

Bringing you **the best**
in course content
to help your
teams thrive.





BUSINESS SKILLS

Brain Bites – Business Accounting Basics, Part 1
Brain Bites – Business Accounting Basics, Part 2
Designing Beautiful Documents
Entrepreneurship: The Keys to Business Success
Storytelling in Business
Technical Writing



COMMUNICATION

Brain Bites – Leading Effective Meetings
Brain Bites – Modern Workplace Communication
Brain Bites – Writing Effective Emails
Brain Bites – Empathy: The Key to Active Listening
Engaging Teams Meetings
Hybrid Meetings
Leading Engaging Zoom Meetings
Persuasion: The Art of Communication
Writing in Plain Language
Brain Bites – Let Them Know You're Listening



ANTI-HARASSMENT

Awkward at the Office
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – California Law (AB 1825)
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Connecticut Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Delaware Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Illinois Law (SB 75)
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Maine Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – New York and NYC Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office
(Workplace Harassment) – Employee Edition

Awkward at the Office – California Law (AB 1825)
(Workplace Harassment) – Employee Edition

Awkward at the Office – Connecticut Law
(Workplace Harassment) – Employee Edition

Awkward at the Office – Delaware Law
(Workplace Harassment) – Employee Edition

Awkward at the Office – Illinois Law (SB 75)
(Workplace Harassment) – Employee Edition

Awkward at the Office – Maine Law
(Workplace Harassment) – Employee Edition

Awkward at the Office – New York and NYC Law
(Workplace Harassment) – Employee Edition

Brain Bites – Workplace Violence Prevention
(SB 553) for Employees

Brain Bites – Workplace Violence Prevention (SB 553)
for Plan Builders



DIVERSITY & INCLUSION

Brain Bites – Uncovering Subconscious Bias

An Organizational Guide to Diversity and Inclusion

Brain Bites – Working Across Cultures

Improving Diversity and Inclusion (DEI)
in Your Workplace



CYBERSECURITY

Brain Bites – Cyber Security Awareness: Real Stories
Brain Bites – Staying Safe Online



GDPR

Brain Bites – GDPR Essentials



HEALTH & SAFETY

Brain Bites – Ergonomics Unleashed
Brain Bites – Fire Safety
Brain Bites – Navigating Stress and Anxiety
Brain Bites – Covid-19 and Healthy Workspaces



LEADERSHIP & MANAGEMENT

Stronger Together: Delegation & Task Management
New Manager Starter Kit



MARKETING

Internet Marketing 101
Proofreading
Marketing 101: Top 5 Marketing Mistakes



PERSONAL DEVELOPMENT

Achieving Big Success

Brain Bites – Managing Interruptions and Procrastination

Managing Conflict: Managing Self Motivational Ethics

The Science of Personal Productivity

Time Management Basics

Brain Bites – Prioritizing Tasks



HIPAA

Intro to HIPAA for Covered Entities

Intro to HIPAA for MSP

Intro to HIPAA for Business Associates



WORKPLACE SAFETY

Workplace Safety – Active Shooter



PROJECT MANAGEMENT

Brain Bites – Prioritizing Tasks



SALES AND SERVICE

Competitive Selling

Sales 101: Making Appointments

Virtual Selling

Boosting Your Pipeline with Your CRM



SOFTWARE SKILLS

Advanced QuickBooks (2016)

AI Business Essentials Part 1: ChatGPT

AI Business Essentials Part 2: Microsoft Copilot

Brain Bites – Email Management

Brain Bites – Excel Dynamic Arrays

Brain Bites – Microsoft Loop

Brain Bites – Microsoft Teams Meetings (2023)

Brain Bites – Organizing your Files

Brain Bites – **Secrets of Chats and Conversations in Teams**

Brain Bites – Using Windows 10

Creating Word Templates

Excel – Intro to Power Pivot (2024)

Excel – Power Functions (2024)

Excel – Power Query

Excel Creating Dashboards

Excel Data Analysis with Pivot Tables

Excel for Mac Basics

Excel for Project Management

Excel in 30 Minute: Sorting and Filtering Lists (Intermediate 5 of 11)

Excel in 30 Minutes: Advanced Charting, Trendlines, and Graphics (Intermediate 9 of 11)

Excel in 30 Minutes: Advanced PivotTables and Slicers (Intermediate 11 of 11)

Excel in 30 Minutes: Analyzing Data with Tables and Formatting (Intermediate 7 of 11)

Excel in 30 Minutes: Calculations (Basics 3 of 10)

Excel in 30 Minutes: Conditional Formatting (Basics 7 of 10)

Excel in 30 Minutes: Creating PivotTables (Intermediate 10 of 11)

Excel in 30 Minutes: Customizing Options (Basics 10 of 10)

Excel in 30 Minutes: Entering Data (Basics 2 of 10)

Excel in 30 Minutes: Formatting Cell Contents (Basics 6 of 10)

Excel in 30 Minutes: Getting Started (Basics 1 of 10)

Excel in 30 Minutes: Modifying Worksheets (Basics 4 of 10)

Excel in 30 Minutes: Printing and Page Layout (Basics 8 of 10)

Excel in 30 Minutes: Querying and Subtotals with Lists (Intermediate 6 of 11)

Excel in 30 Minutes: Text and Number Formats (Basics 5 of 10)

Excel in 30 Minutes: Using Named Ranges (Intermediate 1 of 11)

Excel in 30 Minutes: Visualizing Data with Charts (Intermediate 8 of 11)

Excel in 30 Minutes: Working with Date Functions (Intermediate 2 of 11)

Excel in 30 Minutes: Working with Logical Functions (Intermediate 3 of 11)

Excel in 30 Minutes: Working with Text and Math Functions (Intermediate 4 of 11)

Excel in 30 Minutes: Worksheets and Workbooks (Basics 9 of 10)

SOFTWARE SKILLS *(continued)*

Gmail Essentials (2021)
Google Workspace Essentials (2020)
Intro to Chromebooks
Intro to Data Literacy
Intro to HIPAA for Business Associates
Intro to Microsoft 365 (2024)
Learning Excel 2019 – Basics (TOSA)
Learning Excel 2019 – Beginner (TOSA)
Learning Excel 2019 – Expert (TOSA)
Learning Excel 2019 – Productive (TOSA)
Managing Emails in Outlook (Classic)
Mastering Access 2016 – Basics
Mastering Access 2016 – Intermediate
Mastering Excel 2016 – Advanced
Mastering Excel 2016 – Basics
Mastering Excel 2016 – Intermediate
Mastering Excel 2019 – Advanced
Mastering Excel 2019 – Basics
Mastering Excel 2019 – Intermediate
Mastering Excel 2021 – Basics
Mastering Excel 2021 – Beginner
Mastering Excel 2021 – Intermediate
Mastering Excel 365 – Basics (2024)
Mastering Excel 365 – Beginner (2024)
Mastering Excel 365 – Expert (2023)
Mastering Excel 365 – Intermediate (2022)
Mastering Google Drive (2020)
Mastering Microsoft Project 2016 – Part 1
Mastering Microsoft Project 2016 – Part 2
Mastering Microsoft Teams – Basics (2024)
Mastering Microsoft Teams – Bonus Content
Mastering OneNote 2016
Mastering Outlook 2016 – Advanced
Mastering Outlook 2016 – Basics
Mastering Outlook 2016 – Full course
Mastering Outlook 2019
Mastering Outlook 2019 – Advanced
Mastering Outlook 2019 – BASICS
Mastering Outlook 365 – Advanced (2023)
Mastering Outlook 365 – Basics (2024)
Mastering Outlook 365 – Beginner (2024)
Mastering Outlook 365 – Expert (2024)
Mastering Outlook 365 – Intermediate (2023)
Mastering PowerPoint 2016 – Advanced
Mastering Powerpoint 2016 – Basics
Mastering Powerpoint 2016 – Full Course
Mastering PowerPoint 2019
Mastering PowerPoint 2019 – Advanced
Mastering PowerPoint 2019 – BASICS
Mastering PowerPoint 2021 – Beginner
Mastering PowerPoint 2021 – Intermediate
Mastering PowerPoint 365 – Expert (2023)
Mastering PowerPoint 365 – Intermediate (2022)
Mastering QuickBooks Desktop 2018
Mastering QuickBooks Online 2018
Mastering QuickBooks Online – Basics (2021)
Mastering Visio – Intermediate
Mastering Word 2016 – Advanced
Mastering Word 2016 – Basics
Mastering Word 2016 – Intermediate
Mastering Word 2019 – Basics
Mastering Word 2019 – Intermediate
Mastering Word 365 – Basics (2022)
Mastering Word 365 – Beginner (2022)
Mastering Word 365 – Expert (2024)
Mastering Word 365 – Intermediate (2023)
Microsoft 365 Groups Essentials (2021)
Microsoft 365 Sharing Calendars and Email (2022)
Microsoft 365 To Do, Calendar, and People Essentials (2022)
Microsoft Forms Essentials (2022)
Microsoft Planner Essentials (2023)
Microsoft Teams Fundamentals and Best Practices (2024)
Microsoft Teams in 30 Minutes (2021)
Microsoft Teams Shifts (2024)
Microsoft To-Do Essentials (2020)
OneNote for Windows 10 Essentials
Outlook Online Essentials (2020)
Outlook Online in 30 Minutes – Calendars
Outlook Online in 30 Minutes – Email
Power BI Essentials (2024)
Power BI – Using Visuals (2024)
Power Up PowerPoint
Salesforce Essentials
Saving Time in Outlook
Secrets of the Office Guru
SharePoint for Site Owners
SharePoint Online Basics (2024)
Smartsheet Basics
SQL for Non-Technical Users
Think Before You Click
Viva Connections Essentials
Viva Engage Essentials
Viva Insights Essentials
Viva Overview
What's New in Excel 2019?

SOFTWARE SKILLS *(continued)*

Word in 30 Minutes: Adding Text, Printing, and Customizing (Basics 2 of 7)

Word in 30 Minutes: Creating Lists and Tables (Basics 5 of 7)

Word in 30 Minutes: Formatting Text (Basics 3 of 7)

Word in 30 Minutes: Graphics and Page Appearance (Basics 6 of 7)

Word in 30 Minutes: Navigating and Creating Documents (Basics 1 of 7)

Word in 30 Minutes: Preparing to Publish (Basics 7 of 7)

Word in 30 Minutes: Working Efficiently (Basics 4 of 7)

Adobe Acrobat DC Essentials 2016

What's New in Outlook 2019?

What's New in PowerPoint 2019?

Mastering PowerPoint 2021 - Basics

Mastering Word 365 - Advanced (2023)

Microsoft 365 Email Essentials (2021)

Learning Excel 2019 - Advanced (TOSA)

Mastering Excel 365 - Advanced (2023)

Mastering PowerPoint 365 - Beginner (2024)

Mastering PowerPoint 365 - Basics (2024)

Mastering Visio - Basics

Mastering Word 2016 - Full Course

Microsoft 365 Admin Tips and Tricks

Microsoft 365 for New Employees

Microsoft Power Automate - Advanced (2024)

Microsoft Power Automate - Basics (2024)

Microsoft Sway Essentials (2023)

OneDrive Essentials (2024)

OneDrive in 30 Minutes (2024)

Mastering Excel 2016 - Full Course

Network Essentials CompTIA Network Plus

What's New in Word 2019?

Mastering Microsoft 365 (2022) (BB197)

Working with Files in Microsoft 365

Viva Goals Essentials

Microsoft Teams Phone System (2024)

Windows 10 Essentials (2024)

Windows 11 Essentials (2024)

Power BI - Data Modeling (2024)

Mastering PowerPoint 365

Advanced (2023) (BB254)

Brain Bites - Windows 11 Essentials

Mastering Word 2019 - Advanced

FRENCH

Les Essentiels de Viva Insights (BB269)

SPANISH

Bocados de Saber -

Reuniões do Microsoft Teams

Ventas Competitivas

Microsoft 365 Office Essentials (2020) (Spanish)

Bocados de Saber - Gestión del Tiempo

Bocados de Saber -

Reuniones de Microsoft Teams

Bocados de Saber -

Déjales Saber que Estás Escuchando

Bocados de Saber -

Escribiendo Correos Efectivos

Bocados de Saber -

Mantente a Salvo en Línea

Bocados del Saber - Gestión de Emails

Lo Elemental de Microsoft Teams

Lo Elemental de Outlook en la Web (2020)

Lo Elemental de Planner Office 365

Lo Elemental de SharePoint en la Web

Lo Esencial de Viva Insights

Brain Bites - Empatía:

A chave para a Escuta Ativa



BUSINESS SKILLS

Basic Business Skills
 Personal Behaviors and Conduct
 You and Your Boss



COMMUNICATION

Communicating with Others
 Communication Skills for Managers
 Giving Great Feedback



SALES AND SERVICE

Customer Service Basics
 Customer Service Management
 Conducting Great Online Demos and Sales Calls
 Lead Generation- Spears (Outbound Prospecting)
 Lead Generation-Nets (Inbound Marketing)
 Lead Generation-Seeds (Customer Success)
 Predictable Revenue Toolkit



HUMAN RESOURCES

Discussing Total Compensation
 Onboarding New Employees
 Retaining Your Employees
 Stay Interview Toolkit



ANTI-HARASSMENT

Employee and Manager Version

totalView Behavioral Based Interviewing Toolkit
 The Respectful Workplace California
 The Respectful Workplace Canada
 The Respectful Workplace Connecticut
 The Respectful Workplace Delaware
 The Respectful Workplace General
 The Respectful Workplace Illinois
 The Respectful Workplace Maine
 The Respectful Workplace New York
 The Respectful Workplace Washington
 The Respectful Workplace sample
 The Respectful Workplace: Diversity Bundle



LEADERSHIP AND MANAGEMENT

Coaching Career Development
 Building Your Career
 Building Your Leadership Skills
 Building Trust and Respect
 Delegating Work

Bud to Boss

Conflict Management Skills
 Increasing Employee Engagement
 Leadership Essentials
 Leading the Organization Strategy
 Management Essentials
 Managing for Success
 Creating Great Teamwork
 Performance Management and Development Toolkit
 Developing and Coaching Employees
 Recognizing Employees
 Remote Leadership Toolkit
 Supervision Basics



PERSONAL DEVELOPMENT

Developing for Success
 Developing Work Relationships
 How to work successfully from home
 Increasing Your Contribution at Work
 Providing Resources for Success
 Starting a New Job
 Creating Great Work



HEALTH AND SAFETY

Aerosol Transmissible Diseases
 Asbestos Hazard Awareness
 Back Safety and Injury Prevention
 Behavior-Based Safety
 Benzene Safety
 Bloodborne Pathogens (BBP)
 Cardiopulmonary Resuscitation (CPR)
 Chemical Safety
 Chlorine Safety
 Cold Stress
 Cold, Flu, and Transmissible Illness Prevention
 Compressed Gas Safety
 Concrete and Masonry
 Confined Space Entry - Permit Required
 Confined Spaces
 Conveyor Safety
 Crane Safety: Mobile Cranes
 Distracted Driving
 Driver Safety
 Dropped and Fallen Objects
 Earthquake Preparedness
 Electrical Safety: General Awareness
 Electrical Safety: Hazards, Controls, and Best Practices
 Emergency and Fire Preparedness
 Employee Safety Orientation

HEALTH & SAFETY (continued)

Excavation, Trenching, and Shoring Safety
 Eye Safety
 Eyewashes and Safety Showers
 Fatigue and Stress Awareness
 Fire Extinguisher Safety
 Fire Extinguishers: Monthly Inspections
 First Aid - Choking
 First Aid - Environmental Emergencies
 First Aid - Medical Emergencies
 First Aid - Musculoskeletal Injuries
 First Aid - Soft Tissue Injuries
 First Aid Fundamentals
 Flammable Liquid Safety
 Formaldehyde Safety
 Hand and Power Tool Safety
 Hand Safety
 Hazard Communication
 Hearing Conservation
 Heat Stress
 Hot Work
 Hurricane Preparedness
 Hydrogen Sulfide Safety
 Incident Investigation
 Indoor Air Quality
 Industrial Ergonomics
 Intro to Ammonia Hazards
 Intro to Beryllium Hazards
 Intro to Cadmium Hazards
 Intro to Combustible Dust Hazards
 Intro to Hexavalent Chromium Hazards
 Intro to Hydraulic Safety
 Intro to Loading Dock Safety
 Intro to Mold and Mildew Hazards
 Intro to Off-Road Vehicle Safety: ATVs and UTVs
 Intro to Pallet Jack Safety
 Intro to Personal Safety
 Intro to Pressure and Power Washer Safety
 Intro to Safe Material Storage
 Intro to Site Security
 Intro to Skid Steer Loaders
 Intro to Spray Finishing Hazards
 Intro to Utility Cart Safety
 Intro to Wildfire Smoke Safety
 Introduction to Caught In-Between Hazards
 Introduction to OSHA
 Job Safety Analysis
 Laboratory Safety
 Ladder Safety
 Lead Awareness
 Line Breaking
 Lockout Tagout
 Lockout Tagout for Authorized Workers
 Machine Guarding
 Mobile Elevating Work Platforms: Aerial and Scissor
 Lift Safety

Mobile Ladder Safety
 Mosquito, Tick, and Vector-Borne Illnesses
 Muscle Sprains and Strains
 Office Ergonomics
 Office Safety
 OSHA Work-Related Injury and Illness Recordkeeping
 Overhead and Gantry Crane Safety
 PACE Behavioral Driving Large Vehicles
 PACE Behavioral Driving Light Vehicles
 Pandemics: Slowing the Spread
 Passenger Van Driver Safety
 Personal Fall Arrest Systems
 Personal Protective Equipment Fundamentals
 Pipeline Safety
 Power Press Safety
 Powered Industrial Truck Safety
 PPE - Eye and Face Protection
 PPE - Foot Protection
 PPE - Hand Protection
 PPE - Head Protection
 PPE - Hearing Protection
 PPE - Respiratory Protection
 PPE - Water Safety
 PPE courses Learned: One Time Is All It Takes
 Preventing Spills
 Process Safety Management
 Radio Communications
 Respiratory Protection
 Rigging Safety
 Road Rage
 Safe Driving Behavior for Commercial Motor Vehicles (CMVs)
 Safety Audits
 Scaffold Safety
 Silica Hazards
 Slips, Trips, and Falls
 Small Spill Cleanup
 Stairway Hazards
 Static Electricity
 Tornado Preparedness
 Traffic Control (Flagger)
 Valve Safety
 Winter Weather Driving
 Workforce Hazard Recognition
 Workplace Signs, Labels, and Tags
 Workspace Cleanliness
 DOT: Drug and Alcohol Testing for Supervisors -
 Reasonable Suspicion



PROJECT MANAGEMENT

Project Management for Managers
 Meeting Management
 Become a Contributing Project Team Member
 The Kanban Methodology
 The Lean Methodology
 Project Management Lifecycle



BUSINESS SKILLS

- Budget Like a Boss
- Digital Transformation - Change Management Right?
- Hybrid Working 101
- Leadership in a Crisis
- Remote Selling
- Building & Rebuilding trust
- Preparing a Presentation
- Active Listening
- Creating Effective Online Meetings
- Sharing Ideas in Meetings
- The Power of a Strong Network
- Effective Questioning Skills



COMMUNICATION

- Communication Skills
- The Power of Storytelling
- Embrace Conflict



SALES AND SERVICE

- Ability to Admit you Don't Have All the Answers Clear Communication
- Customer Empathy
- Customer Persuasion
- Dealing with Emotional & Angry Customers
- Handling Complaints
- Taking Responsibility
- The Art of Patience
- The Use of Positive Language
- Using Rapport
- Understanding the Customer
- Sector Knowledge (Verticals)
- Building your Brand on LinkedIn
- Maintaining Commitment - Closing the Sale
- Controlling the Conversation



CYBERSECURITY

- Cyberbullying
- Denial of Service Attack
- Email Security
- Phishing
- Spoofing Attacks
- Staying Safe Online
- The GDPR Guru
- The Internet of Things
- Using a Strong Password
- Viruses & Malware
- What is Digital Transformation?
- Phishing (Dutch Translation)
- Phishing (German Translation)
- Phishing (Spanish Translation)
- Phishing (Italian Translation)
- Phishing (French Translation)
- Email Security (Dutch Translation)
- Email Security (German Translation)
- Email Security (Spanish Translation)
- Email Security (Italian Translation)

- Email Security (French Translation)
- GDPR Overview
- Subject Access Requests
- The Role of Data Protection Officers
- Data Handling (Best Practices)
- Data Breaches
- Working Remotely (but Safely)
- Life in the Cloud
- Wi-Fi Security
- Stolen Devices
- Choosing The Right Cloud Vendor
- Disaster Recovery
- Protecting Your Personal Data
- Multifactor & 2F Authentication



FINANCE

- Cash Flow Statement Pro
- Maintaining a Healthy Cash Flow
- P&L Explained
- The Balance Sheet Explained
- Good Governance: Anti Money Laundering & CCOs
- PCI DSS
- Whistleblowing
- Competition Law
- Insider Dealing



HEALTH AND SAFETY

- Abrasive Wheels
- Accident Reporting Training
- Aggression & Violence
- Allergy Awareness
- Asbestos Awareness
- Asbestos Awareness (Refresher)
- Basic Safeguarding Awareness
- CDM Regulations
- Control of Cross Contamination
- Covid-19 Awareness
- Creating a Safeguarding Culture
- Defining Hazard and Risk
- FGM (Safeguarding)
- Fire Safety Awareness
- Fire Safety Awareness (Refresher)
- Fire Warden Awareness
- Food Safety & Hygiene Level 2 (Overview)
- General Workshop Safety Equipment
- Getting In & Out of Buildings
- Good Housekeeping
- Good Premises Management
- Introduction to First Aid
- Introduction to Safe Systems of Work
- Introduction to Working Safely
- Lighting
- Managing a Safeguarding Disclosure
- Noise
- Personal Hygiene in the Workplace
- PPE Essentials
- Protection & Infection Control
- Risk Assessment Training
- Slips, Trips & Falls

HEALTH & SAFETY (continued)

Temperature
 Talking about Men's Mental Health
 The Adventures of the Lone Worker
 The Basics of Manual Handling
 The Basics of Manual Handling (Refresher)
 Working at Height
 Working at Height (Refresher)
 Working with Substances Hazardous to Health
 Understanding & Identifying Patterns of Grooming
 Green Technology & Carbon Zero
 Sharps
 Driving Safely (Including Mobile Devices)
 Winter Weather Awareness
 Waste Management
 The Role of Eco-Innovation
 Office Desk Set Up
 Health Surveillance
 Construction Dust
 Workplace Inspections
 Active Shooter
 Lone Working
 Substance Use Disorder Advice (Signposts)



WELLBEING

Anxiety
 Attachment & Separation Anxiety
 Being Kind to Yourself
 Cognitive Behavioral Therapy (CBT)
 Coping with Isolation
 Crisis Prevention
 Dangers of Night Working
 Dealing with Stress
 Dealing with Suicidal Feelings
 Dealing with Stressful Situations
 Depression & Low Mood
 Drug Abuse Awareness
 Eating Disorders
 Exam Stress
 How to Have a Conversation About Mental Health
 Managing Shift Work
 Mental Health First Aider
 Menopause Awareness at Work
 (Managers and Employees)
 Menopause - Providing Support (for Managers)
 Menopause - Asking for Support (for Employees)
 Neglect
 Panic Attacks
 Paranoia
 Prevent
 Relaxation
 Responding to Difficult Events
 Return to Work 101
 Setting Up Your Home Office
 Self Harm
 Sleep Problems
 Social Media & Self Image
 Social Media, Screens & Teens
 The Importance of Sleep

The Importance of Exercise
 Turn off Work Thoughts during Free Time!
 Types of Abuse
 Warning Signs
 Workplace Mental Health
 Worry & False Thinking
 Creating a Feedback Culture
 I'm Not OK - How to Ask For Help
 The Dangers of Echo Chambers
 Safe Place to Fail - Learning from Mistakes
 I'm Not Ok - Spotting When Team Members Are Struggling
 Safe Place to Fail - Creating a Fail Fast Environment
 Dare to Disagree - Challenge Leadership Constructively
 It's OK To Not Know Everything
 Championing Others
 Addressing a Blame Culture



HUMAN RESOURCES

Bullying (Employees & Managers)
 Conflict Management
 Equality, Diversity & Inclusion
 Recognising Privilege
 Selling Age Restricted Products
 The Four Basics of HR
 Virtual Interviews
 What is a Learning Culture?
 Managing Sickness
 Performance Reviews
 Attracting Great Employees
 Gender Identity in the Workplace
 Microaggressions in the Workplace
 Anti-Racism in the Workplace
 Disability in the Workplace
 Creating a Workplace that Embraces Neurodiversity
 Sexual Harassment in the Workplace
 Recognising a Skill vs Will Performance Issue
 Difficult Conversations
 Interview Skills
 Managing Grievances



LEADERSHIP AND MANAGEMENT

Brexit: Business Leaders FAQ
 Change Management
 Choosing your Leadership Style
 Collaborative Problem Solving
 Creating a Coaching Culture
 Creating a Positive Workplace Culture
 Effective Decision Making
 Emotional Intelligence
 Empathy in the Workplace
 Empowering Others
 How to Encourage Honest Feedback
 How to Have an Honest Conversation
 How to Manage a Toxic Employee
 Improving Mental Health in the Workplace
 Improving Remote Worker Health & Wellbeing
 Inspiring Action

LEADERSHIP & MANAGEMENT (continued)

Leadership During a Pandemic
 Leadership in a Crisis
 Leadership Style: The Big 5
 Starting Out as a Digital Leader
 Successfully Managing a Remote Team
 Supporting Employees with Mental Health Issues
 Targeting and Reducing Workplace Stress
 The Growth Mindset
 The Integrated Psychological Theory of Leadership
 Transformational vs. Transactional Leadership
 Lead with Empathy, not Ego
 Remote Communication
 Supporting your Team
 Understanding Contingency Leadership
 Understanding Employee Engagement
 Understanding Workplace Culture
 What is Agile Leadership?
 What is Digital Leadership?
 What is Mindful Leadership?
 What is Sustainable Leadership?
 You First: Leading From Within
 Motivating your Team
 Avoiding Common Management Mistakes
 Encouraging Employee Engagement
 How Business Leaders Prepare for a Downturn
 Keep it Positive: Your Leadership Mindset
 Maintaining Changes to Workplace Culture
 Non-Verbal Communication: 8 Key Insights
 The Impact of Giving Accountability
 Understanding Stakeholder Management
 What is Authentic Leadership?
 Creativity and Innovation
 Leading Global Teams
 Leading Ethical Decisions
 Performance Improvement Plan (PIP) When is It Needed?
 Giving & Receiving Feedback
 How to Become a Great Coach
 Customer Success Management
 Accountability & Growth Mindset in Coaching
 Providing Structured Coaching Feedback
 Listening, Questioning & Rapport Building in Coaching
 How to Set Coaching Goals
 Coaching Best Practice & The 5 C's

Know your Worth (and ask for it)
 Personal Productivity
 Find your Professional Voice
 Finding your Professional Self
 Building your Personal Brand
 The Power of a Mentor
 Connecting with your Business Goals
 Preparing for 1-2-1's
 Increasing your Influence
 Showcase your Accomplishments
 Strategic Thinking
 Redefine your Personal Average (Overcoming Challenges)
 Speaking up for Yourself
 The Role of Luck (Taking Risks)
 Time Management
 The Power of Passion & Perseverance
 Setting Effective Goals for KPIs
 The Power of Getting to Know Individuals on Your Team
 Running Effective 121's
 Developing Talent
 Being a Leader not a Counselor
 Presenting with Confidence
 Assertiveness
 Mentoring



POLICY AND COMPLIANCE

Computer Workstations (DSE)
 Control of Contractors
 Driver Awareness Training
 Electricity - The Shocking Truth
 Legionnaires' Awareness
 Modern Slavery
 Plant & Machinery
 The Adventures of RIDDOR
 The Adventures of the Lone Worker (Refresher)
 The Ups & Downs of Ladder Safety
 Welfare Facilities
 Working in Confined Spaces
 Working in Confined Spaces (Refresher)
 Dangerous Substances & Explosive Atmospheres
 Hand Arm Vibration (For Employers)
 Heavy Plant - Lift Truck Safety
 Lifting Operations & Lifting Equipment Regulations (LOLER)
 Spill Prevention & Control
 Ransomware
 Recognising the Signs of Abuse
 Social Injustice & The Environment
 The Problem with Plastic



WORKPLACE SAFETY

Workplace recycling (Including Wishcycling)
 Electrical Safety Training
 The Importance of Insurance
 Dealing with Terrorism Threats



PERSONAL DEVELOPMENT

Adaptability & Flexibility
 Ask for Help
 Being your Best Self
 Bring your Whole Self to Work (Authenticity)
 Combatting Imposter Syndrome
 Continuous Learning
 Creative Thinking
 Confidence
 Critical Thinking
 Dare to Disagree
 Don't Fail Fast, Fail Mindfully
 How to Delegate



BUSINESS SKILLS

Adaptability and Flexibility in the Workplace
Administrative Office Procedures Binder
Bookkeeping Basics
Business Acumen
Business Ethics
Business Succession Planning
Business Writing Skills
Cognitive Behavioral Therapy
Collaboration Skills
Communication Skills in the Workplace
Conflict Management Skills
Corporate Training Fundamentals
Creative Problem Solving
Critical Thinking Skills
Data Science Foundations
Decision Making Skills
Empathy in the Workplace
Entrepreneurial Skills
Facilitation Skills
How to Write the Perfect Elevator Pitch
LEAN & Six Sigma Principles
Negotiation Skills
Networking Skills
Office Politics
Organizational Citizenship Behavior
Organizational Skills
Presentation Skills
Soft Skills and Career Success
Strategic Planning
Supply Chain Management
KYC & Client Due Diligence
Regulatory Compliance Basics
Introduction to Safer Recruitment



SALES AND SERVICE

Customer Service Skills
Dealing with Difficult Customers
Lead Generation Strategies
Sales and Selling Skills
Sales Webinars
Telephone Etiquette



CYBERSECURITY

Cyber Security



WELLBEING

Creating a Positive and Healthy Work Environment
Life Hacks for Better Health
Stress Management



HUMAN RESOURCES

Diversity and Inclusion in the Workplace
Conducting Layoffs and Terminations of Employees
Employee Code of Conduct
Employee Discipline
Employee Handbook Fundamentals
Employee Incentives
Employee Motivation
Generation Gaps in the Workplace
Hiring and Outsourcing
Hiring Permanent Virtual Team Members
Hiring Veterans
Talent Management
The Benefits of Vacation for Employers and Employees

Train the Trainer
Workplace Bullying and Harassment
Equal Employment Opportunity (EEO) Compliance
Talent Acquisition Advanced Strategies



LEADERSHIP AND MANAGEMENT

Appreciative Inquiry Model
Budgeting for Managers
Coaching Skills for Managers
Creative Leadership
Creativity and Innovation
Executive Leadership
Followership in Leadership: The Role It Plays
Leadership Communication Skills
Leadership Skills
Management Skills
New Managers Training
Non for Profit Management
Organizational Resilience
Remote Workforce Management
Strategic Thinking
Strong Female Leadership
Supervising Skills
Sustainability, Sustainable Development & Leadership
Team building Skills
Remote Workforce Management
People Management Training
Employee Engagement Fundamentals
Servant Leadership
New Managers Training Program



MARKETING

Consumer Psychology
Digital Marketing Strategy
Marketing Fundamentals



PERSONAL DEVELOPMENT

Advanced Communication Skills
Assertiveness Skills
Attention Management Skills
Becoming More Approachable
Body Language Fundamentals
Career Progression
Career Transition
Constructive Criticism in the Workplace
Cultivating A Growth Mindset
Emotional Intelligence
Event Planning
Goal Setting Fundamentals
Habits of High Performers
Job Hunting & Job Interview Tips
Job Success Tips
Persuasion and Influencing Skills
Positive Thinking and Success
Professional Development Training
Public Speaking Skills
Parenting Skills
Self Awareness
Taking the Initiative at Work
Time Management Skills

INDUSTRY SPECIFIC:

Soft Skills for Doctors
Critical Thinking for Nurses



ANTI-HARASSMENT

Preventing Workplace Harassment – Fundamentals
Preventing Workplace Harassment – Australia
Preventing Workplace Harassment – UK
Preventing Workplace Harassment – Global
Workplace Violence Prevention (California)
Workplace Violence Prevention (NON California)
Bystander Intervention for Chicago (Ihr - CPE/CLE)
Preventing Workplace Harassment – Canada (FR)
Preventing Workplace Harassment – Canada
Preventing Workplace Harassment – Extended
Preventing Workplace Harassment
Advanced Supervisors
Preventing Workplace Harassment
Advanced Construction
Preventing Workplace Harassment
Extended Construction
Preventing Workplace Harassment
Fundamentals Construction
Preventing Workplace Harassment
Advanced Healthcare
Preventing Workplace Harassment
Extended Healthcare
Preventing Workplace Harassment
Fundamentals Healthcare
Preventing Workplace Harassment
Advanced Industrial
Preventing Workplace Harassment
Extended Industrial
Preventing Workplace Harassment
Fundamentals Industrial
Preventing Workplace Harassment
Advanced Restaurant
Preventing Workplace Harassment
Extended Restaurant
Preventing Workplace Harassment
Fundamentals Restaurant
Preventing Workplace Harassment
Advanced Hotel
Preventing Workplace Harassment
Extended Hotel
Preventing Workplace Harassment
Fundamentals Hotel
Preventing Workplace Harassment
Advanced Retail
Preventing Workplace Harassment
Extended Retail
Preventing Workplace Harassment
Fundamentals Retail



CYBERSECURITY

Payment Card Industry (PCI) Data Security Standards
Data Privacy & Information Security
Recognizing and Preventing Phishing Attacks
Protecting Intellectual Property
Global Data Privacy Awareness
Cybersecurity Awareness



DIVERSITY & INCLUSION

Diversity, Inclusion, & Sensitivity in Healthcare
LGBTQ+ Inclusion in Healthcare
Unconscious Bias, Diversity, Equity,
and Inclusion – Managers
Unconscious Bias, Diversity, Equity,
and Inclusion – Employees
DEI: Creating Inclusive Workplaces
Inclusive Management: Managing Diverse Teams
Inclusive Management: Hiring and Onboarding



GDPR

General Data Protection Regulation (GDPR)



HIPAA

Health Insurance Portability & Accountability Act
(HIPAA) – Covered Entities
Health Insurance Portability & Accountability Act
for Texas Regulations (TMPA): Business Associates
Health Insurance Portability & Accountability Act
for Texas Regulations (TMPA): Covered Entities



HUMAN RESOURCES

Fair Labor Standards Act (FLSA)
Family Medical Leave Act (FMLA)
Interview Compliance and Fair Hiring
Microaggressions in the Workplace
Religion, Spirituality and Beliefs: Employees
Religion, Spirituality and Beliefs:
Managers Unconscious Bias
Preventing Bullying in the Workplace
Creating a Positive Work Environment
Avoiding Retaliation
Managing Difficult Employees
Cultural Competency & Humility in Healthcare
Drugs & Alcohol in the Workplace
Family Educational Rights and Privacy Act (FERPA)
Handling Reasonable Accommodations
in the Workplace
Microaggressions in the Workplace in Healthcare

Psychological Safety at Work
Religion, Spirituality and Beliefs in Healthcare:
Employees
Religion, Spirituality and Beliefs in Healthcare:
Managers
Unconscious Bias in Healthcare
Wage and Hour Fundamentals
Interviewing and Hiring Lawfully
Family, Medical and other Protected Leave
Disability, Pregnancy and Religious
Accommodations
Microaggressions and Subtle Acts of Exclusion
CA Wage and Hour Fundamentals



OSHA

Bloodborne Pathogens Awareness and Prevention



POLICY & COMPLIANCE

Americans with Disabilities Act for Managers
Code of Conduct Essentials
Code of Conduct: FAR
Code of Conduct: Healthcare
COVID-19: Returning to the Workplace
Export Controls
Modern Slavery in Supply Chains
Supplier Code of Conduct
Active Shooter Response
Anti-Bribery and Anti-Corruption (FCPA)
Antitrust & Competition Law
Avoiding Insider Trading
California Consumer Privacy Act (CCPA)
Recognizing and Preventing
Human Trafficking for Hotels
Recognizing and Preventing Human Trafficking
Employment Law Essentials for Managers



WELL-BEING

Emotional Wellness
Environmental Wellness
Financial Wellness
Intellectual Wellness
Occupational Wellness
Physical Wellness
Social Wellness
Spiritual Wellness



SPANISH

Preventing Workplace Harassment - Fundamentals
Workplace Violence Prevention (California)
Preventing Workplace Harassment
Advanced Supervisors Gerentes
Preventing Workplace Harassment
Extended
Preventing Workplace Harassment
Advanced Construction
Preventing Workplace Harassment
Extended Construction
Preventing Workplace Harassment
Fundamentals Construction
Preventing Workplace Harassment
Advanced Healthcare
Preventing Workplace Harassment
Extended Healthcare
Preventing Workplace Harassment
Fundamentals Healthcare
Preventing Workplace Harassment
Advanced Industrial
Preventing Workplace Harassment
Extended Industrial
Preventing Workplace Harassment
Fundamentals Industrial
Preventing Workplace Harassment
Advanced Restaurant
Preventing Workplace Harassment
Extended Restaurant
Preventing Workplace Harassment
Fundamentals Restaurant
Preventing Workplace Harassment
Advanced Retail
Preventing Workplace Harassment
Extended Retail
Preventing Workplace Harassment
Fundamentals Retail
Preventing Workplace Harassment
Advanced Hotel
Preventing Workplace Harassment
Extended Hotel
Preventing Workplace Harassment
Fundamentals Hotel



BUSINESS SKILLS

- CI Basics Bundle
- CI Mapping Courses Bundle
- Introduction to Continuous Improvement
- Policy Deployment
- Process Flow Mapping
- QCD Metrics
- Set-Up Improvement
- Standardised Work
- Structured Problem Solving
- Top 10 Continuous Improvement Courses Bundle
- Value Stream Mapping
- Visual Management Systems
- Workplace Organisation Techniques
- Delivering Innovation
- How to Read Financial Reports: A Beginner's Guide
- Kaizen
- Recruitment Strategies for Beginners



LEADERSHIP & MANAGEMENT

- Lean Management
- Change Management: Effective Strategies for Successful Change Management
- Coaching: A Beginner's Guide to Unleashing Potential



SALES & SERVICE

- Mastering Customer Relations and Service Excellence for Business Success



HEALTH AND SAFETY

- Health and Safety Level 1
- Health and Safety Level 2
- Health and Safety Level 3
- COSHH - Control of Substances Hazardous to Health
- Risk Assessment
- Personal Protective Equipment (PPE)
- Personal Safety for Lone Workers
- Abrasive Wheels



WORKPLACE SAFETY

- Fire Safety and Equipment
- Manual Handling



FOOD SAFETY

- Food Allergen Awareness
- Food Hygiene for Catering Level 2
- Food Hygiene for Catering Level 3
- Food Hygiene for Manufacturing Level 2
- Food Hygiene Level 1
- Food Hygiene Level 3 for Manufacturing
- HACCP Level 2
- HACCP Level 3
- Level 2 Food Hygiene and Safety for Retail Course
- Level 3 Food Safety Supervision for Retail Business



CFISA

THE CENTER FOR
INFORMATION SECURITY
AWARENESS



CYBERSECURITY

- Cyber Security Awareness Training - Level I
- Cyber Security Awareness Training - Level II



POLICY AND COMPLIANCE

- PCI Compliance Security Awareness Training - Level I
- PCI Compliance Security Awareness Training Level II
- HIPAA Compliance Security Awareness Training



SOFTWARE SKILLS

Microsoft Access 2019/365 Advanced
 Microsoft Access 2019/365 Beginners
 Microsoft Excel 2019/365 Advanced
 Microsoft Excel 2019/365 Beginners
 Microsoft Excel 2019/365 Mac Beginners
 Microsoft Outlook 2019/365
 Microsoft Power Pivot, Power Query & DAX
 Microsoft PowerPoint 2019/365
 Microsoft Teams
 Microsoft Project for the Web Essential Training
 Advanced PivotTables in Microsoft Excel
 Advanced Data Analytics Using Alteryx
 Microsoft Excel for Business Analysts
 Microsoft Power BI
 Microsoft Project 2019 Advanced
 Microsoft Project 2019 Beginners
 Microsoft Windows 10
 Microsoft Word 2019/365
 QuickBooks 2020 Pro Desktop
 QuickBooks 2021 Pro Desktop
 QuickBooks Online
 Advanced Formulas in Excel
 Introduction to Alteryx
 Introduction to Python
 Macros and VBA for Beginners
 QuickBooks 2019 Pro Desktop
 Introduction to R Programming
 SharePoint Online
 Introduction to Power Automate
 Getting Started in Jira
 Google Sheets for Beginners
 Pivot Tables for Beginners
 Power BI - Beyond the Basics
 Microsoft Windows 11
 Getting Started in Monday.com
 Microsoft Excel 2021 - Beginner Course
 Microsoft Excel 2021 Intermediate Training Course
 Microsoft Excel 2021 Advanced Training
 Introduction to Confluence
 Master Microsoft PowerPoint 2021 the Easy Way
 QuickBooks Desktop 2022
 Tableau Desktop Advanced
 Introduction to Microsoft Word 2021
 Asana for Employees and Managers
 Python Library: Pandas for Beginners
 Financial Risk Management
 Python Object-Oriented Programming
 Master Microsoft Outlook 2021/365
 Microsoft Project 2021 for Beginners: Master the Essentials
 Financial Forecasting and Modeling
 Qlik Sense Advanced Training
 Introduction to Data Analysis with Excel
 Microsoft Access 2021/365 for Beginners
 Introduction to Analytics and Artificial Intelligence
 Introduction to Tableau Desktop
 Gmail for Beginners and Pros
 Dashboards In Excel
 Microsoft 365: The Complete Guide
 Microsoft Excel 365: Ultimate Beginner Guide
 Microsoft Word 365 for Beginners
 Microsoft PowerPoint 365 for Beginners
 Generative AI and Cybersecurity
 Artificial Intelligence Intermediate
 Microsoft Publisher 365 Fundamentals
 Effective Communication Tactics for the Modern Workplace
 Mastering Microsoft 365 SharePoint Online:
 The Essential Guide
 The Accountants Excel Toolkit:
 Mastering Spreadsheets for Financial Excellence
 Microsoft Power BI Essentials



HIPAA

- HIPAA Essentials (Foundation In-Depth)
- HIPAA Essentials (Foundation Overview)
- HIPAA Essentials: Breach Notification Rule (Focus)
- HIPAA Essentials: Privacy Rule (Focus)
- HIPAA Essentials: Protected Health Information (Focus)



BUSINESS SKILLS

- Business Ethics: Sustaining a Responsible Organization (Core Employee)
- Employee Core Competencies: Addressing Ethics & Compliance at Work (Core Employee)
- Manager Core Competencies: Managing Ethics & Compliance at Work (Core Manager)



ANTI-HARASSMENT

- Employee and Manager Version
- Bystander Awareness and Intervention for Chicago
- Campus Aware: Sexual Violence Prevention
- Canada Harassment and Violence at Work
- Harcèlement et violence au travail – Canada
- Illinois Preventing Sexual Harassment for Employees (Condensed)
- Maine Sexual Harassment Training for Employees
- US Workplace Harassment (5th Ed.) Delaware Manager, General)
- US Workplace Harassment (5th Ed.) (Delaware Non-Manager, General)
- US Workplace Harassment (5th Ed.) (Connecticut Non-Manager, General)
- US Workplace Harassment California Manager
- US Workplace Harassment California Non-Manager
- US Workplace Harassment Chicago Manager
- US Workplace Harassment Chicago Non-Manager
- US Workplace Harassment Connecticut Manager (Industrial)
- US Workplace Harassment General Manager
- US Workplace Harassment General Manager (Higher Education)
- US Workplace Harassment General Non-Manager
- US Workplace Harassment Illinois Manager
- US Workplace Harassment Illinois Non-Manager (Industrial)
- US Workplace Harassment Maine Manager
- US Workplace Harassment Maine Non-Manager
- US Workplace Harassment Multi-State 60 (Hospitality)
- US Workplace Harassment New York Manager
- US Workplace Harassment New York Non-Manager
- US Workplace Harassment New York Non-Manager (Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Multi-State 120, Office)
- US Workplace Harassment and Discrimination (6th Ed.) (California Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (California Non-Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (California Non-Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Non-Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Non-Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Non-Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Non-Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Delaware Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (General Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (General Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (General Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (General Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (General Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (General Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (New York Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (New York Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (New York Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (New York Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (New York Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (New York Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Non-Manager, Industrial)

US Workplace Harassment and Discrimination: Healthcare | Multi-State 120

US Workplace Harassment and Discrimination: Hospitality | Multi-State 120

US Workplace Harassment and Discrimination: Industrial | Multi-State 120

US Workplace Harassment Illinois Non-Manager

Workplace Violence Prevention in California



DIVERSITY & INCLUSION

An Introduction to Unconscious Bias

An Introduction to Unconscious Bias (Healthcare Industry)

Diversity, Equity, and Inclusion in Communications

Introduction to Workplace Diversity

Introduction to Workplace Inclusion

Micro-Behaviors and Other Messages

Introduction to Workplace Diversity, Equity, and Inclusion



HUMAN RIGHTS

Human Trafficking Fundamentals (US Government Contractor, Focus)

Human Trafficking: Introduction (US Government Contractor, Focus)

Human Trafficking: The Business Context (US Government Contractor, Focus)

Human Trafficking: The Supply Chain (US Government Contractor, Focus)

Good Practices in Conducting Investigations



WORKPLACE SAFETY

Good Practices in Conducting Investigations



HEALTH & SAFETY

- Accessibility for Ontarians with Disabilities (AODA)
- Accident Investigation
- Annual Safety Review
- Asbestos Controls
- Confined Space Awareness
- CPR/AED Online Awareness Training
- Electrical Safety CSA Z462-08
- Fall Protection Awareness
- Fire Safety
- Hot Work Permits
- Housekeeping
- Ladder and Step Stool Safety (Retail Environments)
- Ladder and Stilt Training
- Ladder Safety
- Lift Truck Pedestrian Safety
- Lockout Tagout Awareness Training
- Naloxone for Opioid Overdoses
- Office Safety
- Preventing Back Injuries and MSD/MSI
- Safety Basics

- Safety Basics for Healthcare
- Silica Awareness Training
- Slips, Trips and Falls Basic Program
- Slips, Trips, and Falls Advanced Program
- Supervisor Awareness
- Traffic Control Awareness
- Transportation of Dangerous Goods by Road (TDG)
- WHMIS
- Work Refusal
- Worker Awareness



HUMAN RESOURCES

- Diversity and Inclusion
- Workplace Violence, Harassment & Bullying



WELL-BEING

- Mental Health Awareness



FRENCH

- SIMDUT

PINKTUM



BUSINESS SKILLS

- Basics of Communication
- Active Listening
- Justification and Persuasion Techniques
- Communicating with Respect and Appreciation
- How Communication Works
- How to Use Questioning Techniques
- The Eight Types of Communicators
- Principles for Effective Knowledge Transfer
- How to Design and Prepare a Training
- Methods of Training
- Managing Groups in a Training
- Methods and Tools for Online Knowledge Transfer
- Moderating Meetings
- Design Thinking
- Agile Project Management: Basics
- Moderating Online Meetings
- Time Management
- Feedback between Colleagues
- Scrum-The Overview
- Working with the Kanban Board

- Developing an Agile Mindset
- Fostering Creativity-Methods for Your Toolbox
- Storytelling within the Company
- Online Negotiations
- Agile Leadership
- Understanding Digitalization
- Working Successfully in Your Home Office
- Self-Motivation
- Basics of Negotiations
- Difficult Negotiations
- Self-Organized Learning
- Learning Strategies-Method Toolbox
- Workout for Your Career
- Talking through Conflict
- Conflict Resolution between Colleagues
- Becoming More Productive and Satisfied at Work
- Overcoming the Digital Information Overload
- Customer Centricity-Understanding, Inspiring and Retaining Customers
- Classic Project Management-Planning Projects Successfully

Unconscious Bias-Recognizing and Reducing Prejudices and Stereotypes
 Resilience-Increasing Your Inner Resilience
 Innovation-Promoting an Innovative Mindset
 Innovation-Methods for the Innovation Process
 Innovation-Needs-Based Development and Testing of Prototypes
 Understanding and Managing Burnout Better
 Stress Management-Mastering Stress Successfully and Calmly
 Presenting-Basics of Professional Presentations
 Intercultural Teams-Basics of Successful Cooperation
 Intercultural Teams-Communicating with Colleagues from Other Cultures
 Arguing and Persuading Using the Five-Sentence Method
 Targeted Networking
 Customer-Oriented Communication on the Phone
 Agile Toolbox for Workshops and Meetings
 Agile Toolbox for Everyday Work
 Big Data-Understanding the World of Data
 The Basics of Lean Management
 Lean Management Advanced Course
 Corporate Sustainability-Social, Economic, and Environmental Responsibility
 Staying Fit and Active on the Job-Working Healthy and Mindful
 Moving into the Age of AI with Confidence
 The Basics of the OKR Method

Change Processes
 Correct Deployment of External Personnel-What Managers Need to Know
 Conducting Termination Meetings
 Lateral Leadership-Leading Effectively Without Being a Supervisor
 Leading and Motivating Employees in Home Office
 The Manager as a Coach
 Leading with Empathy
 Diversity & Inclusion-Facilitating and Promoting Diversity
 Successfully Leading Hybrid Teams
 Transformational Leadership-Motivating and Inspiring Employees
 Female Leadership-Leading Successfully Despite Gender Barriers
 Leading Across Generations
 Actively Reduce Employee Turnover
 Leading by Skill Level: Giving Employees the Best Possible Support



SALES & SERVICE

Identifying Needs
 Building Relationships in Sales
 Making Initial Contact
 Demonstrating Value
 Handling Objections
 Closing the Sale
 Strategic Sales-Basics of Strategic Sales
 Strategic Sales-Strategic Customer Development
 Strategic Sales-Building Relationships



FRENCH

Les bases de la communication
 L'écoute active
 Techniques d'argumentation et de persuasion
 Communiquer avec respect et reconnaissance
 Le fonctionnement de la communication
 Comment utiliser les techniques de questionnement
 Les huit types de communication
 Les fondamentaux d'un transfert de connaissances efficace
 Concevoir et organiser une formation
 Les meilleures méthodes pour les formations en présentiel
 Gérer la dynamique de groupe lors d'une formation
 Méthodes et outils pour le transfert de connaissances en ligne



LEADERSHIP & MANAGEMENT

Motivating Team Members
 Giving Feedback
 Making Good Decisions
 Delegating Tasks
 Situational Leadership®
 New to the Leadership Role
 Conflict Resolution for Managers
 Knowing Team Roles and Making Them Productive
 Manage Team Phases Successfully
 Virtual Teams-Motivation and Trust
 Virtual Teams-Communication
 Intercultural Communication in Teams
 Successfully Structuring Team Development
 Conducting the Interview
 Leadership in Times of Crisis
 Change Management-Successfully Shaping

Motiver les membres d'une équipe	Négocier – Les principes de base
Donner un feedback	Maîtriser les négociations difficiles
Prendre les bonnes décisions	Apprendre par soi-même
Déléguer des tâches	Stratégies d'apprentissage – Ensemble de méthodes
Le leadership situationnel	Résoudre un conflit par la discussion
Premier poste d'encadrement	Résoudre des conflits entre collègues
Résoudre des conflits en tant que manager	Être plus productif et plus heureux au travail
Identifier les besoins	Maîtriser efficacement la surcharge d'informations numériques
Construire des relations avec les clients	L'orientation client – Comprendre les clients, les convaincre et les fidéliser
Établir le premier contact	Diriger avec empathie
Démonstration de l'utilité	Gestion de projets classique -
Gérer les objections	Planifier des projets avec succès
Conclure la vente	Les biais inconscients – Reconnaître et réduire les préjugés et les stéréotypes
Connaître les différents rôles au sein d'une équipe et les rendre productifs	Diversité et inclusion – promouvoir et gérer la diversité
Assurer la gestion des phases d'équipe	Résilience – Renforcer sa capacité de résistance intérieure
Équipes virtuelles – Motivation et confiance	Innovation – encourager un état d'esprit novateur
Équipes virtuelles – Communication	Innovation – Méthodes pour le processus d'innovation
Communication interculturelle au sein d'une équipe	Innovation – Développer et tester des prototypes selon les besoins
Structurer avec succès le développement des équipes	Bien diriger les équipes hybrides
Animer une réunion	Gestion de projet classique
Le Design Thinking	Piloter des projets avec succès
Principes de base de la gestion de projets agiles	Comprendre et surmonter le burn-out
Animer des réunions en ligne	Gestion du stress – maîtriser le stress avec succès et sérénité
Gestion du temps	Le leadership transformationnel
Feedback entre collègues	Motiver et inspirer ses collaborateurs
Scrum – Le sommaire	Présenter de manière professionnelle
Travailler avec le tableau Kanban	Les principes de base
Développer une mentalité agile	Présenter de manière professionnelle un style personnel et souverain
Stimuler la créativité – Les méthodes à connaître	Présenter de manière professionnelle
Mener l'entretien d'embauche	Des présentations en ligne convaincantes
Le storytelling dans l'entreprise	Diriger en fonction des types de personnalité
Leadership en temps de crise	Équipes multiculturelles – Les bases d'une collaboration réussie
Conduite du changement	Équipes multiculturelles – Communiquer avec des collègues d'origines culturelles différentes
Concevoir des processus de changement efficaces	Maîtriser les entretiens difficiles avec ses collaborateurs
Les négociations en ligne	Le leadership féminin – Diriger efficacement en dépit des barrières liées au genre
Le leadership agile	Le réseautage ciblé
Comprendre la numérisation	
Leadership horizontal : diriger avec succès sans occuper une position supérieure	
Diriger et motiver les employés en télétravail	
Être efficace en télétravail	
Se motiver soi-même	
Le manager en tant que coach	

Management agile – Boîte à outils pour les ateliers et les réunions

Management agile – Boîte à outils pour le quotidien professionnel

Le développement durable dans l'entreprise: Travailler avec une conscience sociale, économique et écologique

En pleine forme ! Santé et attention au travail

Entrer avec confiance dans l'ère de l'IA

Big Data – Comprendre l'univers des données

Lean Management – Les principes de base

Lean Management – Niveau avancé

Identifier les besoins

Leadership intergénérationnel

GERMAN

Grundlagen der Kommunikation nach Schulz von Thun

Aktives Zuhören

Wertschätzend kommunizieren

So funktioniert Kommunikation nach Paul Watzlawick

Fragetechniken gezielt einsetzen

Die acht Kommunikationsstile nach Schulz von Thun

Didaktische Grundlagen für die wirksame Weitergabe von Wissen

Trainings vorbereiten und konzipieren

Methodeneinsatz in Präsenztrainings

Gruppen in Präsenzveranstaltungen steuern

Methoden und Werkzeuge der Online-Wissensvermittlung

Mitarbeitende motivieren

Feedback geben

Gute Entscheidungen treffen

Aufgaben delegieren

Führen nach Reifegrad

Neu in der Führungsrolle

Die sechs Strategien der Konfliktlösung

Konfliktarten kennen und erkennen

Konflikte am Arbeitsplatz entschärfen und vermeiden

Das Konfliktgespräch führen

Konfliktmanagement für Führungskräfte

Konfliktlösung unter Kolleg:innen nach dem Harvard-Konzept

Bedarf ermitteln

Beziehung aufbauen im Verkauf

Erstkontakt herstellen

Nutzen argumentieren

Einwände entkräften

Abschlüsse erzielen

Teamrollen kennen und produktiv machen

Teamphasen erfolgreich gestalten

Virtuelle Teams – Motivation und Vertrauen

Virtuelle Teams – Kommunikation

Interkulturelle Kommunikation in Teams

Teamentwicklung erfolgreich gestalten

Meetings moderieren

Design Thinking in der Praxis

Agiles Projektmanagement / Grundlagen

Online-Meetings moderieren

Zeitmanagement

Feedback geben unter Kolleg:innen

Scrum – der Überblick

Kanban – die Methode

Agiles Mindset entwickeln

Kreativitätstechniken – Methodenkoffer

Das Bewerbergespräch führen

Storytelling im Unternehmen

Mitarbeitende führen in der Krise

Change Management – Veränderungsprozesse erfolgreich gestalten

Fremdpersonal richtig einsetzen – Was Führungskräfte wissen müssen

Online-Verhandlungen führen

Agile Führung

Digitalisierung verstehen

Trennungsgespräche führen

Laterale Führung – Erfolgreich führen ohne Vorgesetztenfunktion

Mitarbeitende im Homeoffice führen und motivieren

Erfolgreich arbeiten im Homeoffice

Selbstmotivation

Die Führungskraft als Coach

Professionell verhandeln

Schwierige Verhandlungen führen

Selbstorganisiert lernen

Lernstrategien – Methodenkoffer

Zirkeltraining für die Karriere

Produktiver und zufriedener im Job

Digitale Informationsflut effizient meistern

Customer Centricity – Kundinnen verstehen, begeistern und binden

Führen mit Empathie

Klassisches Projektmanagement – Projekte erfolgreich planen

Unconscious Bias – Vorurteile und Stereotype erkennen und reduzieren

Diversity & Inclusion – Vielfalt führen und fördern

Resilienz – Die innere Widerstandskraft stärken

Innovation – Ein innovatives Mindset fördern

Innovation – Methoden für den Innovationsprozess

Innovation – Prototypen bedarfsgerecht entwickeln und testen

Hybride Teams erfolgreich führen

Klassisches Projektmanagement – Projekte erfolgreich steuern

Burnout besser verstehen und bewältigen

Stressmanagement – Stress erfolgreich und gelassen meistern

Transformationale Führung – Mitarbeitende motivieren und begeistern

Präsentieren – Die Grundlagen

Präsentieren – Persönlich, souverän und professionell

Präsentieren – Überzeugend auftreten im virtuellen Raum

Typgerecht führen

Interkulturelle Teams – Grundlagen der erfolgreichen Zusammenarbeit

Interkulturelle Teams – Kommunikation mit Kolleg:innen aus anderen Kulturen

Argumentieren und Überzeugen mit der Fünfsatztechnik

Überzeugend auftreten – online und in Präsenz

Hybrides Arbeiten: On- und offline punkten

Gespräche mit Mitarbeitenden konstruktiv und nachhaltig führen

Herausfordernde Gespräche mit Mitarbeitenden souverän meistern

Female Leadership – Erfolgreich führen trotz Gender-Barrieren

Strategisches Verkaufen – Grundlagen des strategischen Vertriebs

Strategisches Verkaufen – Die strategische Kundenentwicklung

Strategisches Verkaufen – Beziehungsgestaltung Gezielt netzwerken

Die Grundlagen der OKR-Methode

Kundenorientierte Kommunikation am Telefon

Agile Tool-Box für Workshops und Meetings

Agile Tool-Box für den Arbeitsalltag

Big Data – Die Welt der Daten verstehen

Lean Management – Die Grundlagen

Lean Management für Fortgeschrittene

Purpose – Mit Sinn zum Erfolg

Fluktuation aktiv senken

Bindungskräfte entfalten – Mitarbeitende zu Partnern machen

Nachhaltigkeit im Unternehmen – sozial, ökonomisch und ökologisch arbeiten

E-Trainings erfolgreich im Unternehmen einsetzen

Führen mit Lob – Wertschätzung und Anerkennung zeigen

Fit im Job – Gesund und achtsam arbeiten

Fehlerkultur im Team – Konstruktiv mit Fehlern umgehen

Generationenübergreifend führen und zusammenarbeiten

Mit Selbstvertrauen ins KI-Zeitalter

Employability stärken – Attraktiv für den Arbeitsmarkt bleiben

Probleme lösen – Von der Analyse bis zur Umsetzung

Lernen fördern – Eine Lernkultur im Team etablieren

Lernen lernen: Weiterbildungschancen erkennen und nutzen

Mental Health: Achtsam handeln im Arbeitsalltag

Mental Health: Die psychische Gesundheit der Mitarbeitenden schützen

Praxisorientiertes Prozessmanagement: Die Grundlagen

Führen nach Entwicklungsstand: Mitarbeitende optimal unterstützen

Onboarding: Strategien für gelungenes Einarbeiten

