



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

Business Innovation

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

Coaching Essentials

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

Compliance Essentials

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

Communication Skills

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

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

Customer Service Essentials

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

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

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

Data Analysis

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

Digital Transformation

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

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

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 Termination

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

Entrepreneurship

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

Finance Essentials

The Basics of Financial Management
The Flow of Money
Key Financial Statements
The Importance of Cash Flow
The Value of Budgeting

HR Essentials

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

Leadership Essentials

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

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

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

Marketing Essentials

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

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

Mindfulness

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

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

Online Social Presence

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)

Personal Finances

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

Presentation Skills

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

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

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

Project Management Mastery

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

Recruitment 101 Essentials

Interview Skills
 First Impressions
 Career Planning
 Hiring Right, First Time
 Importance of Onboarding

Retail Essentials

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)

Sales Skills Applied

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

Sales Essentials

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

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 & Cold Emails
 Dealing with Sales Fear
 Resilience in Sales

Teamworking Essentials

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

The Leadership Role Model

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

Wellbeing Essentials

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

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

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

Workplace Safety Essentials

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





Adaptive Leadership (winter 2021)

- What is Adaptive Leadership?
- Using Authority & Power (Taking Chances)
- Mobilizing Responsibility across Boundaries
- Learning through Self-Correction
- Building a Culture of Adaptability

Artificial Intelligence Essentials

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

Finance Essentials (winter 2021)

- Vulnerable Customers & Finance
- Finance & Risk Management
- The Basics of Accounting
- Financial Ratios
- Financial KPIs - Measuring Performance

Food Safety Essentials (winter 2021)

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

Mastering Happiness (winter 2021)

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

Nurturing Talent (winter 2021)

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

Remote Leadership (winter 2021)

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

Risk & Uncertainty(winter 2021)

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

Safety Leadership (winter 2021)

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

Situational Leadership (winter 2021)

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

*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

