

Meet

talent  library™



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

EPIGNOSIS

talent  lms | efront |  talentcards | talent HR



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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

Business Innovation

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

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

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

Contract Management Essentials

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

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 Analyzing Qualitative 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 Essentials

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

Finance Applied

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

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 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 Skills Applied

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

Marketing Skills 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

Gettings 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

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

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

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 Essentials

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

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

Human Resources

Recruitment Essentials

Career Planning
First Impressions
Hiring Right, First Time
Interview Skills

Company Culture

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

Diversity & Inclusion

Becoming an Inclusive Leader
Confronting Discrimination
Digital Accessibility

Gender Inclusion
 LGBT Awareness and Inclusion
 Recognizing Your Privilege
 The Key Values of Equality, Diversity and Inclusion
 The Value of Diversity and Inclusion in the Workplace
 Types of Discrimination
 Unconscious Bias

Employee Experience

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

Employee Onboarding

(Employee Life Cycle)

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

Employee Retention

(Employee Life Cycle)

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

Employee Termination

(Employee Life Cycle)

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

HR Essentials

Adapting to Innovation
 Bullying & Violence
 Flexible & Remote Working
 Handling Disciplinarys
 HR for Non-HR Managers
 Performance Management
 Talent Management & Development
 The Importance of Training

Creating a Great Employee Handbook
 Cultural Ambassador: Embedding Culture & Values
 from Day 1

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 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

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

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

Recruitment Essentials

- Career Planning
- First Impressions
- Hiring Right, First Time
- Interview Skills

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

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

Leadership

Adaptive Leadership

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

Communication Skills

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

- Tone of Voice

- Using Body Language

Entrepreneurship

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

Leadership Essentials

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

Leadership Tool Kit

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

Remote Leadership

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

Safety Leadership

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

The Creative Process

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

The Leadership Role Model

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

Personal Development

Career Management

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

Emotional Intelligence

Collaboration & Developing EQ in Teams
Conflict Management using EQ
Creativity and EQ
Emotional Intelligence: Empathy

Emotional Intelligence: Motivation
Improving your EQ
Self Awareness
Self Regulation
Social Skills
What is EQ?

Mastering Happiness

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

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

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

Safety and Compliance

Compliance Essentials

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

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

Cybersecurity

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

Cybersecurity
Cybersecurity & HR
Physical Security
Secure File Sharing
Security & AI
Social Media Security Awareness
Using Open Source tools securely

Environment & Sustainability

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

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 Essentials

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

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

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 Health

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

Workplace Safety Essentials

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

Sales and Service

Customer Service Applied

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

Customer Service Essentials

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

Customer Service Mastery

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

Customer Success

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

in CustomerSuccess
 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

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?

Retail Essentials

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

Retail 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 Mastery

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

Technology

Artificial Intelligence Essentials

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

Coding for Everyone

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

Design for Everyone

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

Introduction to Google Suite

Google Suite Overview & Google Calendar
 Introduction to Gmail
 Introduction to Google Docs 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 Drive
 Introduction to Google Meet
 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 Microsoft Software

Introduction to Excel - Advanced Formulas
 Introduction to Excel - Basic Formulas
 Introduction to Excel - Basic Navigation Part 1
 Introduction to Excel - Basic Navigation Part 2
 Introduction to Excel - Basic Navigation Part 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
 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 Part 1
 Introduction to Word - Formatting Text Part 2
 Introduction to Word - Inserting Objects
 Introduction to Word - Page Layouts, Review & Comment

UI/UX

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

Coming soon

Human Resources

Recruitment Essentials

AI-Powered Recruitment
 Candidate Experience Optimization
 Compliance & Ethics in Recruitment (US Focus)
 Data-Driven Recruitment: 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 the Art of Candidate Assessment
 Strategies for Hiring Top Talent

Work Ethic

Fine-Tuning Timeboxing
 Introduction to Timeboxing
 Sustaining the Habit of Timeboxing
 Timeboxing Mastery
 Timeboxing Strategies

Leadership

Business Innovation

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

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

Personal Development

Life Skills 101

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

Safety and Compliance

HIPAA Compliance Essentials

Being a HIPAA-Compliant Employee
 HIPAA & Cybersecurity
 Patient Rights
 The HIPAA Privacy Rule
 The HIPAA Security Rule

Courses in Spanish

Liderazgo

Fundamentos de Liderazgo

Asumir responsabilidad
 Delegación y empoderamiento
 Humildad
 Inspirar a los demás
 Inteligencia emocional y cultural
 Los cuatro tipos de líderes
 Ser auténtico
 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 antisppam
 Ingeniería social
 Los riesgos del secuestro de datos
 Protección de tus datos
 Seguridad de la red y computación en la nube

Ventas y Servicio

Atención al Cliente Aplicado

Cómo cultivar la relación con los clientes
 Cómo lograr la claridad en la comunicación

Cómo mantener la serenidad
Cómo poner en práctica la positividad
Utilizar el lenguaje adecuado

Atención al Cliente Avanzado

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

Fundamentos de Atención Al Cliente

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

Fundamentos de Ventas

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

Habilidades de Ventas Aplicadas

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

Ventas Avanzadas

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

*The content and projected timeline of the scheduled courses are subject to change at any time, without prior notice,

may vary and should not be construed as binding.

**Updated version from Sales Essentials Collection

***Sales Applied Collection

****Transfer from other collection