



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
 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

(Leadership)

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

Contract Management Essentials

(Business Skills)

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

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

Design for Everyone

(Technology)

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

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 Disciplinary
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 Google Suite

(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 Software

(Technology)

Introduction to Microsoft Outlook
 Introduction to Microsoft OneDrive
 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 - 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 - 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
 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

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

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



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

Quality Management Essentials

(Business Skills)

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

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



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





Corporate Risk

(Business Skills)

Enterprise Risk Management
 Managing Risk in the Boardroom
 The Role of the Risk Register
 Creating a Risk Culture
 The 4 Types of Risk Management

Cybersecurity

(Safety and Compliance)

The Risks of Shadow IT
 The Use of Passwordless Authentication
 How to work well with your IT Teams

Introduction to Microsoft Software

(Technology)

Introduction to Microsoft Teams

Learning Applied

(Human Resources)

Reskilling & Upskilling - The Power of Skills
 Designing Effective Learning Interventions
 Adopting the Right Strategy to Learning Design
 Applying Adaptive Learning
 Learning Analytics

OSHA-Workplace Safety

(Safety and Compliance)

Bloodborne Pathogens
 Confined Spaces
 Electrical Safety
 Ladder Safety
 Machine Guarding

Sales

(Sales and Service)

Creating an Ideal Prospect Profile
 Working your Call List
 Sending Personalised Emails
 Video Prospecting
 Becoming a Subject Matter Expert
 The Power of Referrals
 Pre-Call Preparation & Planning
 Qualifying Your Lead
 Discovery: Presenting
 Follow Up, Follow Up, Follow Up
 SPIN Selling
 NEAT Selling
 SNAP Selling
 Challenger Selling
 Conceptual Selling
 Approach to Inbound & Outbound Sales
 Target Account Selling
 Gap Selling
 Cross Cultural Negotiations (when Selling)
 Sales Proposals
 Sales & Tech Tools
 The Art of Sales Forecasting
 Sales Dashboard & Analytics
 Networking in Sales
 Time Management in Sales

Sales to Customer Success

(Sales and Service)

Defining Customer Success for Sales
 Collecting Customer Information
 Managing a Successful Customer Handoff
 Sales & The Role in Onboarding
 Time for Renewal





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



