



Meet TalentLibrary™

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



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

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



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 Excel - 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

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 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

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





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





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

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