

# Meet talent library™



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

## EPIGNOSIS

talent  lms | efront |  talentcards | talent HR



## INDEX

In this index you can find the Library categories and the collections that belong to each one.

### **BUSINESS SKILLS** [p3](#)

Business Continuity Applied  
Business Continuity Essentials  
Coaching Applied  
Coaching Essentials  
Contract Management Essentials  
Corporate Finance  
Corporate Risk  
Data Analysis  
Digital Transformation  
Finance Applied  
Finance Essentials  
KPIs & OKRs  
Marketing Applied  
Marketing Essentials  
Marketing Mastery  
New Manager  
Product Teams  
Project Management Applied  
Project Management Essentials  
Project Management Mastery  
Quality Management Essentials  
Remote Working  
Strategy Development  
Supply Chain Management  
Teamwork Applied  
Teamwork Essentials

### **HUMAN RESOURCES** [p5](#)

Company Culture  
Diversity & Inclusion  
Employee Experience  
Employee Onboarding  
Employee Retention  
Employee Termination  
HR Essentials  
HR Strategy  
Hybrid Working  
Learning Applied  
Learning Essentials  
Mental Health Awareness  
Neurodiversity  
Nurturing Talent  
Performance Management  
Recruitment Essentials  
Work Ethic

### **LEADERSHIP** [p7](#)

Adaptive Leadership  
Business Innovation  
Communication Skills  
Entrepreneurship  
Leadership Essentials  
Leadership Tool Kit  
Practicing Leadership  
Remote Leadership  
Safety Leadership  
The Creative Process  
The Leadership Role Model

### **PERSONAL DEVELOPMENT** [p8](#)

Career Management  
Emotional Intelligence  
Life Skills 101  
Mastering Happiness  
Mindfulness  
Networking  
One-Minute Learning  
Online Social Presence  
Personal Finances  
Presentation Skills  
Risk & Uncertainty  
Well-being Essentials

### **SAFETY AND COMPLIANCE** [p9](#)

Compliance Essentials  
Cybersecurity  
Environment & Sustainability  
Financial Compliance  
Financial Conduct Authority (UK)  
Food Safety Applied  
Food Safety Essentials  
OSHA-Workplace Safety  
Safeguarding  
Workplace Housekeeping  
Workplace Safety Essentials

### **SALES AND SERVICE** [p11](#)

Customer Service Applied  
Customer Service Essentials  
Customer Service Mastery  
Customer Success  
Sales Mastery  
Sales Methodologies  
Sales to Customer Success

### **SECTOR SPECIFIC** [p12](#)

Healthcare Essentials  
HIPAA Compliance Essentials  
Retail Applied  
Retail Essentials  
Retail Mastery

### **TECHNOLOGY** [p13](#)

Artificial Intelligence Essentials  
Coding for Everyone  
Design for Everyone  
Introduction to Google Suite  
Introduction to Microsoft  
Software  
UI/UX

*Coming soon*

### **SAFETY AND COMPLIANCE** [p14](#)

Compliance Essentials

### **SALES AND SERVICE** [p14](#)

Sales Methodologies

*Courses in Spanish*

### **LIDERAZGO** [p15](#)

Fundamentos de Liderazgo

### **RECURSOS HUMANOS** [p15](#)

Diversidad e Inclusión  
Fundamentos de Recursos Humanos

### **SEGURIDAD Y CUMPLIMIENTO** [p15](#)

Fundamentos de Seguridad en el Lugar de Trabajo  
Seguridad Informática

### **VENTAS Y SERVICIO** [p15](#)

Atención al Cliente Aplicado  
Atención al Cliente Avanzado  
Fundamentos de Atención Al Cliente  
Fundamentos de Ventas  
Habilidades de Ventas Aplicadas  
Ventas Avanzadas

You can find all the courses included in each collection here:

## Business Skills

### Business Continuity Applied

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

### Business Continuity Essentials

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

### Coaching Applied

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

### Coaching Essentials

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

### Contract Management Essentials

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

### Corporate Finance

Foundations of Corporate Finance: Principles & Practice  
Mergers, Acquisitions & Restructuring  
Capital Structure & Corporate Funding Strategies  
Corporate Valuation Methods  
Financial Leadership for Board Members

### Corporate Risk

Creating a Risk Culture  
Enterprise Risk Management  
Managing Risk in the Boardroom  
The 4 Types of Risk Management  
The Role of the Risk Register

### Data Analysis

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

### Digital Transformation

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

### Finance Applied

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

### Finance Essentials

Financial KPIs - Measuring Performance  
Financial Ratios  
Financial Risk Management  
Key Financial Statements  
The Basics of Accounting  
The Basics of Financial Management  
The Flow of Money  
The Importance of Cash Flow

The Value of Budgeting  
Vulnerable Customers & Finance

## KPIs & OKRs

How to Write Effective OKRs  
KPIs & Employee Performance Management  
KPIs & The Golden Thread  
Leading & Lagging KPIs  
OKRs and Going Beyond Vanity Metric  
OKRs – Vision, Planning & Measuring  
OKRs vs KPIs  
Setting Business KPIs  
The Balanced Scorecard  
Types of OKRs – Committed & Aspirational

## Marketing Applied

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

## Marketing Essentials

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

## Marketing Mastery

AI-Powered Copy  
Brand Building Basics Part 1  
Brand Building Basics Part 2  
Campaign Management  
Conducting a Successful Outreach Campaign  
Content Communities  
Content Management Systems  
Content Marketing  
Copywriting Essentials  
Getting Hands-On with Google Ads  
Getting Hands-On with PPC  
Getting Started with Google Analytics  
Inbound vs. Outbound Marketing  
The Different Content Marketing Strategies  
The Marketing Funnel – From the Top to the Bottom  
The Power of Google Analytics

The Power of Pillar Pages  
The Power of User-Generated Content  
The Role of Product Marketing  
Video Marketing

## New Manager

Buddy Schemes  
Building Key Relationships  
Connecting Employees to their Purpose  
Encouraging Engagement  
Getting the Most out of Your Managers' Playbook  
How to put a Playbook Together  
How to Understand New Business Culture  
Improving Your Team With Development Plans.  
Onboarding Staff as a New Employee  
Probation Periods: what are they good for?  
Professional Relationships & Boundaries  
Resilience as a New Manager  
Setting the Right Tone  
Spending Time with Departing Employees  
When Onboarding Goes Wrong  
Working with HR

## Product Teams

Introduction to Agile and Scrum for Product Teams  
User Story Writing & Product Backlog Management  
Managing Product Handoffs  
Release Planning & Roadmap Management  
Iteration & Minimum Viable Product (MVP)  
Stakeholder Management for Product Owners  
Product Vision & Strategy  
KPIs for Product Owners  
Risk Management in Product Ownership  
KPIs for Product Managers  
Structuring Your Product Team  
Gathering Effective Feedback  
Growth Product Management  
Feature Product Management  
Technical Product Management

## Project Management Applied

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

## Project Management Essentials

Closing a Project  
Executing a Project  
Initiating a Project

Monitoring a Project  
Planning a Project

## Project Management Mastery

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

## Quality Management Essentials

Quality Assurance  
Quality Control  
Quality Control Planning  
Quality Control vs. Quality Assurance  
Quality Improvement  
Applying Six Sigma  
Six Sigma - Kaizen  
Six Sigma - Lean  
Six Sigma - DMAIC Process  
Six Sigma - Roles & Responsibilities

## Remote Working

How to Work Remotely (Employee Version)  
Remote Culture  
Remote Working & Workplace Harassment  
Remote Workspace

## Strategy Development

A Walkthrough of Business Operating Models  
Business Model Innovation  
Crisis Management & Adapting Strategies  
Formulating a Winning Strategy  
Global & Market Entry Strategies  
Integrating Ethics into Strategy Development  
Measuring & Evaluating Strategy Success  
Scenario Planning & Risk Management  
Strategic Leadership & Strategy Success

## Supply Chain Management

Gaining Efficiency: Inventory Management  
Supply Chain & Risk Management  
Supply Chain & Social Responsibility  
Sustainable Supply Chain  
The Competitive Advantages of Supply Chain Management  
The Role of Logistics  
Transparent Supply Chain Processes  
Workforce Management

## Teamwork Applied

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

High-Performing Teams Framework - Storming

## Teamwork Essentials

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

## Human Resources

### Company Culture

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

### Diversity & Inclusion

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

### Employee Experience

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

## Employee Onboarding

### (Employee Life Cycle)

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

## Employee Retention

### (Employee Life Cycle)

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

## Employee Termination

### (Employee Life Cycle)

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

## HR Essentials

Adapting to Innovation  
Bullying & Violence  
Flexible & Remote Working  
Handling Disciplinarys  
HR for Non-HR Managers  
Performance Management  
Talent Management & Development  
The Importance of Training  
Creating a Great Employee Handbook  
Cultural Ambassador: Embedding Culture & Values from Day 1  
Workplace Diversity

## HR Strategy

Creating an Effective Recruitment Strategy  
HR & Change Management  
HR Metrics & Analysis  
Pulse Surveys & Continuous Feedback  
Strategic Thinking  
Succession Planning

## Hybrid Working

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

## Learning Applied

Adopting the Right Strategy to Learning Design  
Applying Adaptive Learning  
Creating a Learning Strategy  
Designing Effective Learning Interventions  
Learning Analytics  
Reskilling & Upskilling – The Power of Skills  
Synchronous vs. Asynchronous Learning  
The Flipped Classroom  
The Purpose of UX and UI in Learning  
Using Blended Learning

## Learning Essentials

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

## Mental Health Awareness

How to Create a Psychologically Safe Workplace  
How to have a Conversation about Mental Health  
How to have a Conversation about Mental Health  
Introduction to Psychological Safety

## Neurodiversity

Building an Inclusive Recruitment Process  
Introduction to Neurodiversity  
Neurodiversity Awareness  
Neurodiversity in the Workplace  
Recognizing the Value of Neurodiverse

## Nurturing Talent

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

## Performance Management

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

## Recruitment Essentials

### (Employee Life Cycle)

Career Planning  
First Impressions  
Hiring Right, First Time  
Interview Skills  
AI-Powered Recruitment  
Candidate Experience Optimization  
Compliance & Ethics in Recruitment (US Focus)  
Leveraging Analytics for Smarter Hiring Decisions  
Diversity and Inclusion in Recruitment  
Employer Branding & Recruitment Marketing  
Finding the Right Candidates  
Innovative Recruitment Methods  
Interviewing Techniques for Recruiters: Mastering  
Candidate Assessment  
Strategies for Hiring Top Talent

## Work Ethic

Avoiding Distractions  
Being Punctual  
Meeting Deadlines  
Multi-tasking & Being Organized  
Persistence & Resilience  
Self-Management  
Staying Motivated  
The Importance of Planning  
Time Management  
Working Under Pressure  
Fine-Tuning Timeboxing  
Introduction to Timeboxing  
Sustaining the Habit of Timeboxing  
Timeboxing Mastery  
Timeboxing Strategies

## Leadership

### Adaptive Leadership

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

### Business Innovation

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

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

## Communication Skills Applied

Assertive Communication  
Communicating under Stress  
Email Etiquette  
Emotional Literacy  
Interpreting Body Language  
Managing Anger  
Managing Up  
The Art of Storytelling  
Tone of Voice  
Using Body Language  
Negotiation: Foundations & Psychology  
Advanced Negotiation Techniques  
Persuasion  
Cultural Competence

## Entrepreneurship

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

## Leadership Essentials

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

## Leadership Tool Kit

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

## Practicing Leadership

- Applying Emotional Intelligence
- Developing a High-Performing Team
- Giving Someone the Confidence to Lead
- Helping a Team Member Embrace Change
- Making the Right Decision for Long-Term Success
- Managing a Team Conflict Effectively
- Motivating a Disengaged Team
- Navigating a Difficult Conversation
- Rewarding Team Members' Achievements
- Taking accountability for your actions

## Remote Leadership

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

## Safety Leadership

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

## The Creative Process

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

## The Leadership Role Model

- A Healthy Manager is a Good Manager
- Being Positive
- Knowing when you're wrong
- Leading with Commitment

- Leading with Empathy
- Leading with Energy
- Leading with Respect
- Recognizing & Rewarding Others
- The Power of Patience
- Using Humor

## Personal Development

### Career Management

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

### Emotional Intelligence

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

### Life Skills 101

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

## Mastering Happiness

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

## Mindfulness

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

## Networking

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

## One-Minute Learning

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

## Online Social Presence

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

## Personal Finances

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

## Presentation Skills

Becoming a Master Orator  
Dealing with Nerves

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

## Risk & Uncertainty

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

## Well-being Essentials

Dealing with Stress  
Eating Healthily  
Kicking Bad Habits  
Promoting Health & Wellbeing at Work  
The Dangers of Sitting Down!  
The Importance of Exercise  
The Importance of Sleep  
Understanding Emotions  
Wellbeing & Productivity  
Work / Life Balance  
Social Connections  
Environmental Wellbeing  
Maintaining Healthy Business Relationships  
Managing Life Transitions  
Health Literacy  
Authentic Positivity  
The Benefits of Volunteering  
Creative Expression & Well-being  
Managing Anxiety  
How to Do a Digital Detox

## Safety and Compliance

### Compliance Essentials

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

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

## Cybersecurity

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

Using Open Source tools securely

## Environment & Sustainability

Going Net Zero  
Sustainability & Innovation  
Sustainable Construction  
The Benefits of Becoming a B Corp  
Wish Cycling  
The Circular Economy (for the Employee)  
Water Conservation  
Techniques for Waste Reduction  
Renewable Energy  
The Role of Biodiversity  
Environmental Management Systems (EMS)  
Eco-Friendly Office Practices  
Green Fleet Management  
Reducing the Use of Plastics  
ESG and Sustainability Reporting

## Financial Compliance

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

## Financial Conduct Authority (UK)

Financial Conduct Authority Overview (UK)  
FCA Conduct Risk (UK)  
Financial Crimes Prevention (UK)  
Introduction to Consumer Duty (UK)  
Anti-Bribery (UK)  
Responsible Lending & Affordability (UK)  
Anti-Money Laundering (UK)  
Fraud Awareness (UK)  
Financial Sanctions (UK)  
Corporate Governance (UK)  
Competition Law (UK)

## Food Safety Applied

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

## Food Safety Essentials

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

## Handling Food Safety

### OSHA-Workplace Safety

Asbestos Hazard Management  
Basic Respiratory Protection  
Bloodborne Pathogens  
Chemical Hazards & Toxic Substances  
Cold Stress  
Confined Spaces  
Driver Safety  
Electrical Safety  
Fall Prevention  
First Aid: CPR  
Forklift Truck Safety  
Hand & Power Tools  
Hazard Communication  
Incident Investigation  
Ladder Safety  
Lockout / Tagout  
Machine Guarding  
Occupational Noise Exposure  
OSHA Severe Injury Reporting & Record Keeping  
OSHA Worker Rights & Protection  
PPE (Personal Protective Equipment)  
Safety Audits  
Spills & Hazardous Waste (HAZWOPER)  
The Dangers of Working in the Heat  
Trenching & Excavation

### Safeguarding

Safeguarding for Children (UK)  
Safeguarding for Adults (UK)  
Safeguarding Culture (UK)  
Managing a Safeguarding Disclosure (UK)  
Safeguarding & Mental Health in Young People (UK)

### Workplace Housekeeping

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

### Workplace Safety Essentials

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

## Sales and Service

### Customer Service Applied

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

### Customer Service Essentials

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

### Customer Service Mastery

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

### Customer Success

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

Reducing Customer Churn  
Social Proof: Testimonials & Case Studies  
The Role of the Account Manager  
User Journeys & User Personas

## Sales Mastery

Automating Sales Processes  
Becoming a Subject Matter Expert  
Building Benefits\*\*  
Closing Difficult Deals\*\*  
Creating an Ideal Prospect Profile  
Creating your Pipeline\*\*  
Cross-Cultural Negotiations (when Selling)  
Dealing with Sales Fear  
Designing your Sales Dashboard  
Discovery: Presenting  
Effective Presentations\*\*  
Emotional Intelligence for Sales Success  
Follow Up, Follow Up, Follow Up  
How to Build Rapport\*\*\*  
Importance of Sales Feedback\*\*  
Keeping Prospects Engaged\*\*  
Managing your Pipeline\*\*  
Mastering Cold Calling  
Mastering Cold Emailing  
Networking in Sales  
Obtaining Commitment\*\*\*  
Pre-Call Preparation & Planning  
Prioritizing Prospects\*\*\*  
Qualifying Your Lead  
Questioning Skills\*\*\*  
Reducing Sales Friction  
Researching Your Prospect\*\*\*  
Resilience in Sales  
Sales & Tech Tools  
Sales Dashboard & Analytics  
Sales Listening Skills\*\*  
Sales Proposals  
Sales Strategies - The Power of Resellers  
Sending Personalized Emails  
Shortening your Sales Cycle  
The Art of Sales Forecasting  
The Power of Referrals  
The Sales Pitch\*\*  
Time Management in Sales  
Understand why Deals are Lost  
Video Prospecting  
Working your Call List

## Sales Methodologies

Approach to Inbound & Outbound Sales  
Challenger Selling  
Conceptual Selling  
Cross-Selling, Upselling & Account Growth  
Gap Selling  
How to sell ethically  
NEAT Selling

Selling the Proposed Solution\*\*  
SNAP Selling  
Target Account Selling  
Value-Based Selling  
Virtual Selling

## Sales to Customer Success

Collecting Customer Information  
Defining Customer Success for Sales  
Managing a Successful Customer Handoff  
Sales & The Role in Onboarding  
Time for Renewal

## Sector Specific

### Healthcare Essentials

Duty of Care  
Handling Patient Data  
Infection Prevention & Control  
Mental Health in Healthcare  
Privacy & Dignity  
Principles of Public Health & Health Promotion  
Identifying & Preventing Healthcare Fraud  
Introduction to Healthcare Informatics  
Patient-Centered Care  
Healthcare Quality Improvement

### HIPAA Compliance Essentials

Common HIPAA Privacy Violations in the Workplace  
Introduction to the HIPAA revenue cycle  
Protected Health Information  
What are the HIPAA rules?  
What is HIPAA compliance?  
Being a HIPAA-Compliant Employee  
HIPAA & Cybersecurity  
Patient Rights  
The HIPAA Privacy Rule  
The HIPAA Security Rule

### Retail Applied

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

### Retail Essentials

Connecting with Customers  
Dealing with Stressful Situations  
Developing Product Knowledge

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

## Retail Mastery

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

## Technology

### Artificial Intelligence Essentials

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

### Coding for Everyone

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

### Design for Everyone

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

### Introduction to Google Suite

Google Suite Overview & Google Calendar  
Introduction to Gmail  
Introduction to Google Docs (Parts 1–5)  
Introduction to Google Drive  
Introduction to Google Meet  
Introduction to Google Sheets (Parts 1–5)  
Introduction to Google Slides (Parts 1–4)

### Introduction to Microsoft Software

Introduction to Excel – Advanced Formulas  
Introduction to Excel – Basic Formulas  
Introduction to Excel – Basic Navigation (Parts 1–3)  
Introduction to Excel – Conditional Formatting  
Introduction to Excel – Data Tools  
Introduction to Excel – Data Visualization  
Introduction to Excel – Pivot Tables  
Introduction to Excel – Review & Comment  
Introduction to Excel – VLOOKUP Function  
Excel: Statistical Analysis  
Excel: Advanced Formulas & Functions (Part 2)  
Excel: Macros & VBA Programming  
Excel: Data Visualization & Dashboarding  
Excel: Data Validation & Protection  
Excel: Data Import & Export  
Excel: Collaboration & Sharing  
Excel: Integration with Other Tools  
Excel: Scenario Analysis & What-If Analysis  
Excel: Custom Templates & Add-Ins  
Introduction to Microsoft OneDrive  
Introduction to Microsoft Outlook  
Introduction to Microsoft Teams  
Introduction to PowerPoint – Basic Navigation  
Introduction to PowerPoint – Inserting Objects  
Introduction to PowerPoint – Tables & Charts  
Introduction to PowerPoint – Working with Templates  
Introduction to Word – Basic Navigation  
Introduction to Word – Formatting Text (Parts 1–2)  
Introduction to Word – Inserting Objects  
Introduction to Word – Page Layouts, Review

### UI/UX

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

*Coming soon*

## Updates on courses

### Safety and Compliance

#### Workplace Safety Essentials

Slips, Trips & Falls  
Cable Management  
Reporting a Hazard  
Workstation Ergonomics  
Don't Speed on Site  
Driving & Using Your Phone  
Don't Walk & Text

#### OSHA-Workplace Safety

Fall Prevention  
PPE (Personal Protective Equipment)  
OSHA Severe Injury Reporting & Record Keeping  
First Aid: CPR  
Chemical Hazards & Toxic Substances  
Occupational Noise Exposure  
The Dangers of Working in the Heat  
Bloodborne Pathogens  
Ladder Safety

#### Workplace Housekeeping

The Importance of Housekeeping  
Workplace Inspections  
Near Misses and Workplace Safety

### Sales and Service

#### Sales Methodologies

Sales Methodologies - SNAP, Sandler, MEDDIC,  
Conceptual & CustomerCentric  
Post-Demo Questioning

# Courses in Spanish

## Liderazgo

### Fundamentos de Liderazgo

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

## Recursos Humanos

### Diversidad e Inclusión

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

### Fundamentos de Recursos Humanos

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

## Seguridad y Cumplimiento

### Fundamentos de Seguridad en el Lugar de Trabajo

Conduce con prudencia en el sitio de trabajo  
Conducir y usar tu teléfono  
Ergonomía en la estación de trabajo

Informar sobre un peligro  
La importancia del orden y la limpieza en el trabajo  
Manipulación manual  
No envíes mensajes de texto al caminar  
Organización de cables  
Resbalones, tropezones y caídas  
Usa el pasamanos

### Seguridad Informática

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

## Ventas y Servicio

### Atención al Cliente Aplicado

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

### Atención al Cliente Avanzado

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

### Fundamentos de Atención Al Cliente

Canales de comunicación  
Cómo lograr la resolución de problemas  
Cómo mantener el servicio al cliente en todos los  
Cómo tratar una queja de manera satisfactoria  
Cumplimiento de las expectativas del cliente  
Ir más allá del servicio al cliente

La importancia de la marca  
La lealtad del cliente  
Relaciones con los clientes  
Tecnología  
Venta cruzada y venta ascendente

## Fundamentos de Ventas

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

## Habilidades de Ventas Aplicadas

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

## Ventas Avanzadas

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

\*The content and projected timeline of the scheduled courses are subject to change at any time, without prior notice, and may vary and should not be construed as binding.

\*\*Updated version from Sales Essentials Collection

\*\*\*Sales Applied Collection

\*\*\*\*Transfer from other collection