

Build a team that Blossoms...

Turning Soft Skills into Power Skills



Course List

A collection of ready-made courses that cover the soft skills your team need to be successful in the workplace and beyond

Finally, training that everyone will want to show up for...



Each Online Course is no longer than 15'

Each course is made up of mini-lessons between 2-3 minutes each. Grouping information like this reduces cognitive load and users are more likely to complete training, enjoy it, and use it at work.



With stories that make learning stick

Would you forget how to build relationships with customers if Mr Darcy was showing you? Stories are one of the best ways to remember information. So, every course is built around a memorable context your users won't forget.



Written & reviewed by experts

Each topic is heavily researched using the most up-to-date information from subject matter experts. Senior instructional designers review every course to ensure that the intended skills and knowledge are transferred.



Success is in the detail

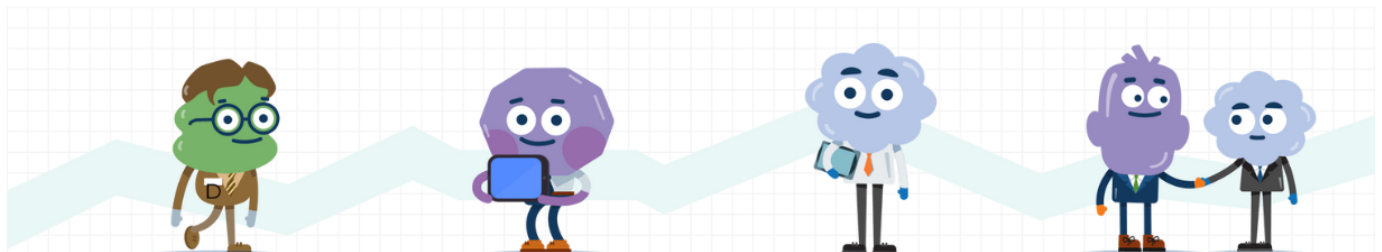
No-fluff content that leverages video, resources, microlearning, infographics, and more to engage and improve your team

Bonus! Lovable & addictive characters

With 10 unique characters who take on a variety of roles (like superheroes, the cast of TV's coolest friends, and cameos from celebrities), your users will fall in love, even if they don't want to.



Hard data behind soft skills: why they matter for employees



All our courses are accessible through an easy to use training platform that lets you:

- Inspire and train your team
- Measure results
- Drive business growth
- Ensure compliance



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

BUSINESS SKILLS - Page 4

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- 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

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- Diversity & Inclusion
- Employee Experience
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- 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 – Page 7

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- Business Innovation
- Communication Skills
- Entrepreneurship
- Leadership Essentials
- Leadership Tool Kit
- Entrepreneurship
- Leadership Essentials
- Leadership Tool Kit
- Practicing Leadership
- Remote Leadership

- Safety Leadership
- The Creative Process
- The Leadership Role Model

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- 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 – Page 9

- 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 – Page 10

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

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- HIPAA Compliance Essentials
- Retail Applied
- Retail Essentials
- Retail Mastery

TECHNOLOGY – Page 12

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

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 Analyzing Qualitative 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 Culture Change
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 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

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
Customer Service 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 Customer Success
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 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 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

