



Descubre TalentLibrary™

Una colección* creciente de cursos listos para usar que cubre las habilidades que tu equipo necesita para **triunfar en el trabajo**

EPIGNOSIS

talent  lms efront  talentcards

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

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

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 Ventas

(Ventas y Servicio)

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

Habilidades de Ventas Aplicadas

(Ventas y Servicio)

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

Seguridad Informática

(Seguridad y Cumplimiento)

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

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

Ventas Avanzadas *(Ventas y Servicio)*

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

Fundamentos de Seguridad en el Lugar de Trabajo

(Seguridad y Cumplimiento)

Resbalones, tropezones y caídas
Usa el pasamanos
Organización de cables
Informar sobre un peligro
Manipulación manual
Ergonomía en la estación de trabajo
Conduce con prudencia en el sitio de trabajo
Conducir y usar tu teléfono
No envíes mensajes de texto al caminar
La importancia del orden y la limpieza en el trabajo





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

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

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

Coding for Everyone

(Technology)

What is Coding?
 Understanding APIs
 HTML Development for Everyone
 PHP for Everyone
 JavaScript 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 Harassment - Employer Version
Whistleblowing - The Business Version
Drug & Alcohol Abuse - Employee Version
Fire Warden: Roles & Responsibilities
Environmental, Social & Corporate Governance (ESG)
Compliance in Recruitment
The Basics of MBTI & Career Development
Return-to-Work Compliance
Data Ownership: The Importance of Data Accuracy
Contractor Management
Managing Supply Chain Compliance

Communication Skills

(Personal Development)

Communicating under Stress
Using Body Language
Interpreting Body Language
Tone of Voice
The Art of Storytelling
Assertive Communication
Managing Anger
Emotional Literacy
Managing Up
Email Etiquette

Customer Service Applied

(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

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 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

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

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 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

Food Safety Essentials

(Safety and Compliance)

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

Healthcare Essentials

(Healthcare - Sector Specific)

Duty of Care
 Privacy & Dignity
 Handling Patient Data
 Infection Prevention & Control
 Mental Health in Healthcare

HR Essentials

(Human Resources)

The Importance of Training
 Adapting to Innovation
 Performance Management
 Handling Disciplinarys
 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



IT Skills Essentials

(Technology)

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 Word - Inserting Objects
 Introduction to Word - Page Layouts, Review & Comment
 Introduction to PowerPoint - Basic Navigation
 Introduction to PowerPoint - Working with Templates and Transitions
 Introduction to Excel - Basic Navigation (Part 3)
 Introduction to PowerPoint - Inserting Objects
 Introduction to PowerPoint - Tables & Charts

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 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

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

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

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

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

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

Situational Leadership

(Leadership)

Situational Leadership - Telling Leaders
 Situational Leadership - Selling Leaders
 Situational Leadership - Participating Leaders
 Situational Leadership - Delegating Leaders
 Practicing Situational Leadership

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



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

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

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