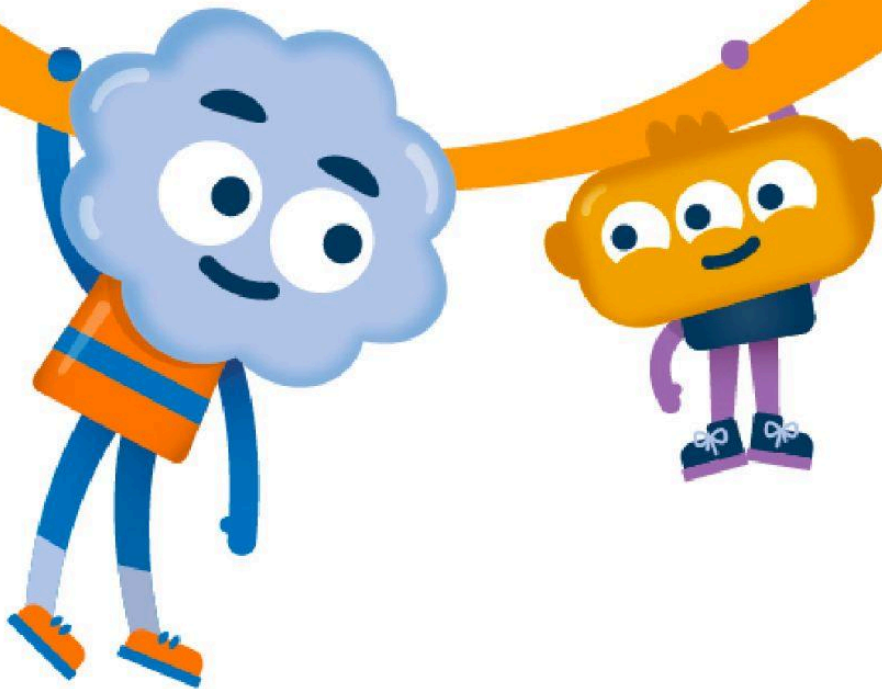


Meet

talent  library™



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

EPIGNOSIS

talent  lms | efront |  talentcards | talent HR



INDEX

In this index you can find the Library categories and the collections that belong to each one.

BUSINESS SKILLS [p3](#)

Business Continuity Applied
Business Continuity
Essentials
Coaching Applied
Coaching Essential
Corporate Ris
Contract Management Essentials
Data Analysis
Digital Transformation
Finance Essentials
Finance Applied
KPIs & OKRs
Marketing Essentials
Marketing Skills Applied
Marketing Skills Mastery4
Mindfulness
Product Teams
Project Management Applied
Project Management Essentials
Project Management Mastery
Quality Management Essentials
Remote Working
Strategy Development
Teamwork Essentials
Teamwork Applied

HUMAN RESOURCES [p5](#)

Company Culture
Diversity & Inclusion
Employee Experience
Employee Onboarding
Employee Retention
Employee Termination
HR Essentials
HR Strategy
Hybrid Working
Learning Essentials
Learning Applied
Mental Health Awareness
Neurodiversity
Nurturing Talent
Recruitment Essentials
Work Ethic
Performance Management

LEADERSHIP [p7](#)

Adaptive Leadership
Business Innovation
Communication Skills
Entrepreneurship
Leadership Essentials
Leadership Tool Kit
Remote Leadership
Safety Leadership

The Creative Process
The Leadership Role Model
Practicing Leadership

PERSONAL DEVELOPMENT [p8](#)

Career Management
Emotional Intelligence
Mastering Happiness
Networking
One-Minute Learning
Online Social Presence
Personal Finances
Presentation Skills
Risk & Uncertainty
Well-being Essentials
Life Skills101

SAFETY AND COMPLIANCE [p9](#)

Compliance Essentials
Cybersecurity
Environment & Sustainability
Financial Compliance
Financial Conduct Authority (UK)
Food Safety Essentials
Food Safety Applied
OSHA-Workplace Safety
Safeguarding
Workplace Health
Workplace Safety Essentials

SALES AND SERVICE [p11](#)

Customer Service Applied
Customer Service Essentials
Customer Service Mastery
Customer Success
Sales Mastery
Sales Methodologies
Sales to Customer Success

SECTOR SPECIFIC [p12](#)

HIPAA Compliance Essentials
Retail Essentials
Retail Applied
Retail Mastery

TECHNOLOGY [p13](#)

Artificial Intelligence Essentials
Coding for Everyone
Design for Everyone
Introduction to Google Suite
Introduction to Microsoft
Software
UI/UX

Coming soon

BUSINESS SKILLS [p14](#)

Corporate Finance
Product Teams

LEADERSHIP [p14](#)

Communication Skills Applied
Risk & Uncertainty

PERSONAL DEVELOPMENT [p14](#)

Wellbeing Essentials

SAFETY AND COMPLIANCE [p14](#)

Environment & Sustainability

SECTOR SPECIFIC [p14](#)

Healthcare Essentials

TECHNOLOGY [p14](#)

IT Skills Essentials

Courses in Spanish

LIDERAZGO [p15](#)

Fundamentos de Liderazgo

RECURSOS HUMANOS [p15](#)

Diversidad e Inclusión
Fundamentos de Recursos
Humanos

SEGURIDAD Y CUMPLIMIENTO [p15](#)

Fundamentos de Seguridad
en el Lugar de Trabajo
Seguridad Informática

VENTAS Y SERVICIO [p15](#)

Atención al Cliente Aplicado
Atención al Cliente Avanzado
Fundamentos de Atención
Al Cliente
Fundamentos de Ventas
Habilidades de Ventas Aplicadas
Ventas Avanzad

You can find all the courses included
in each collection here:

Business Skills

Business Continuity Applied

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

Business Continuity Essentials

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

Coaching Applied

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

Coaching Essentials

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

Corporate Risk

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

Contract Management Essentials

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

Data Analysis

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

Digital Transformation

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

Finance Essentials

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

Finance Applied

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

KPIs & OKRs

How to Write Effective OKRs
KPIs & Employee Performance Management

KPIs & The Golden Thread
Leading & Lagging KPIs
OKRs and Going Beyond Vanity Metric
OKRs - Vision, Planning & Measuring
OKRs vs KPIs
Setting Business KPIs
The Balanced Scorecard
Types of OKRs - Committed & Aspirational

Marketing Essentials

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

Marketing Skills Applied

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

Marketing Skills Mastery

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

Mindfulness

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

New Manager

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

Product Teams

Introduction to Agile and Scrum for Product Teams
User Story Writing & Product Backlog Management
Managing Product Handoffs
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
KPIs for Product Managers

Project Management Applied

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

Project Management Essentials

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

Project Management Mastery

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

Quality Management Essentials

- Quality Assurance
- Quality Control
- Quality Control Planning
- Quality Control vs. Quality Assurance
- Quality Improvement
- Applying Six Sigma
- Six Sigma - Kaizen
- Six Sigma - Lean
- Six Sigma - DMAIC Process
- Six Sigma - Roles & Responsibilities

Remote Working

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

Strategy Development

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

Supply Chain Management

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

Teamwork Essentials

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

Teamwork Applied

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

Human Resources

Recruitment Essentials

- Career Planning
- First Impressions
- Hiring Right, First Time
- Interview Skills
- AI-Powered Recruitment
- Candidate Experience Optimization
- Compliance & Ethics in Recruitment (US Focus)
- Leveraging Analytics for Smarter Hiring Decisions
- Diversity and Inclusion in Recruitment
- Employer Branding & Recruitment Marketing
- Finding the Right Candidates
- Innovative Recruitment Methods
- Interviewing Techniques for Recruiters: Mastering Candidate Assessment
- Strategies for Hiring Top Talent

Company Culture

- Current vs. Future State Mapping
- Early Warning Signs of a Toxic Culture
- Employee Recognition
- How do you Change Culture?
- Leading a Cultural Movement
- Organizational Culture Models
- The Four Types of Company Culture
- The Risk of Echo Chambers
- The Role of Leadership in Company Culture
- The Shadow Organization

Diversity & Inclusion

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

Employee Experience

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

Employee Onboarding

(Employee Life Cycle)

Creating the Best Onboarding Experience*****
 Importance of Onboarding*****
 Onboarding Remote Teams*****
 Speed to Competency

Employee Retention

(Employee Life Cycle)

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

Employee Termination

(Employee Life Cycle)

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

HR Essentials

Adapting to Innovation
 Bullying & Violence
 Flexible & Remote Working
 Handling Disciplinary

HR for Non-HR Managers
 Performance Management
 Talent Management & Development
 The Importance of Training
 Creating a Great Employee Handbook
 Cultural Ambassador: Embedding Culture & Values from Day 1

HR Strategy

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

Hybrid Working

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

Learning Essentials

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

Learning Applied

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

Mental Health Awareness

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

Neurodiversity

Building an Inclusive Recruitment Process
 Introduction to Neurodiversity

Neurodiversity Awareness
Neurodiversity in the Workplace
Recognizing the Value of Neurodiverse

Nurturing Talent

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

Recruitment Essentials

Career Planning
First Impressions
Hiring Right, First Time
Interview Skills

Work Ethic

Avoiding Distractions
Being Punctual
Meeting Deadlines
Multi-tasking & Being Organized
Persistence & Resilience
Self-Management
Staying Motivated
The Importance of Planning
Time Management
Working Under Pressure
Fine-Tuning Timeboxing
Introduction to Timeboxing
Sustaining the Habit of Timeboxing
Timeboxing Mastery
Timeboxing Strategies

Performance Management

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

Leadership

Adaptive Leadership

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

Business Innovation

Being Adaptable
Being Resourceful
Creative Thinking
Critical Observation
Dealing with Uncertainty
Driving Innovation
Problem-Solving
The 7 Skills of Critical Thinking
The Power of Analysis
Thinking Logically
Complex Problem-Solving: Problem-Solving Techniques
Complex Problem-Solving: Definition & Framing
Complex Problem-Solving: Root Cause Analysis
Complex Problem-Solving: Scenario Planning & Analysis
Complex Problem-Solving: Systems Thinking

Communication Skills

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

Entrepreneurship

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

Leadership Essentials

Being Authentic
Being Brave
Being Confident
Delegation and Empowerment
Emotional & Cultural Intelligence
Humility
Inspiring Others
Making Decisions
Taking Accountability
The Four Types of Leader
Agility & Flexibility in Organizations
Leadership Styles: Dominant
Leadership Styles: Influencing

Leadership Styles: Steadiness
 Leadership Styles: Conscientious
 Unlocking Team Dynamics through Understanding your Leadership Style

Leadership Tool Kit

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

Practicing Leadership

Applying Emotional Intelligence
 Developing a High-Performing Team
 Giving Someone the Confidence to Lead
 Helping a Team Member Embrace Change
 Making the Right Decision for Long-Term Success
 Managing a Team Conflict Effectively
 Motivating a Disengaged Team
 Navigating a Difficult Conversation
 Rewarding Team Members' Achievements
 Taking accountability for your actions

Remote Leadership

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

Safety Leadership

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

The Creative Process

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

The Leadership Role Model

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

Personal Development

Career Management

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

Emotional Intelligence

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

Life Skills 101

How can I plan for my retirement?
 How can I reduce my carbon footprint?
 How can I spot fake news?
 How do I budget properly?
 How do I make a good first impression?
 How do I negotiate the best deal?
 How do I stop smoking?
 How do I write a cover letter?
 What are the basics of investing?
 What are the basics of nutrition?

What do I look for when buying a car?
 What is a digital detox?
 What is digital currency?
 Why should I have insurance?
 Why should I put savings aside?

Mastering Happiness

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

Networking

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

One-Minute Learning

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

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

Personal Finances

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

Presentation Skills

Becoming a Master Orator
 Dealing with Nerves
 Power Posing
 Presentations & The Magic of Stories
 Presenting with Power: Hints & Tips
 Setting up for Successful Presentations
 Structuring your Presentations
 The Art of Breathing

Using Positive Visualization
 What makes a good Presentation?

Risk & Uncertainty

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

Well-being Essentials

Dealing with Stress
 Eating Healthily
 Kicking Bad Habits
 Promoting Health & Wellbeing at Work
 The Dangers of Sitting Down!
 The Importance of Exercise
 The Importance of Sleep
 Understanding Emotions
 Wellbeing & Productivity
 Work / Life Balance

Safety and Compliance

Compliance Essentials

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

Return-to-Work Compliance
 Return-to-Work Compliance
 Sexual Harassment
 Sexual Harassment
 Sexual Harassment - Employer Version
 Sexual Harassment - Employer Version
 Whistleblowing
 Whistleblowing
 Whistleblowing - The Business Version
 Whistleblowing - The Business Version
 Modern Slavery
 Fire Safety & Fire Warden (UK)
 RIDDOR (UK)

Cybersecurity

Application Security Vulnerabilities
 Choosing a Cloud Vendor
 Coding & Cybersecurity
 Covert Crypto Mining
 Cybersecurity & Your Supply Chain
 Data Breaches
 Data Protection
 GDPR
 How to work well with your IT Teams
 Identity Theft
 Incident Management & Response
 Information Security
 Information Security & Governance
 Internet of Things Attacks
 IT Disaster Recovery & Fallback
 Keeping Your Data Safe
 Keeping Your Mobile Safe
 Network Security & Cloud Computing
 Password Management Applied
 PCI DSS (Payment Card Compliance)
 Penetration Testing
 Phishing & Anti-Spam Software
 Responding to a Cyber Ransom
 Secure Remote Working
 Security & Compliance Audits
 Security Doesn't Stop at Work
 Social Engineering
 The Basics of Cryptography
 The Danger of Viruses & Malware
 The Power of a Strong Password
 The risks of public WiFi and the use of VPNs
 The Risks of Ransomware
 The Risks of Shadow IT
 The Use of Passwordless Authentication
 Threat Monitoring
 Threat Surveillance (24/7 Monitoring)
 Types of VPNs
 Use of External Drives
 Wi-Fi Security
 Automation & Integration
 Cybersecurity
 Cybersecurity & HR
 Physical Security

Secure File Sharing
 Security & AI
 Social Media Security Awareness
 Using Open Source tools securely

Environment & Sustainability

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

Financial Compliance

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

Financial Conduct Authority (UK)

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

Food Safety Essentials

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

Food Safety Applied

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

OSHA-Workplace Safety

Asbestos Hazard Management
 Basic Respiratory Protection
 Bloodborne Pathogens

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

Safeguarding

Safeguarding for Children (UK)
 Safeguarding for Adults (UK)
 Safeguarding Culture (UK)
 Managing a Safeguarding Disclosure (UK)
 Safeguarding & Mental Health in Young People (UK)

Workplace Health

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

Workplace Safety Essentials

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

Sales and Service

Customer Service Applied

Achieving Clarity
 Customer Service & Cultural Awareness
 Maintaining Composure

Nurturing Customer Relationships
 Practicing Positivity
 Using the Right Language

Customer Service Essentials

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

Customer Service Mastery

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

Customer Success

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

Sales Mastery

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

Sales Methodologies

Approach to Inbound & Outbound Sales
 Challenger Selling
 Conceptual Selling
 Cross-Selling, Upselling & Account Growth
 Gap Selling
 How to sell ethically
 NEAT Selling
 Selling the Proposed Solution**
 SNAP Selling
 Target Account Selling
 Value-Based Selling
 Virtual Selling

Sales to Customer Success

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

Sector Specific

Healthcare Essentials

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

HIPAA Compliance Essentials

Common HIPAA Privacy Violations in the Workplace
 Introduction to the HIPAA revenue cycle
 Protected Health Information
 What are the HIPAA rules?
 What is HIPAA compliance?
 Being a HIPAA-Compliant Employee
 HIPAA & Cybersecurity
 Patient Rights
 The HIPAA Privacy Rule
 The HIPAA Security Rule

Retail Essentials

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

Retail Applied

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

Retail Mastery

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

Technology

Artificial Intelligence Essentials

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

Coding for Everyone

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

Design for Everyone

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

Introduction to Google Suite

Google Suite Overview & Google Calendar

Introduction to Gmail
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 Drive
Introduction to Google Meet
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 Microsoft Software

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

UI/UX

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

Coming soon

Business Skills

Corporate Finance

Foundations of Corporate Finance: Principles & Practice
Mergers, Acquisitions & Restructuring
Capital Structure & Corporate Funding Strategies
Corporate Valuation Methods
Financial Leadership for Board Members

Product Teams

Structuring Your Product Team
Gathering Effective Feedback
Growth Product Management
Feature Product Management
Technical Product Management

Leadership

Communication Skills Applied

Negotiation: Foundations & Psychology
Advanced Negotiation Techniques
Persuasion
Cultural Competence

Risk & Uncertainty

Data Driven Decision-Making

Personal Development

Wellbeing Essentials

Social Connections
Environmental Wellbeing
Maintaining Healthy Business Relationships
Managing Life Transitions
Health Literacy
Authentic Positivity
The Benefits of Volunteering
Creative Expression & Well-being
Managing Anxiety
How to Do a Digital Detox

Safety and Compliance

Environment & Sustainability

The Circular Economy (for the Employee)
Water Conservation
Techniques for Waste Reduction

Renewable Energy
The Role of Biodiversity
Environmental Management Systems (EMS)
Eco-Friendly Office Practices
Green Fleet Management
Reducing the Use of Plastics
CSR & Sustainability Reporting

Sector Specific

Healthcare Essentials

Principles of Public Health & Health Promotion
Identifying & Preventing Healthcare Fraud
Introduction to Healthcare Informatics
Patient-Centered Care
Healthcare Quality Improvement

Technology

IT Skills Essentials

Excel: Statistical Analysis
Excel: Advanced Formulas & Functions (Part 2)
Excel: Macros & VBA Programming
Excel: Data Visualization & Dashboarding
Excel: Data Validation & Protection
Excel: Data Import & Export
Excel: Collaboration & Sharing
Excel: Integration with Other Tools
Excel: Scenario Analysis & What-If Analysis
Excel: Custom Templates & Add-Ins

Courses in Spanish

Liderazgo

Fundamentos de Liderazgo

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

Recursos Humanos

Diversidad e Inclusión

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

Fundamentos de Recursos Humanos

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

Seguridad y Cumplimiento

Fundamentos de Seguridad en el Lugar de Trabajo

Conduce con prudencia en el sitio de trabajo
 Conducir y usar tu teléfono
 Ergonomía en la estación de trabajo
 Informar sobre un peligro

La importancia del orden y la limpieza en el trabajo
 Manipulación manual
 No envíes mensajes de texto al caminar
 Organización de cables
 Resbalones, tropezones y caídas
 Usa el pasamanos

Seguridad Informática

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

Ventas y Servicio

Atención al Cliente Aplicado

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

Atención al Cliente Avanzado

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

Fundamentos de Atención Al Cliente

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

Fundamentos de Ventas

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

Habilidades de Ventas Aplicadas

- Cómo establecer una relación
- Cómo investigar a tu prospecto
- Habilidades para hacer preguntas
- Obtención de compromiso
- Priorizando prospectos

Ventas Avanzadas

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

*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