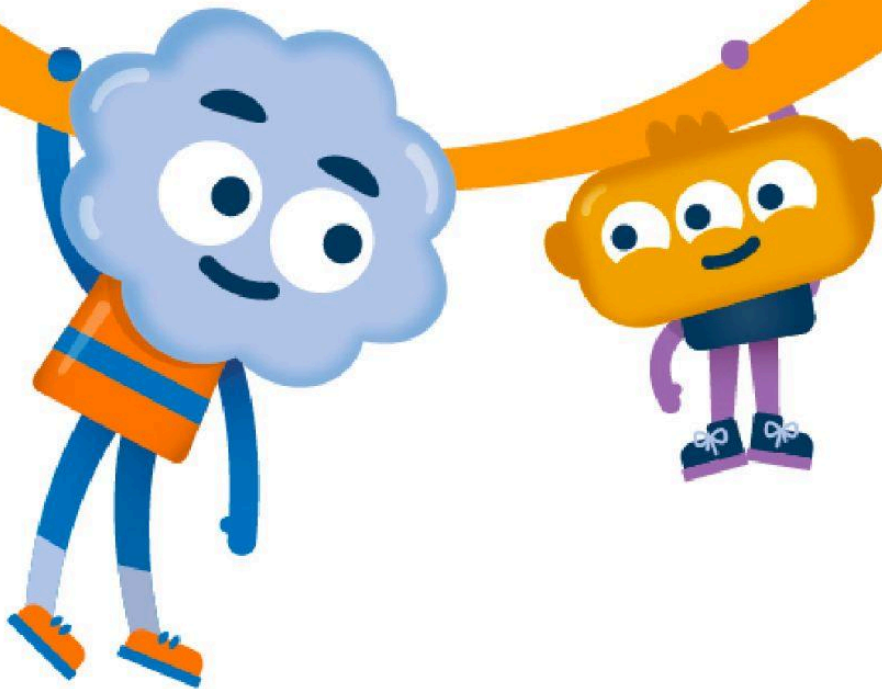


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talent  library™



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

**EPIGNOSIS**

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 Coding for Everyone  
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 Introduction to Google Suite  
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 UI/UX

*Coming soon*

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 Fundamentos de Ventas  
 Habilidades de Ventas Aplicadas  
 Ventas Avanzadas

You can find all the courses included in each collection here:

## Business Skills

### Business Continuity Applied

Dealing with Supply Chain Interruptions  
 Incidents & The Importance of Accurate Information  
 Integrated Response & Recovery  
 Testing Business Continuity (Scenarios)  
 The Challenges of Communication during an Incident

### Business Continuity Essentials

Dealing With B. Continuity and Disaster Recovery  
 Developing a Contingency Plan  
 Introduction to B. Emergency Preparedness Planning  
 Managing Business Resilience  
 The Incident Manager's Tool Kit

### Coaching Applied

Digital Coaching & Virtual Reality  
 How to Prepare for a Coaching Session (for the employee)  
 Measuring Coaching Performance  
 Putting Emphasis on Holistic Wellness  
 The ROI of Coaching

### Coaching Essentials

Asking the Right Questions  
 Building Trust & Rapport  
 Creating Accountability  
 Establishing a Coaching Culture  
 Giving Effective Feedback  
 Introduction to Coaching  
 The Art of Listening  
 The Importance of Goal Setting  
 The Power of Silence  
 Using Coaching Models

### Contract Management Essentials

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

### Corporate Finance

Foundations of Corporate Finance: Principles & Practice  
 Mergers, Acquisitions & Restructuring  
 Capital Structure & Corporate Funding Strategies  
 Corporate Valuation Methods  
 Financial Leadership for Board Members

### Corporate Risk

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

### Data Analysis

Business Analysis Technique - MoSCoW  
 Business Analysis Technique - MOST & SWOT  
 Business Analysis Technique - PESTLE  
 Business Analysis Technique - Six Thinking Hats  
 Business Analysis Technique - The 5 Whys  
 Causal and Mechanistic Data Analysis Techniques  
 Data Literacy  
 Data Ownership  
 Descriptive & Exploratory Data Analysis Techniques  
 Developing Research Skills  
 Inferential and Predictive Data Analysis Techniques  
 Methods of Analyzing Qualitative & Quantitative Data  
 Qualitative & Quantitative Data Analysis  
 Report Writing: The Power of Visuals  
 The 5 Cs of Report Writing  
 The Basics of Business Writing  
 The Power of Big Data  
 The Stages of Report Writing  
 Visualizing Data  
 Qualitative Data Collection

### Digital Transformation

Digital Disruption  
 Is Digital Transformation Just Change?  
 Leading a Digital Transformation  
 The Design Thinking Mindset  
 The Four Types of Digital Transformation  
 The Impact of Training on Digital Change  
 The Power of Data Visualization  
 What is a Digital Transformation Strategy?  
 What is Digital Transformation?  
 Why do you Need a Digital Culture?

### Finance Applied

Common Financial Management Systems  
 Finance & The Role of Bookkeeping  
 Risk & Financial Controls  
 Short-Term Cash Monitoring  
 Working Capital Management

### Finance Essentials

Financial KPIs - Measuring Performance  
 Financial Ratios  
 Financial Risk Management  
 Key Financial Statements  
 The Basics of Accounting  
 The Basics of Financial Management  
 The Flow of Money  
 The Importance of Cash Flow  
 The Value of Budgeting

Vulnerable Customers & Finance

## KPIs & OKRs

How to Write Effective OKRs  
KPIs & Employee Performance Management  
KPIs & The Golden Thread  
Leading & Lagging KPIs  
OKRs and Going Beyond Vanity Metric  
OKRs - Vision, Planning & Measuring  
OKRs vs KPIs  
Setting Business KPIs  
The Balanced Scorecard  
Types of OKRs - Committed & Aspirational

## Marketing Applied

Content Marketing  
Customer Insights & Analysis  
Developing your Marketing Strategy  
Digital Marketing: LinkedIn & Social Media  
Digital Optimization  
Email Marketing  
Influencer and Affiliate Marketing  
Planning Campaigns  
SEO & PPC  
Viral Marketing

## Marketing Essentials

Brand Ambassadors  
Curating the Right Content  
Do Your Research (Brand & Product)  
Introduction to Marketing Automation  
Know Your Customers  
Show Don't Tell  
The Power of Networking  
The Power of Social Media  
The Role of Partnerships  
Your Shop Window - Your Website

## Marketing Mastery

AI-Powered Copy  
Brand Building Basics Part 1  
Brand Building Basics Part 2  
Campaign Management  
Conducting a Successful Outreach Campaign  
Content Communities  
Content Management Systems  
Content Marketing  
Copywriting Essentials  
Getting Hands-On with Google Ads  
Getting Hands-On with PPC  
Getting Started with Google Analytics  
Inbound vs. Outbound Marketing  
The Different Content Marketing Strategies  
The Marketing Funnel - From the Top to the Bottom  
The Power of Google Analytics  
The Power of Pillar Pages

The Power of User-Generated Content  
The Role of Product Marketing  
Video Marketing

## New Manager

Buddy Schemes  
Building Key Relationships  
Connecting Employees to their Purpose  
Encouraging Engagement  
Getting the Most out of Your Managers' Playbook  
How to put a Playbook Together  
How to Understand New Business Culture  
Improving Your Team With Development Plans.  
Onboarding Staff as a New Employee  
Probation Periods: what are they good for?  
Professional Relationships & Boundaries  
Resilience as a New Manager  
Setting the Right Tone  
Spending Time with Departing Employees  
When Onboarding Goes Wrong  
Working with HR

## Product Teams

Introduction to Agile and Scrum for Product Teams  
User Story Writing & Product Backlog Management  
Managing Product Handoffs  
Release Planning & Roadmap Management  
Iteration & Minimum Viable Product (MVP)  
Stakeholder Management for Product Owners  
Product Vision & Strategy  
KPIs for Product Owners  
Risk Management in Product Ownership  
KPIs for Product Managers  
Structuring Your Product Team  
Gathering Effective Feedback  
Growth Product Management  
Feature Product Management  
Technical Product Management

## Project Management Applied

Activity & Resource Planning  
Developing a Budget (Cost Estimating)  
Ensuring Customer Satisfaction  
Managing Project Risk  
Monitoring Progress  
Organizing & Motivating a Team  
Producing Reports  
Project Management Methodologies 1  
Project Management Methodologies 2  
Time Management in Projects

## Project Management Essentials

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

Planning a Project

## Project Management Mastery

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

## Quality Management Essentials

Quality Assurance  
Quality Control  
Quality Control Planning  
Quality Control vs. Quality Assurance  
Quality Improvement  
Applying Six Sigma  
Six Sigma - Kaizen  
Six Sigma - Lean  
Six Sigma - DMAIC Process  
Six Sigma - Roles & Responsibilities

## Remote Working

How to Work Remotely (Employee Version)  
Remote Culture  
Remote Working & Workplace Harassment  
Remote Workspace

## Strategy Development

A Walkthrough of Business Operating Models  
Business Model Innovation  
Crisis Management & Adapting Strategies  
Formulating a Winning Strategy  
Global & Market Entry Strategies  
Integrating Ethics into Strategy Development  
Measuring & Evaluating Strategy Success  
Scenario Planning & Risk Management  
Strategic Leadership & Strategy Success

## Supply Chain Management

Gaining Efficiency: Inventory Management  
Supply Chain & Risk Management  
Supply Chain & Social Responsibility  
Sustainable Supply Chain  
The Competitive Advantages of Supply Chain Management  
The Role of Logistics  
Transparent Supply Chain Processes  
Workforce Management

## Teamwork Applied

High-Performing Teams Framework - Adjourning  
High-Performing Teams Framework - Forming  
High-Performing Teams Framework - Norming  
High-Performing Teams Framework - Performing  
High-Performing Teams Framework - Storming

## Teamwork Essentials

Building Trust & Respect  
Celebrating Differences & Diversity  
Celebrating Success  
Collaboration  
Communicating Openly  
Communicating with a Millennial  
Dealing with Difficult Personalities  
Encouraging Different Opinions  
Millennials and Technology  
Roles & Responsibilities  
Setting Common Goals  
The Power of Team Working  
Training Millennials  
What is a Millennial

## Human Resources

### Company Culture

Current vs. Future State Mapping  
Early Warning Signs of a Toxic Culture  
Employee Recognition  
How do you Change Culture?  
Leading a Cultural Movement  
Organizational Culture Models  
The Four Types of Company Culture  
The Risk of Echo Chambers  
The Role of Leadership in Company Culture  
The Shadow Organization

### Diversity & Inclusion

Becoming an Inclusive Leader  
Confronting Discrimination  
Digital Accessibility  
Gender Inclusion  
LGBT Awareness and Inclusion  
Recognizing Your Privilege  
The Key Values of Equality, Diversity and Inclusion  
The Value of Diversity and Inclusion in the Workplace  
Types of Discrimination  
Unconscious Bias

### Employee Experience

Employee Engagement Surveys  
Employee Experience: Space, Technology & Culture  
Helping Employees Belong (before they start)  
How to focus on outcomes instead of outputs  
Increasing Retention through Journey Mapping  
Measuring the Employee Experience  
Putting the Human back into HR  
The Rise of Flexible Benefits  
The Role of Employee Champions

## Employee Onboarding

### (Employee Life Cycle)

Creating the Best Onboarding Experience\*\*\*\*\*  
Importance of Onboarding\*\*\*\*\*  
Onboarding Remote Teams\*\*\*\*\*  
Speed to Competency

## Employee Retention

### (Employee Life Cycle)

Building Employee Resilience  
Employee Engagement\*\*\*\*\*  
Employee Incentive Programs  
Learning & Employee Engagement\*\*\*\*  
Monitoring & Measuring Retention Efforts  
Recognition & Reward  
Understanding Employee Needs & Motivation  
Transparent Compensation

## Employee Termination

### (Employee Life Cycle)

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

## HR Essentials

Adapting to Innovation  
Bullying & Violence  
Flexible & Remote Working  
Handling Disciplinarys  
HR for Non-HR Managers  
Performance Management  
Talent Management & Development  
The Importance of Training  
Creating a Great Employee Handbook  
Cultural Ambassador: Embedding Culture & Values from Day 1  
Workplace Diversity

## HR Strategy

Creating an Effective Recruitment Strategy  
HR & Change Management  
HR Metrics & Analysis  
Pulse Surveys & Continuous Feedback  
Strategic Thinking  
Succession Planning

## Hybrid Working

Hybrid Working: The Role of Leadership  
Inclusive Environment for the Hybrid Workforce  
Managing Employee Experiences  
The Perfect Hybrid Working Policy  
What is Hybrid Working?

## Learning Applied

Adopting the Right Strategy to Learning Design  
Applying Adaptive Learning  
Creating a Learning Strategy  
Designing Effective Learning Interventions  
Learning Analytics  
Reskilling & Upskilling – The Power of Skills  
Synchronous vs. Asynchronous Learning  
The Flipped Classroom  
The Purpose of UX and UI in Learning  
Using Blended Learning

## Learning Essentials

Defining Learning Objectives  
Growth Mindset  
Learning Culture in the Workplace  
Learning ROI  
Learning Styles  
Promoting Social Learning  
Removing the Barriers to Learning  
The Power of Micro-Learning  
The Psychology of Learning

## Mental Health Awareness

How to Create a Psychologically Safe Workplace  
How to have a Conversation about Mental Health  
How to have a Conversation about Mental Health  
Introduction to Psychological Safety

## Neurodiversity

Building an Inclusive Recruitment Process  
Introduction to Neurodiversity  
Neurodiversity Awareness  
Neurodiversity in the Workplace  
Recognizing the Value of Neurodiverse

## Nurturing Talent

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

## Performance Management

Effective questioning for One-to-One Meetings  
Having a Constructive Conversation About Low Performance  
How to take good notes in a Meeting  
Manager vs. Coach vs. Mentor  
Managing Short & Long-Term Sickness  
Preparing for a One-to-One Meeting (Employee)  
Preparing for a One-to-One Meeting (Manager)  
Running an Effective One-to-One Meeting  
Running One-to-One Meetings Remotely

## Recruitment Essentials (Employee Life Cycle)

Career Planning  
 First Impressions  
 Hiring Right, First Time  
 Interview Skills  
 AI-Powered Recruitment  
 Candidate Experience Optimization  
 Compliance & Ethics in Recruitment (US Focus)  
 Leveraging Analytics for Smarter Hiring Decisions  
 Diversity and Inclusion in Recruitment  
 Employer Branding & Recruitment Marketing  
 Finding the Right Candidates  
 Innovative Recruitment Methods  
 Interviewing Techniques for Recruiters: Mastering  
 Candidate Assessment  
 Strategies for Hiring Top Talent

## Work Ethic

Avoiding Distractions  
 Being Punctual  
 Meeting Deadlines  
 Multi-tasking & Being Organized  
 Persistence & Resilience  
 Self-Management  
 Staying Motivated  
 The Importance of Planning  
 Time Management  
 Working Under Pressure  
 Fine-Tuning Timeboxing  
 Introduction to Timeboxing  
 Sustaining the Habit of Timeboxing  
 Timeboxing Mastery  
 Timeboxing Strategies

## Leadership

### Adaptive Leadership

Building a Culture of Adaptability  
 Learning through Self-Correction  
 Overcoming Resistance to Shared Responsibility  
 Using Authority & Power (Taking Chances)  
 What is Adaptive Leadership?

### Business Innovation

Being Adaptable  
 Being Resourceful  
 Creative Thinking  
 Critical Observation  
 Dealing with Uncertainty  
 Driving Innovation  
 Problem-Solving  
 The 7 Skills of Critical Thinking  
 The Power of Analysis  
 Thinking Logically

Complex Problem-Solving: Problem-Solving  
 Techniques  
 Complex Problem-Solving: Definition & Framing  
 Complex Problem-Solving: Root Cause Analysis  
 Complex Problem-Solving: Scenario Planning &  
 Analysis  
 Complex Problem-Solving: Systems Thinking

## Communication Skills Applied

Assertive Communication  
 Communicating under Stress  
 Email Etiquette  
 Emotional Literacy  
 Interpreting Body Language  
 Managing Anger  
 Managing Up  
 The Art of Storytelling  
 Tone of Voice  
 Using Body Language  
 Negotiation: Foundations & Psychology  
 Advanced Negotiation Techniques  
 Persuasion  
 Cultural Competence

## Entrepreneurship

Being Curious  
 Being Prepared to Fail  
 Being Self-Aware  
 Building Relationships & Networking  
 Taking Calculated Risks  
 The Entrepreneurial Mindset  
 The Five Ps  
 The Power of Imagination  
 The Power of Influence  
 Turning Ideas into Action

## Leadership Essentials

Being Authentic  
 Being Brave  
 Being Confident  
 Delegation and Empowerment  
 Emotional & Cultural Intelligence  
 Humility  
 Inspiring Others  
 Making Decisions  
 Taking Accountability  
 The Four Types of Leader  
 Agility & Flexibility in Organizations  
 Leadership Styles: Dominant  
 Leadership Styles: Influencing  
 Leadership Styles: Steadiness  
 Leadership Styles: Conscientious  
 Unlocking Team Dynamics through Understanding  
 your Leadership Style

## Leadership Tool Kit

- Conflict Management
- Effective Meetings
- Facilitating Results
- Leading by Example
- Leading Remote Teams
- Making Deals
- Managers vs. Leaders
- Managing Change
- Motivating Others
- Promoting Talent

## Practicing Leadership

- Applying Emotional Intelligence
- Developing a High-Performing Team
- Giving Someone the Confidence to Lead
- Helping a Team Member Embrace Change
- Making the Right Decision for Long-Term Success
- Managing a Team Conflict Effectively
- Motivating a Disengaged Team
- Navigating a Difficult Conversation
- Rewarding Team Members' Achievements
- Taking accountability for your actions

## Remote Leadership

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

## Safety Leadership

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

## The Creative Process

- Creating Content for Impact
- Creative Thinking Techniques
- Creativity & Problem-Solving
- Ethics & Creativity
- Ideation & Generating Concepts
- Overcoming Creative Blocks
- Team Creativity & Collaboration
- The Future of Creativity (AI)
- User-Centered Design
- Using Visual Communication to Get Your Point

## The Leadership Role Model

- A Healthy Manager is a Good Manager
- Being Positive
- Knowing when you're wrong
- Leading with Commitment

- Leading with Empathy
- Leading with Energy
- Leading with Respect
- Recognizing & Rewarding Others
- The Power of Patience
- Using Humor

## Personal Development

### Career Management

- Dealing with the Change - Team Dynamics
- Discovering Your Strengths & Weaknesses
- How to Master Your Attention
- Internal Interview Preparation
- Managing Your Priorities
- Personal Development Plans & Sticking to Them
- Setting Stretch Goals
- Setting your Career Goals
- The Basics of MBTI & Career Development
- The First 30-60-90 Days
- The Importance of a Mentor
- The Transition from Team Leader to Manager
- Understanding the Managerial Role
- Unlocking Your Potential
- Working Smart
- Your Personal Brand Story

### Emotional Intelligence

- Collaboration & Developing EQ in Teams
- Conflict Management using EQ
- Creativity and EQ
- Emotional Intelligence: Empathy
- Emotional Intelligence: Motivation
- Improving your EQ
- Self Awareness
- Self Regulation
- Social Skills
- What is EQ?

### Life Skills 101

- How can I plan for my retirement?
- How can I reduce my carbon footprint?
- How can I spot fake news?
- How do I budget properly?
- How do I make a good first impression?
- How do I negotiate the best deal?
- How do I stop smoking?
- How do I write a cover letter?
- What are the basics of investing?
- What are the basics of nutrition?
- What do I look for when buying a car?
- What is a digital detox?
- What is digital currency?
- Why should I have insurance?
- Why should I put savings aside?



## Mastering Happiness

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

## Mindfulness

Breathing Techniques to Relax  
Dealing with Grief  
Feeling Lonely  
Learning to Let Go  
Learning to Stay Calm  
Living in the Moment  
Mindfulness  
Raising Low Self-Esteem  
Relaxation through Meditation  
Stress, Fear & Panic

## Networking

Approaching People & Introductions  
Carrying & Ending a Conversation  
Common Networking Pitfalls  
Following up with your Connections  
Key Traits of a Successful Networker  
Overcoming Shyness  
Preparing to Network (Research & Prep)  
Virtual Networking  
What is Networking?  
Your Personal Elevator Pitch

## One-Minute Learning

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

Building your Personal Brand  
LinkedIn & Social Media Networking  
LinkedIn - Using your Best Profile to Promote your Business  
Social Media - Hints & Tips (on What to Avoid)  
The Right way to use Social Media

## Personal Finances

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

## Presentation Skills

Becoming a Master Orator  
Dealing with Nerves

Power Posing  
Presentations & The Magic of Stories  
Presenting with Power: Hints & Tips  
Setting up for Successful Presentations  
Structuring your Presentations  
The Art of Breathing  
Using Positive Visualization  
What makes a good Presentation?

## Risk & Uncertainty

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

## Well-being Essentials

Dealing with Stress  
Eating Healthily  
Kicking Bad Habits  
Promoting Health & Wellbeing at Work  
The Dangers of Sitting Down!  
The Importance of Exercise  
The Importance of Sleep  
Understanding Emotions  
Wellbeing & Productivity  
Work / Life Balance  
Social Connections  
Environmental Wellbeing  
Maintaining Healthy Business Relationships  
Managing Life Transitions  
Health Literacy  
Authentic Positivity  
The Benefits of Volunteering  
Creative Expression & Well-being  
Managing Anxiety  
How to Do a Digital Detox

## Safety and Compliance

### Compliance Essentials

Active Shooter  
Anti-Bribery Practices  
Anti-Money Laundering  
Code of Conduct  
Compliance in Recruitment  
Conflict of Interest  
Contractor Management  
Data Ownership: The Importance of Data Accuracy  
Drug & Alcohol Abuse - Employee Version  
Drug and Alcohol Abuse  
Environmental, Social & Corporate Governance (ESG)  
Equality and Diversity  
Fire Safety Awareness  
Fire Warden: Roles & Responsibilities

Managing Supply Chain Compliance  
Return-to-Work Compliance  
Sexual Harassment  
Sexual Harassment - Employer Version  
Sexual Harassment - Employer Version  
Whistleblowing  
Whistleblowing - The Business Version  
Modern Slavery  
Fire Safety & Fire Warden (UK)  
RIDDOR (UK)

## Cybersecurity

Application Security Vulnerabilities  
Choosing a Cloud Vendor  
Coding & Cybersecurity  
Covert Crypto Mining  
Cybersecurity & Your Supply Chain  
Data Breaches  
Data Protection  
GDPR  
How to work well with your IT Teams  
Identity Theft  
Incident Management & Response  
Information Security  
Information Security & Governance  
Internet of Things Attacks  
IT Disaster Recovery & Fallback  
Keeping Your Data Safe  
Keeping Your Mobile Safe  
Network Security & Cloud Computing  
Password Management Applied  
PCI DSS (Payment Card Compliance)  
Penetration Testing  
Phishing & Anti-Spam Software  
Responding to a Cyber Ransom  
Secure Remote Working  
Security & Compliance Audits  
Security Doesn't Stop at Work  
Social Engineering  
The Basics of Cryptography  
The Danger of Viruses & Malware  
The Power of a Strong Password  
The risks of public WiFi and the use of VPNs  
The Risks of Ransomware  
The Risks of Shadow IT  
The Use of Passwordless Authentication  
Threat Monitoring  
Threat Surveillance (24/7 Monitoring)  
Types of VPNs  
Use of External Drives  
Wi-Fi Security  
Automation & Integration  
Cybersecurity  
Cybersecurity & HR  
Physical Security  
Secure File Sharing  
Security & AI  
Social Media Security Awareness

Using Open Source tools securely

## Environment & Sustainability

Going Net Zero  
Sustainability & Innovation  
Sustainable Construction  
The Benefits of Becoming a B Corp  
Wish Cycling  
The Circular Economy (for the Employee)  
Water Conservation  
Techniques for Waste Reduction  
Renewable Energy  
The Role of Biodiversity  
Environmental Management Systems (EMS)  
Eco-Friendly Office Practices  
Green Fleet Management  
Reducing the Use of Plastics  
ESG and Sustainability Reporting

## Financial Compliance

Accounting Ethics  
Anti-Corruption  
Dealing with Consumer Fraud  
Finance Roles - Pre-Employment Checks  
Financial Regulation Frameworks  
Gifts & Hospitality  
Greenwashing  
KYC - Know Your Customer  
Tax Evasion (Domestic & International)  
Trade Surveillance & Rogue Trading

## Financial Conduct Authority (UK)

Financial Conduct Authority Overview (UK)  
FCA Conduct Risk (UK)  
Financial Crimes Prevention (UK)  
Introduction to Consumer Duty (UK)  
Anti-Bribery (UK)  
Responsible Lending & Affordability (UK)  
Anti-Money Laundering (UK)  
Fraud Awareness (UK)  
Financial Sanctions (UK)  
Corporate Governance (UK)  
Competition Law (UK)

## Food Safety Applied

Creating Robust HACCP Plans  
Food Safety - The Last Mile  
Innovation in Packaging  
The Importance of Food Labeling  
Using Process Automation in Food Safety

## Food Safety Essentials

Food Allergy Awareness  
Food Fraud Prevention  
Food Safety & Cross Contamination  
Food Safety Management Systems

## Handling Food Safety

### OSHA-Workplace Safety

Asbestos Hazard Management  
 Basic Respiratory Protection  
 Bloodborne Pathogens  
 Chemical Hazards & Toxic Substances  
 Cold Stress  
 Confined Spaces  
 Driver Safety  
 Electrical Safety  
 Fall Prevention  
 First Aid: CPR  
 Forklift Truck Safety  
 Hand & Power Tools  
 Hazard Communication  
 Incident Investigation  
 Ladder Safety  
 Lockout / Tagout  
 Machine Guarding  
 Occupational Noise Exposure  
 OSHA Severe Injury Reporting & Record Keeping  
 OSHA Worker Rights & Protection  
 PPE (Personal Protective Equipment)  
 Safety Audits  
 Spills & Hazardous Waste (HAZWOPER)  
 The Dangers of Working in the Heat  
 Trenching & Excavation

### Safeguarding

Safeguarding for Children (UK)  
 Safeguarding for Adults (UK)  
 Safeguarding Culture (UK)  
 Managing a Safeguarding Disclosure (UK)  
 Safeguarding & Mental Health in Young People (UK)

### Workplace Housekeeping

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

### Workplace Safety Essentials

Cable Management  
 Don't Speed on Site  
 Don't Walk & Text  
 Driving & Using Your Phone  
 Going Remote  
 Manual Handling  
 Reporting a Hazard  
 Slips, Trips & Falls  
 Use the Handrail  
 Workstation Ergonomics

## Sales and Service

### Customer Service Applied

Achieving Clarity  
 Customer Service & Cultural Awareness  
 Maintaining Composure  
 Nurturing Customer Relationships  
 Practicing Positivity  
 Using the Right Language

### Customer Service Essentials

Cross-selling and Up-selling  
 Customer Loyalty  
 Customer Relationships  
 Customer Service Mindset  
 Customer Service Teamwork & Collaboration  
 Different Types of Interactions  
 Effective Problem Solving  
 Going beyond Customer Service  
 Handling Complaints Gracefully  
 How to Say 'No'  
 Maintaining CS Across Channels  
 Managing Customer Expectations  
 Prioritization & Time Management  
 The Importance of Brand  
 Using Technology in Customer Service

### Customer Service Mastery

Anticipating Customers' Needs  
 Customer Service & Chatbots  
 Customer Service & NPS  
 Customer Service Coaching  
 Customer Service is not a Cost Center  
 Customer Service OKRs  
 Customer Service through Social Media  
 Empowering Customer Service  
 Gaining Meaningful Feedback  
 High-Touch Customer Service  
 KPIs for Customer Service Teams  
 Leading a Customer Service Team for the First Time  
 Managing Remote Customer Service Teams  
 Self-Service Customer Management  
 The Role of The Helpdesk  
 Tracking & Improving the Customer Experience  
 Understanding Customer Types (Personas)  
 Using Data in Customer Service

### Customer Success

Automating Customer Success  
 Customer Loyalty  
 Customer Success & Onboarding  
 Customer Success KPIs  
 Dealing with the End of a Customer Relationship)  
 Educating Customers  
 Increasing & Expanding MRR (Revenue Growth)  
 in Customer Success

Reducing Customer Churn  
 Social Proof: Testimonials & Case Studies  
 The Role of the Account Manager  
 User Journeys & User Personas

## Sales Mastery

Automating Sales Processes  
 Becoming a Subject Matter Expert  
 Building Benefits\*\*  
 Closing Difficult Deals\*\*  
 Creating an Ideal Prospect Profile  
 Creating your Pipeline\*\*  
 Cross-Cultural Negotiations (when Selling)  
 Dealing with Sales Fear  
 Designing your Sales Dashboard  
 Discovery: Presenting  
 Effective Presentations\*\*  
 Emotional Intelligence for Sales Success  
 Follow Up, Follow Up, Follow Up  
 How to Build Rapport\*\*\*  
 Importance of Sales Feedback\*\*  
 Keeping Prospects Engaged\*\*  
 Managing your Pipeline\*\*  
 Mastering Cold Calling  
 Mastering Cold Emailing  
 Networking in Sales  
 Obtaining Commitment\*\*\*  
 Pre-Call Preparation & Planning  
 Prioritizing Prospects\*\*\*  
 Qualifying Your Lead  
 Questioning Skills\*\*\*  
 Reducing Sales Friction  
 Researching Your Prospect\*\*\*  
 Resilience in Sales  
 Sales & Tech Tools  
 Sales Dashboard & Analytics  
 Sales Listening Skills\*\*  
 Sales Proposals  
 Sales Strategies - The Power of Resellers  
 Sending Personalized Emails  
 Shortening your Sales Cycle  
 The Art of Sales Forecasting  
 The Power of Referrals  
 The Sales Pitch\*\*  
 Time Management in Sales  
 Understand why Deals are Lost  
 Video Prospecting  
 Working your Call List

## Sales Methodologies

Approach to Inbound & Outbound Sales  
 Challenger Selling  
 Conceptual Selling  
 Cross-Selling, Upselling & Account Growth  
 Gap Selling  
 How to sell ethically  
 NEAT Selling

Selling the Proposed Solution\*\*  
 SNAP Selling  
 Target Account Selling  
 Value-Based Selling  
 Virtual Selling

## Sales to Customer Success

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

## Sector Specific

### Healthcare Essentials

Duty of Care  
 Handling Patient Data  
 Infection Prevention & Control  
 Mental Health in Healthcare  
 Privacy & Dignity  
 Principles of Public Health & Health Promotion  
 Identifying & Preventing Healthcare Fraud  
 Introduction to Healthcare Informatics  
 Patient-Centered Care  
 Healthcare Quality Improvement

### HIPAA Compliance Essentials

Common HIPAA Privacy Violations in the Workplace  
 Introduction to the HIPAA revenue cycle  
 Protected Health Information  
 What are the HIPAA rules?  
 What is HIPAA compliance?  
 Being a HIPAA-Compliant Employee  
 HIPAA & Cybersecurity  
 Patient Rights  
 The HIPAA Privacy Rule  
 The HIPAA Security Rule

### Retail Applied

Adopting a 'Customer First' Mindset  
 Attention to Detail  
 Coaching Retail Employees  
 Commercial & Product Awareness  
 Ethical Retail  
 GDPR in a Retail Environment  
 Handling Complaints - Taking Ownership  
 The Importance of Store Windows  
 The Self-Service Experience  
 Using your Initiative

### Retail Essentials

Connecting with Customers  
 Dealing with Stressful Situations  
 Developing Product Knowledge

Giving Advice (Confidently)  
 Greeting Customers  
 Service at the Cash Register  
 Service with a Smile (Even When Tired)  
 The Basics of Commercial Awareness  
 The Desire to Help Others  
 The Importance of Procedures

## Retail Mastery

Creating a Retail Experience - Not just Shopping  
 Hyper-Personalization & Hyper-Localization  
 Online Stores in Offline Spaces  
 Retail & Augmented Reality  
 Social Commerce

## Technology

### Artificial Intelligence Essentials

Deep Reinforcement Learning  
 Ethics & Artificial Intelligence  
 Harnessing the Power of AI  
 What is Artificial Intelligence?  
 What is Machine Learning?  
 AI for Accessibility  
 Building Chatbots with ChatGPT  
 ChatGPT: Personal Development &  
 Growing Your Career  
 ChatGPT & Creating Content Part 1  
 ChatGPT & Creating Content Part 2  
 ChatGPT & Customer Support  
 ChatGPT & Cybersecurity  
 ChatGPT & Marketing  
 ChatGPT & Translations  
 ChatGPT for SQL Queries  
 Create Effective Prompts  
 Generative AI: A Tools Walkthrough  
 Managing Your Data with ChatGPT  
 Prompt Engineering: How to  
 The Beginner's Guide to Using ChatGPT  
 The Ethical Use of AI in the Workplace  
 Troubleshooting & Debugging with ChatGPT

### Coding for Everyone

Coding: Ruby on Rails  
 HTML Development for Everyone  
 JavaScript for Everyone  
 Low-Code / No-Code Platforms  
 Open-Source Software  
 PHP for Everyone  
 Python for Everyone  
 Understanding APIs  
 Using SQL in Databases  
 What is Coding?

### Design for Everyone

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

### Introduction to Google Suite

Google Suite Overview & Google Calendar  
 Introduction to Gmail  
 Introduction to Google Docs (Parts 1-5)  
 Introduction to Google Drive  
 Introduction to Google Meet  
 Introduction to Google Sheets (Parts 1-5)  
 Introduction to Google Slides (Parts 1-4)

### Introduction to Microsoft Software

Introduction to Excel - Advanced Formulas  
 Introduction to Excel - Basic Formulas  
 Introduction to Excel - Basic Navigation (Parts 1-3)  
 Introduction to Excel - Conditional Formatting  
 Introduction to Excel - Data Tools  
 Introduction to Excel - Data Visualization  
 Introduction to Excel - Pivot Tables  
 Introduction to Excel - Review & Comment  
 Introduction to Excel - VLOOKUP Function  
 Excel: Statistical Analysis  
 Excel: Advanced Formulas & Functions (Part 2)  
 Excel: Macros & VBA Programming  
 Excel: Data Visualization & Dashboarding  
 Excel: Data Validation & Protection  
 Excel: Data Import & Export  
 Excel: Collaboration & Sharing  
 Excel: Integration with Other Tools  
 Excel: Scenario Analysis & What-If Analysis  
 Excel: Custom Templates & Add-Ins  
 Introduction to Microsoft OneDrive  
 Introduction to Microsoft Outlook  
 Introduction to Microsoft Teams  
 Introduction to PowerPoint - Basic Navigation  
 Introduction to PowerPoint - Inserting Objects  
 Introduction to PowerPoint - Tables & Charts  
 Introduction to PowerPoint - Working with Templates  
 Introduction to Word - Basic Navigation  
 Introduction to Word - Formatting Text (Parts 1-2)  
 Introduction to Word - Inserting Objects  
 Introduction to Word - Page Layouts, Review

### UI/UX

Emotional Design & User Engagement  
 Gamification in UI/UX  
 Interaction & Prototypes  
 Responsive Design  
 Usability Testing & Research

*Coming soon*

## Updates on courses

### Safety and Compliance

#### Compliance Essentials

- Active Shooter
- Anti-Bribery Practices
- Anti-Money Laundering
- Code of Conduct - Working Well with Everyone
- Drug and Alcohol Abuse
- Equality and Diversity
- Fire Safety Awareness
- Fire Warden: Roles & Responsibilities
- Sexual Harassment - Employer Version

### Sales and Service

#### Sales Methodologies

- Sales Methodologies - SNAP, Sandler, MEDDIC, Conceptual & CustomerCentric
- Post-Demo Questioning

# Courses in Spanish

## Liderazgo

### Fundamentos de Liderazgo

Asumir responsabilidad  
 Delegación y empoderamiento  
 Humildad  
 Inspirar a los demás  
 Inteligencia emocional y cultural  
 Los cuatro tipos de líderes  
 Ser auténtico  
 Serviliente  
 Tener confianza  
 Toma de decisiones

## Recursos Humanos

### Diversidad e Inclusión

Accesibilidad digital  
 Cómo convertirte en un líder inclusivo  
 Consciencia e inclusión LGBTQ+  
 El valor de la diversidad y la inclusión en el trabajo  
 Hacer frente a la discriminación  
 Inclusión de género  
 Los valores clave de igualdad, diversidad e inclusión  
 Prejuicios inconscientes  
 Reconocer tus privilegios  
 Tipos de discriminación

### Fundamentos de Recursos Humanos

Acoso y violencia  
 Cómo gestionar los procedimientos disciplinarios  
 Diversidad en el lugar de trabajo  
 Gestión del desempeño  
 Gestión y desarrollo de talentos  
 La adaptación a la innovación  
 La importancia de la capacitación  
 Participación del empleado  
 RR. HH. para gerentes de otros departamentos  
 Trabajo a distancia y flexible

## Seguridad y Cumplimiento

### Fundamentos de Seguridad en el Lugar de Trabajo

Conduce con prudencia en el sitio de trabajo  
 Conducir y usar tu teléfono  
 Ergonomía en la estación de trabajo

Informar sobre un peligro  
 La importancia del orden y la limpieza en el trabajo  
 Manipulación manual  
 No envíes mensajes de texto al caminar  
 Organización de cables  
 Resbalones, tropezones y caídas  
 Usa el pasamanos

### Seguridad Informática

Ataques al Internet de las cosas  
 Auditorías de cumplimiento y de seguridad informática  
 Cómo mantener tu celular seguro  
 El peligro de los virus y los programas malignos  
 El poder de una contraseña fuerte  
 Fraude electrónico y software antisppam  
 Ingeniería social  
 Los riesgos del secuestro de datos  
 Protección de tus datos  
 Seguridad de la red y computación en la nube

## Ventas y Servicio

### Atención al Cliente Aplicado

Cómo cultivar la relación con los clientes  
 Cómo lograr la claridad en la comunicación  
 Cómo mantener la serenidad  
 Cómo poner en práctica la positividad  
 Utilizar el lenguaje adecuado

### Atención al Cliente Avanzado

Coaching de servicio al cliente a distancia  
 Cómo anticiparse a las necesidades de los clientes  
 Comprensión de los tipos de clientes (personajes)  
 Dar seguimiento y mejora de la experiencia del cliente  
 El servicio al cliente no es un centro de costos  
 Empoderamiento del servicio al cliente  
 Gestión de los clientes de autoservicio  
 Manejo de los equipos de servicio al cliente  
 Servicio al cliente a través de las redes sociales  
 Servicio al cliente personalizado

### Fundamentos de Atención Al Cliente

Canales de comunicación  
 Cómo lograr la resolución de problemas  
 Cómo mantener el servicio al cliente en todos los  
 Cómo tratar una queja de manera satisfactoria  
 Cumplimiento de las expectativas del cliente  
 Ir más allá del servicio al cliente  
 La importancia de la marca  
 La lealtad del cliente  
 Relaciones con los clientes  
 Tecnología  
 Venta cruzada y venta ascendente

## Fundamentos de Ventas

- Cómo cerrar acuerdos difíciles
- Cómo crear tu proceso de ventas
- Cómo gestionar tu proceso de ventas
- Cómo mantener la interacción con los prospectos
- Creación de beneficios
- Habilidades de escucha en ventas
- La importancia de compartir comentarios de
- La presentación de ventas
- La venta de la solución propuesta
- Presentaciones efectivas
- retroalimentación de ventas

## Habilidades de Ventas Aplicadas

- Cómo establecer una relación
- Cómo investigar a tu prospecto
- Habilidades para hacer preguntas
- Obtención de compromiso
- Priorizando prospectos

## Ventas Avanzadas

- Afrontar el miedo a las ventas
- Cómo acortar tu ciclo de ventas
- Cómo vender de forma ética
- Comprender por qué se pierden los acuerdos
- Dominar la llamada en frío
- Estrategias de venta - El poder del revendedor
- La inteligencia emocional para el éxito en las ventas
- Metodologías de ventas: SPIN, SNAP, etc
- Resiliencia en ventas
- Venta virtual

\*The content and projected timeline of the scheduled courses are subject to change at any time, without prior notice, and may vary and should not be construed as binding.

\*\*Updated version from Sales Essentials Collection

\*\*\*Sales Applied Collection

\*\*\*\*Transfer from other collection