

# 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  
Business Innovation  
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](#)

Recruitment Essentials  
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  
Communication Skills  
Entrepreneurship  
Leadership Essentials

Leadership Tool Kit  
Remote Leadership  
Safety Leadership  
The Creative Process  
The Leadership Role Model

### **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

### **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** [p12](#)

Artificial Intelligence Essentials  
Coding for Everyone

Design for Everyone  
Introduction to Google Suite  
Introduction to Microsoft Software  
UI/UX

*Coming soon*

### **HUMAN RESOURCES** [p13](#)

Recruitment Essentials  
Work Ethic

### **LEADERSHIP** [p13](#)

Business Innovation  
Practicing Leadership

### **PERSONAL DEVELOPMENT** [p14](#)

Life Skills 101

### **SAFETY AND COMPLIANCE** [p14](#)

HIPAA Compliance Essentials

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

### 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

### 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 of Analyzing Qualitative & Quantitative 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 Metrics  
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 Teamworking  
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

### 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 Disciplinaries  
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 for 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

## 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?

### 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

## 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?

## 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?

### 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*

## Human Resources

### Recruitment Essentials

AI-Powered Recruitment  
Candidate Experience Optimization  
Compliance & Ethics in Recruitment (US Focus)  
Data-Driven Recruitment: 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 the Art of Candidate Assessment  
Strategies for Hiring Top Talent

### Work Ethic

Fine-Tuning Timeboxing  
Introduction to Timeboxing  
Sustaining the Habit of Timeboxing  
Timeboxing Mastery  
Timeboxing Strategies

## Leadership

### Business Innovation

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

### 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



## Personal Development

### 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?

## Safety and Compliance

### HIPAA Compliance Essentials

Being a HIPAA-Compliant Employee  
HIPAA & Cybersecurity  
Patient Rights  
The HIPAA Privacy Rule  
The HIPAA Security Rule

\*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