



Meet TalentLibrary™

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

EPIGNOSIS

talent  lms efront  talentcards

Adaptive 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

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

Business Innovation

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

Coaching Essentials

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

Compliance Essentials

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

Communication Skills

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

Customer Service Applied

Using the Right Language
 Nurturing Customer Relationships
 Practicing Positivity
 Achieving Clarity
 Maintaining Composure

Customer Service Essentials

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

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

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

Data Analysis

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

Digital Transformation

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

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

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

Employee Termination

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

Entrepreneurship

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

Finance Essentials

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



Food Safety Essentials

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

HR Essentials

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

Leadership Essentials

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

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

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

Marketing Essentials

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

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

Mastering Happiness

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

Mindfulness

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

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

Encouraging Employee Stretch
 Don't Avoid Low Performance
 Identifying Employees' Personal Goals
 Fostering Peak Performance
 Learning to Let your Best People Leave

Online Social Presence

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)

Personal Finances

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

Presentation Skills

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

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

Initiating a Project
 Planning a Project
 Executing a Project
 Monitoring a Project
 Closing a Project

Project Management Mastery

Agile in Practice
 Kanban in Practice
 Scrum in Practice
 Waterfall in Practice
 Choosing the Right Project Methodology

Recruitment 101 Essentials

Interview Skills
 First Impressions
 Career Planning
 Hiring Right, First Time
 Importance of Onboarding

Remote Leadership

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

Retail Essentials

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)

Risk & Uncertainty

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

Safety Leadership

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

Sales Skills Applied

Researching Your Prospect
 How to Build Rapport
 Questioning Skills
 Prioritizing Prospects
 Obtaining Commitment



Sales Essentials

Sales Listening Skills
 Creating your Pipeline
 Managing your Pipeline
 The Sales Pitch
 Effective Presentations
 Selling the Proposed Solution
 Building Benefits
 Keeping Prospects Engaged
 Closing Difficult Deals
 Importance of Sharing Sales Feedback

Sales Mastery

Shortening your Sales Cycle
 Sales Strategies - The Power of Resellers
 Sales Methodologies
 Understand why Deals are Lost
 How to sell ethically
 Emotional Intelligence for Sales Success
 Virtual Selling
 Mastering Cold Calling
 Dealing with Sales Fear
 Resilience in Sales
 Mastering Cold Emailing

Situational Leadership

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

Teamworking Essentials

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

The Leadership Role Model

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

Wellbeing Essentials

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

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

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

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





Business Continuity Essentials

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

Career Management

- Unlocking Your Potential
- Setting your Career Goals
- Discovering Your Strengths & Weaknesses
- The Importance of a Mentor
- Your Personal Brand Story
- Internal Interview Preparation & Competencies
- The Value of Hard Work
- Personal Development Plans & Sticking to Them
- Setting Stretch Goals

Coding for Everyone

- What is Coding?
- Understanding APIs
- HTML Development for Everyone
- PHP for Everyone
- JavaScript for Everyone

Compliance Essentials

- Sexual Harrassment - Employer Version

Hybrid Working

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

Marketing Skills Mastery

- 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

OSHA

- OSHA Worker Rights & Protection
- Fall Prevention
- PPE (Personal Protective Equipment)
- OSHA Severe Injury Reporting & Record Keeping
- Trenching & Excavation

Retail Applied

- Adopting a 'Customer First' Mindset
- Commercial & Product Awareness
- Coaching Retail Skills
- The Importance of Store Windows
- GDPR in a Retail Environment

Sales Mastery

- Value-Based Selling
- Reducing Sales Friction
- Automating Sales Processes
- Designing your Sales Dashboard
- Cross-Selling, Upselling & Account Growth

*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.

