Meet TalentLibrary™

A growing collection* of ready-made courses that cover the soft skills your teams need for success at work
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 & Diversity
Sexual Harassment
Fire Safety Awareness
Drug & Alcohol Abuse
Anti-Bribery Practices
Anti-Money Laundering
Active Shooter
Code of Conduct
Whistleblowing
Conflict of Interest

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 Customers Expectations
Technology
Going beyond Customer Service

Cybersecurity
The Power of a Strong Password
The Danger of Viruses & Malware
Looking after Your Data!
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

Data Analysis
Data Literacy
The Power of Big Data
Visualizing Data
Data Ownership

Entrepreneurship
The Five P’s
The Entrepreneurial Mindset
Being Curious
The Power of Imagination
Being Self-Aware
Building Relationships & Networking
The Power of Influence
Taking Measured Risks
Being Prepared to Fail
Turning Ideas into Actions

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 Disciplinaries
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 Toolkit
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

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

Recruitment 101 Essentials
Interview Skills
First Impressions
Career Planning
Hiring Right, First Time
Importance of Onboarding

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**
- Leading with Respect
- Leading with Energy
- Being Positive
- Leading with Commitment
- Using Humor
- The Power of Patience
- Recognizing & Rewarding Others
- Leading with Empathy
- Being Energetic
- A Healthy Manager is a Good Manager

**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
Communication Skills (summer 2021)
- Communicating under Stress
- Using Body Language
- Interpreting Body Language
- Tone of Voice
- The Art of Storytelling
- Assertive Communication
- Managing Anger
- Emotional Literacy
- Managing Upwards
- Email Etiquette

Cybersecurity (summer 2021)
- 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
- Understanding Coding
- Responding to a Cyber Ransom

Diversity & Inclusion (spring 2021)
- The Key Values of Equality, Diversity & Inclusion
- Unconscious Bias
- Recognizing Your Privilege
- Gender Inclusion
- LGBT Awareness and Inclusion
- Types of Discrimination
- Digital Accessibility
- Confronting Discrimination
- Becoming an Inclusive Leader
- Adding Value through Diversity and Inclusion

Emotional Intelligence (summer 2021)
- What is EQ?
- Self-Awareness
- Self-Regulation
- Emotional Intelligence - Motivation
- Emotional Intelligence - Empathy
- Social Skills
- Improving your EQ
- Conflict Management using EQ
- Developing EQ in Teams
- Collaboration and EQ

Personal Finances (summer 2021)
- Good Money Habits - Personal Budget Management
- Setting Financial Goals
- Tackling Debt
- Learning to Save
- The Importance of Pensions

Digital Transformation (spring 2021)
- 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?

Presentation Skills (summer 2021)
- Presentations & The Magic of Stories
- What makes a good Presentation?
- Presenting with Power: Hints & Tips
- Structuring your Presentations
- Setting up for Success
- Dealing with Nerves
- Using Positive Visualization
- The Power Stance
- The Art of Breathing
- Becoming a Master Orator
Project Management Mastery
(spring 2021)
Agile in Practice
Kanban in Practice
Scrum in Practice
Waterfall in Practice
Choosing the Right Project Methodology

Retail Essentials (spring 2021)
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)

Workplace Health (summer 2021)
The Importance of Housekeeping
Workplace Inspections
Reporting Hazards & Near Misses
The Role of Hygiene in the Workplace
Washing your Hands

*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