

Build a team that Blossoms...

Turning Soft Skills into Power Skills



2023 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

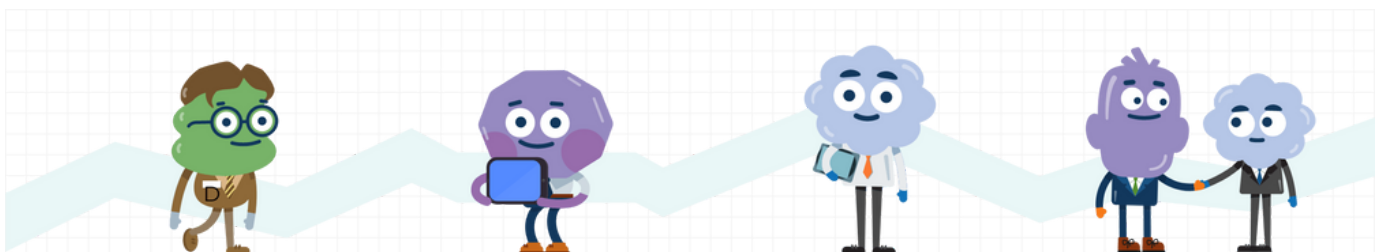
No-fluff content that leverages video, resources, microlearning, infographics, and more to engage and improve your team



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



53%

of remote employees who haven't received training in the last 12 months say they want soft skills training

66%

of remote employees categorise themselves as visual learners

76%

of remote employees that have received soft skills training say they have no plans to leave their employer

56%

of remote employees who've received soft skills training in the last 12 months have also been promoted in their company

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

[Click Here](#) to see for yourself



2023 course list - all courses included in your monthly subscription



Adaptive Leadership

- What is Adaptive Leadership?
- Using Authority & Power (Taking Chances)
- Overcoming Resistance to Shared Responsibility
- Learning through Self-Correction
- Building a Culture of Adaptability
- Artificial Intelligence Essentials
- What is Artificial Intelligence?
- What is Machine Learning?
- Deep Reinforcement Learning
- Harnessing the Power of AI Ethics & Artificial Intelligence

Business Continuity Applied

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

Business Continuity Essentials

- Introducing to Business Emergency Preparedness Planning
- Developing a Contingency Plan
- Managing Business Resilience
- Dealing With B. Continuity & Disaster Recovery
- The Incident Manager's Toolkit

Business Innovation

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

Career Management

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

Coaching Applied

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

Coaching Essentials

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

Coding for Everyone

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

Compliance Essentials

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



Why Soft Skills?

Ninety-seven percent of employers surveyed said that soft skills were either as important or more important than hard skills.

However, 46 percent of new employees fail within 18 months and of these, 89 percent fail because of a lack of soft skills, such as professionalism or the ability to get along with others. - [Learn More Here](#)

Communication Skills

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

Customer Service Applied

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

Customer Service Essentials

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

Customer Service Mastery

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

Cybersecurity

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

A library that keeps growing so the learning never stops...

Launching in Summer 2023!

- Introduction to G Suite
- Design for Everyone
- Marketing Skills Mastery
- Quality Management Essentials
- One-Minute Learning
- Contract Management Essentials

More courses
launched every
quarter!

Data Analysis

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

Digital Transformation

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

Diversity & Inclusion

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

Employee Experience

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

Emotional Intelligence

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

Employee Termination

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

Entrepreneurship

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

Environment & Sustainability

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

Finance Applied

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

Benefits For Education Providers

- Implement a broader and more exciting curriculum
- Offer wider development as detailed in the Ofsted Education Inspection Framework (EIF)
- Extend learning beyond the classroom
- Successfully teach behaviours for life
- Link directly to apprenticeship standards
- Stretch and challenge all abilities

Aligned with Ofsted and used by **OUTSTANDING** providers

Financial Compliance

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

Finance Essentials

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

Food Safety Essentials

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

Food Safety Applied

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

Healthcare Essentials

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

HR Essentials

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

Hybrid Working

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

Introduction to Excel

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

Introduction to Word

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

Introduction to PowerPoint

- Introduction to PowerPoint - Basic Navigation
- Introduction to PowerPoint - Working with Templates
- Introduction to PowerPoint - Inserting Objects
- Introduction to PowerPoint - Tables & Charts

KPIs & OKRs

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

Leadership Essentials

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



Leadership Tool Kit

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

Learning Applied

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

Learning Essentials

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

Marketing Essentials

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

Marketing Skills Applied

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

Marketing Skills Mastery

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

Mastering Happiness

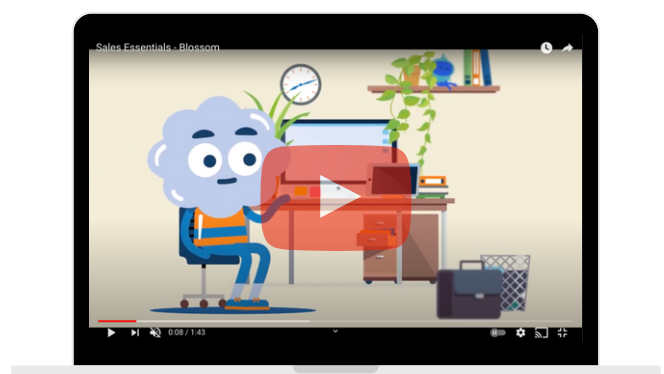
- Finding your Purpose & Passion
- Finding Happiness Within Yourself
- Self-Limiting Beliefs
- Changing Negative Habits The Power of Self-Reflection
- Mindfulness

Mindfulness

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

Networking

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



Click play to see Blossom in action

Nurturing Talent

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

Occupational Safety and Health Administration

- OSHA Worker Rights & Protection
- Fall Prevention
- PPE (Personal Protective Equipment)
- OSHA Severe Injury Reporting & Record Keeping
- Trenching & Excavation

Online Social Presence

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

Personal Finances

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

Presentation Skills

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

Project Management Applied

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

Project Management Essentials

- Initiating a Project
- Planning a Project
- Executing a Project
- Monitoring a Project
- Closing a Project
- Project Management Mastery
- Agile in Practice
- Kanban in Practice
- Scrum in Practice
- Waterfall in Practice
- Choosing the Right Project Methodology

Recruitment 101 Essentials

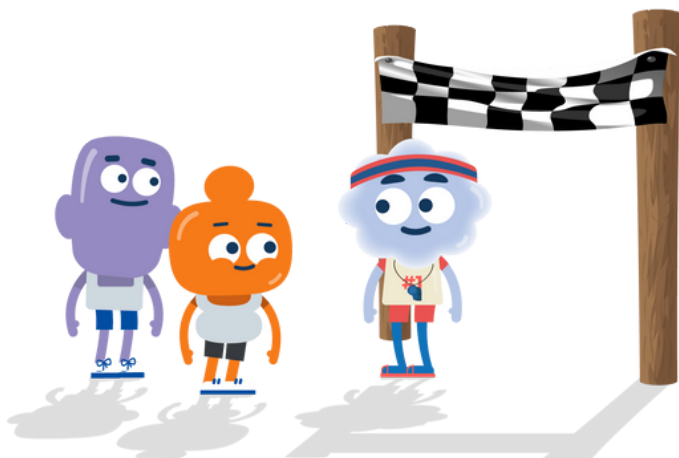
- Interview Skills
- First Impressions
- Career Planning
- Hiring Right, First Time
- Importance of Onboarding

Remote Leadership

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

Retail Applied

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



Retail Mastery

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

Retail Essentials

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

Risk & Uncertainty

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

Safety Leadership

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

Sales Skills Applied

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

Sales Essentials

- Sales Listening Skills
- Creating Your Pipeline
- Managing Your Pipeline
- The Sales Pitch
- Effective Presentations
- Selling the Proposed Solution
- Building Benefits
- Keeping Prospects Engaged
- Closing Difficult Deals
- Importance of Sharing Sales Feedback

Sales Mastery

- Shortening your Sales Cycle
- Sales Strategies- The Power of Resellers
- Sales Methodologies
- Understand why Deals are Lost
- How to Sell Ethically
- Emotional Intelligence for Sales Success
- Virtual Selling
- Mastering Cold Calling
- Dealing with Sales Fear
- Resilience in Sales
- Mastering Cold Emailing
- Value-Based Selling
- Reducing Sales Friction
- Automating Sales Processes
- Designing your Sales Dashboard
- Cross-Selling, Upselling & Account Growth

Situational Leadership

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

Teamwork Applied

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

Benefits For All Businesses

- Outperform and outlast the competition
- Inspire, train and retain your team
- Flexible online learning anywhere, anytime
- Gamification that grips users' attention
- Develop employee skills across more than 60 different categories
- Unlimited access to a growing collection of training

Teamworking Essentials

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

The Leadership Role Model

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

Wellbeing Essentials

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

Work Ethic

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

Workplace Safety Essentials

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

Workplace Health

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

Visit www.blossom.training to
book your demo call or [click here](#)



Coming soon in Autumn 2023...

IT Skills Essentials

- Google Suite Overview & Google Calendar
- Introduction to Google Docs
- Introduction to Google
- Introduction to Gmail
- Introduction to Google Drive
- Introduction to Google Meet
- Introduction to Microsoft Outlook
- Introduction to Microsoft OneDrive

Design for Everyone

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

Marketing Skills Mastery

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

Contract Management Essentials

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

Quality Management Essentials

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

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



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DEMO**

