Meet
Talent**Library**™

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

talentlms

INDEX

In this index you can find the Library categories and the collections that belong to each one.

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

Change Management Essentials

Communicating Change Effectively
Understanding the Change Curve
Leading Teams Through Change
Planning and Implementing Change Successfully
Navigating Change at Work

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 3
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
Infl uencer 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

Celebrating Differences & Diversity
Celebrating Success
Collaborative Working
Communicating Openly
Communicating with a Millennial
Dealing with Difficult Personalities
Encouraging Different Opinions
Leading with Trust & Respect
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

Building a Culture of Innovation through HR
Bullying & Violence
Flexible & Remote Working
Handling Disciplinaries
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
Mobilizing Others to Overcome Resistance
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 for Leaders
The Power of Analysis
Thinking Logically
Complex Problem-Solving: Problem-Solving Techniques
Complex Problem-Solving: Defi nition & Framing
Complex Problem-Solving: Root Cause Analysis
Complex Problem-Solving: Scenario Planning & Analysis
Complex Problem-Solving: Systems Thinking

Communication Skills Applied

Advanced Negotiation Techniques
Assertive Communication
Building Workplace Relationships
Communicating under Stress
Constructive Peer Feedback
Cultural Competence
Effective Cross-Team Communication
Email Etiquette
Emotional Literacy
Interpreting Body Language
Managing Anger
Managing Up
Negotiation: Foundations & Psychology
Persuasion
The Art of Storytelling
Tone of Voice
Using Body Language

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 Confi dent
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: Infl uencing
Leadership Styles: Steadiness
Leadership Styles: Conscientious
The 7 Skills of Critical Thinking for Leaders
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
Confl ict 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 fi rst 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-Refl ection

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 & 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 - Employee 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 Benefi ts 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 Safely

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 & 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)
Driving Customer Product Adoption
Educating Customers
Increasing & Expanding MRR (Revenue Growth)
in Customer Success
Managing Customer Escalations and Crisis Recovery
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 (Confi dently)

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 & Artifi cial Intelligence

Harnessing the Power of AI

What is Artifi cial 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

Gamifi cation in UI/UX

Interaction & Prototypes

Responsive Design

Usability Testing & Research

COMING SOON Updates on courses

COURSES IN SPANISH

Business Skills

Business Innovation

Problem – Solving

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

Technology

Digital Transformation

What is Digital Transformation?
Why do you Need a Digital Culture?
The Four Types of Digital Transformation
Digital Disruption
What is a Digital Transformation Strategy?
The Impact of Training on Digital Change
Leading a Digital Transformation
Is Digital Transformation just Change?

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
Ser valiente
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 antispam
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 retroalimentación de ventas
La presentación de ventas
La venta de la solución propuesta
Presentaciones efectivas

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