



# Meet TalentLibrary™

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

**EPIGNOSIS**

talent  lms efront  talentcards

## Adaptive Leadership

*(Leadership)*

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

## Artificial Intelligence Essentials

*(Technology)*

What is Artificial Intelligence?  
 What is Machine Learning?  
 Deep Reinforcement Learning  
 Harnessing the Power of AI  
 Ethics & Artificial Intelligence

## Business Innovation

*(Business Skills)*

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

## Business Continuity Essentials

*(Business Skills)*

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

## Business Continuity Applied

*(Business Skills)*

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

## Career Management

*(Personal Development)*

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

## Coaching Essentials

*(Business Skills)*

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

## Coaching Applied

*(Business Skills)*

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

## Coding for Everyone

*(Technology)*

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



## Company Culture

*(Human Resources)*

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

## Compliance Essentials

*(Safety and Compliance)*

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

## Communication Skills

*(Leadership)*

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

## Contract Management Essentials

*(Business Skills)*

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

## Corporate Risk

*(Business Skills)*

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

## Customer Service Applied

*(Sales and Service)*

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

## Customer Service Essentials

*(Sales and Service)*

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



## Customer Service Mastery

*(Sales and Service)*

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

## Customer Success

*(Sales and Service)*

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

## Cybersecurity

*(Safety and Compliance)*

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



## Data Analysis

*(Business Skills)*

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

## Design for Everyone

*(Technology)*

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

## Digital Transformation

*(Business Skills)*

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

## Diversity & Inclusion

*(Human Resources)*

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

## Emotional Intelligence

*(Personal Development)*

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

## Employee Experience

*(Human Resources)*

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

## Employee Onboarding

*(Human Resources/Employee Life Cycle)*

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

## Employee Retention

*(Human Resources/Employee Life Cycle)*

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



## Employee Termination

*(Human Resources)*

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

## Entrepreneurship

*(Leadership)*

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

## Environment & Sustainability

*(Safety and Compliance)*

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

## Finance Essentials

*(Business Skills)*

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

## Finance Applied

*(Business Skills)*

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

## Financial Compliance

*(Safety and Compliance)*

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

## Food Safety Essentials

*(Safety and Compliance)*

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

## Food Safety Applied

*(Safety and Compliance)*

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

## Healthcare Essentials

*(Healthcare)*

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

## HIPAA Compliance Essentials

*(Sector Specific)*

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





## HR Essentials

*(Human Resources)*

The Importance of Training  
 Adapting to Innovation  
 Performance Management  
 Handling Disciplinarys  
 Talent Management & Development  
 Bullying & Violence  
 Flexible & Remote Working  
 HR for Non-HR Managers

## HR Strategy

*(Human Resources)*

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

## Hybrid Working

*(Human Resources)*

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

## Introduction to Google Suite

*(Technology)*

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

## Introduction to Microsoft Software

*(Technology)*

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

## KPIs & OKRs

*(Business Skills)*

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

## Leadership Essentials

*(Leadership)*

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



## Leadership Tool Kit

*(Leadership)*

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

## Learning Essentials

*(Human Resources)*

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

## Learning Applied

*(Human Resources)*

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

## Marketing Essentials

*(Business Skills)*

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

## Marketing Skills Applied

*(Business Skills)*

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

## Marketing Skills Mastery

*(Business Skills)*

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

## Mastering Happiness

*(Personal Development)*

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

## Mental Health Awareness

*(Human Resources)*

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





## Mindfulness

*(Business Skills)*

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

## Networking

*(Personal Development)*

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

## Neurodiversity

*(Human Resources)*

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

## Nurturing Talent

*(Human Resources)*

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

## One-Minute Learning

*(Personal Development)*

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

## Online Social Presence

*(Personal Development)*

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

## OSHA-Workplace Safety

*(Safety and Compliance)*

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

## Performance Management

*(Human Resources)*

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





## Retail Applied

*(Sector Specific)*

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

## Retail Mastery

*(Sector Specific)*

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

## Risk & Uncertainty

*(Personal Development)*

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

## Safety Leadership

*(Leadership)*

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

## Sales Mastery

*(Sales and Service)*

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



## Sales Methodologies

*(Sales and Service)*

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

## Sales to Customer Success

*(Sales and Service)*

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

## Strategy Development

*(Business Skills)*

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

## Teamwork Essentials

*(Business Skills)*

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

## Teamwork Applied

*(Business Skills)*

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

## The Creative Process

*(Leadership)*

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

## The Leadership Role Model

*(Leadership)*

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

## Well-being Essentials

*(Personal Development)*

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



## Work Ethic

*(Human Resources)*

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

## Workplace Health

*(Safety and Compliance)*

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

## Workplace Safety Essentials

*(Safety and Compliance)*

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





## Artificial Intelligence Essentials

*(Technology)*

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

## Cybersecurity

*(Safety and Compliance)*

- Physical Security Security & AI
- Automation & Integration
- Using Open Source tools securely
- Cybersecurity & HR
- Secure File Sharing
- Social Media Security Awareness

## HR Essentials

*(Human Resources)*

- Creating a Great Employee Handbook
- Cultural Ambassador: Embedding Culture

## Compliance Essentials

*(Safety and Compliance)*

- Modern Slavery

## New Manager

*(Business Skills)*

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

## Supply Chain Management

*(Business Skills)*

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

\*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

