



Descubre TalentLibrary™

Una colección* creciente de cursos listos para usar que cubre las habilidades que tu equipo necesita para **triunfar en el trabajo**

EPIGNOSIS

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Atención al Cliente Aplicado

(Ventas y Servicio)

- Utilizar el lenguaje adecuado
- Cómo cultivar la relación con los clientes
- Cómo poner en práctica la positividad
- Cómo lograr la claridad en la comunicación
- Cómo mantener la serenidad

Atención al Cliente Avanzado

(Ventas y Servicio)

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

Fundamentos de Atención al Cliente

(Ventas y Servicio)

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

Diversidad e Inclusión

(Recursos Humanos)

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

Fundamentos de Ventas

(Ventas y Servicio)

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

Habilidades de Ventas Aplicadas

(Ventas y Servicio)

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

Seguridad Informática

(Seguridad y Cumplimiento)

- El poder de una contraseña fuerte
- El peligro de los virus y los programas malignos
- Protección de tus datos
- Cómo mantener tu celular seguro
- Los riesgos del secuestro de datos
- Seguridad de la red y computación en la nube
- Fraude electrónico y software antisppam
- Ingeniería social
- Ataques al Internet de las cosas
- Auditorías de cumplimiento y de seguridad informática

Fundamentos de Liderazgo

(Liderazgo)

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



Fundamentos de Recursos

Humanos

(Recursos Humanos)

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

Ventas Avanzadas

(Ventas y Servicio)

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

Fundamentos de Seguridad en el

Lugar de Trabajo

(Seguridad y Cumplimiento)

Resbalones, tropezones y caídas
Usa el pasamanos
Organización de cables
Informar sobre un peligro
Manipulación manual
Ergonomía en la estación de trabajo
Conduce con prudencia en el sitio de trabajo
Conducir y usar tu teléfono
No envíes mensajes de texto al caminar
La importancia del orden y la limpieza en el trabajo





Adaptive Leadership

(Leadership)

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

Artificial Intelligence Essentials

(Technology)

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

Business Innovation

(Business Skills)

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

Business Continuity Essentials

(Business Skills)

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

Business Continuity Applied

(Business Skills)

Incidents & The Importance of Accurate Information
 The Challenges of Communication during an Incident
 Testing Business Continuity (Scenarios)
 Integrated Response & Recovery
 Dealing with Supply Chain Interruptions

Career Management

(Personal Development)

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

Coaching Essentials

(Business Skills)

Introduction to Coaching
 Using Coaching Models
 Establishing a Coaching Culture
 Building Trust & Rapport
 Asking the Right Questions
 The Art of Listening
 The Power of Silence
 The Importance of Goal Setting
 Creating Accountability
 Giving Effective Feedback



Coaching Applied

(Business Skills)

Putting Emphasis on Holistic Wellness
 Measuring Coaching Performance
 How to Prepare for a Coaching Session (for the employee)
 The ROI of Coaching
 Digital Coaching & Virtual Reality

Coding for Everyone

(Technology)

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

Compliance Essentials

(Safety and Compliance)

Equality and Diversity
 Sexual Harassment
 Fire Safety Awareness
 Drug and Alcohol Abuse
 Anti-Bribery Practices
 Anti-Money Laundering
 Active Shooter
 Code of Conduct
 Whistleblowing
 Conflict of Interest
 Sexual Harassment - Employer Version
 Whistleblowing - The Business Version
 Drug & Alcohol Abuse - Employee Version
 Fire Warden: Roles & Responsibilities
 Environmental, Social & Corporate Governance (ESG)
 Compliance in Recruitment
 The Basics of MBTI & Career Development
 Return-to-Work Compliance
 Data Ownership: The Importance of Data Accuracy
 Contractor Management
 Managing Supply Chain Compliance

Communication Skills

(Personal Development)

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

Customer Service Applied

(Sales and Service)

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

Customer Service Essentials

(Sales and Service)

Maintaining CS Across Channels
 The Importance of Brand
 Customer Relationships
 Customer Loyalty
 Effective Problem Solving
 Handling Complaints Gracefully
 Cross-selling and Up-selling
 Managing Customer Expectations
 Technology
 Going beyond Customer Service

Customer Service Mastery

(Sales and Service)

Understanding Customer Types (Personas)
 Anticipating Customers' Needs
 Customer Service Coaching
 Managing Remote Customer Service Teams
 Customer Service through Social Media
 High-Touch Customer Service
 Self-Service Customer Management
 Empowering Customer Service
 Tracking & Improving the Customer Experience
 Customer Service is not a Cost Center



Cybersecurity

(Safety and Compliance)

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

Data Analysis

(Business Skills)

Data Literacy
 The Power of Big Data
 Visualizing Data
 Data Ownership
 The 5 Cs of Report Writing
 Developing Research Skills
 The Basics of Business Writing
 The Stages of Report Writing
 Report Writing: The Power of Visuals
 Business Analysis Technique - MOST & SWOT
 Business Analysis Technique - PESTLE
 Business Analysis Technique - MoSCoW
 Business Analysis Technique - The 5 Whys
 Business Analysis Technique - Six Thinking Hats
 Qualitative & Quantitative Data Analysis
 Methods Analysing Qualitative Data
 Descriptive & Exploratory Data Analysis Techniques
 Inferential and Predictive Data Analysis Techniques
 Causal and Mechanistic Data Analysis Techniques

Digital Transformation

(Business Skills)

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

Diversity & Inclusion

(Human Resources)

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



Emotional Intelligence

(Personal Development)

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

Employee Experience

(Human Resources)

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

Employee Termination

(Human Resources)

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

Entrepreneurship

(Leadership)

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

Environment & Sustainability

(Safety and Compliance)

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

Finance Essentials

(Business Skills)

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

Finance Applied

(Business Skills)

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

Financial Compliance

(Safety and Compliance)

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

Food Safety Essentials

(Safety and Compliance)

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



Food Safety Applied

(Safety and Compliance)

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

Healthcare Essentials

(Healthcare - Sector Specific)

- Duty of Care
- Privacy & Dignity
- Handling Patient Data
- Infection Prevention & Control
- Mental Health in Healthcare

HIPAA Compliance Essentials

(Sector Specific)

- What is HIPAA compliance?
- Protected Health Information
- What are the HIPAA rules?
- Introduction to the HIPAA revenue cycle
- Common HIPAA Privacy Violations in the Workplace

HR Essentials

(Human Resources)

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

Hybrid Working

(Human Resources)

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

Introduction to Excel

(Technology)

- Introduction to Excel - Basic Navigation (Part 1)
- Introduction to Excel - Basic Navigation (Part 2)
- Introduction to Excel - Basic Formulas
- Introduction to Excel - Advanced Formulas
- Introduction to Excel - Data Visualization
- Introduction to Excel - Pivot Tables
- Introduction to Excel - VLOOKUP Function
- Introduction to Excel - Conditional Formatting
- Introduction to Excel - Data Tools
- Introduction to Excel - Review & Comment

Introduction to Word

(Technology)

- Introduction to Word - Basic Navigation
- Introduction to Word - Formatting Text (Part 1)
- Introduction to Word - Formatting Text (Part 2)
- Introduction to Word - Inserting Objects
- Introduction to Word - Page Layouts, Review & Comment

Introduction to PowerPoint

(Technology)

- Introduction to PowerPoint - Basic Navigation
- Introduction to PowerPoint - Working with Templates and Transitions
- Introduction to Excel - Basic Navigation (Part 3)
- Introduction to PowerPoint - Inserting Objects
- Introduction to PowerPoint - Tables & Charts

KPIs & OKRs

(Business Skills)

- OKRs vs KPIs
- OKRs - Vision, Planning & Measuring
- Types of OKRs - Committed & Aspirational
- How to Write Effective OKRs
- OKRs and Going Beyond Vanity Metric

Leadership Essentials

(Leadership)

- The Four Types of Leader
- Delegation and Empowerment
- Humility
- Emotional & Cultural Intelligence
- Being Authentic
- Inspiring Others
- Taking Accountability
- Making Decisions
- Being Confident
- Being Brave



Leadership Tool Kit

(Leadership)

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

Learning Essentials

(Human Resources)

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

Learning Applied

(Human Resources)

Creating a Learning Strategy
The Flipped Classroom
Using Blended Learning
Synchronous vs. Asynchronous Learning
The Purpose of UX and UI in Learning

Marketing Essentials

(Business Skills)

Your Shop Window - Your Website
Do Your Research (Brand & Product)
Know Your Customers
The Power of Social Media
Curating the Right Content
The Role of Partnerships
Brand Ambassadors
The Power of Networking
Show Don't Tell
Introduction to Marketing Automation

Marketing Skills Applied

(Business Skills)

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

Marketing Skills Mastery

(Business Skills)

The Marketing Funnel - From the Top to the Bottom
The Power of Pillar Pages
Campaign Management
Inbound vs. Outbound Marketing
Content Marketing
Content Management Systems
Content Communities
AI-Powered Copy
The Power of User-Generated Content
The Different Content Marketing Strategies

Mastering Happiness

(Personal Development)

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

Mindfulness

(Business Skills)

Mindfulness
Relaxation through Meditation
Learning to Let Go
Breathing Techniques to Relax
Learning to Stay Calm
Living in the Moment
Raising Low Self-Esteem
Dealing with Grief
Stress, Fear & Panic
Feeling Lonely



Networking

(Personal Development)

What is Networking?
 Key Traits of a Successful Networker
 Common Networking Pitfalls
 Preparing to Network (Research & Prep)
 Overcoming Shyness
 Your Personal Elevator Pitch
 Approaching People & Introductions
 Carrying & Ending a Conversation
 Following up with your Connections
 Virtual Networking

Nurturing Talent

(Human Resources)

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

Online Social Presence

(Personal Development)

The Right way to use Social Media
 Building your Personal Brand
 LinkedIn - Using your Best Profile to Promote your Business
 LinkedIn & Social Media Networking
 Social Media - Hints & Tips (on What to Avoid)

OSHA-Workplace Safety

(Safety and Compliance)

OSHA Worker Rights & Protection
 Fall Prevention
 PPE (Personal Protective Equipment)
 OSHA Severe Injury Reporting & Record Keeping
 Trenching & Excavation
 First Aid: CPR
 Spills & Hazardous Waste (HAZWOPER)
 Chemical Hazards & Toxic Substances
 Occupational Noise Exposure
 The Dangers of Working in the Heat

Performance Management

(Human Resources)

Preparing for a One-to-One Meeting (Manager)
 Preparing for a One-to-One Meeting (Employee)
 Running an Effective One-to-One Meeting
 Effective questioning for One-to-One Meetings
 How to take good notes in a Meeting
 Having a Constructive Conversation About Low Performance
 Running One-to-One Meetings Remotely
 Manager vs. Coach vs. Mentor
 Managing Short & Long-Term Sickness

Personal Finances

(Personal Development)

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

Presentation Skills

(Personal Development)

Presentations & The Magic of Stories
 What makes a good Presentation?
 Presenting with Power: Hints & Tips
 Structuring your Presentations
 Setting up for Successful Presentations
 Dealing with Nerves
 Using Positive Visualization
 Power Posing
 The Art of Breathing
 Becoming a Master Orator

Project Management Applied

(Business Skills)

Project Management Methodologies 1
 Project Management Methodologies 2
 Activity & Resource Planning
 Organizing & Motivating a Team
 Time Management in Projects
 Developing a Budget (Cost Estimating)
 Ensuring Customer Satisfaction
 Managing Project Risk
 Monitoring Progress
 Producing Reports

Project Management Essentials

(Business Skills)

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

Project Management Mastery

(Business Skills)

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



Recruitment 101 Essentials

(Human Resources)

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

Remote Leadership

(Leadership)

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

Retail Essentials

(Sector Specific)

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

Retail Applied

(Sector Specific)

Adopting a 'Customer First' Mindset
 Commercial & Product Awareness
 Coaching Retail Employees
 The Importance of Store Windows
 GDPR in a Retail Environment
 Ethical Retail
 Attention to Detail
 Using your Initiative
 Handling Complaints – Taking Ownership
 The Self-Service Experience

Retail Mastery

(Sector Specific)

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

Risk & Uncertainty

(Personal Development)

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

Safety Leadership

(Leadership)

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

Sales Skills Applied

(Sales and Service)

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

Sales Essentials

(Sales and Service)

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

(Sales and Service)

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



Situational Leadership

(Leadership)

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

Teamwork Essentials

(Business Skills)

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

Teamwork Applied

(Business Skills)

High-Performing Teams Framework - Forming
 High-Performing Teams Framework - Storming
 High-Performing Teams Framework - Norming
 High-Performing Teams Framework - Performing
 High-Performing Teams Framework - Adjourning

The Leadership Role Model

(Leadership)

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

Well-being Essentials

(Personal Development)

Eating Healthily
 Understanding Emotions
 The Importance of Sleep
 Work / Life Balance
 The Importance of Exercise
 Dealing with Stress
 Wellbeing & Productivity
 Kicking Bad Habits
 The Dangers of Sitting Down!
 Promoting Health & Wellbeing at Work

Work Ethic

(Human Resources)

Being Punctual
 Meeting Deadlines
 Multi-tasking & Being Organized
 Self-Management
 Time Management
 Working Under Pressure
 Persistence & Resilience
 Avoiding Distractions
 Staying Motivated
 The Importance of Planning

Workplace Safety Essentials

(Safety and Compliance)

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

Workplace Health

(Safety and Compliance)

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





IT Skills Essentials

(Technology)

Google Suite Overview & Google Calendar
 Introduction to Google Docs Part 1
 Introduction to Google Docs Part 2
 Introduction to Google Docs Part 3
 Introduction to Google Docs Part 4
 Introduction to Google Docs Part 5
 Introduction to Google Sheets Part 1
 Introduction to Google Sheets Part 2
 Introduction to Google Sheets Part 3
 Introduction to Google Sheets Part 4
 Introduction to Google Sheets Part 5
 Introduction to Google Slides Part 1
 Introduction to Google Slides Part 2
 Introduction to Google Slides Part 3
 Introduction to Google Slides Part 4
 Introduction to Gmail
 Introduction to Google Drive
 Introduction to Google Meet
 Introduction to Microsoft Outlook
 Introduction to Microsoft OneDrive

Design for Everyone

(Technology)

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

Marketing Skills Mastery

(Business Skills)

Copywriting Essentials
 Brand Building Basics Part 1
 Brand Building Basics Part 2
 Gettings Hands-On with PPC
 Getting Hands-On with Google Ads
 Getting Started with Google Analytics
 The Power of Google Analytics
 The Role of Product Marketing
 Conducting a Successful Outreach Campaign
 Video Marketing

Contract Management Essentials

(Business Skills)

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

Quality Management Essentials

(Business Skills)

Quality Control Planning
 Quality Control
 Quality Assurance
 Quality Control vs. Quality Assurance
 Quality Improvement

One-Minute Learning

(Personal Development)

How to delegate a task properly
 How to prepare a one-page business proposal
 How to mediate a conflict
 Reducing Sitting & Screen Time
 Taking Sleep Hygiene Seriously

*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.

