



Meet TalentLibrary™

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



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

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

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

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

Coding for Everyone

(Technology)

What is Coding?
Understanding APIs
HTML Development for Everyone
PHP for Everyone
JavaScript 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



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

Customer Service Applied

(Sales and Service)

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

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
 Technology
 Going beyond Customer Service

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

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

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



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 Termination

(Human Resources)

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
 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

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

Food Safety Essentials

(Safety and Compliance)

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

HR Essentials

(Human Resources)

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



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

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
 Learning & Employee Engagement
 Promoting Social Learning
 Growth Mindset
 Removing the Barriers to Learning

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



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

Recruitment 101 Essentials

(Human Resources)

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

Remote Leadership

(Leadership)

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

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

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 Skills Applied

(Sales and Service)

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



Sales Essentials

(Sales and Service)

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

(Sales and Service)

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

(Leadership)

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

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

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





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

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
 Constructive Conversations About Low Performance
 Running One-to-One Meetings Remotely
 Manager vs. Coach vs. Mentor
 Managing Short & Long-Term Sickness

Compliance Essentials

(Safety and Compliance)

Whistleblowing - The Business Version
 Drug & Alcohol Abuse - Employee Version
 Fire Warden: Roles & Responsibilities
 Environmental, Social & Corporate Governance (ESG)
 Compliance in Recruitment
 Career Tests (MBTI)
 Return-to-Work Compliance
 Data Ownership: The Importance of Data Accuracy
 Contractor Management
 Managing Supply Chain Compliance

Learning Applied

(Human Resources)

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

Retail Applied

(Sector Specific)

Ethical Retail
 Attention to Detail
 Using your Initiative
 Handling Complaints - Owning the Problem
 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

Finance 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





Atención al Cliente Aplicado

(Ventas y Servicio)

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

Atención al Cliente Avanzado

(Ventas y Servicio)

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

Fundamentos de Atención al Cliente

(Ventas y Servicio)

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

Fundamentos de Ventas

(Ventas y Servicio)

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

Habilidades de Ventas Aplicadas

(Ventas y Servicio)

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

Seguridad Informática

(Seguridad y Cumplimiento)

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





Diversidad e Inclusión

(Recursos Humanos)

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

Fundamentos de Liderazgo

(Liderazgo)

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

Fundamentos de Recursos

Humanos

(Recursos Humanos)

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

Fundamentos de Seguridad en el Lugar de Trabajo

(Seguridad y Cumplimiento)

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

Ventas Avanzadas

(Ventas y Servicio)

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

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

