

NETCO  CNMIE

IBEW - CEC | NATIONAL ELECTRICAL
TRADE COUNCIL

FIDE - ACEE | CONSEIL NATIONAL DES MÉTIERS
DE L'INDUSTRIE ÉLECTRIQUE



talentlms



E-LEARNING

Adaptive Leadership

(Leadership)

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

Artificial Intelligence Essentials

(Technology)

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

Business Innovation

(Business Skills)

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

Business Continuity Essentials

(Business Skills)

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

Business Continuity Applied

(Business Skills)

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

Career Management

(Personal Development)

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

Coaching Essentials

(Business Skills)

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

Coaching Applied

(Business Skills)

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

Coding for Everyone

(Technology)

What is Coding?
Understanding APIs

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

Compliance Essentials

(Safety and Compliance)

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

Communication Skills

(Leadership)

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

Company Culture

(Human Resources)

The Four Types of Company Culture
Organizational Culture Models
The Shadow Organization
Employee Recognition
The Risk of Echo Chambers
The Role of Leadership in Company Culture
Early Warning Signs of a Toxic Culture
How do you Change Culture?

Leading a Cultural Movement
Current vs. Future State Mapping

Contract Management Essentials

(Business Skills)

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

Corporate Risk

(Business Skills)

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

Customer Service Applied

(Sales and Service)

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

Customer Service Essentials

(Sales and Service)

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

Customer Service Mastery

(Sales and Service)

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

Customer Success

(Sales and Service)

Customer Success & Onboarding
Customer Loyalty
Customer Success KPIs
Increasing & Expanding MRR (Revenue Growth)
User Journeys & User Personas
Educating Customers
Reducing Customer Churn
The Role of the Account Manager in Customer Success
Social Proof: Testimonials & Case Studies
Dealing with the End of a Customer Relationship
(Offboarding)
Automating Customer Success

Cybersecurity

(Safety and Compliance)

The Power of a Strong Password
The Danger of Viruses & Malware
Keeping Your Data Safe
Keeping Your Mobile Safe
The Risks of Ransomware
Network Security & Cloud Computing
Phishing & Anti-Spam Software
Social Engineering
Internet of Things Attacks
Security & Compliance Audits
Identity Theft
GDPR
Data Protection
Data Breaches
PCI DSS (Payment Card Compliance)
Information Security
Wi-Fi Security

Use of External Drives
Incident Management & Response
Threat Surveillance (24/7 Monitoring)
Penetration Testing
Information Security & Governance
IT Disaster Recovery & Fallback
Secure Remote Working
Coding & Cybersecurity
Responding to a Cyber Ransom
Password Management Applied
The risks of public WiFi and the use of VPNs
Types of VPNs
The Basics of Cryptography
Choosing a Cloud Vendor
Threat Monitoring
Covert Crypto Mining
Application Security Vulnerabilities
Cybersecurity & Your Supply Chain
Security Doesn't Stop at Work
The Risks of Shadow IT
The Use of Passwordless Authentication
How to work well with your IT Teams
Physical Security
Security & AI
Automation & Integration
Using Open Source tools securely
Cybersecurity & HR
Secure File Sharing
Social Media Security Awareness

Data Analysis

(Business Skills)

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

Design for Everyone

(Technology)

Web Design Basics

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

Digital Transformation

(Business Skills)

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

Diversity & Inclusion

(Human Resources)

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

Emotional Intelligence

(Personal Development)

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

Employee Experience

(Human Resources)

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

Employee Onboarding

(Human Resources/Employee Life Cycle)

Creating the Best Onboarding Experience*****
Importance of Onboarding*****
Onboarding Remote Teams*****

Employee Retention

(Human Resources/Employee Life Cycle)

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

Employee Termination

(Human Resources/Employee Life Cycle)

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

Entrepreneurship

(Leadership)

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

Environment & Sustainability

(Safety and Compliance)

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

Finance Essentials

(Business Skills)

The Basics of Financial Management
The Flow of Money
Key Financial Statements

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

Finance Applied

(Business Skills)

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

Financial Compliance

(Safety and Compliance)

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

Food Safety Essentials

(Safety and Compliance)

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

Food Safety Applied

(Safety and Compliance)

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

Healthcare Essentials

(Healthcare)

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

HIPAA Compliance Essentials

(Sector Specific)

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

HR Essentials

(Human Resources)

The Importance of Training
Adapting to Innovation
Performance Management
Handling Disciplinary
Talent Management & Development
Bullying & Violence
Flexible & Remote Working
HR for Non-HR Managers
Creating a Great Employee Handbook
Cultural Ambassador: Embedding Culture & Values from Day1

HR Strategy

(Human Resources)

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

Hybrid Working

(Human Resources)

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

Introduction to Google Suite

(Technology)

Google Suite Overview & Google Calendar
Introduction to Google Docs Part 1
Introduction to Google Docs Part 2
Introduction to Google Docs Part 3
Introduction to Google Docs Part 4
Introduction to Google Docs Part 5
Introduction to Google Sheets Part 1
Introduction to Google Sheets Part 2
Introduction to Google Sheets Part 3
Introduction to Google Sheets Part 4
Introduction to Google Sheets Part 5
Introduction to Google Slides Part 1
Introduction to Google Slides Part 2

Introduction to Google Slides Part 3
Introduction to Google Slides Part 4
Introduction to Gmail
Introduction to Google Drive
Introduction to Google Meet

Introduction to Microsoft Software

(Technology)

Introduction to Microsoft Outlook
Introduction to Microsoft OneDrive
Introduction to Excel - Basic Navigation Part 1
Introduction to Excel - Basic Navigation Part 2
Introduction to Excel - Basic Formulas
Introduction to Excel - Advanced Formulas
Introduction to Excel - Data Visualization
Introduction to Excel - Pivot Tables
Introduction to Excel - VLOOKUP Function
Introduction to Excel - Conditional Formatting
Introduction to Excel - Data Tools
Introduction to Word - Review & Comment
Introduction to Word - Basic Navigation
Introduction to Word - Formatting Text Part 1
Introduction to Word - Formatting Text Part 2
Introduction to Excel - Basic Navigation Part 3
Introduction to Word - Inserting Objects
Introduction to Word - Page Layouts, Review &

Comment

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

KPIs & OKRs

(Business Skills)

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

Leadership Essentials

(Leadership)

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

Being Brave

Leadership Tool Kit

(Leadership)

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

Learning Essentials

(Human Resources)

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

Learning Applied

(Human Resources)

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

Marketing Essentials

(Business Skills)

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

Marketing Skills Applied

(Business Skills)

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

Marketing Skills Mastery

(Business Skills)

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

Mastering Happiness

(Personal Development)

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

Mental Health Awareness

(Human Resources)

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

Mindfulness

(Business Skills)

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

Networking

(Personal Development)

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

Neurodiversity

(Human Resources)

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

New Manager

(Business Skills)

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

Nurturing Talent

(Human Resources)

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

One-Minute Learning

(Personal Development)

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

Online Social Presence

(Personal Development)

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

OSHA-Workplace Safety

(Safety and Compliance)

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

Performance Management

(Human Resources)

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

Personal Finances

(Personal Development)

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

Presentation Skills

(Personal Development)

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

Project Management Applied

(Business Skills)

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

Project Management Essentials

(Business Skills)

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

Project Management Mastery

(Business Skills)

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

Quality Management Essentials

(Business Skills)

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

Recruitment Essentials

(Human Resources)

Interview Skills
First Impressions
Career Planning
Hiring Right, First Time

Remote Leadership

(Leadership)

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

Remote Working

(Business Skills)

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

Retail Essentials

(Sector Specific)

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

Retail Applied

(Sector Specific)

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

Retail Mastery

(Sector Specific)

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

Risk & Uncertainty

(Personal Development)

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

Safety Leadership

(Leadership)

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

Sales Mastery

(Sales and Service)

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

Sales Methodologies

(Sales and Service)

NEAT Selling
 SNAP Selling
 Challenger Selling
 Conceptual Selling
 Approach to Inbound & Outbound Sales
 Target Account Selling
 Gap Selling
 Selling the Proposed Solution**
 How to sell ethically
 Virtual Selling

Value-Based Selling

Cross-Selling, Upselling & Account Growth

Sales to Customer Success

(Sales and Service)

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

Strategy Development

(Business Skills)

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

Supply Chain Management

(Business Skills)

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

Teamwork Essentials

(Business Skills)

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

Teamwork Applied

(Business Skills)

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

The Creative Process

(Leadership)

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

The Leadership Role Model

(Leadership)

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

Well-being Essentials

(Personal Development)

Eating Healthily
Understanding Emotions
The Importance of Sleep
Work / Life Balance
The Importance of Exercise

Dealing with Stress
Wellbeing & Productivity
Kicking Bad Habits
The Dangers of Sitting Down!
Promoting Health & Wellbeing at Work

Work Ethic

(Human Resources)

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

Workplace Health

(Safety and Compliance)

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

Workplace Safety Essentials

(Safety and Compliance)

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



UI / UX

(Technology)

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

Product Ownership

(Business Operations)

Introduction to Agile and Scrum for Product Owners
User Story Writing & Product Backlog Management
UX Design for Product Owners
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
Culture of Continuous Improvement

Quality Management

(Business Skills)

Applying Six Sigma
Six Sigma - Kaizen
Six Sigma - Lean
Six Sigma - DMAIC Process
Six Sigma - Roles & Responsibilities

Data Analysis

(Business Skills)

Qualitative Data Collection

Leadership Essentials

(Leadership)

Agility & Flexibility in Organizations
Leadership Styles: Dominant
Leadership Styles: Influencing
Leadership Styles: Steadiness
Leadership Styles: Conscientious

Unlocking Team Dynamics through Understanding your Leadership Style

Compliance Essentials

(Compliance)

Fire Safety & Fire Warden (UK)
RIDDOR (UK)
GDPR UK
Lone Working (UK)
Safe Use of Work Equipment (PUWER - UK)

Safeguarding

(Compliance)

Safeguarding for Children
Safeguarding for Adults
Safeguarding Culture
Managing a Safeguarding Disclosure
Safeguarding & Mental Health

Financial Conduct Authority (UK)

(Finance Management)

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

Employee Life Cycle

(Human Resources)

Transparent Compensation
Speed to Competency