



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

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



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

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

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 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

Workplace Health

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





Customer Service Mastery (fall 2021)

- 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

Employee Termination (fall 2021)

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

Mindfulness (fall 2021)

- 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 (fall 2021)

- 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 (fall 2021)

- 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)

Sales Mastery (fall 2021)

- 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

*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

