



Meet
TalentLibrary™

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

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- Ventas Avanzadas



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



Business Skills

Business Continuity Applied

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

Business Continuity Essentials

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

Coaching Applied

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

Coaching Essentials

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

Contract Management Essentials

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

Corporate Finance

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

Corporate Risk

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

Data Analysis

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

Digital Transformation

- Digital Disruption
- Is Digital Transformation Just Change?
- Leading a Digital Transformation
- The Design Thinking Mindset
- The Four Types of Digital Transformation
- The Impact of Training on Digital Change



The Power of Data Visualization
What is a Digital Transformation Strategy?
What is Digital Transformation?
Why do you Need a Digital Culture?

Finance Applied

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

Finance Essentials

Financial KPIs – Measuring Performance
Financial Ratios
Financial Risk Management
Key Financial Statements
The Basics of Accounting
The Basics of Financial Management
The Flow of Money
The Importance of Cash Flow 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
Influencer and Affiliate Marketing

Planning Campaigns
SEO & PPC
Viral Marketing

Marketing Essentials

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

Marketing Mastery

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

New Manager

Buddy Schemes
Building Key Relationships
Connecting Employees to their Purpose
Encouraging Engagement
Getting the Most out of Your Managers' Playbook



How to put a Playbook Together
How to Understand New Business Culture
Improving Your Team With Development Plans.
Onboarding Staff as a New Employee
Probation Periods: what are they good for?
Professional Relationships & Boundaries
Resilience as a New Manager
Setting the Right Tone
Spending Time with Departing Employees
When Onboarding Goes Wrong
Working with HR

Product Teams

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

Project Management Applied

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

Project Management Essentials

Closing a Project
Executing a Project

Initiating a Project
Monitoring a Project
Planning a Project

Project Management Mastery

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

Quality Management Essentials

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

Remote Working

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

Strategy Development

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

Supply Chain Management

Gaining Efficiency: Inventory Management
Supply Chain & Risk Management
Supply Chain & Social Responsibility



- Sustainable Supply Chain
- The Competitive Advantages of Supply Chain Management
- The Role of Logistics
- Transparent Supply Chain Processes
- Workforce Management

Teamwork Applied

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

Teamwork Essentials

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



Human Resources

Company Culture

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

- The Role of Leadership in Company Culture
- The Shadow Organization

Diversity & Inclusion

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

Employee Experience

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

Employee Onboarding

(Employee Life Cycle)

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

Employee Retention

(Employee Life Cycle)

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



Employee Termination (Employee Life Cycle)

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

HR Essentials

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

HR Strategy

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

Hybrid Working

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

Learning Applied

- Adopting the Right Strategy to Learning Design
- Applying Adaptive Learning
- Creating a Learning Strategy
- Designing Effective
- Learning Interventions Learning Analytics
- Reskilling & Upskilling - The Power of Skills

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

Learning Essentials

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

Mental Health Awareness

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

Neurodiversity

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

Nurturing Talent

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

Performance Management

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



Preparing for a One-to-One Meeting (Manager)
Running an Effective One-to-One Meeting
Running One-to-One Meetings Remotely

Recruitment Essentials (Employee Life Cycle)

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

Work Ethic

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



Leadership

Adaptive Leadership

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

Business Innovation

Being Adaptable
Being Resourceful
Creative Thinking
Critical Observation
Dealing with Uncertainty
Driving Innovation
Problem-Solving
The 7 Skills of Critical Thinking
The Power of Analysis
Thinking Logically
Complex Problem-Solving: Problem-Solving Techniques
Complex Problem-Solving: Definition & Framing
Complex Problem-Solving: Root Cause Analysis
Complex Problem-Solving: Scenario Planning & Analysis
Complex Problem-Solving: Systems Thinking

Communication Skills Applied

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

Entrepreneurship

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

Leadership Essentials

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

Leadership Tool Kit

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

Practicing Leadership

- Applying Emotional Intelligence
- Developing a High-Performing Team

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

Remote Leadership

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

Safety Leadership

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

The Creative Process

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

The Leadership Role Model

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



Personal Development

Career Management

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

Emotional Intelligence

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

Life Skills 101

How can I plan for my retirement?
How can I reduce my carbon footprint?
How can I spot fake news?
How do I budget properly?
How do I make a good first impression?
How do I negotiate the best deal?
How do I stop smoking?
How do I write a cover letter?
What are the basics of investing?

What are the basics of nutrition?
What do I look for when buying a car?
What is a digital detox?
What is digital currency?
Why should I have insurance?
Why should I put savings aside?

Mastering Happiness

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

Mindfulness

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

Networking

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

One-Minute Learning

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



Online Social Presence

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

Personal Finances

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

Presentation Skills

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

Risk & Uncertainty

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

Well-being Essentials

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

- Work / Life Balance
- Social Connections
- Environmental Wellbeing
- Maintaining Healthy Business Relationships
- Managing Life Transitions
- Health Literacy
- Authentic Positivity
- The Benefits of Volunteering
- Creative Expression & Well-being
- Managing Anxiety
- How to Do a Digital Detox



Safety & 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
- 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 & Service

Customer Service Applied

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

Customer Service Essentials

Cross-selling and Up-selling
Customer Loyalty
Customer Relationships
Customer Service Mindset
Customer Service Teamwork & Collaboration
Different Types of Interactions
Effective Problem Solving
Going beyond Customer Service
Handling Complaints Gracefully
How to Say 'No'
Maintaining CS Across Channels



Managing Customer Expectations
Prioritization & Time Management
The Importance of Brand
Using Technology in Customer Service

Customer Service Mastery

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

Customer Success

Automating Customer Success
Customer Loyalty
Customer Success & Onboarding
Customer Success KPIs
Dealing with the End of a Customer Relationship)
Educating Customers
Increasing & Expanding MRR (Revenue Growth)
in 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 & Tech Tools
Sales Dashboard & Analytics
Sales Listening Skills**
Sales Proposals
Sales Strategies - The Power of Resellers
Sending Personalized Emails
Shortening your Sales Cycle
The Art of Sales Forecasting
The Power of Referrals
The Sales Pitch**
Time Management in Sales
Understand why Deals are Lost
Video Prospecting
Working your Call List

Sales Methodologies

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



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

Sales to Customer Success

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

Sector Specific

Healthcare Essentials

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

HIPAA Compliance Essentials

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

Retail Applied

- Adopting a 'Customer First' Mindset

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

Retail Essentials

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

Retail Mastery

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

Technology

Artificial Intelligence Essentials

- Deep Reinforcement Learning
- Ethics & Artificial Intelligence
- Harnessing the Power of AI
- What is Artificial Intelligence?
- What is Machine Learning?
- AI for Accessibility
- Building Chatbots with ChatGPT
- ChatGPT: Personal Development & Growing Your Career
- ChatGPT & Creating Content Part 1
- ChatGPT & Creating Content Part 2



ChatGPT & Customer Support
ChatGPT & Cybersecurity
ChatGPT & Marketing
ChatGPT & Translations
ChatGPT for SQL Queries
Create Effective Prompts
Generative AI: A Tools Walkthrough
Managing Your Data with ChatGPT
Prompt Engineering: How to
The Beginner's Guide to Using ChatGPT
The Ethical Use of AI in the Workplace
Troubleshooting & Debugging with ChatGPT

Coding for Everyone

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

Design for Everyone

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

Introduction to Google Suite

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

Introduction to Microsoft Software

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

UI/UX

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



COMING SOON Updates on courses

 **Safety & Compliance**

Workplace Safety Essentials

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

OSHA-Workplace Safety

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

Workplace Housekeeping

- The Importance of Housekeeping
- Workplace Inspections
- Near Misses and Workplace Safety

 **Sales and Service**

Sales Methodologies

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





COURSES IN SPANISH



Liderazgo

Fundamentos de Liderazgo

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



Recursos Humanos

Diversidad e Inclusión

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

Fundamentos de Recursos

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



Seguridad y Cumplimiento

Fundamentos de Seguridad en el Lugar de Trabajo

- Conduce con prudencia en el sitio de trabajo
- Conducir y usar tu teléfono
- Ergonomía en la estación de trabajo
- Informar sobre un peligro
- La importancia del orden y la limpieza en el trabajo
- Manipulación manual
- No envíes mensajes de texto al caminar
- Organización de cables
- Resbalones, tropezones y caídas
- Usa el pasamanos

Seguridad Informática

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



Ventas y Servicio

Atención al Cliente Aplicado

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

Atención al Cliente Avanzado

- Coaching de servicio al cliente a distancia
- Cómo anticiparse a las necesidades de los clientes



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

Fundamentos de Atención Al Cliente

Canales de comunicación
Cómo lograr la resolución de problemas
Cómo mantener el servicio al cliente en todos los
Cómo tratar una queja de manera satisfactoria
Cumplimiento de las expectativas del cliente
Ir más allá del servicio al cliente
La importancia de la marca
La lealtad del cliente
Relaciones con los clientes
Tecnología
Venta cruzada y venta ascendente

Fundamentos de Ventas

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

Habilidades de Ventas Aplicadas

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

Ventas Avanzadas

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

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

** Updated version from Sales Essentials Collection

*** Sales Applied Collection

**** Transfer from other collection