Meet TalentLibrary™

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

EPIGNOSIS

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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

Coaching Essentials

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

Coaching Applied

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

Coding for Everyone

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

Compliance Essentials

(Safety and Compliance)

Equality and Diversity
Sexual Harassment
Fire Safety Awareness
Drug and Alcohol Abuse
Anti-Bribery Practices
Anti-Money Laundering
Active Shooter
Code of Conduct
Whistleblowing
Conflict of Interest
Sexual 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)

Creating the Best Onboarding Experience
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 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 Disciplinaries
Talent Management & Development
Bullying & Violence
Employee Engagement
Flexible & Remote Working
HR for Non-HR Managers

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
Learning & Employee Engagement
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 Pyschological 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

Performance Management

(Human Resources)

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

Personal Finances

(Personal Development)

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

Presentation Skills

(Personal Development)

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

Project Management Applied

(Business Skills)

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

Project Management Essentials

(Business Skills)

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

Project Management Mastery

(Business Skills)

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

Quality Management Essentials

(Business Skills)

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

Recruitment 101 Essentials

(Human Resources)
Interview Skills
First Impressions
Career Planning
Hiring Right, First Time
Importance of Onboarding

Remote Leadership

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

Remote Working

(Business Skills)

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

Retail Essentials

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

Retail Applied

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

Retail Mastery

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

Risk & Uncertainty

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

Safety Leadership

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

Sales Mastery

(Sales and Service)

Shortening your Sales Cycle
Sales Strategies - The Power of Resellers
Understand why Deals are Lost
Emotional Intelligence for Sales Success
Mastering Cold Calling
Dealing with Sales Fear
Resilience in Sales
Mastering Cold Emailing
Reducing Sales Friction
Automating Sales Processes
Designing your Sales Dashboard
Pre-Call Preparation & Planning
Qualifying Your Lead
Discovery: Presenting
Follow Up, Follow Up, Follow Up
Creating an Ideal Prospect Profile
Working your Call List
Sending Personalised Emails
Video Prospecting
Becoming a Subject Matter Expert
The Power of Referrals
Cross Cultural Negotiations (when Selling)
Sales Proposals
Sales & Tech Tools
The Art of Sales Forecastsing
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

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 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

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

Career Transition

(Human Resources)

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

Employee Retention

(Human Resources)

Understanding Employee Needs & Motivation
Recognition & Reward
Employee Incentive Programs
Building Employee Resilience
Monitoring & Measuring Retention Efforts

HR Strategy

(Human Resources)

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

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

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)

OSHA - Workplace Safety

(Safety and Compliance)

Forklift Truck Safety
Asbestos Hazard Management
Safety Audits
Incident Investigation
Hand & Power Tools

COURSES IN SPANISH

Atención al Cliente Aplicado

(Ventas y Servicio)

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

Atención al Cliente Avanzado

(Ventas y Servicio)

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

Diversidad e Inclusión

(Recursos Humanos)

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

Fundamentos de Atención al Cliente

(Ventas y Servicio)

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

Fundamentos de Liderazgo

(Liderazgo)

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

Fundamentos de Recursos Humanos

(Recursos Humanos)

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

Fundamentos de Seguridad en el Lugar de Trabajo

(Seguridad y Cumplimiento)

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

Fundamentos de Ventas

(Ventas y Servicio)

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

La importancia de compartir comentarios de retroalimentación de ventas

Habilidades de Ventas Aplicadas

(Ventas y Servicio)

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

Seguridad Informática

(Seguridad y Cumplimiento)

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

Ventas Avanzadas

(Ventas y Servicio)

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