

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

Change Management Essentials

- Communicating Change Effectively
- Understanding the Change Curve
- Leading Teams Through Change
- Planning and Implementing Change Successfully
- Navigating Change at Work

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 3
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
Infl uencer 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

Celebrating Differences & Diversity
Celebrating Success
Collaborative Working
Communicating Openly
Communicating with a Millennial
Dealing with Difficult Personalities
Encouraging Different Opinions
Leading with Trust & Respect
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

Building a Culture of Innovation through HR
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
- Mobilizing Others to Overcome Resistance
- 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 for Leaders
- 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

- Advanced Negotiation Techniques
- Assertive Communication
- Building Workplace Relationships
- Communicating under Stress
- Constructive Peer Feedback
- Cultural Competence
- Effective Cross-Team Communication
- Email Etiquette
- Emotional Literacy
- Interpreting Body Language
- Managing Anger
- Managing Up
- Negotiation: Foundations & Psychology
- Persuasion
- The Art of Storytelling
- Tone of Voice
- Using Body Language

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
- The 7 Skills of Critical Thinking for Leaders
- 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 & 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 - Employee Version
Sexual Harassment - Employer Version
Whistleblowing
Whistleblowing - The Business Version
Modern Slavery

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

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 Safely

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

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 & 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)
Driving Customer Product Adoption
Educating Customers
Increasing & Expanding MRR (Revenue Growth)
in Customer Success
Managing Customer Escalations and Crisis Recovery
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

Digital Workplace

Topic 1-Computing Concepts and Application Skills

Digital Workplace Chapter 1A-Computing Concepts

Digital Workplace Chapter 1B-Microsoft Word

Digital Workplace Chapter 1C-Microsoft Excel

Digital Workplace Chapter 1D-Microsoft PowerPoint

Topic 2-Network and Communication Technologies

Topic 3-Internet and Communication Skills

Topic 4-Digital Citizenship

Topic 5-Data Information and Computational Thinking

New Business Development

Chapter 1-The Entrepreneur

Chapter 2-Creativity and Idea Generation

Chapter 3-Market Feasibility Study

Chapter 4-Financial Feasibility Study

Chapter 5-The Marketing Plan

Chapter 6-The Financial Plan

Chapter 7-The Management Plan

Chapter 8-The Business Plan-Completing the Business Plan

Brand Management

Chapter 1-Fundamental Principles of Marketing

Chapter 2-The Marketing Environment

Chapter 3-Market Feasibility Study

Chapter 4-Segmentation

Chapter 5-Marketing Information and Marketing Research

Job Readiness

Module 1-Introduction

Module 2-How to Become Employable

Module 3-Career Choices

Module 4-The Employability Plan

Module 5-Finding a Job

Module 6-Community Support Structures

Module 7-Rules of the Workplace

Module 8-Rules of the Workplace

Module 9-Rules of the Workplace

Module 10-Salary and Budgeting

Module 11-Life Skills

Module 12-Managing Your Health

Module 13-Being a Responsible Citizen

Project Risk Management

Project Initiation, Scope Definition and Change Control

Fundamentals of Project Management

Implement and Assure Project Quality

Evaluate and Improve the Project Team's Performance

Apply Tools and Techniques

Implement Project Administration Processes

Develop Project Schedule for Effective Project

Implementation

Project Cost Estimation and Budget Control

Project Management Documentation

Supervise a Project Team to Deliver Project Objectives

The Budget Function

Fraud in an Office Environment

Work as a Team Member

Organisational Ethics

Cultural Awareness/Diversity

Process Incoming and Outgoing Calls

Manage the Reception Area