclusion in the Workplace

## Emotional Intelligence

*(Personal Development)*

What is EQ?  
 Self Awareness  
 Self Regulation  
 Emotional Intelligence: Motivation  
 Emotional Intelligence: Empathy  
 Social Skills  
 Improving your EQ  
 Conflict Management using EQ  
 Collaboration & Developing EQ in Teams  
 Creativity and EQ

## Employee Experience

*(Human Resources)*

Employee Experience: Space, Technology & Culture  
 Helping Employees Belong (before they start)  
 How to focus on outcomes instead of outputs  
 The Rise of Flexible Benefits  
 Employee Engagement Surveys  
 Measuring the Employee Experience  
 The Role of Employee Champions  
 Putting the Human back into HR  
 Increasing Retention through Journey Mapping

## Employee Onboarding

*(Human Resources/Employee Life Cycle)*

Creating the Best Onboarding Experience\*\*\*\*\*  
 Importance of Onboarding\*\*\*\*\*  
 Onboarding Remote Teams\*\*\*\*\*

## Employee Retention

*(Human Resources/Employee Life Cycle)*

Understanding Employee Needs & Motivation  
 Recognition & Reward  
 Employee Incentive Programs  
 Building Employee Resilience  
 Monitoring & Measuring Retention Efforts  
 Employee Engagement\*\*\*\*\*  
 Learning & Employee Engagement\*\*\*\*\*

## Employee Termination

*(Human Resources/Employee Life Cycle)*

Having Tough Conversations  
 Implementing a Performance Plan  
 The Correct Way to Dismiss an Employee  
 Disclosure of Dismissals  
 Effective Exit Meetings

## Entrepreneurship

*(Leadership)*

The Five Ps: Persistence, Patience, Purpose, People & Profits  
 The Entrepreneurial Mindset  
 Being Curious  
 The Power of Imagination  
 Being Self-Aware  
 Building Relationships & Networking  
 The Power of Influence  
 Taking Calculated Risks  
 Being Prepared to Fail  
 Turning Ideas into Action

## Environment & Sustainability

*(Safety and Compliance)*

Wishcycling  
 Sustainability & Innovation  
 The Benefits of Becoming a B Corp  
 Going Net Zero  
 Sustainable Construction

## Finance Essentials

*(Business Skills)*

The Basics of Financial Management  
 The Flow of Money  
 Key Financial Statements





The Importance of Cash Flow  
 The Value of Budgeting  
 Vulnerable Customers & Finance  
 Financial Risk Management  
 The Basics of Accounting  
 Financial Ratios  
 Financial KPIs - Measuring Performance

## Finance Applied

*(Business Skills)*

Working Capital Management  
 Risk & Financial Controls  
 Short-Term Cash Monitoring  
 Common Financial Management Systems  
 Finance & The Role of Bookkeeping

## Financial Compliance

*(Safety and Compliance)*

Financial Regulation Frameworks  
 KYC - Know Your Customer  
 Tax Evasion (Domestic & International)  
 Accounting Ethics  
 Finance Roles - Pre-Employment Checks  
 Gifts & Hospitality  
 Anti-Corruption  
 Dealing with Consumer Fraud  
 Trade Surveillance & Rogue Trading  
 Greenwashing

## Food Safety Essentials

*(Safety and Compliance)*

Food Safety Management Systems  
 Food Fraud Prevention  
 Handling Food Safely  
 Food Allergy Awareness  
 Food Safety & Cross Contamination

## Food Safety Applied

*(Safety and Compliance)*

Creating Robust HACCP Plans  
 Using Process Automation in Food Safety  
 The Importance of Food Labeling  
 Innovation in Packaging  
 Food Safety - The Last Mile

## Healthcare Essentials

*(Healthcare)*

Duty of Care  
 Privacy & Dignity  
 Handling Patient Data  
 Infection Prevention & Control  
 Mental Health in Healthcare

## HIPAA Compliance Essentials

*(Sector Specific)*

What is HIPAA compliance?  
 Protected Health Information  
 What are the HIPAA rules?  
 Introduction to the HIPAA revenue cycle  
 Common HIPAA Privacy Violations in the Workplace

## HR Essentials

*(Human Resources)*

The Importance of Training  
 Adapting to Innovation  
 Performance Management  
 Handling Disciplinary  
 Talent Management & Development  
 Bullying & Violence  
 Flexible & Remote Working  
 HR for Non-HR Managers  
 Creating a Great Employee Handbook  
 Cultural Ambassador: Embedding Culture & Values from Day 1

## HR Strategy

*(Human Resources)*

Succession Planning  
 Creating an Effective Recruitment Strategy  
 Pulse Surveys & Continuous Feedback  
 HR & Change Management  
 HR Metrics & Analysis  
 Strategic Thinking

## Hybrid Working

*(Human Resources)*

What is Hybrid Working?  
 Hybrid Working: The Role of Leadership  
 Managing Employee Experiences  
 Inclusive Environment for the Hybrid Workforce  
 The Perfect Hybrid Working Policy

## Introduction to Google Suite

*(Technology)*

Google Suite Overview & Google Calendar  
 Introduction to Google Docs Part 1  
 Introduction to Google Docs Part 2  
 Introduction to Google Docs Part 3  
 Introduction to Google Docs Part 4  
 Introduction to Google Docs Part 5  
 Introduction to Google Sheets Part 1  
 Introduction to Google Sheets Part 2  
 Introduction to Google Sheets Part 3  
 Introduction to Google Sheets Part 4  
 Introduction to Google Sheets Part 5  
 Introduction to Google Slides Part 1  
 Introduction to Google Slides Part 2



Introduction to Google Slides Part 3  
 Introduction to Google Slides Part 4  
 Introduction to Gmail  
 Introduction to Google Drive  
 Introduction to Google Meet

## Introduction to Microsoft Software

*(Technology)*

Introduction to Microsoft Outlook  
 Introduction to Microsoft OneDrive  
 Introduction to Excel - Basic Navigation Part 1  
 Introduction to Excel - Basic Navigation Part 2  
 Introduction to Excel - Basic Formulas  
 Introduction to Excel - Advanced Formulas  
 Introduction to Excel - Data Visualization  
 Introduction to Excel - Pivot Tables  
 Introduction to Excel - VLOOKUP Function  
 Introduction to Excel - Conditional Formatting  
 Introduction to Excel - Data Tools  
 Introduction to Excel - Review & Comment  
 Introduction to Word - Basic Navigation  
 Introduction to Word - Formatting Text Part 1  
 Introduction to Word - Formatting Text Part 2  
 Introduction to Excel - Basic Navigation Part 3  
 Introduction to Word - Inserting Objects  
 Introduction to Word - Page Layouts, Review & Comment  
 Introduction to PowerPoint - Basic Navigation  
 Introduction to PowerPoint - Working with Templates  
 Introduction to PowerPoint - Inserting Objects  
 Introduction to PowerPoint - Tables & Charts  
 Introduction to Microsoft Teams

## KPIs & OKRs

*(Business Skills)*

OKRs vs KPIs  
 OKRs - Vision, Planning & Measuring  
 Types of OKRs - Committed & Aspirational  
 How to Write Effective OKRs  
 OKRs and Going Beyond Vanity Metric  
 Setting Business KPIs  
 KPIs & Employee Performance Management  
 The Balanced Scorecard  
 Leading & Lagging KPIs  
 KPIs & The Golden Thread

## Leadership Essentials

*(Leadership)*

The Four Types of Leader  
 Delegation and Empowerment  
 Humility  
 Emotional & Cultural Intelligence  
 Being Authentic  
 Inspiring Others  
 Taking Accountability  
 Making Decisions  
 Being Confident

Being Brave

## Leadership Tool Kit

*(Leadership)*

Managers vs. Leaders  
 Conflict Management  
 Effective Meetings  
 Motivating Others  
 Promoting Talent  
 Leading by Example  
 Facilitating Results  
 Making Deals  
 Leading Remote Teams  
 Managing Change

## Learning Essentials

*(Human Resources)*

The Psychology of Learning  
 Learning Styles  
 The Power of Micro-Learning  
 Defining Learning Objectives  
 Learning ROI  
 Learning Culture in the Workplace  
 Promoting Social Learning  
 Growth Mindset  
 Removing the Barriers to Learning

## Learning Applied

*(Human Resources)*

Creating a Learning Strategy  
 The Flipped Classroom  
 Using Blended Learning  
 Synchronous vs. Asynchronous Learning  
 The Purpose of UX and UI in Learning  
 Reskilling & Upskilling - The Power of Skills  
 Designing Effective Learning Interventions  
 Adopting the Right Strategy to Learning Design  
 Applying Adaptive Learning  
 Learning Analytics

## Marketing Essentials

*(Business Skills)*

Your Shop Window - Your Website  
 Do Your Research (Brand & Product)  
 Know Your Customers  
 The Power of Social Media  
 Curating the Right Content  
 The Role of Partnerships  
 Brand Ambassadors  
 The Power of Networking  
 Show Don't Tell  
 Introduction to Marketing Automation



## Marketing Skills Applied

*(Business Skills)*

Developing your Marketing Strategy  
Planning Campaigns  
SEO & PPC  
Digital Marketing: LinkedIn & Social Media  
Customer Insights & Analysis  
Digital Optimization  
Content Marketing  
Email Marketing  
Influencer and Affiliate Marketing  
Viral Marketing

## Marketing Skills Mastery

*(Business Skills)*

The Marketing Funnel - From the Top to the Bottom  
The Power of Pillar Pages  
Campaign Management  
Inbound vs. Outbound Marketing  
Content Marketing  
Content Management Systems  
Content Communities  
AI-Powered Copy  
The Power of User-Generated Content  
The Different Content Marketing Strategies  
Copywriting Essentials  
Brand Building Basics Part 1  
Brand Building Basics Part 2  
Gettings Hands-On with PPC  
Getting Hands-On with Google Ads  
Getting Started with Google Analytics  
The Power of Google Analytics  
The Role of Product Marketing  
Conducting a Successful Outreach Campaign  
Video Marketing

## Mastering Happiness

*(Personal Development)*

Finding your Purpose & Passion  
Finding Happiness Within Yourself  
Self-Limiting Beliefs  
Changing Negative Habits  
The Power of Self-Reflection

## Mental Health Awareness

*(Human Resources)*

How to have a Conversation about Mental Health  
How to have a Conversation about Mental Health  
Introduction to Psychological Safety  
How to Create a Psychologically Safe Workplace

## Mindfulness

*(Business Skills)*

Mindfulness  
Relaxation through Meditation  
Learning to Let Go  
Breathing Techniques to Relax  
Learning to Stay Calm  
Living in the Moment  
Raising Low Self-Esteem  
Dealing with Grief  
Stress, Fear & Panic  
Feeling Lonely

## Networking

*(Personal Development)*

What is Networking?  
Key Traits of a Successful Networker  
Common Networking Pitfalls  
Preparing to Network (Research & Prep)  
Overcoming Shyness  
Your Personal Elevator Pitch  
Approaching People & Introductions  
Carrying & Ending a Conversation  
Following up with your Connections  
Virtual Networking

## Neurodiversity

*(Human Resources)*

Introduction to Neurodiversity  
Neurodiversity Awareness  
Recognizing the Value of Neurodiverse  
Building an Inclusive Recruitment Process  
Neurodiversity in the Workplace

## New Manager

*(Business Skills)*

Getting the Most out of Your Manager's Playbook  
Setting the Right Tone  
Building Key Relationships  
Working with HR  
Resilience as a New Manager  
Improving Your Team With Development Plans  
Encouraging Engagement  
Professional Relationships & Boundaries  
How to put a Playbook Together  
Onboarding Staff as a New Employee  
Connecting Employees to their Purpose  
Probation Periods: what are they good for?  
When Onboarding Goes Wrong  
How to Understand New Business Culture  
Spending Time with Departing Employees  
Buddy Systems





## Nurturing Talent

*(Human Resources)*

- Encouraging Employee Stretch
- Don't Avoid Low Performance
- Identifying Employees' Personal Goals
- Fostering Peak Performance
- Learning to Let your Best People Leave

## One-Minute Learning

*(Personal Development)*

- How to delegate a task properly
- How to prepare a one-page business proposal
- How to mediate a conflict
- Reducing Sitting & Screen Time
- Taking Sleep Hygiene Seriously

## Online Social Presence

*(Personal Development)*

- The Right way to use Social Media
- Building your Personal Brand
- LinkedIn - Using your Best Profile to Promote your Business
- LinkedIn & Social Media Networking
- Social Media - Hints & Tips (on What to Avoid)

## OSHA-Workplace Safety

*(Safety and Compliance)*

- OSHA Worker Rights & Protection
- Fall Prevention
- PPE (Personal Protective Equipment)
- OSHA Severe Injury Reporting & Record Keeping
- Trenching & Excavation
- First Aid: CPR
- Spills & Hazardous Waste (HAZWOPER)
- Chemical Hazards & Toxic Substances
- Occupational Noise Exposure
- The Dangers of Working in the Heat
- Bloodborne Pathogens
- Confined Spaces
- Electrical Safety
- Ladder Safety
- Machine Guarding
- Basic Respiratory Protection
- Cold Stress
- Driver Safety
- Lockout / Tagout
- Hazard Communication
- Forklift Truck Safety
- Asbestos Hazard Management
- Safety Audits
- Incident Investigation
- Hand & Power Tools

## Performance Management

*(Human Resources)*

- Preparing for a One-to-One Meeting (Manager)
- Preparing for a One-to-One Meeting (Employee)
- Running an Effective One-to-One Meeting
- Effective questioning for One-to-One Meetings
- How to take good notes in a Meeting
- Having a Constructive Conversation About Low Performance
- Running One-to-One Meetings Remotely
- Manager vs. Coach vs. Mentor
- Managing Short & Long-Term Sickness

## Personal Finances

*(Personal Development)*

- Good Money Habits Personal Budget Management
- Setting Financial Goals
- Tackling Debt
- Learning to Save
- The Importance of Pensions

## Presentation Skills

*(Personal Development)*

- Presentations & The Magic of Stories
- What makes a good Presentation?
- Presenting with Power: Hints & Tips
- Structuring your Presentations
- Setting up for Successful Presentations
- Dealing with Nerves
- Using Positive Visualization
- Power Posing
- The Art of Breathing
- Becoming a Master Orator

## Project Management Applied

*(Business Skills)*

- Project Management Methodologies 1
- Project Management Methodologies 2
- Activity & Resource Planning
- Organizing & Motivating a Team
- Time Management in Projects
- Developing a Budget (Cost Estimating)
- Ensuring Customer Satisfaction
- Managing Project Risk
- Monitoring Progress
- Producing Reports

## Project Management Essentials

*(Business Skills)*

- Initiating a Project
- Planning a Project
- Executing a Project
- Monitoring a Project
- Closing a Project



## Project Management Mastery

*(Business Skills)*

Agile in Practice  
 Kanban in Practice  
 Scrum in Practice  
 Waterfall in Practice  
 Choosing the Right Project Methodology

## Quality Management Essentials

*(Business Skills)*

Quality Control Planning  
 Quality Control  
 Quality Assurance  
 Quality Control vs. Quality Assurance  
 Quality Improvement

## Recruitment Essentials

*(Human Resources)*

Interview Skills  
 First Impressions  
 Career Planning  
 Hiring Right, First Time

## Remote Leadership

*(Leadership)*

The Remote Leadership Model  
 Building Trust at a Distance  
 Remote Goal Setting  
 Engaging Remote Workers  
 Remote Team Communication

## Remote Working

*(Business Skills)*

How to Work Remotely (Employee Version)  
 Remote Culture  
 Remote Workspace  
 Remote Working & Workplace Harassment

## Retail Essentials

*(Sector Specific)*

Greeting Customers  
 Service at the Cash Register  
 Connecting with Customers  
 Giving Advice (Confidently)  
 Dealing with Stressful Situations  
 The Importance of Procedures  
 The Basics of Commercial Awareness  
 Developing Product Knowledge  
 The Desire to Help Others  
 Service with a Smile (Even When Tired)

## Retail Applied

*(Sector Specific)*

Adopting a 'Customer First' Mindset  
 Commercial & Product Awareness  
 Coaching Retail Employees  
 The Importance of Store Windows  
 GDPR in a Retail Environment  
 Ethical Retail  
 Attention to Detail  
 Using your Initiative  
 Handling Complaints - Taking Ownership  
 The Self-Service Experience

## Retail Mastery

*(Sector Specific)*

Social Commerce  
 Online Stores in Offline Spaces  
 Hyper-Personalization & Hyper-Localization  
 Retail & Augmented Reality  
 Creating a Retail Experience - Not just Shopping

## Risk & Uncertainty

*(Personal Development)*

Embracing Risk & Uncertainty  
 Risk & Decision-Making  
 Managing your own Decisions  
 Obstacles to Decision-Making  
 The Reward of Taking Risks

## Safety Leadership

*(Leadership)*

What is Safety Leadership?  
 What is Behavioral Safety?  
 Building a Proactive Safety Culture  
 Understanding H&S Responsibilities  
 The Consequences of poor H&S practices



## Sales Mastery

*(Sales and Service)*

Shortening your Sales Cycle  
 Sales Strategies - The Power of Resellers  
 Understand why Deals are Lost  
 Emotional Intelligence for Sales Success  
 Mastering Cold Calling  
 Dealing with Sales Fear  
 Resilience in Sales  
 Mastering Cold Emailing  
 Reducing Sales Friction  
 Automating Sales Processes  
 Designing your Sales Dashboard  
 Pre-Call Preparation & Planning  
 Qualifying Your Lead  
 Discovery: Presenting  
 Follow Up, Follow Up, Follow Up  
 Creating an Ideal Prospect Profile  
 Working your Call List  
 Sending Personalised Emails  
 Video Prospecting  
 Becoming a Subject Matter Expert  
 The Power of Referrals  
 Cross Cultural Negotiations (when Selling)  
 Sales Proposals  
 Sales & Tech Tools  
 The Art of Sales Forecasting  
 Sales Dashboard & Analytics  
 Networking in Sales  
 Time Management in Sales  
 Sales Listening Skills\*\*  
 Creating your Pipeline\*\*  
 Managing your Pipeline\*\*  
 The Sales Pitch\*\*  
 Effective Presentations\*\*  
 Building Benefits\*\*  
 Keeping Prospects Engaged\*\*  
 Closing Difficult Deals\*\*  
 Importance of Sales Feedback\*\*  
 Researching Your Prospect\*\*\*  
 How to Build Rapport\*\*\*  
 Questioning Skills\*\*\*  
 Prioritizing Prospects\*\*\*  
 Obtaining Commitment\*\*\*

## Sales Methodologies

*(Sales and Service)*

NEAT Selling  
 SNAP Selling  
 Challenger Selling  
 Conceptual Selling  
 Approach to Inbound & Outbound Sales  
 Target Account Selling  
 Gap Selling  
 Selling the Proposed Solution\*\*  
 How to sell ethically  
 Virtual Selling

Value-Based Selling  
 Cross-Selling, Upselling & Account Growth

## Sales to Customer Success

*(Sales and Service)*

Defining Customer Success for Sales  
 Collecting Customer Information  
 Managing a Successful Customer Handoff  
 Sales & The Role in Onboarding  
 Time for Renewal

## Strategy Development

*(Business Skills)*

Formulating a Winning Strategy  
 Scenario Planning & Risk Management  
 A Walkthrough of Business Operating Models  
 Business Model Innovation  
 Global & Market Entry Strategies  
 Measuring & Evaluating Strategy Success  
 Crisis Management & Adapting Strategies  
 Strategic Leadership & Strategy Success  
 Integrating Ethics into Strategy Development

## Supply Chain Management

*(Business Skills)*

The Competitive Advantages of Supply Chain Management  
 Transparent Supply Chain Processes  
 Gaining Efficiency: Inventory Management  
 The Role of Logistics  
 Sustainable Supply Chain  
 Workforce Management  
 Supply Chain & Social Responsibility  
 Supply Chain & Risk Management

## Teamwork Essentials

*(Business Skills)*

The Power of Teamworking  
 Setting Common Goals  
 Collaboration  
 Celebrating Differences & Diversity  
 Building Trust & Respect  
 Roles & Responsibilities  
 Communicating Openly  
 Encouraging Different Opinions  
 Dealing with Difficult Personalities  
 Celebrating Success  
 What is a Millennial  
 Communicating with a Millennial  
 Millennials and Technology  
 Training Millennials



## Teamwork Applied

*(Business Skills)*

High-Performing Teams Framework - Forming  
High-Performing Teams Framework - Storming  
High-Performing Teams Framework - Norming  
High-Performing Teams Framework - Performing  
High-Performing Teams Framework - Adjourning

## The Creative Process

*(Leadership)*

Creative Thinking Techniques  
Overcoming Creative Blocks  
Ideation & Generating Concepts  
Creating Content for Impact  
Using Visual Communication to Get Your Point  
User-Centered Design  
Team Creativity & Collaboration  
Ethics & Creativity  
Creativity & Problem-Solving  
The Future of Creativity (AI)

## The Leadership Role Model

*(Leadership)*

Using Humor  
The Power of Patience  
Recognizing & Rewarding Others  
Leading with Empathy  
Knowing when you're wrong  
A Healthy Manager is a Good Manager  
Being Positive  
Leading with Commitment  
Leading with Respect  
Leading with Energy

## Well-being Essentials

*(Personal Development)*

Eating Healthily  
Understanding Emotions  
The Importance of Sleep  
Work / Life Balance  
The Importance of Exercise

Dealing with Stress  
Wellbeing & Productivity  
Kicking Bad Habits  
The Dangers of Sitting Down!  
Promoting Health & Wellbeing at Work

## Work Ethic

*(Human Resources)*

Being Punctual  
Meeting Deadlines  
Multi-tasking & Being Organized  
Self-Management  
Time Management  
Working Under Pressure  
Persistence & Resilience  
Avoiding Distractions  
Staying Motivated  
The Importance of Planning

## Workplace Health

*(Safety and Compliance)*

The Importance of Housekeeping  
Workplace Inspections  
Near Misses and Workplace Safety  
The Role of Hygiene in the Workplace  
Washing your Hands

## Workplace Safety Essentials

*(Safety and Compliance)*

Slips, Trips & Falls  
Use the Handrail  
Cable Management  
Reporting a Hazard  
Manual Handling  
Workstation Ergonomics  
Don't Speed on Site  
Driving & Using Your Phone  
Don't Walk & Text  
Going Remote





## UI / UX

*(Technology)*

- Gamification in UI/UX
- Usability Testing & Research
- Responsive Design
- Interaction & Prototypes
- Emotional Design & User Engagement

## Product Ownership

*(Business Operations)*

- Introduction to Agile and Scrum for Product Owners
- User Story Writing & Product Backlog Management
- UX Design for Product Owners
- Release Planning & Roadmap Management
- Iteration & Minimum Viable Product (MVP)
- Stakeholder Management for Product Owners
- Product Vision & Strategy
- KPIs for Product Owners
- Risk Management in Product Ownership
- Culture of Continuous Improvement

## Quality Management

*(Business Skills)*

- Applying Six Sigma
- Six Sigma - Kaizen
- Six Sigma - Lean
- Six Sigma - DMAIC Process
- Six Sigma - Roles & Responsibilities

## Data Analysis

*(Business Skills)*

- Qualitative Data Collection

## Leadership Essentials

*(Leadership)*

- Agility & Flexibility in Organizations
- Leadership Styles: Dominant
- Leadership Styles: Influencing
- Leadership Styles: Steadiness
- Leadership Styles: Conscientious

Unlocking Team Dynamics through Understanding your Leadership Style

## Compliance Essentials

*(Compliance)*

- Fire Safety & Fire Warden (UK)
- RIDDOR (UK)
- GDPR UK
- Lone Working (UK)
- Safe Use of Work Equipment (PUWER - UK)

## Safeguarding

*(Compliance)*

- Safeguarding for Children
- Safeguarding for Adults
- Safeguarding Culture
- Managing a Safeguarding Disclosure
- Safeguarding & Mental Health

## Financial Conduct Authority (UK)

*(Finance Management)*

- Financial Conduct Authority Overview
- FCA Conduct Risk
- Financial Crimes Prevention: Bribery & AML (UK)
- Introduction to Consumer Duty
- Anti-Bribery (UK)
- Responsible Lending & Affordability
- Anti-Money Laundering (UK)
- Fraud Awareness (UK)
- Financial Sanctions (UK)
- Corporate Governance & CCO (UK)
- Competition Law (UK)

## Employee Life Cycle

*(Human Resources)*

- Transparent Compensation
- Speed to Competency







## Atención al Cliente Aplicado

*(Ventas y Servicio)*

- Utilizar el lenguaje adecuado
- Cómo cultivar la relación con los clientes
- Cómo poner en práctica la positividad
- Cómo lograr la claridad en la comunicación
- Cómo mantener la serenidad

## Atención al Cliente Avanzado

*(Ventas y Servicio)*

- Comprensión de los tipos de clientes (personajes)
- Cómo anticiparse a las necesidades de los clientes
- Coaching de servicio al cliente
- Manejo de los equipos de servicio al cliente a distancia
- Servicio al cliente a través de las redes sociales
- Servicio al cliente personalizado
- Gestión de los clientes de autoservicio
- Empoderamiento del servicio al cliente
- Dar seguimiento y mejora de la experiencia del cliente
- El servicio al cliente no es un centro de costos

## Diversidad e Inclusión

*(Recursos Humanos)*

- Los valores clave de igualdad, diversidad e inclusión
- Prejuicios inconscientes
- Reconocer tus privilegios
- Inclusión de género
- Conciencia e inclusión LGBTQ+
- Tipos de discriminación
- Accesibilidad digital
- Hacer frente a la discriminación
- Cómo convertirte en un líder inclusivo
- El valor de la diversidad y la inclusión en el trabajo

## Fundamentos de Atención al Cliente

*(Ventas y Servicio)*

- Cómo mantener el servicio al cliente en todos los canales de comunicación
- La importancia de la marca
- Relaciones con los clientes
- La lealtad del cliente
- Cómo lograr la resolución de problemas
- Cómo tratar una queja de manera satisfactoria
- Venta cruzada y venta ascendente
- Cumplimiento de las expectativas del cliente
- Tecnología
- Ir más allá del servicio al cliente

## Fundamentos de Liderazgo

*(Liderazgo)*

- Los cuatro tipos de líderes
- Delegación y empoderamiento
- Humildad
- Inteligencia emocional y cultural
- Ser auténtico
- Inspirar a los demás
- Asumir responsabilidad
- Toma de decisiones
- Tener confianza
- Ser valiente

## Fundamentos de Recursos Humanos

*(Recursos Humanos)*

- La importancia de la capacitación
- La adaptación a la innovación
- Gestión del desempeño
- Cómo gestionar los procedimientos disciplinarios
- Gestión y desarrollo de talentos
- Diversidad en el lugar de trabajo
- Acoso y violencia
- Participación del empleado
- Trabajo a distancia y flexible
- RR. HH. para gerentes de otros departamentos



## Fundamentos de Seguridad en el Lugar de Trabajo

*(Seguridad y Cumplimiento)*

Resbalones, tropezones y caídas  
 Usa el pasamanos  
 Organización de cables  
 Informar sobre un peligro  
 Manipulación manual  
 Ergonomía en la estación de trabajo  
 Conduce con prudencia en el sitio de trabajo  
 Conducir y usar tu teléfono  
 No envíes mensajes de texto al caminar  
 La importancia del orden y la limpieza en el trabajo

## Fundamentos de Ventas

*(Ventas y Servicio)*

Habilidades de escucha en ventas  
 Cómo crear tu proceso de ventas  
 Cómo gestionar tu proceso de ventas  
 La presentación de ventas  
 Presentaciones efectivas  
 La venta de la solución propuesta  
 Creación de beneficios  
 Cómo mantener la interacción con los prospectos  
 Cómo cerrar acuerdos difíciles  
 La importancia de compartir comentarios de retroalimentación de ventas

## Habilidades de Ventas Aplicadas

*(Ventas y Servicio)*

Cómo investigar a tu prospecto

Cómo establecer una relación  
 Habilidades para hacer preguntas  
 Priorizando prospectos  
 Obtención de compromiso

## Seguridad Informática

*(Seguridad y Cumplimiento)*

El poder de una contraseña fuerte  
 El peligro de los virus y los programas malignos  
 Protección de tus datos  
 Cómo mantener tu celular seguro  
 Los riesgos del secuestro de datos  
 Seguridad de la red y computación en la nube  
 Fraude electrónico y software antisпам  
 Ingeniería social  
 Ataques al Internet de las cosas  
 Auditorías de cumplimiento y de seguridad informática

## Ventas Avanzadas

*(Ventas y Servicio)*

Afrontar el miedo a las ventas  
 Resiliencia en ventas  
 Cómo acortar tu ciclo de ventas  
 Estrategias de venta - El poder del revendedor  
 Metodologías de ventas: SPIN, SNAP, etc  
 Comprender por qué se pierden los acuerdos  
 Cómo vender de forma ética  
 La inteligencia emocional para el éxito en las ventas  
 Venta virtual  
 Dominar la llamada en frío

\*The content and projected timeline of the scheduled courses are subject to change at any time, without prior notice, may vary and should not be construed as binding.

\*\*Updated version from Sales Essentials Collection

\*\*\*Sales Applied Collection

\*\*\*\*Transfer from other collection

