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**EPIGNOSIS**

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**BUSINESS SKILLS**

- Entrepreneur Keys to Business
- Basic Business Finance
- Network Essentials CompTIA Network Plus
- New Manager Starter Kit
- Planner Essentials
- Storytelling in Business



**COMMUNICATION**

- Increase your Listening Power
- Persuasion the Art of Communication



**HEALTH & SAFETY**

- Awkward at the office
- Workplace Safety - Active Shoo



**IT SKILLS**

- Advanced QuickBooks 2016
- Email Management
- Excel Creating Dashboards
- Excel for Mac Basics
- Excel Introduction to Power Pivot
- Excel Data Analysis with Pivot Tables
- GMAIL Essentials 2015
- GSuite Essentials 2016
- Intro to Sharepoint
- Managing Emails
- Mastering Adobe Acrobat DC Essentials 2016
- Mastering Access 2013
- Mastering Excel 2016 - Intermediate
- Mastering Excel 2016 - Advanced
- Mastering Excel 2016 - Basics
- Mastering Outlook 2016 - Basics
- Mastering Outlook 2016 - Advanced
- Mastering Excel 2016 - Full Course
- Mastering Powerpoint 2013 - Full course
- Mastering Office 365 Essentials 2017
- Microsoft Sway Essentials
- Microsoft Lync Essentials
- Mastering Word 2016 - Full Course
- Mastering Word 2016 - Advanced
- Mastering Word 2013 - Full Course
- Mastering Word 2010 - Full Course
- Mastering QuickBooks Online
- Mastering PowerPoint 2010 - Full course
- Mastering Outlook 2013 - Full Course
- Mastering OneNote 2016
- Mastering Outlook 2013 - Basics
- Mastering Outlook 2016 - Full course
- Mastering Powerpoint 2016 - Advanced
- Mastering Powerpoint 2016 - Basics
- Mastering Powerpoint 2016 - Full Course
- Mastering Word 2016 - Basics
- Mastering Word 2016 - Intermediate
- Mastering Excel 2010 - Full Course
- Mastering OneNote 2013
- Migrating from Office 2003 to Office 2013
- Office 365 Essentials 2017
- Organizing your Files
- Outlook Online Essentials 2017
- Outlook Online Essentials 2018

- Power Up Powerpoint
- QuickBooks
- Sharepoint Online Basics
- Sharing Calendars
- Skype for Business Essentials
- Staying Safe Online
- Think before you click
- Using Windows 10
- What's New in Excel 2019?
- What's New in Outlook 2019?
- What's New in Word 2019?
- Windows 10 Essentials



**PERSONAL DEVELOPMENT**

- Time Management - Basics
- Time Management
- Secrets of the Web
- Motivational
- Secrets of the Office Guru
- Keys to Excellence



**POLICY & COMPLIANCE**

- Awkward at the Office: Workplace and Sexual Harassment (Supervisor Edition)
- Intro to HIPPA for Business Associates
- Intro to HIPPA for Covered Entities
- Intro to HIPPA for MSP



**PROJECT MANAGEMENT**

- MS Project 2016 - Part1
- MS Project 2016 - Part2
- Project Management Fundamentals



**SALES**

- Sales 101



**MARKETING**

- Internet Marketing
- Top 5 Marketing Mistakes



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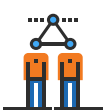
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**BUSINESS SKILLS**

- Advanced Train the Trainer
- BizLibrary Production's "How To" Series
- Building Great Relationships
- Business Etiquette
- Character in the Workplace
- Complex Problem Solving
- Cybersecurity Crash Course
- Decision-Making: Groups
- Ethics Essentials
- Ethics for Employees
- Ethics for Managers
- Etiquette for Business Meals
- Fundamentals of Customer Service
- Getting Customer Feedback
- Going Green
- HIPAA: Advanced - Breach Notification Rule
- How to Effectively Manage Time
- Insight-Based Selling
- Intro to Marketing
- Make Change Work
- Maximizing Productivity With Stand-Up Meetings
- Organizational Change
- Performance Excellence: Introduction
- Selling You
- Setting and Managing Priorities
- Setting Personal Financial Goals
- Team Facilitation Skills: Meeting Guidelines
- The Art of Presentational Speaking: Preparation and Follow-Up
- The Art of Presentational Speaking: Materials
- The Art of Presentational Speaking: Advanced Presentation Skills
- Using Surveys to Get Feedback



**COMMUNICATION**

- A Guide for Healthy Communications
- Addressing Workplace Dysfunctions
- Art of Assertiveness
- Coaching for Higher Performance
- Communicating Through Body Language

- Coordinating With Others
- Crisis Communication
- Effective Writing Skills
- Having Great Conversations
- Marketing Communications
- Persuasion Basics
- Understanding DISC
- Verbal Self-Defense at Work



**CUSTOMER SERVICE**

- Analyzing Your Customer Service
- Customer Service Communication Skills



**FINANCE**

- Decision-Making: Financial



**HEALTH AND SAFETY**

- Bloodborne Pathogens: Learn Your Risk
- Health Hazards at Work
- Learning Ergonomics
- Managing Stress
- Workplace Mental Health



**HUMAN RESOURCES**

- Affirmative Action in the Workplace
- Learning Retention Strategies
- Stay Interviews: Retaining Top Performers
- The Interviewing Process
- Working With the Five Generations



**IT SKILLS**

- Cyber Security Awareness



**MANAGEMENT AND LEADERSHIP**

- Boosting Employee Retention
- Creating Accountability
- Creating Engagement Among Employees
- Dealing With Angry People

Developing B-Players Into Top Performers  
 Disagreements at Work  
 Enhancing Productivity With Remote Workers  
 Happiness at Work  
 How to Handle Angry People  
 Leadership and Building an Effective Team  
 Leadership and Change  
 Leadership and Delegation  
 Leadership and Empowerment  
 Leadership and Motivation  
 Leadership and Red Flags  
 Leadership and Vision Mission and Values  
 Leadership Fundamentals  
 Leveraging Servant Leadership for Your Team  
 Management Basics  
 Managing the Family Business  
 Motivating Employees with Recognition  
 Overcoming Barriers to Time Management  
 Propelling Performance  
 With Open-Book Management  
 Strategic Planning for Long-Term Success  
 Succession Planning  
 Supervisor Fundamentals  
 Team Facilitation Skills: Getting Started  
 Team Facilitation Skills: Introduction  
 Team Facilitation Skills: Meeting Management  
 The Value of Followers  
 Time Management Essentials  
 Using the Discipline Process



## PERFORMANCE EXCELLENCE

Business Process Reengineering (BPR):  
 Implementing Radical Change  
 CQI: Charts  
 CQI: Data  
 CQI: Diagrams  
 CQI: Flow  
 CQI: Overview  
 CQI: Statistics  
 Improving Organizational Execution  
 Lean: Doing More with Less  
 Six Sigma: A Method for Eliminating Defects  
 Total Quality Management (TQM)



## PERSONAL DEVELOPMENT

Advanced Train the Trainer: Content Development  
 Advanced Train the Trainer: The New Learner  
 Advanced Train the Trainer: Training Management  
 Becoming an Expert at Remembering Names  
 Being a Great Mentor or Mentee  
 Best Practices for Knowledge Management  
 Building Strategic Relationships  
 Career Advancement  
 Cognitive Flexibility  
 Conducting a Formal Mentoring Program  
 Creating a Motivating Experience  
 Creating Development Plans  
 Critical Thinking 101  
 Effectance: The Key to Motivation  
 Effective Online Meetings  
 How to Be Liked and Respected  
 How to Effectively Manage Stress  
 Igniting Creativity  
 Making Better Decisions with Framing  
 The Art of Presentational Speaking: Content  
 Transcribing Audio and Notes to Text  
 Using Emotional Intelligence



## POLICY AND COMPLIANCE

Anti-Harassment Crash Course  
 Anti-Harassment Training for Employees Diversity:  
 Seeking Commonality (Employee Version)  
 Anti-Harassment Training for Employees  
 (California)  
 Anti-Harassment Training for Employees  
 (Connecticut)  
 Anti-Harassment Training for Employees  
 (New York)  
 Anti-Harassment Training for Supervisors  
 Anti-Harassment Training for Supervisors  
 (California)  
 Anti-Harassment Training for Supervisors  
 (Connecticut)  
 Anti-Harassment Training:  
 Addressing Abusive Conduct  
 Anti-Harassment Training:  
 Defining Sexual Harassment  
 Anti-Harassment Training: What Is Harassment?

Diversity: Seeking Commonality (Manager Version)  
 Export Compliance: What You Need to Know  
 HIPAA: Advanced – Breach Notification Rule  
 HIPAA Intermediate for Security Officers  
 HIPAA: Basics  
 HR Law for Managers  
 Performance Appraisals  
 Section 508 Compliance: Enhancing Accessibility and Elevating Engagement  
 Stop Bullying in the Workplace: Manager Version  
 Stop Sexual Harassment Now: Employee Version  
 Stop Sexual Harassment Now: HR Version  
 Stop Sexual Harassment Now: Supervisor Version  
 Understanding Workplace Substance Abuse for Employees  
 Understanding Workplace Substance Abuse for Managers

Project Implementation  
 Project Management Pre-Work  
 Project Teams



**SALES**

Account Management:  
 Establishing Lasting Partnerships  
 Closing Sales with Confidence  
 Negotiating Skills  
 Selling at a Distance  
 Selling at a Distance: Prospecting by Phone



**VIDEO PRODUCTION**

Creating Great Business Video: Design  
 Creating Great Business Video: Facilities  
 Creating Great Business Video: Format  
 Creating Great Business Video: Introduction  
 Creating Great Business Video: Materials  
 Creating Great Business Video: Present!  
 Creating Great Business Video: Record  
 Creating Great Business Video: Structure  
 Creating Great Business Video: Writing



**PROJECT MANAGEMENT**

Making the Most of Part-Time Workers  
 Mastering Project Management:  
 Project Management Fundamentals  
 Mastering Project Management: Project Planning

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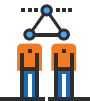
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**BUSINESS SKILLS**

- Time Management and Identifying Priorities
- Dealing with Conflict and Handling Emotions
- Presentation Skills
- SMART Goal Setting
- Problem Solving Basics
- Building Your Career Brand
- Interview & CV tips



**COMMUNICATION**

- Communication and Influencing Skills



**CUSTOMER SERVICE**

- Sales and Customer Service Essentials



**FINANCE**

- Personal Finance Explained



**IT SKILLS**

- Top Excel Tips and Tricks



**PROJECT MANAGEMENT**

- Introduction to Agile Project Management
- Project Management Toolkit
- Project Management Basics



**PERSONAL DEVELOPMENT**

- Stress Busting Tips
- Fatigue Fighting Tips
- Healthy Quick Bites
- Which Personality Style are You?
- What is Mindfulness?



**MANAGEMENT & LEADERSHIP**

- Leadership Essentials



**FRENCH**

**BUSINESS SKILLS**

- Gestion du temps et Identifier vos priorités quotidiennes
- Gérer les conflits et gérer les émotions

- Compétences de présentation
- Établir des objectifs SMART
- Les bases de la résolution de problèmes
- Construire votre marque professionnelle
- Astuces pour les entretiens

**COMMUNICATION**

- Compétences de communication et Aptitudes d'Influence

**CUSTOMER SERVICE**

- Les bases de la vente et du service client

**FINANCE**

- Les finances personnelles expliquées

**IT SKILLS**

- Trucs et astuces Excel

**MANAGEMENT & LEADERSHIP**

- Les bases du leadership

**PERSONAL DEVELOPMENT**

- Astuces pour chasser le stress
- Astuces pour combattre la fatigue
- Collations saines
- Quel est votre style de personnalité ?
- Qu'est-ce que la pleine conscience ?

**PROJECT MANAGEMENT**

- Introduction à la gestion de projet agile
- Boîte à outils de gestion de projet
- De quelles compétences un chef de projet a-t-il besoin ?



**PORTUGUESE**

**BUSINESS SKILLS**

- Construindo sua Marca de Carreira
- Lidando com Conflito e Emoções
- Técnicas de Entrevista & CV
- Habilidades de Apresentação



O Básico da Solução de Problemas  
 Definição de Meta SMART  
 Administração de Tempo e Identificando Prioridades

## COMMUNICATION

Habilidades de Comunicação e Influencia

## CUSTOMER SERVICE

Fundamentos de Vendas e Atendimento ao Cliente

## FINANCE

Explicando Finanças Pessoais

## IT SKILLS

Dicas e Truques para Excel

## MANAGEMENT & LEADERSHIP

Fundamentos de Liderança

## PERSONAL DEVELOPMENT

Dicas para Lutar Contra a Fadiga  
 Lanchinhos Saudáveis  
 Que Estilo de Personalidade é Você?  
 O Que é Atenção Plena?  
 Dicas para Acabar com o Stress

## PROJECT MANAGEMENT

Introdução ao Gerenciamento de Projetos  
 Agile  
 Gerenciamento de Projetos  
 Ferramentas de Gerenciamento de Projetos



**SPANISH**

## BUSINESS SKILLS

Manejo del tiempo e Identificar prioridades  
 Lidar con el conflicto y manejando las emociones  
 Herramientas de presentación  
 Creación de tu meta inteligente SMART  
 Entrevista y consejos para tu CV  
 Fundamentos de la resolución de problemas

Construyendo tu marca de carrera

## COMMUNICATION

Habilidades de comunicación e influencia

## CUSTOMER SERVICE

Fundamentos de ventas y servicio al cliente

## FINANCE

Finanzas personales explicadas

## IT SKILLS

Los mejores consejos y trucos de Excel

## MANAGEMENT & LEADERSHIP

Elementos esenciales del liderazgo

## PERSONAL DEVELOPMENT

¿Qué clase de personalidad tienes?  
 Consejos para combatir la fatiga  
 Bocadillos rápidos y saludables  
 Consejos para eliminar el estrés  
 ¿Qué es Mindfulness?

## PROJECT MANAGEMENT

Introducción a la gerencia de Proyecto ágil  
 Procesos de la gerencia de proyectos  
 Herramientas de la gerencia de proyectos



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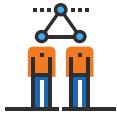
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## COMMUNICATION

- Communicating with Others
- Communication Skills for Managers
- Giving Great Feedback
- Meeting Management
- Writing to Get Things Done® Toolkit



## CUSTOMER SERVICE

- Customer Service Basics
- Customer Service Management



## HUMAN RESOURCES

- Compliance Toolkit
- Developing and Coaching Employees
- Discussing Total Compensation
- Compliance Toolkit
- Onboarding New Employees
- Retaining Your Employees
- Stay Interview Toolkit



totalView Behavioral Based Interviewing Toolkit

## MANAGEMENT & LEADERSHIP

- Bud to Boss
- Building Trust and Respect
- Building Your Leadership Skills
- Conflict Management Skills
- Creating Great Teamwork
- Delegating Work
- Increasing Employee Engagement
- Leadership Essentials
- Leading the Organization Strategy
- Management Essentials
- Managing for Success
- Performance Management and Development Toolkit
- Recognizing Employees
- Remote Leadership Toolkit
- Supervision Basics



## PERSONAL DEVELOPMENT

- Basic Business Skills
- Become a Contributing Project Team Member
- Building Your Career
- Coaching Career Development
- Creating Great Work
- Developing for Success
- Developing Work Relationships
- How to Work Successfully from Home
- Increasing Your Contribution at Work

- Personal Behaviors and Conduct
- Providing Resources for Success
- Starting a New Job
- You and Your Boss



## POLICY & COMPLIANCE

- The Respectful Workplace California *Employee Version*
- The Respectful Workplace California *Manager Version*
- The Respectful Workplace Connecticut *Employee Version*
- The Respectful Workplace Connecticut *Manager Version*
- The Respectful Workplace Delaware *Employee Version*
- The Respectful Workplace Delaware *Manager Version*
- The Respectful Workplace Illinois *Employee Version*
- The Respectful Workplace Illinois *Manager Version*
- The Respectful Workplace Maine *Employee Version*
- The Respectful Workplace Maine *Manager Version*
- The Respectful Workplace New York *Employee Version*
- The Respectful Workplace New York *Manager Version*
- The Respectful Workplace Washington *Employee Version*
- The Respectful Workplace Washington *Manager Version*
- The Respectful Workplace General *Employee Version*
- The Respectful Workplace General *Manager Version*



## PROJECT MANAGEMENT

- Project Management for Managers



## SALES

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

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