Meet TalentLibrary™

A growing collection* of ready-made courses that cover the soft skills your teams need for success at work
Adaptive Leadership
(Leadership)
What is Adaptive Leadership?
Using Authority & Power (Taking Chances)
Overcoming Resistance to Shared Responsibility
Learning through Self-Correction
Building a Culture of Adaptability

Artificial Intelligence Essentials
(Technology)
What is Artificial Intelligence?
What is Machine Learning?
Deep Reinforcement Learning
Harnessing the Power of AI
Ethics & Artificial Intelligence

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

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

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

Career Management
(Personal Development)
Unlocking Your Potential
Setting your Career Goals
Discovering Your Strengths & Weaknesses
The Importance of a Mentor
Your Personal Brand Story
Internal Interview Preparation
Working Smart
Personal Development Plans & Sticking to Them
Setting Stretch Goals
The Basics of MBTI & Career Development

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

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

Coding for Everyone
(Technology)
What is Coding?
Understanding APIs
HTML Development for Everyone
PHP for Everyone
JavaScript for Everyone
Low-Code / No-Code Platforms
Using SQL in Databases
Coding: Ruby on Rails
Open-Source Software
Python for Everyone
Compliance Essentials
(Safety and Compliance)
- Equality and Diversity
- Sexual Harassment
- Fire Safety Awareness
- Drug and Alcohol Abuse
- Anti-Bribery Practices
- Anti-Money Laundering
- Active Shooter
- Code of Conduct
- Whistleblowing
- Conflict of Interest
- Sexual Harassment - Employer Version
- Whistleblowing - The Business Version
- Drug & Alcohol Abuse - Employee Version
- Fire Warden: Roles & Responsibilities
- Environmental, Social & Corporate Governance (ESG)
- Compliance in Recruitment
- Return-to-Work Compliance
- Data Ownership: The Importance of Data Accuracy
- Contractor Management
- Managing Supply Chain Compliance

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

Contract Management Essentials
(Business Skills)
- Creating a Contract
- Contract Collaboration
- Contract Execution
- Contract Tracking & Management
- Contract Renewal

Corporate Risk
(Business Skills)
- Enterprise Risk Management
- Managing Risk in the Boardroom
- The Role of the Risk Register
- Creating a Risk Culture
- The 4 Types of Risk Management

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

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 Visuasl
Business Analysis Technique - MOST & SWOT
Business Analysis Technique - PESTLE
Business Analysis Technique - MoSCoW
Business Analysis Technique - The 5 Whys
Business Analysis Technique - Six Thinking Hats
Qualitative & Quantitative Data Analysis
Methods Analysing Qualitative Data
Descriptive & Exploratory Data Analysis Techniques
Inferential and Predictive Data Analysis Techniques
Causal and Mechanistic Data Analysis Techniques

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

Digital Transformation
(Business Skills)
What is Digital Transformation?
Why do you Need a Digital Culture?
The Four Types of Digital Transformation
Digital Disruption
The Design Thinking Mindset
What is a Digital Transformation Strategy?
The Power of Data Visualization
The Impact of Training on Digital Change
Leading a Digital Transformation
Is Digital Transformation Just Change?
Diversity & Inclusion
(Human Resources)
The Key Values of Equality, Diversity and Inclusion
Unconscious Bias
Recognizing Your Privilege
Gender Inclusion
LGBT Awareness and Inclusion
Types of Discrimination
Digital Accessibility
Confronting Discrimination
Becoming an Inclusive Leader
The Value of Diversity and Inclusion in the Workplace

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

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

Environment & Sustainability
(Safety and Compliance)
Wishcycling
Sustainability & Innovation
The Benefits of Becoming a B Corp
Going Net Zero
Sustainable Construction

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

Finance Essentials
(Business Skills)
The Basics of Financial Management
The Flow of Money
Key Financial Statements
The Importance of Cash Flow
The Value of Budgeting
Vulnerable Customers & Finance
Financial Risk Management
The Basics of Accounting
Financial Ratios
Financial KPIs - Measuring Performance

Finance Applied
(Business Skills)
Working Capital Management
Risk & Financial Controls
Short-Term Cash Monitoring
Common Financial Management Systems
Finance & The Role of Bookkeeping

Employee Termination
(Human Resources)
Having Tough Conversations
Implementing a Performance Plan
The Correct Way to Dismiss an Employee
Disclosure of Dismissals
Effective Exit Meetings
Financial Compliance (Safety and Compliance)
- Financial Regulation Frameworks
- KYC - Know Your Customer
- Tax Evasion (Domestic & International)
- Accounting Ethics
- Finance Roles - Pre-Employment Checks
- Gifts & Hospitality
- Anti-Corruption
- Dealing with Consumer Fraud
- Trade Surveillance & Rogue Trading
- Greenwashing

Food Safety Essentials (Safety and Compliance)
- Food Safety Management Systems
- Food Fraud Prevention
- Handling Food Safely
- Food Allergy Awareness
- Food Safety & Cross Contamination

Food Safety Applied (Safety and Compliance)
- Creating Robust HACCP Plans
- Using Process Automation in Food Safety
- The Importance of Food Labeling
- Innovation in Packaging
- Food Safety - The Last Mile

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

HIPAA Compliance Essentials (Sector Specific)
- What is HIPAA compliance?
- Protected Health Information
- What are the HIPAA rules?
- Introduction to the HIPAA revenue cycle
- Common HIPAA Privacy Violations in the Workplace

HR Essentials (Human Resources)
- The Importance of Training
- Adapting to Innovation
- Performance Management
- Handling Disciplinaries
- Talent Management & Development
- Bullying & Violence
- Employee Engagement
- Flexible & Remote Working
- HR for Non-HR Managers

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

Introduction to Google Suite (Technology)
- Google Suite Overview & Google Calendar
- Introduction to Google Docs Part 1
- Introduction to Google Docs Part 2
- Introduction to Google Docs Part 3
- Introduction to Google Docs Part 4
- Introduction to Google Docs Part 5
- Introduction to Google Sheets Part 1
- Introduction to Google Sheets Part 2
- Introduction to Google Sheets Part 3
- Introduction to Google Sheets Part 4
- Introduction to Google Sheets Part 5
- Introduction to Google Slides Part 1
- Introduction to Google Slides Part 2
- Introduction to Google Slides Part 3
- Introduction to Google Slides Part 4
- Introduction to Gmail
- Introduction to Google Drive
- Introduction to Google Meet
Introduction to Microsoft Software  
(Technology)
- Introduction to Microsoft Outlook
- Introduction to Microsoft OneDrive
- Introduction to Excel - Basic Navigation Part 1
- Introduction to Excel - Basic Navigation Part 2
- Introduction to Excel - Basic Formulas
- Introduction to Excel - Advanced Formulas
- Introduction to Excel - Data Visualization
- Introduction to Excel - Pivot Tables
- Introduction to Excel - VLOOKUP Function
- Introduction to Excel - Conditional Formatting
- Introduction to Excel - Data Tools
- Introduction to Excel - Review & Comment
- Introduction to Word - Basic Navigation
- Introduction to Word - Formatting Text Part 1
- Introduction to Word - Formatting Text Part 2
- Introduction to Excel - Basic Navigation Part 3
- Introduction to Word - Inserting Objects
- Introduction to Word - Page Layouts, Review & Comment
- Introduction to PowerPoint - Basic Navigation
- Introduction to PowerPoint - Working with Templates
- Introduction to PowerPoint - Inserting Objects
- Introduction to PowerPoint - Tables & Charts
- Introduction to Microsoft Teams

KPIs & OKRs  
(Business Skills)
- OKRs vs KPIs
- OKRs - Vision, Planning & Measuring
- Types of OKRs - Committed & Aspirational
- How to Write Effective OKRs
- OKRs and Going Beyond Vanity Metric

Leadership Essentials  
(Leadership)
- The Four Types of Leader
- Delegation and Empowerment
- Humility
- Emotional & Cultural Intelligence
- Being Authentic
- Inspiring Others
- Taking Accountability
- Making Decisions
- Being Confident
- Being Brave

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

Learning Essentials  
(Human Resources)
- The Psychology of Learning
- Learning Styles
- The Power of Micro-Learning
- Defining Learning Objectives
- Learning ROI
- Learning Culture in the Workplace
- Learning & Employee Engagement
- Promoting Social Learning
- Growth Mindset
- Removing the Barriers to Learning

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

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

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

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

Mastering Happiness
(Personal Development)
- Finding your Purpose & Passion
- Finding Happiness Within Yourself
- Self-Limiting Beliefs
- Changing Negative Habits
- The Power of Self-Reflection

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

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

Nurturing Talent
(Human Resources)
- Encouraging Employee Stretch
- Don't Avoid Low Performance
- Identifying Employees' Personal Goals
- Fostering Peak Performance
- Learning to Let your Best People Leave

One-Minute Learning
(Personal Development)
- How to delegate a task properly
- How to prepare a one-page business proposal
- How to mediate a conflict
- Reducing Sitting & Screen Time
- Taking Sleep Hygiene Seriously
Online Social Presence
(Personal Development)
The Right way to use Social Media
Building your Personal Brand
LinkedIn - Using your Best Profile to Promote your Business
LinkedIn & Social Media Networking
Social Media - Hints & Tips (on What to Avoid)

OSHA-Workplace Safety
(Safety and Compliance)
OSHA Worker Rights & Protection
Fall Prevention
PPE (Personal Protective Equipment)
OSHA Severe Injury Reporting & Record Keeping
Trenching & Excavation
First Aid: CPR
Spills & Hazardous Waste (HAZWOPER)
Chemical Hazards & Toxic Substances
Occupational Noise Exposure
The Dangers of Working in the Heat
Bloodborne Pathogens
Confined Spaces
Electrical Safety
Ladder Safety
Machine Guarding

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

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

Presentation Skills
(Personal Development)
Presentations & The Magic of Stories
What makes a good Presentation?
Presenting with Power: Hints & Tips
Structuring your Presentations
Setting up for Successful Presentations
Dealing with Nerves
Using Positive Visualization
Power Posing
The Art of Breathing
Becoming a Master Orator

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

Project Management Essentials
(Business Skills)
Initiating a Project
Planning a Project
Executing a Project
Monitoring a Project
Closing a Project

Project Management Mastery
(Business Skills)
Agile in Practice
Kanban in Practice
Scrum in Practice
Waterfall in Practice
Choosing the Right Project Methodology

Quality Management Essentials
(Business Skills)
Quality Control Planning
Quality Control
Quality Assurance
Quality Control vs. Quality Assurance
Quality Improvement
Recruitment 101 Essentials
(Human Resources)
Interview Skills
First Impressions
Career Planning
Hiring Right, First Time
Importance of Onboarding

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

Retail Essentials
(Sector Specific)
Greeting Customers
Service at the Cash Register
Connecting with Customers
Giving Advice (Confidently)
Dealing with Stressful Situations
The Importance of Procedures
The Basics of Commercial Awareness
Developing Product Knowledge
The Desire to Help Others
Service with a Smile (Even When Tired)

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

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

Risk & Uncertainty
(Personal Development)
Embracing Risk & Uncertainty
Risk & Decision-Making
Managing your own Decisions
Obstacles to Decision-Making
The Reward of Taking Risks

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

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

Sales Methodologies
*(Sales and Service)*
- SPIN Selling
- NEAT Selling
- SNAP Selling
- Challenger Selling
- Conceptual Selling
- Approach to Inbound & Outbound Sales
- Target Account Selling
- Gap Selling
- Selling the Proposed Solution**
- Sales Methodologies
- How to sell ethically
- Virtual Selling
- Value-Based Selling
- Cross-Selling, Upselling & Account Growth

Sales to Customer Success
*(Sales and Service)*
- Defining Customer Success for Sales
- Collecting Customer Information
- Managing a Successful Customer Handoff
- Sales & The Role in Onboarding
- Time for Renewal

Teamwork Essentials
*(Business Skills)*
- The Power of Teamworking
- Setting Common Goals
- Collaboration
- Celebrating Differences & Diversity
- Building Trust & Respect
- Roles & Responsibilities
- Communicating Openly
- Encouraging Different Opinions
- Dealing with Difficult Personalities
- Celebrating Success
- What is a Millennial
- Communicating with a Millennial
- Millennials and Technology
- Training Millennials

Teamwork Applied
*(Business Skills)*
- High-Performing Teams Framework - Forming
- High-Performing Teams Framework - Storming
- High-Performing Teams Framework - Norming
- High-Performing Teams Framework - Performing
- High-Performing Teams Framework - Adjourning

The Leadership Role Model
*(Leadership)*
- Using Humor
- The Power of Patience
- Recognizing & Rewarding Others
- Leading with Empathy
- Knowing when you're wrong
- A Healthy Manager is a Good Manager
- Being Positive
- Leading with Commitment
- Leading with Respect
- Leading with Energy

Well-being Essentials
*(Personal Development)*
- Eating Healthily
- Understanding Emotions
- The Importance of Sleep
- Work / Life Balance
- The Importance of Exercise
- Dealing with Stress
- Wellbeing & Productivity
- Kicking Bad Habits
- The Dangers of Sitting Down!
- Promoting Health & Wellbeing at Work

Work Ethic
*(Human Resources)*
- Being Punctual
- Meeting Deadlines
- Multi-tasking & Being Organized
- Self-Management
- Time Management
- Working Under Pressure
- Persistence & Resilience
- Avoiding Distractions
- Staying Motivated
- The Importance of Planning
Workplace Safety Essentials
(Safety and Compliance)
- Slips, Trips & Falls
- Use the Handrail
- Cable Management
- Reporting a Hazard
- Manual Handling
- Workstation Ergonomics
- Don't Speed on Site
- Driving & Using Your Phone
- Don't Walk & Text
- Going Remote

Workplace Health
(Safety and Compliance)
The Importance of Housekeeping
Workplace Inspections
Near Misses and Workplace Safety
The Role of Hygiene in the Workplace
Washing your Hands
Remote Working
(Business Skills)
Onboarding Remote Teams
How to Work Remotely (Employee Version)
Remote Culture
Remote Workspace
Remote Working & Workplace Harassment

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

Career Management
(Personal Development)
How to Master Your Attention

Customer Service
(Sales and Service)
Leading a Customer Service Team for the First Time
KPIs for Customer Service Teams
Using Data in Customer Service
Customer Service & Cultural Awareness
The Role of The Helpdesk
Customer Service & NPS
Different Types of Interactions
Customer Service Teamwork & Collaboration
Prioritization & Time Management
Gaining Meaningful Feedback
Customer Service Mindset
Customer Service & Chatbots
Customer Service OKRs
How to Say ‘No’

Customer Success
(Sales and Service)
Customer Success & Onboarding
Customer Loyalty
Customer Success KPIs
Increasing & Expanding MRR (Revenue Growth)
User Journeys & User Personas
Educating Customers
Reducing Customer Churn
The Role of the Account Manager in Customer Success
Social Proof: Testimonials & Case Studies
Dealing with the End of a Customer Relationship
Automating Customer Success

OSHA - Workplace Safety
(Safety and Compliance)
Basic Respiratory Protection
Cold Stress
Driver Safety
Lockout / Tagout
Hazard Communication

KPIs
(Business Skills)
Setting Business KPIs
KPIs & Employee Performance Management
The Balanced Scorecard
Leading & Lagging KPIs
KPIs & The Golden Thread

Human Resources
(Human Resources)
How to have a Conversation about Mental Health
How to have a Conversation about Mental Health
Introduction to Psychological Safety
How to Create a Psychologically Safe Workplace
Atención al Cliente Aplicado
(Ventas y Servicio)
- Utilizar el lenguaje adecuado
- Cómo cultivar la relación con los clientes
- Cómo poner en práctica la positividad
- Cómo lograr la claridad en la comunicación
- Cómo mantener la serenidad

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

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

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

Fundamentos de Liderazgo
(Liderazgo)
- Los cuatro tipos de líderes
- Delegación y empoderamiento
- Humildad
- Inteligencia emocional y cultural
- Ser auténtico
- Inspirar a los demás
- Asumir responsabilidad
- Toma de decisiones
- Tener confianza
- Ser valiente
Fundamentos de Recursos Humanos

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

Habilidades de Ventas Aplicadas

La importancia de compartir comentarios de retroalimentación de ventas

Seguridad Informática

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 antispam
Ingeniería social
Ataques al Internet de las cosas
Auditorías de cumplimiento y de seguridad informática

Ventas Avanzadas

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
Dominator la llamada en frío

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

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***Sales Applied Collection