



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

Diversidad e Inclusión

(Recursos Humanos)

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

Fundamentos de Atención al Cliente

(Ventas y Servicio)

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

Fundamentos de Liderazgo

(Liderazgo)

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

Fundamentos de Recursos Humanos

(Recursos Humanos)

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

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

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

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





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

(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

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

Design for Everyone

(Technology)

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

Digital Transformation

(Business Skills)

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



Diversity & Inclusion

(Human Resources)

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

Emotional Intelligence

(Personal Development)

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

Employee Experience

(Human Resources)

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

Employee Termination

(Human Resources)

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

Entrepreneurship

(Leadership)

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

Environment & Sustainability

(Safety and Compliance)

Wishcycling
 Sustainability & Innovation
 The Benefits of Becoming a B Corp
 Going Net Zero
 Sustainable Construction

Finance Essentials

(Business Skills)

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

Finance Applied

(Business Skills)

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



Financial Compliance

(Safety and Compliance)

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

Food Safety Essentials

(Safety and Compliance)

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

Food Safety Applied

(Safety and Compliance)

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

Healthcare Essentials

(Healthcare - Sector Specific)

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 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

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



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

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 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

*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.

**Updated version from Sales Essentials Collection

***Sales Applied Collection

