



Descubre TalentLibrary™

Una colección* creciente de cursos listos para usar que cubre las habilidades que tu equipo necesita para **triunfar en el trabajo**

EPIGNOSIS

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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
 Consciencia 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 antisпам
- 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





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

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

(Personal Development)

- 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

Customer Service Applied

(Sales and Service)

- Using the Right Language
- Nurturing Customer Relationships
- Practicing Positivity
- Achieving Clarity
- Maintaining Composure

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
- Technology
- Going beyond Customer Service

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



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

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

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 Disciplinarys
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 Excel

(Technology)

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

(Technology)

Introduction to Word - Basic Navigation
Introduction to Word - Formatting Text (Part 1)
Introduction to Word - Formatting Text (Part 2)
Introduction to Word - Basic Navigation (Part 3)
Introduction to Word - Inserting Objects
Introduction to Word - Page Layouts, Review & Comment

Introduction to PowerPoint

(Technology)

Introduction to PowerPoint - Basic Navigation
Introduction to PowerPoint - Working with Templates
Introduction to PowerPoint - Inserting Objects
Introduction to PowerPoint - Tables & Charts

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

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

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

Mastering Happiness

(Personal Development)

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

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

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

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

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

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

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 Skills Applied

(Sales and Service)

Researching Your Prospect
How to Build Rapport
Questioning Skills
Prioritizing Prospects
Obtaining Commitment



Sales Essentials

(Sales and Service)

Sales Listening Skills
 Creating your Pipeline
 Managing your Pipeline
 The Sales Pitch
 Effective Presentations
 Selling the Proposed Solution
 Building Benefits
 Keeping Prospects Engaged
 Closing Difficult Deals
 Importance of Sharing Sales Feedback

Sales Mastery

(Sales and Service)

Shortening your Sales Cycle
 Sales Strategies - The Power of Resellers
 Sales Methodologies
 Understand why Deals are Lost
 How to sell ethically
 Emotional Intelligence for Sales Success
 Virtual Selling
 Mastering Cold Calling
 Dealing with Sales Fear
 Resilience in Sales
 Mastering Cold Emailing
 Value-Based Selling
 Reducing Sales Friction
 Automating Sales Processes
 Designing your Sales Dashboard
 Cross-Selling, Upselling & Account Growth

Situational Leadership

(Leadership)

Situational Leadership - Telling Leaders
 Situational Leadership - Selling Leaders
 Situational Leadership - Participating Leaders
 Situational Leadership - Delegating Leaders
 Practicing Situational Leadership

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





IT Skills Essentials

(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 Outlook
 Introduction to Microsoft OneDrive

Design for Everyone

(Technology)

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

Marketing Skills Mastery

(Business Skills)

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

Contract Management Essentials

(Business Skills)

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

Quality Management Essentials

(Business Skills)

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

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

