

Bringing you **the best**
in course content
to help your
teams thrive.





BUSINESS SKILLS

Brain Bites – Business Accounting Basics, Part 1
Brain Bites – Business Accounting Basics, Part 2
Designing Beautiful Documents
Entrepreneurship: The Keys to Business Success
Storytelling in Business
Technical Writing



COMMUNICATION

Brain Bites – Leading Effective Meetings
Brain Bites – Modern Workplace Communication
Brain Bites – Writing Effective Emails
Brain Bites – Empathy: The Key to Active Listening
Engaging Teams Meetings
Hybrid Meetings
Leading Engaging Zoom Meetings
Persuasion: The Art of Communication
Writing in Plain Language
Brain Bites – Let Them Know You're Listening



ANTI-HARASSMENT

Awkward at the Office
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – California Law (AB 1825)
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Connecticut Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Delaware Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Illinois Law (SB 75)
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – Maine Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office – New York and NYC Law
(Workplace Harassment) – Supervisor Edition

Awkward at the Office
(Workplace Harassment) – Employee Edition

Awkward at the Office – California Law (AB 1825)
(Workplace Harassment) – Employee Edition

Awkward at the Office – Connecticut Law
(Workplace Harassment) – Employee Edition

Awkward at the Office – Delaware Law
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(Workplace Harassment) – Employee Edition

Awkward at the Office – Maine Law
(Workplace Harassment) – Employee Edition

Awkward at the Office – New York and NYC Law
(Workplace Harassment) – Employee Edition

Brain Bites – Workplace Violence Prevention
(SB 553) for Employees

Brain Bites – Workplace Violence Prevention (SB 553)
for Plan Builders



DIVERSITY & INCLUSION

Brain Bites – Uncovering Subconscious Bias

An Organizational Guide to Diversity and Inclusion

Brain Bites – Working Across Cultures

Improving Diversity and Inclusion (DEI)
in Your Workplace



CYBERSECURITY

Brain Bites – Cyber Security Awareness: Real Stories
Brain Bites – Staying Safe Online



GDPR

Brain Bites – GDPR Essentials



HEALTH & SAFETY

Brain Bites – Ergonomics Unleashed
Brain Bites – Fire Safety
Brain Bites – Navigating Stress and Anxiety
Brain Bites – Covid-19 and Healthy Workspaces



LEADERSHIP & MANAGEMENT

Stronger Together: Delegation & Task Management
New Manager Starter Kit
Brain Bites – Robert's Rules of Order



MARKETING

Internet Marketing 101
Proofreading
Marketing 101: Top 5 Marketing Mistakes



PERSONAL DEVELOPMENT

Achieving Big Success

Brain Bites – Managing Interruptions and Procrastination

Managing Conflict: Managing Self Motivational Ethics

The Science of Personal Productivity

Time Management Basics

Brain Bites – Unlocking Your Emotional Intelligence Potential



HIPAA

Intro to HIPAA for Covered Entities

Intro to HIPAA for MSP

Intro to HIPAA for Business Associates



WORKPLACE SAFETY

Workplace Safety – Active Shooter



PROJECT MANAGEMENT

Brain Bites – Prioritizing Tasks



SALES AND SERVICE

Competitive Selling

Sales 101: Making Appointments

Virtual Selling

Boosting Your Pipeline with Your CRM



SOFTWARE SKILLS

Advanced QuickBooks (2016)

AI Business Essentials Part 1: ChatGPT

AI Business Essentials Part 2: Microsoft Copilot

Brain Bites – Email Management

Brain Bites – Excel Dynamic Arrays

Brain Bites – Microsoft Loop

Brain Bites – Microsoft Teams Meetings (2023)

Brain Bites – Organizing your Files

Brain Bites – **Secrets of Chats and Conversations in Teams**

Creating Word Templates

Excel – Intro to Power Pivot (2024)

Excel – Power Functions (2024)

Excel – Power Query

Excel Creating Dashboards

Excel Data Analysis with Pivot Tables

Excel for Mac Basics

Excel for Project Management

Excel in 30 Minute: Sorting and Filtering Lists (Intermediate 5 of 11)

Excel in 30 Minutes: Advanced Charting, Trendlines, and Graphics (Intermediate 9 of 11)

Excel in 30 Minutes: Advanced PivotTables and Slicers (Intermediate 11 of 11)

Excel in 30 Minutes: Analyzing Data with Tables and Formatting (Intermediate 7 of 11)

Excel in 30 Minutes: Calculations (Basics 3 of 10)

Excel in 30 Minutes: Conditional Formatting (Basics 7 of 10)

Excel in 30 Minutes: Creating PivotTables (Intermediate 10 of 11)

Excel in 30 Minutes: Customizing Options (Basics 10 of 10)

Excel in 30 Minutes: Entering Data (Basics 2 of 10)

Excel in 30 Minutes: Formatting Cell Contents (Basics 6 of 10)

Excel in 30 Minutes: Getting Started (Basics 1 of 10)

Excel in 30 Minutes: Modifying Worksheets (Basics 4 of 10)

Excel in 30 Minutes: Printing and Page Layout (Basics 8 of 10)

Excel in 30 Minutes: Querying and Subtotals with Lists (Intermediate 6 of 11)

Excel in 30 Minutes: Text and Number Formats (Basics 5 of 10)

Excel in 30 Minutes: Using Named Ranges (Intermediate 1 of 11)

Excel in 30 Minutes: Visualizing Data with Charts (Intermediate 8 of 11)

Excel in 30 Minutes: Working with Date Functions (Intermediate 2 of 11)

Excel in 30 Minutes: Working with Logical Functions (Intermediate 3 of 11)

Excel in 30 Minutes: Working with Text and Math Functions (Intermediate 4 of 11)

Excel in 30 Minutes: Worksheets and Workbooks (Basics 9 of 10)

SOFTWARE SKILLS (continued)

Gmail Essentials (2021)
Google Workspace Essentials (2020)
Intro to Chromebooks
Intro to Data Literacy
Intro to HIPAA for Business Associates
Intro to Microsoft 365 (2024)
Learning Excel 2019 – Basics (TOSA)
Learning Excel 2019 – Beginner (TOSA)
Learning Excel 2019 – Expert (TOSA)
Learning Excel 2019 – Productive (TOSA)
Managing Emails in Outlook (Classic)
Mastering Access 2016 – Basics
Mastering Access 2016 – Intermediate
Mastering Excel 2016 – Advanced
Mastering Excel 2016 – Basics
Mastering Excel 2016 – Intermediate
Mastering Excel 2019 – Advanced
Mastering Excel 2019 – Basics
Mastering Excel 2019 – Intermediate
Mastering Excel 2021 – Basics
Mastering Excel 2021 – Beginner
Mastering Excel 2021 – Intermediate
Mastering Excel 365 – Basics (2024)
Mastering Excel 365 – Beginner (2024)
Mastering Excel 365 – Expert (2023)
Mastering Excel 365 – Intermediate (2022)
Mastering Google Drive (2020)
Mastering Microsoft Project 2016 – Part 1
Mastering Microsoft Project 2016 – Part 2
Mastering Microsoft Teams – Basics (2024)
Mastering OneNote 2016
Mastering Outlook 2016 – Advanced
Mastering Outlook 2016 – Basics
Mastering Outlook 2016 – Full course
Mastering Outlook 2019
Mastering Outlook 2019 – Advanced
Mastering Outlook 2019 – BASICS
Mastering Outlook 365 – Advanced (2023)
Mastering Outlook 365 – Basics (2024)
Mastering Outlook 365 – Beginner (2024)
Mastering Outlook 365 – Expert (2024)
Mastering Outlook 365 – Intermediate (2023)
Mastering PowerPoint 2016 – Advanced
Mastering Powerpoint 2016 – Basics
Mastering Powerpoint 2016 – Full Course
Mastering PowerPoint 2019
Mastering PowerPoint 2019 – Advanced
Mastering PowerPoint 2019 – BASICS
Mastering PowerPoint 2021 – Beginner
Mastering PowerPoint 2021 – Intermediate
Mastering PowerPoint 365 – Expert (2023)
Mastering PowerPoint 365 – Intermediate (2022)
Mastering QuickBooks Desktop 2018
Mastering QuickBooks Online 2018
Mastering QuickBooks Online – Basics (2021)
Mastering Visio – Intermediate
Mastering Word 2016 – Advanced
Mastering Word 2016 – Basics
Mastering Word 2016 – Intermediate
Mastering Word 2019 – Basics
Mastering Word 2019 – Intermediate
Mastering Word 365 – Basics (2022)
Mastering Word 365 – Beginner (2022)
Mastering Word 365 – Expert (2024)
Mastering Word 365 – Intermediate (2023)
Microsoft 365 Groups Essentials (2021)
Microsoft 365 Sharing Calendars and Email (2022)
Microsoft Forms Essentials (2022)
Microsoft Planner Essentials (2023)
Microsoft Teams Fundamentals and Best Practices (2024)
Microsoft Teams in 30 Minutes (2021)
Microsoft Teams Shifts (2024)
Microsoft To-Do Essentials (2020)
OneNote for Windows 10 Essentials
Power BI Essentials (2024)
Power BI – Using Visuals (2024)
Power Up PowerPoint
Salesforce Essentials
Saving Time in Outlook
Secrets of the Office Guru
SharePoint for Site Owners
SharePoint Online Basics (2024)
Smartsheet Basics
SQL for Non-Technical Users
Think Before You Click
Viva Connections Essentials
Viva Engage Essentials
Viva Insights Essentials
Viva Overview
What’s New in Excel 2019?
Word in 30 Minutes: Adding Text, Printing,
and Customizing (Basics 2 of 7)
Word in 30 Minutes: Creating Lists and Tables
(Basics 5 of 7)

SOFTWARE SKILLS (continued)

Word in 30 Minutes: Formatting Text (Basics 3 of 7)

Word in 30 Minutes: Graphics and Page Appearance (Basics 6 of 7)

Word in 30 Minutes: Navigating and Creating Documents (Basics 1 of 7)

Word in 30 Minutes: Preparing to Publish (Basics 7 of 7)

Word in 30 Minutes: Working Efficiently (Basics 4 of 7)

Adobe Acrobat DC Essentials 2016

What's New in Outlook 2019?

What's New in PowerPoint 2019?

Mastering PowerPoint 2021 - Basics

Mastering Word 365 - Advanced (2023)

Learning Excel 2019 - Advanced (TOSA)

Mastering Excel 365 - Advanced (2023)

Mastering PowerPoint 365 - Beginner (2024)

Mastering PowerPoint 365 - Basics (2024)

Mastering Visio - Basics

Mastering Word 2016 - Full Course

Microsoft 365 Admin Tips and Tricks

Microsoft 365 for New Employees

Microsoft Power Automate - Advanced (2024)

Microsoft Power Automate - Basics (2024)

OneDrive Essentials (2024)

OneDrive in 30 Minutes (2024)

Mastering Excel 2016 - Full Course

Network Essentials CompTIA Network Plus

What's New in Word 2019?

Mastering Microsoft 365 (2022) (BB197)

Working with Files in Microsoft 365

Viva Goals Essentials

Microsoft Teams Phone System (2024)

Windows 10 Essentials (2024)

Windows 11 Essentials (2024)

Power BI - Data Modeling (2024)

Mastering PowerPoint 365 Advanced (2023) (BB254)

Brain Bites - Windows 11 Essentials

Mastering Word 2019 - Advanced

Microsoft Teams - Managing Teams (2024)

Outlook 365 Essentials (2024)

Microsoft Sway Essentials (2025)

Brain Bites - A Beginner's Guide to Computers

AI Fluency - Intro to Prompts

FRENCH

Les Essentiels de Viva Insights (BB269)

SPANISH

Bocados de Saber -
Reuniões do Microsoft Teams
Ventas Competitivas
Microsoft 365 Office Essentials (2020) (Spanish)
Bocados de Saber - Gestión del Tiempo
Bocados de Saber -
Reuniones de Microsoft Teams
Bocados de Saber -
Déjales Saber que Estás Escuchando
Bocados de Saber -
Escribiendo Correos Efectivos
Bocados de Saber -
Mantente a Salvo en Línea
Bocados del Saber - Gestión de Emails
Lo Elemental de Microsoft Teams
Lo Elemental de Outlook en la Web (2020)
Lo Elemental de Planner Office 365
Lo Elemental de SharePoint en la Web
Lo Esencial de Viva Insights
Brain Bites - Empatía:
A chave para a Escuta Ativa



BUSINESS SKILLS

Basic Business Skills
 Personal Behaviors and Conduct
 You and Your Boss



COMMUNICATION

Communicating with Others
 Communication Skills for Managers
 Giving Great Feedback



SALES AND SERVICE

Customer Service Basics
 Customer Service Management
 Conducting Great Online Demos and Sales Calls
 Lead Generation- Spears (Outbound Prospecting)
 Lead Generation-Nets (Inbound Marketing)
 Lead Generation-Seeds (Customer Success)
 Predictable Revenue Toolkit



HUMAN RESOURCES

Discussing Total Compensation
 Onboarding New Employees
 Retaining Your Employees
 Stay Interview Toolkit



ANTI-HARASSMENT Employee and Manager Version

totalView Behavioral Based Interviewing Toolkit
 The Respectful Workplace California
 The Respectful Workplace Canada
 The Respectful Workplace Connecticut
 The Respectful Workplace Delaware
 The Respectful Workplace General
 The Respectful Workplace Illinois
 The Respectful Workplace Maine
 The Respectful Workplace New York
 The Respectful Workplace Washington
 The Respectful Workplace sample
 The Respectful Workplace: Diversity Bundle



LEADERSHIP AND MANAGEMENT

Coaching Career Development
 Building Your Career
 Building Your Leadership Skills
 Building Trust and Respect
 Delegating Work

Bud to Boss
 Conflict Management Skills
 Increasing Employee Engagement
 Leadership Essentials
 Leading the Organization Strategy
 Management Essentials
 Managing for Success
 Creating Great Teamwork
 Performance Management and Development Toolkit
 Developing and Coaching Employees
 Recognizing Employees
 Remote Leadership Toolkit
 Supervision Basics



PERSONAL DEVELOPMENT

Developing for Success
 Developing Work Relationships
 How to work successfully from home
 Increasing Your Contribution at Work
 Providing Resources for Success
 Starting a New Job
 Creating Great Work



HEALTH AND SAFETY

Aerosol Transmissible Diseases
 Asbestos Hazard Awareness
 Back Safety and Injury Prevention
 Behavior-Based Safety
 Benzene Safety
 Bloodborne Pathogens (BBP)
 Cardiopulmonary Resuscitation (CPR)
 Chemical Safety
 Chlorine Safety
 Cold Stress
 Cold, Flu, and Transmissible Illness Prevention
 Compressed Gas Safety
 Concrete and Masonry
 Confined Space Entry - Permit Required
 Confined Spaces
 Conveyor Safety
 Crane Safety: Mobile Cranes
 Distracted Driving
 Driver Safety
 Dropped and Fallen Objects
 Earthquake Preparedness
 Electrical Safety: General Awareness
 Electrical Safety: Hazards, Controls, and Best Practices
 Emergency and Fire Preparedness
 Employee Safety Orientation

HEALTH & SAFETY (continued)

- Excavation, Trenching, and Shoring Safety
- Eye Safety
- Eyewashes and Safety Showers
- Fatigue and Stress Awareness
- Fire Extinguisher Safety
- Fire Extinguishers: Monthly Inspections
- First Aid - Choking
- First Aid - Environmental Emergencies
- First Aid - Medical Emergencies
- First Aid - Musculoskeletal Injuries
- First Aid - Soft Tissue Injuries
- First Aid Fundamentals
- Flammable Liquid Safety
- Formaldehyde Safety
- Hand and Power Tool Safety
- Hand Safety
- Hazard Communication
- Hearing Conservation
- Heat Stress
- Hot Work
- Hurricane Preparedness
- Hydrogen Sulfide Safety
- Incident Investigation
- Indoor Air Quality
- Industrial Ergonomics
- Intro to Ammonia Hazards
- Intro to Beryllium Hazards
- Intro to Cadmium Hazards
- Intro to Combustible Dust Hazards
- Intro to Hexavalent Chromium Hazards
- Intro to Hydraulic Safety
- Intro to Loading Dock Safety
- Intro to Mold and Mildew Hazards
- Intro to Off-Road Vehicle Safety: ATVs and UTVs
- Intro to Pallet Jack Safety
- Intro to Personal Safety
- Intro to Pressure and Power Washer Safety
- Intro to Safe Material Storage
- Intro to Site Security
- Intro to Skid Steer Loaders
- Intro to Spray Finishing Hazards
- Intro to Utility Cart Safety
- Intro to Wildfire Smoke Safety
- Introduction to Caught In-Between Hazards
- Introduction to OSHA
- Job Safety Analysis
- Laboratory Safety
- Ladder Safety
- Lead Awareness
- Line Breaking
- Lockout Tagout
- Lockout Tagout for Authorized Workers
- Machine Guarding
- Mobile Elevating Work Platforms: Aerial and Scissor Lift Safety

- Mobile Ladder Safety
- Mosquito, Tick, and Vector-Borne Illnesses
- Muscle Sprains and Strains
- Office Ergonomics
- Office Safety
- OSHA Work-Related Injury and Illness Recordkeeping
- Overhead and Gantry Crane Safety
- PACE Behavioral Driving Large Vehicles
- PACE Behavioral Driving Light Vehicles
- Pandemics: Slowing the Spread
- Passenger Van Driver Safety
- Personal Fall Arrest Systems
- Personal Protective Equipment Fundamentals
- Pipeline Safety
- Power Press Safety
- Powered Industrial Truck Safety
- PPE - Eye and Face Protection
- PPE - Foot Protection
- PPE - Hand Protection
- PPE - Head Protection
- PPE - Hearing Protection
- PPE - Respiratory Protection
- PPE - Water Safety
- PPE courses Learned: One Time Is All It Takes
- Preventing Spills
- Process Safety Management
- Radio Communications
- Respiratory Protection
- Rigging Safety
- Road Rage
- Safe Driving Behavior for Commercial Motor Vehicles (CMVs)
- Safety Audits
- Scaffold Safety
- Silica Hazards
- Slips, Trips, and Falls
- Small Spill Cleanup
- Stairway Hazards
- Static Electricity
- Tornado Preparedness
- Traffic Control (Flagger)
- Valve Safety
- Winter Weather Driving
- Workforce Hazard Recognition
- Workplace Signs, Labels, and Tags
- Workspace Cleanliness
- DOT: Drug and Alcohol Testing for Supervisors - Reasonable Suspicion



PROJECT MANAGEMENT

- Project Management for Managers
- Meeting Management
- Become a Contributing Project Team Member
- The Kanban Methodology
- The Lean Methodology
- Project Management Lifecycle



BUSINESS SKILLS

- Budget Like a Boss
- Digital Transformation - Change Management Right?
- Hybrid Working 101
- Leadership in a Crisis
- Remote Selling
- Building & Rebuilding trust
- Preparing a Presentation
- Active Listening
- Creating Effective Online Meetings
- Sharing Ideas in Meetings
- The Power of a Strong Network
- Effective Questioning Skills



COMMUNICATION

- Communication Skills
- The Power of Storytelling
- Embrace Conflict



SALES AND SERVICE

- Ability to Admit you Don't Have All the Answers Clear Communication
- Customer Empathy
- Customer Persuasion
- Dealing with Emotional & Angry Customers
- Handling Complaints
- Taking Responsibility
- The Art of Patience
- The Use of Positive Language
- Using Rapport
- Understanding the Customer
- Sector Knowledge (Verticals)
- Building your Brand on LinkedIn
- Maintaining Commitment - Closing the Sale
- Controlling the Conversation



CYBERSECURITY

- Cyberbullying
- Denial of Service Attack
- Email Security
- Phishing
- Spoofing Attacks
- Staying Safe Online
- The GDPR Guru
- The Internet of Things
- Using a Strong Password
- Viruses & Malware
- What is Digital Transformation?
- Phishing (Dutch Translation)
- Phishing (German Translation)
- Phishing (Spanish Translation)
- Phishing (Italian Translation)
- Phishing (French Translation)
- Email Security (Dutch Translation)
- Email Security (German Translation)
- Email Security (Spanish Translation)
- Email Security (Italian Translation)
- Email Security (French Translation)
- GDPR Overview
- Subject Access Requests

- The Role of Data Protection Officers
- Data Handling (Best Practices)
- Data Breaches
- Working Remotely (but Safely)
- Life in the Cloud
- Wi-Fi Security
- Stolen Devices
- Choosing The Right Cloud Vendor
- Disaster Recovery
- Protecting Your Personal Data
- Multifactor & 2F Authentication



FINANCE

- Cash Flow Statement Pro
- Maintaining a Healthy Cash Flow
- P&L Explained
- The Balance Sheet Explained
- Good Governance: Anti Money Laundering & CCOs
- PCI DSS
- Whistleblowing
- Competition Law
- Insider Dealing



HEALTH AND SAFETY

- Abrasive Wheels
- Accident Reporting Training
- Aggression & Violence
- Allergy Awareness
- Asbestos Awareness
- Asbestos Awareness (Refresher)
- Basic Safeguarding Awareness
- CDM Regulations
- Control of Cross Contamination
- Covid-19 Awareness
- Creating a Safeguarding Culture
- Defining Hazard and Risk
- FGM (Safeguarding)
- Fire Safety Awareness
- Fire Safety Awareness (Refresher)
- Fire Warden Awareness
- Food Safety & Hygiene Level 2 (Overview)
- General Workshop Safety Equipment
- Getting In & Out of Buildings
- Good Housekeeping
- Good Premises Management
- Introduction to First Aid
- Introduction to Safe Systems of Work
- Introduction to Working Safely
- Lighting
- Managing a Safeguarding Disclosure
- Noise
- Personal Hygiene in the Workplace
- PPE Essentials
- Protection & Infection Control
- Risk Assessment Training
- Slips, Trips & Falls
- Temperature
- Talking about Men's Mental Health
- The Adventures of the Lone Worker
- The Basics of Manual Handling
- The Basics of Manual Handling (Refresher)

HEALTH & SAFETY (continued)

Working with Substances Hazardous to Health
 Understanding & Identifying Patterns of Grooming
 Green Technology & Carbon Zero
 Sharps
 Driving Safely (Including Mobile Devices)
 Winter Weather Awareness
 Waste Management
 The Role of Eco-Innovation
 Office Desk Set Up
 Health Surveillance
 Construction Dust
 Workplace Inspections
 Active Shooter
 Lone Working
 Substance Use Disorder Advice (Signposts)



WELLBEING

Anxiety
 Attachment & Separation Anxiety
 Being Kind to Yourself
 Cognitive Behavioral Therapy (CBT)
 Coping with Isolation
 Crisis Prevention
 Dangers of Night Working
 Dealing with Stress
 Dealing with Suicidal Feelings
 Dealing with Stressful Situations
 Depression & Low Mood
 Drug Abuse Awareness
 Eating Disorders
 Exam Stress
 How to Have a Conversation About Mental Health
 Managing Shift Work
 Mental Health First Aider
 Menopause Awareness at Work
 (Managers and Employees)
 Menopause - Providing Support (for Managers)
 Menopause - Asking for Support (for Employees)
 Neglect
 Panic Attacks
 Paranoia
 Prevent
 Relaxation
 Responding to Difficult Events
 Return to Work 101
 Setting Up Your Home Office
 Self Harm
 Sleep Problems
 Social Media & Self Image
 Social Media, Screens & Teens
 The Importance of Sleep
 The Importance of Exercise
 Turn off Work Thoughts during Free Time!
 Types of Abuse
 Warning Signs
 Workplace Mental Health
 Worry & False Thinking
 Creating a Feedback Culture
 I'm Not OK - How to Ask For Help

The Dangers of Echo Chambers
 Safe Place to Fail - Learning from Mistakes
 I'm Not Ok- Spotting When Team Members Are Struggling
 Safe Place to Fail - Creating a Fail Fast Environment
 Dare to Disagree - Challenge Leadership Constructively
 It's OK To Not Know Everything
 Championing Others
 Addressing a Blame Culture



HUMAN RESOURCES

Bullying (Employees & Managers)
 Conflict Management
 Equality, Diversity & Inclusion
 Recognising Privilege
 Selling Age Restricted Products
 The Four Basics of HR
 Virtual Interviews
 What is a Learning Culture?
 Managing Sickness
 Performance Reviews
 Attracting Great Employees
 Gender Identity in the Workplace
 Microaggressions in the Workplace
 Anti-Racism in the Workplace
 Disability in the Workplace
 Creating a Workplace that Embraces Neurodiversity
 Sexual Harassment in the Workplace
 Recognising a Skill vs Will Performance Issue
 Difficult Conversations
 Interview Skills
 Managing Grievances
 SEND 101



LEADERSHIP AND MANAGEMENT

Brexit: Business Leaders FAQ
 Change Management
 Choosing your Leadership Style
 Collaborative Problem Solving
 Creating a Coaching Culture
 Creating a Positive Workplace Culture
 Effective Decision Making
 Emotional Intelligence
 Empathy in the Workplace
 Empowering Others
 How to Encourage Honest Feedback
 How to Have an Honest Conversation
 How to Manage a Toxic Employee
 Improving Mental Health in the Workplace
 Improving Remote Worker Health & Wellbeing
 Inspiring Action
 Leadership During a Pandemic
 Leadership in a Crisis
 Leadership Style: The Big 5
 Starting Out as a Digital Leader
 Successfully Managing a Remote Team
 Supporting Employees with Mental Health Issues
 Targeting and Reducing Workplace Stress
 The Growth Mindset
 The Integrated Psychological Theory of Leadership

LEADERSHIP & MANAGEMENT (continued)

Transformational vs. Transactional Leadership
 Lead with Empathy, not Ego
 Remote Communication
 Supporting your Team
 Understanding Contingency Leadership
 Understanding Employee Engagement
 Understanding Workplace Culture
 What is Agile Leadership?
 What is Digital Leadership?
 What is Mindful Leadership?
 What is Sustainable Leadership?
 You First: Leading From Within
 Motivating your Team
 Avoiding Common Management Mistakes
 Encouraging Employee Engagement
 How Business Leaders Prepare for a Downturn
 Keep it Positive: Your Leadership Mindset
 Maintaining Changes to Workplace Culture
 Non-Verbal Communication: 8 Key Insights
 The Impact of Giving Accountability
 Understanding Stakeholder Management
 What is Authentic Leadership?
 Creativity and Innovation
 Leading Global Teams
 Leading Ethical Decisions
 Performance Improvement Plan (PIP) When is It Needed?
 Giving & Receiving Feedback
 How to Become a Great Coach
 Customer Success Management
 Accountability & Growth Mindset in Coaching
 Providing Structured Coaching Feedback
 Listening, Questioning & Rapport Building in Coaching
 How to Set Coaching Goals
 Coaching Best Practice & The 5 C's



PERSONAL DEVELOPMENT

Adaptability & Flexibility
 Ask for Help
 Being your Best Self
 Bring your Whole Self to Work (Authenticity)
 Combatting Imposter Syndrome
 Continuous Learning
 Creative Thinking
 Confidence
 Critical Thinking
 Dare to Disagree
 Don't Fail Fast, Fail Mindfully
 How to Delegate
 Know your Worth (and ask for it)
 Personal Productivity
 Find your Professional Voice
 Finding your Professional Self
 Building your Personal Brand
 The Power of a Mentor
 Connecting with your Business Goals
 Preparing for 1-2-1's
 Increasing your Influence
 Showcase your Accomplishments
 Strategic Thinking

Redefine your Personal Average (Overcoming Challenges)
 Speaking up for Yourself
 The Role of Luck (Taking Risks)
 Time Management
 The Power of Passion & Perseverance
 Setting Effective Goals for KPIs
 The Power of Getting to Know Individuals on Your Team
 Running Effective 121's
 Developing Talent
 Being a Leader not a Counselor
 Presenting with Confidence
 Assertiveness
 Mentoring



POLICY AND COMPLIANCE

Computer Workstations (DSE)
 Control of Contractors
 Driver Awareness Training
 Electricity - The Shocking Truth
 Legionnaires' Awareness
 Modern Slavery
 Plant & Machinery
 The Adventures of RIDDOR
 The Adventures of the Lone Worker (Refresher)
 The Ups & Downs of Ladder Safety
 Welfare Facilities
 Working in Confined Spaces
 Working in Confined Spaces (Refresher)
 Dangerous Substances & Explosive Atmospheres
 Hand Arm Vibration (For Employers)
 Heavy Plant - Lift Truck Safety
 Lifting Operations & Lifting Equipment Regulations (LOLER)
 Spill Prevention & Control
 Ransomware
 Social Injustice & The Environment
 The Problem with Plastic
 AI and GDPR
 Consumer Duty



WORKPLACE SAFETY

Workplace recycling (Including Wishcycling)
 Electrical Safety Training
 The Importance of Insurance
 Dealing with Terrorism Threats
 Working at Height
 Working at Height (Refresher)
 Legionnaires' Awareness
 Working at Height
 Working at Height (Refresher)
 Radon Gas Induction



SAFEGUARDING

Keeping Children Safe in Education
 Recording
 Recognising the Signs of Abuse
 Early Help
 Child-Centred Practice
 Safeguarding Thresholds



ANTI-HARASSMENT

Preventing Workplace Harassment – Fundamentals
Preventing Workplace Harassment – Australia
Preventing Workplace Harassment – UK
Preventing Workplace Harassment – Global
Workplace Violence Prevention (California)
Workplace Violence Prevention (NON California)
Bystander Intervention for Chicago (Ihr - CPE/CLE)
Preventing Workplace Harassment – Canada (FR)
Preventing Workplace Harassment – Canada
Preventing Workplace Harassment – Extended
Preventing Workplace Harassment
Advanced Supervisors
Preventing Workplace Harassment
Advanced Construction
Preventing Workplace Harassment
Extended Construction
Preventing Workplace Harassment
Fundamentals Construction
Preventing Workplace Harassment
Advanced Healthcare
Preventing Workplace Harassment
Extended Healthcare
Preventing Workplace Harassment
Fundamentals Healthcare
Preventing Workplace Harassment
Advanced Industrial
Preventing Workplace Harassment
Extended Industrial
Preventing Workplace Harassment
Fundamentals Industrial
Preventing Workplace Harassment
Advanced Restaurant
Preventing Workplace Harassment
Extended Restaurant
Preventing Workplace Harassment
Fundamentals Restaurant
Preventing Workplace Harassment
Advanced Hotel
Preventing Workplace Harassment
Extended Hotel
Preventing Workplace Harassment
Fundamentals Hotel
Preventing Workplace Harassment
Advanced Retail
Preventing Workplace Harassment
Extended Retail
Preventing Workplace Harassment
Fundamentals Retail



CYBERSECURITY

Payment Card Industry (PCI) Data Security Standards
Data Privacy & Information Security
Recognizing and Preventing Phishing Attacks
Protecting Intellectual Property
Global Data Privacy Awareness
Cybersecurity Awareness



DIVERSITY & INCLUSION

Diversity, Inclusion, & Sensitivity in Healthcare
LGBTQ+ Inclusion in Healthcare
Unconscious Bias, Diversity, Equity,
and Inclusion – Managers
Unconscious Bias, Diversity, Equity,
and Inclusion – Employees
DEI: Creating Inclusive Workplaces
Inclusive Management: Managing Diverse Teams
Inclusive Management: Hiring and Onboarding



GDPR

General Data Protection Regulation (GDPR)



HIPAA

Health Insurance Portability & Accountability Act
(HIPAA) – Covered Entities
Health Insurance Portability & Accountability Act
for Texas Regulations (TMPA): Business Associates
Health Insurance Portability & Accountability Act
for Texas Regulations (TMPA): Covered Entities



HUMAN RESOURCES

Fair Labor Standards Act (FLSA)
Family Medical Leave Act (FMLA)
Interview Compliance and Fair Hiring
Microaggressions in the Workplace
Religion, Spirituality and Beliefs: Employees
Religion, Spirituality and Beliefs:
Managers Unconscious Bias
Preventing Bullying in the Workplace
Creating a Positive Work Environment
Avoiding Retaliation
Managing Difficult Employees
Cultural Competency & Humility in Healthcare
Drugs & Alcohol in the Workplace
Family Educational Rights and Privacy Act (FERPA)
Handling Reasonable Accommodations
in the Workplace
Microaggressions in the Workplace in Healthcare

Psychological Safety at Work
Religion, Spirituality and Beliefs in Healthcare:
Employees
Religion, Spirituality and Beliefs in Healthcare:
Managers
Unconscious Bias in Healthcare
Wage and Hour Fundamentals
Interviewing and Hiring Lawfully
Family, Medical and other Protected Leave
Disability, Pregnancy and Religious
Accommodations
Microaggressions and Subtle Acts of Exclusion
CA Wage and Hour Fundamentals



OSHA

Bloodborne Pathogens Awareness and Prevention



POLICY & COMPLIANCE

Americans with Disabilities Act for Managers
Code of Conduct Essentials
Code of Conduct: FAR
Code of Conduct: Healthcare
COVID-19: Returning to the Workplace
Export Controls
Modern Slavery in Supply Chains
Supplier Code of Conduct
Active Shooter Response
Anti-Bribery and Anti-Corruption (FCPA)
Antitrust & Competition Law
Avoiding Insider Trading
California Consumer Privacy Act (CCPA)
Recognizing and Preventing
Human Trafficking for Hotels
Recognizing and Preventing Human Trafficking
Employment Law Essentials for Managers



WELL-BEING

Emotional Wellness
Environmental Wellness
Financial Wellness
Intellectual Wellness
Occupational Wellness
Physical Wellness
Social Wellness
Spiritual Wellness



SPANISH

Preventing Workplace Harassment - Fundamentals
Workplace Violence Prevention (California)
Preventing Workplace Harassment
Advanced Supervisors Gerentes
Preventing Workplace Harassment
Extended
Preventing Workplace Harassment
Advanced Construction
Preventing Workplace Harassment
Extended Construction
Preventing Workplace Harassment
Fundamentals Construction
Preventing Workplace Harassment
Advanced Healthcare
Preventing Workplace Harassment
Extended Healthcare
Preventing Workplace Harassment
Fundamentals Healthcare
Preventing Workplace Harassment
Advanced Industrial
Preventing Workplace Harassment
Extended Industrial
Preventing Workplace Harassment
Fundamentals Industrial
Preventing Workplace Harassment
Advanced Restaurant
Preventing Workplace Harassment
Extended Restaurant
Preventing Workplace Harassment
Fundamentals Restaurant
Preventing Workplace Harassment
Advanced Retail
Preventing Workplace Harassment
Extended Retail
Preventing Workplace Harassment
Fundamentals Retail
Preventing Workplace Harassment
Advanced Hotel
Preventing Workplace Harassment
Extended Hotel
Preventing Workplace Harassment
Fundamentals Hotel



ANTI-HARASSMENT

Addressing Sexual Harassment in the Workplace:
Creating a Safe and Respectful Environment



BUSINESS SKILLS

CI Basics Bundle
CI Mapping Courses Bundle
Introduction to Continuous Improvement
Policy Deployment
Process Flow Mapping
QCD Metrics
Set-Up Improvement
Standardised Work
Structured Problem Solving
Top 10 Continuous Improvement Courses Bundle
Value Stream Mapping
Visual Management Systems
Workplace Organisation Techniques
Delivering Innovation
How to Read Financial Reports: A Beginner's Guide
Kaizen
Recruitment Strategies for Beginners



LEADERSHIP & MANAGEMENT

Lean Management
Change Management: Effective Strategies
for Successful Change Management
Coaching: A Beginner's Guide to Unleashing Potential



SALES & SERVICE

Mastering Customer Relations and
Service Excellence for Business Success



HEALTH AND SAFETY

Health and Safety Level 1
Health and Safety Level 2
Health and Safety Level 3
COSHH - Control of Substances Hazardous to Health
Risk Assessment
Personal Protective Equipment (PPE)
Personal Safety for Lone Workers
Abrasive Wheels



WORKPLACE SAFETY

Fire Safety and Equipment
Manual Handling



FOOD SAFETY

Food Allergen Awareness
Food Hygiene for Catering Level 2
Food Hygiene for Catering Level 3
Food Hygiene for Manufacturing Level 2
Food Hygiene Level 1
Food Hygiene Level 3 for Manufacturing
HACCP Level 2
HACCP Level 3
Level 2 Food Hygiene and Safety for Retail Course
Level 3 Food Safety Supervision for Retail Business



CFISA

THE CENTER FOR
INFORMATION SECURITY
AWARENESS



CYBERSECURITY

Cyber Security Awareness Training - Level I
Cyber Security Awareness Training - Level II



POLICY AND COMPLIANCE

PCI Compliance Security Awareness Training - Level I
PCI Compliance Security Awareness Training Level II
HIPAA Compliance Security Awareness Training



SOFTWARE SKILLS

Microsoft Access 2019/365 Advanced
 Microsoft Access 2019/365 Beginners
 Microsoft Excel 2019/365 Advanced
 Microsoft Excel 2019/365 Beginners
 Microsoft Excel 2019/365 Mac Beginners
 Microsoft Outlook 2019/365
 Microsoft Power Pivot, Power Query & DAX
 Microsoft PowerPoint 2019/365
 Microsoft Teams
 Microsoft Project for the Web Essential Training
 Advanced PivotTables in Microsoft Excel
 Advanced Data Analytics Using Alteryx
 Microsoft Excel for Business Analysts
 Microsoft Power BI
 Microsoft Project 2019 Advanced
 Microsoft Project 2019 Beginners
 Microsoft Windows 10
 Microsoft Word 2019/365
 QuickBooks 2020 Pro Desktop
 QuickBooks 2021 Pro Desktop
 QuickBooks Online
 Advanced Formulas in Excel
 Introduction to Alteryx
 Introduction to Python
 Macros and VBA for Beginners
 QuickBooks 2019 Pro Desktop
 Introduction to R Programming
 SharePoint Online
 Introduction to Power Automate
 Getting Started in Jira
 Google Sheets for Beginners
 Pivot Tables for Beginners
 Power BI - Beyond the Basics
 Microsoft Windows 11
 Getting Started in Monday.com
 Microsoft Excel 2021 - Beginner Course
 Microsoft Excel 2021 Intermediate Training Course
 Microsoft Excel 2021 Advanced Training
 Introduction to Confluence
 Master Microsoft PowerPoint 2021 the Easy Way
 QuickBooks Desktop 2022
 Tableau Desktop Advanced
 Introduction to Microsoft Word 2021
 Asana for Employees and Managers
 Python Library: Pandas for Beginners
 Financial Risk Management
 Python Object-Oriented Programming
 Master Microsoft Outlook 2021/365
 Microsoft Project 2021 for Beginners: Master the Essentials
 Financial Forecasting and Modeling
 Qlik Sense Advanced Training
 Introduction to Data Analysis with Excel
 Microsoft Access 2021/365 for Beginners
 Introduction to Analytics and Artificial Intelligence
 Introduction to Tableau Desktop
 Gmail for Beginners and Pros
 Dashboards In Excel
 Microsoft 365: The Complete Guide
 Microsoft Excel 365: Ultimate Beginner Guide
 Microsoft Word 365 for Beginners
 Microsoft PowerPoint 365 for Beginners
 Generative AI and Cybersecurity
 Artificial Intelligence Intermediate
 Microsoft Publisher 365 Fundamentals
 Effective Communication Tactics for the Modern Workplace
 Mastering Microsoft 365 SharePoint Online:
 The Essential Guide
 The Accountants Excel Toolkit:
 Mastering Spreadsheets for Financial Excellence
 Microsoft Power BI Essentials



HIPAA

- HIPAA Essentials (Foundation In-Depth)
- HIPAA Essentials (Foundation Overview)
- HIPAA Essentials: Breach Notification Rule (Focus)
- HIPAA Essentials: Privacy Rule (Focus)
- HIPAA Essentials: Protected Health Information (Focus)



BUSINESS SKILLS

- Business Ethics: Sustaining a Responsible Organization (Core Employee)
- Employee Core Competencies: Addressing Ethics & Compliance at Work (Core Employee)
- Manager Core Competencies: Managing Ethics & Compliance at Work (Core Manager)



ANTI-HARASSMENT

- Employee and Manager Version
- Bystander Awareness and Intervention for Chicago
- Campus Aware: Sexual Violence Prevention
- Canada Harassment and Violence at Work
- Harcèlement et violence au travail – Canada
- Illinois Preventing Sexual Harassment for Employees (Condensed)
- Maine Sexual Harassment Training for Employees
- US Workplace Harassment (5th Ed.) Delaware Manager, General)
- US Workplace Harassment (5th Ed.) (Delaware Non-Manager, General)
- US Workplace Harassment (5th Ed.) (Connecticut Non-Manager, General)
- US Workplace Harassment California Manager
- US Workplace Harassment California Non-Manager
- US Workplace Harassment Chicago Manager
- US Workplace Harassment Chicago Non-Manager
- US Workplace Harassment Connecticut Manager (Industrial)
- US Workplace Harassment General Manager
- US Workplace Harassment General Manager (Higher Education)
- US Workplace Harassment General Non-Manager
- US Workplace Harassment Illinois Manager
- US Workplace Harassment Illinois Non-Manager (Industrial)
- US Workplace Harassment Maine Manager
- US Workplace Harassment Maine Non-Manager
- US Workplace Harassment Multi-State 60 (Hospitality)
- US Workplace Harassment New York Manager
- US Workplace Harassment New York Non-Manager
- US Workplace Harassment New York Non-Manager (Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Multi-State 120, Office)
- US Workplace Harassment and Discrimination (6th Ed.) (California Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (California Non-Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (California Non-Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Non-Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Chicago Non-Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Non-Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Connecticut Non-Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Manager, Hospitality)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Manager, Industrial)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Non-Manager, Healthcare)
- US Workplace Harassment and Discrimination (6th Ed.) (Delaware Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Delaware Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (General Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (General Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (General Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (General Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (General Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (General Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Illinois Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Maine Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (New York Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (New York Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (New York Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (New York Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (New York Non-Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (New York Non-Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Manager, Hospitality)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Manager, Industrial)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Non-Manager, Healthcare)

US Workplace Harassment and Discrimination (6th Ed.) (Washington Non-Manager, Industrial)

US Workplace Harassment and Discrimination: Healthcare | Multi-State 120

US Workplace Harassment and Discrimination: Hospitality | Multi-State 120

US Workplace Harassment and Discrimination: Industrial | Multi-State 120

US Workplace Harassment Illinois Non-Manager

Workplace Violence Prevention in California



DIVERSITY & INCLUSION

- An Introduction to Unconscious Bias
- An Introduction to Unconscious Bias (Healthcare Industry)
- Diversity, Equity, and Inclusion in Communications
- Introduction to Workplace Diversity
- Introduction to Workplace Inclusion
- Micro-Behaviors and Other Messages
- Introduction to Workplace Diversity, Equity, and Inclusion



HUMAN RIGHTS

- Human Trafficking Fundamentals (US Government Contractor, Focus)
- Human Trafficking: Introduction (US Government Contractor, Focus)
- Human Trafficking: The Business Context (US Government Contractor, Focus)
- Human Trafficking: The Supply Chain (US Government Contractor, Focus)
- Good Practices in Conducting Investigations



WORKPLACE SAFETY

- Good Practices in Conducting Investigations



HEALTH & SAFETY

- Accessibility for Ontarians with Disabilities (AODA)
- Accident Investigation
- Annual Safety Review
- Asbestos Controls
- Confined Space Awareness
- CPR/AED Online Awareness Training
- Electrical Safety CSA Z462-08
- Fall Protection Awareness
- Fire Safety
- Hot Work Permits
- Housekeeping
- Ladder and Step Stool Safety (Retail Environments)
- Ladder and Stilt Training
- Ladder Safety
- Lift Truck Pedestrian Safety
- Lockout Tagout Awareness Training
- Naloxone for Opioid Overdoses
- Office Safety
- Preventing Back Injuries and MSD/MSI
- Safety Basics

- Safety Basics for Healthcare
- Silica Awareness Training
- Slips, Trips and Falls Basic Program
- Slips, Trips, and Falls Advanced Program
- Supervisor Awareness
- Traffic Control Awareness
- Transportation of Dangerous Goods by Road (TDG)
- WHMIS
- Work Refusal
- Worker Awareness



HUMAN RESOURCES

- Diversity and Inclusion
- Workplace Violence, Harassment & Bullying



WELL-BEING

- Mental Health Awareness



FRENCH

- SIMDUT



BUSINESS SKILLS

- Basics of Communication
- Active Listening
- Justification and Persuasion Techniques
- Communicating with Respect and Appreciation
- How Communication Works
- How to Use Questioning Techniques
- The Eight Types of Communicators
- Principles for Effective Knowledge Transfer
- How to Design and Prepare a Training
- Methods of Training
- Managing Groups in a Training
- Methods and Tools for Online Knowledge Transfer
- Moderating Meetings
- Design Thinking
- Agile Project Management: Basics
- Moderating Online Meetings
- Time Management
- Feedback between Colleagues
- Scrum-The Overview
- Working with the Kanban Board

- Developing an Agile Mindset
- Fostering Creativity-Methods for Your Toolbox
- Storytelling within the Company
- Online Negotiations
- Agile Leadership
- Understanding Digitalization
- Working Successfully in Your Home Office
- Self-Motivation
- Basics of Negotiations
- Difficult Negotiations
- Self-Organized Learning
- Learning Strategies-Method Toolbox
- Workout for Your Career
- Talking through Conflict
- Conflict Resolution between Colleagues
- Becoming More Productive and Satisfied at Work
- Overcoming the Digital Information Overload
- Customer Centricity-Understanding, Inspiring and Retaining Customers
- Classic Project Management-Planning Projects Successfully

Unconscious Bias-Recognizing and Reducing Prejudices and Stereotypes
 Resilience-Increasing Your Inner Resilience
 Innovation-Promoting an Innovative Mindset
 Innovation-Methods for the Innovation Process
 Innovation-Needs-Based Development and Testing of Prototypes
 Understanding and Managing Burnout Better
 Stress Management-Mastering Stress Successfully and Calmly
 Presenting-Basics of Professional Presentations
 Intercultural Teams-Basics of Successful Cooperation
 Intercultural Teams-Communicating with Colleagues from Other Cultures
 Arguing and Persuading Using the Five-Sentence Method
 Targeted Networking
 Customer-Oriented Communication on the Phone
 Agile Toolbox for Workshops and Meetings
 Agile Toolbox for Everyday Work
 Big Data-Understanding the World of Data
 The Basics of Lean Management
 Lean Management Advanced Course
 Corporate Sustainability-Social, Economic, and Environmental Responsibility
 Staying Fit and Active on the Job-Working Healthy and Mindful
 Moving into the Age of AI with Confidence
 The Basics of the OKR Method

Change Processes
 Correct Deployment of External Personnel-What Managers Need to Know
 Conducting Termination Meetings
 Lateral Leadership-Leading Effectively Without Being a Supervisor
 Leading and Motivating Employees in Home Office
 The Manager as a Coach
 Leading with Empathy
 Diversity & Inclusion-Facilitating and Promoting Diversity
 Successfully Leading Hybrid Teams
 Transformational Leadership-Motivating and Inspiring Employees
 Female Leadership-Leading Successfully Despite Gender Barriers
 Leading Across Generations
 Actively Reduce Employee Turnover
 Leading by Skill Level: Giving Employees the Best Possible Support



LEADERSHIP & MANAGEMENT

Motivating Team Members
 Giving Feedback
 Making Good Decisions
 Delegating Tasks
 Situational Leadership®
 New to the Leadership Role
 Conflict Resolution for Managers
 Knowing Team Roles and Making Them Productive
 Manage Team Phases Successfully
 Virtual Teams-Motivation and Trust
 Virtual Teams-Communication
 Intercultural Communication in Teams
 Successfully Structuring Team Development
 Conducting the Interview
 Leadership in Times of Crisis
 Change Management-Successfully Shaping



SALES & SERVICE

Identifying Needs
 Building Relationships in Sales
 Making Initial Contact
 Demonstrating Value
 Handling Objections
 Closing the Sale
 Strategic Sales-Basics of Strategic Sales
 Strategic Sales-Strategic Customer Development
 Strategic Sales-Building Relationships



FRENCH

Les bases de la communication
 L'écoute active
 Techniques d'argumentation et de persuasion
 Communiquer avec respect et reconnaissance
 Le fonctionnement de la communication
 Comment utiliser les techniques de questionnement
 Les huit types de communication
 Les fondamentaux d'un transfert de connaissances efficace
 Concevoir et organiser une formation
 Les meilleures méthodes pour les formations en présentiel
 Gérer la dynamique de groupe lors d'une formation
 Méthodes et outils pour le transfert de connaissances en ligne

Motiver les membres d'une équipe
Donner un feedback
Prendre les bonnes décisions
Déléguer des tâches
Le leadership situationnel
Premier poste d'encadrement
Résoudre des conflits en tant que manager
Identifier les besoins
Construire des relations avec les clients
Établir le premier contact
Démonstration de l'utilité
Gérer les objections
Conclure la vente
Connaître les différents rôles au sein d'une équipe et les rendre productifs
Assurer la gestion des phases d'équipe
Équipes virtuelles – Motivation et confiance
Équipes virtuelles – Communication
Communication interculturelle au sein d'une équipe
Structurer avec succès le développement des équipes
Animer une réunion
Le Design Thinking
Principes de base de la gestion de projets agiles
Animer des réunions en ligne
Gestion du temps
Feedback entre collègues
Scrum – Le sommaire
Travailler avec le tableau Kanban
Développer une mentalité agile
Stimuler la créativité – Les méthodes à connaître
Mener l'entretien d'embauche
Le storytelling dans l'entreprise
Leadership en temps de crise
Conduite du changement
Concevoir des processus de changement efficaces
Les négociations en ligne
Le leadership agile
Comprendre la numérisation
Leadership horizontal : diriger avec succès sans occuper une position supérieure
Diriger et motiver les employés en télétravail
Être efficace en télétravail
Se motiver soi-même
Le manager en tant que coach

Négociateur – Les principes de base
Maîtriser les négociations difficiles
Apprendre par soi-même
Stratégies d'apprentissage – Ensemble de méthodes
Résoudre un conflit par la discussion
Résoudre des conflits entre collègues
Être plus productif et plus heureux au travail
Maîtriser efficacement la surcharge d'informations numériques
L'orientation client – Comprendre les clients, les convaincre et les fidéliser
Diriger avec empathie
Gestion de projets classique – Planifier des projets avec succès
Les biais inconscients – Reconnaître et réduire les préjugés et les stéréotypes
Diversité et inclusion – promouvoir et gérer la diversité
Résilience – Renforcer sa capacité de résistance intérieure
Innovation – encourager un état d'esprit novateur
Innovation – Méthodes pour le processus d'innovation
Innovation – Développer et tester des prototypes selon les besoins
Bien diriger les équipes hybrides
Gestion de projet classique
Piloter des projets avec succès
Comprendre et surmonter le burn-out
Gestion du stress – maîtriser le stress avec succès et sérénité
Le leadership transformationnel
Motiver et inspirer ses collaborateurs
Présenter de manière professionnelle
Les principes de base
Présenter de manière professionnelle un style personnel et souverain
Présenter de manière professionnelle
Des présentations en ligne convaincantes
Diriger en fonction des types de personnalité
Équipes multiculturelles – Les bases d'une collaboration réussie
Équipes multiculturelles – Communiquer avec des collègues d'origines culturelles différentes
Maîtriser les entretiens difficiles avec ses collaborateurs
Le leadership féminin – Diriger efficacement en dépit des barrières liées au genre
Le réseautage ciblé

Management agile – Boîte à outils pour les ateliers et les réunions

Management agile – Boîte à outils pour le quotidien professionnel

Le développement durable dans l'entreprise: Travailler avec une conscience sociale, économique et écologique

En pleine forme ! Santé et attention au travail

Entrer avec confiance dans l'ère de l'IA

Big Data – Comprendre l'univers des données

Lean Management – Les principes de base

Lean Management – Niveau avancé

Identifier les besoins

Leadership intergénérationnel

GERMAN

Grundlagen der Kommunikation nach Schulz von Thun

Aktives Zuhören

Wertschätzend kommunizieren

So funktioniert Kommunikation nach Paul Watzlawick

Fragetechniken gezielt einsetzen

Die acht Kommunikationsstile nach Schulz von Thun

Didaktische Grundlagen für die wirksame Weitergabe von Wissen

Trainings vorbereiten und konzipieren

Methodeneinsatz in Präsenztrainings

Gruppen in Präsenzveranstaltungen steuern

Methoden und Werkzeuge der Online-Wissensvermittlung

Mitarbeitende motivieren

Feedback geben

Gute Entscheidungen treffen

Aufgaben delegieren

Führen nach Reifegrad

Neu in der Führungsrolle

Die sechs Strategien der Konfliktlösung

Konfliktarten kennen und erkennen

Konflikte am Arbeitsplatz entschärfen und vermeiden

Das Konfliktgespräch führen

Konfliktmanagement für Führungskräfte

Konfliktlösung unter Kolleg:innen nach dem Harvard-Konzept

Bedarf ermitteln

Beziehung aufbauen im Verkauf

Erstkontakt herstellen

Nutzen argumentieren

Einwände entkräften

Abschlüsse erzielen

Teamrollen kennen und produktiv machen

Teamphasen erfolgreich gestalten

Virtuelle Teams – Motivation und Vertrauen

Virtuelle Teams – Kommunikation

Interkulturelle Kommunikation in Teams

Teamentwicklung erfolgreich gestalten

Meetings moderieren

Design Thinking in der Praxis

Agiles Projektmanagement / Grundlagen

Online-Meetings moderieren

Zeitmanagement

Feedback geben unter Kolleg:innen

Scrum – der Überblick

Kanban – die Methode

Agiles Mindset entwickeln

Kreativitätstechniken – Methodenkoffer

Das Bewerbergespräch führen

Storytelling im Unternehmen

Mitarbeitende führen in der Krise

Change Management – Veränderungsprozesse erfolgreich gestalten

Fremdpersonal richtig einsetzen – Was Führungskräfte wissen müssen

Online-Verhandlungen führen

Agile Führung

Digitalisierung verstehen

Trennungsgespräche führen

Laterale Führung – Erfolgreich führen ohne Vorgesetztenfunktion

Mitarbeitende im Homeoffice führen und motivieren

Erfolgreich arbeiten im Homeoffice

Selbstmotivation

Die Führungskraft als Coach

Professionell verhandeln

Schwierige Verhandlungen führen

Selbstorganisiert lernen

Lernstrategien – Methodenkoffer

Zirkeltraining für die Karriere

Produktiver und zufriedener im Job

Digitale Informationsflut effizient meistern

Customer Centricity – Kundinnen verstehen, begeistern und binden

Führen mit Empathie

Klassisches Projektmanagement – Projekte erfolgreich planen

- Unconscious Bias – Vorurteile und Stereotype erkennen und reduzieren
- Diversity & Inclusion – Vielfalt führen und fördern
- Resilienz – Die innere Widerstandskraft stärken
- Innovation – Ein innovatives Mindset fördern
- Innovation – Methoden für den Innovationsprozess
- Innovation – Prototypen bedarfsgerecht entwickeln und testen
- Hybride Teams erfolgreich führen
- Klassisches Projektmanagement – Projekte erfolgreich steuern
- Burnout besser verstehen und bewältigen
- Stressmanagement – Stress erfolgreich und gelassen meistern
- Transformationale Führung – Mitarbeitende motivieren und begeistern
- Präsentieren – Die Grundlagen
- Präsentieren – Persönlich, souverän und professionell
- Präsentieren – Überzeugend auftreten im virtuellen Raum
- Typgerecht führen
- Interkulturelle Teams – Grundlagen der erfolgreichen Zusammenarbeit
- Interkulturelle Teams – Kommunikation mit Kolleg:innen aus anderen Kulturen
- Argumentieren und Überzeugen mit der Fünfsatztechnik
- Überzeugend auftreten – online und in Präsenz
- Hybrides Arbeiten: On- und offline punkten
- Gespräche mit Mitarbeitenden konstruktiv und nachhaltig führen
- Herausfordernde Gespräche mit Mitarbeitenden souverän meistern
- Female Leadership – Erfolgreich führen trotz Gender-Barrieren
- Strategisches Verkaufen – Grundlagen des strategischen Vertriebs
- Strategisches Verkaufen – Die strategische Kundenentwicklung
- Strategisches Verkaufen – Beziehungsgestaltung Gezielt netzwerken
- Die Grundlagen der OKR-Methode
- Kundenorientierte Kommunikation am Telefon
- Agile Tool-Box für Workshops und Meetings
- Agile Tool-Box für den Arbeitsalltag
- Big Data – Die Welt der Daten verstehen
- Lean Management – Die Grundlagen
- Lean Management für Fortgeschrittene
- Purpose – Mit Sinn zum Erfolg
- Fluktuation aktiv senken
- Bindungskräfte entfalten – Mitarbeitende zu Partnern machen
- Nachhaltigkeit im Unternehmen – sozial, ökonomisch und ökologisch arbeiten
- E-Trainings erfolgreich im Unternehmen einsetzen
- Führen mit Lob – Wertschätzung und Anerkennung zeigen
- Fit im Job – Gesund und achtsam arbeiten
- Fehlerkultur im Team – Konstruktiv mit Fehlern umgehen
- Generationenübergreifend führen und zusammenarbeiten
- Mit Selbstvertrauen ins KI-Zeitalter
- Employability stärken – Attraktiv für den Arbeitsmarkt bleiben
- Probleme lösen – Von der Analyse bis zur Umsetzung
- Lernen fördern – Eine Lernkultur im Team etablieren
- Lernen lernen: Weiterbildungschancen erkennen und nutzen
- Mental Health: Achtsam handeln im Arbeitsalltag
- Mental Health: Die psychische Gesundheit der Mitarbeitenden schützen
- Praxisorientiertes Prozessmanagement: Die Grundlagen
- Führen nach Entwicklungsstand: Mitarbeitende optimal unterstützen
- Onboarding: Strategien für gelungenes Einarbeiten
- Im Unternehmenssinne denken: Verantwortung übernehmen, Entscheidungen treffen
- Ideen verwirklichen: Wie Sie Absichten in Taten umsetzen



ANTI-HARASSMENT

Harassment Prevention: Self-Select



BUSINESS SKILLS

Corporate Governance
Critical Thinking and Problem-Solving
Decision-Making
Strategic Thinking
Time Management

COMMUNICATION

Active Listening Skills in the Workplace
Conflict Resolution and Communication in the Workplace
Empathy and Emotional Intelligence for Leaders
Presentation Skills
Verbal Communication Skills for Customer Service
De-Escalation Techniques



CYBERSECURITY

Cybersecurity
Cybersecurity for Remote Workplaces
Data Privacy
Digital Safety and Navigation
Emerging Cyber Threats
Going Beyond the Cybersecurity Basics
Incident Response
Passwords
Payment Card Industry Data Security Standard (PCI DSS)
Phishing
Strategic Cybersecurity Management for Business Leaders
Threat Detection and Threat Hunting
Understanding Cyber Threats



DIVERSITY AND INCLUSION

Bastille Day: Liberté, Égalité, Fraternité in France
Carnival: Unmasking The World's Most Colorful Party
Chinese New Year: Ringing in the Lunar Calendar

Cinco de Mayo: The Battle for Puebla and Mexican Pride
Cultural Competency

Día de los Muertos: Remembering Loved Ones and Celebrating Life

Diversity and Inclusion Basics

Diversity and Inclusion Basics: Global

Diversity and Inclusion for Leaders

Diwali: The Festival of Lights and Triumph of Good

Ethnic and Cultural Stereotypes at Work

Gender Identity and Sexuality

Holi: The Festival of Colors and Love

Inti Raymi: Honoring the Sun God in the Andes
Juneteenth

Kwanzaa: A Celebration of African

Heritage and Unity

Microaggressions

Navigating Generational Differences

Obon: Japan's Festival of Souls and Ancestral Spirits

Oktoberfest: A Toast to Germany's Beer Tradition

Pronouns in the Workplace

Religion, Spirituality, and Beliefs in the Workplace

Songkran: Thailand's Water Festival and New Year

Words Matter: Using Inclusive Language in the Workplace



GDPR

General Data Protection Regulation (GDPR)



HEALTH AND SAFETY

Bloodborne Pathogens Awareness
Burnout Prevention Strategies for Employees
COVID-19 Safety in the Workplace
Developing Mental Health Coping Strategies



HR COMPLIANCE

Accessibility for Ontarians with Disabilities Act (AODA)
Americans with Disabilities Act (ADA)
Bystander Intervention
California Privacy Rights Act (CPRA)
Chicago Bystander Intervention
Code of Conduct and Ethics
Digital Harassment and Cyberbullying
Drugs and Alcohol in the Workplace



- Employment Laws for Supervisors
- Preventing Harassment Through Reporting
- Reasonable Accommodations
- Retaliation Refresher
- Unconscious Bias in the Workplace
- Wage and Hour Laws
- Workplace Bullying Prevention
- Workplace Violence Prevention, Healthcare
- Workplace Violence Prevention, Healthcare: TX



HUMAN RESOURCES

- Interviewing and Hiring
- Mental Health: Supporting Colleagues
- Social Responsibility



HUMAN RIGHTS

- Human Trafficking Prevention
- Forced Labour
- Human Trafficking Prevention, Hospitality



LEADERSHIP AND MANAGEMENT

- Building Remote Work Culture
- Building Teams Through Collaboration
- Driving Innovation
- Evaluating Change
- Leadership Essentials
- Leading Change
- Leading Remote Performance Development
- Leading Through a Crisis



POLICY AND COMPLIANCE

- Anti-Bribery and Anti-Corruption
- Anti-Bribery and Anti-Corruption for Contractors
- Anti-Money Laundering
- Antitrust
- Clery Act
- Conflicts of Interest
- Environmental Sustainability
- Family and Medical Leave Act (FMLA)
- Federal Acquisition Regulation (FAR)
- How to Handle Whistleblower Reports
- Insider Trading
- Intro to Environmental, Social, and Governance (ESG)



SALES AND SERVICE

- Building Rapport and Expressing Empathy in Customer Service
- Handling Difficult Customers
- Having Effective Difficult Conversations
- Understanding Customer Needs
- Written Communication Skills for Customer Service



SOFTWARE SKILLS

- Boost Productivity with AI in the Workplace
- How to Use AI Safely



WELL-BEING

- Employee Wellness for Work Productivity
- Management Strategies for Preventing Employee Burnout
- Mental Health Awareness
- Positive Psychology: The Workplace Happiness Hack
- Stress and Anxiety Management



WORKPLACE SAFETY

- Active Shooter Response
- Drug and Alcohol Awareness on Campus: Faculty & Staff
- Drug and Alcohol Awareness on Campus: Students
- Fall Protection and Ladder Safety
- Fire Safety
- Identifying Sexual Predators
- Materials Handling: Forklifts, Cranes and Manual Handling
- Office Ergonomics
- Slips, Trips, and Falls
- Workplace Health and Safety Essentials

