CENTRALSQUARE

Workforce Skills

Course Catalog

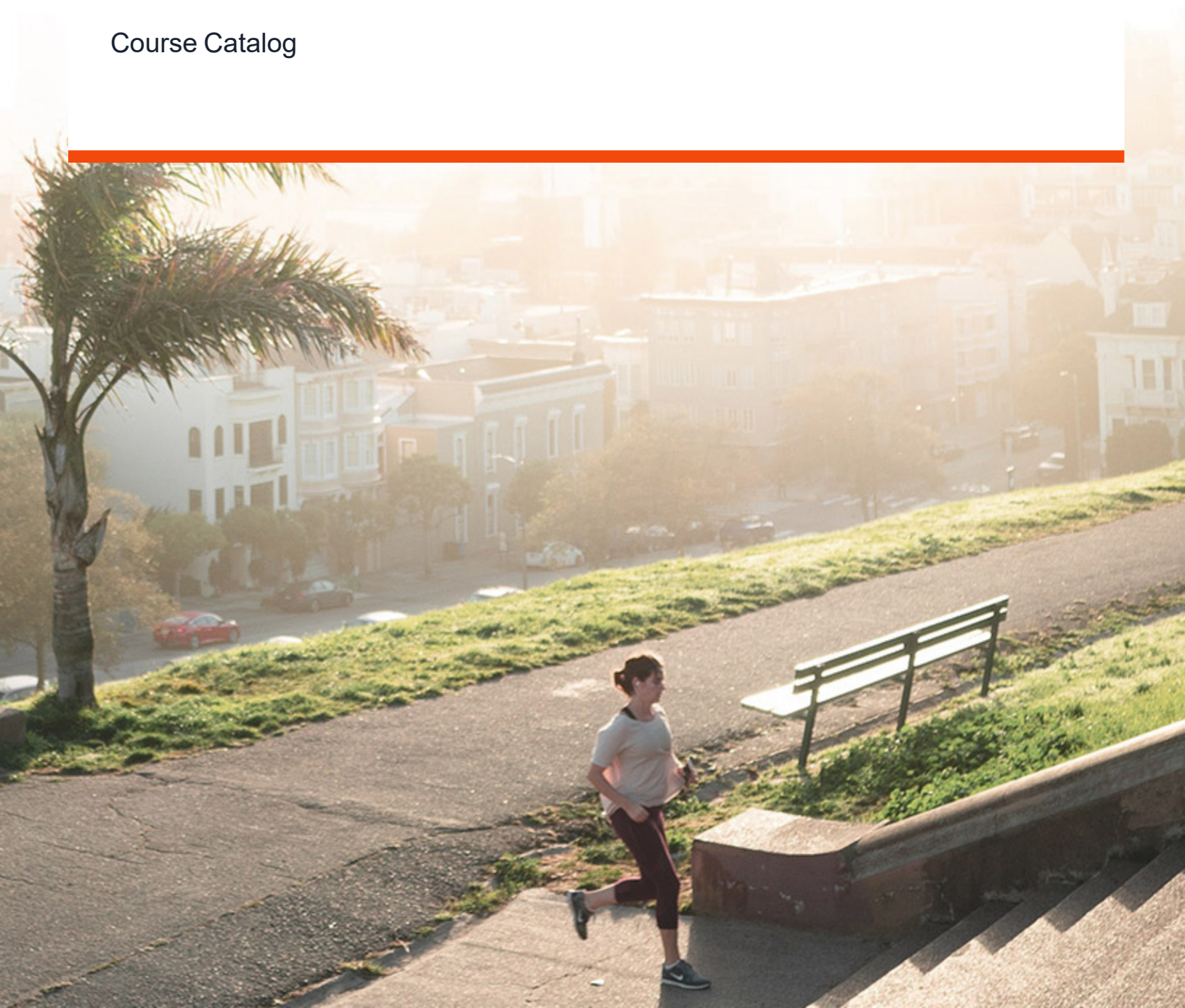**CENTRALSQUARE**

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Contents

Business Skills

A Culturally Intelligent Workplace 1.0

Course/Description	Duration
A Culturally Intelligent Workplace 1.0 Cultural intelligence is important so you can work and build better connections with your co-workers and customers by understanding their culture. This course will give you tips on how to improve your cultural intelligence. Learning objectives: • Recognize your own cultural influences • Define cultural intelligence • Recognize the importance of cultural intelligence	10 mins

A Tactical Guide to SEO and PPC - Part One 1.0

Course/Description	Duration
A Tactical Guide to SEO and PPC - Part One 1.0 Search engine optimization (SEO) and pay per click (PPC), are incredibly effective ways to drive traffic for your website. Upon completion of this course, you'll understand how to ensure you're driving traffic that results in conversions.	5 mins

A Tactical Guide to SEO and PPC - Part Two 1.0

Course/Description	Duration
A Tactical Guide to SEO and PPC - Part Two 1.0 Upon completion of this course, you'll understand how to embrace new marketing strategies, while avoiding the common mistakes that hurt online marketing quality.	10 mins

Active Listening 1.0

Course/Description	Duration
Active Listening 1.0 Listening doesn't really work when you're only pausing until you get to speak again. If you're doing this, there's a good chance you're not even hearing what the other person is saying. And that's going to make you difficult to communication with. This course will change that.	10 mins

Advanced Spelling - Suffixes and Capitalization 1.0

Course/Description	Duration
Advanced Spelling - Suffixes and Capitalization 1.0 Upon completion of this course, you will know advanced spelling, including spelling changes when adding a suffix and capitalization, as well as how to correctly spell according to the rules of English, and make correct capitalization decisions in written communications.	15 mins

Advanced Uses of the Comma 1.0

Course/Description	Duration
Advanced Uses of the Comma 1.0 Upon completion of this course, you will know how to the use of comma, as well as rules and examples so that your writing will not be subject to grammatical mistakes	10 mins

Agenda erstellen 1.0

Course/Description	Duration
Agenda erstellen 1.0 Dieser kleine Kurs enthält ein Beispiel, das zeigt, wie eine Agenda aufgebaut werden kann, damit die Lernenden künftig ganz einfach alle Meetings mit einer Agenda beginnen.	5 mins

Agenda Setting 3.0

Course/Description	Duration
Agenda Setting 3.0 We've all had to sit through meetings where we've thought, "this hasn't really gone anywhere" or "this could have been an email". Meetings seem productive because they're still "work", but unless they're planned properly, there's the potential to go astray, and they can sometimes end up being a waste of everybody's time. A simple meeting agenda, distributed in advance, is perhaps the most important tool in ensuring a successful productive meeting. Find out how to set agendas effectively in this course. Learning Objectives - • What meeting agendas are and what they should look like • Why meeting agendas are so important • What can happen without a meeting agenda	5 mins

Analyze Financial Health with Ratios 3.0

Course/Description	Duration
Analyze Financial Health with Ratios 3.0 Ratios can be confusing. This bite-sized module busts through the jargon and uses really simple examples to explain how they work.	5 mins

Basic Uses of the Comma 1.0 (US)

Course/Description	Duration
Basic Uses of the Comma 1.0 (US) Upon completion of this course, you will be able to understand the comma, basic usage rules, and examples for each.	5 mins

Be Assertive the Right Way 3.0

Course/Description	Duration
Be Assertive the Right Way 3.0 Upon completion of this course, you will have gained an understanding of what assertiveness is, learn about the four types of communication, and discover several techniques for being assertive in a calm and positive way.	30 mins

Benefits of Events that Drive ROI - Part One 1.0

Course/Description	Duration
Benefits of Events that Drive ROI - Part One 1.0 Upon completion of this course, you will understand how you can master modern events and track ROI to uncover new opportunities that directly drive revenue.	5 mins

Benefits of Events that Drive ROI - Part Two 1.0

Course/Description	Duration
Benefits of Events that Drive ROI - Part One 1.0 Upon completion of this course, you will understand how you can find the right event to drive your ROI and then track your ROI.	5 mins

Benefits of Events that Drive ROI - Part Three 1.0

Course/Description	Duration
Benefits of Events that Drive ROI - Part One 1.0 Upon completion of this course, you will understand how to create a plan and put it into action to drive your ROI.	5 mins

Best Email Practices 1.0

Course/Description	Duration
Best Email Practices 1.0 Email is one of the most popular methods of communication in business. The ability to quickly and efficiently write and respond to messages is a huge benefit of email, but instantaneous communication also has its drawbacks.	15 mins

Bloomberg - Hybrid Work Spurs Career Shifts 1.0

Course/Description	Duration
Bloomberg - Hybrid Work Spurs Career Shifts 1.0 The pandemic shift to working at home has spurred blue-collar Americans – who've largely been left out of that trend – to seek a career change. Bloomberg's Caroline Hyde discusses the shift with Wonsulting Co-Founder Jerry Lee for this week's Unequal Recovery.	10 mins

Bloomberg - Is the Office More Important Than Ever Before? 1.0

Course/Description	Duration
Bloomberg - Is the Office More Important Than Ever Before? 1.0 Amid changing demands for physical office space in our new era of work, companies are focusing on a human-centric design model that can support and enhance the experience of both hybrid and in-person workers.	5 mins

Bloomberg - Leaders with Lacqua goes Green - Jesper Broding, Ikea CEO 1.0

Course/Description	Duration
Bloomberg - Leaders with Lacqua goes Green - Jesper Broding, Ikea CEO 1.0 As the head of a business that generates 0.1% of ALL global greenhouse emissions each year, IKEA CEO Jesper Brodin is well aware of the environmental responsibility that's on his shoulders. In the latest episode of Leaders with Lacqua goes Green, Jesper speaks to Francine Lacqua about why going green is good for business as well as the planet...and why he wouldn't hire a climate change denier.	25 mins

Bloomberg - Modern Office Spaces and The Future of Work 1.0

Course/Description	Duration
Bloomberg - Modern Office Spaces and The Future of Work 1.0 "Being together is so valuable and office spaces can be designed to support it." From social areas to well-being spaces, here's how Miller Knoll is evolving their vision of how people can collaborate to support the future of work.	5 mins

Bloomberg - Studio 1.0 - Coinbase Co-Founder Fred Ersham 1.0

Course/Description	Duration
Bloomberg - Studio 1.0 - Coinbase Co-Founder Fred Ersham 1.0 The dynamic cryptocurrency space would likely not be possible if not for the belief and work of Fred Ehrsam. He left his position as a Goldman Sachs trader in 2012 to combine his passions of computer science with gaming - and help set up Coinbase, the largest cryptocurrency exchange in the U.S. with Brian Armstrong. In this latest Bloomberg Studio 1.0, Ehrsam sits down with Emily Chang to discuss his early motivations, cryptocurrency volatility, and why he thinks crypto will be the most world-changing technology of the coming decades - creating a new form of money, financial system, and internet.	25 mins

Bloomberg - The Generation With $143B to Spend 1.0

Course/Description	Duration
Bloomberg - The Generation With $143B to Spend 1.0 Generation Z is set to be one of the most influential and unique generations the world has seen. They're set to enter the workforce with a breadth of creative and digital skills, also with a lot of consumer spending power. Gen Z workers are projected to grow to 51 million by 2030, making up almost a third of the workforce and their after-tax income will reach $2 trillion, a study by analytics firm Oxford Economics found.	5 mins

Brexit - What it Means for my Business 1.0 (UK)

Course/Description	Duration
Brexit - What it Means for my Business 1.0 (UK) Brexit has resulted in a period of uncertainty, not least for businesses. This course will explain to learners the basics regarding the United Kingdom's withdrawal from the European Union, the changes it will bring to their jobs and their company, and how everyone will need to adapt.	20 mins

Budget like a Boss 2.0

Course/Description	Duration
Budget like a Boss 2.0 Upon completion of this course, you will learn about the six step plan for stress free budgeting.	5 mins

Budgeting Basics 1.0

Course/Description	Duration
Budgeting Basics 1.0 Upon completion of this course, you will be able to understand why budgeting is a critical communication tool for a business, articulate how a company can approach the budgeting process to maximize buy-in, and contrast zero-based budgeting with incremental budgeting.	10 mins

Budgetplanung wie ein Gewinner 1.0

Course/Description	Duration
Budgetplanung wie ein Gewinner 1.0 Dieses kurze Modul bietet Ihnen einen 6-Schritte-Plan für eine stressfreie Budgetplanung.	5 mins

Building a Creative Work Environment 1.0

Course/Description	Duration
Building a Creative Work Environment 1.0 In this course we will uncover what is required to make the most of your workspace to get the highest performance out of yourself and your colleagues. Whether that's at home or on location in a designated workplace.	11 mins

Building Brand Loyalty 2.0

Course/Description	Duration
Building Brand Loyalty 2.0 In this 60-second course, you will go through what you and your company require to inspire brand loyalty.	1 min

Business Budgeting 1.0

Course/Description	Duration
Business Budgeting 1.0 Money comes and goes. That's the nature of running a business. Sometimes you're in the black, others you're in the red. However, knowing how to create and maintain a solid budget is a crucial way to ensure you are running your business effectively. If you're trading without any idea of your finances, you run the risk of wasteful spending and jeopardizing your business's profitability. So, if you are looking to optimize an existing budgeting process or create a business budget for the first time, this course will give you the essential insights. Learning objectives - • Describe what a business budget is, and its uses • Outline what a business budget should look like • Explain the vital role of business budgeting in profitability	10 mins

Business Continuity Management in Action

Course/Description	Duration
Business Continuity Management in Action Upon completion of this course, you'll understand how to create a simplified business continuity plan.	25 mins

Business Model Transformation - Data Science and Analytics 1.0

Course/Description	Duration
Business Model Transformation - Data Science and Analytics 1.0 In the digital world, there's a lot of talk about data. Big data. Databases. Data centers. But how can any of this help you? Data science and analytics could come in handy. This course will examine data science and analytics – what they are, the relationship between the two, their benefits and how you can get the most out of them.	10 mins

Business Model Transformation - Introduction to AI 1.0

Course/Description	Duration
Business Model Transformation - Introduction to AI 1.0 This course will delve into the exciting world of AI, and explain exactly what it means, examples of current uses, the different types of AI, and how we can benefit from them.	10 mins

Business Model Transformation - Introduction to Low code no code 1.0

Course/Description	Duration
Business Model Transformation - Introduction to Low code no code 1.0 One development of widespread digital transformation has been the uptake of low-code/no-code tools and platforms by businesses and organizations. Now people with little to no technical knowledge are creating applications themselves that can fit their precise business requirements. In this course we highlight how low-code/no-code platforms are transforming how organizations create applications and utilize technical tools.	12 mins

Business Report Writing Skills 3.0

Course/Description	Duration
Business Report Writing Skills 3.0 Upon completion of this course, you will learn business report writing tips that will make your reports stand out and allow you to develop a strong reputation for intellect and professionalism in your workplace.	15 mins

Business Writing Skills 1.0

Course/Description	Duration
Business Writing Skills 1.0 Upon completion of this course, you will learn business writing tips that will make your text stand out and allow you to engage others.	10 mins

Career Goals - Finding Purpose in Your Career 3.0

Course/Description	Duration
Career Goals - Finding Purpose in Your Career 3.0 Let's face it – we spend a lot of our lives at work, so we shouldn't be unsatisfied, constantly stressed, or just straight up miserable in our jobs. Life's too short. 'Purpose' is that elusive word – sounds great and all, but how do we go about finding it? This course will break it all down for you and point you in the right direction. Learning objectives - • What is meant by 'purpose' in regards to your career • Why purpose is important for a more content, happy life • The areas in your work life you can work on to create purpose	10 mins

Career Goals - Planning for the Future 3.0

Course/Description	Duration
Career Goals - Planning for the Future 3.0 This course is about making the journey towards your goals as simple and motivating as possible. We will explore how we can plan our path towards a brighter and more successful professional future. We will look at how to shape career goals that are personal and will encourage us to play to our strengths, as well as appeal to our values, passions, and expertise. Learning objectives - • Understand the concept of a 'career vision' and its uses • Understand the importance of self-analysis and how to define your current professional self • Describe how to use details of your current and future selves to identify the right career path	10 mins

Capital Budgeting Methods and When to Use Them 1.0

Course/Description	Duration
Capital Budgeting Methods and When to Use Them 1.0 Upon completion of this course, you should be able to understand a methodical, analytical approach to capital budgeting, perform simple capital budgeting analysis without time value of money, and perform advanced capital budgeting analysis with time value of money.	10 mins

Cash Flow: Statements and Logistics 1.0

Course/Description	Duration
Cash Flow: Statements and Logistics 1.0 Upon completion of this course, you will be able to describe the purpose and contents of the statement of cash flow, articulate how cash crunches occur and how to mitigate them, and understand the results of a variety of ratio calculations.	10 mins

Check Your Ego 1.0

Course/Description	Duration
Check Your Ego 1.0 Hubris is extreme arrogance and pride. To go even further, hubris is the action step of arrogance. It blinds a leader not only their own actions, but the effect those actions have on others. Hubris often leads to negative consequences – missed deadlines, failed projects – but it often results in disenchanted and disengaged employees. That's the effect of failed leadership.	5 mins

Claim or Create Value in Negotiations 1.0

Course/Description	Duration
Claim or Create Value in Negotiations 1.0b In most negotiations, the underlying issue is an information problem. You never have all the information that you want. If you use competitive tactics to try and claim the biggest piece of the pie, you can put the other party on the defensive. If you put the other party on the defensive, they'll be less likely to disclose information. So how do you create value in negotiations?	10 mins

Close Your Project Successfully 2.0

Course/Description	Duration
Close Your Project Successfully 2.0 When you get to the end of a project, it can be tempting to overlook a critical final task: conducting project close. This doesn't mean tying up loose ends; it's about capturing lessons you've learned	5 mins

Coaching Skills 4.0

Course/Description	Duration
Coaching Skills 4.0 Upon completion of this course, you will gain an understanding of "FACTS coaching" and explore the individual concepts of the FACTS approach in more detail.	30 mins

Cognitive Functions - Introverts and Extroverts 1.0

Course/Description	Duration
Cognitive Functions - Introverts and Extroverts 1.0 Introverts are quiet. Extroverts are loud. Right? Well, we're people, and people are more complex and layered than that – that's what makes us human. So what actually sets introverts and extroverts apart? This course will dive into it.	10 mins

Cognitive Functions - Judging and Perceiving 1.0

Course/Description	Duration
Cognitive Functions - Judging and Perceiving 1.0 Judging and Perceiving relate to our behavior in our outer world. Do you tend to be more planned and organized with your life plans? Or do you prefer to leave things up to chance and remain a little more open? In general life, judgers prefer to have things decided; perceivers like to stay open to new options and choices. This course will explain it anyone who wants to better understand our different cognitive functions and make sense of our preferences.	10 mins

Cognitive Functions - Sensors and Intuitives 1.0

Course/Description	Duration
Cognitive Functions - Sensors and Intuitives 1.0 We all use both sensing and intuition in our lives, but most of us have a clear preference. Sensors and Intuitives process information in different ways. A short course for anyone who wants to gain a better understanding of different personality types, and our different cognitive functions.	10 mins

Cognitive Functions - Thinking and Feeling 1.0

Course/Description	Duration
Cognitive Functions - Thinking and Feeling 1.0 Thinking and Feeling don't just mean intelligence and emotions; we all have both of those. These functions explain how we make our decisions. This course will explain it to anyone who wants to better understand our different cognitive functions, and would like to make sense of our preferences.	10 mins

Common Word Usage Errors 1.0

Course/Description	Duration
Common Word Usage Errors 1.0 Upon completion of this course, you will know common errors in word usage and how to correct them.	10 mins

Communicating Effectively 3.0

Course/Description	Duration
Communicating Effectively 3.0 Upon completionsof this course, you will discover how effective communication can lead to a more satisfying life, find out why only 7% of communication is based on words, and learn about effective listening and questioning techniques.	30 mins

Communication Barriers - Part One 2.0

Course/Description	Duration
Communication Barriers - Part One 2.0 By the end of this course, you should be able to name various communication barriers in the workplace and discuss methods for improving communication within the organization.	15 mins

Communication Barriers - Part Two 2.0

Course/Description	Duration
Communication Barriers - Part Two 2.0 By the end of this course, you should be able to discuss methods for improving communication within your organization.	15 mins

Communication Skills 1.0

Course/Description	Duration
Communication Skills 1.0 Delivering great customer service is everyone's job. Good customer service means satisfying a customer and fulfilling his or her needs. The key to understanding what that signifies is to think about your interaction from the customer's point of view.	10 mins

Competency-Based Questions 1.0

Course/Description	Duration
Competency-Based Questions 1.0 Competency-based questions are the ones that sound like "can you tell a time you did XYZ?" This course will show you how you can develop a framework for answering competency-based questions at your interview, regardless of the type of role.	5 mins

Comunicación efectiva 2.0

Course/Description	Duration
Comunicación efectiva 2.0 In this course, you will discover effective listening and questioning techniques you can use.	20 mins

Communicate with Time in Mind

Course/Description	Duration
Communicate with Time in Mind Effective communication gets the job done with a minimum amount of repetition and misunderstanding. Poor communication often means more time to get less done. Learn how to communicate effectively and efficiently.	5 mins

Conflict Management 3.0

Course/Description	Duration
Conflict Management 3.0 Upon completion of this course, you will learn about managing, controlling and harnessing conflicts.	15 mins

Consumer Rights Law 2.0 (UK)

Course/Description	Duration
Consumer Rights Law 2.0 (UK) Consumers expect that the products and services they buy are of satisfactory quality, fit their purpose and function as described. The UK consumer laws consist of a variety of legislation designed to benefit consumers. This course covers consumers' rights and businesses' obligations under the UK consumer laws and how your organisation can comply. Learning Objectives: • Describe the legal framework related to key UK consumer laws • Explain the role and powers of the Competition and Markets Authority (CMA) and other UK enforcement authorities • Describe unlawful conduct under UK consumer laws	45 mins

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Control del estrés 1.0

Course/Description	Duration
Control del estrés 1.0 Este curso proporcionará información sobre el estrés en el lugar de trabajo y algunos pasos que puede seguir para controlarlo.	1 min

Controlar el estrés 2.0

Course/Description	Duration
Controlar el estrés 2.0 Este curso le mostrará cómo concentrarse en mejorar su capacidad mental y física para procesar el estrés.	20 mins

Correct Word Usage 1.0

Course/Description	Duration
Correct Word Usage 1.0 Upon completion of this course, you will knowguidelines for making your speech and writing more formal and forceful, as well as some commonly misused words.	10 mins

Costs, Volume and Profits 1.0

Course/Description	Duration
Costs, Volume and Profits 1. (US) Upon completion of this course, you will be able to recognize the difference between a fixed and variable cost, understand the significance of the type of cost during economic growth or decline, and perform break-even or target profit calculations.	10 mins

Creating Vision Boards 1.0

Course/Description	Duration
Creating Vision Boards 1.0 Upon completion of this course, you will have understanding of what a vision board is and how they can help you define, visualize and ultimately achieve your goals.	15 mins

Creative Problem Solving 2.0

Course/Description	Duration
Creative Problem Solving 2.0 Upon completion of this course, you will have understanding of what creative problem solving is, explore the four key principles of Creative Problem Solving or CPS in detail, and learn about a practical tools that you can use to increase your very own eureka moments where you work.	10 mins

Critical Thinking - Communication and Argumentation 1.0

Course/Description	Duration
Critical Thinking - Communication and Argumentation 1.0 This communication and argumentation course will enable you to write and present ideas clearly, logically, and convincingly – crucial skills in becoming a more effective communicator in today's fast-paced changing world. Learning Objectives - • Examine the strengths and weaknesses of an argument • Distinguish between deductive and inductive reasoning • Apply logical reasoning principles	15 mins

Critical Thinking - Critical and Analytical Thinking 1.0

Course/Description	Duration
Critical Thinking - Critical and Analytical Thinking 1.0 Take your critical thinking to the next level and become a more effective analytical thinker. Develop logical and coherent thinking skills by learning how to separate complex pieces of information into their parts to study their relations and use them to understand facts, identify and define problems, and develop workable solutions. Learning Objectives - • Discuss the importance and value of critical and analytical thinking • Recognize logical fallacies • Explain the steps to analytical thinking	10 mins

Critical Thinking - Critical Thinking in the Digital Age 1.0

Course/Description	Duration
Critical Thinking - Critical Thinking in the Digital Age 1.0 With the right strategies and resources, learn how to successfully incorporate critical thinking into your digital learning experience, helping you navigate the complex world of information. Learning Objectives - • Discuss the digital age • Recognize how to develop and utilize critical thinking skills • Examine information on the internet	10 mins

Critical Thinking - Curiosity, Skepticism, and Humility 1.0

Course/Description	Duration
Critical Thinking - Curiosity, Skepticism, and Humility 1.0 Choose to approach your life with curiosity, skepticism, and humility – develop a critical mind and improve relationships, while also boosting performance and success. Learning Objectives - • Explain the importance of curiosity, skepticism, and humility in the context of critical thinking • Discuss the role and importance of curiosity, skepticism, and humility in today's fast-paced ever-changing world • Describe the benefits of approaching life with curiosity, skepticism, and humility	15 mins

Critical Thinking - Ethical and Moral Reasoning 1.0

Course/Description	Duration
Critical Thinking - Ethical and Moral Reasoning 1.0 Great professionals in any field of endeavor are ethical people. Be more balanced in your reasoning skills by taking this course and fulfill your duties while achieving the greater good for all individuals. Learning objectives - • Apply critical thinking to ethical decision making • Explain ethical dilemmas and moral reasoning • Recall frameworks that guide ethical and moral reasoning	10 mins

Critical Thinking - Evaluating Arguments and Evidence 1.0

Course/Description	Duration
Critical Thinking - Evaluating Arguments and Evidence 1.0 The ability to evaluate is a key critical thinking skill. Evaluating arguments and evidence made by others will improve your critical thinking and allow you to develop stronger and more refined arguments. Learning Objectives - • Examine the strengths and weaknesses of an argument • Distinguish between deductive and inductive reasoning • Apply logical reasoning principles	10 mins

Critical Thinking - Full Course 1.0

Course/Description	Duration
Critical Thinking - Full Course 1.0 Critical thinking, an in-demand skill of the future. If you're ready to take it to the next level, this course is the perfect place for you, offering a practical approach to mastering the essential skills of critical thinking. Learning Objectives - • Apply critical thinking to problem solving and decision making • Recognize and account for your own biases in judgment and experience • Identify and analyze arguments	90 mins

Critical Thinking - Problem Solving and Decision Making 1.0

Course/Description	Duration
Critical Thinking - Problem Solving and Decision Making 1.0 Take your critical thinking to the next level and become a more effective problem-solver and decision-maker. Learn about the subtle obstacles that can hinder or alter these processes, and how to identify and overcome them. Tackle complex problems more effectively, address barriers, and be more objective. Learning Objectives - • Apply critical thinking to problem-solving processes • Examine techniques that identify what information to collect • Identify barriers to problem solving and how to overcome them	15 mins

Culture Transformation - Digital Change Management 1.0

Course/Description	Duration
Culture Transformation - Digital Change Management 1.0 This course will take an in-depth look at the common reasons people resist change, how you can support your people with it, why these changes are so important, and how best to communicate them. After this course, you'll feel a lot more comfortable with leading and implementing change.	10 mins

Culture Transformation - Digital Reluctance 1.0

Course/Description	Duration
Culture Transformation - Digital Reluctance 1.0 In this course we are going to address reasons why there may be reluctance from employees and employers to integrate digital resources and solutions into their daily business operations.	10 mins

Culture Transformation - Hybrid and Agile Working 1.0

Course/Description	Duration
Culture Transformation - Hybrid and Agile Working 1.0 Digital transformation isn't just about new devices, new software, and other technological changes you make. An equally big part is the people, your business, your way of working. This course will look at the basics of hybrid and agile working. What they are, how they work, and how they can help you create a more digital culture.	14 mins

Decision Making Excellence 3.0

Course/Description	Duration
Decision Making Excellence 3.0 Upon completion of this course, you will learn about the different types of decisions we make, find out how the human thinking process works, and learn how to systematically make decisions using best practice tools.	30 mins

Decision Making Excellence 4.0

Course/Description	Duration
Decision Making Excellence 4.0 During this course you will learn about the different types of decisions we make, how the human thinking process works and how to systematically make decisions using best practice tools. By improving your decision-making skills, you are more likely to be selected for leadership roles and become more respected as a leader. People will seek your advice and in turn your influence and network will increase. Once you've completed the course, you will have the knowledge, skills and confidence to be a more effective decision-maker both inside and outside of work. Learning Objectives - • Why Decision Making Matters • Philosophy of Decision Making • 6 Hat Thinking	30 mins

Decoding Indirect and Direct Messages 1.0

Course/Description	Duration
Decoding Indirect and Direct Messages 1.0 Upon completion of this course, you will know the differences between direct and indirect communication styles, and the advantages to mastering indirect communication techniques.	10 mins

Defining Your Message 2.0

Course/Description	Duration
Defining Your Message 2.0 Upon completion of this course, you will have an understanding of how a brand message is vital to a company's entire marketing process and learn about what should be considered when constructing your brand's message.	1 min

Définir un ordre du jour 1.0

Course/Description	Duration
Définir un ordre du jour 1.0 À la fin de ce cours, vous apprendrez à définir un ordre du jour.	5 mins

Developing Resilience 3.0

Course/Description	Duration
Developing Resilience 3.0 Upon completion of this course, you will learn how to how to reframe negative thoughts and improved resilience.	5 mins

Difficult Conversations in a Diverse Workplace 1.0

Course/Description	Duration
Difficult Conversations in a Diverse Workplace 1.0 For a diverse workforce to feel included and heard, you may need to begin by having conversations that can be difficult and uncomfortable. This course will help you understand why difficult conversations are so hard to have, and give you strategies on how to make having those difficult conversations easier. Learning objectives: • Describe the importance of having difficult conversations in a diverse workplace • Recognize why difficult conversations are so hard to have • Identify what to avoid in workplace discussions and conversations	10 mins

Digital Awareness 1.0

Course/Description	Duration
Digital Awareness 1.0 There are approximately one zillion courses, articles and other bits and pieces on the internet that'll tell you the technological times, they are a-changin'. Further, there are lot of weird and wonderful concepts related to technological advancement. Perhaps the most basic of these is digital awareness. It's essentially a foundation for all the others. This course will explore what digital awareness is, why it's a useful skill to have, and how you can achieve it, and stay that way. Learning Objectives - • Define digital awareness • Explain the importance of digital awareness	10 mins

Digital Culture 1.0

Course/Description	Duration
Digital Culture 1.0 Digital and technology are such broad concepts it can be hard to know where to begin should you want to find out more. And, where to go next. This course will cover 4 topics related to today's (and tomorrow's) technological culture: digital awareness – a basic understanding of technology, digital fluency – an ability to effectively understand and use technology, the digital change landscape – the way changes happen in a technological sphere, and digital revolution – an idea of what has happened before and what the future holds for technology. Learning Objectives - • Define digital awareness, explain its importance and how to achieve it • Describe digital fluency, outline its benefits and how to get there • Define the term digital change landscape, explain how it affects businesses and outline some tips on keeping on top of developments	45 mins

Diving In 1.0

Course/Description	Duration
Diving In 1.0 Upon completion of this course, you will learn why people might dive into tasks, the impact it has on projects, and how to improve your project planning and preparation.	10 mins

Domain Transformation - Innovation and Digital Disruption - Amazon 1.0

Course/Description	Duration
Domain Transformation - Innovation and Digital Disruption - Amazon 1.0 This course on innovation and digital disruption looks at Amazon. How it got where it is today – a global tech giant – from its relatively humble beginnings. What's more – it's not just a story. Contained within the course is information you can implement to try for your own digital disruption, should you so choose.	10 mins

Domain Transformation - Innovation and Digital Disruption - Uber 1.0

Course/Description	Duration
Domain Transformation - Innovation and Digital Disruption - Uber 1.0 Let's take an in-depth at Uber – the disruptive taxi company that shook up the way we order taxis forever. This course will look at the innovative ways they've created their brand, as well the short-comings and challenges they've faced along the way.	10 mins

Driving Change in Hospitality 1.0

Course/Description	Duration
Driving Change in Hospitality 1.0 Organizations undergo reorganizations and revamp their strategies, and everyone needs to adjust. Many go through change rapidly, yet most of us don't deal with change very well. But how do you handle change better? By using tactics that will enable you to adapt to change. There are skills you can use to become that champion of change.	10 mins

Economic Sustainability - In Pursuit of an Ethical Profit 1.0

Course/Description	Duration
Economic Sustainability - In Pursuit of an Ethical Profit 1.0 We are going to explain the importance of practicing economic sustainability and how to effectively grow a lasting business through responsible financial decision making.	10 mins

Economic Sustainability - The Triple Bottom Line 1.0

Course/Description	Duration
Economic Sustainability - The Triple Bottom Line 1.0 Many sustainable businesses apply the Triple Bottom-Line Accounting Model – an accounting framework that evaluates social and environmental performance as well as financial successes – in order to manage their true validity and marketplace resilience. In this course we are going to uncover what is required to improve a business in a sustainable way and the factors we should use to measure the success of a business using the Triple Bottom Line accounting model.	10 mins

Effective Brand Identity 2.0

Course/Description	Duration
Effective Brand Identity 2.0 Upon completion of this course, you will have an understanding of what comprises an effective brand identity and why it is so beneficial to businesses, as well as being able to apply strategic tips when creating your own unique brand identity.	1 min

Effektive Kommunikation 2.0

Course/Description	Duration
Effektive Kommunikation 2.0 Dieser Kurs vermittelt Ihnen das notwendige Wissen, die erforderlichen Fähigkeiten und Selbstvertrauen, um zu einem effektiven Kommunikator zu werden.	20 mins

Email Marketing - Part One

Course/Description	Duration
Email Markerting - Part One Upon completion of this course, you will understand the full potential of email markerting.	5 mins

Email Marketing - Part Two

Course/Description	Duration
Email Markerting - Part Two Upon completion of this course, you will understand effective email communication for marketing along with the best types of email marketing campaigns.	10 mins

Emotional Intelligence 2.0

Course/Description	Duration
Emotional Intelligence 2.0 Upon completion of this course, you will discover the importance of emotions, gain improved levels of self-awareness and social-awareness, and make improvements in your self-management and relationship management.	30 mins

Emotional Intelligenz 1.0

Course/Description	Duration
Emotional Intelligenz 1.0 In diesem Kurs werden Sie ein eingehendes Verständnis dieser vier Elemente.	15 mins

Essential KPI's for the Modern Marketer Part One

Course/Description	Duration
Essential KPI's for the Modern Marketer Part One Upon completion of this course, you'll understand critical metrics, applying context to data and communication strategies for effective marketing.	10 mins

Essential KPI's for the Modern Marketer Part Two

Course/Description	Duration
Essential KPI's for the Modern Marketer Part Two Upon completion of this course, you'll understand how to measure data to ensure your marketing is effective.	10 mins

Establecimiento de un programa 1.0

Course/Description	Duration
Establecimiento de un programa 1.0 Este breve curso les ofrece a los usuarios una estructura de ejemplo con la esperanza de que todas sus próximas reuniones comiencen con un programa.	5 mins

EU Competition Law 2.0

Course/Description	Duration
EU Competition Law 2.0 Competition law works to prevent agreements or practices that restrict market competition that is detrimental to the consumer. This course covers the specific competition laws, why they exist, how they apply to companies in the EU and the consequences of violating them. EU competition law exists to promote a healthy, competitive market. Learning objectives - • Describe the purpose of Competition Law in the European Union • Explain the responsibilities of the European Commission • Describe how a cartel restricts market competition	23 mins

Everyday Word Usage Blunders 1.0

Course/Description	Duration
Everyday Word Usage Blunders 1.0 Upon completion of thise course, you will know some common errors in word usage.	10 mins

Excelencia del trabajo en equipo 2.0

Course/Description	Duration
Excelencia del trabajo en equipo 2.0 Durante este curso, aprenderá sobre las cuatro habilidades clave necesarias para maximizar el rendimiento de su trabajo en equipo.	20 mins

Facilitate a Culture of Accountability 1.0

Course/Description	Duration
Facilitate a Culture of Accountability 1.0 How many times throughout your career have you watched those around you not being held accountable for their actions or lack thereof? What is the accountability system within your department? Is there one? Would everyone working for you recognize this system and if they were asked today would they all answer in the same manner?	5 mins

Facilitate the Learning 1.0

Course/Description	Duration
Online Facilitation - Facilitate the Learning 1.0 This course will explain the role of the facilitator, and the many benefits of online facilitation, and how great facilitation is carried out.	5 mins

Finance for Non-Finance Managers 2.0

Course/Description	Duration
Finance for Non-Finance Managers 2.0 Upon completion of this course, you will learn about cash flow, income statements and ratio analysis.	35 mins

Financial Documents 101 1.0

Course/Description	Duration
Financial Documents 101 1.0 Upon completion of this course, you will know the purpose and contents of the income statement and balance sheets, as well as understand the results of a variety of ratio calculations.	10 mins

Financial Sanctions 2.0 (UK)

Course/Description	Duration
Financial Sanctions 2.0 (UK) All over the world, unscrupulous characters are planning and carrying out criminal acts, and those plans need financing. Financial sanctions save lives by starving them of funds and resources. This course explains how UK financial sanctions work, whom they apply to, government agencies that enact sanctions, and consequences for breaching sanctions. Learning Objectives: • Define key terms related to financial sanctions • Explain the purpose and goals of financial sanctions • List the responsible parties for creating and enforcing UK financial sanctions	25 mins

Finding Purpose 1.0

Course/Description	Duration
Finding Purpose 1.0 How do you find purpose in your life? It seems like such a big challenge, almost too big. When in fact, the answer could be in the smaller details – things you can nurture one-by-one. This course is going to look at all of the different ways we can find purpose in our lives, and as a result, live a happier and more fulfilled life.	10 mins

Finding Your Voice 2.0

Course/Description	Duration
Marketing Hacks - Finding Your Voice 2.0 In this course, you will learn anappreciation of the importance of brand voice and communication style has on overall brand identity, and the kinds of steps that are required to develop a successful brand voice.	1 min

Fraud Awareness 1.0 (UK)

Course/Description	Duration
Fraud Awareness 1.0 (UK) This course defines fraud and the range of fraudulent activities, explains worker and employer responsibilities for preventing fraud, and provides strategies for detecting and reporting fraud. Learning objectives - • Define fraud in the workplace • Explain how fraud may occur in the workplace • Compare fraudulent behaviour with workplace misconduct	30 mins

Giving Feedback 2.0

Course/Description	Duration
Giving Feedback 2.0 Upon completion of this course, you will learnhow to give feedback in the best way possible and steps to give beneficial feedback.	1 min

Good Communication 2.0

Course/Description	Duration
Good Communication 2.0 Upon completion of this course, you will know how to properly communicating feedback, learn techniques for being a good listener, as well as different elements of nonverbal communication.	10 mins

Green Finance 1.0

Course/Description	Duration
Green Finance 1.0 Green finance is how the international business community is preserving the environment by distributing financial products to support environmentally responsible initiatives and objectives. So far, so sustainable. But what does that mean in real terms? Well in this course, that's what we are going to find out as we take a deep dive into the world of green finance. By the end of it you'll have a solid understanding of how green finance is used to fund organizations' transition towards greener corporate conduct. Learning objectives - • Define green finance and key business sustainability concepts • Outline how green finance solutions are used to drive sustainable development in business • Identify climate finance tools that can help businesses impact climate change	45 mins

Green Finance - Green Finance and Climate Change 1.0

Course/Description	Duration
Green Finance - Green Finance and Climate Change 1.0 Physical damage to infrastructure, disruption of supply chains, loss of productivity, employee health risks – the impact of climate change on business operations is far-reaching and unrelenting. In this course we look at how businesses can mitigate the current and future risks posed by climate change using the mechanisms of green finance. Learning objectives - • Define climate finance as a subdivision of green finance • Outline how climate change presents risks for businesses • Identify climate finance tools that can help businesses impact climate change	10 mins

Green Finance - Green Finance and Sustainability 1.0

Course/Description	Duration
Green Finance - Green Finance and Sustainability 1.0 The course explores how sustainable development works, how the different areas of sustainability can be supported by different forms of finance, and how small businesses can implement systems to help them access sustainable investment. Learning objectives - • Define sustainable development • Define the different strata of sustainable finance • Outline how a business can maintain a sustainable business agenda to secure financing	10 mins

CENTRALSQUARE

Green Finance - Green Finance and your Business 1.0

Course/Description	Duration
Green Finance - Green Finance and your Business 1.0 How do green finance and business sustainability align? And how can businesses secure funding for their transition towards more responsible corporate conduct? That's what we are going to find out. In this course we outline some key sustainability concepts and explain how green finance instruments can be utilized to improve the corporate sustainability in any business. Learning objectives - • Define key business sustainability concepts • Outline how green finance solutions are used to drive sustainable development in business	15 mins

Green Finance - What is Green Finance? 1.0

Course/Description	Duration
Green Finance - What is Green Finance? 1.0 By distributing capital to fund sustainable projects and support environmentally responsible companies, green financing is driving sustainable development and fueling the green economy. In this course we explore how more businesses are leveraging green finance to move towards net zero carbon emissions and away from destructive business processes and unsustainable growth. In it we look at how green finance methods are promoting and supporting responsible business activity and more people are using financial resources to positively impact the environment. Learning objectives - • Define green finance • Explain how the green economy operates • Outline some examples of green finance methods	10 mins

Growth Through Personal Development Plans 1.0

Course/Description	Duration
Growth Through Personal Development Plans 1.0 To create leadership, you need to grow as a person. And to do that, you need a plan. Personal development plans are a systematic roadmap for ongoing growth. To create high levels of leadership capacity in yourself, you need to pay attention to 'soft' goals that increase your knowledge, skills, and abilities.	5 mins

Habits 2.0

Course/Description	Duration
Habits 2.0 Upon completion of this course, you will know how and why we form habits, the habit pathways, and practical tips for forming and breaking habits.	1 min

Hacer que las reuniones cuenten 2.0

Course/Description	Duration
Hacer que las reuniones cuenten 2.0 Al finalizar este curso, aprenderá a cambiar la forma en que diseña, dirige y experimenta todas las reuniones que requieren mucho tiempo.	30 mins

Handling Conflict and Negotiation Ethically

Course/Description	Duration
Handling Conflict and Negotiation Ethically Upon completion of this course, you will learn what it means to make an ethical negotiation and why this will benefit you in the future.	5 mins

Handling Conflicts in High-Value Relationships 1.0

Course/Description	Duration
Handling Conflicts in High-Value Relationships 1.0 Upon completion of this course, you will understand collaboration, compromise, and accommodation as they are represented in the conflict model.	10 mins

Handling Conflicts in Low-Value Relationships 1.0

Course/Description	Duration
Handling Conflicts in Low-Value Relationships 1.0 Upon completion of this course, you will know the definition of low-value relationships, the complete strategy for conflict resolution, and the avoid strategy for conflict resolution.	10 mins

Handling Defeat

Course/Description	Duration
Handling Defeat Upon completion of this course, you will understand how to handle defeat with grace.	10 mins

Helping Yourself and Others Through Change 2.0

Course/Description	Duration
Helping Yourself and Others Through Change 2.0 Upon completion of this course, you will learn ways we deal with change, know the spheres of control and influence, and how to take care of yourself in changing times.	10 mins

How to Innovate 1.0

Course/Description	Duration
How to Innovate 1.0 The simple truth is anyone can have an idea. Because ideas, on their own, aren't special. What's truly special is the ability to take a new idea and fully realize it – all the way from inception to implementation. Innovation is the process of taking ideas and developing them into tangible products and services with real world value. But the question is how do we innovate? Well, luckily this course is designed to show you. It'll explore how to approach generating ideas with purpose, how to create an innovation culture, as well as detail the different stages you'll need to complete to develop a solution from an idea and into a product. Learning Objectives: • Define innovation and how it works • Recognize different innovation approaches • Understand how to generate and implement innovative ideas	15 mins

How to Maintain a Healthy Cash Flow 2.0

Course/Description	Duration
How to Maintain a Healthy Cash Flow 2.0 This course will give you a simple six step plan to ensure cash keeps flowing into your business.	5 mins

Hygiene am Arbeitsplatz 2.0

Course/Description	Duration
Hygiene am Arbeitsplatz 2.0 In diesem kurzen Kurs werden einige einfache Möglichkeiten vorgestellt, wie Sie Ihren Arbeitsplatz sauber und hygienisch halten können, damit Infektionen leicht vermieden werden können.	5 mins

Identifying the Causes of Conflict 1.0

Course/Description	Duration
Identifying the Causes of Conflict 1.0 Upon completion of the course, you will know the five primary causes for conflict in the workplace and the different outcomes into which a conflict might resolve.	10 mins

Income Statements Made Simple 2.0

Course/Description	Duration
Income Statements Made Simple 2.0 This course breaks the income statement into its simplest terms and shows you how it is organised.	5 mins

Increasing Your Brand Visibility 2.0

Course/Description	Duration
Increasing Your Brand Visibility 2.0 In this course, you will see why brand visibility is so important to your business and what strategies you can use to increase your brand's visibility in order to expand your customer base and generate new sales.	1 min

Innovation 1.0

Course/Description	Duration
Innovation 1.0 Innovation is the process of taking ideas and developing them into tangible products and services with real world value. But the question is how do we innovate? Well, luckily this course is designed to show you. Learning objectives - • Define innovation, how it works, and how to generate and implement innovative ideas • Describe an innovation mindset and how to implement innovative thinking in business strategy • Define the internet's impact on creativity and outline best practice techniques to foster innovation using the internet	45 mins

Innovation Mindset 1.0

Course/Description	Duration
Innovation Mindset 1.0 For many organizations, attempts to be innovative routinely fail because the people involved weren't fully prepared for the process. Adopting the innovation mindset is a way of bringing creativity, collaboration and forward thinking to the forefront of how an organization operates. This enables you to overcome obstacles, engage employee expertise, and invent and enhance products, processes and services. Learning Objectives: • Define innovation mindset • Recognize the thought processes involved in the innovation mindset • Understand how to implement innovative thinking into a business strategy	10 mins

Innovation Testing 1.0

Course/Description	Duration
Innovation Testing 1.0 This course looks at the testing stage of innovation, specifically pilot versions, and alpha and beta tests. It'll examine what each stage of testing is, the importance of testing, and how best to carry it out. Learning Objectives: • Describe the role of testing • Outline each of the types of testing	10 mins

Innovation vs the Internet 1.0

Course/Description	Duration
Innovation vs the Internet 1.0 This course is going to examine ways to be innovative because of, using, and even in spite of, the internet. By standing on the shoulders of giants, and using the internet to your advantage, you can take inspiration from existing ideas to create your own, unique concepts. Learning Objectives: • Describe the ways in which the internet can impact creativity • Outline some best practice techniques for using the internet to foster innovation	15 mins

Insider Dealing 1.0 (UK)

Course/Description	Duration
Insider Dealing 1.0 (UK) It's important for anyone working for any listed company to be aware of insider dealing. This course looks at what insider dealing is, what is considered inside information, the consequences of insider dealing and how you can stay on the right side of the law. Learning objectives: • Define insider dealing • Define inside information • Explain the consequences of insider dealing	30 mins

Inspiration 1.0

Course/Description	Duration
Inspiration 1.0 In this course we are going to explore the concept of inspiration. We'll cover topics like; What is inspiration, how can we trigger it, and we'll also share some tips to follow the next time you need to feel inspired.	10 mins

Interview Best Practice 1.0

Course/Description	Duration
Interview Best Practice 1.0 Almost all of us have at least a few irrational fears. It could be that you're scared of mice. Or perhaps a trip to the dentist brings you out in a cold sweat. For most people, these fears are minor. But what if your fear is being interviewed?... Well, you wouldn't be alone. The aim of this course is simple – we want to give you the skills and knowledge, so you feel confident and deliver your best performance at your next interview.	5 mins

Interview Communication 1.0

Course/Description	Duration
Interview Communication 1.0 Upon completion of this course, you will learn the steps you should take when preparing for and conducting an interview and focus on the answers given and select follow-up questions.	10 mins

Interview Mindset 1.0

Course/Description	Duration
Interview Mindset 1.0 Almost all of us have at least a few irrational fears. It could be that you're scared of mice. Or perhaps a trip to the dentist brings you out in a cold sweat. For most people, these fears are minor. But what if your fear is being interviewed? The aim of this course is simple – we want to give you the skills and knowledge, so you feel confident and deliver your best performance at your next interview.	5 mins

Interview Preparation 1.0

Course/Description	Duration
Interview Preparation 1.0 Almost all of us have at least a few irrational fears. It could be that you're scared of mice. Or perhaps a trip to the dentist brings you out in a cold sweat. For most people, these fears are minor. But what if your fear is being interviewed? The aim of this course is simple – we want to give you the skills and knowledge, so you feel confident and deliver your best performance at your next interview.	5 mins

Interview Presentations 1.0

Course/Description	Duration
Interview Presentations 1.0 Almost all of us have at least a few irrational fears. It could be that you're scared of mice. Or perhaps a trip to the dentist brings you out in a cold sweat. For most people, these fears are minor. But what if your fear is being interviewed? The aim of this course is simple – we want to give you the skills and knowledge, so you feel confident and deliver your best performance at your next interview.	5 mins

CENTRALSQUARE

Introduction to Business Continuity Management 1.0

Course/Description	Duration
Introduction to Business Continuity Management 1.0 Upon completion of this course, you'll understand how to assess potential risks, determine their impact on your business and how to implement a plan to address it.	15 mins

Introduction to Care Certificate 2.0

Course/Description	Duration
Introduction to Care Certificate 2.0 This course is designed to help health and social care workers provide safe, high quality and compassionate care to the people they support.	5 mins

Introduction to Critical Thinking 1.0

Course/Description	Duration
Introduction to Critical Thinking 1.0 Critical thinking, an in-demand skill of the future. If you're ready to take it to the next level, this course is the perfect place to start. It introduces a practical approach to mastering the essential skills of critical thinking. Learning objectives - • Recognize the importance of critical thinking • Define critical thinking as a deliberate and reflective thought process • Discuss the science behind critical thinking	10 mins

Introduction to Cognitive Functions 1.0

Course/Description	Duration
Introduction to Cognitive Functions 1.0 The Myers Briggs personality test is used in workplaces all over the world. It's helped a lot of people to gain insight into their own minds and habits, as well as understanding their co-workers, too. This collection will look into the different cognitive functions we have, and explain how we're wired.	5 mins

Introduction to Interview Skills 1.0

Course/Description	Duration
Introduction to Interview Skills 1.0 The aim of this course is simple – we want to give you the skills and knowledge, so you feel confident and deliver your best performance at your next interview.	5 mins

Introduction to NLP 2.0

Course/Description	Duration
Introduction to NLP 2.0 Upon completion of this course, you will learn what NLP is and find out how NLP is used.	10 mins

CENTRALSQUARE

Introduction to Project Management 3.0

Course/Description	Duration
Introduction to Project Management 3.0 Project management can be confusing and complex - and within a project, there might be several stakeholders and teams that may affect and even stall your project. So how do you succeed? Don't worry - this course will break it down.	15 mins

Introduction to Pronouns 1.0

Course/Description	Duration
Introduction to Pronouns 1.0 Upon completion of this course, you will learn basic facts about pronouns, as well as usage rules for personal, demonstrative, and relative pronouns.	10 mins

Introduction to Stocks and Shares 1.0

Course/Description	Duration
Introduction to Stocks and Shares 1.0 When people talk about their portfolio, the stocks they own, or the market crashing – do you ever wonder what they're talking about? If so, this course is for you. Learning objectives - • Understand what stocks and shares are • Identify the benefits and risks of investing • Identify why stock prices change	10 mins

Italics, the Apostrophe, Dash, and Ellipses 1.0

Course/Description	Duration
Italics, the Apostrophe, Dash, and Ellipses 1.0 Upon completion of this course, you will learn how to use italics, apostrophes, dashes, and ellipses, including their basic rules and examples that will help you use them correctly in your own writing.	10 mins

Juggling Project Resources 1.0

Course/Description	Duration
Juggling Project Resources 1.0 There are two ways to measure project time, effort and duration. The duration is calendar based. Effort is how much of your work time it takes. They're usually not the same. The type of project and your organization may dictate how you'll measure a specific project.	5 mins

Leading Learning - Business Writing Fundamentals 1.0

Course/Description	Duration
Leading Learning - Business Writing Fundamentals 1.0 Having strong writing skills gives you the power to communicate your ideas in a far more effective way, which is especially important in at work. This course will give you advice and tips on how you can improve your business writing and develop your written communication skills. Learning objectives - • Define business writing • Identify what makes business writing different from other forms of writing • Recognize why strong business writing skills are important for your career	10 mins

Leading Learning - Closing Your Project 1.0

Course/Description	Duration
Leading Learning - Closing Your Project 1.0 When you get to the end of a project, it can be tempting to overlook a critical final task of the project manager – conducting project close. This doesn't just mean tying up loose ends – it's about capturing lessons you've learned during the project so that you can benefit from them next time. What processes did your team go through, and how did they interact as a team? What items could the team learn from this experience and apply to the next project? Closing gives you the answers to these questions and more. Learning objectives - • Define ways to close your project • Develop a post-project evaluation • Describe how to avoid future mistakes	10 mins

Leading Learning - Communicating to Project Stakeholders 1.0

Course/Description	Duration
Leading Learning - Communicating to Project Stakeholders 1.0 As a project manager, it's your job to do whatever is necessary to understand your stakeholders and communicate with them in ways that are clear and transparent. This may mean that you need to change your communication approach with different audiences or different individuals. The responsibility is yours; you have to make it possible for them to understand what you are saying and set realistic expectations with milestones and project deadlines. Learning objectives - • Describe ways to pitch your project plan to stakeholders • Define project stakeholders • Managing Stakeholder Input	15 mins

Leading Learning - Communicating to Project Stakeholders 1.0

Course/Description	Duration
Leading Learning - Communicating with Customers 1.0 As a project manager, it's your job to do whatever is necessary to understand your stakeholders and communicate with them in ways that are clear and transparent. This may mean that you need to change your communication approach with different audiences or different individuals. The responsibility is yours; you have to make it possible for them to understand what you are saying and set realistic expectations with milestones and project deadlines. Learning objectives - • Describe ways to pitch your project plan to stakeholders • Define project stakeholders • Managing Stakeholder Input	15 mins

Leading Learning - Conflict Management 1.0

Course/Description	Duration
Leading Learning - Conflict Management 1.0 Your company will be full of different people with different backgrounds, experiences, points of view, and working styles. Because of this – there's no avoiding conflict. But that's not a bad thing. This course will reframe how you view it so that you have the tools to make the most out of conflict. Learning objectives - • Reflect on how we view and perceive conflict, and why • Identify the role of conflict in interpersonal relationships • Learn Stephen Covey's seven steps to conflict resolution	20 mins

Leading Learning - Conflicts of Interest 1.0

Course/Description	Duration
Leading Learning - Conflicts of Interest 1.0 As organizations become more complex, the possibility for conflicts of interest grows. While sometimes accidental, they're quite common. Yet, when handled badly, could create serious consequences for you and your organization. In this course, you will learn how to make ethical decisions to avoid common conflicts of interests. Learning objectives - • Describe what is meant by a conflict of interest • Identify common types of conflicts of interest • Recognize the importance of acting with integrity	10 mins

Leading Learning - Conflicts of Interest in Outside Employment 1.0

Course/Description	Duration
Leading Learning - Conflicts of Interest in Outside Employment 1.0 Honesty and integrity are key values with which all companies like their employees to act. Outside employment, including a second job or volunteer work and interests, test these values around your primary work obligations. This course looks at the risks associated with outside employment, and how you can safely do both to avoid a conflict of interest. Learning objectives - • Define outside employment • Describe how outside employment can create a conflict of interest • Identify issues arising from outside employment	10 mins

Leading Learning - Creative Problem Solving 1.0

Course/Description	Duration
Leading Learning - Creative Problem Solving 1.0 What makes creative problem solving unique is that it encourages you to think outside the box. When we search for a solution, we often think of rules that restrict us. Yet these rules only exist in our minds. Creative problem solving is the key that unlocks this mental box. The good news is everyone can be creative, and creative skills can be learned and enhanced. Learning objectives: • Define creative problem solving • Describe some of the key benefits of creative problem solving • Demonstrate creative problem solving	15 mins

Leading Learning - Critical Thinking in Business 1.0

Course/Description	Duration
Leading Learning - Critical Thinking in Business 1.0 Our lives can be boiled down to an on-going series of decisions. In both personal and professional environments, it's critical to ensure the decisions we make are well-informed and well-reasoned. Critical thinking is a method of formulating judgements based on engagement and analysis of objective facts. In this course you will learn some key critical thinking processes and how to use them to improve your overall decision-making abilities. Learning objectives: • Define critical thinking • Describe the importance of critical thinking to the decision-making process • Demonstrate how to use critical thinking in the workplace	10 mins

Leading Learning - Developing Resilience 1.0

Course/Description	Duration
Leading Learning - Developing Resilience 1.0 We all have to face adversity in our lives. It's never fun. Not for anyone. Especially if you think you're not a naturally resilient person. But fear not, as this course is designed to show you that you can develop a resilient mind-set to stay primed to tackle adversity now and in the future.	15 mins

Leading Learning - Disability Awareness 1.0

Course/Description	Duration
Leading Learning - Disability Awareness 1.0 When people with disability participate in the workforce, there are benefits for everyone. Inclusion in the workplace is essential in supporting people with disability. This course will help you better understand the barriers people with disabilities face and how you can make a difference in creating a more inclusive environment for them.	15 mins

Leading Learning - Effective Communication 1.0

Course/Description	Duration
Leading Learning - Effective Communication 1.0 In this course we are going to uncover just what goes into becoming an effective communicator.	15 mins

Leading Learning - Effective Listening 1.0

Course/Description	Duration
Leading Learning - Effective Listening 1.0 Listening is a vital life skill. Whether at home or at work, having the ability to listening effectively will make you more likeable, more respected, and ultimately make you a confident and successful communicator. So, if you want to develop your listening skills and learn how to be a more accomplished communicator, listen carefully, as this course has everything you need to hear.	10 mins

Leading Learning - Effective Online Communication 1.0

Course/Description	Duration
Leading Learning - Effective Online Communication 1.0 Online communication has become a favorite way to communicate because of its speed and ability to send not only a message, but attachments. However, you shouldn't forget about the necessity of professional business writing etiquette and online privacy policies. In this course, you'll learn how to write online communications that are efficient, effective, and compliant. Learning objectives - • Describe why business writing fundamentals are important online • Describe the best online tool for business writing • Demonstrate correct business writing and etiquette for online communication	10 mins

Leading Learning - Emotional Intelligence 1.0

Course/Description	Duration
Leading Learning - Emotional Intelligence 1.0 Emotions are everywhere, and your workplace is an intensely emotional place, even if you don't yet recognize it. However, emotional intelligence can help soothe those intense emotions so you can work efficiently with your co-workers. In this course, you'll learn how to become more emotionally intelligent at work. Learning objectives - • Define emotional intelligence (EQ) • Describe the benefits of emotional intelligence at work • Describe the five characteristics of emotional intelligence	10 mins

Leading Learning - Environmental Sustainability 1.0

Course/Description	Duration
Leading Learning - Environmental Sustainability 1.0 This course has been designed to help you take those first steps towards living a more environmentally sustainable life.	15 mins

Leading Learning - Excellent Online Training Delivery 1.0

Course/Description	Duration
Leading Learning - Excellent Online Training Delivery 1.0 The COVID-19 pandemic saw a shift to an unprecedented demand for online training. The challenge now is how to create virtual learning environments that are engaging, collaborative and achieve the learning objectives. This course provides structures and strategies, ready for you to use in your next online training program. Learning objectives - • Describe techniques for creating an ideal participant experience • Identify activities for maximum participant engagement • Utilize feedback for future developments in online training	15 mins

Leading Learning - Fair Competition 1.0

Course/Description	Duration
Leading Learning - Fair Competition 1.0 A healthy, competitive marketplace creates a level playing field for rival businesses and better outcomes for the consumer. If you work for a business that provides a product or service, chances are you have competitors – here, you'll learn how to compete fairly with them.	15 mins

Leading Learning - Finance for Non-Finance Managers 1.0

Course/Description	Duration
Leading Learning - Finance for Non-Finance Managers 1.0 This course introduces a few basic accounting tools used to manage the financial health of a business, such as financial statements and budgeting, presented in a simple, straightforward way so you can learn them quickly and easily.	10 mins

Leading Learning - Fraud Awareness 1.0

Course/Description	Duration
Leading Learning - Fraud Awareness 1.0 No one wants to think that their co-workers are dishonest or untrustworthy. While most people will never engage in fraud or corruption at work, some will. One of the best ways to tackle fraud and corruption is to prevent it with training and awareness. Here, you'll learn what fraud is and what you can do to prevent, detect, and report it.	15 mins

Leading Learning - General Data Protection Regulation 1.0

Course/Description	Duration
Leading Learning - General Data Protection Regulation 1.0 It's essential that you understand your role in protecting personal data and avoiding data breaches. GDPR violations can lead to large fines, destroy customer and community trust, and damage a company's reputation. Here, we'll cover essential GDPR concepts.	30 mins

Leading Learning - Gifts and Hospitality 1.0

Course/Description	Duration
Leading Learning - Gifts and Hospitality 1.0 The exchange of gifts in business has been practiced for years. Rarely it happens however without an expectation of reciprocity. Let's learn how and when to graciously decline gifts and hospitality, the fine line between a gift and a bribe, and how you can make the right decision around gifts to avoid a conflict of interest. Learning objectives - • Describe how gifts and hospitality can create a conflict of interest • Recognize the difference between gifts and bribes • How and when to graciously decline a gift and avoid giving a gift	10 mins

Leading Learning - Habits and Personal Success 1.0

Course/Description	Duration
Leading Learning - Habits and Personal Success 1.0 Success doesn't just happen overnight. We all want to reach our goals and make our dreams come true… but there are things we must all do to get there. Great habits can breed success. This course will explain how to break any existing bad habits in order to make room for healthier, more positive ones. Learning objectives - • To understand the direct link between positive habits personal success • Identify your own existing bad habits • Know how to form better habits, which will help improve your wellbeing and overall success	10 mins

Leading Learning - Human Trafficking Awareness 1.0

Course/Description	Duration
Leading Learning - Human Trafficking Awareness 1.0 It might be hard to see how human trafficking relates to you and your organization, but it runs deep, and can occur anywhere in a supply chain. This course is designed to raise awareness and build understanding about human trafficking, which is the world's fastest growing crime.	16 mins

Leading Learning - Improving Your Business Writing 1.0

Course/Description	Duration
Leading Learning - Improving Your Business Writing 1.0 You probably write on the job all the time: proposals to clients, memos to senior executives, a constant flow of emails to colleagues. But how can you ensure that your writing is as clear and effective as possible? We'll step you through some helpful tips to improving your business writing. Learning objectives - • Recognize why fundamental business writing skills are so effective • Recognize how to edit, proofread, and finalize your business writing • Demonstrate the ability to improve your business writing with practice	10 mins

Leading Learning - Introduction to Mentoring 1.0

Course/Description	Duration
Leading Learning - Introduction to Mentoring 1.0 This course will explain the benefits of mentoring programs – covering the ways mentees can get the most from their learning opportunity, and how it can be a worthwhile experience for mentors, too. Finding a great mentor or mentee is just the beginning. You can't just meet up sporadically, chat about work, and hope that's enough. This course will explain how to have a useful, rewarding relationship. Learning objectives - • Discover what mentoring really consists of • Discuss the benefits of mentoring programs • Describe how to maximize your learning experience as a mentee	10 mins

Leading Learning - Managing Conflict Virtually 1.0

Course/Description	Duration
Leading Learning - Managing Conflict Virtually 1.0 The right way to handle conflict is to view it as an opportunity, rather than a problem to avoid. When you approach conflict head on, rather than shying away from it, you get better results. Of course, dealing with conflict virtually presents its own set of problems. This course will help with some useful techniques. Learning objectives - • Define conflict • Describe the results of unresolved conflict • Identify the causes of conflict	10 mins

Leading Learning - Navigating Communication Channels 1.0

Course/Description	Duration
Leading Learning - Navigating Communication Channels 1.0 This course is designed to teach you how to navigate communication channels successfully.	12 mins

Leading Learning - Negotiating Cross Culturally 1.0

Course/Description	Duration
Leading Learning - Negotiating Cross Culturally 1.0 Negotiating isn't always the easiest thing. So, when it comes to communicating with people all over the world, you might face even more challenges. After all, culturally, we all do things slightly differently. This course will help you to get a deeper understanding of our cultural differences, which should make your cross-cultural negotiations go smoother. Learning objectives - • Define culture • Recognize the hidden differences when dealing with others cross-culturally • Identify the key behaviors needed when negotiating cross-culturally	10 mins

Leading Learning - Negotiation in the Workplace 1.0

Course/Description	Duration
Leading Learning - Negotiation in the Workplace 1.0 Negotiating and influencing might not come naturally to you, but they're brilliant workplace skills to master if you want to develop in your career and industry. This course will equip you with the tools and skills to have great negotiations, while also understanding how to be more influential at work. Learning objectives - • Recognize the workplace benefits of being influential and negotiating effectively • Demonstrate specific negotiation approaches • Identify the key principles of influence	15 mins

Leading Learning - Non-Verbal Communication 1.0

Course/Description	Duration
Leading Learning - Non-Verbal Communication 1.0 How well can you 'read' someone's body language? That's the question we want to explore in this course. Specifically, we will be uncovering how we communicate without the use of words, look at how we can harness our own non-verbal cues, and learn to take control of what we communicate to the world.	15 mins

Leading Learning - Overcoming Procrastination 1.0

Course/Description	Duration
Leading Learning - Overcoming Procrastination 1.0 We're all guilty of occasionally squandering our time on trivial things instead of the important ones. But the truth of the matter is, procrastination can have serious consequences for your personal development. Procrastination prevents you from devoting the appropriate amount of time and focus on the things that are most important. But don't worry, it plagues us all, and you can learn to focus once again! In this course we will show you how to recognize procrastination and teach you the skills you need to prevent it once and for all. Learning objectives: • Define procrastination • Identify the reasons why we procrastinate • Demonstrate techniques to overcome procrastination	10 mins

Leading Learning - Personal Values 1.0

Course/Description	Duration
Leading Learning - Personal Values 1.0 Knowing your own personal values is vital to your own growth and development – both in and out of work. Your values can guide you to make better decisions and seek out the right environments and workplaces for you. This course will explain more about values and help you to reflect on your own path in life. Learning objectives - • Understand how to begin identifying your own personal values • Understand that your values may change • Recognize the link between personal values and decision making	10 mins

Leading Learning - Powerful Presentations 1.0

Course/Description	Duration
Leading Learning - Powerful Presentations 1.0 Confidently delivering a presentation is a skill most employers and employees' desire. It doesn't just happen, you need strategies for organizing content, designing visuals and delivering information. The good news is, all of these are covered in this course, ready for you to use and make your next presentation the best it can be. Learning objectives - • Define effective structures for creating content • Demonstrate common tips for creating clear and consistent visuals • Outline the skills for delivering a confident and memorable presentation	15 mins

Leading Learning - Preparing Your Project 1.0

Course/Description	Duration
Leading Learning - Preparing Your Project 1.0 Without a project plan, you're planning to fail. You have a business need, and that need leads you to initiate a project, and initiating is the first process. This is often delegated to somebody else, perhaps a project sponsor or an officer of your company. There are three main areas of planning, what we want, that's the specification. How much is this going to cost, what's our budget, and how much can we go over that budget? And time, when is the deadline? When you put your final plan together, make sure you're communicating that plan to the right stakeholders. Learning objectives - • Describe the steps in developing a project plan • Determine project scope • Describe how to manage project changes	15 mins

Leading Learning - Presenting to Customers 1.0

Course/Description	Duration
Leading Learning - Presenting to Customers 1.0 What is the best way to capture the customer's attention? In what ways can you delight or surprise them? This course provides effective techniques for creating content and an engaging presentation. Learn to enhance the customer's experience with a well-structured slide deck and attention-grabbing presentation techniques. Learning objectives - • Identify structures used in a sales deck • Outline strategies to individualize customer presentations • Describe sales presentation approaches that impress customers	15 mins

Leading Learning - Productivity and Time Management 1.0

Course/Description	Duration
Leading Learning - Productivity and Time Management 1.0 It can often feel like there just isn't enough time in the day. But don't worry because this course has been designed to help utilize your limited time in the most effective ways possible. It will explain how to effectively plan and prioritize your tasks, so you will have the knowledge, skills, and confidence to be a successful manager of your time. Learning objectives: • Recognize why time management matters • Describe how prioritization works • Define productivity systems and how to use them	15 mins

Leading Learning - Project Implementation 1.0

Course/Description	Duration
Leading Learning - Project Implementation 1.0 This course covers the crucial area of project strategy and implementation. Communication is at the center of everything you do. It's important to identify tasks needed to complete your project and who has the skills to complete them and upward and downward communication. The course also offers the learner some actionable advice to take away and implement the next time they begin work on a new project. Learning objectives - • Identify how a project is designed • Describe the importance of resource planning • Determine the importance of planning workstreams	15 mins

Leading Learning - Project Management Basics 1.0

Course/Description	Duration
Leading Learning - Project Management Basics 1.0 Imagine you are given a project to manage or asked to join a project team. Even though you have heard a lot about project management, would you really know where to start. This course is designed to help. We'll identify the basics of project management into a way that will be easy to understand and implement in your daily work. Learning objectives - • Describe the basics of Project Management • Define fundamentals of project management • Define Project Goals	15 mins

Leading Learning - Protecting Company Assets and Intellectual Property 1.0

Course/Description	Duration
Leading Learning - Protecting Company Assets and Intellectual Property 1.0 We all have an obligation to protect our company's assets that set us apart from our competitors. This course provides an overview of the key information you will need to identify and protect your company's assets and intellectual property, both tangible and intangible. Learning objectives - • Define company assets • Understand your obligation to protect company assets • Understand the guidelines around technology use and information security	10 mins

Leading Learning - Quality Management 1.0

Course/Description	Duration
Leading Learning - Quality Management 1.0 Quality is paramount in everything we do. Due to social media, buyer expectations are very high, and visibility between you and your competitors is ever-present. It may be tempting to rush your product to market to beat your competition, but it will have lasting negative consequences from releasing an inferior product. Spend the extra time testing your product to ensure the final product is the best it can be. Learning objectives - • Describe ways to develop and test your project • Design a contingency plan • Develop structured problem solving	15 mins

Leading Learning - Receiving Feedback 1.0

Course/Description	Duration
Leading Learning - Receiving Feedback 1.0 This course will help you understand why feedback can be hard to receive, how to receive feedback with grace, and be able to pull value from constructive criticism.	10 mins

Leading Learning - Risk Management Framework and Process 1.0

Course/Description	Duration
Leading Learning - Risk Management Framework and Process 1.0 Risks are a part of life. We take them every day, often without even thinking about it. Every organization needs a foundation to manage risks and incorporate that framework into all the organization's activities. In this course, you will learn the six elements of an effective risk management framework and an overview of the risk management process. Learning objectives: • Explain the importance of a risk management framework to an organization • Describe the six elements of an effective risk management framework • Identify the six parts of the risk management process	11 mins

Leading Learning - Risk Management Principles 1.0

Course/Description	Duration
Leading Learning - Risk Management Principles 1.0 Risks are a part of life. We take them every day, often without even thinking about it. In an organization, there are some core principles to follow to manage risk for positive outcomes. In this course, you will learn the definition of risk, types of organizational risk, why managing risk is important, and the principles to follow in managing risk. Learning objectives: • Define risk • Explain how risk applies in business • List common sources of business risk	13 mins

Leading Learning - Risk Process Customization and Assessment 1.0

Course/Description	Duration
Leading Learning - Risk Process Customization and Assessment 1.0 The risk management process begins with customizing the organization's approach specific to how it operates. Organizations can then prepare for potential consequences through the risk assessment phase. This course covers process customization and risk assessment, including criteria to consider, steps to follow, and tools that can help. Learning objectives: • Describe the importance of customizing the process to assess risk • Explain how to use identification, analysis, and evaluation to assess risks • Describe the process of analyzing risks using qualitative and quantitative methods	16 mins

Leading Learning - Risk Treatment and Review 1.0

Course/Description	Duration
Leading Learning - Risk Treatment and Review 1.0 In this course, you will learn how to treat business risk by reviewing the common options for risk treatment, what to include in a risk treatment plan, and how to review treatment outcomes. This course also reviews the importance of monitoring and reporting on the effectiveness of the treatment and the overall risk management process. Learning objectives: • Define risk treatment • Identify the options for risk treatment • Describe the information to include in a risk treatment plan	12 mins

Leading Learning - Self-Assessment 1.0

Course/Description	Duration
Leading Learning - Self-Assessment 1.0 Sometimes it's important for us to do some self-reflection and look inwardly to analyze our actions, abilities, and experiences. This is how we learn and grow. But introspection and self-assessment takes practice. By learning effective self-assessment methods, we can gain vital insights that help develop skills, set effective goals, and understand ourselves better. Learning objectives: • Define the importance of accurate self-assessment for personal development • Identify self-assessment methods • Examine self-assessment skills	10 mins

Leading Learning - Self-Confidence 1.0

Course/Description	Duration
Leading Learning - Self-Confidence1.0 We all need to feel confident about who we are and what we can achieve. Self-confidence is vital to us reaching our goals, overcoming challenges, and capitalizing on new opportunities. Fortunately, self-confidence is a skill, one that can be learned, practiced, and mastered. This course is full of knowledge and techniques to help you to think more positively about yourself and recognize your unique skills and abilities. Learning objectives - • Define self-confidence • Describe how to build self-confidence • Assess your self-confidence	10 mins

Leading Learning - Setting Objectives 1.0

Course/Description	Duration
Leading Learning - Setting Objectives 1.0 All too often people fall into the trap of jumping to action before they have clearly defined their objectives. If we really want to ensure our growth and success, we must first devote the appropriate amount of time to clarifying our aims and intentions. In this course, you will learn about effective objective setting. Specifically, we will explore the importance of defining clear, inspiring objectives and how to create a structured objective setting process. Learning objectives: • Define the difference between goals and objectives • Recognize the importance of setting clear objectives • Outline how to set effective objectives	10 mins

Leading Learning - Successful Networking 1.0

Course/Description	Duration
Leading Learning - Successful Networking 1.0 Love it or hate it, networking is an unavoidable part of your professional life. Yet it needn't be a stressful or uncomfortable process. In fact, if you learn the art of proper networking etiquette, you can build a strong collection of valuable and reliable professional contacts. This course will show you the true value of successful networking by teaching you some skills to help you meet new people, strengthen your professional relationships, and grow your personal network. Learning objectives: • Describe the purpose of networking • Demonstrate correct networking etiquette • Recognize how to maintain a professional network	15 mins

Leading Learning - The Change Curve 1.0

Course/Description	Duration
Leading Learning - The Change Curve 1.0 This course will help you identify the five stages of change and give you tips on applying the Change Curve to help manage change in your organization.	10 mins

Leading Learning - The Importance of Mindfulness 1.0

Course/Description	Duration
Leading Learning - The Importance of Mindfulness 1.0 We're not saying that mindfulness will magically solve all your life's problems. But we are saying there are different approaches and mindsets you can adapt to that can ultimately make you happier and calmer. Learning objectives - • Understand what 'mindfulness' really means • Understand the link between being mindful and being calmer and happier • Assess your own mindfulness, and recognize where improvements can be made	20 mins

Leading Learning - Time Management Tips 1.0

Course/Description	Duration
Leading Learning - Time Management Tips 1.0 People often lament that there simply aren't enough hours in the day. However, by developing proper time management skills, you will find that accomplishing important tasks is highly achievable. In this course, we offer you some tips on how to effectively plan and organize your time, increase your productivity, and avoid losing valuable time along the way. Learning objectives: • Explain the importance for a time management strategy • Demonstrate how to organize a work schedule • Outline methods to manage your time effectively	10 mins

Leading Learning - Trust Building with Empathy 1.0

Course/Description	Duration
Leading Learning - Trust Building with Empathy 1.0 Empathy is learned behavior even though the capacity for it is inborn. It shows that you need the ability to experience and imagine another person's emotional state, to truly understand them and build trust. This course will give you the practical skills to build trust with empathy. Learning objectives - • Define empathy and trust • Explain the importance of empathy and trust • Describe the role of empathy in trust building	10 mins

Leading Learning - Virtual Negotiation and Influence 1.0

Course/Description	Duration
Leading Learning - Virtual Negotiation and Influence 1.0 We negotiate in and out of work, whether we know it or not. And we're drawn to trust and respect the most influential people in our team – whether they're the boss or not. In this course, we'll take a look at what virtual negotiation and influence looks like, and how to overcome the challenges it can present. Learning objectives - • Identify the importance of negotiating at work • Identify the benefits of becoming influential at work • Recognize what a virtual negotiation looks like, and the challenges involved	15 mins

Leading Learning - Whistleblower Awareness 1.0

Course/Description	Duration
Leading Learning - Whistleblower Awareness 1.0 A whistleblower is someone who exposes dangerous or illegal activity in a public or private organization. Whistleblowing brings to light all sorts of workplace incidents such as health and safety risks, potential environmental problems, fraud, deficiencies in the care of vulnerable people and cover-ups.	15 mins

Leading Learning - Working Effectively Without a Set Budget 1.0

Course/Description	Duration
Leading Learning - Working Effectively Without a Set Budget 1.0 Did you get handed a project with no clear direction or, worse, no budget? Are you thinking, how am I supposed to complete it? This course will teach you how to work through ambiguous projects.	10 mins

Leading Learning - Working in Harmony After Conflict 1.0

Course/Description	Duration
Leading Learning - Working in Harmony After Conflict 1.0 Once conflict has arisen at work, it's important to move on in a positive, productive way so that everyone can work in harmony afterwards. Conflict can damage a work relationship, so you need to approach it delicately. This course will give you all the tools to do so. Learning objectives - • Understand that conflict should be followed by a productive resolve • Reflect on your own conflict behaviors • Identify effective ways to move forwards after conflict	10 mins

Leading Learning - Working with Ambiguity 1.0

Course/Description	Duration
Leading Learning - Working with Ambiguity 1.0 In this course, we will be looking at how to both manage and thrive whilst working with ambiguity. Specifically, we will explore the pros and cons of how to deal with ambiguity in your life and how to lessen ambiguous elements of a situation early on. It will also cover how to manage the things you can and can't control in your working life, as well as offer tips and techniques to gain perspective on difficult situations in the workplace. Learning objectives: • Define ambiguity • Recognize ambiguity in a work context • Identify how to address and manage ambiguity	10 mins

Leading Learning - Workplace Ergonomics 1.0

Course/Description	Duration
Leading Learning - Workplace Ergonomics 1.0 This course will help you understand ergonomics and what you can do to avoid the impacts of poor ergonomics.	10 mins

Making Ethical Decisions 1.0

Course/Description	Duration
Making Ethical Decisions 1.0 Ethics, as it relates to business, involves the principles and moral problems an individual or an organization follows in the course of conducting business. Competition between companies and even among coworkers can lead to unethical decisions. Fear of losing a job or a client, or the drive to succeed at any cost, often results in unethical corporate practices.	10 mins

Manage Meeting Personalities 2.0

Course/Description	Duration
Manage Meeting Personalities 2.0 Upon completion of this course, you will learn how to manage any difficult people within meetings so that you can remain in control and the meeting has maximum productivity.	5 mins

Manage Meeting Personalities 3.0

Course/Description	Duration
Manage Meeting Personalities 3.0 In a workplace, in a meeting room, not too far away, is the 'Meeting Squad'. 7 of the most deadly and dangerous meeting assassins are preparing to do battle with creativity and productivity. Discover how to combat these and maintain maximum productivity. Learning Objectives - • Learned how to manage any difficult people within meetings so that you can remain in control and the meeting has maximum productivity	5 mins

Managing Conflict 2.0

Course/Description	Duration
Managing Conflict 2.0 Upon completion of this course, you will learn the importance of managing conflict, learn effective conflict management techniques, and learn how to work with difficult people.	10 mins

Managing Conflict in the Workplace 2.0

Course/Description	Duration
Managing Conflict in the Workplace 2.0 In this course, you will learn about ways of managing organizational conflict, conflict management styles, and other considerations that must be made when addressing conflict in the workplace.	10 mins

Managing Stress 2.0

Course/Description	Duration
Managing Stress 2.0 In this course, you will learn how to improve your mental and physical ability to process stress.	20 mins

Mastering the Telephone - Basic Skills - Part One 1.0

Course/Description	Duration
Mastering the Telephone - Basic Skills - Part One 1.0 We use phones so much in our personal and professional lives that we don't realize skill proficiency for its effective use. How do you master fundamental telephone communication and management skills while being productive and building rapport with your internal and external customers?	5 mins

Mastering the Telephone - Basic Skills - Part Two 1.0

Course/Description	Duration
Mastering the Telephone - Basic Skills - Part Two 1.0 Many employees lack the basic skills needed to listen, question and speak clearly over the phone because it's been taken for granted. With so much communication happening digitally, it's not uncommon to need a refresher on appropriate telephone skills in business.	10 mins

Meetings relevant gestalten 2.0

Course/Description	Duration
Meetings relevant gestalten 2.0 Dieser Kurs zeigt Ihnen, wie Sie Meetings gestalten können, die uns so viel Zeit kosten, und sie für die Teilnehmer interessant machen.	30 mins

Memory Skills 2.0

Course/Description	Duration
Memory Skills 2.0 Upon completion of this course, you will be able to define memory, know the different types of memories, and how you can improve your memory.	1 min

Mentoring - Building a Relationship 1.0

Course/Description	Duration
Mentoring - Building a Relationship 1.0 Finding a great mentor or mentee is just the beginning. You can't just meet up sporadically, chat about work, and hope that's enough. If you're going to do it, you may as well make the absolute most of your mentoring partnership, so that everyone comes away richer from the experience.	5 mins

Mentoring - Finding a Mentor 1.0

Course/Description	Duration
Mentoring - Finding a Mentor 1.0 So, you know you want to find a mentor. But what are the best ways to go about it? Picking just anyone senior to be your mentor probably won't help you. Remember, your time is precious, too. You want to find someone specific who will help you to achieve certain goals.	5 mins

Mentoring - Mentees 1.0

Course/Description	Duration
Mentoring - Mentees 1.0 Mentees – the lovely people just starting out, who want to learn, who want to be successful, and who are ready to learn. But being a great mentee isn't just about turning up. This course is all about how to be the best mentee possible, and how to get the most of this learning opportunity.	5 mins

Mentoring - Mentors 1.0

Course/Description	Duration
Mentoring - Mentors 1.0 Senior professionals - remember when you were just starting out? Remember how you struggled, you misunderstood stuff, and stumbled your way through your work life? Now think, what if you could help someone else through that? Well… you can.	5 mins

Mentoring - What is Mentoring 1.0

Course/Description	Duration
Mentoring - What is Mentoring 1.0 Mentoring isn't just about one person helping another out. The whole point is to create a rewarding experience for both parties. And if you're in a fortunate position, it's great to give back to the people who want to be where you are someday.	5 mins

Modifiers and Sentence Structure Varieties 1.0

Course/Description	Duration
Modifiers and Sentence Structure Varieties 1.0 Upon completion of this course, you will be able to understand modifiers, as well as sentence structure varieties and compounding structural elements	10 mins

Money Motivation Myths 1.0

Course/Description	Duration
Money Motivation Myths 1.0 This course will examine whether money is really the best motivator, what the alternatives are, and how you can make them work for everyone.	10 mins

Multitasking Myths 1.0

Course/Description	Duration
Multitasking Myths 1.0 This course examines why people think multitasking is more productive, whether it is and the science behind it, and what you could be doing instead to increase your productivity.	10 mins

Multitasking Myths 2.0

Course/Description	Duration
Multitasking Myths 2.0 There are a lot of ideas people have about multitasking, especially when it comes to work. Whether you think it's good or bad, it can only help your productivity to know more about it. This course looks at the science behind multitasking, to separate the fact from the fiction, and gives you some ideas about how to use that to help you. Learning Objectives: • Describe what multitasking actually is • Outline why it's problematic • Explain how you can avoid the negative outcomes of multitasking	10 mins

Negotiation and Influencing People 3.0

Course/Description	Duration
Negotiation and Influencing people 3.0 In this course, you will learn about negotiation, and how to arm yourself with the right knowledge and skills to become strategically agile.	20 mins

Networking 2.0

Course/Description	Duration
Networking 2.0 This course explains why networking is so important and will give you some useful tips on how to make the most of networking.	1 min

Neurodiversity - Acknowledging Unique Abilities 2.0

Course/Description	Duration
Neurodiversity - Acknowledging Unique Abilities 2.0 This course has been designed to recognize the key positive impacts of supporting and enabling neurodivergent people to work to their unique strengths. It will also explain the ways organizations can identify and encourage their neurodivergent employees' talents and skills. Learning objectives - • Define the professional and personal impacts of utilizing neurodiverse thinking styles • Outline neurodivergent thinking styles by their common key strengths and abilities • Describe ways to align work tasks and processes with the characteristics of different neurodivergent thinking styles	10 mins

Neurodiversity - Adaptations for a Neurodiverse Workplace 2.0

Course/Description	Duration
Neurodiversity - Adaptations for a Neurodiverse Workplace 2.0 This course will cover the benefits of neurodiversity in your team, and how to make a welcoming and inclusive environment to support career growth for autistic candidates. Learning objectives - • Appreciate the benefits of a diverse-thinking team • Rethink any negative language associated with neurodivergent conditions, such as autism • Understand how to boost your workplace culture to be accommodating and inclusive	10 mins

Neurodiversity - Disclosing Neurodivergence 2.0

Course/Description	Duration
Neurodiversity - Disclosing Neurodivergence 2.0 Making an employer aware of specific needs and preferences is one way for neurodivergent professionals to fully ensure a workplace is an inclusive and accessible environment for all. This course explores how neurodivergent individuals can make this happen. Learning objectives - • Understand why disclosing neurodivergence matters • Recognize how starting a dialogue with employers about neurodiversity can benefit you • Understand best practice when communicating about your neurodivergence	10 mins

Neurodiversity - Introduction to Neurodiversity 2.0

Course/Description	Duration
Neurodiversity - Introduction to Neurodiversity 2.0 This course helps you understand that neurodiversity is a viewpoint that brain differences are normal, rather than deficits. Learning objectives - • Describe what neurodiversity is • Explain why it's important • Understand different terminology	10 mins

Neurodiversity - Neurodiversity in the Workplace 1.0

Course/Description	Duration
Neurodiversity - Neurodiversity in the Workplace 1.0 This course will educate you on the strengths and challenges involved with being a neurodivergent person at work, and how other members of the team can best support them to thrive. Learning objectives - • Understand the benefits of a diverse workplace • Understand the common strengths and challenges that neurodivergent people experience at work • Know about the companies leading the change for inclusivity, and how they're doing it	10 mins

Neurodiversity - Providing Effective Feedback 1.0

Course/Description	Duration
Neurodiversity - Providing Effective Feedback 1.0 Providing effective feedback is aimed at both neurotypical and neurodivergent employees, who need to understand the importance and practicalities of providing constructive feedback to individuals in sensitive yet effective ways. Learning objectives - • Define the reasons why communicating feedback must be accommodating of neurodiversity • Distinguish effective approaches to providing feedback for all employees • Understand how to communicate your preferences for receiving feedback	10 mins

Neurodiversity - Types of Neurodivergence 2.0

Course/Description	Duration
Neurodiversity - Types of Neurodivergence 2.0 This course will outline some of the key characteristics and medical definitions of some of the more common neurodivergent conditions, while explaining that in spite of these conditions, no two people are exactly alike. Learning objectives - • Understand the relationship between neurodivergence and neurodiversity • Explain the issues related to labelling • Identify characteristics of some of the more common neurodivergent conditions	15 mins

NLP - Unconscious Eye Movement 2.0

Course/Description	Duration
NLP - Unconscious Eye Movement 2.0 Upon completion of this course, you will learn history and context on unconscious eye movement, have the theories explained, and put unconscious eye movement theory into practice	10 mins

Office Spelling - Confusing Homonyms, Compounds and Negative Formations 1.0

Course/Description	Duration
Office Spelling - Confusing Homonyms, Compounds and Negative Formations 1.0 Upon completion of this course, you will learn about commonly confused homonyms, the differences between American spelling and British spelling, as well as the correct use of compound words, punctuation when writing numbers, and negative formations.	10 mins

Online Facilitation - Facilitate the Learning 2.0

Course/Description	Duration
Online Facilitation - Facilitate the Learning 2.0 Learning and Development has become increasingly important to businesses. Facilitating isn't quite the same as traditional teaching or instructing. This course will explain the role of the facilitator, the many benefits of online facilitation, and how great facilitation is carried out. Learning Objectives: • Explain how to facilitate online learning • Outline some key best practice tips	5 mins

Online Facilitation - Full Course 1.0

Course/Description	Duration
Online Facilitation - Full Course 1.0 Learning and Development has become increasingly important to businesses. Facilitating isn't quite the same as traditional teaching or instructing. This course will explain the role of the facilitator, the many benefits of online facilitation, and how great facilitation is carried out. Learning Objectives: • Explain what online facilitation is • Outline how online learning can help your team • Define what makes a great facilitator	15 mins

Online Facilitation - Set the Scene 1.0

Course/Description	Duration
Online Facilitation - Set the Scene 1.0 This course will explain the role of the facilitator, and the many benefits of online facilitation, and how great facilitation is carried out.	5 mins

Online Facilitation - Set the Scene 2.0

Course/Description	Duration
Online Facilitation - Set the Scene 2.0 Learning and Development has become increasingly important to businesses. Facilitating isn't quite the same as traditional teaching or instructing. This course will explain the preparation involved and required to facilitate online learning. Learning Objectives: • Explain what is required to prepare for online facilitation • Outline the benefits of setting ground rules • Define the role of questions	5 mins

Overcoming Barriers to Workplace Communication 2.0

Course/Description	Duration
Overcoming Barriers to Workplace Communication 2.0 Upon completion of this course, you will learn the standard cultural and personality barriers to effective communication and how the structure of an organization can impose communication barriers.	10 mins

Parentheses, Brackets, the Hyphen, and the Slash 1.0

Course/Description	Duration
Parentheses, Brackets, the Hyphen, and the Slash 1.0 Upon completion of this course, you will learn the proper use of parentheses, brackets, hyphens, and slashes	10 mins

Personal Branding 2.0

Course/Description	Duration
Personal Branding 2.0 Upon completion of this course, you will learn what Personal Branding is, the benefits of personal branding, and tips to establish one.	1 min

Personal Vision Statements 2.0

Course/Description	Duration
Personal Development - Personal Vision Statements 2.0 This course will provide you with the information you need to know about personal vision statements, including the key tips to create and implement your very own.	1 min

Practicing Patience 2.0

Course/Description	Duration
Practicing Patience 2.0 Upon completion of this course, you will understand why patience has such positive effects on your mental health, as well as sharing tips on how you can practice patience when you find yourself feeling frustrated.	1 min

Preparing for Tasks Effectively 2.0

Course/Description	Duration
Preparing for Tasks Effectively 2.0 Diving in describes starting any projects or tasks immediately, without investing much or any time into planning and preparation. Many of us are guilty of it, as evidenced by failed project post-mortems. This course will look at if it's the right thing to do, and if not, how you can improve. Learning Objectives: • Explain why people may eschew preparation and planning • Describe the impact diving in can have on projects • Outline ways to improve your project planning and preparation	10 mins

Presenting Yourself for Interviews 1.0

Course/Description	Duration
Presenting Yourself for Interviews 1.0 The aim of this course is simple – we want to give you the skills and knowledge, so you feel confident and deliver your best performance at your next interview.	5 mins

Presupueste como un experto 1.0

Course/Description	Duration
Presupueste como un experto 1.0 Este breve módulo le ofrece un plan de seis pasos para elaborar presupuestos de manera relajada.	5 mins

Preventing Procrastination 2.0

Course/Description	Duration
Personal Development - Preventing Procrastination 2.0 Upon completion of this course, you will learn what procrstination is and key tips for personal procrastination prevention.	1 min

Productive Conflict Resolution - An Introduction 1.0

Course/Description	Duration
Productive Conflict Resolution - An Introduction 1.0 Upon completion of this course, you will know how to define conflict and learn about different ways an organization can deal with conflict.	10 mins

Productividad y administración del tiempo 2.0

Course/Description	Duration
Productividad y administración del tiempo 2.0 Al completar este curso, utilizará técnicas de administración del tiempo para mejorar su capacidad de funcionar de manera más eficiente, incluso cuando el tiempo es corto y bajo presión.	30 mins

Productivity and Time Management 3.0

Course/Description	Duration
Productivity and Time Management 3.0 Upon completion of the course, you will learn time management techniques that can improve your ability to function more effectively and the four essential pillars to time management.	20 mins

Produktivitäts- und Zeitmanagement 2.0

Course/Description	Duration
Produktivitäts- und Zeitmanagement 2.0 In diesem Kurs lernen Sie die vier wichtigen Säulen des Zeitmanagements kennen und erklären, warum sie funktionieren, wie sie leicht angepasst werden können und welche Vorteile sie für Ihr persönliches und berufliches Leben haben.	30 mins

Project Design 3.0

Course/Description	Duration
Project Design 3.0 The project design stage is one of the most misunderstood phases in project management . This course provides an overview of why most project managers fail to meet their project objectives. You'll find out how you can use flow charts to communicate ideas.	10 mins

Project Closures

Course/Description	Duration
Project Closures Project closures are one of the processes of project management. Typically, this step is one of the process steps that isn't done effectively. It's difficult to not get excited about moving on to the next project when project doesn't officially close, but comes close. There are three steps to closing out a project. The first is project evaluation; actually, evaluating the project. The second is completing the project so that everybody knows all the pieces are completed. And the third is celebrating the fact that you've completed it.	10 mins

Project Development and Testing 2.0

Course/Description	Duration
Project Development and Testing 2.0 In project management, it is vital to have a process to ensure you plan, test, and incorporate feedback before you develop and build the project output. This course will show you why testing and development is important during a project.	5 mins

Project Preparation 2.0

Course/Description	Duration
Project Preparation 2.0 You've heard that old saying 'failure to prepare is preparing to fail.' It didn't come from nowhere. A lack of plan can land your project in all sorts of problems. The key is to get the right balance between planning and action - and this course will show you how.	10 mins

Project Scheduling - The Critical Path 1.0

Course/Description	Duration
Project Scheduling - The Critical Path 1.0 The critical path encompasses all tasks needed to complete a project, any associated task dependencies, milestones, and final deliverables. The critical path allows for project visibility and is a tool to ensure your project stays on track and within your budget.	10 mins

Project Strategy and Business Case 2.0

Course/Description	Duration
Project Strategy and Business Case 2.0 Imagine you have a great idea that could revolutionalize your organization. Exciting! But how do you get the project off the ground? This course looks at the importance of strategy and will show you how to make your own projects stand out from the crowd with a well-prepared business case.	10 mins

Pronoun Problems 1.0

Course/Description	Duration
Pronoun Problems 1.0 In this course, you will learn about common errors people make with pronouns and how to use pronouns correctly.	10 mins

Proper Grammar - Adjectives 1.0

Course/Description	Duration
Proper Grammar - Adjectives 1.0 In this course, you will learn about adjectives— what they are, the different types, and how to use them in a sentence.	10 mins

Proper Grammar - Advanced Adverbs 1.0

Course/Description	Duration
Proper Grammar - Advanced Adverbs 1.0 In this course, you will learn the standard use of adverbs, the rules for adverbs and adverbial phrases in sentences, and the proper usage of some common adverbs.	10 mins

Proper Grammar - Advanced Pronouns 1.0

Course/Description	Duration
Proper Grammar - Advanced Pronouns 1.0 In this course, you will learn the proper use for different types of pronouns and common errors in pronoun usage.	10 mins

Proper Grammar - Advanced Verbs 1.0

Course/Description	Duration
Proper Grammar - Advanced Verbs 1.0 In this course, you will learn the different types of verbs, and how to use them properly.	10 mins

Proper Grammar - Articles, Determiners, Quantifiers, and Interjections 1.0

Course/Description	Duration
Proper Grammar - Articles, Determiners, Quantifiers, and Interjections 1.0 In this course, you will learn about articles, determiners, quantifiers, and interjections.	5 mins

Proper Grammar - Common Word Usage Errors 2.0

Course/Description	Duration
Proper Grammar - Common Word Usage Errors 2.0 The ability to write professionally, is very important to a business career. As you increase your skills, you'll naturally improve your business success.	15 mins

Proper Grammar - Conjunctions 1.0

Course/Description	Duration
Proper Grammar - Conjunctions 1.0 In this course, you will learn about coordinating, subordinating, and correlative conunctions.	10 mins

Proper Grammar - Introduction to Adverbs 1.0

Course/Description	Duration
Proper Grammar - Introduction to Adverbs 1.0 In this course, you will learn about the use of adverbs, how adverbs are commonly positioned in a sentence, and the different forms and meanings an adverb can take.	10 mins

Proper Grammar - Introduction to Verbs 1.0

Course/Description	Duration
Proper Grammar - Introduction to Verbs 1.0 In this course, you will learn how verbs describe action and drive your writing.	10 mins

Proper Grammar - Nouns 1.0

Course/Description	Duration
Proper Grammar - Nouns 1.0 In this course, you will learn the many kinds of nouns, as well as the components of these different kinds of nouns and the roles they can take.	10 mins

Proper Grammar - Prepositions 1.0

Course/Description	Duration
Proper Grammar - Prepositions 1.0 In this course, you will learn prepositions and why they are important as they designate specific connections between words	5 mins

Public Speaking Guru - Confidence Builder 2.0

Course/Description	Duration
Public Speaking Guru - Confidence Builder 2.0 In this course, you will learn a background on anxiety and stage fright, how knowledge and preparation can allay your fears, and tips and tricks to build confidence.	10 mins

Public Speaking Guru - Presenting with Impact 2.0

Course/Description	Duration
Public Speaking Guru - Presenting with Impact 2.0 In this course, you will learn the art of storytelling, how to handle difficult questions, and you will develop an engaging presentation style	20 mins

Public Speaking Guru - Speech Writing 2.0

Course/Description	Duration
Public Speaking Guru - Speech Writing 2.0 In this course, you will learn top speech-writing tips.	15 mins

Receiving Feedback 2.0

Course/Description	Duration
Communication and Social Skills - Receiving Feedback In this course, you will learn the benefits of feedback and how to accept feedback.	1 min

Remote Working Myths 1.0

Course/Description	Duration
Remote Working Myths This course will dispel the myths, uncover the truths, and look how you can make remote working work for you, and for your team.	10 mins

Remote Working Myths 2.0

Course/Description	Duration
Remote Working Myths 2.0 This course is going to give you an idea of some of the ideas people have about remote working. Then, it's going to see whether they're true or not. And whatever the outcome, it'll give you tips about how to be effective. Learning Objectives: • Define remote working • Outline common remote working beliefs • Explain the facts about remote working	10 mins

Resolving Conflict 2.0

Course/Description	Duration
Communication and Social Skills - Resolving Conflict Upon completion of this course, you will learn how to accept conflict when it arises and how to handle disagreements.	1 min

Right to Work 5.0 (UK)

Course/Description	Duration
Right to Work 5.0 (UK) This course is designed to help you understand your employer's duty to prevent illegal working, the checks employers must carry out to ensure employees have the right to live and work in the UK, and the penalties and sanctions for getting it wrong. Learning Objectives - • Describe your employer's duty to prevent illegal working • Outline the checks which need to be carried out to ensure your employer complies with this duty • Describe the three-step check which is needed to establish a statutory excuse	20 mins

Sanctions 1.0

Course/Description	Duration
Sanctions 1.0 • Upon completion of this course, you will understand what sanctions are, why they exist and how they work so that you can follow the rules.	10 min

Sanctions 1.0 (US)

Course/Description	Duration
Sanctions 1.0 (US) As you might expect, flouting international law can get serious, so it's critical you and your team understand sanctions, and how to abide by them. This course will help, by explaining what sanctions are, why they exist, how they work, the rules you should be familiar with and how to stick to them.	10 min

Self-Limiting Beliefs 2.0

Course/Description	Duration
Self-Limiting Beliefs 2.0 Upon completion of this course, you will learn what self-beliefs are, how to identify and challenge your self-limiting beliefs, and five tips to break the self-limiting thinking and overcome barriers to achievement.	1 min

Semicolon, Colon, and Quotation Marks 1.0

Course/Description	Duration
Semicolon, Colon, and Quotation Marks 1.0 Upon completion of this course, you will learn about the proper usage of semicolons, colons, and quotation marks	10 mins

Ser asertivo de la manera indicada 2.0

Course/Description	Duration
Ser asertivo de la manera indicada 2.0 Este curso le brindará los conocimientos, las habilidades y la confianza necesarios para convertirse en una persona más asertiva, tomando el control de su vida durante el proceso.	30 mins

Social-Media-Bewusstsein 1.0

Course/Description	Duration
Social-Media-Bewusstsein 1.0 Dieser Kurs zum Social-Media-Bewusstsein wurde konzipiert, damit Sie die richtigen Entscheidungen treffen können und verstehen, wie eine Social-Media-Richtlinie Sie schützen kann.	5 mins

Spelling - Applying the Office Dictionary 1.0

Course/Description	Duration
Spelling - Applying the Office Dictionary 1.0 Upon completion of this course, you will have the information found in dictionaries and the rules for some common forms of pluralization	10 mins

Storytelling in Business 1.0

Course/Description	Duration
Storytelling in Business 1.0 In this course we will show you how to employ storytelling techniques in a business setting. How to arrange the information in a structured, enthralling way, and why storytelling is such an effective method for presenting any form of information.	15 mins

Subject and Verb Relationships 1.0

Course/Description	Duration
Subject and Verb Relationships 1.0 Upon completion of this course, you will learn about subject-verb pairs and the rules for correct subject-verb agreement.	10 mins

Support and Benefits Realization 2.0

Course/Description	Duration
Support and Benefits Realization 2.0 Benefit realization is about making sure you actually get the intended benefits originally planned for your project. The course shows you how to develop your own benefits realization plan.	5 mins

Switching off from Work 2.0

Course/Description	Duration
Health and Wellbeing - Switching off from Work 2.0 Upon completion of this course, you will know how to re-assess the time spent engaging in work and work activities.	1 min

Tackling Time 1.0

Course/Description	Duration
Tackling Time 1.0 Think about the term, 'time management' - and what it means to you. It's the kind of term we build up in our minds. On one hand we all know that lack of 'time management' skills can turn our lives upside down. Time can be managed, but not the way you manage other resources. In fact, 'time management' may be a misconception. In many cases, time manages you.	10 mins

Team Working Excellence 3.0

Course/Description	Duration
Team Working Excellence 3.0 Upon completion of this course, you will know learn about the four key skills needed to maximize your team working performance and what makes some people better team players than others.	20 mins

Telephone Etiquette 2.0

Course/Description	Duration
Telephone Etiquette 2.0 Upon completion of this course, you will learn the seven steps to perfect telephone etiquette.	5 mins

The Accounting Equation 2.0

Course/Description	Duration
The Accounting Equation 2.0 Upon completion of this course, you will know learn the terms Assets, Liabilities and Owner's Equity, as well as how to decipher basic accounting using the accounting equation.	5 mins

The Balance Sheet Explained 2.0

Course/Description	Duration
The Balance Sheet Explained 2.0 Upon completion of this course, you will know how the accounting equation forms the basis of a company balance sheet.	5 mins

The Buck Stops Here 1.0

Course/Description	Duration
The Buck Stops Here 1.0 Accountability. Will you stand up and take the hit when things go sour? By contrast, do you have the capacity to step aside from the spotlight when things go well? Those questions address the root of accountability, responsibility, and recognition.	10 mins

The Business of Communication 1.0

Course/Description	Duration
The Business of Communication 1.0 Upon completion of this course, you will know learn how communication works within the design process and how communication benefits businesses.	10 mins

CENTRALSQUARE

The Cash Flow Statement 2.0

Course/Description	Duration
The Cash Flow Statement 2.0 Upon completion of this course, you will know learn how to recognize the signs of good financial health in your personal or company finances.	5 mins

The Inbound Marketer's Playbook - Part One

Course/Description	Duration
The Inbound Marketer's Playbook - Part One Upon completion of this course, you will understand how to launch your inbound markerting program and drive maximum engagement.	10 mins

The Inbound Marketer's Playbook - Part Two

Course/Description	Duration
The Inbound Marketer's Playbook - Part Two Upon completion of this course, you will understand various buyer personas and converting visitors to leads.	10 mins

The Inbound Marketer's Playbook - Part Three

Course/Description	Duration
The Inbound Marketer's Playbook - Part Three Upon completion of this course, you will understand benefits of automation and how to refine your marketing resources.	10 mins

The Period, Question Mark, and Exclamation Point 1.0

Course/Description	Duration
The Period, Question Mark, and Exclamation Point 1.0 Upon completion of this course, you will understand the proper usage of the three punctuation marks that end a sentence: the period, question mark, and exclamation point.	5 mins

The Peter Principle 1.0

Course/Description	Duration
The Peter Principle 1.0 Upon completion of this course, you will understand the Peter Principle and how to promote properly.	5 mins

Thomas-Kilmann Conflict Model 1.0

Course/Description	Duration
Thomas-Kilmann Conflict Model 1.0 Upon completion of this course, you will learn the five specific conflict handling strategies, and how they are approached within the Thomas Kilmann Conflict Model.	10 mins

Training and Business Readiness 2.0

Course/Description	Duration
Training and Business Readiness 2.0 It's human nature to resist change and it's down to the project manager to understand the reasons behind the resistance. This course focuses on the five pillars of change and how you can use them to get your business ready for change.	5 mins

Transitions, Repetition, Parallelism and Avoiding Redundancies and Clichés 1.0

Course/Description	Duration
Transitions, Repetition, Parallelism and Avoiding Redundancies and Clichés 1.0 Upon completion of this course, you will learn how to use transitions to improve the structure of compound sentences and how to avoid redundancies and cliches.	5 mins

Typical Word Usage Problems 1.0

Course/Description	Duration
Typical Word Usage Problems 1.0 Upon completion of this course, you will know common word usage errors that people make in their writing, and how to correct them	10 mins

UK Competition Law 2.0 (UK)

Course/Description	Duration
UK Competition Law 2.0 (UK) Businesses that offer goods and services to consumers are prohibited from engaging in conduct that lessens competition. This course explores the types of misleading conduct and restrictive trade practices that are prohibited, the consequences of breaching competition law and how businesses can meet their legal obligations to compete fairly. Learning objectives - • Explain how competition and anti-competitive practices affect markets and consumers • List the competition laws that apply to companies doing business • Describe the role of the Competition and Markets Authority (CMA) in enforcing competition law	25 mins

Understanding Communication 2.0

Course/Description	Duration
Understanding Communication 2.0 Upon completion of this course, you will learn the importance of communication, learn the communication process, and understand the various problems of miscommunication.	10 mins

Understanding Conflict 1.0

Course/Description	Duration
Understanding Conflict 1.0 Identifying social issues, such as conflict, can help you understand how they can derail companies and individuals alike—and what to do to prevent such consequences from happening to you. You'll see that managing conflict and engaging in effective negotiation are both key for effective organizational behavior within organizations as well as daily life.	5 mins

Understanding Conflict in the Workplace 1.0

Course/Description	Duration
Understanding Conflict in the Workplace 1.0 Upon completion of this course, you will learn how conflict can both benefit and harm an organization and how negotiation is an effective way to decrease conflict.	15 mins

Understanding Linear and Circular Communication Styles 1.0

Course/Description	Duration
Understanding Linear and Circular Communication Styles 1.0 Upon completion of this course, you will know the difference between linear and circular communication and how these two styles interact.	10 mins

CENTRALSQUARE

Unfair, Deceptive or Abusive Acts or Practices (UDAAP) 1.0 (US)

Course/Description	Duration
Unfair, Deceptive or Abusive Acts or Practices (UDAAP) 1.0 (US) The 2008 financial crisis brought to light many failures of the financial system. The Dodd-Frank Act helped establish rules to protect consumers against unfair, deceptive or abusive acts or practices (UDAAP). Learn more about UDAAPs and how you can stay clear of violations. Learning objectives - • Describe the purpose of the Dodd-Frank Act • Describe what makes a practice unfair, deceptive or abuse • Describe your obligations under the Dodd-Frank Act, especially in marketing	25 mins

Using and Identifying Phrases 1.0

Course/Description	Duration
Using and Identifying Phrases 1.0 Upon completion of this course, you will learn about the different kinds of grammatical phrases and how they are used.	10 mins

Using Clauses and Sentences 1.0

Course/Description	Duration
Using Clauses and Sentences 1.0 Upon completion of this course, you will know the definitions of independent and dependent clauses, methods for combining sentences, and common sentence errors.	10 mins

Using Predicates, Objects, Complements and Modifiers 1.0

Course/Description	Duration
Using Predicates, Objects, Complements and Modifiers 1.0 Upon completion of this course, you will learn about the essential parts of sentences: Predicates, Objects, Complements, and Modifiers.	5 mins

Video Pitches 2.0

Course/Description	Duration
Video Pitches 2.0 Upon completion of this course, you will learn why video pitches are a successful marketing tool and key tips for creating your video pitch.	1 min

What is Online Facilitation? 1.0

Course/Description	Duration
What is Online Facilitation? 1.0 Upon completion of this course, you will know the role of the facilitator, the many benefits of online facilitation, and how great facilitation is carried out.	5 mins

What is Online Facilitation? 2.0

Course/Description	Duration
What is Online Facilitation? 2.0 Learning and Development has become increasingly important to businesses. Facilitating isn't quite the same as traditional teaching or instructing. This course will explain the specifics of what online facilitation actually is, the benefits of online facilitation, as well as the role of the facilitator. Learning Objectives: • Explain what online facilitation is • Outline the benefits of online facilitation and the role of the facilitator	5 mins

Whistleblowing 3.0 (UK)

Course/Description	Duration
Whistleblowing 3.0 (UK) A whistleblower is someone who exposes dangerous or illegal activity in a public or private organization - an incredibly valuable activity because it brings to light all sorts of workplace incidents such as health and safety risks, potential environmental problems, fraud,, deficiencies in the care of vulnerable people and cover-ups. This course contains everything you need to know about blowing the whistle. Learning Objectives - • Describe what whistleblowing is • Recognise why you might want to blow the whistle • Explain who is protected under whistleblowing legislation	14 mins

Win-Win Negotiations for Conflict Resolution 1.0

Course/Description	Duration
Win-Win Negotiations for Conflict Resolution 1.0 This course will share many strategies for working through a conflict situation to get a win-win, and equips participants to lead win-win negotiations to reach resolutions.	10 mins

Word of Mouth Marketing 2.0

Course/Description	Duration
Word of Mouth Marketing 2.0 Upon completion of this course, you will understand the concept of Word of Mouth Marketing, as well as some new concepts, which will be invaluable to anyone looking to market their brand.	1 min

Working in a Person-Centered Way 2.0

Course/Description	Duration
Working in a Person-Centered Way 2.0 Upon completion of this course, you will understand why working in a person-centered way is so important.	10 mins

Working with Ambiguity - Operating in the Grey 1.0

Course/Description	Duration
Working with Ambiguity - Operating in the Grey 1.0 In this course we'll show you why you shouldn't fear working in ambiguous situations and that by keeping your wits about you, you can navigate your way through all types of uncertainty.	15 mins

Workplace Communication - Presentations and Nonverbal Communication 1.0

Course/Description	Duration
Workplace Communication - Presentations and Nonverbal Communication 1.0 Upon completion of this course, you will learn the four steps to creating an effective presentation, guidelines for using visual aids, and how nonverbal communication can affect your presentation.	10 mins

Wrapping Up and Post-Interview 1.0

Course/Description	Duration
Wrapping Up and Post-interview 1.0 Contrary to popular belief, interview don't just "end" after the final handshake. This course will examine how you should close out your interview, and what you should be doing once you've left the immediate interview event.	5 mins

Your Personal Development 2.0

Course/Description	Duration
Your Personal Development Upon completion of this course, you will learn the different ways you can learn, and in turn, develop yourself as a person.	10 mins

Diversity and Inclusion

Assess and Learn - Equity and Diversity in the Workplace 1.0 (CA)

Course/Description	Duration
Assess and Learn - Equity and Diversity in the Workplace 1.0 (CA) When people feel valued and supported at work, a workplace thrives. Learn about equity and diversity, and how to get help if you experience or witness discrimination and harassment at work. This course uses adaptive learning technology to identify your knowledge gaps and deliver only the content you need to learn.	16 mins

Being an Ally 1.0

Course/Description	Duration
Being an Ally 1.0 Upon completion of this course, you will learn what an ally is, why they're important, how to acknowledge privilege, and how to be an effective ally.	15 mins

Bloomberg - Money & Equality - The Post Pandemic Path Forward 1.0

Course/Description	Duration
Bloomberg - Money & Equality - The Post Pandemic Path Forward 1.0 More women than men have left British banks during the pandemic, undermining the sector's pledges to become more diverse. This Money and Equality special brings together senior women in the U.K. financial industry to discuss how it can move forward, and the risks and opportunities for both women and organizations.	25 mins

Bystander Awareness 1.0 (US)

Course/Description	Duration
Bystander Awareness 1.0 (US) Positive actions by bystanders can play an important role in creating a more comfortable, healthy work environment. In this course, you'll learn what bystanders are and why they're important, what makes a good bystander, strategies for addressing sexual harassment in the workplace, and how to overcome challenges to be an effective bystander. Learning objectives - • Identify who is a bystander • Describe bystander intervention • Identify sexual harassment and inappropriate conduct	60 mins

Bystander Strategies 1.0

Course/Description	Duration
Culture Series - Bystander Strategies 1.0 Upon completion of this course, you will learn what bystanders are and why they're important, what makes a good bystander, how to be one yourself, and how to foster a workplace environment that supports bystanders.	10 mins

Cómo promocionar su cultura organizativa 1.0

Course/Description	Duration
Cómo promocionar su cultura organizativa 1.0 La cultura juega un papel importante en una organización; la gente llega a comprender la cultura a través de la declaración de misión de la empresa, rituales, reglas y políticas, diseño organizacional e historias.	10 mins

Compliance Essentials - Equity and Diversity in the Workplace 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Equity and Diversity in the Workplace 1.0 (CA) In an inclusive workplace, people feel valued and respected for their contributions and who they are. Inclusion inspires! But discrimination, whether intended or not, is highly damaging to a workplace and the individuals in it. Ensure you recognize discrimination and avoid it at all times. Because it's right, and also because it's the law.	20 mins

Creating Value Through Diversity and Inclusion - Strategies for Tackling Unconscious Bias 3.0

Course/Description	Duration
Creating Value Through Diversity and Inclusion - Strategies for Tackling Unconscious Bias 3.0 This course will help your workers become more inclusive leaders and to explore how others lead via contextualized scenarios.	10 mins

Creating Value Through Diversity and Inclusion - Understanding Diversity and Inclusion 3.0

Course/Description	Duration
Creating Value Through Diversity and Inclusion - Understanding Diversity and Inclusion 3.0 This course will help your workers gain a comprehensive understanding of the characteristics of an inclusive workplace and to encourage everyone to promote and embrace the benefits of workplace diversity and inclusion.	10 mins

Creating Value Through Diversity and Inclusion - Understanding Unconscious Bias 3.0

Course/Description	Duration
Creating Value Through Diversity and Inclusion - Understanding Unconscious Bias 3.0 Upon completion of this course, you will learn about unconscious bias in the workplace and how it can be challenged to encourage and promote the growth of diverse and inclusive workplaces.	10 mins

Culture Series - Discrimination Prevention 1.0

Course/Description	Duration
Culture Series - Discrimination Prevention 1.0 Employers and employees have a responsibility to prevent discrimination from occurring. This course will help you understand why discrimination is a workplace issue, what causes it, and what to do if you experience discrimination at work.	15 mins

Culture Series - Valuing Diversity 1.0

Course/Description	Duration
Culture Series - Valuing Diversity 1.0 Upon completion of this course, you will learn how to promote positive behavior in the workplace, identify what makes an open and supportive workplace that's full of diversity, and eecognize the importance of listening without judgment to your co-workers.	5 mins

Digital Accessibility - Tips for eLearning 2.0

Course/Description	Duration
Digital Accessibility - Tips for eLearning 2.0 This course will provide an overview of web accessibility, why it's important and the standards used to measure it, as well as some practical steps for creating online learning that meets web accessibility standards.	15 mins

Disabilities - Opening Doors to All Candidates 2.0

Course/Description	Duration
Disabilities - Opening Doors to All Candidates 2.0 Upon completion of this course, you will learn the guidelines for sensitivity to disabled applicants, basic rules for supplying accommodations to disabled employees, and the process for interviewing candidates with disabilities.	15 mins

Disability Awareness in the Workplace 2.0

Course/Description	Duration
Disability Awareness in the Workplace 2.0 Upon completion of this course, you will learn the different types of disabilities, barriers that a person with a disability might encounter at work, the importance of using inclusive language, and practical actions that workplaces can do to be more inclusive.	20 mins

Disability Awareness 4.0

Course/Description	Duration
Disability Awareness 4.0 This course raises awareness about people with a disability and outlines the importance of inclusion in the workplace. It includes information about different types of disabilities, barriers that a person with a disability might encounter at work, the importance of using inclusive language, and practical actions that workplaces can do to be more inclusive. Learning objectives - • Define disability and describe the types of disabilities • Identify the barriers to inclusion for people with a disability • Demonstrate inclusive behavior towards people with a disability	15 mins

Diversity and Inclusion for Business Success 1.0

Course/Description	Duration
Diversity and Inclusion for Business Success 1.0 Whether you are working in customer service, working directly with clients, or working behind the scenes with colleagues, you will most certainly be working with a wide mix of people. To better understand your diverse customers and clients, you'll need to start by having a diverse organization. Learning objectives: • Describe how a diverse workplace can help a business better serve its customer base • Identify strategies for creating a diverse and inclusive culture that improve customer engagement	10 mins

Diversity and Inclusion in Teamwork 2.0

Course/Description	Duration
Diversity and Inclusion in Teamwork 2.0 Working with people who look, think, and speak just like you can be less challenging and more comfortable. But that comfort comes at a pretty hefty cost, especially when it comes to team performance. Find out ways you can better understand your co-workers' unique attributes and why this is so important for an inclusive culture. Learning objectives - • Describe what it means to be a diverse and inclusive team • Demonstrate increased awareness of diversity within your team • Demonstrate ways to contribute to an inclusive team culture	10 mins

Equality and Diversity 1.0

Course/Description	Duration
Equality and Diversity 1.0 Upon completion of this course, you will learn about the types of discrimination and personal characteristics protected by the Equality Act, and how to get help if you experience or witness discrimination and harassment at work.	15 mins

Equality and Diversity 1.0

Course/Description	Duration
Equality and Diversity 1.0 Upon completion of this course, you will know how to identify the benefits of equality and diversity in the workplace and define equality and diversity in employment; employers' legal liability for discrimination; identify the law that prohibits discrimination in the workplace; and identify the personal characteristics that are protected by the Equality Act.	20 mins

Equality and Diversity in the Workplace 2.0

Course/Description	Duration
Equality and Diversity in the Workplace 2.0 Upon completion of this course, you will know what Equality and Diversity is, have a simple explanation of the law, and see all the benefits of an inclusive workplace.	10 mins

Equity and Diversity for Managers 1.0 (CA)

Course/Description	Duration
Equity and Diversity for Managers 1.0 (CA) This course builds on what you already know about equity and diversity in the workplace to equip you with the knowledge you need as a manager. You'll work through a hypothetical scenario that presents different challenges.	20 mins

Exploring Indian Culture 1.0

Course/Description	Duration
Exploring Indian Culture 1.0 Upon completion of this course, you will learn the aspects related to how Indians communicate and how to communicate with them more effectively	10 mins

Exploring Latino Culture 1.0

Course/Description	Duration
Exploring Latino Culture 1.0 Upon completion of this course, you will learn some differences between Latino culture and standard European-American culture, as well as how to use knowledge of these differences to show respect to, build relationships with, and help build consensus among your Latino customers.	10 mins

Exploring Russian Culture 1.0

Course/Description	Duration
Exploring Russian Culture 1.0 Upon completion of this course, you will learn some unique facets regarding Russian culture as they impact the workplace and be able to explain how Russian culture impacts interactions like trust, emotion, and communication.	15 mins

Generational Diversity and Inclusion in the Workplace 1.0

Course/Description	Duration
Generational Diversity and Inclusion in the Workplace 1.0 Have you looked around your workplace lately? Is there a range of generations? Are you finding it difficult to work with others outside your age group? This course will help you understand the benefits and challenges of working with multiple generations and how you can better work together to achieve a more inclusive workplace. Learning objectives: • Define generational diversity • Describe the key characteristics of different generations • Describe the challenges of generational diversity	10 mins

Group Dynamics 1.0

Course/Description	Duration
Group Dynamics 1.0 Upon completion of this course, you will learn the different types of group dynamics in the workplace, including linear and cyclical stages, cohesion, and autonomy, as well as how to describe the evolution of a group, and discuss variables that make for healthy group dynamics.	20 mins

Hiring for a Diverse Workforce 1.0

Course/Description	Duration
Hiring for a Diverse Workforce 1.0 Upon completion of this course, you will learn the definitions of diversity and multiculturalism, the various forms of social privilege, and the policies and practices used to promote diversity and multiculturalism.	10 mins

Identifying Diversity in Others

Course/Description	Duration
Identifying Diversity in Others Upon completion of this course, you will learn how and why working with a team of diverse individuals can lead to the best results.	20 mins

Inclusive Behaviors - Challenging Stereotypes 1.0

Course/Description	Duration
Inclusive Behaviors - Challenging Stereotypes 1.0 Have you ever wondered why we carry stereotypes or biases? Learn more about stereotypes and how you can change the way you think of others. This course will give you tips and activities to help eliminate stereotypes at your workplace. Learning objectives - • Define stereotypes • Respond and challenge stereotypes • Reflect on yourself and the stereotypes you might hold	25 mins

Inclusive Behavior MicroSeries 1.0

Course/Description	Duration
Inclusive Behavior MicroSeries 1.0 Inclusive behaviors promote fairness, equity, and belonging, and foster a sense of community where everyone feels heard, supported, and empowered. Through eight inclusive behaviors, this micro-series will let you explore ways to actively engage with the people around you in a more inclusive way. Learning objectives - • Describe key inclusive behaviors • Respond to certain situations with empathy and inclusion • Reflect on your own behaviors and beliefs	150 mins

Inclusive Behaviors - Accessibility (Neurodiversity) 1.0

Course/Description	Duration
Inclusive Behaviors - Accessibility (Neurodiversity)1.0 Neurodiversity is the diversity of human brains, and the unique ways people process information, think, and experience the world around us. No doubt you know someone who is neurodiverse. In this course, you'll learn why accessibility is so important and ways to create a more inclusive environment just by how you think and respond. Learning objectives - • Describe why accessibility is so important for neurodiverse individuals • Respond to create a more inclusive environment for all • Reflect on yourself and what neurodiversity means to you	25 mins

Inclusive Behaviors - Active Listening 1.0

Course/Description	Duration
Inclusive Behaviors - Active Listening 1.0 Not the best listener? Take this course to learn tips that will improve your active listening skills. You'll learn why active listening is so important to creating a more inclusive environment, as well as learning ways to improve your active listening skills. Learning objectives - • Describe active listening • Respond to others to show you're actively listening • Reflect on your own active listening skills	20 mins

Inclusive Behaviors - Avoiding Microaggressions 1.0

Course/Description	Duration
Inclusive Behaviors - Avoiding Microaggressions 1.0 Learning about microaggressions is an ongoing process. Research shows that most people don't know they've committed one. Learn about microaggressions and ways to respond if you say or hear one. This course will help you reflect on yourself and microaggressions, and give you inclusive activities to stop microaggressions at work. Learning objectives - • Describe what microaggression means • Respond to common microaggressions • Reflect on your own behaviors towards microaggressions	20 mins

Inclusive Behaviors - Being an Ally 1.0

Course/Description	Duration
Inclusive Behaviors - Being an Ally 1.0 Want to do more and start championing others today? This course will give you helpful tips on how to be a great ally. Through reflections and engaging activities, you'll understand the importance of being an ally and reflect on what you need to do to lift those that need it the most. Learning objectives - • Describe what it means to be an ally • Reflect on what being an ally means to you • Demonstrate how to support marginalized employees at your work	15 mins

Inclusive Behaviors - Inclusive Language 1.0

Course/Description	Duration
Inclusive Behaviors - Inclusive Language 1.0 Inclusive language is always evolving. Different terms are preferred in different places and by different groups. Truly inclusive language should be defined by the people who it effects. But don't panic! This course will help you learn more about inclusive language and help you reflect on your own use of it. Learning objectives - • Learn how to be more inclusive in your language • Respond and speak to others in a more inclusive way • Reflect on your own inclusive language behaviors	15 mins

Inclusive Behaviors - Intentional Inclusion 1.0

Course/Description	Duration
Inclusive Behaviors - Intentional Inclusion 1.0 Intentional inclusion is a deliberate action where you seek out, include and value the perspectives and experiences of individuals from underrepresented groups, without tokenizing them. Learn more about this to ensure everyone has a seat at the table. Learning objectives - • Describe intentional inclusion and its importance • Demonstrate ways to be intentional in your actions • Reflect on your own inclusive behaviors at work	15 mins

Inclusive Behaviors - Welcoming Different Perspectives 1.0

Course/Description	Duration
Inclusive Behaviors - Welcoming Different Perspectives 1.0 No doubt you've come across someone you don't agree with. So, how can you welcome different perspectives and keep the peace? In this course, you'll reflect on why others with a different perspective can sometimes make you feel uneasy. But don't worry, we'll give you the skills to learn to be more welcoming to other people views and opinions. Learning objectives - • Describe why we have different perspectives • Demonstrate how to welcome different perspectives respectfully • Reflect on your feelings when hearing other's perspectives	20 mins

Leading A Diverse Workforce, Part 1 1.0

Course/Description	Duration
Leading A Diverse Workforce, Part 1 1.0 Upon completion of this course, you will understand diversity and its value to the workforce, recognize the different types of diversity you have in your own company, and why that diversity is critical for success.	10 mins

Leading A Diverse Workforce, Part 2 1.0

Course/Description	Duration
Leading A Diverse Workforce, Part 2 1.0 Upon completion of this course, you will have the ability to promote diversity within your work place, become familiar with various methods you can employ to increase your own cultural awareness, and have the ability to recognize how you can promote diversity within your own company.	10 mins

CENTRALSQUARE

Leading Learning - LGBT Inclusion 1.0

Course/Description	Duration
Leading Learning - LGBT Inclusion 1.0 This course will help you understand what LGBT means and how to be more inclusive to the LGBT community, so you can make LGBT co-workers feel supported and welcome.	15 mins

Leading Learning - Understanding Diversity and Inclusion 1.0

Course/Description	Duration
Leading Learning - Understanding Diversity and Inclusion 1.0 In this course, you'll learn about your unique attributes, the benefits of a diverse and inclusive workplace and how you can contribute to it.	10 mins

Leveraging Diversity and Strengths in the Workplace

Course/Description	Duration
Leveraging Diversity and Strengths in the Workplace Upon completion of this course, you will learn how to how to leverage each other's strengths in order to build a better work environment.	20 mins

LGBTIQ+ Inclusion 1.0

Course/Description	Duration
LGBTIQ+ Inclusion 1.0 Upon completion of this course, you will learn the benefits of LGBTIQ+ inclusionthe benefits of LGBTIQ+ inclusion, the meaning of the LGBTIQ+ initialism, and the legal rights of LGBTIQ+ people in the workplace.	15 mins

LGBTIQ+ Inclusion 3.0

Course/Description	Duration
LGBTIQ+ Inclusion 3.0 An inclusive workplace affirms, supports and celebrates its LGBTQIA+ staff and the community. This course will help you practice promoting LGBTQIA+ inclusion in your workplace. It also covers language used in the LGBTQIA+ community and the benefits and importance of LGBTQIA+ inclusion. Learning objectives - • Describe the benefits of LGBTQIA+ inclusion • Describe why LGBTQIA+ inclusion is so important • Explain the meaning of the LGBTQIA+ acronym and other terminology	15 mins

LGBTIQ+ Inclusion in the Workplace 2.0

Course/Description	Duration
LGBTIQ+ Inclusion in the Workplace 2.0 Upon completion of this course, you will learn the importance of LGBTIQ+ inclusion, some of the terms used around the LGBTIQ+ community and ways to make workplaces more LGBTIQ+ inclusive.	15 mins

LGBTIQ+ Inclusion in the Workplace 3.0

Course/Description	Duration
LGBTIQ+ Inclusion in the Workplace 3.0 An inclusive workplace affirms, supports and celebrates its LGBTQIA+ staff and the community. This course will help you practice promoting LGBTQIA+ inclusion in your workplace. It also covers language used in the LGBTQIA+ community and the benefits and importance of LGBTQIA+ inclusion. Learning objectives: • Describe the benefits of LGBTQIA+ inclusion • Describe why LGBTQIA+ inclusion is so important • Explain the meaning of the LGBTQIA+ acronym and other terminology	15 mins

Neurodiversity - Acknowledging Unique Abilities 1.0

Course/Description	Duration
Neurodiversity - Acknowledging Unique Abilities 1.0 This course has been designed to recognize the key positive impacts of supporting and enabling neurodivergent people to work to their unique strengths. It will also explain the ways organizations can identify and encourage their neurodivergent employees' talents and skills. Learning objectives - • Define the professional and personal impacts of utilizing neurodiverse thinking styles • Outline neurodivergent thinking styles by their common key strengths and abilities • Describe ways to align work tasks and processes with the characteristics of different neurodivergent thinking styles	10 mins

Neurodiversity - Adaptations for a Neurodiverse Workplace 1.0

Course/Description	Duration
Neurodiversity - Adaptations for a Neurodiverse Workplace 1.0 This course will cover the benefits of neurodiversity in your team, and how to make a welcoming and inclusive environment to support career growth for autistic candidates. Learning objectives - • Appreciate the benefits of a diverse-thinking team • Rethink any negative language associated with neurodivergent conditions, such as autism • Understand how to boost your workplace culture to be accommodating and inclusive	10 mins

Neurodiversity - Autism at Work Program by SAP 1.0

Course/Description	Duration
Neurodiversity - Autism at Work Program by SAP 1.0 This course provides an overview of the SAP's Autism at Work program, including what it is, how it works and what it entails. Learning objectives - • Outline SAP's Autism at Work program • Explain what is involved	7 mins

Neurodiversity - Being an Inclusivity Ally for Autistic Colleagues 1.0

Course/Description	Duration
Neurodiversity - Being an Inclusivity Ally for Autistic Colleagues 1.0 This course definitely can't teach you everything about autism, but it can teach you the basics of how to be a great ally to your colleagues on the autism spectrum. Learning objectives - • Understand what 'ally' really means • Know the behaviors of a great ally • Have a better understanding of autism	10 mins

Neurodiversity - Disclosing Neurodivergence 1.0

Course/Description	Duration
Neurodiversity - Disclosing Neurodivergence 1.0 Making an employer aware of specific needs and preferences is one way for neurodivergent professionals to fully ensure a workplace is an inclusive and accessible environment for all. This course explores how neurodivergent individuals can make this happen. Learning objectives - • Understand why disclosing neurodivergence matters • Recognize how starting a dialogue with employers about neurodiversity can benefit you • Understand best practice when communicating about your neurodivergence	10 mins

Serie sobre cultura – Ser un aliado 1.0

Course/Description	Duration
Serie sobre cultura – Ser un aliado 1.0 Al finalizar este curso, podrá describir el significado de aliado y alianza social e inclusiva, describir la importancia de ser un aliado y describir el papel de la alianza inclusiva y social en el trabajo.	15 mins

Sesgo Inconsciente 1.0

Course/Description	Duration
Sesgo Inconsciente 1.0 Al completar este curso, explorará el sesgo organizacional y los beneficios de la diversidad.	20 mins

Racial Inclusion in the Workplace 1.0

Course/Description	Duration
Racial Inclusion in the Workplace 1.0 Too many individuals from a racial minority background still face discrimination and disadvantages at work. So how can you and your organization be more racially inclusive? This course will help you understand racial diversity, and how you and your organization can help promote racial inclusion at work. Learning objectives: • Define racial diversity and race-based discrimination • Describe why racial inclusion is so important • Identify the barriers to inclusion for people of different races	5 mins

Tackling Hate Crime 2.0

Course/Description	Duration
Tackling Hate Crime 2.0 Hate is never good, and if it's about something discriminatory, it's even worse. We don't expect or accept hate crimes occurring at work, so how would you tackle one? To keep them out of your workplace, you need to know about them, what they are, how to spot them and what actions to take if you do. Learning Objectives: • Define hate crime • Discover the differences between hate crimes and hate incidents • Recognize what to do in the event of a hate incident	20 mins

The Mindful Leader 2.0

Course/Description	Duration
The Mindful Leader 2.0 This course will teach you all about the benefits of mindfulness, and how it works.	5 mins

Transgender Protections in the Workplace 2.0 (US)

Course/Description	Duration
Transgender Protections in the Workplace 2.0 (US) This course will discuss the protections provided, appropriate behaviors in the workplace related to transgender individuals, as well as "zero tolerance" behaviors to avoid, which can lead to immediate termination and dismissal.	20 mins

Unbewusste Voreingenommenheit 1.0

Course/Description	Duration
Unbewusste Voreingenommenheit 1.0 Nach Abschluss dieses Kurses werden Sie sich der unbewussten Voreingenommenheit und der möglichen Auswirkungen auf Ihre Entscheidungsfindung bewusster.	20 mins

Unconscious Bias 3.0

Course/Description	Duration
Unconscious Bias 3.0 Upon completion of this course, you will become more aware of unconscious bias and how it can affect your decision making.	20 mins

Understanding Diversity, Equity and Inclusion 1.0

Course/Description	Duration
Understanding Diversity, Equity and Inclusion 1.0 Do you really know the difference between diversity, equity, and inclusion? When it comes to diversity, equity, and inclusion at work all three matter and are equally important. In this course, we'll explore these terms, your own diversity, and what they mean for you and your organization. Learning objectives: • Define diversity, equity, and inclusion • Describe the dimensions of diversity • Recognize the benefits of diversity, equity, and inclusion	15 mins

Understanding Diversity, Equity, and Inclusion for Managers 1.0

Course/Description	Duration
Understanding Diversity, Equity, and Inclusion for Managers 1.0 Do you really know the difference between diversity, equity, and inclusion? If you're a manager, this is especially important. Quick! Get to know the essentials with this course. Learning objectives: • Define diversity, equity, and inclusion • Describe the dimensions of diversity • Recognize the benefits of diversity, equity, and inclusion	15 mins

What is Diversity and Inclusion

Course/Description	Duration
What is Diversity and Inclusion Upon completion of this course, you will know the difference between diversity and inclusion, and the value of knowing your own diversity as well as that of others	20 mins

Your Unique Diversity in the Workplace

Course/Description	Duration
Your Unique Diversity in the Workplace Upon completion of this course, you will learn how your unique diversity benefits the workplace.	20 mins

Health, Safety, and Well-being

Abrasive Wheels 1.0

Course/Description	Duration
Abrasive Wheels 1.0 Upon completion of this course, you will know the different types of abrasive wheel and their characteristics, discover the potential hazards, as well as how to store, transport and handle abrasive wheels.	30 mins

Accommodating Employees with Mental Health Disabilities 3.0 (US)

Course/Description	Duration
Accommodating Employees with Mental Health Disabilities 3.0 (US) The National Institute of Mental Health estimates that nearly one in five adults live with a mental illness. As a result, it is likely that most employers have at least one employee with a mental health disability. Therefore, it is essential that employers know how to accommodate employees with mental health disabilities, including ideas for reasonable accommodations that can, and legally must, be made in the workplace.	10 mins

Adult or Child Cardiopulmonary Resuscitation (CPR) Basics (US)

Course/Description	Duration
Adult or Child Cardiopulmonary Resuscitation (CPR) Basics (US) We never expect an emergency, which is precisely why it's so important to be prepared for one. Knowing the steps to CPR, as well as other emergency techniques, can be the difference between life and death. This course adheres to the latest regulations from the American Red Cross (ARC) and American Heart Association (AHA). Learning objectives - • Determine if an individual is in a cardiac emergency • Explain the steps in the Chain of Survival • Understand how to perform the steps of CPR	20 mins

Affordable and Social Housing 2.0 (UK)

Course/Description	Duration
Affordable and Social Housing 2.0 (UK) The need for affordable and social housing is continuously a hot button topic. At present, there's a shortage of houses for people on benefits or low incomes. This course looks at the difference between social and affordable housing, and the types of both. It'll also look at eligibility and how to apply, maintenance, and tenancy types. Learning objectives: • Explain what constitutes affordable and social housing • Compare the rent rates associated with social and affordable housing • State how to apply for affordable and social housing	25 mins

Alcohol and Drug Awareness 2.0 (US)

Course/Description	Duration
Alcohol and Drug Awareness 2.0 (US) Alcohol misuse and illegal drugs have no business in the workplace. When alcohol and drugs are misused at work it can threaten the health, safety, and performance of employees and their co-workers. Learn about the risks and legal responsibilities related to alcohol and drug use in the workplace. Learning Objectives - • Describe the impact of alcohol and drug use on individuals and the workplace • Outline legal responsibilities regarding alcohol and drugs in the workplace • Identify the benefits of an alcohol and drug policy	25 mins

Alcohol and Drug Awareness for Managers 1.0

Course/Description	Duration
Alcohol and Drug Awareness for Managers 1.0 This course is guidance for managers about alcohol and drug use in the workplace.	15 mins

Alcohol at Work 1.0

Course/Description	Duration
Alcohol at Work 1.0 This course will teach you about the consequences of alcohol and drugs on your safety at work.	10 mins

Allergen Awareness 1.0

Course/Description	Duration
Allergen Awareness 1.0 Upon completion of this course, you will know the basic terms like food allergy, food intolerance, anaphylaxis, cross-contamination, and why it is important to handle allergenic food safely; the laws and regulations governing the production, manufacturing, retail and handling of allergenic food; and the 14 food allergens and which key foodstuffs they can be part of.	20 mins

Armed Robbery Survival Skills 3.0

Course/Description	Duration
Armed Robbery Survival Skills 3.0 This course provides safety information for dealing with armed robberies, including precautionary measures, how to act during a robbery and what to do after a robbery has occurred.	15 mins

Asbestos Awareness 4.0 (UK)

Course/Description	Duration
Asbestos Awareness 4.0 (UK) Exposure to Asbestos can be deadly. It is essential for anyone who may be exposed to it to be aware of the potential dangers. In this course, we will look at types of asbestos, where it can be found, its effects on your health and, importantly, what to do if you come across it. Learning objectives - • Describe the properties of asbestos and its effect on health • Explain the type, uses and likely occurrences of asbestos and asbestos materials • Identify how to avoid the risk of exposure to asbestos	20 mins

Assess and Learn - Occupational Health and Safety 1.0 (CA)

Course/Description	Duration
Assess and Learn - Occupational Health and Safety 1.0 (CA) In an ideal world, we would have working environments that were free from accident or injury. But sadly, this isn't an ideal world. Learn how to reduce risks and work safely and legally with this course.	20 mins

Assess and Learn - Working Safely 2.0 (UK)

Course/Description	Duration
Assess and Learn - Working Safely 2.0 (UK) Despite general improvements in workplace health and safety over the past decade, people continue to be injured whilst at work. This refresher course will help you cover a wide range of health & safety essentials, including you and your company's role in health and safety and how to handle common workplace hazards. This course uses adaptive learning technology to identify your knowledge gaps and deliver only the content you need to learn. Learning objectives - • Explain what is meant by working safely and health and safety and why it is so important • Define your own role and the role of your company in health and safety • Describe the psychology of working safely, risk management and your role in the process	15 mins

Assess and Learn - Workplace Violence and Bullying Prevention 1.0 (CA)

Course/Description	Duration
Assess and Learn - Workplace Violence and Bullying Prevention 1.0 (CA) Workplace violence, harassment and bullying are not just an inevitable part of working life. This kind of conduct should never be tolerated. Learn about your rights, workplace laws and more.	15 mins

Asthma Attacks 1.0

Course/Description	Duration
Asthma Attacks 1.0 This course covers important information about how you can help out someone in your workplace who is suffering from an asthma attack.	4 mins

Avoid Burning Out 2.0

Course/Description	Duration
Health and Wellbeing - Avoid Burning Out 2.0 Upon completion of this course, you will learn what it means to burn out and how to combat burning out.	7 mins

Basic Life Support 2.0

Course/Description	Duration
Basic Life Support 2.0 Upon completion of this course, you will learn some methods of basic life support and how to implement them safely.	30 mins

Be Active 2.0

Course/Description	Duration
Be Active 2.0 Upon completion of this course, you will learn about some of the daily choices you can make to remain active whilst at work.	5 mins

Be Grateful 1.0

Course/Description	Duration
Be Grateful 1.0 Upon completion of this course, you will know what gratitude means, know the dangers of comparing yourself to others, and how to practice gratitude.	10 mins

Bloodborne Pathogens and Your Exposure Control Plan 1.0

Course/Description	Duration
Bloodborne Pathogens and Your Exposure Control Plan 1.0 Upon completion of this course, you will be able to define bloodborne pathogens, determine employee exposure, and explain various methods of exposure control.	25 mins

Bloodborne Pathogens and Your Exposure Control Plan 2.0 (US)

Course/Description	Duration
Bloodborne Pathogens and Your Exposure Control Plan 2.0 (US) A work environment can contain many hazards, with some exposures being more prevalent in certain industries. For instance, bloodborne pathogens are a serious hazard to personal safety. In this course, you'll learn more about your workplace's exposure control plan regarding bloodborne pathogens and other potential hazards. Learning objectives: • Define bloodborne pathogens • Determine employee exposure • Explain various methods of exposure control and communication of hazards	35 mins

Bloomberg - Ally Love - How Peloton Pivoted during a Pandemic 1.0

Course/Description	Duration
Bloomberg - Ally Love - How Peloton Pivoted during a Pandemic 1.0 Ally Love, Peloton instructor, founder and CEO of Love Squad, and host for the Brooklyn Nets, talks about her rise to fame and how Peloton was able to pivot during the pandemic and help out users in their own homes.	35 mins

Bloomberg - Game Changers - Bringing High-Tech Healthcare to India's Poor 1.0

Course/Description	Duration
Bloomberg - Game Changers - Bringing High-Tech Healthcare to India's Poor 1.0 How do you bring healthcare to rural India? Bloomberg's Game Changers talks to a doctor-turned-entrepreneur who is bringing medical care to the poor.	10 mins

Bloomberg - Game Changers - Cultured Seafood is Coming to a Table Near You

Course/Description	Duration
Bloomberg - Game Changers - Cultured Seafood is Coming to a Table Near You Sandhya Sriram is leading her Singapore-based startup to create more ethical and environmentally friendly food for the world's growing population. Their proposal - growing seafood from stem cells.	10 mins

Bloomberg - Restoring Coral Reefs with Climate Technology 1.0

Course/Description	Duration
Bloomberg - Restoring Coral Reefs with Climate Technology 1.0 Coral reefs help feed more than 1.2 billion people, but we may lose up to 90% of the world's coral cover in the next 30 years. Here's how one company is trying to restore them with the help of climate technology.	5 mins

Bloomberg - Studio 1.0 - Bill Gates 1.0

Course/Description	Duration
Bloomberg - Studio 1.0 - Bill Gates 1.0 Microsoft Corp. co-founder and philanthropist Bill Gates urged the U.S. to take a more global approach in dealing with the coronavirus pandemic, urging congressional lawmakers to help less-developed nations procure an eventual vaccine to stop the spread of Covid-19.	25 mins

Bloomberg - Studio 1.0 - Satya Nadella 1.0

Course/Description	Duration
Bloomberg - Studio 1.0 - Satya Nadella 1.0 In this latest episode of Bloomberg Studio 1.0, host Emily Chang sits down for an exclusive interview with Microsoft CEO Satya Nadella. He discusses the COVID-19 pandemic and hopes for a new administration, what he thinks about working from home, new ways to promote employee engagement and work-life balance, as well as US competition with China, TikTok, and antitrust issues facing the tech sector.	25 mins

Bloomberg - The Future of Working From Home After Covid Has Gone 1.0

Course/Description	Duration
Bloomberg - The Future of Working From Home After Covid Has Gone 1.0 The world has been forced into a 'work from home' experiment and the results are in. We can be just as productive working from home and many of us don't want to go back to the office - at least not full time.	10 mins

Bloomberg - Tiny Blue Bubbles Designed to Save the Planet 1.0

Course/Description	Duration
Bloomberg - Tiny Blue Bubbles Designed to Save the Planet 1.0 For decades, scientists and power companies have been working on carbon capture, a technology that catches CO2 from power plants before it goes into the atmosphere. It could be our best chance of taking a bite out of fossil fuel emissions, but right now it's too expensive to implement widely. A team of engineers at Lawrence Livermore National Laboratory may have found a way to change that, using tiny blue capsules that look like fish eggs.	5 mins

Bloomberg Green - How Hydrogen Could Solve the Energy Crisis 1.0

Course/Description	Duration
Bloomberg Green - How Hydrogen Could Solve the Energy Crisis 1.0 Hydrogen is the simplest element in the universe. And excitement is growing from nations and investors looking to harness its power to make clean, green energy. In this edition of Bloomberg Green, Australian billionaire Andrew Forrest speaks about his big pivot from dirty coal to clean hydrogen. And Snam CEO Marco Alvera talks about his price target for the gas over the next decade.	25 mins

Bloomberg Green - The Next Generation of Batteries 1.0

Course/Description	Duration
Bloomberg Green - The Next Generation of Batteries 1.0 From mobile phones to electric cars, batteries are the key to some of the biggest advances in the 21st century so far. But there's one problem: we're getting to the limits of what they can do. We speak to the founders of Silicon Valley startups Enovix and QuantumScape about how their cutting-edge technology can revolutionize the electric vehicle sector, and beyond.	25 mins

Bloomberg Green - The Next Industrial Revolution 1.0

Course/Description	Duration
Bloomberg Green - The Next Industrial Revolution 1.0 The green transition is being built on dirty industry. Steel, cement, and plastic are crucial components of modern life, but they are also responsible for a huge proportion of emissions and fossil fuel use. In this edition of Bloomberg Green, we look into the innovative ways that industry is trying to cut out the carbon: from startups turning plastic waste into oil to the EU's grand plan to reach net zero by 2050.	25 mins

Bloomberg Green - The Youth Climate Movement 1.0

Course/Description	Duration
Bloomberg Green - The Youth Climate Movement 1.0 With rising sea levels, polluted cities and forest fires tearing through the West Coast and Amazon, the full impact of climate change won't be felt for generations to come. We speak to some of these young activists fighting alongside her, about the changes they seek in their own neighborhoods and the world.	25 mins

Bloqueo y etiquetado 1.0

Course/Description	Duration
Bloqueo y etiquetado 1.0 Este curso cubre los diferentes tipos y clases de cascos, y por qué usarlos salva vidas.	15 mins

Breaking Unhealthy Behavior Patterns 1.0

Course/Description	Duration
Breaking Unhealthy Behavior Patterns 1.0 Sometimes we find ourselves acting in unhealthy ways. And if we aren't careful, before long we can start developing patterns of negative behavior. But fear not, because this course we explore how and why we can often fall into these patterns of unhealthy behavior, give you some actionable tips to break out of these patterns and help keep your less healthy habits in check.	10 mins

Breaks are Bad 1.0

Course/Description	Duration
Breaks are Bad 1.0 The course will look at the predispositions people have around taking breaks, some context about them, and how true the myths about them actually are.	15 mins

Bumps and Knocks 1.0

Course/Description	Duration
Bumps and Knocks 1.0 Upon completing this course, you should be able to help a co-worker who has hurt themselves from a bump or a knock.	3 mins

Burns and Scalds 1.0

Course/Description	Duration
Little Life Savers - Burns and Scalds 1.0 Upon completing this course, you should be able to help a co-worker who has been burned or scalded.	3 mins

California COVID Safety at Work 1.0 (US)

Course/Description	Duration
California COVID Safety at Work 1.0 (US) You'll learn general information about COVID-19, COVID-related benefits you may be entitled to, and ways to prevent the spread of COVID-19 in your workplace.	15 mins

California COVID Safety at Work 2.0 (US)

Course/Description	Duration
California COVID Safety at Work 2.0 (US) The continued spread of COVID-19 across the globe has created new health and safety hazards for organizations to manage. To meet their health and safety obligations and provide a safe workplace for you and your colleagues, your employer is required to deliver COVID-safety training to all workers. Here, you'll learn general information about COVID-19, COVID-related benefits you may be entitled to and ways to prevent the spread of COVID-19 in your workplace. Learning Objectives - • Recognize that your employer's COVID-19 policy and procedures are in place to protect against COVID-19 hazards • Outline the COVID-19-related benefits that workers may be entitled to • Give a general description of COVID-19, its symptoms, and how it spreads	20 mins

Carbon Monoxide Poisoning 1.0

Course/Description	Duration
Carbon Monoxide Poisoning 1.0 Upon completion of this course, you will learn how to remain safe when working with Carbon Monoxide.	10 mins

Care Certificate - Basic Life Support 3.0 (UK)

Course/Description	Duration
Care Certificate - Basic Life Support 3.0 (UK) Regardless of your role, someday soon, you may find yourself faced with a potentially life-threatening situation. This course will teach you life support skills to potentially save the life of an adult, child, or infant. You will learn basic life support techniques, how to assess casualties, cardiopulmonary resuscitation (CPR), and how to react to a blocked airway. Learning objectives: • Assess a casualty in an emergency • Demonstrate basic life support techniques • Perform cardiopulmonary resuscitation (CPR) on adults, children, and infants	30 mins

Care Certificate - Communication 3.0 (UK)

Course/Description	Duration
Care Certificate - Communication 3.0 (UK) Communication is an essential part of a caring relationship and helps to encourage trusting relationships with other workers and families as well as the individuals you care for. Learning objectives: • Understand the importance of excellent communication skills • Identify the types and methods of communication • Recognise individual communication needs and preferences	10 mins

Care Certificate - Duty of Care 3.0 (UK)

Course/Description	Duration
Care Certificate - Duty of Care 3.0 (UK) A duty of care is the requirement that all health and social care professionals must put the interests of individuals cared for and supported first. This means you must employ a reasonable level of care, to ensure they are kept safe from harm, abuse, and injury. This course is designed to help you understand duty of care as a concept, and why it's so important to understand your responsibilities. Learning objectives: • Describe what is meant by duty of care and its associated legislation • Outline ways to support the independence of the people for whom we care • Explain how to respond to complaints and mistakes	15 mins

Care Certificate - Fluid and Nutrition 3.0 (UK)

Course/Description	Duration
Care Certificate - Fluid and Nutrition 3.0 (UK) Eating well is important for everyone's health, but good nutrition is especially vital for the health and well being of someone to whom we are providing care. Learning objectives: • Recognise the main contamination hazards in meals • Define a healthy and well-balanced diet • Identify the signs and symptoms of poor nutrition and dehydration	20 mins

Care Certificate - Handling Information 3.0 (UK)

Course/Description	Duration
Care Certificate - Handling Information 3.0 (UK) Confidentiality is a very important right of the individuals you support and care for. This course will help you to understand how to responsibly handle and protect confidential information. Learning objectives: • Outline how to safeguard the information of the individuals for whom you support and care • Discover the healthcare sector's position regarding breaches in data security • Identify GDPR's data protection principles	10 mins

Care Certificate - Infection Prevention and Control 3.0 (UK)

Course/Description	Duration
Care Certificate - Infection Prevention and Control 3.0 (UK) This course is suitable for health care professionals whose working environment exposes them to risk of infection. The information provided can help you understand how to work towards a safer working environment for yourself and those around you. It covers pathogenic organisms, the chain of infection, how to break the chain, and best practices in hygiene and PPE. Learning objectives: • Describe your responsibilities in preventing the spread of infection • Identify different types of pathogenic organisms and how they get into the body • Recognise the chain of infection and how to break the chain	10 mins

Care Certificate - Introduction 3.0 (UK)

Course/Description	Duration
Care Certificate - Introduction 3.0 (UK) This introductory training induction program is designed to help you understand what is involved in the Care Certificate course, which provides safe, high quality and compassionate care to the people you support. Learning objectives: • Describe what is The Care Certificate • Explain the development of the Care Certificate • Outline the aims of the Francis enquiry recommendations	5 mins

Care Certificate - Introduction to Health and Safety 4.0 (UK)

Course/Description	Duration
Care Certificate - Introduction to Health and Safety 4.0 (UK) As a health or social care worker, you are responsible for taking reasonable care of yourself and others in the workplace. This course will provide you with an introduction to assist you with understanding your responsibilities for health and safety in your work setting. Learning objectives: • Recognise the importance of health and safety in the workplace • Identify who is responsible for health and safety in the health and social care sector • List the legislation associated with health and safety at work	10 mins

Care Certificate - Mental Health, Dementia and Learning Disabilities 3.0 (UK)

Course/Description	Duration
Care Certificate - Mental Health, Dementia and Learning Disabilities 3.0 (UK) This training course is about mental health, dementia and learning disabilities, three of the major aspects of care you are likely to come across in your role. Your care, support and understanding of their needs can positively influence their quality of life. Learning objectives: • Describe mental health conditions, dementia and learning disabilities • Outline how a positive attitude can improve care and support • Implement the steps you can take to report any concerns that you may have regarding the people you support	45 mins

Care Certificate - Privacy and Dignity 3.0 (UK)

Course/Description	Duration
Care Certificate - Privacy and Dignity 3.0 (UK) Privacy and dignity are two things we all value and expect in our daily lives, and it is no different for the individuals we provide care and support to, including respecting their views, choices and decisions; not making assumptions about how they want to be treated; working with care and compassion; and communicating directly with them whenever possible. Learning objectives: • Explain the principles that underpin privacy and dignity in care • Recognise an individual's involvement in decision making • Describe active participation	10 mins

Care Certificate - Understand your Role 3.0 (UK)

Course/Description	Duration
Care Certificate - Understand your Role 3.0 (UK) This course will provide you with an awareness of your role, and behaviours and standards of work that are expected from you. As a health and social care worker, you're going to interact with lots of amazing people, performing lots of different roles, all providing vital support to individuals across the UK. Learning objectives: • List the key duties that you will undertake within your health and social care role • Discover where to find extra information on the skills and knowledge required to conduct your role • Describe the beliefs, attitudes and experiences that shape how you work	15 mins

Care Certificate - Working in a Person-Centered Way 3.0 (UK)

Course/Description	Duration
Care Certificate - Working in a Person-Centered Way 3.0 (UK) People have a right to be treated as individuals. 'One size fits all' does not work when it comes to providing care and support. You need to make sure an individual's rights are respected, not only by yourself but by other people involved in their care. This course will show you, through care and communication, how you can be a competent person-centered carer. Learning objectives: • Describe what person-centered care is and how it affects individuals receiving care • Recognise how you can practise person-centered care in your role • Discuss the ways an individual's environment may influence their experience of receiving person-centered care	20 mins

Care Certificate - Working Safely and Securely 3.0 (UK)

Course/Description	Duration
Care Certificate - Working Safely and Securely 3.0 (UK) Wherever you work, it's important to know how to work safely. This course will provide you with the knowledge to protect your own security at work, and the security of those you support. It covers security measures, how to work safely, and security policies and procedures. Learning objectives: • Describe the measures to protect your own security at work, and the security of those you support • Recall common security scenarios • Describe how to work safely	5 mins

Care Certificate - Your Personal Development 3.0 (UK)

Course/Description	Duration
Care Certificate - Your Personal Development 3.0 (UK) Taking ownership of your own personal development is an important part of your work. You need to ensure that your knowledge, skills and understanding are up to date to ensure that you can perform effectively. This course will help you think about and assess your current abilities and some of the techniques you can use to continuously improve. Learning objectives: • Identify sources of support for learning and development • Discuss the process for agreeing a personal development plan and who should be involved • Select SMART objectives	10 mins

Chemical Safety 2.0 (US)

Course/Description	Duration
Chemical Safety 2.0 (US) Chemical safety starts with awareness and information. Learn how chemical exposure can occur, workers' and employers' legal responsibilities for chemical safety, and how to reduce the risks of chemical exposure at work. This course covers key information aligned with OSHA's Hazard Communication Standard. Learning objectives - • Describe the impact of chemical exposure and how it occurs • Recognize the legal requirements for chemical safety • Describe how to manage risks related to chemical exposure	15 mins

Choking 1.0

Course/Description	Duration
Choking 1.0 Upon completing this course, you should be able to help a co-worker who is choking.	4 mins

Compliance Essentials - Cybersecurity 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Cybersecurity 1.0 (CA) Staying safe online is an essential part of modern life. Knowing even the basics of cybersecurity can help prevent you falling victim to an attack. This course looks at the type of cybersecurity incidents you may face, where threats come from and how you can meet your legal obligation to protect personal information under PIPEDA.	15 mins

Compliance Essentials - Occupational Health and Safety 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Occupational Health and Safety 1.0 (CA) Spotting hazards, following simple safety tips and keeping safety top of mind help make our workplaces safer and healthier. Importantly, this also helps to reduce the number of serious accidents and incidents that occur in workplaces every day. Learn about workers' and employers' legal duties, along with the regulator's role, and how to respond to a hazard or issue.	20 mins

Compliance Essentials - Working Safely 2.0 (UK)

Course/Description	Duration
Compliance Essentials - Working Safely 2.0 (UK) We're often under pressure to get our work done, and it can be tempting to cut corners here or there to stay on target. We might even do it so often that we master a dangerous shortcut. But is it ever worth the risk to health and safety? It's not just employers who have a responsibility to keep the workplace safe. Learn more with this course. Learning objectives - • Explain what is meant by working safely and health and safety and why it is important • Define you and your organisation's role in health and safety • Describe the psychology of working safely, risk management and your role in the process	15 mins

Concientización sobre el PPE 1.0

Course/Description	Duration
Concientización sobre el PPE 1.0 Al completar este curso, aprenderá sobre fuentes de energía, procedimientos de bloqueo y etiquetado (LOTO), programas de seguridad para controlar la energía peligrosa y regulaciones relacionadas con la norma de OSHA.	12 mins

Confined Spaces 1.0

Course/Description	Duration
Confined Spaces 1.0 Upon completion of this course, you will learn about the dangers of working in confined spaces.	10 mins

Conservación de la audición 1.0

Course/Description	Duration
Conservación de la audición 1.0 Este curso cubre información importante alineada con el Estándar de Comunicación de Peligros de la OSHA.	10 mins

Construction Dust 1.0

Course/Description	Duration
Construction Dust 1.0 Upon completion of this course, you will learn about how to remain safe when working in areas with construction dust.	10 mins

Control of Substances Hazardous to Health Regulations (COSHH) Essentials 3.0 (UK)

Course/Description	Duration
Control of Substances Hazardous to Health Regulations (COSHH) Essentials 3.0 (UK) Chemicals and other hazardous substances can put your health at risk, so the law requires employers to control exposure to substances under the Control of Substances Hazardous to Health Regulations (COSHH). This course can help identify hazardous substances, where they are found in your workplace and your COSHH responsibilities. Learning objectives - • Identify what a hazardous substance is • Recognise where hazardous substances can be found in the workplace • Describe the health risks associated with exposure to hazardous substances	25 mins

COSHH Essentials - Care Certificate

Course/Description	Duration
COSHH Essentials - Care Certificate Upon completion of this course, you will learn what a hazardous substance is and where they can be found in the workplace, what kind of health risk is associated with COSHH, and the benefits of following COSHH guidelines.	15 mins

COSHH Essentials

Course/Description	Duration
COSHH Essentials Upon completion of this course, you will learn what a hazardous substance is and where they can be found in the workplace, what kind of health risk is associated with COSHH, and the benefits of following COSHH guidelines.	15 mins

CPR 1.0

Course/Description	Duration
CPR 1.0 Upon completing this course, you should be able to help a co-worker who needs CPR.	3 mins

CPR Basics for Everyone - Adult and Child 1.0

Course/Description	Duration
CPR Basics for Everyone - Adult and Child 1.0 Upon completion of this course, you will know the two goals of CPR, determine if an individual is in a cardiac emergency, and how to perform the steps of CPR.	15 mins

Creative Thinking Skills 1.0

Course/Description	Duration
Creative Thinking Skills 1.0 In this course we will teach you how to think more creatively. We'll look at what creativity actually is, explore the science of creativity, the key creative skills everyone needs to have and what steps you can take to make you a more creative thinker.	10 mins

Dangers of Sleep Deprivation 3.0 (UK)

Course/Description	Duration
Dangers of Sleep Deprivation 3.0 (UK) Insufficient or disordered sleep can increase your risk of anxiety, depression, heart attack, stroke, arrhythmia, heart failure and early death. This course explores why sleep is so important and provides you with the knowledge and techniques you can use to ensure you get a better night's sleep. It can be your first step in doing something about sleep deprivation. Learning Objectives - • Discuss the dangers of sleep deprivation • Examine why sleep is important and how it works • Recognize the relationship between sleep and your health and wellbeing	40 mins

Dangers of Working at Night 1.0

Course/Description	Duration
Dangers of Working at Night 1.0 Upon completion of this course, you will learn about how to remain safe when working at night.	10 mins

Dealing with Stressful People 1.0

Course/Description	Duration
Dealing with Stressful People 1.0 Upon completion of this course, you will learn how communication skills can help decrease stressful situations and learn things you can do to help with feelings of stress.	10 mins

Dealing with Failure and Rejection 1.0

Course/Description	Duration
Dealing with Failure and Rejection 1.0 This course will help to redefine how you view failure and rejection.	10 mins

De-stressing your Inner and Outer World 1.0

Course/Description	Duration
De-stressing your Inner and Outer World 1.0 Upon completion of this course, you will learn a series of simple and effective methods to help you de-stress and how to de-stress your environment, as well as yourself,	10 mins

Driver Safety Awareness 2.0 (US)

Course/Description	Duration
Driver Safety Awareness 2.0 (US) Did you know that vehicle accidents represent 40% of all compensated work fatalities? This highlights the significance of work-related driving as a health and safety issue. Making just one small mistake might contribute to this statistic. In this course, you'll learn about driver safety awareness and how you can stay safe on the road. Learning objectives - • Recognize the importance of safe driving • Recognize the consequences of unsafe driving behavior • Describe your responsibilities to drive safely	20 mins

Driver Safety Awareness 3.0 (UK)

Course/Description	Duration
Driver Safety Awareness 3.0 (UK) This course aims to raise driver safety awareness by covering the risks associated with driving and how to manage them. You'll learn about driver behaviour, planning a journey, and how to show better consideration for other road users. The consequences of unsafe driving last a lifetime. Before getting in your car, think to yourself, 'Is there something more I can be doing?' Learning objectives - • Recognize the importance of driving safely • Discuss the consequences of unsafe driving behaviour • Describe your responsibilities around driving safely	25 mins

DRSABCD 1.0

Course/Description	Duration
DRSABCD 1.0 Upon completing this course, you should be able to help an ill or injured co-worker using the DRSABCD plan.	3 mins

Drugs and Alcohol - General Awareness 1.0

Course/Description	Duration
Drugs and Alcohol - General Awareness 1.0 This course covers important information about the impact and risks of drugs and alcohol in the workplace. It outlines signs of drug and alcohol misuse, and underlying reasons for misuse. It also covers workers' and organizations' responsibilities in relation to drugs and alcohol in the workplace.	15 mins

DSE Awareness 3.0 (UK)

Course/Description	Duration
DSE Awareness 3.0 (UK) This course will help you to understand Display Screen Equipment (DSE) awareness to minimise any future health risks. It will help you to define a DSE user and workstation, as well as describing the responsibilities of the employer and you, the employee, in relation to DSE use. It explains the risks associated with DSE and helps you to adjust your workstation to ensure you are comfortable and to reduce the risks from using DSE. Learning Objectives - • Define the terms DSE user and workstation • Discuss the risks associated with DSE use • Describe the responsibilities of the employer and the employee in relation to DSE use	19 mins

Duty of Care 2.0

Course/Description	Duration
Duty of Care 2.0 This course is designed to help you understand what duty of care is all about, and why it is so important to understand your responsibilities.	10 mins

Electrical Cord Safety 1.0

Course/Description	Duration
Electrical Cord Safety 1.0 Upon completion of this course, you will learn how to remain safe when working with electrical cords.	10 mins

Environmental - Defining Recycling 2.0

Course/Description	Duration
Environmental - Defining Recycling 2.0 We, as a planet, need to start thinking about our waste problem. But we know how difficult it is for people and businesses to go completely waste free. So, it looks like recycling our trash is the best option we have for a greener future. This is what we will explore in this course.	10 mins

Environmental - Reducing Your Carbon Footprint 1.0

Course/Description	Duration
Environmental - Reducing Your Carbon Footprint 1.0 Upon completion of this course, you will learn what a carbon footprint is and what effect they have on the planet.	10 mins

Environmental - The Realities of Recycling 2.0

Course/Description	Duration
Environmental - The Realities of Recycling 2.0 This course will provide you the knowledge and awareness to confidently make your own positive impact through recycling your waste.	5 mins

Environmental - Ways to Zero Waste 1.0

Course/Description	Duration
Environmental - Ways to Zero Waste 1.0 Upon completion of this course, you will learn what going zero-waste actually means and how it may affect your business.	10 mins

Environmental - What is Sustainability 1.0

Course/Description	Duration
Environmental - What is Sustainability 1.0 Upon completion of this course, you will learn what sustainability is and how sustainability applies to any business.	10 mins

Environmental - Where in the World is Our Waste 2.0

Course/Description	Duration
Environmental - Where in the World is Our Waste 2.0 In this course, we'll explain where your waste is actually going when you throw it out and what this means for the environment. You will learn common methods that are used to dispose of our trash, as well as explaining the benefits and drawbacks of using each of these methods.	15 mins

Equality and Diversity - Care Certificate 2.0

Course/Description	Duration
Equality and Diversity - Care Certificate 2.0 In this course, you will have a greater understanding of the terms equality, diversity and inclusion and allow for entirely fair care to be given to all patients.	5 mins

Ergonomics - Steps to Minimize Workplace-Related Injuries 1.0

Course/Description	Duration
Ergonomics - Steps to Minimize Workplace-Related Injuries 1.0 In this course, you will be able to ergonomics and identify ergonomic techniques and recognize ways to maintain personal safety in the workplace.	30 mins

Eye Protection 1.0

Course/Description	Duration
Eye Protection 1.0 In this course, you will learn about the importance of eye protection.	10 mins

Fainting 1.0

Course/Description	Duration
Fainting 1.0 Upon completing this course, you should be able to help someone who has fainted or is about to faint.	3 mins

Fall Protection 2.0 (US)

Course/Description	Duration
Fall Protection 2.0 (US) Falls are one of the most common causes of serious work-related injuries – safety awareness is vital when working at heights. Learn about working at heights, legal obligations related to fall protection, and the risk management process. This course also covers safety measures for using ladders and safety advice for preventing falls. Learning Objectives - • Define working at height and why it is a risk • Explain employer's legal obligations in relation to fall protection • Apply the risk management process to fall protection	20 mins

Falling Objects 1.0

Course/Description	Duration
Falling Objects 1.0 Upon completion of this course, you will learn how to remain safe when working in areas with potential falling objects.	10 mins

Fire Prevention 2.0 (UK)

Course/Description	Duration
Fire Prevention 2.0 (UK) Upon completion of this course, you will learn about the importance of fire prevention.	10 mins

Fire Safety - Care Certificate

Course/Description	Duration
Fire Safety - Care Certificate Upon completion of this course, you will have the knowledge necessary to help keep you and others safe from fire within your workplace.	20 mins

Fire Safety and Prevention 2.0 (US)

Course/Description	Duration
Fire Safety and Prevention 2.0 (US) Fire safety is essential in every workplace – fires start easily and spread quickly. Learn about how fire starts, and how to prevent and respond to a fire emergency, including the use of fire extinguishers. This course also covers employers' legal requirements for fire safety and prevention. Learning objectives - • Describe the Occupational Safety and Health Administration (OSHA) requirements for fire safety • Recognize the different types of fires and how they start and spread • Describe how to safely respond to and prevent fires	25 mins

Fire Safety Awareness 4.0 (UK)

Course/Description	Duration
Fire Safety Awareness 4.0 (UK) Most fires are preventable. It is everyone's responsibility to stop fires occurring by adopting the right preventative behaviours and procedures. This Fire Safety Awareness course provides general advice on fire safety and also provides guidance on substances that cause fire and explosion. Learning Objectives - • Recognise how fires start and spread • Identify the different types of fires • Identify the dangers of smoke and fire	20 mins

Fire Warden Essentials 4.0 (UK)

Course/Description	Duration
Fire Warden Essentials 4.0 (UK) First things first. Fires in workplaces happen. Legally, within all non-domestic buildings, there's at least one organisation or person responsible for fire safety. Fire wardens play an important part in helping them manage fire safety. Learning objectives - • Identify the legal responsibilities when it comes to fire safety in non-domestic buildings • Explain the importance of fire wardens • Identify some of the main responsibilities of a fire warden	10 mins

First Aid - Bleeding 2.0

Course/Description	Duration
First Aid - Bleeding 2.0 Upon completion of this course, you will learn how to deal with cuts, grazes, nose bleeds, and severe bleeding.	1 min

First Aid - Primary Survey 2.0

Course/Description	Duration
First Aid - Primary Survey 2.0 Upon completion of this course, you will learn how to react when you find someone in a life-threatening situation and the steps to take to prevent any further damage.	1 min

First Aid - Secondary Survey 2.0

Course/Description	Duration
First Aid - Secondary Survey 2.0 This course is about the Secondary Survey and will detail the steps you should go through once you've carried out the initial emergency steps when finding someone in danger.	1 min

Five Ways to Wellbeing 2.0

Course/Description	Duration
Five Ways to Wellbeing 2.0 Upon completion of this course, you will learn tips and practical advice designed to improve overall mental wellbeing.	10 mins

Fluid and Nutrition - Care Certificate 2.0 (UK/EU)

Course/Description	Duration
Fluid and Nutrition - Care Certificate 2.0 (UK/EU) Eating well is important for everyone's health, but good nutrition is vital for the health and well being of someone receiving care.	20 mins

Food Safety - Cross Contamination 1.0

Course/Description	Duration
Food Safety - Cross Contamination 1.0 Upon completion of this course, you will learn what food cross-contamination is and how it occurs, as well as analyze the symptoms of foodborne illness caused by cross-contaminated food.	25 mins

Food Safety and Hygiene - Allergen Awareness 2.0 (UK)

Course/Description	Duration
Food Safety and Hygiene - Allergen Awareness 2.0 (UK) Allergic reactions can be serious, leaving individuals extremely ill, and may even lead to death. That's why it's essential for anyone who prepares, sells or handles food to have a basic understanding of allergens and their potential dangers. Here, you'll learn about common allergens, food safety regulation, food labelling and contamination control.	20 mins

Food Safety and Hygiene - Allergen Awareness 3.0 (UK)

Course/Description	Duration
Food Safety and Hygiene - Allergen Awareness 3.0 (UK) Allergic reactions can be serious, leaving individuals extremely ill, and may even lead to death. That's why it's essential for anyone who prepares, sells or handles food to have a basic understanding of allergens and their potential dangers. Here, you'll learn about common allergens, food safety regulation, food labelling and contamination control. Learning Objectives - • Describe basic terms like food allergy, food intolerance, anaphylaxis and cross-contamination • Identify why it is important to handle allergenic food safely • Recognise the laws and regulations governing the production, manufacturing, retail and handling of food	20 mins

Food Safety and Hygiene - Catering Level 2 2.0 (UK)

Course/Description	Duration
Food Safety and Hygiene - Catering Level 2 2.0 (UK) The topics covered in this course will provide you with the knowledge and understanding to handle, process and prepare food safely.	40 mins

Food Safety and Hygiene - Level 1 2.0 (UK)

Course/Description	Duration
Food Safety and Hygiene - Level 1 2.0 (UK) If you work in an environment where food is made, prepared or sold, you need to know about food safety. Even if you don't handle food yourself – it's still necessary to be aware of food safety hazards. Here, you'll learn some food hygiene basics, and understand your role in keeping food safe. We'll look at allergens, cross contamination, personal hygiene and cleaning.	30 mins

Food Safety and Hygiene - Supervisors Level 3 2.0 (UK)

Course/Description	Duration
Food Safety and Hygiene - Supervisors Level 3 2.0 (UK) As a manager in the food industry, you have a responsibility to lead and implement food safety and hygiene in your workplace. This means managing food safety hazards and ensuring that food prepared, served, sold or delivered to consumers is safe to eat. Here, you'll learn about the procedures and practices necessary to protect consumers and meet food safety obligations required by law.	60 mins

Forklift Safety 2.0 (UK)

Course/Description	Duration
Forklift Safety 2.0 (UK) This course will provide you with the basic skills and knowledge to keep yourself and those around you safe when operating a forklift truck. We'll explore the risks associated with forklift safety, the legal requirements and key safety principles you need to know. Learning objectives - • Describe the HSE requirements of forklift drivers • Recognise the most common risks and hazards when operating forklifts • Recall the legal regulations with which forklift drivers must comply	15 mins

Forklift Safety 2.0 (US)

Course/Description	Duration
Forklift Safety 2.0 (US) Thousands of forklift accidents happen every month, yet most could be avoided with effective procedures and training. Learn about powered industrial trucks and safe forklift use. Examine forklift-related accidents and strategies that can reduce them, as well as OSHA requirements for using forklifts, and general safety tips. Learning objectives - • Describe common forklift accidents and ways to prevent them • Describe legal obligations for forklift use • Apply the risk management process to using forklifts	25 mins

Grief and Loss 1.0

Course/Description	Duration
Grief and Loss 1.0 Grief is an emotion we feel when we experience a loss in our lives – such as a death or a separation. There are several, unpredictable effects that can follow. Instead of denying it, this course promotes acceptance of grief. We'll go over the five common stages of grief, explain how your progress might look, and give you some different advice.	8 mins

Hand Hygiene 4.0

Course/Description	Duration
Hand Hygiene 4.0 The course covers a range of situations and areas that require hand-washing, as well as different cleaning agents and methods to use.	15 mins

Hand-arm Vibration Syndrome 2.0 (US)

Course/Description	Duration
Hand-arm Vibration Syndrome 2.0 This course will help you understand what causes hand-arm vibration syndrome, how to reduce the risk and protect yourself, and what to do if you experience any symptoms. Learning objectives - • Describe the causes and symptoms of hand-arm vibration syndrome and related conditions • Explain ways to work safely by reducing or eliminating exposure to hand-arm vibrations	10 mins

Handling Information 2.0

Course/Description	Duration
Handling Information 2.0 Upon completion of this course, you will have an understanding of what you need to do to safeguard the information of the individuals you support and care for.	5 mins

Hazard Identification and Risk Control 4.0 (UK)

Course/Description	Duration
Hazard Identification and Risk Control 4.0 (UK) When you work in the same environment every day, it's easy to overlook and not even recognise some of the hazards you face but the risks are still present. This course will help you identify hazards and minimise the risks at work. Learning objectives - • Describe what hazards and risks are • Explain the different types of hazards • Describe how to control hazards and minimise risk	10 mins

Head Protection 2.0 (US)

Course/Description	Duration
Head Protection 2.0 (US) Injuries to the head are devastating yet highly preventable incidents. The risk of head injuries is greatly reduced by wearing a hard hat. Learn about the importance of head protection and employers' legal obligations to provide it. This course covers different types and classes of hard hats, and why wearing a hard hat could be lifesaving. Learning objectives - • Describe the importance of head protection • Outline the impact of head injury • Explain employers' legal obligations for head protection	10 mins

Health and Safety in the Workplace 2.0

Course/Description	Duration
Health and Safety in the Workplace 2.0 Upon completion of this course, you will learn common safety and health hazards in the workplace, implement practical steps to avoid safety and health violations, and understand workers', employers' and OSHA's legal duties for workplace safety.	18 mins

Health and Safety in the Workplace 2.0 (UK)

Course/Description	Duration
Health and Safety in the Workplace 2.0 (UK) A healthy workforce is a happier, more productive workforce. When feeling well, you display healthier behaviours and better decision-making, and have a positive impact on the productivity and effectiveness of a business, and all areas of your life. In this course, we will look at some useful techniques to help manage your mental health, and improve your well-being in the workplace. Learning objectives - • Explain some of the daily choices you can make to help make a happier, healthier, and more productive work life • Discuss physical activity and good mental well-being • Discover healthy eating tips	30 mins

Health and Well-Being in the Workplace 1.0

Course/Description	Duration
Health and Well-Being in the Workplace 1.0 Upon completion of this course, you will learn some of the daily choices you can make to help your work life happier, healthier and more productive.	15 mins

Health and Well-Being in the Workplace 2.0 (UK)

Course/Description	Duration
Health and Well-Being in the Workplace 2.0 (UK) A healthy workforce is a happier, more productive workforce. When feeling well, you display healthier behaviours and better decision-making, and have a positive impact on the productivity and effectiveness of a business, and all areas of your life. In this course, we will look at some useful techniques to help manage your mental health, and improve your well-being in the workplace. Learning objectives - • Explain some of the daily choices you can make to help make a happier, healthier, and more productive work life • Discuss physical activity and good mental well-being • Discover healthy eating tips	30 mins

Health Hazards at Work -

Health Hazards at Work - Stress 1.0

Course/Description	Duration
Health Hazards at Work - Stress 1.0 Upon completion of this course, you will learn the different types of stress associated with the workplace and how to help your employees manage their stress levels.	10 mins

Health Hazards at Work - Musculoskeletal Disorders and Exposures 2.0 (US)

Course/Description	Duration
Health Hazards at Work - Musculoskeletal Disorders and Exposures 2.0 (US) Workplace injuries or illnesses can affect employees physically and emotionally. It can also lead to costs for companies in loss of productivity, worker turnover, or increases in benefits. In this course, learn how to identify the signs of musculoskeletal disorders and exposure, minimize the hazardous and prevention steps to take to create a safer workplace for all. Learning objectives - • Explain what workplace musculoskeletal disorders and exposures are • Identify accommodations and policies used to prevent and address these conditions	10 mins

Health Hazards at Work - Violence and Bullying 1.0

Course/Description	Duration
Health Hazards at Work - Violence and Bullying 1.0 Upon completion of this course, you will how to help protect your employees from violence, bullying, and cyber bullying perpetrated by coworkers.	10 mins

Healthy Eating at Work 2.0

Course/Description	Duration
Healthy Eating at Work 2.0 Upon completion of this course, you will learn some of the daily choices you can make that will help make your work eating habits healthier.	5 mins

Hearing Conservation 2.0 (US)

Course/Description	Duration
Hearing Conservation 2.0 (US) Workplace noise can seriously and permanently affect hearing. Learn about employers' legal obligations for hearing conservation, effective use of hearing protection (earmuffs and earplugs), and steps to take to prevent work-induced hearing loss. Learning objectives - • Describe the importance of hearing protection • Explain employers' legal obligations concerning hearing conservation • Describe how to select and use hearing protectors effectively	10 mins

Higiene en el lugar de trabajo 2.0

Course/Description	Duration
Higiene en el lugar de trabajo 2.0 Este curso cubrirá algunas formas sencillas de mantener su lugar de trabajo limpio e higiénico, y de prevenir la propagación de estos gérmenes.	5 mins

Holding the Handrail 3.0 (UK)

Course/Description	Duration
Holding the Handrail 3.0 (UK) Whether in the office, on a building site, at home, or anywhere else with steps or stairs, handrails are there for a reason – to keep you safe. In this course, you'll discover a fall down steps, wherever you are, is not only going to hurt your pride, but it could land you with a serious injury, or worse. Learning objectives - • Discuss the importance of handrails • Explain the real-life context of handrails in industry • Recognise the requirements for handrails	10 mins

Hospitality - Food Service Best Practices 2.0

Course/Description	Duration
Hospitality - Food Service Best Practices 2.0 Upon completion of this course, you will learn how to set a table, and bringing new cutlery when required, as well as take an order and deliver the bill.	15 mins

Importance of Good Housekeeping 1.0

Course/Description	Duration
Importance of Good Housekeeping 1.0 Upon completion of this course, you will learn the importance of maintaining a clean working environment.	10 mins

Importance of Sleep 2.0

Course/Description	Duration
Importance of Sleep 2.0 Upon completion of this course, you will learn how missing sleep can negatively affect your life, learn small steps for improving your night-time ritual, and tips for prioritizing a good night's sleep.	1 min

Imposter Syndrome 1.0

Course/Description	Duration
Imposter Syndrome 1.0 People from all walks of life can often feel overwhelmed by intense self-doubt. In this course, you'll understand imposter syndrome and it's signs, symptoms and coping mechansims.	10 min

Infant CPR Basics 2.0 (US)

Course/Description	Duration
Infant CPR Basics 2.0 (US) We never expect an emergency, which is precisely why it's so important to be prepared for one. Knowing the steps to infant CPR, as well as other emergency techniques can be the difference between life and death. This course adheres to the requirements from the American Red Cross CPR program. Learning Objectives - • Determine if an infant is in a cardiac emergency • Demonstrate the steps in the Chain of Survival • Demonstrate how to perform the steps of CPR on an infant	15 mins

Infection Prevention and Control 2.0

Course/Description	Duration
Infection Prevention and Control 2.0 Upon completion of this course, you will learn the different types of pathogenic organisms and how they get into the body and discover ways of working that stop the spread of pathogens and help you prevent and control infection.	10 mins

Introduction to Health and Safety 3.0 (UK)

Course/Description	Duration
Introduction to Health and Safety 3.0 (UK) It is essential to know how to work safely and how to identify safety hazards. In this course, we will look at the importance of workplace health and safety and the thinking and behaviours that lead to workplace accidents. Learning objectives - • Recognise the behaviours that create risk • Understand the importance of working safely	10 mins

Introduction to Working Safely 2.0

Course/Description	Duration
Introduction to Working Safely 2.0 Upon completion of this course, you will have an overview of the importance of working safely.	10 mins

Keep Your Cool 2.0

Course/Description	Duration
Keep Your Cool 2.0 Upon completion of this course, you will learn the definition of patience, and loook at the different ways we can keep cool once the pressure hits.	10 mins

Kick the Habit 2.0

Course/Description	Duration
Kick the Habit 2.0 Upon completion of this course, you will discover some of the daily choices you can make to make it easier to kick the habit.	5 mins

Leading Learning - CPR Basics 1.0

Course/Description	Duration
Leading Learning - CPR Basics 1.0 Having the knowledge to save another's life is beneficial and life changing. Study the methods and skill set needed to perform CPR to save someone's life.	15 mins

Leading Learning - Eating Habits at Work 1.0

Course/Description	Duration
Leading Learning - Eating Habits at Work 1.0 When we're busy at work, it can be easy to prioritize workload over wellbeing and you might feel like it's difficult to maintain a healthy lifestyle when on the job. This course will focus on good eating choices you can make that will help your work life be happier, healthier, and more productive.	10 mins

Leading Learning - Emotional Awareness 1.0

Course/Description	Duration
Leading Learning - Emotional Awareness 1.0 Recognizing our emotions can be difficult. Sometimes how we think we feel and how we actually feel can be two very different things. Our ability to observe and understand our emotions are closely linked to how well we make decisions, communicate with others, and perform at work. This course will help you understand what you can learn about yourself from observing your emotions. Learning objectives: • Define emotional awareness • Recognize the benefits of improving emotional awareness • Demonstrate how to improve emotional intelligence	8 mins

Leading Learning - Fatigue Management 1.0

Course/Description	Duration
Leading Learning - Fatigue Management 1.0 Would you know the warning signs of fatigue? Fatigue is a serious or prolonged period of exhaustion that can affect you both mentally and physically. You need stop fatigue before it happens. This course will help you understand fatigue, know what to do if you or someone else might be fatigued and how to manage fatigue before it's too late.	10 mins

Leading Learning - Handling Personal Stress 1.0

Course/Description	Duration
Leading Learning - Handling Personal Stress 1.0 This course isn't going to teach you how to eradicate stress from your life - it isn't a wellness retreat in the Bahamas. What it will show you however is that through a combination of physical and mental self-care, you can manage your personal stress and still lead a healthy, successful life.	15 mins

Leading Learning - Hygiene at Work 1.0

Course/Description	Duration
Leading Learning - Hygiene at Work 1.0 Do you want your workplace to be healthier? Do you want to help stop the spread of germs and illnesses? Learn how easily germs can spread and how YOU can prevent the spread by simple hand washing and proper hygiene techniques.	15 mins

Leading Learning - Infection Prevention 1.0

Course/Description	Duration
Leading Learning - Infection Prevention 1.0 Do you want your workplace to be healthier? Do you want to help stop the spread of infection? Learn how easily infections are spread and how YOU can prevent the spread by simple handwashing and proper hygiene techniques.	15 mins

Leading Learning - Managing Mental Health and Wellbeing 1.0

Course/Description	Duration
Leading Learning - Managing Mental Health and Wellbeing 1.0 As a manager, it's likely that you'll supervise a worker with mental illness at some point. It's important that you know how you can effectively manage and support workers with mental health issues, including providing a safe work environment and protecting their privacy. Learning objectives - • Describe how mental health issues can impact workers and organizations • Explain a manager's general duties in providing a safe work environment for mental health • Explain how safety and health legislation supports mental health in the workplace	18 mins

Leading Learning - Mental Health at Work 1.0

Course/Description	Duration
Leading Learning - Mental Health at Work 1.0 Mental health concerns in the workplace are increasingly common. This course covers accessing support for mental health in your workplace, including organizational accommodations, supporting a co-worker, and how to talk about your own mental health. You'll also learn some self-care techniques to support yourself at work. Learning objectives - • Describe how mental health issues can impact workers and organizations • List some ways organizations can help employees with mental health issues in the workplace • Explain how to support co-workers with mental health issues	25 mins

Leading Learning - Stay Active at Work 1.0

Course/Description	Duration
Leading Learning - Stay Active at Work 1.0 Staying active is important. We all want to eat healthily, get plenty of exercise and not give into bad habits. But it's not always that easy, especially when at work. This course focuses on some of the daily choices you can make that will help you be more active and productive.	5 mins

Leading Learning - Your Wellbeing at Work 1.0

Course/Description	Duration
Leading Learning - Your Wellbeing at Work 1.0 Healthy and well-motivated employees have a positive impact on productivity and effectiveness. The actions you take and the way you think have the biggest impact on wellbeing. This course covers the benefits of improving your wellbeing in the workplace through physical and mental improvements, as well as following healthy habits. Learning objectives - • Describe the benefits of improved wellbeing in the workplace • List five steps to improve your mental and physical wellbeing • Explain how to stay healthy at work	12 mins

Legionnaire's Disease 1.0

Course/Description	Duration
Legionnaire's Disease 1.0 Upon completion of this course, you will learn about legionnaires' disease and looks at how it can spread in your workplace.	10 mins

Let Go of Control 2.0

Course/Description	Duration
Let Go of Control 2.0 Upon completion of this course, you will learn how to let go of that incessant need to control things, how to relax, and go with the flow a little more.	10 mins

Letting Things Go 2.0

Course/Description	Duration
Letting Things Go 2.0 Upon completion of this course, you will understand that you can't affect other people's actions, how to let go of grudges and negative feelings, and get ready to make positive changes.	1 min

Level 2 Food Safety and Hygiene for Catering 1.0

Course/Description	Duration
Level 2 Food Safety and Hygiene for Catering 1.0 Upon completion of this course, you will understanding of how to prepare, process and handle food safely.	30 mins

Level 3 Food Safety and Hygiene for Supervisors 1.0

Course/Description	Duration
Level 3 Food Safety and Hygiene for Supervisors 1.0 Upon completion of this course, you will learn the legal requirements and your role in ensuring food safety, the impact of foodborne illness on consumers and the business, and how to identify, prevent and control food safety hazards and cross contamination.	60 mins

Limb injuries 1.0

Course/Description	Duration
Limb injuries 1.0 Upon completing this course, you should be able to help someone who suffers a limb injury.	2 mins

Lockout Tagout 2.0 (US)

Course/Description	Duration
Lockout Tagout 2.0 (US) Each year, workers are injured, sometimes fatally, when equipment and machinery accidentally activate during repair or maintenance. Learn about energy sources, lockout/tagout (LOTO) procedures, safety programs for controlling hazardous energy, and regulations related to the OSHA standard. Learning Objectives - • Describe hazardous energy in the workplace • Outline the Occupational Safety and Health Administration (OSHA) requirements for control of hazardous energy • Describe the components of a control of hazardous energy program	15 mins

Lone Working - Care Certificate 2.0

Course/Description	Duration
Lone Working - Care Certificate 2.0 Upon completing this course, you will learn some simple techniques to keep you and the people you work with safe.	5 mins

Lone Working 3.0 (UK)

Course/Description	Duration
Lone Working 3.0 (UK) This course benefits workers who wish to learn more about working alone safely. It covers the regulations, hazards of lone working, risk assessments, and lone working safety measures. It provides you with the knowledge and skills to assist you in working safely while alone. Learning objectives - • Define lone working • Explain the risks to health and safety posed by lone working • Discuss lone worker responsibilities	10 mins

Making the Most of Breaks 2.0

Course/Description	Duration
Making the Most of Breaks 2.0 The course will look at the predispositions people have around taking breaks, some context about them, and how true the myths about them actually are. Perhaps most importantly, though, it'll give you some tips to improve your own efficiency when at work. Learning Objectives - • The background on breaks • The importance of breaks • How to make the most of them	10 mins

Managing Mental Health in Your Workplace 2.0

Course/Description	Duration
Managing Mental Health in Your Workplace 2.0 Upon completing this course, you will learn how to manage a worker with mental illness.	20 mins

Managing Stress - Care Certificate 2.0

Course/Description	Duration
Managing Stress - Care Certificate 2.0 Upon completing this course, you will have an improved ability both mentally and physically to process stress.	15 mins

Manipulación manual 1.0

Course/Description	Duration
Manipulación manual 1.0 Al finalizar este curso, aprenderá sobre el trabajo en alturas, las obligaciones legales relacionadas con la protección contra caídas y el proceso de gestión de riesgos.	15 mins

Manténgase activo 1.0

Course/Description	Duration
Manténgase activo 1.0 Al finalizar este curso, aprenderá cómo mantenerse activo y comenzar bien el día.	5 mins

Manual Handling 2.0 (US)

Course/Description	Duration
Manual Handling 2.0 (US) There's more to manual handling than just lifting heavy items the right way. Learn manual handling risk management, and tips and strategies for back safety and injury prevention that can help with ergonomic issues through to physically strenuous tasks at work. Learning Objectives - • Describe what manual handling means • Explain the importance of safe manual handling and the risks associated • Explain employer and worker safety obligations in relation to manual handling	15 mins

Manual Handling 4.0 (UK)

Course/Description	Duration
Manual Handling 4.0 (UK) Manual handling occurs in almost all working environments. In fact, research shows that up to 30% of all work related ill-health is as a result of musculoskeletal disorders, including those resulting from inappropriate handling of items. This course can help teach you about proper manual handling. Learning Objectives - • Define what manual handling is • Explain why good manual handling technique is important • Describe proper lifting technique	10 mins

Maternity - Returning to Work 1.0

Course/Description	Duration
Maternity - Returning to Work 1.0 Upon completion of this course, you will learn how to manage returning to work, and handling any changes you might have to make.	15 mins

Medication and Healthcare Tasks 2.0

Course/Description	Duration
Medication and Healthcare Tasks 2.0 Upon completion of this course, you will have an understanding of medication tasks and activities and how to provide assistance while promoting the independence and dignity of the people being supported.	10 mins

Mental Health at Work 2.0 (UK)

Course/Description	Duration
Mental Health at Work 2.0 (UK) Upon completion of this course, you will learn about about mental health problems and discover simple ways you can look after yourself.	20 mins

Mental Health Awareness 2.0

Course/Description	Duration
Mental Health Awareness 2.0 Upon completion of this course, you will have a greater awareness of mental health conditions, dementia, and learning disabilities.	30 mins

Mental Health in Your Workplace 2.0

Course/Description	Duration
Mental Health in Your Workplace 2.0 Upon completion of this course, you will be able to access support in the workplace for a mental illness.	20 mins

Mobile Phones and Driving

Course/Description	Duration
Mobile Phones and Driving Upon completion of this course, you will learn not to use your handheld mobile device while driving.	5 mins

Mobile Phones and Driving 3.0 (UK)

Course/Description	Duration
Mobile Phones and Driving 3.0 (UK) A split second is all it takes. Would it kill you to put it away? Make a commitment to be phone safe when driving. This course covers the facts and everything you need to know. Learning Objectives - • Recall the law around using mobile devices while driving • Explain the consequences around using handheld devices while driving • Discuss distracted driver response	5 mins

Move and Assist Safely

Course/Description	Duration
Move and Assist Safely This course will provide you with essential safe moving and handling information, so that you don't hurt yourself or the people you work with.	5 mins

Noise and Hearing Protection

Course/Description	Duration
Noise and Hearing Protection Upon completion of this course, you will learn about the importance of hearing protection.	10 mins

Office Ergonomics 3.0

Course/Description	Duration
Office Ergonomics 3.0 This course defines office ergonomics and outlines the impact of poor ergonomics.	15 mins

OSHA and Right-to-Know Laws 4.0 (US)

Course/Description	Duration
OSHA and Right-to-Know Laws 4.0 (US) Every year, thousands of workers die, and millions are injured in workplace accidents. These incidents not only harm employees but also cost your company time and money. Make sure you know and follow OSHA right-to-know laws to protect your team and your organization. Learning Objectives - • Explain the purpose and scope of OSHA • Understand the Right-to-know laws and enactments • Recognize incidence rates and recording requirements	10 mins

Patient and Workplace Safety Measures in Healthcare 3.0 (US)

Course/Description	Duration
Patient and Workplace Safety Measures in Healthcare 3.0 (US) In emergencies, patients will expect healthcare workers like you to be able to navigate them quickly and safely away from hazards. We'll summarize various workplace hazards and appropriate measures that you should use to ensure safety of patients and staff. Learning Objectives - • Identify information that your organization must have available to ensure workplace safety, including the incorporation of several Joint Commission standards • Describe appropriate measures to lodge safety complaints • Describe appropriate measures related to fire emergency	30 mins

Personal Safety at Work – Extremism and Terrorism 2.0

Course/Description	Duration
Personal Safety at Work – Extremism and Terrorism 2.0 Too often over the past several years, communities have felt the wrenching pain of extremism and terrorism, volatile topics that you cannot ignore or wish away. In fact, it's the lack of knowledge that can lead to misunderstandings, which in turn fuels the controversy. Preventing extremism and terrorism and reducing the factors that fuel it demand a multifaceted response. Learning Objectives: • Define extremism and terrorism • Discuss the background and context of extremism and terrorism • Describe radicalization	20 mins

Positive Thinking 2.0

Course/Description	Duration
Positive Thinking 2.0 Upon completion of this course, you will learn to accept that you can change your own outlook and learn how to alleviate some of the everyday stresses holding us back.	1 min

PPE Awareness 1.0

Course/Description	Duration
PPE Awareness 1.0 Upon completion of this course, you will learn the consequences of not wearing PPE, the employers' legal obligations in relation to PPE, and the types of PPE and the hazards they protect you from.	12 mins

PPE Awareness 3.0 (UK)

Course/Description	Duration
PPE Awareness 3.0 (UK) Understanding personal protective equipment (PPE) – its selection, use, maintenance, and storage – will protect you against workplace health and safety risks. Not taking PPE seriously can have devastating consequences. Learning Objectives - • Discuss the role of PPE in health and safety at work • Describe the consequences of not wearing PPE • Identify the different types of PPE	10 mins

Preparing for an Active Shooter Situation

Course/Description	Duration
Preparing for an Active Shooter Situation Upon completion of this course, you will know aggressive actions and report them; when to run, when to hide and when to fight; how to involve and deal with police assistance; and anage the aftermath of an active shooter situation.	15 mins

Privacy and Dignity 2.0

Course/Description	Duration
Privacy and Dignity 2.0 Upon completion of this course, you will learn the importance of respecting a persons individual beliefs and values during health and social care work.	10 mins

Promoting a Culture of Safety and Health 2.0 (US)

Course/Description	Duration
Promoting a Culture of Safety and Health 2.0 (US) Upon completion of this course, you will learn the importance of privacy and security concerns and how to create a safe and private culture within your organization.	10 mins

Protección contra caídas 1.0

Course/Description	Duration
Protección contra caídas 1.0 Este curso también cubre los requisitos legales de los empleadores para la seguridad y prevención contra incendios.	20 mins

Protección de la cabeza 1.0

Course/Description	Duration
Protección de la cabeza 1.0 Al finalizar este curso, aprenderá sobre los procedimientos de limpieza de derrames en el lugar de trabajo y otras mejores prácticas para evitar accidentes por resbalones y tropiezos.	7 mins

Protecting Yourself from Poisonous Plants

Course/Description	Duration
Protecting Yourself from Poisonous Plants Upon completion of this course, you will be able to identify three common poisonous plants and learn effective treatments for exposed areas.	10 mins

Protecting Yourself from Stinging Insects

Course/Description	Duration
Protecting Yourself from Stinging Insects Upon completion of this course, you will learn how to avoid stinging or biting insects and what to do when confronted with them, as well as what to do if one of your employees has a severe allergic reaction to a sting or bite.	5 mins

Protecting Yourself from Ticks and Mosquitoes

Course/Description	Duration
Protecting Yourself from Ticks and Mosquitoes Upon completion of this course, you will learn how to limit tick and mosquito populations in your home and workplace and how to protect yourself against tick and mosquito bites.	10 mins

Reducing Stress - Meditation and Visualization

Course/Description	Duration
Reducing Stress - Meditation and Visualization Upon completion of this course, you will learn some basic techniques for meditation and visualization.	10 mins

Reducing Stress - Techniques to Relax

Course/Description	Duration
Reducing Stress - Techniques to Relax Upon completion of this course, you will learn what relaxation actually is and learn how to couple our breathing while tensing and relaxing our muscles, leading to the relaxation response.	10 mins

Reducing Stress Through Time Management

Course/Description	Duration
Reducing Stress Through Time Management Upon completion of this course, you will learn how to organize your work schedule, how to plan your work and implement your plans, understand why having time buffers is important, and the problems with procrastination.	10 mins

Reducing the Spread of Infection 2.0

Course/Description	Duration
Reducing the Spread of Infection 2.0 Upon completion of this course, you will learn practical ways to stop the spread of pathogens, helping you prevent and control infection where you work.	12 mins

Relaxation Techniques 2.0

Course/Description	Duration
Relaxation Techniques 2.0 Upon completion of this course, you will learn how to effectively switch off from your day and some simple relaxation techniques.	1 min

Resbalones y tropiezos 1.0

Course/Description	Duration
Resbalones y tropiezos 1.0 Este curso cubre la exposición ambiental y los pasos que las organizaciones y los trabajadores pueden seguir para reducir los riesgos asociados a trabajar bajo el sol o en condiciones de frío o calor.	12 mins

Reverse Parking 3.0 (UK)

Course/Description	Duration
Reverse Parking 3.0 (UK) Do you struggle with reverse parking? Have you ever scratched your car while parking? Need a refresher on reverse parking technique? This course will take you through the basics of reverse parking and create a safety culture in your organisation. Learning objectives - • Describe why reverse parking is safer • Recognise how to reverse-park • Identify reverse parking best practices	15 mins

Safe Working with Lift Trucks

Course/Description	Duration
Safe Working with Lift Trucks Upon completion of this course, you will learn how to remain safe when working with lift trucks.	10 mins

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Safeguarding Adults 3.0 (UK)

Course/Description	Duration
Safeguarding Adults 3.0 (UK) People who work in health and social care often work with patients, who for a range of reasons, may be less able to protect themselves from neglect, harm or abuse. Adult safeguarding is a way of working and thinking that protects adults with care and support needs and every worker has a part to play. This course is designed to help you. Learning objectives: • Describe what adult safeguarding is • Define the principles of safeguarding • Discuss what harm looks like	30 mins

Safeguarding Adults - Care Certificate 2.0

Course/Description	Duration
Safeguarding Adults - Care Certificate 2.0 Upon completion of this course, you will learn about the principles of Safeguarding, as well as you need to know about Policy and Procedure and why you should always follow them.	30 mins

Safeguarding Children 3.0 (UK)

Course/Description	Duration
Safeguarding Children 3.0 (UK) This course is essential if your work brings you into contact with children and young people. It provides you with the knowledge and skills you need to safeguard children. It describes the common types of abuse, the abuser and the abused, how to recognise them, and how to respond and report concerns. Learning objectives: • Explain what is meant by safeguarding and why learning about safeguarding children is so important • Describe the different types of abuse and neglect • Identify the indicators and warning signs of abuse	45 mins

Safeguarding Children - Care Certificate 2.0

Course/Description	Duration
Safeguarding Children - Care Certificate 2.0 Upon completion of this course, you will learn what safeguarding children really means and learned skills that will help you to confidently recognize and respond appropriately to abuse.	30 mins

See It, Sort It, Report It 3.0 (UK)

Course/Description	Duration
See It, Sort It, Report It 3.0 (UK) The best plans to prevent accidents are the simple ones, 'see it, sort it, report it'. In this course, you will find out exactly what each of the three steps mean, discover how to put it into practice, what constitutes a hazard, and when to apply the plan to resolve it. Learning objectives - • Discuss the consequences of ignoring a hazard at work • Explain the 3-step plan • Define hazards and near misses	10 mins

Seguridad química 1.0

Course/Description	Duration
Seguridad química 1.0 Al finalizar este curso, aprenderá a manejar los riesgos asociados con el manejo manual, así como consejos y estrategias para prevenir lesiones en la espalda y mantener su espalda segura, que pueden ser útiles para problemas ergonómicos y tareas de trabajo físicamente extenuantes.	15 mins

Seguridad y prevención contra incendios 1.0

Course/Description	Duration
Seguridad y prevención contra incendios 1.0 Al completar este curso, aprenderá qué causa el HAVS, cómo reducir sus riesgos y qué hacer si aparece algún síntoma de esta afección.	25 mins

Seizures 1.0

Course/Description	Duration
Seizures 1.0 Upon completion of this course, you will learn important information about how you can help someone in your workplace who is having a seizure.	3 mins

Self-Esteem 2.0

Course/Description	Duration
Self-Esteem 2.0 In this course, you will learn about self-esteem, talk through some of its health benefits, and learn some simple techniques you can employ in day-to-day life to strengthen your self-esteem.	1 min

Sharps Injuries

Course/Description	Duration
Sharps Injuries In this course, you will learn about the potential dangers of sharps injuries ad how to avoid them.	10 mins

Sickness and the Workplace 2.0

Course/Description	Duration
Sickness and the Workplace 2.0 A lot of people feel that coming in to work when you feel a bit ill is the right thing to do. Mind over matter. It shows you're dedicated – a team player! Plus, you'll get more work done. But is that really the case? This course will examine firstly whether that is a belief we have, whether it's well-founded, and what we could be doing instead. Learning Objectives - • Some context and background on working while ill • Whether it's really a good idea • How you can avoid potential pitfalls	10 mins

Síndrome de vibración del sistema mano-brazo 1.0

Course/Description	Duration
Síndrome de vibración del sistema mano-brazo 1.0 Al completar este curso, aprenderá sobre las obligaciones legales de los empleadores y las regulaciones de OSHA con respecto al PPE, los tipos de PPE y las formas de usar y mantener el PPE de manera efectiva.	10 mins

Slips and Trips 3.0 (UK)

Course/Description	Duration
Slips and Trips 3.0 (UK) This course provides you with an overview of slip and trip hazards in the workplace. It shows you how to control slip and trip risks in your workplace so you can protect yourself, and your colleagues from accidents, and comply with your workplace's health and safety requirements. Learning Objectives - • Identify what workplace slip and trip hazards are • Describe how to prevent slip and trip hazards • Recognise what the law requires of employers and employees	15 mins

Social Sustainability - In Action 1.0

Course/Description	Duration
Social Sustainability - In Action 1.0 In this course, we are going to look at how we can put socially sustainable concepts into practice. We are going to highlight three aspects of a social sustainable business, equip you with some relevant ideas and solutions, and show you how these will grow the success of any business and benefit society as a whole.	10 mins

Social Sustainability - People and Principles 1.0

Course/Description	Duration
Social Sustainability - People and Principles 1.0 In this course, you will see how a having socially sustainable mindset will ensure you nurture your key corporate connections.	10 mins

Speeding on Site 3.0 (UK)

Course/Description	Duration
Speeding on Site 3.0 (UK) This course looks at why speeding on site is a common problem, why it's far more dangerous than you think, and how stopping will benefit you, your colleagues, and even your vehicle. It'll give you some facts and figures to make you think twice about stepping on the accelerator around the worksite, as well as some useful advice on how you can keep safe. Learning Objectives - • Discuss why speeding on site is a common problem and why people do it • Explain why speed limits on site are in place • Examine the consequences of failing to adhere to speed limits on site	12 mins

Staying Safe in the Workplace 2.0 (US)

Course/Description	Duration
Staying Safe in the Workplace 2.0 (US) In this course, you will learn about various workplace hazards-such as fire and radiation-and identify safe and appropriate measures you should use to ensure safety of yourself and your coworkers.	30 mins

Step Ladder Safety

Course/Description	Duration
Step Ladder Safety In this course, you will learn how to remain safe when working with step ladders.	10 mins

Stress at Work

Course/Description	Duration
Stress at Work In this course, you will learn about job stress and how it affects employee and company health.	15 mins

Stress Management - Stress Awareness Comes First

Course/Description	Duration
Stress Management - Stress Awareness Comes First In this course, you will learn about stress and its various causes, as well as how to manage stress.	10 mins

Stress Management - Taking Care of Yourself

Course/Description	Duration
Stress Management - Taking Care of Yourself In this course, you will learn about two types of self-care: physical and mental/emotional, as well as how to name strategies for achieving both types of self-care and consider how they help achieve better health.	15 mins

Stress, Emotions, and Ethics

Course/Description	Duration
Stress, Emotions, and Ethics In this course, you will learn what makes us identify a situation as morally right or wrong and how cultures influence our relationship to work and rest.	5 mins

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Taking Care of Yourself First 2.0

Course/Description	Duration
Taking Care of Yourself First 2.0 Upon completion of this course, you will learn how to take a step back and put yourself first and how resetting yourself can benefit how well you perform in your job.	10 mins

Texting While Walking 2.0 (UK)

Course/Description	Duration
Texting While Walking 2.0 (UK) Everyone knows walking while texting is dangerous. But how dangerous? Some of the items we will be discussing include our increased vulnerability to accidents, the physical effects of texting while walking, and its many impacts. It's not only accidents. Learning Objectives - • Discuss the dangers of texting while walking • Explain how texting while walking makes us more vulnerable to accidents • Describe the physical effects and impacts texting while walking has on us	10 mins

The Angry Unsent Letter 1.0

Course/Description	Duration
The Angry Unsent Letter 1.0 In this course, you will learn the history of the Angry Unsent Letter and the best way to get everything off your chest, in a healthy way.	10 mins

The Benefits of Stoic Thinking 2.0

Course/Description	Duration
The Benefits of Stoic Thinking 2.0 In this course, you will learn about the philosophy of Stoicism - the art of remaining calm under pressure.	5 mins

The Dangers of Sitting 2.0

Course/Description	Duration
The Dangers of Sitting 2.0 In this course, you will learn what happens when you don't move and ten simple ways you can sit less during your working day.	5 mins

The Sustainability Circles 1.0

Course/Description	Duration
The Sustainability Circles 1.0 In this course we will explore how the three different pillars of sustainability are in fact interconnected. We shall turn our attention to the different areas of business life which have cross-over impacts to society, the environment and your bottom-line profits.	10 mins

Toolbox Talks - Abrasive Wheels 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Abrasive Wheels 2.0 (UK) This course is a great accompaniment to any practical abrasive wheel training you may have to help you work safely and efficiently. It provides you with an introduction to different types of abrasive wheels, looks at the hazards and shares the correct ways to use, store and transport the abrasive wheels. Learning objectives - • Identify different types of abrasive wheels and their characteristics • Discover the potential hazards of abrasive wheels • Describe best practice and some safety tips	15 mins

Toolbox Talks - Carbon Monoxide Poisoning 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Carbon Monoxide Poisoning 2.0 (UK) Carbon monoxide is a leading cause of fatal poisonings and is considered one of the most dangerous hazards in the workplace. This course will help you to identify the risks associated with carbon monoxide and provide you with strategies to protect yourself and others from exposure to this deadly poison. Learning Objectives - • Identify the sources of carbon monoxide • Recognize the health effects of carbon monoxide poisoning • Identify strategies to minimize exposure to carbon monoxide	10 mins

Toolbox Talks - Confined Spaces 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Confined Spaces 2.0 (UK) You need to take the dangers associated with working in confined spaces seriously. This course looks at how you can keep yourself, and others, safe when working in confined spaces. Learning objectives - • Define a confined space • Discuss the risks resulting from working in confined spaces • Discover how to carry out a risk assessment for work undertaken in a confined space	10 mins

Toolbox Talks - Construction Dust 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Construction Dust 2.0 (UK) Construction dust does more than make you cough or sneeze. Regularly breathing in these dusts over a long time can cause serious damage, so serious it can lead to your death. This toolbox talk provides you with advice so you can protect yourself and others on how to stay safe. Learning objectives - • Discuss how to remain safe when working in areas with construction dust • Describe the main types of construction dust • Recognise the health risks to those breathing in construction dust	12 mins

Toolbox Talks - Dangers of Working at Night 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Dangers of Working at Night 2.0 (UK) Discover the dangers of working at night, and learn how to reduce the impact of night work on your health. Learning Objectives - • Define working at night • Discuss the impact of working at night on your health • Recall tips on how to reduce the impact of shift working	10 mins

Toolbox Talks - Electrical Cord Safety 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Electrical Cord Safety 2.0 (UK) Defective or damaged electrical cords are a big danger, and kill people every year. What makes these deaths even more tragic is that they could have been avoided. This course covers the risks you face when using electrical cords. It teaches you the basics of how to keep you, and your colleagues, safe. Learning objectives - • Recognise how to keep you and others safe when working with electrical cords • Identify the risks you face when working with electricity • Recall how to apply electrical cord safety principles	10 mins

Toolbox Talks - Eye Protection 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Eye Protection 2.0 (UK) This course identifies hazards and the risk they pose to the eyes. Improving employee awareness of eye protection, first-aid advice, and how to manage risks will help increase their eye safety. Learning objectives - • Discuss the importance of eye protection • Identify eye safety hazards to keep yourself and others safe at work • Define eye protection equipment rules that you can follow to stay safe	10 mins

Toolbox Talks - Falling Objects 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Falling Objects 2.0 (UK) In the workplace, the consequences of falling objects can be very serious. In fact, it's one of the most common causes of fatalities. This course will give you a substantial, thorough, and effective way to learn how to operate safely on job sites that have falling object risks. Learning objectives - • Discuss how to remain safe when working in areas with potential falling objects • Describe the gravity principles acting on falling objects • Recognise how to eliminate falling object hazards using the hierarchy of controls	13 mins

Toolbox Talks - Fire Classification and Equipment 3.0 (UK)

Course/Description	Duration
Toolbox Talks - Fire Classification and Equipment 3.0 (UK) In the event of a fire, quick thinking and action can stop the fire from getting out of control and save lives. Not all fires are the same – different fuels create different fires. This course covers the risks associated with different fire types and the type of equipment suitable for use. Learning objectives - • Identify the different classifications of fires • Describe how you respond in the event of a fire • Identify the types of fire extinguishers used	10 mins

Toolbox Talks - Fire Detection and Response 3.0 (UK)

Course/Description	Duration
Toolbox Talks - Fire Detection and Response 3.0 (UK) Fire, by its very nature is unpredictable. You never know where or when it will break out. But you can take steps to make sure you know what to do, if the worst happens. This toolbox talk covers what you need to do should a fire break out in your workplace. Learning objectives - • Describe what's contained in a fire action and evacuation plan • List the steps you should take if you detect a fire in the workplace • Identify when to contact the fire service and their duties	10 mins

Toolbox Talks - Fire Prevention 3.0 (UK)

Course/Description	Duration
Toolbox Talks - Fire Prevention 3.0 (UK) Don't let your future go up in smoke – be aware and help prevent fires in your workplace. As an employee the actions you take play a big part in keeping your workplace safe. This course will give you some simple tips that can help prevent fires at work. Learning objectives - • Describe why a fire risk assessment is necessary • List ways you can prevent a workplace fire • Describe good workplace housekeeping practices	5 mins

Toolbox Talks - Hand-Arm Vibration Syndrome 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Hand-Arm Vibration Syndrome 2.0 (UK) Hand-arm vibration syndrome (HAVS) is a painful and potentially disabling condition of the fingers, hands, and arms due to vibration. This course will help you understand what causes HAVS, how to reduce the risk and protect yourself, and what to do if you experience any symptoms. Learning objectives - • Define hand-arm vibration syndrome (HAVS) • Discuss the risks posed by excessive levels of vibration • Describe the effects that high levels of vibration exposure can have on a person's health	10 mins

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Toolbox Talks - Head Protection 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Head Protection 2.0 (UK) Your head is the most important part of your body – it makes sense to protect it when at work. This toolbox talk looks at why you should take the issue of head protection seriously, the consequences of a head injury, and how you can protect your head, including how to clean and store hard hats, and knowing when to replace them. You'll learn how to build a safety-centric work culture, and why a hard hat could save your life. Learning objectives - • Discuss the importance of head protection • Recognise the consequences of head injuries • Describe how to look after protective headgear	10 mins

Toolbox Talks - Importance of Good Housekeeping 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Importance of Good Housekeeping 2.0 (UK) This course covers the importance of practicing good housekeeping at work, while also providing instructions on how to do so. You will learn what poor housekeeping is, and the risks involved with working in that kind of environment. You will also learn good housekeeping strategies, your role as an employee, and an understanding that good housekeeping is an ongoing task. Learning objectives - • Discuss how poor housekeeping puts you and others in your workplace at risk • Identify poor housekeeping and common mistakes made • Describe good housekeeping and its benefits	10 mins

Toolbox Talks - Introduction to Fire Safety 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Introduction to Fire Safety 2.0 (UK) This toolbox talk covers general advice on how fires start and provides you with guidance on substances that cause fire and explosion. You will learn about the fire triangle, the four stages of fire, how it spreads, and how you can prevent fire from starting in your workplace – the safest way to deal with a fire is to prevent it. Learning objectives - • Describe the fire triangle • Explain how to prevent fires in your workplace • Discuss the four stages of fire	10 mins

Toolbox Talks - Ladder Safety 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Ladder Safety 2.0 (UK) Ladders can be a sensible and practical option for low-risk, short-duration tasks. This course will help you understand how to use them safely, and reduce the likelihood of accidents happening. By completing the training, you will feel more confident about safely conducting workplace tasks. Learning objectives - • Discuss why it's important to work with ladders safely • Recognise what everyone's duties are regarding ladder safety and who can use ladders • Explain how to carry out a ladder risk assessment	10 mins

Toolbox Talks - Legionnaire's Disease 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Legionnaire's Disease 2.0 (UK) Legionnaires' disease is a potentially fatal form of lung infection. It's usually caught by breathing in small droplets of contaminated water. Designed to help everyone understand the risks of exposure to legionella bacteria, this course covers the health risks associated with legionnaire's disease and looks at how it can spread in your workplace. Learning objectives - • Identify what legionnaires' disease is and how it spreads • Describe the common sources of legionella bacteria • Recognise the signs and symptoms of legionnaires' disease	10 mins

Toolbox Talks - Noise and Hearing Protection 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Noise and Hearing Protection 2.0 (UK) This Toolbox Talk will instruct you on properly protecting your hearing and dealing with noise. Are you regularly exposed to loud noise while at work? This course examines how to recognise and reduce exposure to noise at work. It will instruct you on how to properly protect your hearing and deal with noise. Learning objectives - • Recognise the damage that loud noise can do to your hearing • Discuss the legal requirements to reduce the risks of noise exposure at work • Explain the five steps to hearing safety	10 mins

Toolbox Talks - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 3.0 (UK)

Course/Description	Duration
Toolbox Talks - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 3.0 (UK) The reporting of incidents allows authorities to identify where and how risks arise, and importantly, prevent them from happening again. This course will help you understand RIDDOR, explain why incidents must be recorded, and how you can report them. Learning Objectives - • Describe what RIDDOR is • Explain what should be reported • List the types of reportable injuries	15 mins

Toolbox Talks - Safe Working with Lift Trucks (UK)

Course/Description	Duration
Toolbox Talks - Safe Working with Lift Trucks 2.0 (UK) This toolbox talk covers lift truck safely rules. It will give you the skills and knowledge required to operate a forklift truck safely and effectively to keep you, and those you work with, safe. Learning objectives - • Discuss the risks associated with lift truck use • Outline lift truck safety rules • Explain how to operate a lift truck safely	10 mins

Toolbox Talks - Sharps Injuries (UK)

Course/Description	Duration
Toolbox Talks - Sharps Injuries2.0 (UK) This toolbox talk will develop your awareness of the risks of sharps injuries, how to deal with and dispose of sharps, and how to protect yourself and others. It will outline how you can adopt safe working practices to minimise the risk of injury. Learning objectives - • Explain the potential dangers of sharps and how to avoid them • Describe general measures to prevent sharps and needle stick injuries • Describe initial first aid and further treatment of sharps injuries	10 mins

Toolbox Talks - Working at Height 2.0 (UK)

Course/Description	Duration
Toolbox Talks - Working at Height 2.0 (UK) This course provides you with the necessary information needed to be able to successfully deal with working at height risks and control measures. It includes an understanding of how to undertake a working at height risk assessment to effectively control and manage risks, and how to make sure you reduce your risk of a fall from height – the leading cause of injury and fatality in UK workplaces. Learning objectives - • Describe the dangers of working at height • Describe the physics of a fall from height • Identify control measures that reduce the risk of falls from height	12 mins

Toolbox Talks - Workplace Vehicle Safety (UK)

Course/Description	Duration
Toolbox Talks - Workplace Vehicle Safety 2.0 (UK) This toolbox talk provides learners with the knowledge and awareness of the hazards and dangers that surround them when working with vehicles. It's important to know what risks can occur and how to implement the correct safety measures to protect the health of workers and other people within your workplace. Learning Objectives - • Discuss how to remain safe when working with vehicles in the workplace • Name some accidents that can occur due to workplace transport • Identify ways to design a site safely	16 mins

Trabajar en condiciones de frío y calor 1.0

Course/Description	Duration
Trabajar en condiciones de frío y calor 1.0 Al completar este curso, podrá describir la importancia de la protección auditiva, explicar las obligaciones legales de los empleadores relacionadas con la preservación auditiva y describir cómo seleccionar y usar protectores auditivos de manera efectiva.	20 mins

Turn Away From Tech 1.0

Course/Description	Duration
Turn Away From Tech 1.0 Upon completion of this course, you will learn about tech addictions and why they've become normal, as well as tips to break the addiction.	10 mins

Understand your Role 2.0

Course/Description	Duration
Understand your Role 2.0 Upon completion of this course, you will learn about key duties you will undertake within your role.	15 mins

Understanding Emotion

Course/Description	Duration
Understanding Emotion Upon completion of this course, you will learn about the connection between emotions, job satisfaction, and stress levels.	10 mins

Uso seguro de montacargas 1.0

Course/Description	Duration
Uso seguro de montacargas 1.0 Al completar este curso, podrá describir accidentes comunes relacionados con montacargas y formas de evitarlos, describir las obligaciones legales que existen en torno al uso de montacargas y aplicar el proceso de gestión de riesgos al uso de montacargas.	25 mins

What are Emotions

Course/Description	Duration
What are Emotions Upon completion of this course, you will learn the role that emotions play in the workplace and how to maintain a healthy balance of emotions in your workplace.	5 mins

What Can be Done About Job Stress

Course/Description	Duration
What Can be Done About Job Stress Upon completion of this course, you will learn the different strategies a company may employ to tackle the problems brought on by job stress, and the steps involved in creating an effective stress prevention program.	10 mins

What is Stress

Course/Description	Duration
What is Stress Upon completion of this course, you will learn what defines stress for individuals and the workplace and learn about several steps that organizations and individuals can take to minimize the effects of stress on performance.	25 mins

Why Emergency Preparedness Matters

Course/Description	Duration
Why Emergency Preparedness Matters This course will prepare you for a natural disaster and other emergency situations, as well as how to best to respond to emergencies and how to take action to keep yourself and those around you safe.	30 mins

Wire and Cable Management 3.0 (UK)

Course/Description	Duration
Wire and Cable Management 3.0 (UK) Almost every electrical item you have on your desk has a cable or wire coming out of it. They need to be kept tidy so they are safer – poor wire management in the workspace is a massive hazard. Don't be constrained by wires! Take this course, and we'll lead the way. Learning objectives - • Discuss the importance of good cable management • Explain the dangers and potential hazards • Describe the four-step solution to a safe cable system	13 mins

Work and Life Balance 2.0

Course/Description	Duration
Work and Life Balance 2.0 Upon completion of this course, you will understand the damage of becoming overworked and have a solid plan of how to keep a healthy balance.	1 min

Working Alone

Course/Description	Duration
Working Alone Upon completion of this course, you will learn how to remain safe when working alone.	10 mins

Working at Height

Course/Description	Duration
Working at Height Upon completion of this course, you will learn how to remain safe when working at height.	10 mins

Working in Hot and Cold Conditions 1.0

Course/Description	Duration
Working in Hot and Cold Conditions 1.0 (US) This course will cover environmental exposure and steps that organizations and workers can take to reduce the risks associated with working in sunny, hot, or cold conditions.	20 mins

Working Safely and Securely

Course/Description	Duration
Working in Hot and Cold Conditions 1.0 (US) Upon completion of this course, you will be able to keep yourself, and others, safe and secure while at work.	5 mins

Working Safely and Securely - Care Certificate 2.0

Course/Description	Duration
Working Safely and Securely - Care Certificate 2.0 Upon completion of this course, you will have information you need to keep yourself and others safe and secure while at work.	5 mins

Working While Ill 1.0

Course/Description	Duration
Working While Ill 1.0 Upon completion of this course, you will have some background on working while ill and if it's a good idea.	5 mins

Workplace Ergonomics 2.0 (US)

Course/Description	Duration
Workplace Ergonomics 2.0 (US) We'll be taking a look at various workplace factors such as ergonomics, computer usage, lighting, ventilation, and air quality as well as mechanisms to maintain employee health, including OSHA's guidelines.	20 mins

Workplace Hygiene 3.0

Course/Description	Duration
Workplace Hygiene 3.0 Upon completion of this course, you will learn simple practices such as hand hygiene, respiratory hygiene, and physical distancing to avoid spreading germs.	5 mins

Workplace Stress Prevention 2.0 (US)

Course/Description	Duration
Workplace Stress Prevention 2.0 (US) While OSHA covers many areas relating to health and safety at work, a few other areas are also important to mention. Stress management, office-related injuries such as carpal tunnel syndrome, and no-fragrance areas are all contemporary issues surrounding employee health and safety. We will discuss the issue of stress in this course.	10 mins

Workplace Vehicle Safety

Course/Description	Duration
Workplace Vehicle Safety Upon completion of this course, you will learn how to remain safe when working with vehicles in the workplace.	10 mins

Wounds 1.0

Course/Description	Duration
Wounds 1.0 Upon completion of this course, you will learn how you can help someone in your workplace who has been wounded.	3 mins

Human Resources - Skills, Compliance, and Ethics

Accommodations for Employees with Psychiatric Disabilities in the U.S. 2.0

Course/Description	Duration
Accommodations for Employees with Psychiatric Disabilities in the U.S. 2.0 Upon completion of this course, you will learn the importance and legal obligation of providing employees with reasonable accommodations for any disability that may affect their job performance, as well as how to be proactive in the eventuality of needing to implement such accommodations.	10 mins

Administration of a Collective Bargaining Agreement 2.0

Course/Description	Duration
Administration of a Collective Bargaining Agreement 2.0 Upon completion of this course, you will learn about standard practices for grievance procedures within a collective bargaining contract.	5 mins

Affordable and Social Housing 1.0

Course/Description	Duration
Affordable and Social Housing 1.0 This course will look at the difference between social and affordable housing, and the types of both, as well as look at eligibility and how to apply, maintenance, and tenancy types.	30 mins

Alcohol and Drugs at Work 2.0 (UK)

Course/Description	Duration
Alcohol and Drugs at Work 2.0 (UK) This course will provide you with the essential facts about alcohol and the workplace allowing you to make good decisions regarding your, and your work colleagues, consumption, helping you to reduce the risk of endangering yourself or others. Learning objectives - • Describe how alcohol at work can jeopardise efficiency and safety • State how you are expected to respond to alcohol in the workplace • Explain the effects of alcohol on people	10 mins

American Disabilities Act 1.0

Course/Description	Duration
American Disabilities Act 1.0 Upon completion of this course, you will learn who has to comply with ADA, who does the ADA cover, and the expanded definition of disability according to the ADA.	30 mins

Anti-Bribery and Corruption 2.0 (UK)

Course/Description	Duration
Anti-Bribery and Corruption 2.0 (UK) Bribery is illegal, unethical and damaging to an organisation's reputation. Ensure your actions are never called into question by knowing what a bribe looks like, why someone might attempt bribery and ways to detect and prevent bribery in the workplace. This course raises awareness about bribery and explains how the Bribery Act 2010 impacts you and your organisation. Learning Objectives: • Define bribery and distinguish bribes from gifts • Explain how the Bribery Act 2010 impacts you and your organisation. • Identify red flags that could suggest the presence of bribery	30 mins

Anti-Bribery and Corruption 3.0

Course/Description	Duration
Anti-Bribery and Corruption 3.0 Anti-bribery and corruption laws are in place to make sure businesses and officials are held to the highest ethical standards. This course will help you better understand what bribery and corruption is and the laws and regulations around it so you and your organization can stay compliant.	20 mins

Anti-Money Laundering 5.0 (UK)

Course/Description	Duration
Anti-Money Laundering 5.0 (UK) With a maximum jail sentence of 14 years, do you know all you should about money laundering? This course can help you make sure you do. Learning Objectives - • Describe what money laundering is • Outline why it is illegal • Identify the different stages of money laundering	15 mins

Anti-money Laundering Awareness 3.0 (US)

Course/Description	Duration
Anti-money Laundering Awareness 3.0 (US) Money laundering is a serious crime. It allows money that has been obtained illegally – through other criminal activity – to be used by criminals without attracting attention from authorities. Help take the profit out of crime by learning about how money laundering and terrorism financing occur, the framework to prevent them, and things to look out for. Learning Objectives - • Describe the concept of money laundering • Describe reverse money laundering as a means of financing terrorism • Outline the money laundering process	30 mins

Antitrust 1.0

Course/Description	Duration
Antitrust 1.0 This course will give you an overview of antitrust law, different types of antitrust violations and anticompetitive practices, and penalties that apply for breaking the law.	20 mins

Assess and Learn - Sexual Harassment Prevention 1.0 (CA)

Course/Description	Duration
Assess and Learn - Sexual Harassment Prevention 1.0 (CA) Sexual harassment is totally unacceptable in the modern workplace. This course is designed to raise awareness of sexual harassment, including what it is, the legal, physical and psychological ramifications, and what you can do if you encounter it in the workplace.	15 mins

Beginning Development for Training Programs 1.0

Course/Description	Duration
Beginning Development for Training Programs 1.0 Upon completion of this course, you will learn considerations when creating a training plan, how to understand the needs assessment and learning objectives, and how to address learning styles to provide a successful foundation for a training program.	10 mins

Beginning Effective Employee Resource Groups 1.0

Course/Description	Duration
Beginning Effective Employee Resource Groups 1.0 Want to start an employee resource group (or ERG), but not sure where to begin? Or perhaps you have an ERG and want to ensure it has a meaningful impact on your organization's diversity, equity, and inclusion? ERGs are about employee connection and creating a support community for those that need it most. Learning objectives - • Define employee resource groups (ERGs) • Describe the benefits and challenges of ERGs • Describe ways to build effective ERGs	10 mins

Building Framework for the Development of Training Programs 1.0

Course/Description	Duration
Building Framework for the Development of Training Programs 1.0 Upon completion of this course, you will learn how to devlop a framework for creating a training program, as well as considerations regarding delivery mode, budget, delivery style, audience, and content.	10 mins

California Human Trafficking Awareness 2.0 (US)

Course/Description	Duration
California Human Trafficking Awareness 2.0 (US) It might be hard to see how human trafficking relates to you and your organization, but traffickers can take advantage of the privacy and anonymity offered by the hospitality and transport industries. Learn some of the telltale signs of human trafficking along with common myths and misconceptions with this course, which meets requirements for human trafficking awareness training in California. Learning objectives - • Define human trafficking • Define the types of human trafficking, including sex trafficking, labor trafficking, and commercial exploitation of children • Recognize myths and misconceptions about human trafficking	30 mins

California Sexual Harassment Prevention for Employees 4.0

Course/Description	Duration
California Sexual Harassment Prevention for Employees 4.0 Did you know that intention is irrelevant when it comes to determining sexual harassment? Sexual harassment is "in the eye of the beholder", so it's crucial to understand the kind of behavior that will and won't be tolerated in your workplace. Get to know your rights and responsibilities under California law with this comprehensive course. Learning objectives - • Explain why sexual harassment prevention is a workplace issue • Describe the behavior that constitutes sexual harassment • List some factors that can cause workplace sexual harassment	60 mins

California Sexual Harassment Prevention for Managers 4.0

Course/Description	Duration
California Sexual Harassment Prevention for Managers 4.0 As a manager or supervisor in California, you're on the frontline in the prevention of sexual harassment in your workplace. Employees turn to you in a harassment situation and you're a role model for the positive behavior you want to see in others. Get to know what's required of you professionally and legally with this comprehensive course. Learning objectives - • Explain why sexual harassment prevention is a workplace issue • Describe the behavior that constitutes sexual harassment • List some factors that can cause workplace sexual harassment	120 mins

Challenge 25 1.0

Course/Description	Duration
Challenge 25 1.0 Upon completion of this course, you will learn the role of the Challenge 25 guidelines and acceptable forms of identification, and how to check them.	10 mins

Communication and Ethics 2.0

Course/Description	Duration
Communication and Ethics 2.0 Upon completion of this course, you will learn about communication strategies for crisis management, and how the complexities of communication and culture can lead to miscommunications.	10 mins

Communication Styles and Emotional Intelligence 2.0

Course/Description	Duration
Communication Styles and Emotional Intelligence 2.0 Upon completion of this course, you will learn the elements of communication and how to manage your emotions.	5 mins

Completing the Framework for Developing Training Programs 1.0

Course/Description	Duration
Completing the Framework for Developing Training Programs 1.0 Upon completion of this course, you will learn the development of a framework for creating a training program and how to build a training program suitable for your employees and your company.	10 mins

Compliance Essentials - Sexual Harassment Prevention 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Equity and Diversity in the Workplace 1.0 (CA) Sexual harassment is in the spotlight. Make sure you are fully aware of the kind of behavior that is – and isn't – acceptable in your workplace. Things that may have been tolerated in the past, simply aren't today. Or, you might need to get help for sexual harassment or support a co-worker to do so. We'll look at how to do that in this course.	20 mins

Compliance Essentials - Workplace Violence and Bullying Prevention 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Workplace Violence and Bullying Prevention 1.0 (CA) This course is designed to raise awareness of harassment and bullying, including what they are, the legal, physical and psychological ramifications, and what you can do if you encounter this kind of conduct in the workplace.	20 mins

Comprender el acoso sexual 2.0

Course/Description	Duration
Comprender el acoso sexual 2.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual y describir algunos factores que pueden causar acoso sexual en el trabajo.	15 mins

Comprender la política de código de conducta 2.0

Course/Description	Duration
Comprender la política de código de conducta 2.0 Al completar este curso, podrá explicar el propósito del código de conducta y por qué es importante, definir los conflictos de intereses y aprender a evitarlos, e identificar los obsequios y la hospitalidad adecuados en la realización de actividades comerciales.	25 mins

Concienciación sobre redes sociales 1.0

Course/Description	Duration
Concienciación sobre redes sociales 1.0 Al finalizar este curso, sabrá qué son las redes sociales y el propósito de una política de redes sociales.	5 mins

Concientización sobre la trata de personas en California 1.0

Course/Description	Duration
Concientización sobre la trata de personas en California 1.0 Al completar este curso, podrá definir la trata de personas y los requisitos para hoteles y moteles según la ley de California.	25 mins

Connecticut Sexual Harassment Prevention 2.0

Course/Description	Duration
Connecticut Sexual Harassment Prevention 2.0 Connecticut law requires mandatory sexual harassment prevention training in workplaces. The first step to changing workplace culture and preventing sexual harassment, is making sure everybody in the workplace is informed and aware of appropriate and inappropriate behavior. Learning objectives - • Explain why sexual harassment prevention is a workplace issue • Describe the behavior that constitutes sexual harassment • Describe some factors that can cause workplace sexual harassment	120 mins

Consequences for Careless Social Media Use in the Workplace 1.0

Course/Description	Duration
Consequences for Careless Social Media Use in the Workplace 1.0 Upon completion of this course, you will learn why employers are concerned about careless use of social media, if an employer can legally terminate an employee for their online behavior, and recognize the risks of social media and the ways to minimize these risks.	10 mins

Contract Management 1.0

Course/Description	Duration
Contract Management 1.0 Upon completion of this course, you will learn fundamental concepts of contract management and explores the activities used to administer the contracts you have, or put, in place as part of your business agreements.	20 mins

Culture Series – Be the Change (For Non-Managers) 1.0

Course/Description	Duration
Culture Series – Be the Change (For Non-Managers) 1.0 This course will help employees understand the idea of workplace culture and provides tips on how they can help create a better, more positive workplace.	5 mins

Culture Series – Doing What's Right 1.0

Course/Description	Duration
Culture Series – Doing What's Right 1.0 This course will take the learner on an adventure through a workplace scenario where their choices about setting an example when faced with an ethical dilemma.	5 mins

Culture Series - Owning Up 1.0

Course/Description	Duration
Culture Series - Owning Up 1.0 In this course, you will learn what it means to be accountable for your behavior in the workplace and the importance of owning up to your mistakes.	5 mins

Culture Series – Setting An Example (For Managers) 1.0

Course/Description	Duration
Culture Series – Setting An Example (For Managers) 1.0 This course will take the learner on an adventure through a workplace scenario where their choices about setting an example when faced with a negative co-worker determine the outcome.	5 mins

Culture Series – Setting An Example (For Non-managers) 1.0

Course/Description	Duration
Culture Series – Setting An Example (For Non-managers) 1.0 This course will take the learner on an adventure through a workplace scenario where their choices about setting an example when faced with a negative co-worker determine the outcome.	5 mins

Culture Series - Speaking Up 1.0

Course/Description	Duration
Culture Series - Speaking Up 1.0 Upon completion of this course, you will learn how to promote positive behavior in the workplace, when to step in and speak up against inappropriate behavior, and how to set a good example for other co-workers.	5 mins

Culture Series - Standing Up 1.0

Course/Description	Duration
Culture Series - Standing Up 1.0 Upon completion of this course, you will learn how to promote positive behavior in the workplace, when to step in and stand up against inappropriate behavior, and what to say when standing up to co-workers.	5 mins

Culture Series – Start the Change (For Managers) 1.0

Course/Description	Duration
Culture Series – Start the Change (For Managers) 1.0 This course helps those in leadership roles understand the importance of positive workplace culture is important and provides tips on how to build one.	10 mins

Culture Series - The Importance of Whistleblowing 1.0

Course/Description	Duration
Culture Series - The Importance of Whistleblowing 1.0 Upon completion of this course, you will learn what is meant by 'whistleblowing', identify the kind of situations that could require whistleblowing, and some of the challenges faced by whistleblowers.	15 mins

Culture Series - What Are Conflicts of Interest 1.0

Course/Description	Duration
Culture Series - What Are Conflicts of Interest 1.0 Upon completion of this course, you will learn what is meant by 'conflicts of interest', identify common types of conflicts of interest, and know the importance of acting with integrity.	12 mins

Culture Series - What is Money Laundering 1.0

Course/Description	Duration
Culture Series - What is Money Laundering 1.0 Upon completion of this course, you will learn what money laundering is and why it is dangerous, how money laundering takes place, and the signs to look for.	15 mins

Culture Series - When Gifts Create a Conflict of Interest 1.0

Course/Description	Duration
Culture Series - When Gifts Create a Conflict of Interest 1.0 If you're given a gift at work, you need to think about why you're receiving it. Gift giving rarely occurs without an expectation of reciprocity. Learn how to avoid a conflict of interest at work by recognizing the types of gifts that are acceptable to give and receive, and how to safely declare them. Receiving a gift at work shouldn't cost you your job.	15 mins

Culture Series - When Outside Employment is a Conflict of Interest 1.0

Course/Description	Duration
Culture Series - When Outside Employment is a Conflict of Interest 1.0 It might be hard to see how having a second job in your spare time could be a problem for your employer. But a second job can take valuable time and energy away from your first, or compete with the business interests of your employer. This course looks at the dos and don'ts of outside employment and how you can safely handle a conflict of interest.	15 mins

Culture Series - Workplace Bullying Prevention 1.0

Course/Description	Duration
Culture Series - Workplace Bullying Prevention 1.0 Bullying is becoming more prevalent in the workforce around the world. But you and your organization can stop it from occurring. This course will help you understand why bullying is a workplace issue, what causes it, how to avoid it, and what to do if you experience bullying at work.	10 mins

Current Labor Challenges and Labor Laws in the U.S. 2.0

Course/Description	Duration
Current Labor Challenges and Labor Laws in the U.S. 2.0 Upon completion of this course, you will learn about cultural, economic, and political difficulties facing American unions, as well as laws relating to unions and organized labor.	15 mins

Dealing with Extremism and Terrorism 1.0

Course/Description	Duration
Dealing with Extremism and Terrorism 1.0 In this course, you will learn about extremism and terrorism actually means, the role of radicalization, and constitutes extreme views and terrorist acts.	30 mins

Defining HR 2.0

Course/Description	Duration
Defining HR 2.0 Upon completion of this course, you will learn the definition of HR, how happy employees lead to better performance, and how to recognize the right people to hire.	5 mins

Delaware Sexual Harassment Prevention 1.0

Course/Description	Duration
Delaware Sexual Harassment Prevention 1.0 Upon completion of this course, you will learn why sexual harassment prevention is a workplace issue, the behavior that constitutes sexual harassment, and some factors that can cause workplace sexual harassment.	45 mins

Developing a Compensation Package 1.0

Course/Description	Duration
Developing a Compensation Package 1.0 Upon completion of this course, you will learn how to determine what improvements are necessary in your compensation package and considerations for improving compensation packages.	5 mins

Developing a Diversity, Equity and Inclusion Strategy 1.0

Course/Description	Duration
Developing a Diversity, Equity and Inclusion Strategy 1.0 If your organization is serious about diversity, equity, and inclusion (DEI), you need a strategy to support your initiatives. A strategy is a path forward for organizational change that identifies the steps toward meeting DEI goals. This course will help you develop and implement an effective DEI strategy. Learning objectives - • Identify the purpose of a diversity, equity, and inclusion (DEI) strategy • Describe why a DEI strategy is important for every organization • Identify important elements to cover in your DEI strategy	20 mins

Discipline and Grievance 2019

Course/Description	Duration
Discipline and Grievance 2019 Upon completion of this course, you will learn the right way to discipline within the workplace and the Disciplinary and Grievance codes of practice.	5 mins

District of Columbia Sexual Harrassment Prevention 1.0

Course/Description	Duration
District of Columbia Sexual Harassment Prevention 1.0 This sexual harassment prevention training is for District of Columbia employees at all levels of an organization. Learn legal definitions, types of behaviors, ways to prevent sexual harassment, and how to respond if it occurs.	45 mins

Diversity, Equity, and Inclusion in Talent Management 1.0

Course/Description	Duration
Diversity, Equity, and Inclusion in Talent Management 1.0 Diversity, equity, and inclusion (DEI) should be an integral part of your talent management strategy. However, it's not just about hiring diverse individuals, it's so much more. This course will help you integrate DEI strategies to all your talent management practices from attracting to retaining and promoting employees. Learning objectives - • Explain the benefits of integrating diversity, equity and inclusion into talent management • Describe the impact of not removing bias from the talent management process • Identify the type of biases that can arise in the talent management process	20 mins

Email Management and Ethics 1.0

Course/Description	Duration
Email Management and Ethics 1.0 Upon completion of this course, you will learn correct business writing and etiquette in crafting emails and privacy and security in email usage.	30 mins

Employee Personality and Fit 1.0

Course/Description	Duration
Employee Personality and Fit 1.0 Upon completion of this course, you will learn effective scientific solutions used to identify a correlation between employee personality and fit.	20 mins

Employee Retention Strategies - Pay for Performance and Work - Life Balance 1.0

Course/Description	Duration
Employee Retention Strategies - Pay for Performance and Work - Life Balance 1.0 Upon completion of this course, you will learn the basic tenets of these two employee retention strategies and how these considerations affect employee retention.	10 mins

Employee Rights - Job Protection Rights in the U.S. 2.0

Course/Description	Duration
Employee Rights - Job Protection Rights in the U.S. 2.0 Upon completion of this course, you will learn about employee rights surrounding job protection, privacy, and unionization.	10 mins

Employee Rights - Labor Unions in the US 2.0

Course/Description	Duration
Employee Rights - Labor Unions in the US 2.0 Upon completion of the course, you will learn about the history, purpose, and processes involved with employee-union relations, as well as gain an understanding of the role unions play in the life of a company.	10 mins

Employee Rights - Privacy 2.0

Course/Description	Duration
Employee Rights - Privacy 2.0 Upon completion of this course, you will learn about employee privacy rights and important laws and issues surrounding privacy rights.	10 mins

Employee Separation, Rightsizing and Layoffs 1.0

Course/Description	Duration
Employee Separation, Rightsizing and Layoffs 1.0 Upon completion of this course, you will learn the different types of employee separation and the procedures behind them, how rightsizing works, and know the process of laying off employees.	10 mins

Environmental Awareness 2.0 (UK)

Course/Description	Duration
Environmental Awareness 2.0 (UK) Upon completion of this course, you will learn the legal requirements your company must meet with regard to environmental awareness.	15 mins

Equal Employment Opportunity Commission 2.0

Course/Description	Duration
Equal Employment Opportunity Commission 2.0 This course looks at the EEOC, its laws, and the vulnerable groups and individuals that it aims to protect in the workplace.	25 mins

Expatriate Selection and Training 2.0

Course/Description	Duration
Expatriate Selection and Training 2.0 Sending an employee overseas is a unique assignment. It's not like being promoted in-house or changing positions from one department to another. This course for HR professionals, executives, and hiring managers addresses important considerations for staffing an international assignment. It covers strategies for selecting and training employees to ensure expatriate success.	10 mins

Expatriate Selection, Cultural Training and Other Considerations 1.0

Course/Description	Duration
Expatriate Selection, Cultural Training and Other Considerations 1.0 Upon completion of this course, you will learn the selection process for international candidates and how to prepare and train international employees.	15 mins

Exploring the Global Business Environment 2.0

Course/Description	Duration
Exploring the Global Business Environment 2.0 Upon completion of this course, you will learn about strategic human resource management (HRM) in a global environment and the components of HRM required for consideration when work is offshored.	10 mins

Exploring the Need for Labor Unions 2.0

Course/Description	Duration
Exploring the Need for Labor Unions 2.0 Upon completion of this course, you will learn how unions are structured, the types of negotiations and practices unions engage in, and the role unions currently play in today's workforce.	20 mins

Export Controls 1.0 (US)

Course/Description	Duration
Export Controls 1.0 (US) This course will explain what exports are, the rules, how export agencies and licenses work, and how to stay compliant.	20 mins

Facebook, LinkedIn and Twitter Policies Every Employee Should Know 1.0

Course/Description	Duration
Facebook, LinkedIn and Twitter Policies Every Employee Should Know 1.0 Upon completion of this course, you will learn the privacy concerns related to you and your employer on social media platforms, understand the terms of use and data policies for the social platforms you use, and how data is collected and behavior is tracked.	10 mins

Family Medical Leave Act for Employees 1.0

Course/Description	Duration
Family Medical Leave Act for Employees 1.0 Upon completion of this course, you will learn about FMLA, who is covered by the law, types of leave, FMLA protections and their limitations.	18 mins

Family Medical Leave Act for Managers 1.0

Course/Description	Duration
Family Medical Leave Act for Managers 1.0 This course is for managers and supervisors, to help organizations comply with FMLA obligations. Learn about FMLA, who is covered by the law, types of leave, FMLA protections and limitations.	25 mins

Family Violence Awareness – A Workplace Issue (Supervisors and Managers)

Course/Description	Duration
Family Violence Awareness – A Workplace Issue (Supervisors and Managers) This course provides information about family violence awareness and how it's a workplace issue, including how to recognise signs of family violence, and how managers can implement a safe culture into their organisation to support co-workers who may be affected by family violence.	15 mins

Family Violence Awareness – A Workplace Issue 2.0

Course/Description	Duration
Family Violence Awareness – A Workplace Issue 2.0 This course provides information about family violence awareness and how it's a workplace issue, including how to recognise signs of family violence and how to support a co-worker who may be affected by family violence.	15 mins

Foreign Corrupt Practices Act 2.0

Course/Description	Duration
Foreign Corrupt Practices Act 2.0 This course provides an overview of the FCPA, the provisions within it, the penalties and guidelines under the FCPA, and what your employees and organization can do to stay compliant.	20 mins

Geldwäschebekämpfung 3.0

Course/Description	Duration
Geldwäschebekämpfung 3.0 In diesem Kurs erfahren Sie, wie der Prozess funktioniert und welche Verpflichtungen Sie gemäß den geltenden Gesetzen und Vorschriften haben.	10 mins

Global Anti-Bribery and Corruption 3.0

Course/Description	Duration
Global Anti-Bribery and Corruption 3.0 Regulators around the world are becoming more aggressive in investigating and enforcing anti-bribery and anti-corruption laws. This course will help you better understand what bribery and corruption is and the laws and regulations around it so you and your organization can stay compliant.	20 mins

Harassment and Bullying Prevention for Managers 1.0 (UK)

Course/Description	Duration
Harassment and Bullying Prevention for Managers 1.0 (UK) Managers have a duty to provide a safety and healthy workplace free of harassment and bullying. This course outlines managers' responsibilities to prevent these behaviours, model appropriate conduct, and handle complaints effectively. It also explores potential legal liability and the impact of incidents on individuals and the organisation. Learning objectives - • Describe the impact of harassment and bullying in the workplace • Explain management responsibilities in preventing workplace harassment and bullying • Identify the potential legal liability for workplace harassment and bullying	17 mins

Harassment Awareness 1.0

Course/Description	Duration
Harassment Awareness 1.0 • Upon completion of this course, you will know what harassment is, why it is a workplace issue, and identify some common causes of harassment.	12 mins

Harassment and Bullying at Work 2.0

Course/Description	Duration
Harassment and Bullying at Work 2.0 Upon completion of this course, you will learn an increased awareness of what bullying and harassment is and when it takes place, as well as the actions you should take to stop bullying and prevent reoccurrence.	10 mins

Hiring Employees 1.0

Course/Description	Duration
Hiring Employees 1.0 Upon completion of this course, you will learnbasics of each step in the hiring process and the benefits of hiring contingent workers.	15 mins

How to Behave at Work Parties - Drugs and Alcohol 3.0

Course/Description	Duration
How to Behave at Work Parties - Drugs and Alcohol 3.0 This course will explain the appropriate use of drugs and consumption of alcohol at work parties, what the definition of the workplace is, how drugs and alcohol at work parties can be subject to workplace laws, and the potential consequences of misusing drugs or alcohol at work parties.	6 mins

How to Behave at Work Parties - Sexual Harassment 3.0

Course/Description	Duration
How to Behave at Work Parties - Drugs and Alcohol 3.0 This course will explain what is regarded as sexual harassment at work parties, what the definition of the workplace is, how work parties can be subject to workplace laws regarding sexual harassment, and the potential consequences of engaging in sexual harassment at work parties.	7 mins

How to Behave at Work Parties - Social Media 3.0

Course/Description	Duration
How to Behave at Work Parties - Social Media 3.0 This course will explain the appropriate use of social media at work parties, what the definition of the workplace is, how social media and work parties can be subject to workplace law, and the potential consequences of improper use of social media at work parties.	6 mins

HR for Non-HR Managers 1.0

Course/Description	Duration
HR for Non-HR Managers 1.0 Upon completion of this course, you will learn why effective HR is crucial, why recruitment is one of the most important aspects of your business, and understand the benefits of training.	20 mins

Human Resources Global Strategies in the U.S. 2.0

Course/Description	Duration
Human Resources Global Strategies in the U.S. 2.0 Upon completion of this course, you will learn different cultural business norms and how this assists, informs and works with human resources management.	10 mins

Human Trafficking Awareness 1.0

Course/Description	Duration
Human Trafficking Awareness 1.0 Upon completion of this course, you will learn what human trafficking is and the physical and mental signs of victims involved in human trafficking.	25 mins

Illinois Sexual Harassment Prevention 2.0 (US)

Course/Description	Duration
Illinois Sexual Harassment Prevention 2.0 (US) Illinois law requires mandatory sexual harassment prevention training in workplaces. The first step to changing workplace culture and preventing sexual harassment, is making sure everybody in the workplace is informed and aware of appropriate and inappropriate behavior. Learning Objectives - • Explain why sexual harassment prevention is a workplace issue • Describe the behavior that constitutes sexual harassment • Describe some factors that can cause workplace sexual harassment	60 mins

Illinois Sexual Harassment Prevention for Hospitality 2.0 (US)

Course/Description	Duration
Illinois Sexual Harassment Prevention for Hospitality 2.0 (US) Illinois law requires mandatory sexual harassment prevention training for restaurant and bar employees and managers. The first step to changing workplace culture and preventing sexual harassment, is making sure everybody in the workplace is informed and aware of appropriate and inappropriate behavior. Learning objectives - • Explain why sexual harassment prevention is a workplace issue in the hospitality industry • Describe the behavior that constitutes sexual harassment • Describe hospitality-specific factors that can cause workplace sexual harassment	60 mins

Illinois Sexual Harassment Prevention for Managers 1.0 (US)

Course/Description	Duration
Illinois Sexual Harassment Prevention for Managers 1.0 (US) As a manager or supervisor in Illinois, you're on the frontline in the prevention of sexual harassment in your workplace. Employees turn to you in a harassing situation and you're a role model for the positive behavior you want to see in others. Learn what is required of you professionally and legally with this comprehensive course. Learning objectives - • Explain why sexual harassment prevention is a workplace issue • Describe the behavior that constitutes sexual harassment • Define the types of sexual harassment	120 mins

Illinois Sexual Harassment Prevention in Hospitality for Managers 1.0 (US)

Course/Description	Duration
Illinois Sexual Harassment Prevention in Hospitality for Managers 1.0 (US) As a manager, you're on the frontline in the prevention of sexual harassment in the hospitality industry. You're the first responder for employees who find themselves in a harassing situation, and you're a role model for positive behavior. Learn how to prevent sexual harassment, handle complaints, support employees, and help the organization limit its liability. Learning objectives - • Explain why sexual harassment prevention is a hospitality industry issue • Describe the behavior that constitutes sexual harassment • Define the types of sexual harassment	120 mins

Importance of Training

Course/Description	Duration
Importance of Training Upon completion of this course, you will learn why you should train employees, how to create your own learning development cycle, and the different learning styles.	5 mins

Inclusive Leadership 2.0

Course/Description	Duration
Inclusive Leadership 2.0 Upon completion of this course, you will learn what inclusive leadership actually is and the benefits.	1 min

International Law for Expatriates in the US 2.0

Course/Description	Duration
International Law for Expatriates in the US 2.0 Upon completion of this course, you will learn international law as it pertains to expatriates and host-country employees, as well as identify specific research and other considerations that can make international assignments a success.	10 mins

International Traffic in Arms Regulation (ITAR) Compliance 1.0 (US)

Course/Description	Duration
International Traffic in Arms Regulation (ITAR) Compliance 1.0 (US) The International Traffic in Arms regulations, or ITAR, applies to enterprises that make or export/import military and space products and technologies, and affects all companies trading defense articles. This course will explain the basics by looking at definitions, companies and products/services affected, licenses, and compliance best practice.	17 mins

Introduction to Labor Unions in the U.S. 2.0

Course/Description	Duration
Introduction to Labor Unions in the U.S. 2.0 Upon completion of this course, you will learn a brief history of unions in America and common union practices.	10 mins

Laws Relating to Pay in the U.S. 2.0

Course/Description	Duration
Laws Relating to Pay in the U.S. 2.0 Upon completion of this course, you will learn about issues and laws involving discrimination and bias, foundations and mandates of the Fair Labor Standards Act, and information about unemployment and disability laws.	10 mins

Leading Learning - Analytics and Marketing Data 1.0

Course/Description	Duration
Leading Learning - Analytics and Marketing Data 1.0 Measuring your marketing gives you the data you need to analyze what you're doing. They demonstrate the effectiveness your marketing campaigns has across all channels. Your executive team will want to see the big picture for every marketing channel and how your efforts positively affect ROI. These metrics may be slightly different than those you measure for your team's performance but they're crucial in showing value for your marketing budget.	15 mins

Leading Learning - Anti-Bribery and Corruption 1.0

Course/Description	Duration
Leading Learning - Anti-Bribery and Corruption 1.0 Bribery and corruption are more widespread and damaging than many people realize. Here, we'll cover key concepts related to bribery and corruption, with real-life examples and practical tips to help you identify, report, and prevent this conduct in your workplace. Stamping out corruption protects you and your organization and reduces negative effects on the global economy.	20 mins

Leading Learning - Anti-Money Laundering Awareness 1.0

Course/Description	Duration
Leading Learning - Anti-Money Laundering Awareness 1.0 Money laundering is a complex and widespread crime. Did you know you play a critical role in your organization's anti-money laundering compliance program? Here, you'll learn how you can help to prevent and detect money laundering, including "know your customer" due diligence.	20 mins

Leading Learning - Budgeting Basics for Managers 1.0

Course/Description	Duration
Leading Learning - Budgeting Basics for Managers 1.0 This course will show you the six steps of preparing a budget and give you some techniques to help you prioritize your spending.	10 mins

Leading Learning - Business Sustainability 1.0

Course/Description	Duration
Leading Learning - Business Sustainability 1.0 In this course, we uncover the other aspects of the sustainability framework. We'll explore how you can apply a sustainable mindset to several different areas of your organization. We will give you the knowledge and the skills to better understand how to adapt working processes and how to make more ethical, progressive, and forward-thinking decisions.	15 mins

Leading Learning - Changing Organizational Culture 1.0

Course/Description	Duration
Leading Learning - Changing Organizational Culture 1.0 Gain insight into how organizational culture contributes to a company's success or failure. Learn to apply strategies to change and influence your organization's culture for the better and realize improved employee engagement, employee satisfaction and overall company performance.	15 mins

Leading Learning - Communicating Virtually 1.0

Course/Description	Duration
Leading Learning - Communicating Virtually 1.0 As the business world continues to embrace remote working, virtual communication skills have become integral for all employees. In this course we'll explore the importance of getting virtual communication right and show you how to communicate correctly with your teams wherever they're located.	10 mins

Leading Learning - Creating SMART Objectives 1.0

Course/Description	Duration
Leading Learning - Creating SMART Objectives 1.0 As a leader, how do you to set objectives that inspire and motivate your team to achieve with excellence? This course will help you learn how to create SMART objectives for yourself and your team, that drive commitment and motivation to accomplish your goals!	10 mins

Leading Learning - Cross-Cultural Communication 1.0

Course/Description	Duration
Leading Learning - Cross-Cultural Communication 1.0 The importance of understanding why cultural factors can impact how we communicate is what we explore in this course. We will discuss the important role cultural awareness plays in our interactions with others and discuss common mistakes and best practices when communicating cross-culturally.	20 mins

Leading Learning - Discrimination Prevention 1.0

Course/Description	Duration
Leading Learning - Discrimination Prevention 1.0 This course will help you understand why discrimination is a workplace issue, its forms and how to prevent it, and what you can do if you feel you are being discriminated against.	10 mins

Leading Learning - Harassment and Bullying Prevention 1.0

Course/Description	Duration
Leading Learning - Harassment and Bullying Prevention 1.0 Learn more about what is harassment and bullying at work, the impact it has on individuals and the organization and how you can prevent it from happening where you work.	15 mins

Leading Learning - Managing Equality and Diversity 3.0

Course/Description	Duration
Leading Learning - Managing Equality and Diversity 3.0 Equal opportunity in employment is the idea that everybody deserves to be treated equally in the workplace. Employees want a manager they can rely on and that they believe has their best interests at heart. This course will give you tips on how to be a fair and worthy leader by treating everyone in the workplace equally and with respect. Learning objectives - • Define equality and diversity in employment • Identify the benefits of equality and diversity in the workplace • Define discrimination and identify the common types	15 mins

Leading Learning - Managing Harassment and Bullying 1.0

Course/Description	Duration
Leading Learning - Managing Harassment and Bullying 1.0 As a manager, you have an obligation to ensure that everyone is treated fairly and with respect. This means actively preventing inappropriate behavior and responding immediately if something comes to your attention.	15 mins

Leading Learning - Managing Sexual Harassment 1.0

Course/Description	Duration
Leading Learning - Managing Sexual Harassment 1.0 This course will help you, as a manager, respond to sexual harassment allegations. It will help you identify sexual harassment and prevent it from happening to you and your employees.	15 mins

Leading Learning - Maximizing Virtual Meetings 1.0

Course/Description	Duration
Leading Learning - Maximizing Virtual Meetings 1.0 It's not uncommon for a virtual meeting to end early because of technology issues. Virtual meetings can be challenging but there are ways you can make them run smoothly and stay on track, regardless of if you're leading it or a participant. This course will help you get the most out of virtual meetings. Learning objectives - • Identify the advantages of virtual meetings • Recognize the challenges of virtual meetings • Outline best practice for an effective virtual meeting	10 mins

Leading Learning - Sexual Harassment Prevention 1.0

Course/Description	Duration
Leading Learning - Sexual Harassment Prevention 1.0 Sexual harassment is a workplace issue. No matter where you work or who you work with, you're entitled to a safe work environment, free from sexual harassment. This course will help you understand how sexual harassment is defined, why it can happen and what you can do to prevent it.	15 mins

Leading Learning - Tackling Unconscious Bias 1.0

Course/Description	Duration
Leading Learning - Tackling Unconscious Bias 1.0 This course will help you examine unconscious bias at work through common examples and tips, while looking at the benefits of a workplace free from unconscious bias that is diverse and inclusive.	20 mins

Leading Learning - Understanding Unconscious Bias 1.0

Course/Description	Duration
Leading Learning - Understanding Unconscious Bias 1.0 Unconscious biases are the underlying attitudes and stereotypes that we subconsciously attribute to another person or group of people. These judgments can have real consequences on employee experience, and over time, hinder an organization's ability to do business. Dive into your subconscious and explore ways to overcome your own unconscious biases.	15 mins

Ley de Ausencia Familiar y Médica para empleados 1.0

Course/Description	Duration
Ley de Ausencia Familiar y Médica para empleados 1.0 Al completar este curso, podrá describir la Ley de Licencia Familiar y Médica (FMLA), reconocer quién está cubierto por la FMLA y los tipos de licencia cubiertos por la FMLA.	18 mins

Ley de Ausencia Familiar y Médica para gerentes 1.0

Course/Description	Duration
Ley de Ausencia Familiar y Médica para gerentes 1.0 Este curso es para gerentes y supervisores y ayuda a las organizaciones a cumplir con las obligaciones de FMLA, así como a aprender sobre FMLA, quién está cubierto por la ley, los tipos de licencia y las protecciones y limitaciones de FMLA.	25 mins

Maine Sexual Harassment Prevention 1.0

Course/Description	Duration
Maine Sexual Harassment Prevention 1.0 Upon completion of this course, you will learn why sexual harassment prevention is a workplace issue, the behavior that constitutes sexual harassment, and some factors that can cause workplace sexual harassment.	50 mins

Managing Mental Health in Your Workplace 3.0

Course/Description	Duration
Managing Mental Health in Your Workplace 3.0 This course covers important information on managing a worker with mental illness. It looks at an employer's obligations and highlights the need for medical evidence when making reasonable adjustments or accommodations to support a worker with mental illness. This course builds on information introduced in the course Mental Health in Your Workplace. Learning objectives - • Recognise the impact mental illness can have on the workplace • Respond and behave appropriately when a worker has a mental illness • Recognise your obligation to maintain a safe and healthy workplace for all workers	20 mins

Maryland Sexual Harassment Prevention 1.0 (US)

Course/Description	Duration
Maryland Sexual Harassment Prevention 1.0 (US) This course meets requirements for sexual harassment prevention training in Maryland. You will learn legal definitions, types of behaviors, ways to prevent sexual harassment, and how to respond if it occurs.	2 hours

Maryland Sexual Harassment Prevention 2.0 (US)

Course/Description	Duration
Maryland Sexual Harassment Prevention 2.0 (US) The first step to changing workplace culture and preventing harassment, is making sure everybody in the workplace is informed and aware of appropriate and inappropriate behavior. This course meets the requirements for training Maryland employees and managers. Maryland law requires mandatory sexual harassment prevention training for government employees. Learning Objectives - • Explain why sexual harassment prevention is a workplace issue • Describe the behavior that constitutes sexual harassment • Describe some factors that can cause workplace sexual harassment	120 mins

Measuring Diversity, Equity, and Inclusion 1.0

Course/Description	Duration
Measuring Diversity, Equity, and Inclusion 1.0 Indeed, what gets measured gets done. Understanding the importance of DEI – and how to measure it – will help your company to thrive and grow. This course will help you collect useful DEI data and use it to effectively measure change in your organization. Learning objectives - • Define diversity, equity, and inclusion metrics • List benefits of measuring diversity, equity, and inclusion in your organization • Identify common types of DEI metrics	10 mins

Mehr Bewegung am Arbeitsplatz 1.0

Course/Description	Duration
Mehr Bewegung am Arbeitsplatz 1.0 Nach Abschluss dieses Kurses werfen Sie einen Blick auf einige der alltäglichen Entscheidungen, die Sie treffen können, um bei der Arbeit glücklicher, gesünder und produktiver zu werden.	5 mins

Microaggressions in the Workplace 1.0

Course/Description	Duration
Microaggressions in the Workplace 1.0 Most of us have heard or expressed a microaggression in our lifetime without realizing it. So, what are they and why are they so hard to pinpoint? This course will help you define microaggressions in the workplace and give you pointers on how to deal with them. Learning objectives: • Define microaggression in the workplace • Recognize the consequences of microaggressions • Explain why microaggressions can be an unintentional insult	10 mins

Modern Slavery 2.0

Course/Description	Duration
Modern Slavery 2.0 Most of us think of slavery as an issue confined to history, or an issue that only exists in certain countries. But the truth is that slavery is closer than you think and is something that is still happening today. Find out all about Modern Slavery with this course.	10 mins

Modern Slavery 3.0 (UK)

Course/Description	Duration
Modern Slavery 3.0 (UK) Modern slavery is a serious and brutal crime in which people are treated as commodities and exploited for criminal gain. It's an international problem, and due to the nature of the crime, the true extent is unknown. What we do know is that it's a growing issue, affecting men, women and children. This course is designed to help you understand what modern slavery is, who is affected, and what you should do if you spot the signs.	10 mins

More Methods for Training Delivery

Course/Description	Duration
More Methods for Training Delivery Upon completion of this course, you will learn what types of delivery methods used to execute different types of training, as well as the types of training methods and their respective methods of delivery.	5 mins

New York Sexual Harassment Prevention 4.0 (US)

Course/Description	Duration
New York Sexual Harassment Prevention 4.0 (US) New York State law requires mandatory sexual harassment prevention training in workplaces. The first step to changing workplace culture and preventing sexual harassment, is making sure everybody in the workplace is informed and aware of appropriate and inappropriate behavior. Learning Objectives - • Explain why sexual harassment prevention is a workplace issue • Describe the behavior that constitutes sexual harassment • Describe some factors that can cause workplace sexual harassment	45 mins

Nonverbal Communication and Listening 2.0

Course/Description	Duration
Nonverbal Communication and Listening 2.0 Upon completion of this course, you will learn about nonverbal communication and how to be a better listener.	5 mins

Onboarding - Best Practices

Course/Description	Duration
Onboarding - Best Practices Upon completion of this course, you will learn the definition of onboarding and the implications of research into onboarding needs and methods.	10 mins

Onboarding - Orientations

Course/Description	Duration
Onboarding - Orientations Upon completion of this course, you will learn the definition of onboarding and the five steps for effective orientation program.	10 mins

Onboarding - The Power of Day One

Course/Description	Duration
Onboarding - The Power of Day One Upon completion of this course, you will learn the definition of onboarding and best practices for handling a new employee's first day	10 mins

Onboarding - Transmitting Culture

Course/Description	Duration
Onboarding - Transmitting Culture Upon completion of this course, you will learn what organizational culture is and how it is created, different types of organizational culture, and how to conduct a culture audit.	15 mins

Onboarding Tools

Course/Description	Duration
Onboarding Tools Upon completion of this course, you will learnthe basics of onboarding, six HR tools to help facilitate onboarding success, and onboarding best practices.	15 mins

Overview of FCRA 2019

Course/Description	Duration
Overview of FCRA 2019 Upon completion of this course, you will learn the purpose of the Fair Credit Reporting Act, the types of information the FCRA protects, and the three groups regulated by the FCRA.	15 mins

Pay Types and Considerations

Course/Description	Duration
Pay Types and Considerations Upon completion of this course, you will learn the factors to consider when developing a payment structure and the elements of a compensation system.	10 mins

Personal Social Media Use at the Workplace

Course/Description	Duration
Personal Social Media Use at the Workplace Upon completion of this course, you will learn the risks accessing social media in the workplace and potential vulnerabilities it may cause and the repercussions for careless use.	7 mins

Practicing Advanced Retention Strategies

Course/Description	Duration
Practicing Advanced Retention Strategies Upon completion of this course, you will learn how to promote job satisfaction and how to establish a successful employee base.	10 mins

Prevención de la discriminación y el acoso en el trabajo 2.0

Course/Description	Duration
Prevención de la discriminación y el acoso en el trabajo 2.0 Este curso cubre las leyes que protegen a las personas de la discriminación, el acoso y las represalias.	45 mins

Prevención de la discriminación y el acoso en el trabajo para gerentes 2.0

Course/Description	Duration
Prevención de la discriminación y el acoso en el trabajo para gerentes 2.0 Al completar este curso, podrá reconocer la diferencia entre discriminación y acoso, identificar y evitar prácticas laborales discriminatorias, incluidas las represalias, así como las formas en que una organización puede controlar la discriminación y limitar su responsabilidad.	40 mins

Prevención del acoso sexual 3.0

Course/Description	Duration
Prevención del acoso sexual 3.0 Este curso le ofrece el asesoramiento legal y práctico más reciente sobre cómo ayudar a prevenir el acoso sexual en el trabajo, y cómo responder ante un incidente de este tipo.	40 mins

Prevención del acoso sexual en California para empleados 2.0

Course/Description	Duration
Prevención del acoso sexual en California para empleados 2.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual y conocer algunos factores que pueden causar acoso sexual en el trabajo.	1 hour

Prevención del acoso sexual en California para gerentes 3.0

Course/Description	Duration
Prevención del acoso sexual en California para gerentes 3.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual y conocer algunos factores que pueden causar acoso sexual en el trabajo.	2 hours

Prevención del acoso sexual en Connecticut 1.0

Course/Description	Duration
Prevención del acoso sexual en Connecticut 1.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual, así como algunos factores que pueden causar acoso sexual en el trabajo.	2 hours

Prevención del acoso sexual en Delaware 1.0

Course/Description	Duration
Prevención del acoso sexual en Delaware 1.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual, así como algunos factores que pueden causar acoso sexual en el trabajo.	45 mins

Prevención del acoso sexual en Illinois 1.0

Course/Description	Duration
Prevención del acoso sexual en Illinois 1.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual, así como algunos factores que pueden causar acoso sexual en el trabajo.	45 mins

Prevención del acoso sexual en Maine 1.0

Course/Description	Duration
Prevención del acoso sexual en Maine 1.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual, así como algunos factores que pueden causar acoso sexual en el trabajo.	50 mins

Prevención del acoso sexual en Nueva York 2.0

Course/Description	Duration
Prevención del acoso sexual en Nueva York 2.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema en el lugar de trabajo, describir los comportamientos que constituyen acoso sexual, así como algunos factores que pueden causar acoso sexual en el trabajo.	45 mins

Prevención del acoso sexual en el sector de la hospitalidad de Illinois 1.0

Course/Description	Duration
Prevención del acoso sexual en el sector de la hospitalidad de Illinois 1.0 Al completar este curso, podrá explicar por qué la prevención del acoso sexual es un problema ocupacional en el sector de la hostelería, describir las conductas que constituyen el acoso sexual y conocer los factores específicos de la industria de la hostelería que pueden provocar el acoso sexual en el trabajo.	1 hour

Prevención del acoso sexual para gerentes 1.0

Course/Description	Duration
Prevención del acoso sexual para gerentes 1.0 Al completar este curso, podrá identificar las obligaciones legales de los gerentes y organizaciones en relación con el acoso sexual, describir las formas en que los gerentes pueden prevenir el acoso sexual en el trabajo y describir formas de reducir el impacto de los incidentes de acoso sexual en las personas y la organización limita su responsabilidad.	20 mins

Preventing Harassment and Bullying 1.0

Course/Description	Duration
Preventing Harassment and Bullying 1.0 This course is designed to raise awareness of harassment and bullying, including what they are, the legal, physical and psychological ramifications, and what you can do if you encounter it at work.	20 mins

Preventing Harassment and Bullying 1.0

Course/Description	Duration
Preventing Harassment and Bullying 1.0 This course will raise awareness of bullying and harassment, including what they are, the legal, physical and psychological ramifications, and what you can do if you encounter it at work.	15 mins

Preventing Workplace Discrimination and Harassment 2.0

Course/Description	Duration
Preventing Workplace Discrimination and Harassment 2.0 This course will cover the laws that protect people from discrimination, harassment, and retaliation,as well as learn ways to prevent this conduct and how to respond if it occurs.	45 mins

Preventing Workplace Discrimination and Harassment 3.0 (US)

Course/Description	Duration
Preventing Workplace Discrimination and Harassment 3.0 (US) Everyone has the right to do their job without being treated unfairly. As a manager, you're responsible for protecting the organization and its employees from unfair harassment and discrimination. Learning Objectives - • Recognize the difference between discrimination and harassment • Identify and avoid discriminatory employment practices, including retaliation • Identify ways an organization can manage discrimination and limit its liability	40 mins

Preventing Workplace Discrimination and Harassment for Managers 2.0

Course/Description	Duration
Preventing Workplace Discrimination and Harassment for Managers 2.0 Upon completion of this course, you will recognize the difference between discrimination and harassment, as well as identify and avoid discriminatory employment practices.	40 mins

Preventing Workplace Discrimination and Harassment for Managers 3.0 (US)

Course/Description	Duration
Preventing Workplace Discrimination and Harassment for Managers 3.0 (US) Everyone has the right to do their job without being treated unfairly. As a manager, you're responsible for protecting the organization and its employees from unfair harassment and discrimination. Learning Objectives - • Recognize the difference between discrimination and harassment • Identify and avoid discriminatory employment practices, including retaliation • Identify ways an organization can manage discrimination and limit its liability	40 mins

Privacidad y Seguridad 101 de la HIPAA 3.0

Course/Description	Duration
Privacidad y Seguridad 101 de la HIPAA 3.0 Al completar este curso, podrá identificar el propósito de HIPAA, describir las regulaciones de privacidad y seguridad de HIPAA, describir la regla de notificación de infracciones y algunos consejos de seguridad para evitar infracciones.	10 mins

Providing Government-Mandated Benefits 2.0

Course/Description	Duration
Providing Government-Mandated Benefits 2.0 (US) Upon completion of this course, you will learn about several mandated benefits, including Social security, Medicare, Unemployment insurance, Workers' compensation, and COBRA.	5 mins

Providing Voluntary Benefits - Incentive Pay and Paid Time Off

Course/Description	Duration
Providing Voluntary Benefits - Incentive Pay and Paid Time Off Upon completion of this course, you will learn about the different types of voluntary benefits and the different types of incentive pay and paid time off, including commissions, bonuses, profit-sharing, stock options, team pay, and merit pay.	10 mins

Providing Voluntary Benefits - Medical Insurance and 401(k) Plans

Course/Description	Duration
Providing Voluntary Benefits - Medical Insurance and 401(k) Plans Upon completion of this course, you will learn about the options for health care benefits and how to establish and administer 401(k) plans.	15 mins

Recruitment - Job Analysis and Job Descriptions

Course/Description	Duration
Recruitment - Job Analysis and Job Descriptions Upon completion of this course, you will learn the facets and functions of job analysis, how to write a job analysis, the definition of a job description, and how to write a competent and productive job description.	10 mins

Recruitment Law, Part One - IRCA and Patriot Act in the U.S. 2.0

Course/Description	Duration
Recruitment Law, Part One - IRCA and Patriot Act in the U.S. 2.0 Upon completion of this course, you will learn about the Immigration Reform and Control Act (IRCA) and The Patriot Act, as well as how these acts assist in conducting fair and legal hiring processes for your organization.	5 mins

Recruitment Law, Part Two - EEO Set of Laws in the U.S. 2.0

Course/Description	Duration
Recruitment Law, Part Two - EEO Set of Laws in the U.S. 2.0 Upon completion of this course, you will learn what it means to adhere to the Equal Employment Opportunity Commission (EEOC) and how to adhere to the EEOC during your next recruitment process.	5 mins

Recruitment Strategies, Part Two

Course/Description	Duration
Recruitment Strategies, Part Two Upon completion of this course, you will learn about the sources of recruitment, the pros and cons of each source, and how to analyze and explain recruiting costs.	10 mins

Reihe zur Unternehmenskultur – Bewusstsein für Belästigung 1.0

Course/Description	Duration
Reihe zur Unternehmenskultur – Bewusstsein für Belästigung 1.0 Nach Abschluss dieses Kurses erfahren Sie, warum Belästigungen am Arbeitsplatz auftreten, welche Ursachen sie haben, wie Sie sie vermeiden können und welche Möglichkeiten Sie haben, wenn Sie selbst Belästigungen am Arbeitsplatz ausgesetzt sind.	12 mins

Reihe zur Unternehmenskultur – Bystander-Strategien 1.0

Course/Description	Duration
Reihe zur Unternehmenskultur – Bystander-Strategien 1.0 Nach Abschluss dieses Kurses lernen Sie, was einen guten Zuschauer ausmacht, wie Sie selbst einer werden können und wie Sie ein Arbeitsumfeld fördern können, das Zuschauer unterstützt.	10 mins

Reihe zur Unternehmenskultur – Die Bedeutung von Whistleblowing 1.0

Course/Description	Duration
Reihe zur Unternehmenskultur – Die Bedeutung von Whistleblowing 1.0 Nach Abschluss dieses Kurses erfahren Sie, was es bedeutet, einen Vorfall zu melden und in welchen Situationen Whistleblowing erforderlich ist.	15 mins

Reihe zur Unternehmenskultur – Ein Ally sein 1.0

Course/Description	Duration
Reihe zur Unternehmenskultur – Ein Ally sein 1.0 Nach Abschluss dieses Kurses erfahren Sie, was ein Verbündeter ist, warum er wichtig ist, wie man Privilegien erkennt und wie man ein effektiver Verbündeter ist.	15 mins

Reihe zur Unternehmenskultur – Was ist Geldwäsche? 1.0

Course/Description	Duration
Reihe zur Unternehmenskultur – Was ist Geldwäsche? 1.0 Nach Abschluss dieses Kurses erfahren Sie, wie Geldwäsche funktioniert, auf welche Anzeichen Sie achten müssen und wie Sie bei Verdacht auf Geldwäsche reagieren müssen.	15 mins

Reihe zur Unternehmenskultur – Was sind Interessenkonflikte? 1.0

Course/Description	Duration
Reihe zur Unternehmenskultur – Was sind Interessenkonflikte? 1.0 Nach Abschluss dieses Kurses erfahren Sie, was ein Interessenkonflikt ist und wie Sie in einer solchen Situation integer und im besten Interesse Ihres Arbeitgebers handeln können.	12 mins

Right to Work 4.0 (UK)

Course/Description	Duration
Right to Work 4.0 (UK) This course is designed to help you understand what duty of care is all about, and why it is so important to understand your responsibilities.	10 mins

Risk and Compliance in the Housing Sector

Course/Description	Duration
Risk and Compliance in the Housing Sector This course provides an overview of key developments and good practice in risk management linked to social housing providers.	30 mins

Risk Management - Part 1 (Introduction to Risk Management) 2.0

Course/Description	Duration
Risk Management - Part 1 (Introduction to Risk Management) 2.0 This course provides an overview of risk management, focusing on its principles, framework and an overview of its process.	15 mins

Risk Management - Part 2 (Risk Assessment) 2.0

Course/Description	Duration
Risk Management - Part 2 (Risk Assessment) 2.0 This course describes the first half of the risk management process: communication and consultation, scope, context and criteria and risk assessment.	15 mins

Risk Management - Part 3 (Risk Treatment) 2.0

Course/Description	Duration
Risk Management - Part 3 (Risk Treatment) 2.0 This course describes the second half of the risk management process: risk treatment, monitoring and reviewing.	15 mins

Safeguarding Adults

Course/Description	Duration
Safeguarding Adults Upon completion of this course, you will have an understanding of your responsibilities to safeguard adults in your workplace.	30 mins

Safeguarding Adults for Housing

Course/Description	Duration
Safeguarding Adults for Housing Upon completion of this course, you will learn how to spot signs of abuse so you can protect customers you come into contact with as part of your safeguarding role and responsibilities, as well as what you need to do if you suspect abuse is occurring or if abuse is disclosed to you.	30 mins

Safeguarding Children

Course/Description	Duration
Safeguarding Children Upon completion of this course, you will learn the fundamentals of safeguarding children and skills that will help you to confidently recognize and respond appropriately to abuse.	30 mins

Safeguarding Children for Housing

Course/Description	Duration
Safeguarding Children for Housing Upon completion of this course, you will learn the fundamentals of safeguarding children and skills that will help you to confidently recognize and respond appropriately to abuse.	30 mins

Selecting New Employees - Criteria Development and Resume Review

Course/Description	Duration
Selecting New Employees - Criteria Development and Resume Review Upon completion of this course, you will learn the process for developing criteria and how to review résumés and applications against those criteria.	10 mins

Sensibilisation aux réseaux sociaux 1.0

Course/Description	Duration
Sensibilisation aux réseaux sociaux 1.0 À la fin de ce cours, vous apprendrez ce qu'est un réseau social et la politique sur les réseaux sociaux.	5 mins

Serie sobre cultura – ¿Qué es el lavado de dinero? 1.0

Course/Description	Duration
Serie sobre cultura – ¿Qué es el lavado de dinero? 1.0 Al completar este curso, aprenderá qué es el lavado de dinero y por qué es peligroso, resumirá cómo ocurre el lavado de dinero e identificará las señales a las que debe estar atento.	15 mins

Serie sobre cultura – ¿Qué son los conflictos de interés? 1.0

Course/Description	Duration
Serie sobre cultura – ¿Qué son los conflictos de interés? 1.0 Al completar este curso, podrá describir lo que significa un conflicto de intereses, identificar tipos comunes de conflictos de intereses y reconocer la importancia de actuar con integridad.	12 mins

Serie sobre cultura – Concientización sobre el acoso 1.0

Course/Description	Duration
Serie sobre cultura – Concientización sobre el acoso 1.0 Al finalizar este curso, aprenderá por qué el acoso es un problema en el lugar de trabajo, qué lo causa, cómo evitarlo y qué hacer si sufre acoso en el trabajo.	12 mins

Serie sobre cultura – Estrategias para transeúntes 1.0

Course/Description	Duration
Serie sobre cultura – Estrategias para transeúntes 1.0 Al finalizar este curso, aprenderá lo que se necesita para ser un buen peatón, cómo puede convertirse en uno y cómo fomentar un entorno de trabajo que apoye a los peatones.	10 mins

Serie sobre cultura – La importancia de la denuncia de irregularidades ("whistleblowing") 1.0

Course/Description	Duration
Serie sobre cultura – La importancia de la denuncia de irregularidades ("whistleblowing") 1.0 Al completar este curso, aprenderá a describir lo que significa denunciar, identificar los tipos de situaciones que pueden requerir denuncias y describir algunos de los desafíos que enfrentan los denunciantes.	15 mins

Sexual Harassment Prevention 1.0

Course/Description	Duration
Sexual Harassment Prevention 1.0 Upon completion of this course, you will learn the sort of behavior that constitutes sexual harassment, the common causes and impacts of sexual harassment, and how to handle sexual harassment in the workplace.	15 mins

Sexual Harassment Prevention 1.0

Course/Description	Duration
Sexual Harassment Prevention 1.0 Upon completion of this course, you will learn the sort of behavior that constitutes sexual harassment, state the definition of sexual harassment, and identify behaviors that are and aren't sexual harassment, as well as the common causes and impacts of sexual harassment, identify common causes of workplace sexual harassment, and list some of the impacts of sexual harassment on victims, witnesses, and organizations.	20 mins

Sexual Harassment Prevention for Managers 1.0 (UK)

Course/Description	Duration
Sexual Harassment Prevention for Managers 1.0 (UK) Managers play an important role in ensuring their organisation provides a harassment-free environment. This course outlines managers' responsibilities to prevent sexual harassment, model respect and handle complaints effectively. It looks at ways to reduce the impact of sexual harassment incidents on individuals and the organisation. Learning objectives - • Describe the impact of sexual harassment in the workplace • List the legal protections against sexual harassment in organisations • Explain what sexual harassment is and where and when it can occur	15 mins

Social Media Awareness 1.0

Course/Description	Duration
Social Media Awareness 1.0 This course will help you understand what social media is, how your conduct on social media can affect you and your employer, and the benefits of a social media policy.	15 mins

Social Media Awareness 1.0

Course/Description	Duration
Social Media Awareness 1.0 Upon completion of your course, you will learn what is meant by the term 'social media', how your conduct is connected with the workplace and how it might impact your employment, as well as the legal issues which may arise when using social media and the steps you can take to be more social media aware.	10 mins

Social Media Awareness 2.0

Course/Description	Duration
Social Media Awareness 2.0 Upon completion of this course, you will learn how to make the right choices with your social media and how a social media policy can protect you.	10 mins

SOX Compliance 101

Course/Description	Duration
SOX Compliance 101 Upon completion of this course, you will learn the basics of the Sarbanes-Oxley Act of 2002.	15 mins

Staffing Internationally 2.0

Course/Description	Duration
Staffing Internationally 2.0 Upon completion of this course, you will learn three international staffing strategies and the advantages and disadvantages each type of strategy when staffing an overseas market.	10 mins

Tackling Hate Crime

Course/Description	Duration
Tackling Hate Crime Upon completion of this course, you will learn the difference between hate crimes and hate incidents, the five key discrimination characteristics, and how to reduce the risk of hate crimes.	20 mins

Termination of Employment

Course/Description	Duration
Termination of Employment Upon completion of this course, you will learn why terminating employment can be such a difficult task and the importance of following the correct procedure.	10 mins

The Collective Bargaining Process in the U.S. 2.0

Course/Description	Duration
The Collective Bargaining Process in the U.S. 2.0 Upon completion of this course, you will learn the components of the collective bargaining agreement.	5 mins

The U.S. Legal Environment in Human Resources 2.0

Course/Description	Duration
The U.S. Legal Environment in Human Resources 2.0 Upon completion of this course, you will learn the Civil Rights Act of 1964, the Equal Pay Act, and the Age Discrimination Act.	5 mins

Types of Communication Styles in an Organization

Course/Description	Duration
Types of Communication Styles in an Organization Upon completion of this course, you will learn the different types of communicators and the characteristics of their communication.	10 mins

Understanding Sexual Harassment 2.0

Course/Description	Duration
Understanding Sexual Harassment 2.0 Upon completion of this course, you will learn why sexual harassment prevention is a workplace issue, the behavior that constitutes sexual harassment, and some factors that can cause workplace sexual harassment.	15 mins

Understanding the Code of Conduct Policy 3.0 (US)

Course/Description	Duration
Understanding the Code of Conduct Policy 3.0 (US) We all like to think that we always act honestly and do the right thing at work, but sometimes things aren't that simple. Your company's code of conduct can help you deal with ethical dilemmas, as well as provide guidance on how to conduct yourself in everyday business situations. Here, you'll learn about conflicts of interest, gifts, use of company resources, and confidentiality. Learning objectives - • Explain the purpose of the code of conduct and why it is important • Define conflicts of interest and how to avoid them • Identify appropriate gifts and hospitality in business	25 mins

CENTRALSQUARE

Using Social Media to Represent Your Employer

Course/Description	Duration
Using Social Media to Represent Your Employer Upon completion of this course, you will learn the importance of following your employer's business conduct guidelines while publishing content on social media.	7 mins

Washington DC Sexual Harassment Prevention 1.0 (US)

Course/Description	Duration
Washington DC Sexual Harassment Prevention 1.0 (US) The first step to changing workplace culture and preventing harassment, is making sure everybody in the workplace is informed and aware of appropriate and inappropriate behavior. This sexual harassment prevention training is for Washington DC employees at all levels of an organization.	45 mins

What is New Employee Onboarding 1.0

Course/Description	Duration
What is New Employee Onboarding 1.0 Upon completion of this course, you will learn the definition and goals of onboarding, as well as the three levels of strategic onboarding.	10 mins

What Makes a Great Place to Work

Course/Description	Duration
What Makes a Great Place to Work Upon completion of this course, you will learn methods for meeting employees' psychological needs, alternative work practices that provide flexibility to employees, and ways to support employees in fulfilling their personal needs.	15 mins

Whistleblowing 2.0 (UK)

Course/Description	Duration
Whistleblowing 2.0 (UK) This course contains everything you need to know about blowing the whistle on workplace wrongdoing.	15 mins

Working with Unions and Bargaining Breakdowns 2.0

Course/Description	Duration
Working with Unions and Bargaining Breakdowns 2.0 Upon completion of this course, you will learn the different kinds of strikes used by unions, the use of lockouts, and the guidelines for maintaining positive relations with unions.	5 mins

Workplace Ethics - Part 1 (Ethical Conduct) 4.0

Course/Description	Duration
Workplace Ethics - Part 1 (Ethical Conduct) 4.0 This course covers ethical conduct in the workplace, using a non-linear delivery of contextualised learning via scenarios, case studies and further reading.	6 mins

Workplace Ethics - Part 2 (Accountable and Ethical Decision-Making) 4.0

Course/Description	Duration
Workplace Ethics - Part 2 (Accountable and Ethical Decision-Making) 4.0 This course covers accountable and ethical decision-making in the workplace, using a non-linear delivery of contextualised learning via scenarios, case studies and further reading.	6 mins

Workplace Ethics - Part 3 (Ethics in Context) 4.0

Course/Description	Duration
Workplace Ethics - Part 3 (Ethics in Context) 4.0 This course looks at ethics and Codes of Conduct in the context of the workplace, using a non-linear delivery of contextualised learning via scenarios, case studies and further reading.	8 mins

Information Technology (IT) Skills and Security

Artificial Intelligence (AI) - Fundamentals 1.0

Course/Description	Duration
Artificial Intelligence (AI) - Fundamentals 1.0 No doubt by now you've probably heard about Artificial Intelligence, or AI, and the impacts it has on our lives. It's becoming increasingly popular but with this popularity there's controversy. This course will help explain AI, its uses, and some of the challenges and ethical considerations you should be aware of. Learning Objectives - • Define Artificial Intelligence (AI) • Describe the different components of AI, including machine and deep learning • Identify common AI applications and their uses	10 mins

Artificial Intelligence (AI) - Natural Language Processing (NLP) 1.0

Course/Description	Duration
Artificial Intelligence (AI) - Natural Language Processing (NLP) 1.0 In the realm of technology, there are few fields that have seen as much innovation and progress as Natural Language Processing (NLP). In this course, you'll delve deeper into the world of NLP, learning about the fundamental NLP components, including text processing, word embedding and vector representation, and more. Learning Objectives - • Define Natural Language Processing (NLP) • Identify the benefits of NLP • Recognize common examples of NLP	10 mins

Assess and Learn - Cybersecurity 1.0 (CA)

Course/Description	Duration
Assess and Learn - Cybersecurity 1.0 (CA) Knowing even the basics of cybersecurity can help prevent you falling victim to an attack. This course uses adaptive learning technology to identify your knowledge gaps and deliver only the content you need to learn.	15 mins

Assess and Learn - Information Privacy 1.0 (CA)

Course/Description	Duration
Assess and Learn - Information Privacy 1.0 (CA) We all want our personal information to stay private. It's essential to handle the personal information of clients, customers or employees in line with information privacy laws. This course uses adaptive learning technology to identify your knowledge gaps and deliver only the content you need to learn.	20 mins

Assess and Learn - UK General Data Protection Regulation 3.0 (UK)

Course/Description	Duration
Assess and Learn - UK General Data Protection Regulation 3.0 (UK) UK General Data Protection Regulation strengthened UK citizen's privacy rights, giving data subjects greater control and access to their personal data. This refresher course uses adaptive learning technology to identify knowledge gaps and deliver only the content you need to learn. Learning objectives - • Describe the UK GDPR framework for data privacy • Identify the information that is protected under the GDPR • Explain how the GDPR governs data subject rights	15 mins

Bloomberg - Hello World- How Deepfakes Served Up Federer Vs. Federer 1.0

Course/Description	Duration
Bloomberg - Hello World- How Deepfakes Served Up Federer Vs. Federer 1.0 An artificial intelligence lab at Stanford University has created some of the most powerful and controversial video manipulation and analysis technology ever imagined. This episode of Hello World explores how the scary tool of 21st century propaganda could be put to good use.	15 mins

Bloomberg - How Rocket Learning's Founder Uses Tech to Teach the Poor 1.0

Course/Description	Duration
Bloomberg - How Rocket Learning's Founder Uses Tech to Teach the Poor 1.0 Azeez Gupta was a business analyst who ditched the corporate world for a mission in education. As founder of Rocket Learning, he's using technology to help teach Indian children of all socioeconomic backgrounds.	10 mins

Bloomberg - The Future of Electric Vehicles is Software 1.0

Course/Description	Duration
Bloomberg - The Future of Electric Vehicles is Software 1.0 Will Volkswagen be able to move fast enough to close the software gap with Tesla? Bloomberg's Christoph Rauwald reports on how the German automaker is changing strategies.	5 mins

Bloomberg - Using Blockchain to Protect Venezualans from Hyperinflation 1.0

Course/Description	Duration
Bloomberg - Using Blockchain to Protect Venezualans from Hyperinflation 1.0 Simon Chamorro has a radical idea for cryptocurrency. His startup Valiu uses blockchain to offer digital exchange in the hopes of protecting fellow Venezuelans from hyperinflation. If the experiment succeeds, it could be a template for struggling economies everywhere.	10 mins

California Consumer Privacy Act 1.0

Course/Description	Duration
California Consumer Privacy Act 1.0 This course will look at your responsibilities as an employee under the CCPA and the kind of requests for personal information that you might receive from consumers.	30 mins

California Consumer Privacy Law (CCPA and CPRA) 2.0 (US)

Course/Description	Duration
California Consumer Privacy Law (CCPA and CPRA) 2.0 (US) California consumer privacy law gives California residents rights around the data that a company collects about them. This course will look at your responsibilities as an employee and the kinds of requests for personal information that you might receive from consumers. Learn how to respond appropriately and legally. Learning objectives - • Describe the intention of California consumer privacy law, including the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA) • Identify which consumers are protected by California consumer privacy law • Identify what information is protected under California privacy law	30 mins

Ciberseguridad 1.0

Course/Description	Duration
Ciberseguridad 1.0 Este curso le brindará una perspectiva general del panorama de ciberseguridad y sus elementos clave.	10 mins

Cloud Computing 2.0

Course/Description	Duration
Cloud Computing 2.0 Upon completion of this course, you will learn what the Cloud actually is, and its different storage variations, the ontext relating to cloud security risks, and the different type of attacks.	15 mins

Compliance Essentials - Cybersecurity 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Cybersecurity 1.0 (CA) Staying safe online is an essential part of modern life. Knowing even the basics of cybersecurity can help prevent you falling victim to an attack. This course looks at the type of cybersecurity incidents you may face, where threats come from and how you can meet your legal obligation to protect personal information under PIPEDA.	15 mins

Compliance Essentials - CyberSecurity 1.0

Course/Description	Duration
Compliance Essentials - CyberSecurity 1.0 This course will help you understand these cybersecurity risks, and how you can recognize and deal with general technological threats.	12 mins

Compliance Essentials - Information Privacy 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Information Privacy 1.0 (CA) Personal information is now a valuable commodity. As individuals, we want our data protected. As employees, we have a duty to protect the information of others. This course looks at organizational obligations under Canadian privacy legislation, such as PIPEDA and CASL (anti-spam legislation). Learn to prevent and respond to privacy breaches.	20 mins

Compliance Essentials - UK General Data Protection Regulation 3.0 (UK)

Course/Description	Duration
Compliance Essentials - UK General Data Protection Regulation 3.0 (UK) The UK GDPR is a set of regulations governing data protection in the UK. The EU GDPR came into play on 25 May 2018, and post-Brexit has become the UK GDPR. The UK GDPR preserves the main EU GDPR standards and principles designed to strengthen citizens' privacy rights and to help the law be applied consistently across the UK and the EU. This course will give you some key information on staying compliant with the UK GDPR. Learning objectives - • Describe the UK GDPR framework for data privacy • Identify the information that is protected under the GDPR • Explain how the GDPR governs data subject rights	25 mins

Computer Forensics - Investigations 1.0

Course/Description	Duration
Computer Forensics - Investigations 1.0 In this course, you will learn uses computer forensics and their processes, as well as automated investigating is and how data can be retrieved this way.	1 5 mins

Cryptography 1.0

Course/Description	Duration
Cryptography 1.0 Upon completion of this course, you will learn what cryptography is, the importance of data states, encryption, and hashing to cryptography, and how PKIs and other protective techniques factor into securing data and systems.	10 mins

Current Trends in Privacy 1.0

Course/Description	Duration
Current Trends in Privacy 1.0 Upon completion of this course, you will learn what privacy in the cyberworld is, he vulnerability of smartphone's and the Internet of Things (IoT), inancial crimes and decreasing your risk, and more.	10 mins

Cyber Security - How to Stay Safe Online 2.0

Course/Description	Duration
Cyber Security - How to Stay Safe Online 2.0 With this course, you'll learn various ways criminals access critical information so that you can better protect yourself, your clients and your organization from security breaches.	30 mins

Cyber Security Overview 2.0

Course/Description	Duration
Cyber Security Overview 2.0 In this course, you will learn the state of cybersecurity, the cybersecurity field key influences and issues, and the fundamental security principles that underpin cybersecurity.	15 mins

Cyber Security Risks and Social Media 1.0

Course/Description	Duration
Cyber Security Risks and Social Media 1.0 Upon completion of this course, you will learn how social media affects you and your employer, why your employer is concerned about social media in the workplace, and receive recommendations to follow to protect yourself and your employer.	10 mins

Cybersecurity 1.0

Course/Description	Duration
Cybersecurity 1.0 Upon completion of this course, you will learn about cybersecurity and why it's important, as well as the common types of events that are considered cybersecurity incidents and what you can do to protect your organization against them.	15 mins

Cybersecurity Overview 3.0

Course/Description	Duration
Cybersecurity Overview 3.0 Unfortunately, the weakest link in cybersecurity is… us. Humans. Technology is advancing at a rapid pace, but some of us are still using the same password across all of our online accounts! Unfortunately, hackers know this. Stay alert to the everchanging threats of cyberspace and learn how to protect yourself and your data with this humorous animated course.	15 mins

Cybersecurity - Staying Safe Online 3.0

Course/Description	Duration
Cybersecurity - Staying Safe Online 3.0 Most workplaces require us to be online, so we need to be aware of cybersecurity incidents and what to do if we come across one. This course discusses the various online risks and how to protect yourself and your organization from them.	25 mins

Cybersicherheit 1.0

Course/Description	Duration
Cybersicherheit 1.0 Nach Abschluss dieses Kurses lernen Sie, die Motivation und das Interesse der Mitarbeiter an Cybersicherheit zu steigerund die Gefahren, die mit USB-Sticks und nicht lizenzierter Software verbunden sind.	10 mins

Data Subject Access Requests 5.0 (EU/UK)

Course/Description	Duration
Data Subject Access Requests 5.0 (EU/UK) Under the General Data Protection Regulation (GDPR), individuals have the right to find out what information is kept about them, referred to as a Data Subject Access Request (DSAR). This course will help you understand the legal requirements in the UK and EU GDPR. Learning Objectives - • Describe the Data Subject Access Request (DSAR) process • Define personal data • Describe ways you are required to respond to a Data Subject Access Request	20 mins

Datenschutz-Grundverordnung 2.0

Course/Description	Duration
Datenschutz-Grundverordnung 2.0 Dieser Kurs umfasst alle wichtigen Aspekte der DSGVO, die Sie kennen müssen.	30 mins

Digital Change Landscape 1.0

Course/Description	Duration
Digital Change Landscape 1.0 The digital landscape is changing rapidly. But what does that mean for you and your business, and what can you do about it? This course will help. It'll look at what the digital landscape is, how its changes can affect you, and how to keep up to date with it and implement changes. Learning objectives - • Define the term digital change landscape • Explain the way it affects businesses • Outline some tips on keeping on top of developments	10 mins

Digital Fluency 1.0

Course/Description	Duration
Digital Fluency 1.0 The digital world is ever-changing, and it's imperative to keep up with it. One of the best ways you can help yourself to do that is by being digitally fluent. This course will examine what digital fluency is, why it's useful, and how you can get there (and stay there). Learning objectives - • Describe digital fluency • Outline the benefits of digital fluency • Explain ways to become and stay digital fluent	10 mins

Digital Revolution 1.0

Course/Description	Duration
Digital Revolution 1.0 Digital technology is everywhere. And it's still changing. It's critical you don't let yourself get left behind. This course will help. It'll look at the past, present and future of the digital revolution, and how you can best stay on top of it. Learning objectives - • Explain what the digital revolution is • Outline some ways in which the digital revolution has manifested • Describe the ways the digital revolution affects us	10 mins

DSGVO Ausdrücken 2.0

Course/Description	Duration
DSGVO Ausdrücken 2.0 Nach Abschluss dieses Kurses lernen Sie wichtige Änderungen aufgrund der DSGVO, Ressourcen, Verstöße und Datenprozesse kennen.	2 mins

Freedom of Information Act 3.0 (UK)

Course/Description	Duration
Freedom of Information Act 3.0 (UK) The Freedom of Information (FOI) Act is a powerful set of legal obligations that give access to all kinds of information if it's in the public interest. Both public and private companies must comply with requests if the FOI Act applies to them and the information requested. This course will explain what information requests are, how to respond and the exemptions that apply. Learning Objectives - • Recognise the key benefits of the Freedom of Information Act • Define the right to request public information under the Act and the organisations that may need to deal with requests • Identify exemptions to the Act	30 mins

General Data Protection Regulation 2.0

Course/Description	Duration
General Data Protection Regulation 2.0 Upon completion of this course, you will learn about GDPR and how it affects you and your organization and what constitutes personal data and the rules governing personal data.	15 mins

GDPR Express 4.0

Course/Description	Duration
GDPR Express 4.0 Organizations have specific requirements to protect personal data under the General Data Protection Regulation – or GDPR. And there are huge penalties for companies that don't comply. As an employee, you need to be aware of the GDPR and how it affects you and your organization. This course provides a quick overview.	4 mins

General Data Protection Regulation 4.0 (Global)

Course/Description	Duration
General Data Protection Regulation 4.0 (Global) GDPR strengthened EU citizen's privacy rights giving them more control, and it helps the law be applied consistently across the EU.	45 mins

General Data Protection Regulation (GDPR) 5.0

Course/Description	Duration
General Data Protection Regulation (GDPR) 5.0 The General Data Protection Regulation (GDPR) was enforced from 25 May 2018 to strengthen EU citizen's privacy rights, giving them more control, and to help the law be applied consistently across the EU. You need to be aware how it affects you and your organization. Learning Objectives - • Describe the GDPR framework for data privacy • Identify the information that is protected under the GDPR • Explain how the GDPR governs data subject rights	45 mins

Global Privacy Law Fundamentals 1.0

Course/Description	Duration
Global Privacy Law Fundamentals 1.0 Upon completion of this course, you will have an understanding of global privacy regulations and how to execute business plans effectively, as well as est practices in global privacy and how it differs from U.S. regulations.	10 mins

HIPAA Privacy and Security 101 3.0

Course/Description	Duration
HIPAA Privacy and Security 101 3.0 Upon completion of this course, you will learn the purpose of HIPAA, the HIPAA privacy and security regulations, and the breach notification rule and some security tips to avoid breaches.	10 mins

HIPAA Privacy and Security Basics 4.0 (US)

Course/Description	Duration
HIPAA Privacy and Security Basics 4.0 (US) The Health Insurance Portability and Accountability Act (HIPAA) protects people's health information from being shared without their consent and creates consistency in technological healthcare business practices. This course can be a refresher, or an introduction to the HIPAA privacy and security requirements and how to comply with them. Learning objectives - • Outline the purpose of HIPAA • Outline the HIPAA privacy and security regulations, including information blocking • Outline the breach notification rule and some security tips to avoid breaches	10 mins

Identity and Access Management 1.0

Course/Description	Duration
Identity and Access Management 1.0 Upon completion of this course, you will learn what Identity and Access Management (IAM) is, importance of good data security in your company, and more.	10 mins

Information Security 101 2.0

Course/Description	Duration
Information Security 101 2.0 In this course, you will learn what a corporate security policy is, the purpose of a security policy, and the role you play in information security.	15 mins

Internet of Things 2.0

Course/Description	Duration
Internet of Things 2.0 Upon completion of this course, you will understand the term 'Internet of Things' and how the Internet of Things can enhance both our personal lives and the world of work.	15 mins

Introduction to Ransomware 1.0

Course/Description	Duration
Introduction to Ransomware 1.0 In this course, you will have a comprehensive understanding of Encryption and Cyber Security.	10 mins

IT Security for the Remote Worker and Business Traveler 1.0

Course/Description	Duration
IT Security for the Remote Worker and Business Traveler 1.0 Upon completion of this course, you will look at the risks, the consequences of breaches, and some solutions of IT security, as well as make sure you understand the importance of backing up your data and having a strong password.	20 mins

IT Security for the Remote Worker and Business Traveler 2.0

Course/Description	Duration
IT Security for the Remote Worker and Business Traveler 2.0 More people are working remotely than ever before. That's a lot of people on the move and out of the office. And if you're working outside of the office or away from the usual premises, so is your company's data. Get to know the risks, and the tips and tricks to protect yourself and your organization with this entertaining animated course.	20 mins

Leading Learning - Cybersecurity Overview 1.0

Course/Description	Duration
Leading Learning - Cybersecurity Overview1.0 With ongoing technological advances and cybersecurity threats, our information security is at an increased risk. Unfortunately, our weakest link is us, humans. Think before you post, send, click, or share to help prevent an information security threat. Learning objectives - • Define what is cybersecurity • Identify information security threats • Recognize the role of your organisation in cybersecurity defence	15 mins

Leading Learning - Data Protection and Privacy 1.0

Course/Description	Duration
Leading Learning - Data Protection and Privacy 1.0 As organizations gain greater access to information, communities are demanding stronger data protection and privacy. Informed consumers are often less willing to do business with organizations that do not have adequate privacy protections in place.	25 mins

Leading Learning - Preventing a Cybersecurity Attack 1.0

Course/Description	Duration
Leading Learning - Preventing a Cybersecurity Attack 1.0 Cybersecurity attacks are an increasing concern. It's a fact of life that nearly all cyberattacks are enabled by people. This means your cybersecurity defense should also be made by people. Start today by getting everyone more involved, empowered, and provisioned. Take this course for some tips on how to prevent a cybersecurity attack. Learning objectives - • Describe how to prevent you and your organization against a cybersecurity attack • Describe your requirements to protect company data • List IT security guidelines for the remote worker	15 mins

Leading Learning - Workplace Cybersecurity Risks 1.0

Course/Description	Duration
Leading Learning - Workplace Cybersecurity Risks 1.0 Global connectivity and the increasing use of cloud services means the risk of cybersecurity attacks from outside your organization is increasing. It's no longer enough to rely on traditional controls for information security. You are the most important line of defense to reduce your organization's cybersecurity risk and highlight potential attack surfaces. Learning objectives - • Identify who and what is at risk by a cybersecurity attack • Define social media and its risks in the workplace • Explain how to protect your privacy online	15 mins

Ley de Privacidad del Consumidor de California (CCPA) 1.0

Course/Description	Duration
Ley de Privacidad del Consumidor de California (CCPA) 1.0 Este curso analizará sus responsabilidades como empleado en virtud de la CCPA y los tipos de solicitudes de información personal que podrían realizarle los consumidores.	30 mins

Malware and Viruses 1.0

Course/Description	Duration
Malware and Viruses 1.0 Upon completion of this course, you will learn about are viruses and malware and hoto protect yourself and your company.	10 mins

Mobile and Portable Device Security 2.0

Course/Description	Duration
Mobile and Portable Device Security 2.0 Upon completion of this course, you will learn best practices for using your mobile at work, as well as how to protect your device and the sensitive information held within it.	20 mins

Network and System Compliance Auditing 2.0

Course/Description	Duration
Network and System Compliance Auditing 2.0 Upon completion of this course, you will learn about the internal infrastructure and the practices and protocol.	10 mins

Overview of EU and US Privacy Laws 2.0

Course/Description	Duration
Overview of EU and US Privacy Laws 2.0 Ever wonder what the rules are for storing and transferring data? This course will give you a brief overview of the privacy laws around the world, specifically U.S. and the EU, and the impacts to organizations if there's a privacy breach.	20 mins

Overview of Network and System Audits 2.0

Course/Description	Duration
Overview of Network and System Audits 2.0 Upon completion of this course, you will learn what a system audit is and why they are vital for businesses operating online.	10 mins

Payment Card Industry Data Security Standards 1.0 (German)

Course/Description	Duration
Payment Card Industry Data Security Standards 1.0 (German) Wenn es zu Ihren Aufgaben gehört, Kartenzahlungen anzunehmen oder zu verarbeiten, hängt die Sicherheit der Zahlungskartendaten Ihrer Kunden zu einem großen Teil von Ihnen ab. Eine sichere Zahlungsumgebung stärkt nicht nur das Vertrauen der Kunden, sondern schützt auch Ihr Unternehmen und ist gemäß den Payment Card Industry Data Security Standards (PCI DSS) Pflicht. Hier erfahren Sie, was die PCI DSS sind und welche Maßnahmen Sie ergreifen können, um die Sicherheit der Daten des Karteninhabers zu gewährleisten. Lernziele - • Den Zweck der PCI DSS zu erläutern • Zahlungskartendaten und wichtige Bestandteile des Geschäftsumfelds rund um Zahlungskarten zu identifizieren • Einige wichtige Ziele und Anforderungen zu beschreiben, die die PCI DSS vorgeben	25 mins

Payment Data Security (PCI DSS) 4.0

Course/Description	Duration
Payment Data Security (PCI DSS) 4.0 To be the front line of data security, organisations must validate compliance with the Payment Card Industry Data Security Standard (PCI DSS). Merchants and vendors to validate their compliance with PCI DSS every year. In addition, there are best practices for protecting payment card data through wireless processing. This course explains the requirements and steps to reduce risks to cardholder data. Learning objectives: • Describe the purpose and importance of the PCI DSS • List the key goals and requirements of PCI DSS • Explain how to protect payment card data and devices securely	16 mins

PCI-DSS 1.0 - German

Course/Description	Duration
PCI-DSS 1.0 - German In diesem Kurs erhalten Sie einen Überblick über die Grundlagen der PCI-Sicherheitsstandards und Sie erfahren, wie Sie Ihr Wissen an Ihrem Arbeitsplatz in die Praxis umsetzen können.	20 mins

PCI-DSS 1.0 - Spanish

Course/Description	Duration
PCI-DSS 1.0 - Spanish Este curso lo ayudará a comprender los aspectos básicos de los estándares de seguridad de la industria de tarjetas de pago (PCI) y le explicará cómo poner sus conocimientos en práctica en su trabajo.	20 mins

PCI-DSS 2.0

Course/Description	Duration
PCI-DSS 2.0 This course will help you understand the basics of the PCI security standards and how to put your knowledge into practice where you work.	20 mins

PCI DSS Basics 4.0

Course/Description	Duration
PCI DSS Basics 4.0 Businesses that accept card payments are responsible for keeping customers' card information safe and secure. Employee awareness of PCI DSS can promote payment card security and compliance. This course provides an overview of the PCI DSS requirements. It explains the importance of payment card security and steps to reduce risk to cardholder data. Learning objectives - • Describe the purpose and importance of the PCI DSS • Identify common security risks with payment card data • Explain how to keep cardholder data secure when taking card payments	18 mins

PCI-DSS and Wireless Use

Course/Description	Duration
PCI-DSS and Wireless Use In this course, we'll discuss the PCI Data Security Standards and wireless use best practices.	10 mins

PCI-DSS Compliance Standards

Course/Description	Duration
PCI-DSS Compliance Standards Upon completion of this course, you will learn the basics of PCI-DSS compliance standards and the specific requirements for compliance in the Payment Card Industry.	10 mins

PCI-DSS Relation to Data Cards and Equipment

Course/Description	Duration
PCI-DSS Relation to Data Cards and Equipment In this course, you will learn how to protect card data information and understand why card data is extremely sensitive.	10 mins

Privacy 101 - Get to Know the Basics

Course/Description	Duration
Privacy 101 - Get to Know the Basics Upon completion of this course, you will learn how to demystify and understand privacy laws and how privacy laws affect you in the workplace.	10 mins

Privacy and Online Behavior - How to Protect Yourself 1.0

Course/Description	Duration
Privacy and Online Behavior - How to Protect Yourself 1.0 In this course, we're going to discuss some of the habits you need to cultivate to protect your privacy while you're online.	10 mins

Protecting Your Privacy Online 2.0

Course/Description	Duration
Protecting Your Privacy Online 2.0 Our data has never been a more valuable commodity. Advertisers and others track us as we use the internet, but it's difficult to know who has our information and what it's being used for. Adopting a few simple habits can help you protect your privacy and prevent you from falling victim to social engineering scams such as phishing.	15 mins

Ransomware and Cybercrime 1.0

Course/Description	Duration
Ransomware and Cybercrime 1.0 Upon completion of this course, you will learn what constitutes cybercrime and the different types of it, as well as an understanding of how thousands of people could have avoided the attack.	10 mins

Ransomware Prevention - Preventing Attacks and Contingency 1.0

Course/Description	Duration
Ransomware Prevention - Preventing Attacks and Contingency 1.0 Upon completion of this course, you will learn how to prevent attacks, have a contigency plan, and report the attack.	15 mins

Reglamento General de Protección de Datos 2.0 - Español

Course/Description	Duration
Reglamento General de Protección de Datos 2.0 - Español Este curso cubrirá todos los aspectos importantes del RGPD que usted debe conocer.	10 mins

RGPD Exprimir 2.0

Course/Description	Duration
RGPD Exprimir 2.0 Este curso cubrirá los aspectos importantes del RGPD que usted debe conocer.	2 mins

Security and Privacy Controls 2.0

Course/Description	Duration
Security and Privacy Controls 2.0 Upon completion of this course, you will learn how to manage risk, explore opportunities, and counter threats by relying on a stable and consistent internal controls structure, as well as create an internal control system with formal security and privacy controls.	15 mins

Seguridad de la información 101 1.0

Course/Description	Duration
Seguridad de la información 101 1.0 Al finalizar este curso, aprenderá qué es una política de seguridad corporativa y cuál es el propósito de una política de seguridad.	15 mins

Social Engineering 1.0

Course/Description	Duration
Social Engineering 1.0 Upon completion of this course, you will learn what social engineering is, popular social engineering techniques and tactics and how they're used, and how you can help your organisation take effective preventative measures.	15 mins

Types of Ransomware, Acts and Obligations 1.0

Course/Description	Duration
Types of Ransomware, Acts and Obligations 1.0 Upon completion of this course, you will learn the different types of ransomware and what they do, the laws that make this criminal activity illegal, and provide explicit steps on how to prevent anything attacking your system.	15 mins

Übersicht zur Cybersicherheit 1.0

Course/Description	Duration
Übersicht zur Cybersicherheit 1.0 Nach Abschluss des Kurses werden Sie wissen, wie Sie sich selbst und Ihre Daten schützen können.	10 mins

Understanding Cyber Security 2.0

Course/Description	Duration
Understanding Cyber Security 2.0 Upon completion of this course, you will have an understanding of Cyber Security and how to stay cyber secure.	10 mins

CENTRALSQUARE

Workplace Security Basics 2.0

Course/Description	Duration
Workplace Security Basics 2.0 Have you ever held the door open for someone to enter your workplace? Or downloaded something from the internet without permission to do so? Breaching workplace security can be easy, but the ramifications can be disastrous. This course looks at how your organization can protect itself from physical and cyber threats, and your important role in this.	20 mins

Workplace Security - What You Need to Know

Course/Description	Duration
Workplace Security - What You Need to Know Upon completion of this course, you will learn how to report security incidents and various safe internet practices.	30 mins

Leadership & Management

A Motivators Tool Kit 2.0

Course/Description	Duration
A Motivators Tool Kit 2.0 Upon completion of this course, you will have an understanding of various motivating factors, such as delegation of authority, recognition, job enlargement, and empowerment.	10 mins

A New Way to Train Employees 2.0

Course/Description	Duration
A New Way to Train Employees 2.0 Upon completion of this course, you will learn ways technology and innovation are changing in training employees and the importance of effective employee training.	10 mins

Analyzing Pay Theories 1.0

Course/Description	Duration
Analyzing Pay Theories 1.0 In this course, you will learn about the three methods for understanding an employee's relationship with pay, how to be better versed in understanding how pay relates to employee motivation and satisfaction, and how these theories on pay can help you choose the type of pay system your organization needs.	5 mins

Applying Management Styles in an Organization 1.0

Course/Description	Duration
Applying Management Styles in an Organization 1.0 Upon completion of this course, you will learn how to apply certain management styles and how to tell which style would be most effective.	5 mins

Asking Tough Questions 1.0

Course/Description	Duration
Asking Tough Questions 1.0 As a leader, sometimes you need to ask tough questions in order to grow as individuals and as a team. People grow when they are challenged to think and act in new and different ways. What all of us do on a day-to-day basis gets us to where we are. So, if we want to go somewhere new, we need to incorporate innovative ways of thinking and behaving.	10 mins

Barriers to Communication Success, Part One

Course/Description	Duration
Barriers to Communication Success, Part One Upon completion of this course, you will learn the three communication barriers and techniques for avoiding and handling these barriers.	10 mins

Barriers to Communication Success, Part Two

Course/Description	Duration
Barriers to Communication Success, Part Two Upon completion of this course, you will learn several communication barriers and techniques for avoiding and handling these barriers.	10 mins

Become an Effective Leader - Part One 2.0

Course/Description	Duration
Become an Effective Leader - Part One 2.0 Upon completion of this course, you will learn the traits of effective leaders, the four different styles of leadership, and the strengths and weaknesses of each style.	10 mins

Become an Effective Leader - Part Two 2.0

Course/Description	Duration
Become an Effective Leader - Part Two 2.0 Upon completion of this course, you will learn several common mistakes made by poor managers and several techniques for being an effective, successful manager.	10 mins

Become an Inclusive Leader 1.0

Course/Description	Duration
Become an Inclusive Leader 1.0 Chances are, as a leader you're already demonstrating many inclusive behaviors. So, what are they? And what areas do you need to work on? This course looks at what it means – and what it takes – to be a truly inclusive leader. Learning objectives - • Describe inclusive leadership • Recognize that leaders drive organizational inclusion • Describe the benefits of a diverse and inclusive workplace	20 mins

Benefits and Pitfalls of Planning 1.0

Course/Description	Duration
Benefits and Pitfalls of Planning 1.0 Upon completion of this course, you will learn the role of planning in reaching strategic goals and what benefits it offers, the three pitfalls that companies run into when planning, and the ability to explain the role that proper planning can have in a company's success.	10 mins

Benefits of Meetings

Course/Description	Duration
Benefits of Meetings Upon completion of this course, you will understand that experienced leaders know that listening is not a passive process; it requires energy, time, and, most of all, commitment to do it.	10 mins

Bloomberg - Studio 1.0 - Black Leadership Matters 1.0

Course/Description	Duration
Bloomberg - Studio 1.0 - Black Leadership Matters 1.0 Emily Chang speaks to Tristan Walker, founder and CEO of Walker and Co., Iman Abuzeid, founder and CEO of Incredible Health, Chris Bennett, the founder and CEO of Wonderschool and Stephanie Lampkin, founder and CEO of Blendoor about the pandemic's effect on education, healthcare, employment, and the lack of racial diversity in corporate America.	10 mins

Build Your Team 3.0

Course/Description	Duration
Build Your Team 3.0 More and more, successful companies are realizing that an emphasis on teamwork and autonomous work teams is much more effective than an emphasis on strict policy or individual performance. As a manager, you should know the value of the team mentality and how it can be applied in your company. You should also know the different ways in which a team-based structure can operate and how it can out-perform more individualistic models. Learning objectives - • Benefits of a team-based structure • Learn the various applications of the structure	10 mins

Building And Managing Your Dream Team 2.0

Course/Description	Duration
Building And Managing Your Dream Team 2.0 Upon completion of this course, you will learn how to implement the team charter process to create a solid team foundation, how to incorporate techniques to build a high performing team, and the tools to provide employees with tools to enhance teamwork.	10 mins

Business Advantages of an Environmental Management System 1.0

Course/Description	Duration
Business Advantages of an Environmental Management System 1.0 Upon completion of this course, you will learn what an EMS is and how it works, learn how an EMS can lower your company's operating costs and increase its efficiency, as well as how an EMS can make your company more competitive.	10 mins

Business Writing Tips - Edit, Rewrite and Say It Right 2.0

Course/Description	Duration
Business Writing Tips - Edit, Rewrite and Say It Right 2.0 Upon completion of this course, you will learn proper techniques for editing, proofreading and finalizing written communication, as well as techniques for spoken communication and public speaking.	10 mins

Business Writing Tips - Make an Outline and a First Draft 2.0

Course/Description	Duration
Business Writing Tips - Make an Outline and a First Draft 2.0 Upon completion of this course, you will learn the importance of business writing as a manager, as well as guidelines, which will become second nature to you and your writing will continue to improve with practice.	10 mins

Career Development Programs 1.0

Course/Description	Duration
Career Development Programs 1.0 Upon completion of this course, you will learn the importance of career development programs, how to construct a career development program for your company, and how to guide employees to create their own career development.	5 mins

Changing Organizational Culture 1.0

Course/Description	Duration
Changing Organizational Culture 1.0 Upon completion of this course, you will learn the basic nature of organizational culture and the different methods for adapting organizational culture to external forces.	5 mins

Changing the Culture of Your Organization 1.0

Course/Description	Duration
Changing the Culture of Your Organization 1.0 Upon completion of this course, you will learn the factors that affect a company's ability to change and the methods for making changes.	10 mins

Channels of Communication 2.0

Course/Description	Duration
Channels of Communication 2.0 Upon completion of this course, you will learn the dynamics of communication and the importance of recognizing and managing informal communication, as well as why informal communication is an important part of the life of a company, and how managers can use it to better direct employees.	15 mins

Check In with a Thought of the Day 1.0

Course/Description	Duration
Check In with a Thought of the Day 1.0 It's essential to be involved and in touch with your employees by checking in each day. With many workforces and teams operating virtually, it's challenging to create and establish personal bonds with your employees, making staying in touch more crucial than ever before.	5 mins

Choosing an Interview Format and Considering Legal Issues 1.0

Course/Description	Duration
Choosing an Interview Format and Considering Legal Issues 1.0 Upon completion of this course, you will learn different interview formats and how they are used, as well as various legal issues you must consider while conducting interviews or playing other roles in the hiring process.	5 mins

Choosing the Best Person for the Task 1.0

Course/Description	Duration
Choosing the Best Person for the Task 1.0 Upon completion of this course, you will learn the methods for selecting the best candidate for increased authority and the proper techniques for handing that authority over to your employee.	10 mins

Clarifying Team Expectations 1.0

Course/Description	Duration
Clarifying Team Expectations 1.0 Why should you clarify your expectations with your team? Research indicates that leaders who set clearly defined expectations and agreed-on levels of performance are more likely to get positive results than leaders who don't.	5 mins

Coaching Others 2.0

Course/Description	Duration
Coaching Others 2.0 Upon completion of this course, you will learn the benefits of staff coaching, four things to consider when coaching, and how to deal with failure.	1 min

Communication and Channels 1.0

Course/Description	Duration
Communication and Channels 1.0 Upon completion of this course, you will learn the different types of communication, information channels, and internal and external communication within a company.	25 mins

Communication and Channels - Part One 2.0

Course/Description	Duration
Communication and Channels - Part One 2.0 Virtually every part of an organization revolves around employees' abilities to communicate with one another and to your customers. By learning about types and channels of effective communication, you will be better equipped to lead and manage within your company—no matter what your role.	25 mins

Communication and Channels - Part Two 2.0

Course/Description	Duration
Communication and Channels - Part Two 2.0 Virtually every part of an organization revolves around employees' abilities to communicate with one another and to the outside world. By learning about types and channels of effective communication, you will be better equipped to lead and manage within your company—no matter what your role.	25 mins

Communication Skills all Managers Must Master 2.0

Course/Description	Duration
Communication Skills all Managers Must Master 2.0 Communication is the act of transferring information from one place to another. But in reality, it's complex and one of the most important skills for a manager. Good communication provides information needed by employees to accomplish their work and it fosters engagement, trust and commitment. As a manager, being able to clearly and succinctly describe your vision and what you want done is extremely important for employee engagement and productivity.	60 mins

Competitive Advantage in Organizational Strategy 1.0

Course/Description	Duration
Competitive Advantage in Organizational Strategy 1.0 Upon completion of this course, you will learn about competitive resources, competitive advantages, and ways that corporate resources can create sustainable competitive advantages.	10 mins

Compiling Employee Satisfaction Data 1.0

Course/Description	Duration
Compiling Employee Satisfaction Data 1.0 Upon completion of this course, you will learn about the research component of employee satisfaction and how to lay a strong foundation for creating an effective employee retention plan.	5 mins

Completing and Conducting Employee Performance Appraisals 1.0

Course/Description	Duration
Completing and Conducting Employee Performance Appraisals 1.0 Upon completion of this course, you will learn the considerations for creating an evaluation system and how to prepare managers and employees for the evaluation process.	10 mins

Conducting Effective Meetings 1.0

Course/Description	Duration
Conducting Effective Meetings 1.0 Upon completion of this course, you will learn to implement effective techniques to prepare for meetings, utilize methods for conducting meetings, and employ a meeting follow-up process.	10 mins

Constructive Feedback 2.0

Course/Description	Duration
Constructive Feedback 2.0 Upon completion of this course, you will learn how to deliver feedback as well as handling employee responses to criticism.	5 mins

Costs and Causes of Employee Turnover 1.0

Course/Description	Duration
Costs and Causes of Employee Turnover 1.0 Upon completion of this course, you will learn the cost related issues to employee turnover, the cost effect techniques to avoid potential financial loss from employee turnover, and the causes of employee turnover and how to avoid it.	10 mins

Create Great Communicators 1.0

Course/Description	Duration
Create Great Communicators 1.0 Upon completion of this course, you will learn how to help your team members become great communicators, especially when presenting in front of a group.	5 mins

Creating and Maintaining a Successful Organizational Culture 1.0

Course/Description	Duration
Creating and Maintaining a Successful Organizational Culture 1.0 Upon completion of this course, you will learn how organizational culture is created, how an organizational culture is maintained, and how an organizational culture is propagated through employee perception and action.	10 mins

Creating and Maintaining the Culture of Your Organization 1.0

Course/Description	Duration
Creating and Maintaining the Culture of Your Organization 1.0 Upon completion of this course, you will learn how organizational culture is created, the factors that affect how a culture develops, and how to maintain your organizational culture.	25 mins

Dealing with Difficult Staff 2.0

Course/Description	Duration
Dealing with Difficult Staff 2.0 Upon completion of this course, you will learn how to deal with difficult employees.	1 min

Dealing With Performance Issues 1.0

Course/Description	Duration
Dealing With Performance Issues 1.0 Upon completion of this course, you will learn the types and processes that address employee performance issues, the steps of progressive discipline, and options for handling continuing employee performance issues.	10 mins

Deciding on a Pay System 1.0

Course/Description	Duration
Deciding on a Pay System 1.0 Upon completion of this course, you will learn the different types of pay grade levels, common methods of structuring salaries, and other factors that should help determine salary.	10 mins

Defending Against Reverse Delegation 1.0

Course/Description	Duration
Defending Against Reverse Delegation 1.0 Upon completion of this course, you will learn how to delegate assignments properly to prevent them from bouncing back to you, handle employees' concerns about delegated assignments, and understand effective methods for managing workers who fall short of your expectations.	10 mins

Delegación Efectiva 1.0

Course/Description	Duration
Delegación Efectiva 1.0 Este curso está diseñado para brindarle los conocimientos, las habilidades y la confianza necesarios para que delegue de inmediato y comience a beneficiarse de esta habilidad de negocio fundamental.	20 mins

Delegate to Save Time and Develop Your Employees 1.0

Course/Description	Duration
Delegate to Save Time and Develop Your Employees 1.0 Upon completion of this course, you will learn how to address reasons why to delegate, utilize a questioning process to decide when to delegate, and how to incorporate a delegation framework to delegate tasks and projects.	10 mins

Delegating Authority 1.0

Course/Description	Duration
Delegating Authority 1.0 Upon completion of this course, you will learn the importance and consequences of delegating, know the qualities that make up an effective delegator, and list the objections that prevent managers from delegating.	10 mins

Délégation efficace 1.0

Course/Description	Duration
Délégation efficace 1.0 Ce cours a été conçu pour vous fournir les connaissances, les compétences et la confiance nécessaires pour savoir immédiatement déléguer des tâches afin de tirer parti de cette compétence professionnelle déterminante.	15 mins

Demystifying Management 1.0

Course/Description	Duration
Demystifying Management 1.0 Upon completion of this course, you will learn four basic functions of management and how to perform these functions successfully.	5 mins

Designing a Performance Appraisal System 1.0

Course/Description	Duration
Designing a Performance Appraisal System 1.0 Upon completion of this course, you will learn how to design a performance appraisal system to assess the performances of your employees, how to create and implement the planning process, and how to formalize your new performance appraisal system.	5 mins

Designing Effective Teams

Course/Description	Duration
Designing Effective Teams Upon completion of this course, you will learn about the types of teams and team composition, as well as identify different configurations of teams, including the benefits and challenges of each type.	15 mins

Determining Internal and External Pay Factors 1.0

Course/Description	Duration
Determining Internal and External Pay Factors 1.0 Upon completion of this course, you will learn about the various forms of market compensation policies, the reasons for instituting these forms, and other external factors that may determine employee pay.	10 mins

Determining International Employee Compensation in the US 2.0

Course/Description	Duration
Determining International Employee Compensation in the US 2.0 Upon completion of this course, you will learn about the major types of international employee compensation plans and discuss other international employee compensation considerations that help inform which compensation plan to employ.	10 mins

Developing Employees 1.0

Course/Description	Duration
Developing Employees 1.0 Upon completion of this course, you will learn the importance of employee orientation and importance of employee development and its respective training facets.	10 mins

Developing Management Skills

Course/Description	Duration
Developing Management Skills Upon completion of this course, you will learn the technical, human relations, and conceptual skills required in a management position and the importance of employee respect and the qualities that employees most respect in a supervisor or manager.	10 mins

Die achtsame Führungskraft 1.0

Course/Description	Duration
Die achtsame Führungskraft 1.0 Nach Abschluss dieses Kurses lernen Sie etwas über achtsames Atmen und achtsame Kommunikation.	15 mins

Directions of Communication in an Organization 1.0

Course/Description	Duration
Directions of Communication in an Organization 1.0 Upon completion of this course, you will learn the different directions that communication can travel within an organization and the benefits of each type of communication direction.	5 mins

Effective Absence Management

Course/Description	Duration
Effective Absence Management Upon completion of this course, you will learn how to remain on top of unauthorised absence and the 6 step plan to deal with the challenge.	5 mins

Effective Delegation 2.0

Course/Description	Duration
Effective Delegation 2.0 Upon completion of this course, you will learn delegation techniques used by the world's most successful business people.	15 mins

El líder consciente 1.0

Course/Description	Duration
El líder consciente 1.0 Este curso le enseñará todo sobre los beneficios de la conciencia plena, y le mostraremos cómo funciona.	15 mins

Embedding Organizational Culture 1.0

Course/Description	Duration
Embedding Organizational Culture 1.0 Upon completion of this course, you will have the ability to make your employees see, hear, and ultimately believe in your organization's culture.	5 mins

Employee Compensation and Benefits 1.0

Course/Description	Duration
Employee Compensation and Benefits 1.0 Upon completion of this course, you will learn about the different types of compensation plans.	10 mins

Employee Motivation - Job Dimensions 1.0

Course/Description	Duration
Employee Motivation - Job Dimensions 1.0 Upon completion of this course, you will learn five core job dimensions as they relate to employee motivation and effects they have on employee mindset.	10 mins

Employee Motivation and Ethics 1.0

Course/Description	Duration
Employee Motivation and Ethics 1.0 Upon completion of this course, you will learn the relationship between goal setting and unethical behavior and certain practices that may lead to a decrease in motivation or lead employees to develop unethical behavior.	5 mins

Employment Law for Managers - Difficult Conversations 1.0 (UK)

Course/Description	Duration
Employment Law for Managers - Difficult Conversations 1.0 (UK) If you're a manager, having difficult conversations with employees is a necessary part of your role. This microlearning course provides managers with guidance on preparing, practicing and conducting those conversations in a way that is more likely to achieve a positive outcome while minimising legal risk. Learning objectives - • List examples when a difficult conversation with an employee is necessary • Explain how to achieve a positive outcome from a difficult conversation with an employee • Describe the importance of preparing and planning for a difficult conversation	7 mins

Employment Law for Managers - Dismissing an Employee 1.0 (UK)

Course/Description	Duration
Employment Law for Managers - Dismissing an Employee 1.0 (UK) Terminating employment often involves difficult decisions that are challenging to carry out. Following a fair process ensures that you make the right decision and treat the affected employee with respect, which helps reduce the risk of legal action. This course covers the process to follow when considering dismissing an employee. Learning objectives - • Describe the five fair reasons for employee dismissal • Describe the importance of following a fair process when dismissing an employee • Explain how to minimise potential legal risk when dismissing an employee	10 mins

Employment Law for Managers - Key Employment Entitlements 1.0 (UK)

Course/Description	Duration
Employment Law for Managers - Key Employment Entitlements 1.0 (UK) Employees benefit from many entitlements under UK employment law. It's necessary for managers to understand these entitlements so they can ensure that employees (and, in some cases, workers) are treated lawfully and fairly. This course provides a summary of some of the key employment rights in the UK. Learning objectives - • List the UK regulations that provide entitlements to employees and workers • Describe the difference between an employee and a worker regarding UK employment law • Explain the key employment entitlements for employees and workers in the UK	20 mins

CENTRALSQUARE

Employment Law for Managers - Meeting about Misconduct 1.0 (UK)

Course/Description	Duration
Employment Law for Managers - Meeting about Misconduct 1.0 (UK) Addressing an employee's misconduct can be daunting, but it's an essential part of people management. Handling it in the right way can result in a constructive outcome for all parties. This course provides guidance for managers on conducting an employee meeting about misconduct effectively and fairly. Learning objectives - • Determine if an employee's behaviour deserves disciplinary action as misconduct • Explain how to prepare for a meeting with an employee about misconduct • Explain how to address employee misconduct in a fair and equitable way	7 mins

Employment Law for Managers - Meeting About Poor Performance 1.0 (UK)

Course/Description	Duration
Employment Law for Managers - Meeting About Poor Performance 1.0 (UK) As a manager, it can be difficult to deal with an employee's poor performance. Following a clear performance management process helps. This course provides managers with guidance on how to conduct a meeting with an employee to resolve performance issues fairly and lawfully. Learning objectives - • Explain how to plan for an employee meeting about poor performance • Explain how to address a performance issue in a fair and equitable way • Describe the best way to encourage employee engagement in a discussion	8 mins

Employment Law for Managers - Performance Management Process 1.0 (UK)

Course/Description	Duration
Employment Law for Managers - Performance Management Process 1.0 (UK) As a manager, it's important to address performance issues quickly. Left unchecked, they become harder to resolve and impact productivity. Following a formal performance management process helps you manage these issues in a fair and lawful way. This course provides six steps to make the performance management process run smoothly. Learning objectives - • List the steps involved in a formal performance management process • Explain how to identify and assess an employee performance problem • Describe what is involved in performance management meetings with an employee	8 mins

Employment Law for Managers - Poor Performance or Misconduct 1.0 (UK)

Course/Description	Duration
Employment Law for Managers - Poor Performance or Misconduct 1.0 (UK) When managing an employee's poor performance or inappropriate behaviour, it's important to correctly identify the problem. This course explains the differences between poor performance and misconduct, as well as how to approach the two issues with employees in an effective and fair manner. Learning objectives - • Recognise the difference between poor performance and misconduct • Explain the risk of legal liability in an unfair dismissal claim • List the common causes of poor employee performance	7 mins

Equality and Diversity for Managers 1.0 (UK)

Course/Description	Duration
Equality and Diversity for Managers 1.0 (UK) Managers play an important role in modelling fairness and respect, as well as ensuring their organisation meets its legal obligations regarding discrimination and equal opportunities. This course outlines managers' responsibilities to prevent discrimination and harassment, promote diversity and equality, and handle complaints effectively. Learning objectives - • Describe the importance of providing a fair and equitable work environment • Recognize how to mitigate the risk of discrimination and harassment in the workplace • List the UK legal protections against discrimination in the workplace	17 mins

Essential Time Management Tools 1.0

Course/Description	Duration
Essential Time Management Tools 1.0 After completing this course, you'll be able to utilize four time management tools, distinguish between being efficient and effective, and prioritize tasks using the important versus urgent decision method.	10 mins

Evolution of Management 1.0

Course/Description	Duration
Evolution of Management 1.0 After completing this course, you will learn four major advances in management theory over the past hundred years.	5 mins

Expectancy Theory 1.0

Course/Description	Duration
Expectancy Theory 1.0 After completing this course, you will learn what expectancy theory is and the components that make up that theory.	10 mins

Extrinsic and Intrinsic Rewards 1.0

Course/Description	Duration
Extrinsic and Intrinsic Rewards 1.0 After completing this course, you will learn the concepts of extrinsic and intrinsic motivation and how they get employees to perform.	5 mins

Feedback and Non-Verbal Communication 1.0

Course/Description	Duration
Feedback and Non-Verbal Communication 1.0 After completing this course, you will learn about feedback and non-verbal communication.	10 mins

Five Tips for New Managers and Supervisors 1.0

Course/Description	Duration
Five Tips for New Managers and Supervisors 1.0 In this course, you will learn five basic tips about being in a position of authority, as well as new responsibilities and skill requirements, the relationship between you and your employees, and the need for deliberate, well-stated goals and actions.	5 mins

Gain Control of Work Life Balances 1.0

Course/Description	Duration
Gain Control of Work Life Balances 1.0 In this course, you will learn how to create a culture where work-life balance is honored, implement ways to assist employees with work-life balance, and utilize tools to help managers with their own work-life balance.	30 mins

Gestión de equipos virtuales 1.0

Course/Description	Duration
Gestión de equipos virtuales 1.0 Al finalizar este curso, aprenderá las razones por las que las personas utilizan equipos virtuales, los riesgos de los equipos virtuales y los procesos que deben implementarse para que pueda tener, estadísticamente, una mejor oportunidad de éxito.	10 mins

Giving and Receiving Feedback 2.0

Course/Description	Duration
Giving and Receiving Feedback 2.0 Upon completion of this course, you will learn why feedback is never a one-way street, and improve your ability to receive feedback in four easy to follow steps.	20 mins

Goal Theory 1.0

Course/Description	Duration
Goal Theory 1.0 Upon completion of this course, you will learn four elements to proper goal setting, how to set smart goals, and how to apply this theory to your management practices.	10 mins

Group Decision Making 1.0

Course/Description	Duration
Group Decision Making 1.0 Upon completion of this course, you will learn the limiting factors that impact all decisions, as well as learn about the benefits and drawbacks of utilizing the group decision-making process in your organization.	10 mins

Growing Your Employees 1.0

Course/Description	Duration
Growing Your Employees 1.0 Job enrichment provides team members with additional duties and an increased level of work content and responsibility. A natural challenge to job enrichment is that not all employees react the same or want the same out of their careers. Nonetheless, this is a simple way to develop those around you and tap into their passion.	5 mins

Hire Team-Oriented Employees 1.0

Course/Description	Duration
Hire Team-Oriented Employees 1.0 Upon completion of this course, you will learn interview techniques to help you gauge applicants' potential as team members and tools to properly orient a new employee in a team-oriented work environment.	5 mins

Hold Standing One-on-Ones 1.0

Course/Description	Duration
Hold Standing One-on-Ones 1.0 The thought of adding more meetings may cause feelings of dread but holding standing one-on-one meetings with your employees allows you to connect and build stronger connections. People can be complex as each person has unique traits and needs. Individual meetings provide you with a phenomenal opportunity to build a stronger team one person at a time.	5 mins

How Perceptions and Expectations Affect Motivation 2.0

Course/Description	Duration
How Perceptions and Expectations Affect Motivation 2.0 Upon completion of this course, you will learn what equity theory is, knowledge of how you can use this theory in practice to increase employee motivation, and have a stronger sense of how perception and expectation impact motivation.	10 mins

How to Avoid and Manage Conflict 2.0

Course/Description	Duration
How to Avoid and Manage Conflict 2.0 Upon completion of this course, you will learn how to avoid conflict, as well as ways to deal with conflict should it erupt.	10 mins

How To Hire The Right People 1.0

Course/Description	Duration
How To Hire The Right People 1.0 Upon completion of this course, you will learn the steps of the hiring process, utilize behavior-based questioning when interviewing candidates, and implement a panel interviewing method.	10 mins

Human Resources - The Cornerstone of Successful Organizations 1.0

Course/Description	Duration
Human Resources - The Cornerstone of Successful Organizations 1.0 Upon completion of this course, you will learn the three areas of human resources and how they support you and your company's operations.	5 mins

Identifying Obstacles to Organizational Change 1.0

Course/Description	Duration
Identifying Obstacles to Organizational Change 1.0 Upon completion of this course, you will have an understanding of why companies change and how those changes can force companies to learn to adapt and adjust, as well as why people resist change and to counteract that resistance.	15 mins

Identifying the Culture of Your Organization 1.0

Course/Description	Duration
Identifying the Culture of Your Organization 1.0 Upon completion of this course, you will learn different values identified by the Organizational Culture Profile typology and common values found within organizational culture.	20 mins

Implementing Retention Strategies 1.0

Course/Description	Duration
Implementing Retention Strategies 1.0 Upon completion of this course, you will learn methods by which companies can help retain valuable employees and approaches to compensation and non-compensation retention method considerations.	10 mins

Implementing the Strategic Plan 1.0

Course/Description	Duration
Implementing the Strategic Plan 1.0 Upon completion of this course, you will learn the relationship between strategic plans and tactical plans, four steps to developing a tactical plan, and the knowledge of how to implement your tactical plan.	5 mins

Increasing Team Effectiveness 1.0

Course/Description	Duration
Increasing Team Effectiveness 1.0 Upon completion of this course, you will learn how to set and prioritize goals and how to maximize your team's production by selecting the right members.	10 mins

Innovation and Culture 2.0

Course/Description	Duration
Innovation and Culture 2.0 Upon completion of this course, you will learn what innovation is and what people expect of it and the best ways of creating an innovation culture.	1 min

Inspirational Leadership 3.0

Course/Description	Duration
Inspirational Leadership 3.0 This course can help you to become a more inspirational leader.	20 mins

Inspirierender Führungsstil 1.0

Course/Description	Duration
Inspirierender Führungsstil 1.0 Nach Abschluss dieses Kurses lernen Sie den Unterschied zwischen Management und Führung und verschiedenen Führungsstilen kennen.	20 mins

Intentional Inclusion for Managers 1.0

Course/Description	Duration
Intentional Inclusion for Managers 1.0 "Inclusion" doesn't just happen. As a manager, you need to be intentional about including employees, and creating a sense of belonging for everyone on your team. So how do you do this – especially in a remote working environment? This course has some useful information and tips. Learning objectives - • Describe inclusion • Recognize why leaders must be intentional about inclusion • Identify the importance of inclusion in DEI strategies	10 mins

Interview and Selection 2.0

Course/Description	Duration
Interview and Selection 2.0 This course is going to give you insight into the hiring process and will provide tips on how to make each stage a success.	40 mins

Introducing Human Resource Management 1.0

Course/Description	Duration
Introducing Human Resource Management 1.0 Upon completion of this course, you will learn about HRM motivations for employees and strategies in HRM planning.	10 mins

Introduction to Compensation and Benefits 1.0

Course/Description	Duration
Introduction to Compensation and Benefits 1.0 Upon completion of this course, you will learn ways to structure compensation packages to keep in line with your company's philosophies, needs, and budget.	10 mins

Introduction to Discipline 1.0

Course/Description	Duration
Introduction to Discipline 1.0 Upon completion of this course, you will learn key strategies for successfully navigating the disciplinary process.	10 mins

Introduction to Employee Assessment 1.0

Course/Description	Duration
Introduction to Employee Assessment 1.0 Upon completion of this course, you will learn four reasons employee evaluations should be implemented in your organization, how an evaluation can be conducted positively, and how to achieve the most effective results.	5 mins

Introduction to Managing Employee Performance 1.0

Course/Description	Duration
Introduction to Managing Employee Performance 1.0 Upon completion of this course, you will learn common employee performance and behavior issues and how these can affect your organization.	10 mins

Introduction to Performance Appraisals and Appraisal Systems 1.0

Course/Description	Duration
Introduction to Performance Appraisals and Appraisal Systems 1.0 Upon completion of this course, you will learn the reasons why regular performance appraisals are important, the foundations of appraisal systems, and the components and processes that make up successful appraisal systems.	10 mins

It All Starts with Character 1.0

Course/Description	Duration
It All Starts with Character 1.0 Leaders demonstrate character by insisting on values, abiding by principles, and uploading both in their daily life. Employees look to managers not only for guidance, but for example. Insisting on good character means everyone must model that behavior.	10 mins

Job Rotation, Motivation and Morale 1.0

Course/Description	Duration
Job Rotation, Motivation and Morale 1.0 Upon completion of this course, you will learn about employee motivation and how to Increase employee morale.	5 mins

Keep the Troops in the Loop 1.0

Course/Description	Duration
Keep the Troops in the Loop 1.0 As a leader, what should you do to keep your employees aware of what's happening in the organization? You attend different organization meetings, but how much of that information is shared with your team? Often managers don't communicate enough back to their teams.	5 mins

Key Tools and Knowledge for Team Leading 1.0

Course/Description	Duration
Key Tools and Knowledge for Team Leading 1.0 Upon completion of this course, you will learn how to name and describe the pros and cons of teams, types and environments of teams, the team autonomy continuum, and stages of team development.	15 mins

Key Tools and Knowledge of Motivation 1.0

Course/Description	Duration
Key Tools and Knowledge of Motivation 1.0 In this course, you will learn the basic concepts of job performance and motivation, learn about how rewards, perception, and expectations affect motivation.	15 mins

Keys to Lively and Effective Meetings 1.0

Course/Description	Duration
Keys to Lively and Effective Meetings 1.0 In this course, you will learn the three principles of effective meetings, as well as the purpose and effectiveness of four different types of meetings.	10 mins

Knowing What You Don't Know 1.0

Course/Description	Duration
Knowing What You Don't Know 1.0 To be a leader means knowing what you know, and more importantly, what you don't know. You can think of knowledge as a two-sided coin; using what you know to make decision and using what you don't know for growth and improvement.	10 mins

Lead by Listening 2.0

Course/Description	Duration
Lead by Listening 2.0 In this course, you will learn the four parts of effective listening and how to be a supportive listener.	10 mins

Leadership and Management - Stress Management 3.0

Course/Description	Duration
Leadership and Management - Stress Management 3.0 What this sixty-second course will do is give you a little bit of background on stress in the workplace, and give you a few actions you can take to get yourself in control of it. But obviously we know that taking up too much of your time would only make your stress worse, so we've condensed all the key information down to just the essentials.	1 min

Leadership Suite - Futureproof Your Leadership through Innovation 1.0

Course/Description	Duration
Leadership Suite - Futureproof Your Leadership through Innovation 1.0 What will the future hold for leadership? This Leadership suite course will examine the mindset to adopt when it comes to future planning in management, how you can assess your own company and team's likely trajectory, some predictions for the next few years, and how you can adapt to the ever-changing business landscape.	10 mins

Leadership Suite - Global Citizen Mindset 1.0

Course/Description	Duration
Leadership Suite - Global Citizen Mindset 1.0 In this course we will show you the skills you need to possess and the outlook you need to adopt to gain a global perspective on how to manage a business.	10 mins

Leadership Suite - Groupthink versus Visionary 1.0

Course/Description	Duration
Leadership Suite - Groupthink versus Visionary 1.0 If a leader relies too heavily on committee decisions and lacks a clarity of thought, their team will lose momentum, make unoriginal decisions, and never progress. Equally a leader too preoccupied with their own strategy and agenda can often lose the faith of a team and sight of their primary goals. Is it possible to draw on both these approaches to find a third alternative to groupthink and visionary leadership? This course plans to find out.	10 mins

Leadership Suite - Impostor Syndrome in New Managers 1.0

Course/Description	Duration
Leadership Suite - Impostor Syndrome in New Managers 1.0 Impostor syndrome is not a new concept in the business world. In this course we will highlight why new managers can often struggle with impostor syndrome, the different ways it can manifest within you, and impart some techniques you can use to conquer the feelings of professional inadequacy.	5 mins

Leadership Suite - Leadership Suite - Global Citizen Mindset 1.0

Course/Description	Duration
Leadership Suite - Global Citizen Mindset 1.0 In this course we will show you the skills you need to possess and the outlook you need to adopt to gain a global perspective on how to manage a business.	10 mins

Leadership Suite - Managing Different Personalities 1.0

Course/Description	Duration
Leadership Suite - Managing Different Personalities 1.0 To be a great leader, you'll need to learn who your team members are individually and adapt when connecting with and leading them. We'll look at how to get the best out of all your people, and look specifically at different communication styles.	10 mins

Leadership Suite - Multigenerational Management 1.0

Course/Description	Duration
Leadership Suite - Multigenerational Management 1.0 In this course we attempt to shine a light on the potential difficulties involved with managing across generations and uncover some best practices for new managers to consider when assuming authority over a multigenerational team.	10 mins

Leadership Suite - Multiplier Mindset 1.0

Course/Description	Duration
Leadership Suite - Multiplier Mindset 1.0 Managers who boost their employees, rather than over controlling things, can have many benefits. This course will explain the concept of the multiplier mindset, including what it is, how it can benefit you, and how you can adopt multiplier practices into your own leadership style.	10 mins

Leadership Suite - Peer to Leader 1.0

Course/Description	Duration
Leadership Suite - Peer to Leader 1.0 You're probably wondering how on Earth to make a smooth transition from being everyone's peer to now managing those people. Don't worry. This course will walk you through the transition – how to handle it, how to communicate, and how to lead.	10 mins

Leadership Suite - People Centric Leadership through Digitalization 1.0

Course/Description	Duration
Leadership Suite - People Centric Leadership through Digitalization 1.0 In this course, we will explore how modern businesses can leverage technology to create a more inclusive and dynamic working culture and optimize the overall experience for each of their employees.	10 mins

Leadership Suite - Reimagining Leadership 1.0

Course/Description	Duration
Leadership Suite - Reimagining Leadership 1.0 What will the future hold for leadership? This Leadership suite course will examine the mindset to adopt when it comes to future planning in management, how you can assess your own company and team's likely trajectory, some predictions for the next few years, and how you can adapt to the ever-changing business landscape.	10 mins

Leadership Suite - Strategy and Pragmatism 1.0

Course/Description	Duration
Leadership Suite - Strategy and Pragmatism 1.0 This course will explain how to get organized, the importance of having a plan, and how to lead in a compassionate and empathetic way, whilst remaining strong and decisive. We'll look at how having both skillsets – strategy and pragmatism – will make you a great leader.	10 mins

Leadership Suite - Tech Literacy - Leading in the Digital Age 1.0

Course/Description	Duration
Leadership Suite - Tech Literacy - Leading in the Digital Age 1.0 They say it's good for leaders need to be tech experts, and most teens are tech experts, so most leaders could benefit from the tech literacy of teenagers. This course will examine the importance of tech literacy, what it takes to be an effective digital leader, and general ways you can improve your own technological literacy.	10 mins

Leadership Suite - The Accidental Manager 1.0

Course/Description	Duration
Leadership Suite - The Accidental Manager 1.0 Whether you've had to pass into people management to reach your career goals or whether your team has been deserted and you're the most senior person left – it's all good. This course will explain how you can get the most out of this, and how you can do the best by your new team of people.	10 mins

Leadership Suite - Trust Building and Empathy 1.0

Course/Description	Duration
Leadership Suite - Trust Building and Empathy 1.0 This course will explain the importance of trust building, how empathy plays a huge part in trust, and how you can achieve both of these with your team members.	10 mins

Leadership Suite - You, Me and Privilege 1.0

Course/Description	Duration
Leadership Suite - You, Me and Privilege 1.0 This leadership suite course will provide the basics on how a manager can be a good ally in the workplace. It'll examine what an ally is, why it's important for managers to be them, and how to be one effectively.	10 mins

Leadership versus Management 2.0

Course/Description	Duration
Leadership versus Management 2.0 In this course, you will learn the distinction between managers and leaders and several key actions you can take to transition into a stronger leader.	10 mins

Leading Learning - Coaching Skills 1.0

Course/Description	Duration
Leading Learning - Coaching Skills 1.0 Coaching is a wonderful thing to do. It's slightly different to mentoring, requires its own set of skills, and isn't just about positive reinforcement – there's much more to it if you want to really encourage people. If you think you're up to the challenge of being a great coach, this course is for you. Learning objectives - • Understand the skills that define coaching • Identify the benefits of coaching in work • Learn different types of coaching approaches	15 mins

Leading Learning - Coaching vs Mentoring 1.0

Course/Description	Duration
Leading Learning - Coaching vs Mentoring 1.0 If you're more experienced in your role, it's great to give back to the people who want to be where you are someday. Or perhaps you're someone in need of some career guidance. This course will cover the benefits of both mentoring and coaching, and explain how different scenarios might call for either one. Learning objectives - • Identify key differences between coaching and mentoring • Understand what defines mentoring • Understand what defines coaching	10 mins

Leading Learning - Giving Feedback 1.0

Course/Description	Duration
Leading Learning - Giving Feedback 1.0 Giving feedback – when done properly – can lead to huge increases in engagement. In this course, you'll learn the importance of feedback and how to easily give feedback effectively.	10 mins

Leading Learning - HR for Non HR Managers 1.0

Course/Description	Duration
Leading Learning - HR for Non HR Managers 1.0 As a manager, it's important for you to understand HR's role and how you can collaborate with them to strengthen your organization. It is the one department that interacts with every employee throughout their tenure within an organization from pre-employment until their last day.	10 mins

Leading Learning - Interviewing Skills 1.0

Course/Description	Duration
Leading Learning - Interviewing Skills 1.0 Have you ever interviewed a job candidate and felt an instant connection and knew in your gut that they were the perfect fit the minute you met them? Only to discover after their first month or two on the job, that perhaps you had made a bad hiring decision? Learn how to increase your hiring success by conducting effective interviews.	10 mins

Leading Learning - Leading Team Meetings 1.0

Course/Description	Duration
Leading Learning - Leading Team Meetings 1.0 Leading a team meeting is an exciting challenge for professionals in any field. Understanding the best ways to conduct a team meeting can help you prepare to make the most of the time and talents of your team members. This course will give you helpful tips on how to lead your team in meetings effectively. Learning objectives - • Recognize how to manage different personalities in meetings • Identify what type of meeting you need to get the most out of your team • Outline key best practice tips for leading a team meeting	10 mins

Leading Learning - Making Meetings Matter 1.0

Course/Description	Duration
Leading Learning - Making Meetings Matter 1.0 A droning speaker, a dull PowerPoint presentation and a late start. We've been in one of those meetings. Workers estimate a quarter of all time spent in meetings is wasted. In this course, you'll learn how to make a meeting more effective, efficient, and enjoyable. And even if you're just a participant in a meeting, how you can add value. Learning objectives - • Structure a meeting using the 5Ps planning guide • Identify what type of meeting is best for your agenda • Identify the roles and responsibilities involved in making a meeting effective	15 mins

Leading Learning - Managers Guide to Leading Change 1.0

Course/Description	Duration
Leading Learning - Managers Guide to Leading Change 1.0 At its core, change is a people process and people are creatures of habit. We tend to resist taking on new mindsets and behaviors. A key part of your role as a manager is to lead through change. This course will help you do this.	15 mins

Leading Learning - Managing Equality and Diversity 1.0

Course/Description	Duration
Leading Learning - Managing Equality and Diversity 1.0 Equal opportunity in employment is the idea that everybody deserves to be treated equally in the workplace. Employees want a manager they can rely on and that they believe has their best interests at heart. This course will give you tips on how to be a fair and worthy leader by treating everyone in the workplace equally and with respect.	15 mins

Leading Learning - Managing Team Stress 1.0

Course/Description	Duration
Leading Learning - Managing Team Stress 1.0 In this course we are going to explore a manager's role and responsibilities when it comes to stress in the workplace. Specifically, we will highlight why employees will feel stress, recognize the most common signs of stress in a team, as well as show how a manager can alleviate stress in the workplace.	10 mins

Leading Learning - Recruiting Your Best Team 1.0

Course/Description	Duration
Leading Learning - Recruiting Your Best Team 1.0 In this course, you will learn how to build a high performing team by employing strategic recruitment techniques that enable to you to identify, recruit, and hire right people for your best team.	10 mins

Leading Team Meetings 1.0

Course/Description	Duration
Leading Team Meetings 1.0 In this course, you will learn why it's important to facilitate team meetings as an impartial participant, including what not to do and what to do to and how to implement decision-making techniques to lead groups to consensus.	10 mins

Learn to Be Patient 1.0

Course/Description	Duration
Learn to Be Patient 1.0 Many have lost sight of the virtue of patience. Gaining and giving respect, doesn't happen overnight. Respect together with patience is a long-term commitment and one that is constantly growing and evolving. Once you earn it, it's important to nurture it and encourage your team to do the same.	5 mins

Learning Styles 2.0

Course/Description	Duration
Learning Styles 2.0 In this course, you will learn how learning styles work, and how you can use that information to maximize your and your team's learning.	1 min

Liderazgo Inspirador 1.0

Course/Description	Duration
Liderazgo Inspirador 1.0 Al finalizar este curso, conocerá la diferencia entre la gestión y el liderazgo, los estilos de liderazgo y el poder del positivismo.	20 mins

Linking Ethical Behavior to Your Organization's Structure 1.0

Course/Description	Duration
Linking Ethical Behavior to Your Organization's Structure 1.0 Upon completion of this course, you will learn the different management styles as they relate to broader national cultures and examine some situations in which your organization can promote ethical understanding.	10 mins

Maintaining Organizational Culture 1.0

Course/Description	Duration
Maintaining Organizational Culture 1.0 Upon completion of this course, you will learn four features of an organization that help it maintain its culture and some programs and training strategies for instructing your employees about that culture.	10 mins

Making a Plan that Works 1.0

Course/Description	Duration
Making a Plan that Works 1.0 Upon completion of this course, you will learn five steps for making and completing effective plans.	10 mins

Making Effective Decisions 1.0

Course/Description	Duration
Making Effective Decisions 1.0 Upon completion of this course, you will learn deliberate and necessary steps before arriving at any decisions.	10 mins

Making Meetings Matter 3.0

Course/Description	Duration
Making Meetings Matter 3.0 Upon completion of this course, you will learn how to make your meetings more engaging and gain more value from your discussions.	30 mins

Making Meetings Matter 4.0

Course/Description	Duration
Making Meetings Matter 4.0 No matter the size of your company or what industry you're in, you're probably familiar with bad meetings. Workers estimate a quarter of all time spent in meetings is wasted, and with the average office worker spending 16 hours each week in meetings. Glance at a schedule on any given day, and you'll see large blocks of time reserved for meetings of all sorts. Unfortunately, too many meetings, whether virtual or in-person, waste your time and ruin your productivity for the day. This has resulted in meetings becoming something we dread, and it's no secret that most of us would rather be, you know, working. But it doesn't have to be that way. Learning Objectives - • Mindless Accept Syndrome • The Guest List • The Five Ps	30 mins

Manage Your Time By Organizing Paperwork 1.0

Course/Description	Duration
Manage Your Time By Organizing Paperwork 1.0 Upon completion of this course, you will learn how to handle your paperwork efficiently and effectively.	5 mins

Manage Your Time By Organizing Paperwork 1.0

Course/Description	Duration
Manage Your Time By Organizing Paperwork 1.0 Upon completion of this course, you will learn how to handle your paperwork efficiently and effectively.	5 mins

Management Skills - What Does it Take? 1.0

Course/Description	Duration
Management Skills - What Does it Take? 1.0 Upon completion of this course, you will learn how to define the four basic management skills and ability to develop and use these skills to be an effective manager.	10 mins

Management virtueller Teams 1.0

Course/Description	Duration
Management virtueller Teams 1.0 Nach Abschluss dieses Kurses lernen Sie die Gründe für virtuelle Teams und die Gefahren virtueller Teams kennen.	10 mins

Management, Communication and Growth 1.0

Course/Description	Duration
Management, Communication and Growth 1.0 Upon completion of this course, you will learn the basic nature of being a manager or supervisor, know the personnel difficulties you might face, and how to handle them, and how to reflect on the qualities of a good management style.	10 mins

Managing Change 2.0

Course/Description	Duration
Managing Change 2.0 Upon completion of this course, you will have an understanding of why people fear change so much and learn some real world tools you can use to navigate change successfully in your business.	15 mins

Managing Change in Your Organization 2.0

Course/Description	Duration
Managing Change in Your Organization 2.0 Upon completion of this course, you will learn Kurt Lewin's three-stage model for organizational change and the processes needed to implement each stage of the process.	10 mins

Managing Employee Performance - A Look at Influences and Discipline 1.0

Course/Description	Duration
Managing Employee Performance - A Look at Influences and Discipline 1.0 Upon completion of this course, you will learn methods for ensuring employee attendance, as well as reasons and methods for instituting a discipline program.	10 mins

Managing Employee Stress 1.0

Course/Description	Duration
Managing Employee Stress 1.0 In this course, you will learn about managing employee stress, including ideas for lifestyle choices that promote low stress, and ways organizations can reduce it.	15 mins

Managing Expatriates - Reducing Stress and Homesickness 1.0

Course/Description	Duration
Managing Expatriates - Reducing Stress and Homesickness 1.0 In this course, you will learn the unique difficulties faced by employees on international assignment, ways to train and prepare employees for these difficulties, and how your employees can be assisted through a continual process of repatriation.	10 mins

Managing Team Development 1.0

Course/Description	Duration
Managing Team Development 1.0 In this course, you will learn the four stages of team development and how to help implement each stage.	10 mins

Managing Teams

Course/Description	Duration
Managing Teams In this course, you will learn the way team organization can lead to success, how to conduct team meetings, and how to handle common conflicts and difficulties within a team.	10 mins

Managing Team Creativity 1.0

Course/Description	Duration
Managing Team Creativity 1.0 In this course, you will learn the skills and understanding to identify talent, stimulate collaborative creativity, and how to manage your team's thoughts and feelings during bouts of creativity.	10 mins

Managing Virtual Teams 2.0

Course/Description	Duration
Managing Virtual Teams 2.0 In this course, you will learn each part of managing virtual teams step by step.	10 mins

Managing Your Remote Workers 2.0

Course/Description	Duration
Managing Your Remote Workers 2.0 This course is designed to help you avoid its pitfalls and implement processes that will help you get the most out of your virtual teams.	10 mins

Marketing the Culture of Your Organization

Course/Description	Duration
Marketing the Culture of Your Organization Upon completion of this course, you will learn how to market the culture of an organization, as well as how to identify the five ways in which the culture of an organization reveals itself to observers and employees.	10 mins

Maslow's Theory of Motivation

Course/Description	Duration
Maslow's Theory of Motivation Upon completion of this course, you will learn the relationship between Maslow's theory and the needs that are met through employment and the five categories of employee needs and have a better understanding of how these needs fuel motivation.	10 mins

Matching Applicants with Job Specifications and Conducting Interviews

Course/Description	Duration
Matching Applicants with Job Specifications and Conducting Interviews Upon completion of this course, you will learn how to use information to screen applicants and how to conduct the interview process.	10 mins

Maternity - Managing Those Returning to Work 1.0

Course/Description	Duration
Maternity - Managing Those Returning to Work 1.0 Upon completion of this course, you will learn how effectively communicate with and support employees returning from maternity leave.	10 mins

Maximizing the Benefits of Your Organizations Structure 1.0

Course/Description	Duration
Maximizing the Benefits of Your Organizations Structure 1.0 Upon completion of this course, you will learn the four major aspects of organizational structure and different structural configurations.	25 mins

Mentoring 2.0

Course/Description	Duration
Mentoring 2.0 Upon completion of this course, you will learn what mentoring is and the benefits of mentoring and being a mentee.	1 min

Minimizing Gossip and Rumor

Course/Description	Duration
Minimizing Gossip and Rumor Upon completion of this course, you will learn the definitions of gossip and rumor and techniques for preventing gossip and rumor among your team.	10 mins

Model the Way 1.0

Course/Description	Duration
Model the Way 1.0 Showing your employees behavior you want them to emulate, is the first step in creating successful and cohesive teams. It's important to understand how to lead your team or company to success by modeling successful behavior.	5 mins

Model Effective Confrontation 1.0

Course/Description	Duration
Model Effective Confrontation 1.0 As a leader, it's important to learn how you can model effective confrontation techniques for your employees and approach conflict in a helpful way. Difficult conversations are a major part of a manager's job.	15 mins

Money Motivation Myths 2.0

Course/Description	Duration
Money Motivation Myths 2.0 The course will examine whether financial incentives, like cash rewards and bonuses, are really the best ways to motivate your team – the way many people believe them to be. And if not, what you can do instead to make sure your team stays focused on their objectives. Learning Objectives: • Define motivation • Explain the role of money as a motivator • Describe alternative motivational rewards	10 mins

Motivating Employees - Job Design

Course/Description	Duration
Motivating Employees - Job Design Upon completion of this course, you will learn how job design can impact a business for better or for worse and how to implement aspects of job design in your own company.	20 mins

Motivating Employees - Performance Appraisals

Course/Description	Duration
Motivating Employees - Performance Appraisals Upon completion of this course, you will learn the importance of the performance appraisal, effectively implement and utilize the performance appraisal for the best results, and different types of mistakes and biases from using performance appraisals.	15 mins

Motivating Employees - Performance Appraisals

Course/Description	Duration
Motivating Employees - Performance Appraisals Upon completion of this course, you will learn the importance of the performance appraisal, effectively implement and utilize the performance appraisal for the best results, and different types of mistakes and biases from using performance appraisals.	15 mins

Motivating Employees - Performance Incentives

Course/Description	Duration
Motivating Employees - Performance Incentives Upon completion of this course, you will learn the benefits and drawbacks of incentive systems, how various kinds of incentives can be used to increase employee motivation depending on the nature of their work, and determine how incentive options can be utilized by your business.	15 mins

Motivating Your People and Being a Positive Role Model 2.0

Course/Description	Duration
Motivating Your People and Being a Positive Role Model 2.0 Upon completion of this course, you will learn management best practices that will increase employee motivation, as well as qualities that good motivators possess.	5 mins

Motivation - Ethical Strategies 1.0

Course/Description	Duration
Motivation - Ethical Strategies 1.0 Upon completion of this course, you will learn the motivational theories behind unethical behavior and learn the cultural context of ethical motivation.	10 mins

Motivation - Need-based Theories

Course/Description	Duration
Motivation - Need-based Theories Upon completion of this course, you will learn basic elements for a motivated workforce, as well as Maslow's theory and the hierarchy of needs and how it has been adapted to business.	20 mins

Motivation - Process-Based Theory

Course/Description	Duration
Motivation - Process-Based Theory Upon completion of this course, you will learn process-based motivation by reviewing equity theory, how people think about and react to equity and inequity, and how employees can be motivated or de-motivated by their perceptions of justice.	15 mins

Motivation and Job Performance

Course/Description	Duration
Motivation and Job Performance Upon completion of this course, you will learn the ability, motivation, and situational constraints affect job performance, as well as how managers can use these concepts to optimize your employees' performance.	5 mins

Motivational Theorists Whose Theories Work in Practice

Course/Description	Duration
Motivational Theorists Whose Theories Work in Practice Upon completion of this course, you will learn two types of management and motivational theories and the different theories on motivational approaches and how these theories work in practice.	5 mins

Motivation-Expectancy Theory

Course/Description	Duration
Motivation-Expectancy Theory Upon completion of this course, you will learn what Expectancy theory is, how to influence employee perceptions, and how to use these principles to implement a behavior modification plan.	20 mins

Moving from What to How 1.0

Course/Description	Duration
Moving from What to How 1.0 With the growth and progress of a company, it's often necessary for the organization to be restructured, reorganized, or even completely renewed. When this happens, your employees will look to you for honest communication and unwavering support as everything changes around them.	5 mins

Neurodiversity - Interview and Selection 1.0

Course/Description	Duration
Neurodiversity - Interview and Selection 1.0 This course will help you to conduct an interview and selection process that will give everybody – the neurotypical and the neurodivergent - an opportunity to showcase their talents. Learning objectives - • Define neurodiverse hiring • Explain why it's important • Outline the steps to neurodiverse hiring	10 mins

Onboarding - Why You Should Care

Course/Description	Duration
Onboarding - Why You Should Care Upon completion of this course, you will learn the definitions of onboarding and socialization, the tools used for onboarding, and the impact of onboarding.	10 mins

Operational Plans - Budgeting

Course/Description	Duration
Operational Plans - Budgeting Upon completion of this course, you will learn about budgeting in regards to operating plans.	10 mins

Operational Plans - The Single Use Plan 1.0

Course/Description	Duration
Operational Plans - The Single Use Plan 1.0 Upon completion of this course, you will learn how single use plans fit into the structure of organizational planning and guidelines for developing and implementing single use plans.	10 mins

Operational Plans - The Standing Plan 1.0

Course/Description	Duration
Operational Plans - The Standing Plan 1.0 Upon completion of this course, you will learn the three different tiers of planning within an company and ability to form and implement the three different forms of standing plans.	10 mins

Organization for Efficiency 1.0

Course/Description	Duration
Organization for Efficiency 1.0 Upon completion of this course, you will learn how to organize your work space and use your computer efficiently.	10 mins

Organizational Strategy 1.0

Course/Description	Duration
Organizational Strategy 1.0 Upon completion of this course, you will learn the definition of organizational strategy and the ability to explain how organizations go from a mere strategy to exceptional business performance.	5 mins

Organizing the Performance Appraisal Process and Conducting Appraisal Interviews

Course/Description	Duration
Organizing the Performance Appraisal Process and Conducting Appraisal Interviews Upon completion of this course, you will learn how to organize a performance appraisal using process, management, and development, as well as the styles of performance appraisal interviews.	10 mins

Orientation - Where Do We Go From Here?

Course/Description	Duration
Orientation - Where Do We Go From Here? Upon completion of this course, you will learn how to provide new hires with a proper orientation, the skills necessary for providing proper orientations and introducing a new hire into your organization, and the five-step process for orienting new hires in order to get these employees up to speed and comfortable in their new work environments.	10 mins

Performance - Coaching Conversations

Course/Description	Duration
Performance - Coaching Conversations Upon completion of this course, you will learn the fundamental concepts of proper communication and some tips to make your improvement method more effective.	10 mins

Performance - A Managers Responsibility 1.0

Course/Description	Duration
Performance - A Managers Responsibility 1.0 Upon completion of this course, you will learn the importance of dealing with poor performance.	5 mins

Performance - Goal Setting 1.0

Course/Description	Duration
Performance - Goal Setting 1.0 Upon completion of this course, you will learn the SMART acronym and the definition of its components.	10 mins

Performance - Systems View

Course/Description	Duration
Performance - Systems View Upon completion of this course, you will learn the different systems of performance management and the ability to implement them and elevate the performance of employees and ultimately increase the success of your business.	10 mins

Performance and Feedback Coaching

Course/Description	Duration
Performance and Feedback Coaching Upon completion of this course, you will learn the benefits of using a coaching leadership style and how to apply primary coaching skills.	10 mins

Performance Appraisal System Errors and Legal Considerations 2.0

Course/Description	Duration
Performance Appraisal System Errors and Legal Considerations 2.0 Upon completion of this course, you will learn about the potential pitfalls of performance appraisal systems and the legal considerations it presents.	10 mins

Performance Appraisals

Course/Description	Duration
Performance Appraisals Upon completion of this course, you will learn the steps to successful appraisals, common mistakes in appraisals and the consequences of these mistakes, and the importance of retaining employees and supporting employee morale.	15 mins

Performance Reviews

Course/Description	Duration
Performance Reviews Upon completion of this course, you will learn the three main types of feedback and how to avoid the three biggest mistakes during performance reviews.	5 mins

Planning at the Top and Senior Level

Course/Description	Duration
Planning at the Top and Senior Level Upon completion of this course, you will learn the steps for creating a strategic plan, learn how to go from planning to transitioning into implementation, and the importance of proper strategic planning and tips to increase buy-in from all levels of management.	10 mins

Principles of Planning

Course/Description	Duration
Principles of Planning Upon completion of this course, you will learn the four-step method for creating an effective plan and the importance of teamwork and individual investment in creating plans.	10 mins

Promoting an Ethical Culture in Your Organization

Course/Description	Duration
Promoting an Ethical Culture in Your Organization In this course, you will learn about the effect an ethical culture has on an organization and its employees, and the different factors that affect the ethical culture of your organization.	10 mins

Promoting your Staff Effectively 2.0

Course/Description	Duration
Promoting your Staff Effectively 2.0 The course examines what's called 'The Peter Principle'. It's a concept that explains the phenomenon of being promoted to the point of incompetence. A good follower doesn't necessarily make a good leader, that kind of thing. It looks at the statistics behind this and other promotion issues, and will give you an idea of what you can do to avoid the pitfalls. Learning Objectives: • Identify common promotion problems • Define the Peter Principle • Explain ways to promote effectively	10 mins

Provide Challenge and Support 1.0

Course/Description	Duration
Provide Challenge and Support 1.0 It is important to take a step back and think of the level of challenge and support each person working for you has. Do some team members feel overwhelmed and under-supported? Are others supported, but not necessarily unchallenged?	5 mins

Put On Your Managers Hat 1.0

Course/Description	Duration
Put On Your Managers Hat 1.0 Upon completion of this course, you will learn the different roles you may need now that you have stepped into a management position and explain the different responsibilities of a manager.	10 mins

Quantify Performance Goals if Possible

Course/Description	Duration
Quantify Performance Goals if Possible Upon completion of this course, you will learn the importance of quantifying performance goals and keeping a diary and how to reduce positive and negative bias and create clear and precise goals for employees.	10 mins

Rational Decision-Making

Course/Description	Duration
Rational Decision-Making Upon completion of this course, you will learn the definition of rational decision making and the six steps of the rational decision making process.	5 mins

Realize Your Team is Your Customer 1.0

Course/Description	Duration
Realize Your Team is Your Customer 1.0 Who is your customer? It may seem obvious; your customers are the people interested in your product or service. There are some important reasons why you should treat your employees as if they were your customers.	5 mins

Recruiting New People

Course/Description	Duration
Recruiting New People Upon completion of this course, you will learn the various methods for recruiting new people	5 mins

Recruitment - Process and Strategy

Course/Description	Duration
Recruitment - Process and Strategy Upon completion of this course, you will learn the steps you should take to conduct an effective recruitment process, how forecasting plays a role in recruitment, and the steps necessary for creating a strategic plan and carrying out the process.	5 mins

Recruitment - Recruitment Strategies, Part One

Course/Description	Duration
Recruitment - Recruitment Strategies, Part One Upon completion of this course, you will learn the factors you need to consider for developing a recruitment plan, different recruitment options, and how to create your own recruitment strategy.	5 mins

Remain Focused on Solutions, Not Barriers 1.0

Course/Description	Duration
Remain Focused on Solutions, Not Barriers 1. Upon completion of this course, you will learn to identify solutions that work for the problem at hand.	5 mins

Retaining Your Best People

Course/Description	Duration
Retaining Your Best People Upon completion of this course, you will learn and develop effective employee retention strategies.	15 mins

Recognize and Reward Achievement 1.0

Course/Description	Duration
Rewards and Recognition Achievement 1.0 How should you recognize and reward achievement within your organization to help motivate and encourage employees? Let's face it, reward and recognition are motivators for some individuals. It's a fundamental part of human nature to seek and respond to rewards.	5 mins

Right People - Right Roles 1.0

Course/Description	Duration
Right People - Right Roles 1.0 We've all heard stories about someone not being the "right fit," but in the highly competitive world of hospitality, it's crucial to get that fit right. So how do you do that? Start by identifying a few people on each team that are exceptional in their role - those traits each person embodies becomes your benchmark. Then set out to find individuals who fit or exceed those expectations.	5 mins

Selecting New Employees - Interview Methods and Avoiding Mistakes

Course/Description	Duration
Selecting New Employees - Interview Methods and Avoiding Mistakes Upon completion of this course, you will learn how to plan and conduct the interview process and what not to do during interviews.	5 mins

Selecting New Employees - Making the Offer

Course/Description	Duration
Selecting New Employees - Making the Offer Upon completion of this course, you will learn how to get information from a candidate that will help you craft your offer, how an official offer should be presented, and how to follow up and complete the hiring process.	5 mins

Selecting New Employees - Selection Methods

Course/Description	Duration
Selecting New Employees - Selection Methods Upon completion of this course, you will learn the different selection methods, as well as variations on the statistical model including the multiple cutoff model, compensatory model, and multiple hurdle model.	5 mins

Selecting New Employees - Testing

Course/Description	Duration
Selecting New Employees - Testing Upon completion of this course, you will learn about the different tests used to screen applicants and other screen methods.	10 mins

Selecting New Employees - The Selection Process

Course/Description	Duration
Selecting New Employees - The Selection Process Upon completion of this course, you will learn the selection process and its five steps and the importance in having a good selection process for your organization.	10 mins

Selecting New Employees - Types of Interviews and Interview Questions

Course/Description	Duration
Selecting New Employees - Types of Interviews and Interview Questions Upon completion of this course, you will learn several interview methods, types of interview questions, and interview questions to avoid.	10 mins

Self Evaluation and Common Pitfalls in Performance Appraisals 1.0

Course/Description	Duration
Self Evaluation and Common Pitfalls in Performance Appraisals 1.0 Upon completion of this course, you will learn the benefits of having employees evaluate themselves before formal reviews, as well as strategies for navigating the employee self-evaluation process as a manager.	10 mins

Setting Sound Goals

Course/Description	Duration
Setting Sound Goals Upon completion of this course, you will learn the qualities of managers who set effective, meaningful goals, as well as guidelines for prioritizing the goals you have set.	10 mins

Sexual Harassment Prevention for Managers 1.0 (CA)

Course/Description	Duration
Sexual Harassment Prevention for Managers 1.0 (CA) Upon completion of this course, you will learn how to prevent harassment, handle complaints, support employees, and help the organization limit its liability.	20 mins

Speaking and Listening

Course/Description	Duration
Speaking and Listening In this course, you will learn about the importance of using speaking and listening as a means of breaking down communication barriers.	10 mins

Stand Up for What You Believe 1.0

Course/Description	Duration
Stand Up for What You Believe 1.0 So much of leadership is about drawing a line in the sand and standing behind it. Such decisions require fortitude, strength of character, and plain old guts. Courage tends to rise to the forefront in times of stress. When people see their leaders making the tough calls, they feel emboldened to follow suit. Courage is essential to cohesion that is based on principle, not expediency.	5 mins

Strategic Planning at its Best

Course/Description	Duration
Strategic Planning at its Best In this course, you will learn the need for strategic planning, the ability to develop a mission for your plan, and some common mistakes in strategic planning.	10 mins

Stress Management 2.0

Course/Description	Duration
Stress Management 2.0 In this course, you will learn the reasons why stress is best avoided, the key causes of stress in the workplace, and some tips for dealing with stress.	1 min

Sustaining a Winning Culture

Course/Description	Duration
Sustaining a Winning Culture In this course, you will learn how to create a winning culture among your team.	10 min

Tackling Unconscious Bias for Managers 1.0

Course/Description	Duration
Tackling Unconscious Bias for Managers 1.0 IOur unconscious minds make decisions without us even knowing about it. Unconscious bias at work can be a barrier that not only prevents people from working together effectively, but also prevents creativity and innovation. As a manager, you can often help shape or influence employee behavior. That's why it's important to recognize and address biases at work. Learning objectives - • Define unconscious bias • Recognize situations when unconscious biases may be present and how this can affect your team • Describe why addressing unconscious bias is important	10 mins

Take a Hard Look in the Mirror 1.0

Course/Description	Duration
Take a Hard Look in the Mirror 1.0 The best leadership is done through tough self-examination. Not a little meditation and self-reflection, although important, but actually looking in the mirror and being able to stand by the choices the person in front of you has made. Oftentimes, you may not - but being aware of that is critical to leading others.	5 min

Tap into Their Passion, Unleash the Energy 1.0

Course/Description	Duration
Tap into Their Passion, Unleash the Energy 1.0 A good leader understands that to find the purposeful drive in each person, you need to reach them on an emotional and visceral level. By understanding what each person on your team loves – what excites them – will then turn their working into something closer to play. Tapping into this will engage your employees and retain your best talent.	5 min

Team Activities 2.0

Course/Description	Duration
Team Activities 2.0 In this course, you will learn why team activities are useful and what to consider when planning your team activities.	1 min

Team Autonomy and Degrees of Freedom

Course/Description	Duration
Team Autonomy and Degrees of Freedom In this course, you will learn the five levels of team autonomy and what specific freedoms for each level is allowed.	10 mins

Team Design Characteristics

Course/Description	Duration
Team Design Characteristics In this course, you will learn to distinguish between group and team characteristics, explain the purpose and benefits of teams, and describe team tasks and roles.	15 mins

Team Training, Compensation, and Recognition

Course/Description	Duration
Team Training, Compensation, and Recognition In this course, you will learn about team training needs and methods for compensating teams as single groups.	10 mins

Teams and Ethics

Course/Description	Duration
Teams and Ethics In this course, you will learn some effects that a team environment can have on worker perception.	10 mins

Teamwork der Spitzenklasse 2.0

Course/Description	Duration
Teamwork der Spitzenklasse 2.0 In diesem Kurs lernen Sie etwas über die vier wichtigsten Kompetenzen, die für eine optimale Teamworking-Performance erforderlich sind.	20 mins

Terminating Employees

Course/Description	Duration
Terminating Employees This course is designed to prepare managers with the tools they need to prepare for and conduct employment termination interviews in a way that both demonstrates respect for the terminated employee and protects the organization from risk.	5 mins

The Cross Purpose Trap

Course/Description	Duration
The Cross Purpose Trap Upon completion of this course, you will understand how to avoid Cross Purpose as a leader.	10 mins

The Decision-Making Process, Part One 1.0

Course/Description	Duration
The Decision-Making Process, Part One 1.0 This course breaks down the decision-making process by exploring how to best identify problems and developing solutions.	10 mins

The Decision-Making Process, Part Two

Course/Description	Duration
The Decision-Making Process, Part Two Upon completion of this course, you will learn the final steps of the decision making process and the necessary tools to help you make the best possible decisions in any situation.	10 mins

The Disciplinary and Grievances Process

Course/Description	Duration
The Disciplinary and Grievances Process Upon completion of this course, you will learn recommendations for holding a disciplinary meeting and the best ways to handle employee grievances.	10 mins

The External Environment

Course/Description	Duration
The External Environment Upon completion of this course, you will learn the rates at which companies make changes and the environmental factors that influence those changes.	10 mins

The Four Levels of Management 1.0

Course/Description	Duration
The Four Levels of Management 1.0 Upon completion of this course, you will learn the four traditional levels of management and the role each plays within a company.	5 mins

The Four Stages of Employee Training

Course/Description	Duration
The Four Stages of Employee Training Upon completion of this course, you will learn the four stages of employee training, how to identify the specific characteristics of each stage, and how to understand the process that works best for employee training needs.	10 mins

The Key to Delegation 2.0

Course/Description	Duration
The Key to Delegation 2.0 Upon completion of this course, you will learn the what, when and how of Effective Delegation.	1 min

The Heart of a Leader

Course/Description	Duration
The Heart of a Leader Upon completion of this course, you will learn how to identify the great qualities fo a leader.	10 min

The Innovation Curve 1.0

Course/Description	Duration
The Innovation Curve 1.0 Upon completion of this course, you'll understand how the innovation curve determines how you lead different change styles concentrating on five key styles.	5 min

The Progressive Discipline Process

Course/Description	Duration
The Progressive Discipline Process Upon completion of this course, you will learn the progressive discipline process and the appropriate disciplinary actions.	10 mins

The Pygmalion Effect 1.0

Course/Description	Duration
The Pygmalion Effect 1.0 The Pygmalion Effect is an interesting and useful tool to develop your employees. As a leader you create high expectations for your employees and in turn they will work towards meeting and exceeding those expectations. But remember, there can be a fine line between high expectations and unrealistic expectations. The first encourages growth; the latter encourages failure.	5 mins

The Team and its Members

Course/Description	Duration
The Team and its Members Upon completion of this course, you will learn why and how effective teams work, as well as how to name the skills and roles required for a team, and discuss key leadership qualities necessary to guide a team successfully.	15 mins

The Team and the Organization

Course/Description	Duration
The Team and the Organization Upon completion of this course, you will learn how to name the five key characteristics of teams, give reasons for using teams, and describe different types of teams and their uses.	15 mins

The Theory of Reinforcement

Course/Description	Duration
The Theory of Reinforcement Upon completion of this course, you will learn the purpose of motivation, the types of reinforcement, and the process for using reinforcement theory in the workplace.	10 mins

Time Management for Managers 1.0

Course/Description	Duration
Time Management for Managers 1.0 Upon completion of this course, you will learn ways to minimize the demands other people place on your time and how to deal with correspondence, articles, and other reading materials.	10 mins

Tips for Conducting a Performance Evaluation

Course/Description	Duration
Tips for Conducting a Performance Evaluation Upon completion of this course, you will learn techniques to ensure your performance evaluation meetings are efficient and valuable.	10 mins

Tools and Knowledge for Successful Plans

Course/Description	Duration
Tools and Knowledge for Successful Plans Upon completion of this course, you will learn the five steps of proper planning, the relationship among strategic, tactical, and operational planning, and some guidelines for making decisions within your plans.	10 mins

Top 10 Mistakes of Managers

Course/Description	Duration
Top 10 Mistakes of Managers Upon completion of this course, you will learn the ten most-common mistakes that derail managers from success and how to avoid them.	10 mins

Tracking Progress with Controls

Course/Description	Duration
Tracking Progress with Controls Upon completion of this course, you will learn the three categories of controls as well as tactics for introducing ideal controls in order to create a progressive work environment without stifling creativity.	5 mins

Training Delivery Methods

Course/Description	Duration
Training Delivery Methods Upon completion of this course, you will learn how to identify the types of delivery methods used to execute training, the types of web based training applications available, as well as the pros and cons of each type of training method.	10 mins

Transitioning to Management - The First Year 2.0

Course/Description	Duration
Transitioning to Management - The First Year 2.0 Upon completion of this course, you will learn how expectations and experiences common to new managers at initial promotion, as well as experiences of new managers after six months and after twelve months.	10 mins

Types of Management Styles in an Organization

Course/Description	Duration
Types of Management Styles in an Organization Upon completion of this course, you will learn several common management styles and the Path Goal Model for leadership.	5 mins

Types of Organizational Plans

Course/Description	Duration
Types of Organizational Plans Upon completion of this course, you will learn about business plans and some of the considerations that should be made before unveiling any plan to the company.	10 mins

Types of Professional Training for Employees

Course/Description	Duration
Types of Professional Training for Employees Upon completion of this course, you will learn the reasons for professional training, as well as the types of professional training.	5 mins

Types of Training for Employees

Course/Description	Duration
Types of Training for Employees Upon completion of this course, you will learn the different types of employee training, as well as the uses, specifics, and outcomes of each type of training.	10 mins

Understanding and Investigating Performance Issues

Course/Description	Duration
Understanding and Investigating Performance Issues Upon completion of this course, you will learn the different types of performance issues and the models that can be used to develop policies around performance for fairness and consistency.	10 mins

Understanding Motivation 1.0

Course/Description	Duration
Understanding Motivation 1.0 Upon completion of this course, you will learn how motivation works in the context of needs and the use unmet needs to increase your employees' motivation.	5 mins

Understanding Performance Appraisal Methods, Part One

Course/Description	Duration
Understanding Performance Appraisal Methods, Part One Upon completion of this course, you will learn the different criteria and scales commonly used to appraise performance and the different methods for measuring those criteria.	10 mins

Understanding Performance Appraisal Methods, Part Two

Course/Description	Duration
Understanding Performance Appraisal Methods, Part Two Upon completion of this course, you will learn the advantages and disadvantages of various appraisal methods, three specific methods of appraisal, and how to determine which of these methods would serve best in your organization.	5 mins

Understanding Performance Appraisal Methods, Part Three

Course/Description	Duration
Understanding Performance Appraisal Methods, Part Three Upon completion of this course, you will learn how forced ranking system works, the strengths and weaknesses of forced ranking systems, and the basics of other performance appraisal methods.	10 mins

Understanding Successful Negotiation

Course/Description	Duration
Understanding Successful Negotiation Upon completion of this course, you will learn the five phases of negotiation and the different methods of negotiation like mediation and arbitration.	20 mins

Understanding the Impact of Culture in Your Organization

Course/Description	Duration
Understanding the Impact of Culture in Your Organization Upon completion of this course, you will learn the importance of business culture in terms of employee actions and success, as well as what the culture of a company communicates to employees and observers.	10 mins

Unionization and Corporate Resistance in the U.S. 2.0

Course/Description	Duration
Unionization and Corporate Resistance in the U.S. 2.0 Upon completion of this course, you will learn how unions are formed, the cost of unions to businesses, and how to react to the threat of unionization.	10 mins

Utilizing Job Evaluation Systems

Course/Description	Duration
Utilizing Job Evaluation Systems Upon completion of this course, you will learn about job evaluation systems information and how job evaluating jobs can help determine salaries.	10 mins

What Managers Need to Know about Managing Change

Course/Description	Duration
What Managers Need to Know about Managing Change Upon completion of this course, you will learn the reasons why employees resist change, how to utilize strategies for leading change, and incorporate ways to sustain change overtime.	30 mins

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Why Teamwork Works

Course/Description	Duration
Why Teamwork Works Upon completion of this course, you will learn the basic factors of team effectiveness, how to promote team cohesiveness, and some common obstacles to effective teamwork.	10 mins

Work Team Characteristics

Course/Description	Duration
Work Team Characteristics Upon completion of this course, you will learn the characteristics of teams, and the ways in which each characteristic affects team dynamics	15 mins

Work Teams - Some Basic Guidelines

Course/Description	Duration
Work Teams - Some Basic Guidelines Upon completion of this course, you will learn the nine basic guidelines for ensuring that your work team runs as effectively and efficiently as possible, as well as how effective teams will grow your company.	10 mins

Work Teams - Types and Environments

Course/Description	Duration
Work Teams - Types and Environments Upon completion of this course, you will learn about team types and team work environments and the advantages and disadvantages of using teams.	15 mins

Workforce Innovation 1.0

Course/Description	Duration
Workforce Innovation 1.0 This comprehensive course explores how organizations can reinvent their workforce through innovative strategies. In it we examine what workforce innovation is and outline the key skills that facilitate it and see how to stay ahead of the competition and drive continuous improvement. Learning objectives - • Define workforce innovation • Outline a few of the core soft skills required to carry out workforce innovation • Explain what innovation in education is and how it can be utilized	45 mins

Workforce Innovation - Core Soft Skills 2.0

Course/Description	Duration
Workforce Innovation - Core Soft Skills 2.0 Workforce innovation is one of those things that just sounds positive without even having to think about what it means. Innovation, by its very definition, means something better than before. This course will examine what workforce innovation is, as well as cover a few of the core soft skills that facilitate it. Learning objectives - • Define workforce innovation • Outline a few of the core soft skills required to carry out workforce innovation	10 mins

Workforce Innovation - Innovation in Education 1.0

Course/Description	Duration
Workforce Innovation - Innovation in Education 1.0 Innovation is always a useful tool for staying ahead of the competition, as well as a conduit for continuous improvement. This is also true in the educational field. This course will examine what innovation in education is, a few examples of it, how it can benefit you, and the ways to go about it. Learning Objectives - • Explain what innovation in education is • Describe examples of innovation in education • Outline the benefits of innovation in education	10 mins

Workforce Innovation - Reskilling your Employees 1.0

Course/Description	Duration
Workforce Innovation - Reskilling your Employees 1.0 As technological innovation penetrates further into our working processes, what's becoming clear is that jobs are not necessarily disappearing but rather becoming redefined. So how do employers bridge the gap between staying loyal to their existing employees while pursuing increased productivity offered by digital tools? This course explores how employers can futureproof their organizations through the reskilling of their present workforce. Learning Objectives - • Define reskilling • Outline how to reskill an employee	10 mins

Workforce Innovation - The Importance of Life-long Learning 1.0

Course/Description	Duration
Workforce Innovation - The Importance of Life-long Learning 1.0 How do employers nurture an employee's positive attitude towards knowledge acquisition? How can employees remain motivated to expand their knowledge and skills for both personal and professional development? In this course we explore how promoting a culture of lifelong learning in the workplace ensures multiple opportunities for employees, creates a resourceful and versatile workforce, and enables businesses to be competitive and successful. Learning Objectives - • Explain what lifelong learning is • Describe examples of lifelong learning • Understand the benefits of lifelong learning	10 mins

Working with the Confused Employee

Course/Description	Duration
Working with the Confused Employee Upon completion of this course, you will learn how to properly work with and help an employee who is not adequately accomplishing their delegated task, the importance of handling employees delicately and directly, and four steps to take control of the situation.	10 mins

Working within the General and Specific Environment

Course/Description	Duration
Working within the General and Specific Environment Upon completion of this course, you will learn types of general and specific environments that affect a company and how to use information and data from these environments to inform organizational practices.	10 mins

Workplace Violence and Bullying Prevention for Managers 1.0 (CA)

Course/Description	Duration
Workplace Violence and Bullying Prevention for Managers 1.0 (CA) As a manager, you have an obligation to ensure that everyone is treated fairly and with respect. You have a duty to provide employees with a safe workplace free from bullying, harassment, and discrimination. This course uses a hypothetical workplace scenario to demonstrate how to prevent bullying and respond appropriately to reports.	22 mins

Sales & Services

A Tactical Guide to SEO and PPC 1.0

Course/Description	Duration
A Tactical Guide to SEO and PPC 1.0 Upon completion of this course, you will learn long-tail keyword opportunities that can drive highly-qualified visitors to your site, as well as maximize the utility of your online advertising spend through better segmentation, A/B testing and measurement.	10 mins

Adaptive Selling 1.0

Course/Description	Duration
Adaptive Selling 1.0 Adaptive selling allows you to truly listen, understand the customer's needs, and then adapt your conversation and presentation accordingly. The only way you can find out is by listening, asking questions, and adapting your recommendations and presentation.	15 mins

Always Be Closing 2.0

Course/Description	Duration
Always Be Closing 2.0 This course is a quick overview of the necessity of closing sales well, and provide an outline of some important closing types.	10 mins

Anticipating Your Customer Needs 1.0

Course/Description	Duration
Anticipating Your Customer Needs 1.0 You can never really know what a person thinks unless they tell you. There are several non-verbal cues you can tune into when interacting face-to-face with your customers - the role that nonverbal communication, body language, expression, and your own listening, all play a role in your relationships with your customers.	10 mins

Asking Questions 2.0

Course/Description	Duration
Asking Questions 2.0 Upon completion of this course, you will learn how salespeople use both open and closed questions to gain buyer information and start the close.	5 mins

Asking Questions 3.0

Course/Description	Duration
Asking Questions 3.0 You cannot sell without gathering information and it's tough to gather information without asking questions. This course will show you how to use questions during the sale. Learning Objectives - • Examined how successful salespeople use both open and closed questions to gain valuable information to help start the close.	5 mins

Aufbau eines Vertrauensverhältnisses zu Ihren Kunden

Course/Description	Duration
Aufbau eines Vertrauensverhältnisses zu Ihren Kunden In diesem Kurs werden wir untersuchen, warum Vertriebsvertrauen so wichtig ist, und Ihnen einige Tipps und Techniken vorstellen, wie Sie Vertrauen bei Ihren Kunden aufbauen können.	10 mins

Authority and Social Proof 2.0

Course/Description	Duration
Authority and Social Proof 2.0 Upon completion of this course, you will learn about two influencing principles, as well as why customer testimonials are critical to getting others to believe in your product or service.	5 mins

Autoridad y demostración social 1.0

Course/Description	Duration
Autoridad y demostración social 1.0 Al finalizar este curso, aprenderá sobre quienes trabajan en ventas y quienes quieren vender más y aumentar su riqueza.	5 mins

Autorität und Social Proof 1.0

Course/Description	Duration
Autorität und Social Proof 1.0 Nach Abschluss dieses Kurses erfahren Sie, wer im Vertrieb und im Vertrieb tätig ist wer mehr verkaufen und mehr verdienen will.	5 mins

Be a Retail Hero 2.0

Course/Description	Duration
Be a Retail Hero 2.0 In this course you will learn the service and selling skills to treat every customer like a Hollywood A-lister and deliver the WOW factor.	20 mins

Be a Retail Hero 3.0

Course/Description	Duration
Be a Retail Hero 3.0 Great customer service is about making your customers feel special and valued, and if you're able to do this correctly, you'll create brand ambassadors, and people who will spread the good word. This course covers how to greet and connect with people, how the fitting room experience should be, and what to do once your customer is at the register. Learning objectives - • Provide a great overall customer journey in your store • Understand how attention to detail affects customer experience • Understand how you can make loyal customers	20 mins

Be a Retail Hero - Connect with the Customer 3.0

Course/Description	Duration
Be a Retail Hero - Connect with the Customer 3.0 The voice of the customer has never been louder and ignoring the importance of customer service and experience is no longer an option. It's all about the customer. In this course you will learn how to make that special connection between you and the customer and provide an elevated customer experience. Learning objectives - • Recognize how to deliver exceptional customer service • Identify the basics of customer etiquette	20 mins

Be a Retail Hero - Fitting Room Advice 3.0

Course/Description	Duration
Be a Retail Hero - Fitting Room Advice 3.0 The fitting room is very important in a store, since it's where the final buying decision is often made. This course will give you all of the skills you need to engage with your customer. It provides essential customer experience skills, and why it is important that you use them. Learning objectives - • How to get the best out of your interactions with customers • Understand how to go the extra mile in the fitting rooms	5 mins

Be a Retail Hero - Meet and Greet 3.0

Course/Description	Duration
Be a Retail Hero - Meet and Greet 3.0 An unfriendly welcome will have a negative effect on all of your customer's experiences. Think about it, if they don't feel welcome, why would they spend their hard-earned money in your store? This course will help give you the confidence to meet and greet like a pro, and create loyal, happy customers. Learning objectives • Deliver a great, warm welcome to your store • Understand the importance of open body language • How to be a polite, positive presence in your store	5 mins

Be a Retail Hero - Service at the Register 3.0

Course/Description	Duration
Be a Retail Hero - Service at the Register 3.0 The cash register is the final call of the shopping experience, so make it a memorable one. Every part of the customer journey is as important as the last, so just because the sale is made, it doesn't mean you should do the bare minimum. This module you will learn how to provide great service at the register. Learning objectives – • Deliver unbeatable service at the register • Know how best you can use sales skills to upsell and cross-sell	5 mins

Be Likeable 2.0

Course/Description	Duration
Be Likeable 2.0 Upon completion of this course, you will learn the fundamentals that have to be in place if we want people to buy from you.	5 mins

Benefits of Events That Drive ROI 1.0

Course/Description	Duration
Benefits of Events That Drive ROI 1.0 Upon completion of this course, you will learn the five types of events every marketer needs to master, how to generate ROI through superior event strategy and execution, and incorporate territory-based events into your marketing strategy.	20 mins

Benimmregeln am Telefon 1.0

Course/Description	Duration
Benimmregeln am Telefon 1.0 In diesem Kurs sehen wir uns die sieben Schritte zum perfekten Benehmen am Telefon genauer an, damit Sie jeden neuen Anrufer in einen lebenslangen Kunden verwandeln können.	10 mins

Best Practices Für Einen Concierge 1.0

Course/Description	Duration
Best Practices Für Einen Concierge 1.0 Dieser Kurs soll Ihnen eine Vorstellung davon vermitteln, wie Ihre Rolle als Concierge aussieht, welche Fähigkeiten Sie benötigen und wie Sie so effektiv wie möglich agieren können.	10 mins

Best Practices im Gastronomieservice 1.0

Course/Description	Duration
Best Practices im Gastronomieservice 1.0 In diesem Kurs geht es um die gastronomischen Erfahrungen, die Sie als Tisch erleben würden.	10 mins

Captar clientes con soltura 2.0

Course/Description	Duration
Captar clientes con soltura 2.0 Al completar este curso, aprenderá cómo llenar completamente su embudo de ventas, desarrollar una buena relación y credibilidad, y crear un plan para atraer clientes.	10 mins

Closing 1.0

Course/Description	Duration
Closing 1.0 Upon completion of this course, you will learn how to create a clear closing process and provides some unique closing questions.	5 mins

Closing with Confidence in Sales 3.0

Course/Description	Duration
Closing with Confidence in Sales 3.0 This course simplifies the closing process, ensures you're in alignment with your customer, and minimizes those fears of failure and tension.	10 mins

Commitment and Consistency 2.0

Course/Description	Duration
Commitment and Consistency 2.0 Upon completion of this course, you will learn that if you can actually get products in buyer's hands, even if there is no official commitment to buy them, your chances sales increase.	5 mins

Communication in Sales 1.0

Course/Description	Duration
Communication in Sales 1.0 It's important to remember that you'll be communicating with many different people about many different topics in selling. Sometimes, you'll be communicating one-on-one, other times, you'll be communicating with a group. Just as people have varying social styles, people also absorb information differently.	15 mins

Complaint Handling 3.0

Course/Description	Duration
Complaint Handling 3.0 This course will help to improve your ability to handle complaints.	10 mins

Connect with the Customer 2.0

Course/Description	Duration
Connect with the Customer 2.0 Upon completion of this course, you will learn how to make that special connection between you and the customer and provide an elevated customer experience.	5 mins

Convenciones Telefónicas 1.0

Course/Description	Duration
Convenciones Telefónicas 1.0 Este curso se enfoca en los siete pasos para lograr convenciones telefónicas perfectas, de manera que pueda convertir a las personas que llaman por primera vez en clientes permanentes.	10 mins

Creating an Effective Sales Proposal 1.0

Course/Description	Duration
Creating an Effective Sales Proposal 1.0 In many B2B sales and some larger B2C sales, once you've presented your solution, an interested prospect will ask for a proposal. A good proposal identifies the specific terms of the sale, including pricing, delivery time frame, and the scope of the products or services you're offering.	10 mins

Creating Customer Trust 1.0

Course/Description	Duration
Creating Customer Trust 1.0 When people make promises that they don't keep, you lose trust in them. It's unlikely that you'll trust a person who doesn't deliver on what they say. You can see why trust is so important in selling. If your customer doesn't believe that you'll do what you say you're going to do, you don't have a future in sales. Customer trust is built on open and honest communication.	15 mins

Cuestiones éticas en marketing 1.0

Course/Description	Duration
Cuestiones éticas en marketing 1.0 La ética empresarial es un conjunto de principios y prácticas que, cuando se aplica en todos los niveles de una empresa, maximiza la posibilidad de beneficios a largo plazo, protege el buen nombre de la empresa y la confianza de sus clientes y crea un lugar de trabajo cómodo.	10 mins

Cultural Awareness in Hospitality 1.0

Course/Description	Duration
Cultural Awareness in Hospitality 1.0 Upon completion of this course, you will learn the importance of communicating between cultures and getting it right, differences between prominent cultures, and the differences between low-context and high-context cultures.	10 mins

Customer Expectations 1.0

Course/Description	Duration
Customer Expectations 1.0 Upon completion of this course, you will learn how customers expectations have changed, and how your business can actually benefit from it.	10 mins

Customer First Thinking 1.0

Course/Description	Duration
Customer First Thinking 1.0 A saying often heard and said in many businesses is "the customer is king." This phrase is not foreign to the hospitality industry. With increasing competition and the consumers desire for immediacy, how do you stay at the forefront and deliver what your customer's want?	10 mins

Customer Loyalty 2.0

Course/Description	Duration
Customer Loyalty 2.0 This course will help you to maximize customer loyalty through your customer skills.	10 mins

Customer Marketing 1.0

Course/Description	Duration
Customer Marketing 1.0 Upon completion of this course, you will learn how to increase renewals, referrals, and cross-sell and upsell opportunities with more effective customer marketing and launch a customer referral program.	15 mins

Customer Service Success 2.0

Course/Description	Duration
Customer Service Success 2.0 Upon completion of this course, you will learn the seven specific skills that can drastically improve your interactions with customers on a daily basis.	10 mins

Delight Every Customer 1.0

Course/Description	Duration
Delight Every Customer 1.0 When customers interact with your company, regardless of who they contact throughout their journey, it's important that the brand message stay consistent throughout their interactions. As remote working grows, organizational silos tend to develop, especially in larger companies. This makes transparent communication imperative.	10 mins

Der Produktlebenszyklus 1.0

Course/Description	Duration
Der Produktlebenszyklus 1.0 Verständnis des Produktlebenszyklus sowie der Interessen an Ihrer Kundendemografie helfen Ihnen dabei Bleiben Sie den Änderungen, die für das Marketing erforderlich sind, immer einen Schritt voraus Organisationen.	10 mins

Der richtige Weg zu einem bestimmten Auftreten 2.0

Course/Description	Duration
Der richtige Weg zu einem bestimmten Auftreten 2.0 Dieser Kurs wird Ihnen das Wissen, die Fähigkeiten und das Selbstvertrauen vermitteln, um bestimmter aufzutreten und dabei die Kontrolle über Ihr Leben zu gewinnen.	30 mins

Do Your Research 2.0

Course/Description	Duration
Do Your Research 2.0 Upon completion of this course, you will learn why research is just as critical as any other sales step.	5 mins

Effective Listening 2.0

Course/Description	Duration
Effective Listening 2.0 People like to be heard, it's a fact. During sales pitches, people may be more guarded, because they are expecting to just be spoken at. Listening during a sales conversation will make you stand out.	5 mins

Effective Questioning for Sales 2.0

Course/Description	Duration
Effective Questioning for Sales 2.0 In this course, you will learn how to engage in productive customer conversations, uncover critical success factors, and establish credibility.	10 mins

Email Marketing 1.0

Course/Description	Duration
Email Marketing 1.0 In this course, you will learn how to use email to communicate with customers and prospects and the best types of email campaigns to drive acquisition and retention.	10 mins

Erfolgreich beim Kundenservice 1.0

Course/Description	Duration
Erfolgreich beim Kundenservice 1.0 In diesem Kurs erfahren Sie, wie Sie Ihren Kundenservice verbessern.	15 mins

Essential KPIs for the Modern Marketer 1.0

Course/Description	Duration
Essential KPIs for the Modern Marketer 1.0 Upon completion of this course, you will learn which metrics are most critical to the modern marketing organization, apply context to data to make better business decisions, and communicate the effectiveness of your marketing to a variety of stakeholders.	20 mins

Essential KPIs for the Modern Marketer - Part One

Course/Description	Duration
Essential KPIs for the Modern Marketer - Part One Capturing and analyzing your Marketing KPIs will give you an overview of your efforts and allow you find areas of improvement.	10 mins

Essential KPIs for the Modern Marketer - Part Two

Course/Description	Duration
Essential KPIs for the Modern Marketer - Part Two Your executive team will want to see the big picture for every marketing channel and how your efforts positively affect ROI. These metrics may be slightly different than those you measure for your team's performance but they're crucial in showing value for your marketing budget.	10 mins

Establecer confianza con los clientes

Course/Description	Duration
Establecer confianza con los clientes En este curso, analizará por qué la confianza es tan fundamental para las ventas y le brindará consejos y técnicas para ayudarlo a generar confianza con sus clientes.	10 mins

Establishing Trust with Customers 2.0

Course/Description	Duration
Establishing Trust with Customers 2.0 Trust is so important, and if a customer gets a feeling that you are not trustworthy, you can bid your sale goodbye. No matter what you're selling if people don't trust you, they won't buy from you. This course will help.	10 mins

Estrategias de marketing que impulsan la efectividad 1.0

Course/Description	Duration
Estrategias de marketing que impulsan la efectividad 1.0 Las organizaciones de marketing estratégico tienen la capacidad para impulsar el valor a través de una organización. Ganando comprensión de cómo pensar estratégicamente para desarrollar, medir y promover un plan de marketing le ayudará cerrar la brecha entre "actividades" y "resultados".	20 mins

Ethical Communication in Sales 1.0

Course/Description	Duration
Ethical Communication in Sales 1.0 Ethical, straightforward communication should happen internally within your company and externally to your customers. Organizations have values, just like people. Stephen Covey, in his book Principles, says values are, 'Proven, enduring guidelines for human conduct.' The question for you is, do you understand your companies value statement, and can you explain it successfully to your clients?	20 mins

Ethische Probleme im Marketing 1.0

Course/Description	Duration
Ethische Probleme im Marketing 1.0 LGeschäftsethik ist eine Reihe von Prinzipien und Praktike dass, wenn auf jeder Ebene eines Unternehmens angewendet, maximiert die Möglichkeit langfristiger Gewinne, schützt den guten Namen des Unternehmens und das Vertrauen seines Unternehmens Kunden und schafft einen komfortablen Arbeitsplatz.	10 mins

Excellence in Customer Service 2.0

Course/Description	Duration
Excellence in Customer Service 2.0 In today's economy, the competition for your customer's business is tougher than ever. While others are providing service that meets expectations, how can you go above and beyond to exceed expectations? Every interaction counts, so how will you make it great?	10 mins

Éxito en el Servicio de Atención al Cliente 1.0

Course/Description	Duration
Éxito en el Servicio de Atención al Cliente 1.0 Al finalizar este curso, aprenderá por qué es importante el servicio al cliente y por qué debe escuchar las necesidades de su cliente.	10 mins

Expectativas del Cliente 1.0

Course/Description	Duration
Expectativas del Cliente 1.0 Al completar este curso, aprenderá cómo los clientes comparten experiencias, la importancia de brindar un excelente servicio y cómo las expectativas de los clientes han evolucionado con el tiempo.	10 mins

Features Advantages and Benefits 1.0

Course/Description	Duration
Features Advantages and Benefits 1.0 Upon completion of this course, you will learn why people only really buy benefits, not features or advantages.	5 mins

Find Your Brand Voice With Killer Content Marketing 1.0

Course/Description	Duration
Find Your Brand Voice With Killer Content Marketing 1.0 Upon completion of this course, you will learn how to write content that resonates with your audience and optimize and maximize the effectiveness of your content so you can do less work, for better results.	15 mins

Five Steps to Problem-Solving and Diffusing Upset Customers 1.0

Course/Description	Duration
Five Steps to Problem-Solving and Diffusing Upset Customers 1.0 This course will cover the best practices of industry leading companies when providing stellar customer service.	15 mins

Follow Up 1.0

Course/Description	Duration
Follow Up 1.0 This course will tell you where typical sales people fail and how far you need to go to become the best.	5 mins

Gestión de Conflictos 2.0

Course/Description	Duration
Gestión de Conflictos 2.0 Al finalizar este curso, aprenderá a gestionar y controlar los conflictos.	15 mins

Gestión de quejas 2.0

Course/Description	Duration
Gestión de quejas 2.0 Al finalizar el curso, aprenderá los conocimientos, las habilidades y la confianza para manejar y abordar las quejas de manera eficaz.	10 mins

Handling Customer Complaints 1.0

Course/Description	Duration
Handling Customer Complaints 1.0 In this course, you'll learn some effective strategies for turning a complaining customer into a corporate advocate.	15 mins

Handling Objections in Sales 2.0

Course/Description	Duration
Handling Objections in Sales 2.0 This course will explore the difference between objections and rejections, and then look at the best way to uncover the objections that stand between you and a deal.	15 mins

Hospitalidad - Venta Persuasiva 1.0

Course/Description	Duration
Hospitalidad - Venta Persuasiva 1.0 Al finalizar este curso, aprenderá cómo un enfoque más informal y amigable para promocionar productos puede aumentar sus ventas, mientras deja a los invitados a gusto en un ambiente relajado y acogedor.	5 mins

Hospitality - Concierge Best Practices 1.0

Course/Description	Duration
Hospitality - Concierge Best Practices 1.0 Upon completion of this course, you will learn what your role is as concierge, the skills you'll need, and how to be as effective as possible.	10 mins

Hotel und Gaststättengewerbe Soft-Selling 1.0

Course/Description	Duration
Hotel und Gaststättengewerbe Soft-Selling 1.0 Nach Abschluss dieses Kurses lernen Sie, was Soft Selling ist, Methoden für Soft Selling in der Hotellerie und effektive Tipps für Soft Selling und einzelne Schritte.	5 mins

How to Engage Customers in Telephone Conversations 3.0

Course/Description	Duration
How to Engage Customers in Telephone Conversations 3.0 Upon completion of this course, you will learn how to make the most of your phone selling by incorporating five voice techniques.	10 mins

How to Handle Sales Objections 3.0

Course/Description	Duration
How to Handle Sales Objections 3.0 Upon completion of this course, you will learn how to turn objections into opportunities to strengthen customer relationships and win deals.	10 mins

How to Influence 2.0

Course/Description	Duration
How to Influence 2.0 Upon completion of this course, you will learn about the six principles of influence.	5 mins

Identifying and Exceeding Customer Needs 2.0

Course/Description	Duration
Identifying and Exceeding Customer Needs 2.0 Upon completion of this course, you will learn how to categorize the customer's needs and turn the customer's need into an opportunity.	15 mins

Identifying Organizational Behavior 1.0

Course/Description	Duration
Identifying Organizational Behavior 1.0 The definition of hospitality is the relationship between the guests and the host. It's the work or application of being courteous. Hospitality is also known as the work of graciously offering care, politeness, and courtesy to whoever is in need. Whereas Organizational Behavior is all about how people, both individuals and in groups, act within their organizations.	10 mins

CENTRALSQUARE

Information Privacy Basics 2.0

Course/Description	Duration
Information Privacy Basics 2.0 In the information age, a heightened focus on privacy means that everyone in an organization has a duty to protect the personal information of clients, customers, consumers, employees, or anyone else who's data is held by an organization. Learn what information privacy is, the kind of information it relates to, and how you can play a part in protecting it.	15 mins

Introducing Yourself 2.0

Course/Description	Duration
Introducing Yourself 2.0 If you introduce yourself badly in sales, you won't get a chance to do the rest of the process well. This course will give you an introduction to what you need to know to introduce yourself. We'll give you some fundamentals to introducing yourself in a sales situation.	5 mins

Introduction to Key Account Management 2.0

Course/Description	Duration
Introduction to Key Account Management 2.0 Upon completion of this course, you will learn the difference between account management and key account management, why a company might benefit from it, and how to implement key account management into your company.	10 mins

Introduction to Key Account Management 3.0

Course/Description	Duration
Introduction to Key Account Management 3.0 Key account management is the difference between just meeting a customers' basic needs and going above and beyond to keep them delighted, engaged and loyal. This course is an introduction to the basic tenets of key account management. Specifically, we'll look at what it is, what makes it different from regular account management and the main responsibilities of a key account manager. Learning Objectives - • Define what key account management actually is • Explain the specific responsibilities of a key account manager	5 mins

Is the Customer Always Right? 1.0

Course/Description	Duration
Is the Customer Always Right? 1.0 Upon completion of this course, you will learn what to do when the customer isn't right, how to diffuse customer anger and disappointments, and create a win-win outcome for both you and the customer.	15 mins

Key Account Management - Full Course Version 1.0

Course/Description	Duration
Key Account Management - Full Course Version 1.0 This course explores the reasons why business leaders should implement key account management in their organizations. In it we offer some specific knowledge to help you ascertain how a key account manager will help your business reach its organizational goals, as well as offer some practical tips and advice to assist you in successfully implementing key account management. Learning Objectives - • Define what key account management actually is • Explain the specific requirements of a key account manager • Describe the vital characteristics of a key account manager	15 mins

Key Account Management in Your Business 2.0

Course/Description	Duration
Key Account Management in Your Business 2.0 Upon completion of this course, you will learn what to expect from key account management and how to place it into your business.	15 mins

Key Account Management in Your Business 3.0

Course/Description	Duration
Key Account Management in Your Business 3.0 If you're a company with large customers who spend a lot of money, you might want to prioritize them as key accounts. These are the ones you really can't afford to lose. Appointing a key account manager gives these clients a dedicated person to ensure everything runs smoothly. It gives them everything they need, on time, and regularly. But it's not just maintenance. It's about innovation and driving their business forward. This course will explain what to expect from key account management, and how to place it into your business. Learning Objectives - • Define how key account management can impact your business • Outline ways to successfully implement key account management	5 mins

Key Customer Experiences 1.0

Course/Description	Duration
Key Customer Experiences 1.0 The terms 'customer service' and 'customer experience' are often confused or used interchangeably. Customer service – focuses on human interaction, and directly supporting customers is just one piece of the customer experience puzzle. Customer service is the assistance and advice provided to a customer. On the other hand, customer experience is the sum of the entire customer journey with your company.	10 mins

Know Your USPs 2.0

Course/Description	Duration
Know Your USPs 2.0 Upon completion of this course, you will learn how you can identify your product or services unique selling point which makes you stand out from the crowd.	5 mins

Konfliktmanagement 2.0

Course/Description	Duration
Konfliktmanagement 2.0 Nach Abschluss dieses Kurses lernen Sie, mit Kontrolle umzugehen und Konflikte zu nutzen.	15 mins

Kundenakquise leicht gemacht 2.0

Course/Description	Duration
Kundenakquise leicht gemacht 2.0 Nach Abschluss dieses Kurses lernen Sie, wie Sie sich auf Anrufe vorbereiten, Sprachnachrichten hinterlassen und E-Mails senden.	10 mins

Kundenerwartungen 1.0

Course/Description	Duration
Kundenerwartungen 1.0 Nach Abschluss dieses Kurses werden Sie überlegen, wie Kunden ihre Erfahrungen teilen, wie wichtig exzellenter Service ist und wie sich die Kundenerwartungen im Laufe der Zeit entwickelt haben.	10 mins

Leading Learning - Communicating with Customers 1.0

Course/Description	Duration
Leading Learning - Communicating with Customers 1.0 It is incredibly important that you develop the best communication skills possible with your customers. Some of these skills include knowing how to communicate with your customer through telephone, online and in person. It involves the tone of your voice, the questions you ask, how you listen to them and even your nonverbal cues. Learning objectives - • Describe the importance of good communication • Identify the components of effective listening and questioning • Identify the different channels of customer communication	15 mins

Leading Learning - Consumer Protection 1.0

Course/Description	Duration
Leading Learning - Consumer Protection 1.0 When someone buys a product or service, they should get what they paid for and be offered effective solutions if something goes wrong. This is the idea at the heart of consumer protection. Here, you'll learn about consumer rights and the type of misleading conduct that harms consumers and should be avoided at all costs.	20 mins

Leading Learning - Creating A Customer-Centric Culture 1.0

Course/Description	Duration
Leading Learning - Creating A Customer-Centric Culture 1.0 Do you work towards making each customer feel special and unique? Does your organization work tirelessly to make every decision in your customers best interest? When thinking about creating a customer-centric culture, rather than thinking of the customer as a customer, think of them as a partner. Their needs and ideas should be the center of your business. Learning objectives - • Define customer-centric culture • Demonstrate ways to create a customer-centric culture • Identify how to over-service	15 mins

Leading Learning - Creating Loyal Customers 1.0

Course/Description	Duration
Leading Learning - Creating Loyal Customers 1.0 Customer loyalty and customer retention are two important areas of every business. Loyal customers help organizations achieve success. It's easier to sell more to existing customers and is financially prudent. This course will help turn any customer into a loyal one. Learning objectives - • Identify the importance of loyal customers • Explain how to create loyal customers • Outline how to categorize customer needs	10 mins

Leading Learning - Customer Service Excellence 1.0

Course/Description	Duration
Leading Learning - Customer Service Excellence 1.0 Studies show that 96% of customers rate excellent customer service as an influential factor in purchasing decisions. Yet only 34% of companies make customer success a priority. This course will help improve your customer service skills so you can deliver great customer experiences. Learning objectives - • Identify the importance of good customer service • Demonstrate the qualities of good customer service • Identify the importance of listening	15 mins

Leading Learning - Customer Service in Retail 1.0

Course/Description	Duration
Leading Learning - Customer Service in Retail 1.0 In this course you will learn the service and selling skills to treat every customer like a Hollywood A-lister and deliver the WOW factor. It's a scenario that all retailers dread. A poor retail experience can easily break a customer relationship, damage your organization's brand reputation and the bottom line. The voice of the customer has never been louder and ignoring the importance of customer service and experience is no longer an option. It's all about the customer. Learning objectives - • Define the importance of greeting a customer • Identify how to connect with a customer • Describe fitting room best practices	15 mins

Leading Learning - Digital Marketing Foundations 1.0

Course/Description	Duration
Leading Learning - Digital Marketing Foundations 1.0 Technology has changed the field of marketing and will continue to do so well into the future. Face-to-face customer interactions are rare, how do you reach your customers without the message feeling diluted and generic? Who is your target audience and what is their preferred platform or device for communication? Oftentimes, most of your target customers may have more than one. You may have buyers who interact on social media but purchase on your website. Knowing these habits will allow you to tailor your message and how you will deliver it.	20 mins

Leading Learning - Executing a Successful Sale 1.0

Course/Description	Duration
Leading Learning - Executing a Successful Sale 1.0 This course will highlight specific aspects of the selling process, illustrate them with some scenarios and offer some tips and best practices. This way you can be prepared for every step of the way to executing a successful sale. Learning objectives - • Define what goes into a successful sales strategy • Describe the key aspects of a successful sales pitch • Identify best practices for successfully closing a sale	15 mins

Leading Learning - Handling Customer Complaints 1.0

Course/Description	Duration
Leading Learning - Handling Customer Complaints 1.0 Customer expectations are high, and the future of your business depends on the experience you give each and every customer. However, your product or service can be flawless, but no organization is perfect. Problems happen. You can expect, at some point, you'll receive customer complaints. So how do you handle them? Learning objectives - • Define why complaint skills are important • Describe why customers complain • Describe how to handle complaints well	15 mins

Leading Learning - Insider Trading 1.0

Course/Description	Duration
Leading Learning - Insider Trading 1.0 Insider trading violations can have serious consequences for you while also threatening the future profitability and reputation of your company. Take this course to improve your awareness of insider trading. Learn about its illegality and associated penalties, and how to prevent insider trading happening in the first place. Learning objectives - • Define insider trading • Describe inside information • Explain the consequences of insider trading	10 mins

Leading Learning - Introduction to Marketing 1.0

Course/Description	Duration
Leading Learning - Introduction to Marketing 1.0 Find out how to attract consumers to your organization by creating an engaging brand message and deliver that with the right marketing to benefit your organization. Tell the best product story – the right product story – for your business.	20 mins

Leading Learning - Managing Customer Feedback 1.0

Course/Description	Duration
Leading Learning - Managing Customer Feedback 1.0 Now more than ever, customers read reviews before making a purchase decision. Feedback has become an essential part of the buying process. If you're not requesting and acting on customer feedback, your company can't evolve and improve. In all likelihood, your sending customers to your competition. How do you use feedback to improve your service? Learning objectives - • Define customer feedback • Recognize the importance of customer feedback • Identify different customer feedback tools	15 mins

Leading Learning - Negotiation and Influence 1.0

Course/Description	Duration
Leading Learning - Negotiation and Influence 1.0 This course is designed to give you the confidence to negotiate and influence any prospect.	15 mins

Leading Learning - Payment Card Industry Data Security Standards (PCI-DSS)

Course/Description	Duration
Leading Learning - Payment Card Industry Data Security Standards (PCI-DSS) A secure payment environment not only builds consumer trust, but it also protects your organization and is required under the Payment Card Industry Data Security Standards (PCI DSS). Here you'll learn what the PCI-DSS is and steps you can take to keep cardholder data safe.	25 mins

Leading Learning - Post Sale Procedures 1.0

Course/Description	Duration
Leading Learning - Post Sale Procedures 1.0 So, you've closed a sale – congratulations. You may think that your job is completed. But, in fact, the hard work has only just begun. What happens next is a very crucial stage for your relationship with the customer, and it's one that's often overlooked. It is at this stage where you must confirm to the customer that they made the right decision buying from you. This course will explain why you really need to care about post-sale procedures. Learning objectives - • Describe why multiple interactions matter for a successful sale • Understand the importance of a post-sale strategy • Recognize how to successfully facilitate the transfer of customers into different departments	15 mins

Leading Learning - Questioning and Objection Handling 1.0

Course/Description	Duration
Leading Learning - Questioning and Objection Handling 1.0 There are two crucial aspects of the sales process: questioning and objection handling. It's crucial that salespeople obtain a well-rounded understanding of how effective questioning plays in securing sales. Equally it will explore how to correctly handle sales objections to inspire customer confidence and accomplish your sales goals.	15 mins

Leading Learning - Sales Preparation 1.0

Course/Description	Duration
Leading Learning - Sales Preparation 1.0 A great salesperson displays credibility, inspires trust, and builds relationships with customers. But first and foremost, they get prepared! A solid foundation of preparation is what allows you to effectively pursue prospects, convert leads, and close sales. This course has been created to help salespeople recognize the power of preparation.	15 mins

Leading Learning - Social Media Marketing 1.0

Course/Description	Duration
Leading Learning - Social Media Marketing 1.0 If you don't have a strategy for making smart investments in these channels, you're missing out on marketing opportunities.	25 mins

Leading Learning - The Customer Journey 1.0

Course/Description	Duration
Leading Learning - The Customer Journey 1.0 Understanding the stages of the customer journey, allows you to create customer centric touch points. With honest communication, understanding your customer's needs, and their budget requirements, you can create an engaging and painless journey for your customer as they move through the funnel, ending with a purchase decision.	20 mins

Leading Learning - Your Customer's Journey 1.0

Course/Description	Duration
Leading Learning - Your Customer's Journey 1.0 You have a great product and customers buy your product. It would be great if it were that easy. While the customer goes from being a prospect to a customer, there are many important interactions that happen along the way. Understanding these will give you the tools you need to provide exceptional customer service. Learning objectives - • Define the customer's journey • Examine the benefits of the customer journey • Describe the customer experience framework	15 mins

Leave Something Behind 2.0

Course/Description	Duration
Leave Something Behind 2.0 Upon completion of this course, you will learn why you should leave something behind as a free gift and how it can make a big difference in your sales success.	5 mins

Listening Skills - Transform Your Customer Interactions 2.0

Course/Description	Duration
Listening Skills - Transform Your Customer Interactions 2.0 Upon completion of this course, you will learn four listening techniques that will enhance your ability to establish trust and openness with your customers.	10 mins

Make Your Service Memorable 1.0

Course/Description	Duration
Make Your Service Memorable 1.0 Whether a person is traveling for business or pleasure, the customer service level each customer receives on their trip helps determine whether they'll come back for another visit. For hospitality, the guest experience is the key to success.	10 mins

Marketing Ihrer Unternehmenskultur 1.0

Course/Description	Duration
Marketing Ihrer Unternehmenskultur 1.0 Kultur spielt eine wichtige Rolle in einer Organisation; Menschen lernen die Kultur durch die Unternehmensleitbild, Rituale, Regeln und Richtlinien, Organisationslayout und Geschichten.	10 mins

Marketing Strategy that Drives Effectiveness

Course/Description	Duration
Marketing Strategy that Drives Effectiveness Upon completion of this course, you will learn how to think strategically to develop, measure and promote a marketing plan that helps you bridge the gap between "activities" and "results."	20 mins

Marketing Strategy that Drives Effectiveness 2.0

Course/Description	Duration
Marketing Strategy that Drives Effectiveness 2.0 Strategic marketing organizations have the capacity to drive incredible value through the entire organization. This course will give you a foundational understanding of how to think strategically to develop, measure and promote a marketing plan that helps you bridge the gap between activities and results.	20 mins

Marketingstrategien zur Förderung der Effektivität 2.0

Course/Description	Duration
Marketingstrategien zur Förderung der Effektivität 2.0 Strategische Marketingorganisationen haben die Kapazität Wert durch eine Organisation zu steigern. Gewinnung Verständnis dafür, wie man strategisch denkt, um sich zu entwickeln, Messen und fördern Sie einen Marketingplan, der Ihnen helfen wird Überbrücken Sie die Lücke zwischen „Aktivitäten" und „Ergebnissen".	20 mins

Master the Art of Negotiating 2.0

Course/Description	Duration
Master the Art of Negotiating 2.0 Upon completion of this course, you will learn how to create balanced agreements with your customers.	10 mins

Mastering Cross-Cultural Negotiations

Course/Description	Duration
Mastering Cross-Cultural Negotiations Upon completion of this course, you will learn the info you need to be able to put yourself into your prospect's shoes, wherever they're from, to get more wins at the negotiation stage.	15 mins

Mastering Digital Connections 1.0

Course/Description	Duration
Mastering Digital Connections 1.0 With the right digital sales approach, companies can create significant long-term value with their customers. A digital sales team is responsible for convincing a potential customer to purchase the company's products.	10 mins

Mastering the Telephone - Basic Skills 1.0

Course/Description	Duration
Mastering the Telephone - Basic Skills 1.0 Upon completion of this course, you will learn fundamental telephone communication and management skills that allow you to be productive while building rapport with your internal and external customers.	15 mins

Meet and Greet 2.0

Course/Description	Duration
Meet and Greet 2.0 Upon completion of this course, you will learn how to meet and greet like a professional and how doing so can improve your chances of a sale.	5 mins

Mejores Prácticas del Sector Gastronómico 1.0

Course/Description	Duration
Mejores Prácticas del Sector Gastronómico 1.0 Al finalizar este curso, aprenderá consejos para preparar las mesas, las mejores formas de tomar pedidos de comida y cómo servir comidas y bebidas.	10 mins

Mejores Prácticas Para La Conserjería 1.0

Course/Description	Duration
Mejores Prácticas Para La Conserjería 1.0 Al completar este curso, aprenderá lo que hace un conserje y las habilidades y destrezas necesarias para lograr el éxito.	15 mins

Multi-Channel Marketing - Coordination, Cohesion and Results 1.0

Course/Description	Duration
Multi-Channel Marketing - Coordination, Cohesion and Results 1.0 Upon completion of this course, you will learn the five steps for developing a winning multi-channel campaign, why personalization and segmentation drive better results, and how to measure the success of a multi-channel campaign.	10 mins

Navigating Gatekeepers 2.0

Course/Description	Duration
Navigating Gatekeepers 2.0 Upon completion of this course, you will learn ways to think of gatekeepers to break the spell, the best way to treat gatekeepers, and ways to avoid gatekeepers altogether.	5 mins

Navigating the Sale 1.0

Course/Description	Duration
Navigating the Sale 1.0 In business-to-business selling, most aspects of the sale can be negotiated. This can include pricing, length of contract, terms, options, delivery dates, services, and other aspects. Finding agreeable terms for each one of these aspects, will move your prospect through the funnel.	10 mins

Negotiating Electronically 2.0

Course/Description	Duration
Negotiating Electronically 2.0 Upon completion of this course, you will learn the differences between electronic negotiation and other methods and how to get the most out of electronic negotiation.	10 mins

Objection Handling 2.0

Course/Description	Duration
Objection Handling 2.0 Upon completion of this course, you will learn why objections are just a natural part of the sales process that you can use to your advantage	5 mins

Overcoming Sales Obstacles 1.0

Course/Description	Duration
Overcoming Sales Obstacles 1.0 Rejection is a reality that all sales professionals will deal with occasionally, no matter how experienced or skilled you are, it comes with the territory. Prospects will sometimes hang up on you or refuse to see you, and others will listen to your sales approach and then tell you that they aren't interested in what you have to offer.	10 mins

Presenting Compelling Proposals 2.0

Course/Description	Duration
Presenting Compelling Proposals 2.0 Upon completion of this course, you will learn how to increase your success rate, present compelling proposals, and create urgency to move forward with your proposal.	10 mins

Presenting for Sales People 2.0

Course/Description	Duration
Presenting for Sales People 2.0 Upon completion of this course, you will learn the different types of sales presentations and when you should use them, as well as show you some techniques and tips you should employ when planning your next presentation.	10 mins

Promocione su Valor de Servicio 1.0

Course/Description	Duration
Promocione su Valor de Servicio 1.0 Al completar este curso, aprenderá qué es el valor del servicio y consejos para promover la lealtad del cliente.	10 mins

Promote Your Service Value 2.0

Course/Description	Duration
Promote Your Service Value 2.0 Upon completion of this course, you will learn what your unique selling point is and choosing the right value position.	10 mins

Prospecting with Ease 3.0

Course/Description	Duration
Prospecting with Ease 3.0 Upon completion of this course, you will learn tips on how to prepare for a prospecting call, leave a voice message and send emails.	10 mins

Qualify Your Lead 2.0

Course/Description	Duration
Qualify Your Lead 2.0 Upon completion of this course, you will learn why speaking to decision makers is important and why your valuable time could be being wasted	5 mins

Sales Channel Partnerships 2.0

Course/Description	Duration
Sales Channel Partnerships 2.0 Upon completion of this course, you will learn the reasons why companies enter into sales channel partnerships, the different sales partnerships available to businessand how they can increase sales, as well as the different pros and cons of deciding to go into a sales partnership with another organization.	5 mins

Sales Mastery (Full Course) 2.0

Course/Description	Duration
Sales Mastery (Full Course) 2.0 This course will help you identify what works for you and what areas are holding you back. It is packed full of practical tips, case studies, and best practice examples that are guaranteed to improve your sales performance.	1 hour

Scarcity 2.0

Course/Description	Duration
Scarcity 2.0 Upon completion of this course, you will learn how you can speed up buyer decision making by using the power of scarcity.	5 mins

Selling Through Questioning 2.0

Course/Description	Duration
Selling Through Questioning 2.0 Upon completion of this course, you will learn about different questioning types and techniques you can use to get the most out of your fact-finding sessions.	10 mins

Selling to Power Buyers 2.0

Course/Description	Duration
Selling to Power Buyers 2.0 Upon completion of this course, you will learn who the real power buyers really are, how to best navigate the power structure of any business, and we will give you some tips for when you finally get that meeting with a power buyer.	20 mins

Service at the Till 2.0

Course/Description	Duration
Service at the Till 2.0 In this module you will learn how to provide the best possible service at the till.	5 mins

Social Media Marketing

Course/Description	Duration
Social Media Marketing Upon completion of this course, you will learn how to prioritize investments in the right channels for your brand, how to mature your social media program and deliver ROI, and how to maintain control of your brand and message in the wild world of social media.	15 mins

Social Selling 2.0

Course/Description	Duration
Social Selling 2.0 You'll find that power comes from many places. One major source has to do with who you know and how you access your organization's information. Consider social networks as visual maps of a relationship between individuals. Much of the organizational work that gets done is completed through informal networks. Topics include - • Social Network Analysis • Ties • Networking Websites	10 mins

Soft Selling in Hospitality 1.0

Course/Description	Duration
Soft Selling in Hospitality 1.0 Upon completion of this course, you will learn how a more casual, friendly approach to promoting your products can increase your sales whilst making guests feel at ease and maintain a relaxed, hospitable atmosphere.	5 mins

Stellar Customer Service Best Practices 1.0

Course/Description	Duration
Stellar Customer Service Best Practices 1.0 Upon completion of this course, you will learn best practices of industry leading companies who provide stellar customer service.	15 mins

Strategies for Professional Presentations 2.0

Course/Description	Duration
Strategies for Professional Presentations 2.0 Upon completion of this course, you will learn how to deliver presentations that engage your customers and align your presentation to satisfy your customer's goals.	10 mins

Taking Notes

Course/Description	Duration
Taking Notes Upon completion of this course, you will learn how taking notes in the sales meeting or keeping a sales diary can improve future marketing.	5 mins

The 7-Step Selling Process 1.0

Course/Description	Duration
The 7-Step Selling Process 1.0 The selling process is generally divided into seven steps that empower you to sell virtually anything you want and satisfy your customers. The steps are prospect and qualify, the pre-approach, the approach, the presentation, overcoming objections, closing the sale, and follow-up.	10 mins

The Customer Journey 1.0

Course/Description	Duration
The Customer Journey 1.0 The Customer Journey describes the interactions people have with a company over time. All channels used by a company affect the customers' journey. The customer journey also concerns itself with what people do, experience, expect, how they feel about interactions, and their results, which hopefully ends in a purchase.	10 mins

The Inbound Marketer's Playbook

Course/Description	Duration
The Inbound Marketer's Playbook Upon completion of this course, you will learn how to launch an inbound marketing program, drive maximum engagement and conversions at each step of the funnel, and track the success of your inbound marketing program.	20 mins

The Pitch 2.0

Course/Description	Duration
The Pitch 2.0 Upon completion of this course, you will learn the six-step process to follow when you're delivering a formal pitch.	5 mins

The Power of Silence 2.0

Course/Description	Duration
The Power of Silence 2.0 Upon completion of this course, you will learn how long the average sales person waits before speaking and why staying silent will make you miserable at first, but ultimately lead to more sales.	5 mins

The Sales Pre-Approach 1.0

Course/Description	Duration
The Sales Pre-Approach 1.0 Part of building relationships that work is doing your homework. It's not enough to use the information you gathered when you were prospecting and qualifying. The pre-approach, or the process of finding out the answers to these questions, is critical. Doing your research and coming prepared gets your prospect's attention and shows them that you care. It gives you the power to sell adaptively and puts you ahead of your competitors.	15 mins

Time Management 2.0

Course/Description	Duration
Time Management 2.0 Upon completion of this course, you will learn why time management is so important in sales and five key methods to improve your time management.	5 mins

Time Management: Tips for Success 2.0

Course/Description	Duration
Time Management: Tips for Success 2.0 Upon completion of this course, you will learn how to manage more opportunities, spend more time on the highest value activities, and create a sustainable sales game plan that enhances trust and credibility.	10 mins

Treating Customers Fairly

Course/Description	Duration
Treating Customers Fairly Upon completion of this course, you will learn the importance of treating customers fairly.	30 mins

Treating Customers Fairly 3.0 (UK)

Course/Description	Duration
Treating Customers Fairly 3.0 (UK) All businesses should provide a level of care that is appropriate to the needs of their customers. To comply with FCA guidance, financial services companies must show that treating customers fairly is at the heart of their business. This course explains the Treating Customers Fairly initiative and the six outcomes that customers expect from financial services firms. Learning Objectives: • Describe the Financial Conduct Authority's initiative to treat customers fairly in the UK financial services industry • List the six outcomes of treating customers fairly • Explain how treating customers fairly is critical to a firm's corporate culture	30 mins

Umgang mit Reklamationen 2.0

Course/Description	Duration
Umgang mit Reklamationen 2.0 Dieser Kurs soll Ihnen das Know-how, die Fähigkeiten und das Selbstvertrauen zur Abwicklung von Reklamationen und zum effektiven Umgang mit ihnen vermitteln.	10 mins

Understanding Sales Objections 1.0

Course/Description	Duration
Understanding Sales Objections 1.0 If you truly understand your prospect's business, it's much easier to present a solution that addresses the perceived need and reasons to buy it now. In addition to understanding your buyer's pain points, it's important to foster trust with your buyer.	15 mins

Upselling in Hospitality

Course/Description	Duration
Upselling in Hospitality This course will give you the insight you need to be able to properly showcase and suggest your full offering in a way that will help you make more money and give your customers the best experience for them.	10 mins

Use Comedy 3.0

Course/Description	Duration
Use Comedy 3.0 Humor can help with making the sale. So here's an idea – how about mixing some humor into your sales process? Use this course to find out how.	5 mins

Use Humor 2.0

Course/Description	Duration
Use Humor 2.0 Upon completion of this course, you will learn why adding humor can put the buyer at ease and ignite the sales process.	5 mins

Using Empathy in the Customer Journey 1.0

Course/Description	Duration
Using Empathy in the Customer Journey 1.0 In the hospitality industry, you'll often face customers who may be frustrated or unhappy. How do you acknowledge these customers with empathy and assurance, while making it second nature in your daily routine?	10 mins

Using Feedback to Improve Service 1.0

Course/Description	Duration
Using Feedback to Improve Service 1.0 There are two types of feedback that affect customer service. They're customer feedback and team feedback. What happens internally within the organization can directly impact your customer's satisfaction. Customer service can't be a one size fits all.	10 mins

Vulnerable Customers 2.0

Course/Description	Duration
Vulnerable Customers 2.0 Upon completion of this course, you will learn the signs of vulnerability, common situations, GDPR and third-party vulnerability disclosure, and the TEXAS approach.	20 mins

Werben Sie für Ihren Leistungswert 1.0

Course/Description	Duration
Werben Sie für Ihren Leistungswert 1.0 Nach Abschluss dieses Kurses erfahren Sie, was Leistungswert ist, wie Sie Ihren eigenen Leistungswert kennen und wie Sie die Kundenbindung erhöhen können.	10 mins

What Makes a Key Account Manager 2.0

Course/Description	Duration
What Makes a Key Account Manager 2.0 Upon completion of this course, you will learn vital key account manager characteristics, the job role, and the things they have to pay attention to.	5 mins

What Makes a Key Account Manager 3.0

Course/Description	Duration
What Makes a Key Account Manager 3.0 This course explores how a key account manager can deliver a highly personalized service to their most valuable customers. It takes a deep dive into what your key accounts will expect from the service you provide, as well as outline the important characteristics you'll need to possess to be effective in the role. Learning Objectives - • Define what key accounts will be expecting from a manager • Explain the vital key account management elements • Outline the characteristics of a successful key account manager	5 mins

Social Media

Assess and Learn - Electronic Communication and Social Media 1.0 (CA)

Course/Description	Duration
Assess and Learn - Electronic Communication and Social Media 1.0 (CA) Did you know that even a social media post made on a private account outside of working hours can have a legal connection to your workplace in certain circumstances? This course uses adaptive learning technology to identify your knowledge gaps and deliver only the content you need to learn.	15 mins

Bloomberg - Studio 1.0 - The Social Solution 1.0

Course/Description	Duration
Bloomberg - Studio 1.0 - The Social Solution 1.0 Emily Chang sits down with multiple Silicon Valley veterans profiled in Netflix's hit film 'The Social Dilemma' Tristan Harris, former Design Ethicist at Google, now Co-Founder of the Center for Humane Technology, Tim Kendall, former Head of Monetization at Facebook and former President of Pinterest, now CEO of Moment. They are joined by Safiya Noble, Associate Professor at UCLA, and author of a best-selling book on bias in technology to discuss solutions to the impact social media has had on society.	25 mins

Business Model Transformation - Spotify 1.0

Course/Description	Duration
Business Model Transformation - Spotify 1.0 The music industry has gone through several different technological phases over the years. This course charts the gradual digital transformation of the music business and explores how the company Spotify has emerged as the largest global music streaming provider. Learning objectives - • Understand the digital transformation of the music industry of the past few decades • Understand how Spotify reacted to the new digitalized music industry with a service that met the changing needs of the consumer • Understand why personalization drives Spotify service and how they achieved this through the adoption of certain digital tools	10 mins

Compliance Essentials - Electronic Communication and Social Media 1.0 (CA)

Course/Description	Duration
Compliance Essentials - Electronic Communication and Social Media 1.0 (CA) Did you know that even a social media post made on a private account outside of working hours can have a legal connection to your workplace in certain circumstances? Time to get workplace communication and social media savvy with this course. We'll look at how and when there's a connection to your work, and how to use technology in a legal and ethical way.	18 mins

Facebook - Facing the Facts 2.0

Course/Description	Duration
Facebook - Facing the Facts 2.0 Upon completion of this course, you will learn how Facebook evolved from a university-only social network to the biggest global social media platform of all time, advice on how to effectively communicate with consumers on the platform, and important business features that every brand and business should employ.	10 mins

Facebook - Facing the Facts 3.0

Course/Description	Duration
Facebook - Facing the Facts 3.0 Facebook is available in 200 languages making it widely considered the most user diverse social media platform. 85% of active users live outside the US and Canada and more than 50% are from non-native English-speaking countries. In this course we explore how Facebook achieved worldwide social media dominance. We will chart the origins of the platform by looking at how it has evolved over time alongside its users, as well as identify the current make up of its user demographics. Learning Objectives - • Understand how Facebook became the largest global social media platform • Recognize key user statistics and demographic data	10 mins

Facebook - Full Course Version 1.0

Course/Description	Duration
Facebook - Full Course Version 1.0 This course will examine how to use Facebook to improve your online visibility. It'll offer advice on how to optimize your use of the platform, improve building professional relationships online, and enhance your business's online presence. Learning Objectives - • Understand how Facebook became the largest global social media platform • Recognize key user statistics and demographic data • Define how to be effective when communicating on the platform	15 mins

Facebook - The Keys to Communication 2.0

Course/Description	Duration
Facebook - The Keys to Communication 2.0 Upon completion of this course, you will learn how you can use Facebook to improve your online visibility and connect directly with your customers and target markets.	10 mins

Facebook - The Keys to Communication 3.0

Course/Description	Duration
Facebook - The Keys to Communication 3.0 In this course we find out how and why Facebook is such a popular and effective social media platform for businesses. We explore the platform's multiple features that you can use to boost your page's visibility and increase user engagement. You'll receive advice on how to effectively communicate with consumers and learn about some of the platform's important business features that every brand and business should utilize. Learning Objectives - • Define how to be effective when communicating on the platform • Describe the unique features Facebook offers to business profiles	5 mins

Instagram 1.0

Course/Description	Duration
Instagram 1.0 Upon completion of this course, you will learn how what Instagram is, what influencers are, and how to utilize categories and hashtags.	15 mins

Introduction to Instagram 2.0

Course/Description	Duration
Introduction to Instagram 2.0 Instagram. We'd be very, very surprised if you hadn't heard of it. It started off in 2010 as a photo-sharing platform. Originally, you posted photos in a 1:1 ratio only. But over time, it's grown into so much more. It's now a very legitimate platform for business. Companies today recognize that you need to engage with your audience and potential customers to maximize your profits. Let's take a look at the ways Instagram can boost your business profile!	15 mins

Leading Learning - Digital Communication Awareness 1.0

Course/Description	Duration
Leading Learning - Digital Communication Awareness 1.0 With ongoing technological advances in communication and media, our digital communication networks are growing larger and spanning greater distances. However, with this increased connectivity, comes risks. That's why it's so crucial to think before you post, send or share. We'll learn about digital communication, the risks it brings and how you can avoid them.	15 mins

Leading Learning - Leading Learning 1.0

Course/Description	Duration
Leading Learning - Leading Learning 1.0 This course explores what it takes to be an effective networker in the digital space. As we live more of our lives online, it's vital to understand how to use digital tools and platforms to grow your professional network, increase your visibility and capitalize on all the career opportunities you can. In the course, you will gain knowledge of effective online networking techniques you can use in your professional life. Learning objectives: • Define online networking • Recognize how to use online networks to make connections • Demonstrate effective online networking techniques	15 mins

Leading Learning - Online Networking 1.0

Course/Description	Duration
Leading Learning - Online Networking 1.0 This course explores what it takes to be an effective networker in the digital space. As we live more of our lives online, it's vital to understand how to use digital tools and platforms to grow your professional network, increase your visibility and capitalize on all the career opportunities you can. In the course, you will gain knowledge of effective online networking techniques you can use in your professional life. Learning objectives - • Define online networking • Recognize how to use online networks to make connections • Demonstrate effective online networking techniques	15 mins

Leading Learning - Social Media Awareness 1.0

Course/Description	Duration
Leading Learning - Social Media Awareness 1.0 Social media is an inescapable part of modern life and in turn the modern workplace. If you handle social media accounts for work or just use social media at work, this course is for you. You'll learn about the benefits and risks associated with using social media at work, as well as some steps to take so you can be more social media aware.	15 mins

LinkedIn - Creating an Effective Profile 1.0

Course/Description	Duration
LinkedIn - Creating an Effective Profile 1.0 Upon completion of this course, you will learn how to set up your LinkedIn profile and create an effective bio/summary.	10 mins

LinkedIn - Creating an Effective Profile 1.0

Course/Description	Duration
LinkedIn - Creating an Effective Profile 1.0 Upon completion of this course, you will learn how to set up your LinkedIn profile and create an effective bio/summary.	10 mins

LinkedIn - Finding a Job 2.0

Course/Description	Duration
LinkedIn - Finding a Job 2.0 Upon completion of this course, you will learn how to set yourself up for job-seeking success, how the job-seeking function works, and how to ensure you're applying in a way that makes you stand out.	10 mins

LinkedIn - Finding Job Candidates 2.0

Course/Description	Duration
LinkedIn - Finding Job Candidates 2.0 Upon completion of this course, you will learn about passive sourcing methods on Linkedin, active methods of finding and speaking to candidates, paid vs. free sourcing options, and x-ray searching.	10 mins

LinkedIn - How Connections Work 2.0

Course/Description	Duration
LinkedIn - How Connections Work 2.0 Upon completion of this course, you will learn about passive sourcing methods on Linkedin, active methods of finding and speaking to candidates, paid vs. free sourcing options, and x-ray searching.	10 mins

LinkedIn - How Connections Work 3.0

Course/Description	Duration
LinkedIn - How Connections Work 3.0 This course will look at some general connection info, as well as some more nitty gritty bits, so there's really something for everyone. It'll look at everything from even thinking about connecting, though to having a full network. Learning objectives - • Different connection levels • How to make connections and how best to maintain them • What to do with them when you have them	5 mins

LinkedIn - Making the Most of InMails 2.0

Course/Description	Duration
LinkedIn - Making the Most of InMails 2.0 Upon completion of this course, you will learn what InMails actually are, the rules governing InMails, and how best to use them.	5 mins

LinkedIn - Newsfeeds, Posts and Articles 2.0

Course/Description	Duration
LinkedIn - Newsfeeds, Posts and Articles 2.0 Upon completion of this course, you will learn how to make your own newsfeed useful to you and how to improve your own contributions.	5 mins

LinkedIn - The Basics 2.0

Course/Description	Duration
LinkedIn - The Basics 2.0 Upon completion of this course, you will learn what to expect from the platform, how to set up and maintain a strong profile, and what your connections are and how they work.	5 mins

LinkedIn - Understanding Groups 2.0

Course/Description	Duration
LinkedIn - Understanding Groups 2.0 Upon completion of this course, you will learn what Groups are, how to join/set up Groups, and how to get the most out of the Groups tool.	10 mins

Social Media Risks in the Workplace 2.0

Course/Description	Duration
Social Media Risks in the Workplace 2.0 This course discusses how social media affects you and your organization and why your organization is concerned about using social media. It provides guidelines to help protect you and your organization.	15 mins

Trying Out TikTok 1.0

Course/Description	Duration
Trying Out TikTok 1.0 This course will explain the social media phenomenon that is TikTok. It'll go through what it actually is, and give you tips on how you can make it work for you. Specifically, how you can use it to improve your brand visibility, market yourself or your products or services, and stay up to date with current trends.	10 mins

Twitter 2.0

Course/Description	Duration
Twitter 2.0 Upon completion of this course, you will learn the basics of Twitter, the keys to being "good" at Twitter, and why you might use paid services.	15 mins

YouTube - Creating Content 1.0

Course/Description	Duration
YouTube - Creating Content 1.0 This course will look at all the different types of videos you can make for YouTube, and how to keep them entertaining and watchable.	10 mins

YouTube - Creating Content 2.0

Course/Description	Duration
YouTube - Creating Content 2.0 This course explores how to use YouTube to suit your specific brand image. To begin with it will look at the different styles of content that are most popular on the platform, and how they might suit your business or appeal to your target audience. Then we will give you some valuable tips to help you to create targeted content, grow your channel and increase your brand's online presence. Learning Objectives - • Understand how to identify your YouTube brand and image • Recognize the different types of YouTube content you can create	5 mins

YouTube - Full Course Version 1.0

Course/Description	Duration
YouTube - Full Course Version 1.0 This course will look at how you can use YouTube as a tool to grow your brand; we'll examine how the platform has become the preferred tool of marketers, the types of content you can create, and what might work for you. Learning Objectives - • Understand why YouTube is such an important and popular tool for businesses and brands • Know what to expect from the content on YouTube • Understand how to create your own brand, and the types of content that might work for you	15 mins

YouTube - Tips and Best Practice 1.0

Course/Description	Duration
YouTube - Tips and Best Practice 1.0 Upon completion of this course, you will learn how YouTube is used by its most prominent demographics, how to grow your YouTube channel audience, and how to monetize your content.	10 mins

YouTube - Tips and Best Practice 2.0

Course/Description	Duration
YouTube - Tips and Best Practice 2.0 In this course we explore how to get the most out of creating original content and posting on YouTube. We will explain how to grow your channel audience with some helpful tips and advice, and then look at the different ways you can profit from your growing audience by monetizing your original content. Learning Objectives - • Understand how to grow your YouTube channel audience • Recognize the ways a business can monetize content	5 mins

YouTube - What is YouTube 2.0

Course/Description	Duration
YouTube - What is YouTube 2.0 Upon completion of this course, you will learn how people actually use YouTube, what people expect from content on YouTube, the most popular types of video on the platform, and ways in which you can optimize the content you share on YouTube.	10 mins

YouTube - What is YouTube 3.0

Course/Description	Duration
YouTube - What is YouTube 3.0 This course will look at how YouTube has become such a valuable tool to grow a brand or business. In it we'll examine some key statistics to explain the platform's huge audience reach and explain why all businesses should be creating their own relevant, original content to promote themselves. Learning Objectives - • Understand how and why YouTube is one of the biggest internet platforms in the world • Understand why YouTube has become an important tool for brands and marketers • Recognize how different audiences use YouTube	5 mins

Software

Excel 2003-2010 Upgrade 1.0

Course/Description	Duration
Excel 2003-2010 Upgrade 1.0 Upon completion of this course, you will learn about Ribbons; screens, screenshotting and backstage view; opening and saving as 2003; formatting and styling cells, charts and using rules; and filters and formatting.	1 hour 30 mins

Excel 2007 Advanced 1.0

Course/Description	Duration
Excel 2007 Advanced 1.0 Upon completion of this course, you will learn how to sort, filter, outline and grouping; understand conditional logic; learn pivot tables; and goalseek and data consolidation.	1 hour 25 mins

Excel 2007 Basic 1.0

Course/Description	Duration
Excel 2007 Basic 1.0 Upon completion of this course, you will learn the basics of Excel 2007, how to create, open, and close new workbooks, and deal with formulas and functions.	1 hour 50 mins

Excel 2007 Intermediate 1.0

Course/Description	Duration
Excel 2007 Intermediate 1.0 Upon completion of this course, you will learn about the following: formatting, Tables, charts, graphs, pictures, print, print layout, and views.	2 hours 2 mins

Excel 2010 Advanced 1.0

Course/Description	Duration
Excel 2010 Advanced 1.0 Upon completion of this course, you will learn how to sort, filter, outline, and group; understand conditional logic; and learn about pivot tables, goalseek, and data consolidation.	2 hours

Excel 2010 Basic 1.0

Course/Description	Duration
Excel 2010 Basic 1.0 Upon completion of this course, you will learn the basics of Excel 2010.	1 hour 17 mins

Excel 2010 Intermediate 1.0

Course/Description	Duration
Excel 2010 Intermediate 1.0 Upon completion of this course, you will learn about the following: formatting, Tables, charts, graphs, pictures, print, print layout, and views.	1 hour 34 mins

Excel 2013 Advanced 1.0

Course/Description	Duration
Excel 2013 Advanced 1.0 Upon completion of this course, you will learn some new skills so you can be more productive when using Excel 2013 at work.	1 hour 35 mins

Excel 2013 Basic 1.0

Course/Description	Duration
Excel 2013 Basic 1.0 Upon completion of this course, you will learn the basics of Excel 2013.	1 hour 15 mins

Excel 2013 Intermediate 1.0

Course/Description	Duration
Excel 2013 Intermediate 1.0 Upon completion of this course, you will learn about data entry, calculations, and representations.	2 hours 30 mins

Excel 2016 Advanced 1.0

Course/Description	Duration
Excel 2016 Advanced 1.0 Upon completion of this course, you will learn tips that will help you master Excel 2016.	1 hour 10 mins

Excel 2016 Basic 1.0

Course/Description	Duration
Excel 2016 Basic 1.0 In this course, you will learn the basics of Excel 2016.	1 hours 20 mins

Excel 2016 Intermediate 1.0

Course/Description	Duration
Excel 2016 Intermediate 1.0 Upon completion of this course, you will learn more about Excel 2016 to be better at your job.	1 hour 50 mins

Lync 2013 Basic 1.0

Course/Description	Duration
Lync 2013 Basic 1.0 Upon completion of this course, you will learn how to create contact groups, instant message, host meetings, present PowerPoints, and create polls.	1 hour 42 mins

Microsoft 365 - Skype for Business 1.0

Course/Description	Duration
Microsoft 365 - Skype for Business 1.0 This short introductory lesson on Skype for Business provides a quick overview of how you can create ideas in a collaborative session through social networking using Skype for Business.	5 mins

Microsoft 365 Delve 1.0

Course/Description	Duration
Microsoft 365 Delve 1.0 This short introductory lesson on Microsoft 365 Delve provides a quick overview of how to create a document in a collaborative work group through document sharing in Delve.	5 mins

Microsoft 365 Excel - Collaborate 1.0

Course/Description	Duration
Microsoft 365 Excel - Collaborate 1.0 This short introductory lesson on collaborating in Excel provides a quick overview of new 365 collaboration and artificial intelligence (AI) features boosting productivity in Excel.	5 mins

Microsoft 365 Excel - Create High Impact Visuals 1.0

Course/Description	Duration
Microsoft 365 Excel - Create High Impact Visuals 1.0 This short introductory lesson on creating high-impact visuals in Excel provides a quick overview of using Visio and stock images to create high-impact visuals.	5 mins

Microsoft 365 Excel - Manage Cells 1.0

Course/Description	Duration
Microsoft 365 Excel - Manage Cells 1.0 This short introductory lesson on managing cells in Microsoft Excel provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) by using Flash Fill and adding chart labels from cell values.	5 mins

Microsoft 365 Excel - Manage Charts and Sheets 1.0

Course/Description	Duration
Microsoft 365 Excel - Manage Charts and Sheets 1.0 This short introductory lesson on managing charts and sheets in Excel provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) by unhiding many sheets at the same time, using PivotTable, and using XLOOKUP.	5 mins

Microsoft 365 Excel - Protect Sensitive Communications 1.0

Course/Description	Duration
Microsoft 365 Excel - Protect Sensitive Communications 1.0 This short introductory lesson on protecting sensitive communications in Excel provides a quick overview of collaborating in the cloud and with artificial intelligence (AI), while protecting your Excel files.	5 mins

Microsoft 365 Excel - Use What if Analysis 1.0

Course/Description	Duration
Microsoft 365 Excel - Use What if Analysis 1.0 This short introductory lesson on using What-if Analysis in Excel provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) by using What-If Analysis, including Scenarios, Data Tables, and Goal Seek.	5 mins

Microsoft 365 Excel - Mail 1.0

Course/Description	Duration
Microsoft 365 Excel - Mail 1.0 This short introductory lesson on Microsoft 365 Exchange Mail provides a quick overview of how to collaborate on communications in the cloud using Exchange.	5 mins

Microsoft 365 Excel - Scheduling 1.0

Course/Description	Duration
Microsoft 365 Excel - Scheduling 1.0 This short introductory lesson on Microsoft 365 Exchange Scheduling provides a quick overview of how Exchange supports collaboration by allowing users to create a session in the cloud through Outlook.	5 mins

Microsoft 365 Exchange 1.0

Course/Description	Duration
Microsoft 365 Exchange 1.0 This short introductory lesson on 365 Exchange provides a quick overview of how to collaborate on communications and coordinate a session in the cloud, using a collective mail server.	5 mins

Microsoft 365 Forms 1.0

Course/Description	Duration
Microsoft 365 Forms 1.0 This short introductory lesson on Microsoft 365 Forms provides a quick overview of how users can create a document in a collaborative work group through document sharing.	5 mins

Microsoft 365 OneDrive - Camera 1.0

Course/Description	Duration
Microsoft 365 OneDrive - Camera 1.0 This short introductory lesson on Microsoft 365 OneDrive Camera provides a quick overview of how to use your phone's camera to create a document in a collaborative workgroup.	5 mins

Microsoft 365 OneDrive - Security 1.0

Course/Description	Duration
Microsoft 365 OneDrive - Security 1.0 This short introductory lesson on Microsoft 365 OneDrive Security provides a quick overview of how to create a document in a collaborative work group through document sharing using OneDrive, while keeping your work secure.	5 mins

Microsoft 365 OneNote 1.0

Course/Description	Duration
Microsoft 365 OneNote 1.0 This short introductory lesson on Microsoft 365 OneDrive provides a quick overview of how to set up OneDrive and begin collaborating.	5 mins

Microsoft 365 OneNote - Annotate 1.0

Course/Description	Duration
Microsoft 365 OneNote - Annotate 1.0 This short introductory lesson on annotating in OneNote provides a quick overview of adding annotations in OneNote.	5 mins

Microsoft 365 OneNote - Customize Organization 1.0

Course/Description	Duration
Microsoft 365 OneNote - Customize Organization 1.0 This short introductory lesson on customized organization in OneNote provides a quick overview of customizing the organization of information in OneNote.	5 mins

Microsoft 365 OneNote - Dictate 1.0

Course/Description	Duration
Microsoft 365 OneNote - Dictate 1.0 This short introductory lesson on using dictation in OneNote provides a quick overview of how to get started with OneNote dictation and handling punctuation while dictating.	5 mins

Microsoft 365 OneNote - Prioritization 1.0

Course/Description	Duration
Microsoft 365 OneNote - Prioritization 1.0 This short introductory lesson on prioritizing in OneNote provides a quick overview of how to prioritize information with note feed and task tags.	5 mins

Microsoft 365 OneNote - Review Accessibility 1.0

Course/Description	Duration
Microsoft 365 OneNote - Review Accessibility 1.0 This short introductory lesson on reviewing accessibility in OneNote provides a quick overview of how to enhance accessibility with Check Accessibility and Immersive Reader.	5 mins

Microsoft 365 OneNote - Take Meeting Notes 1.0

Course/Description	Duration
Microsoft 365 OneNote - Take Meeting Notes 1.0 This short introductory lesson on taking meeting notes in OneNote provides a quick overview of creating and saving meeting notes in OneNote.	5 mins

Microsoft 365 OneNote - Upload to and Insert from the Cloud 1.0

Course/Description	Duration
Microsoft 365 OneNote - Upload to and Insert from the Cloud 1.0 This short introductory lesson on uploading to and inserting from the cloud in OneNote provides a quick overview of syncing uploads and editing offline.	5 mins

Microsoft 365 Outlook - Communicate in Groups 1.0

Course/Description	Duration
Microsoft 365 Outlook - Communicate in Groups 1.0 This short introductory lesson on communicating in groups within Outlook provides a quick overview of how to communicate in groups within Outlook, maximizing collaboration for productivity.	5 mins

Microsoft 365 Outlook - Manage Calendar 1.0

Course/Description	Duration
Microsoft 365 Outlook - Manage Calendar 1.0 This short introductory lesson on managing a calendar in Outlook provides a quick overview of how to get an artificial intelligence (AI) boost when managing a calendar in Outlook.	5 mins

Microsoft 365 Outlook - Read and Send Email 1.0

Course/Description	Duration
Microsoft 365 Outlook - Read and Send Email 1.0 This short introductory lesson on reading and sending email within Outlook provides a quick overview of how to use new features for reading and sending email within Outlook.	5 mins

Microsoft 365 Outlook - Schedule Meetings 1.0

Course/Description	Duration
Microsoft 365 Outlook - Schedule Meetings 1.0 This short introductory lesson on scheduling meetings in Outlook provides a quick overview of how to get an artificial intelligence (AI) boost with meeting suggestions, built-in time between back-to-back meetings, people suggestions for meetings, and knowing who is in a meeting.	5 mins

Microsoft 365 Outlook - Share Tasks 1.0

Course/Description	Duration
Microsoft 365 Outlook - Share Tasks 1.0 This short introductory lesson on sharing tasks within Outlook provides a quick overview of how to maximize collaboration in Outlook.	5 mins

Microsoft 365 Outlook - Use OneNote 1.0

Course/Description	Duration
Microsoft 365 Outlook - Use OneNote 1.0 This short introductory lesson on using OneNote within Outlook provides a quick overview of how to get an artificial intelligence (AI) boost by using OneNote in Outlook.	5 mins

Microsoft 365 Planner - Kanban Boards 1.0

Course/Description	Duration
Microsoft 365 Planner - Kanban Boards 1.0 This short introductory lesson on Kanban boards in Microsoft 365 Planner provides a quick overview of how to build a unique Kanban board.	5 mins

Microsoft 365 Planner 1.0

Course/Description	Duration
Microsoft 365 Planner 1.0 This short introductory lesson on Microsoft 365 Planner provides a quick overview of how to create ideas in collaborative sessions using Microsoft 365 Planner.	5 mins

Microsoft 365 Power Automate 1.0

Course/Description	Duration
Microsoft 365 Power Automate 1.0 This short introductory lesson on Microsoft 365 Power Automate provides a quick overview of how to improve individual and team productivity through ongoing artificial intelligence (AI) assistance, using Power Automate.	5 mins

Microsoft 365 Powerpoint - Apply Animation 1.0

Course/Description	Duration
Microsoft 365 Power Automate - Apply Animation 1.0 This short introductory lesson on PowerPoint's Apply Animation feature provides a quick overview of new visualization features boosting productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Collaborate 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Collaborate 1.0 This short introductory lesson on PowerPoint's Apply Animation feature provides a quick overview of new visualization features boosting productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Document Presentations 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Document Presentations 1.0 This short introductory lesson on printing page numbers and recording the slide show for documenting presentations in PowerPoint provides a quick overview of new Microsoft 365 visualization features that boost productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Get an AI Assist 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Get an AI Assist 1.0 This short introductory lesson on getting assistance from artificial intelligence (AI) in PowerPoint provides a quick overview of new 365 artificial intelligence (AI) features boosting productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Ink in Action 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Ink in Action 1.0 This short introductory lesson on PowerPoint's Ink in Action feature provides a quick overview of new 365 visualization features boosting productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Insert GIFs 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Insert GIFs 1.0 This short introductory lesson on PowerPoint's Insert GIFs feature provides a quick overview of new visualization features boosting productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Insert Images 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Insert Images 1.0 This short introductory lesson on inserting images in PowerPoint provides a quick overview of new 365 visualization features boosting productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Insert Videos 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Insert Videos 1.0 This short introductory lesson on inserting videos into PowerPoint presentations provides a quick overview of how to create high-impact visuals by using the video library and online videos.	5 mins

Microsoft 365 Powerpoint - Present with Ease 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Present with Ease 1.0 This short introductory lesson on presenting with ease in PowerPoint provides a quick overview of new 365 visualization features boosting productivity in PowerPoint.	5 mins

Microsoft 365 Powerpoint - Sketch 1.0

Course/Description	Duration
Microsoft 365 Powerpoint - Sketch 1.0 This short introductory lesson on sketching in PowerPoint provides a quick overview of new Microsoft 365 visualization features that boost productivity in PowerPoint.	5 mins

Microsoft 365 Proficiency - Get Help 1.0

Course/Description	Duration
Microsoft 365 Proficiency - Get Help 1.0 This short introductory lesson on getting help within Microsoft 365 provides a quick overview of resources available to help you continue making full use of Microsoft 365's functionality.	5 mins

Microsoft 365 Proficiency - Introduction 1.0

Course/Description	Duration
Microsoft 365 Proficiency - Introduction 1.0 This short introductory lesson provides a quick overview of the contents of the Microsoft 365 Proficiency course.	5 mins

Microsoft 365 SharePoint - Get Cognitive Assistance 1.0

Course/Description	Duration
Microsoft 365 SharePoint - Get Cognitive Assistance 1.0 This short introductory lesson on cognitive assistance in SharePoint provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) by using Flows.	5 mins

Microsoft 365 SharePoint - Get Formatting Assistance 1.0

Course/Description	Duration
Microsoft 365 SharePoint - Get Formatting Assistance 1.0 This short introductory lesson on formatting assistance in SharePoint provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) by creating columns and using the web designer gallery.	5 mins

Microsoft 365 SharePoint - Interact with Readers 1.0

Course/Description	Duration
Microsoft 365 SharePoint - Interact with Readers 1.0 This short introductory lesson on interacting with readers in SharePoint provides a quick overview of the differences between OneDrive and SharePoint and how to interact with readers using a SharePoint site.	5 mins

Microsoft 365 SharePoint - Manage Views 1.0

Course/Description	Duration
Microsoft 365 SharePoint - Manage Views 1.0 This short introductory lesson on managing views in SharePoint provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) by creating views.	5 mins

Microsoft 365 SharePoint - Stay Up to Date with Blogs 1.0

Course/Description	Duration
Microsoft 365 SharePoint - Stay Up to Date with Blogs 1.0 This short introductory lesson on staying up to date with blogs in SharePoint provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) using Microsoft SharePoint Blog, Intrazone, and Roadmap Pitstop.	5 mins

Microsoft 365 SharePoint - Use Data Analysis 1.0

Course/Description	Duration
Microsoft 365 SharePoint - Use Data Analysis 1.0 This short introductory lesson on data analysis in SharePoint provides a quick overview of artificial intelligence (AI) editing assistance with SharePoint usage and storage analysis.	5 mins

Microsoft 365 SharePoint - Use Templates 1.0

Course/Description	Duration
Microsoft 365 SharePoint - Use Templates 1.0 This short introductory lesson on using templates in SharePoint provides a quick overview of how to collaborate in the cloud and with artificial intelligence (AI) by choosing a site template and creating an original site template.	5 mins

Microsoft 365 Teams - Meetings 1.0

Course/Description	Duration
Microsoft 365 Teams - Meetings 1.0 This short introductory lesson on Microsoft 365 Teams Meetings provides a quick overview of how to participate in Microsoft 365 Teams Meetings and make the most of its features.	5 mins

Microsoft 365 Teams 1.0

Course/Description	Duration
Microsoft 365 Teams 1.0 This short introductory lesson on Microsoft 365 Teams provides a quick overview of one of the most popular and effective ways to create ideas in a collaborative session through social networking.	5 mins

Microsoft 365 Word - Cognitive Assistance 1.0

Course/Description	Duration
Microsoft 365 Word - Cognitive Assistance 1.0 This short introductory lesson on cognitive assistance in Word provides a quick overview of how to get an artificial intelligence (AI) boost with Proofing, Microsoft Editor, Compare and Combine, and Resume Assistant.	5 mins

Microsoft 365 Word - Expand Document Reach 1.0

Course/Description	Duration
Microsoft 365 Word - Expand Document Reach 1.0 This short introductory lesson on expanding document reach provides a quick overview of how to use intelligent editing assistance in Word.	5 mins

Microsoft 365 Word - Physical Assistance 1.0

Course/Description	Duration
Microsoft 365 Word - Physical Assistance 1.0 This short introductory lesson on physical assistance in Word provides a quick overview of how to get an artificial intelligence (AI) boost with Dictate, Line Focus, Read Aloud, and Page Color.	5 mins

Microsoft 365 Word - Select from More Image Options 1.0

Course/Description	Duration
Microsoft 365 Word - Select from More Image Options 1.0 This short introductory lesson on choosing from more image options within Word provides a quick overview of how to create high-impact visuals in Word documents.	5 mins

Microsoft 365 Word - Share Documents 1.0

Course/Description	Duration
Microsoft 365 Word - Share Documents 1.0 This short introductory lesson on document sharing in Word provides a quick overview of how to share and collaborate in Word.	5 mins

Microsoft 365 Word - Transform Documents into Web Pages 1.0

Course/Description	Duration
Microsoft 365 Word - Transform Documents into Web Pages 1.0 This short introductory lesson on transforming documents into web pages provides a quick overview of how to get started creating a web page using Word through the associated app called Sway.	5 mins

Microsoft 365 Yammer 1.0

Course/Description	Duration
Microsoft 365 Yammer 1.0 This short introductory lesson on Microsoft 365 Yammer provides a quick overview of how to create ideas in a collaborative session using the social media app Yammer.	5 mins

Microsoft Office 365 - Business 1.0

Course/Description	Duration
Microsoft Office 365 - Business 1.0 This short introductory lesson on Microsoft Office 365 Business provides a quick overview of how to improve individual and team productivity in Office 365 Business, through collaboration with colleagues in the cloud, along with ongoing artificial intelligence (AI) assistance.	5 mins

Microsoft Office 365 1.0

Course/Description	Duration
Microsoft Office 365 1.0 This short introductory lesson on Microsoft Office 365 provides a quick overview of how to improve individual and team productivity in Office 365, through collaboration with colleagues in the cloud, along with ongoing artificial intelligence (AI) assistance.	5 mins

Office 2016 Advanced

Course/Description	Duration
Office 2016 Advanced In this course, you will learn the advanced features of Office 2016.	15 mins

Office 2016 Basic

Course/Description	Duration
Office 2016 Basic In this course, you will learn an overview of Office 2016.	50 mins

Office 2016 Intermediate

Course/Description	Duration
Office 2016 Intermediate In this course, you will build on your current knowledge of Office 2016 to become even more efficient.	20 mins

Office 365 Basic

Course/Description	Duration
Office 365 Basic In this course, you will learn the basics of Office 365.	1 hour 50 mins

OneNote 2013 Basic

Course/Description	Duration
OneNote 2013 Basic During this course you will learn about the basics of OneNote 2013.	1 hour 32 mins

OneNote 2013 Intermediate

Course/Description	Duration
OneNote 2013 Intermediate In this course, you will learn how to customize your stuff, record audio and video, as well as more advanced options.	1 hour 8 mins

OneNote 2016 Basic

Course/Description	Duration
OneNote 2016 Basic In this course, you will learn the basics of OneNote 2016.	1 hour 10 mins

OneNote 2016 Intermediate

Course/Description	Duration
OneNote 2016 Intermediate In this course, you will build on your basic OneNote 2016 knowledge in this intermediate course.	1 hour 5 mins

Outlook 2003-2010 Upgrade

Course/Description	Duration
Outlook 2003-2010 Upgrade Upon completion of this course, you will learn about ribbons, changing views, and printing.	1 hour 20 mins

Outlook 2007 Basic

Course/Description	Duration
Outlook 2007 Basic Upon completion of this course, you will learn the new layout; how to create, send, open, and reply to emails; and email management in general.	37 mins

Outlook 2007 Intermediate

Course/Description	Duration
Outlook 2007 Intermediate In this course, you will learn about the calendar, contacts, and tasks in Outlook 2007, as well as how to organize and manage it.	50 mins

Outlook 2010 Basic 1.0

Course/Description	Duration
Outlook 2010 Basic 1.0 In this course, you will learn about Outlook 2010 essentials, how to attach files and items, print an email, and using illustrations.	1 hour 20 mins

Outlook 2010 Intermediate 1.0

Course/Description	Duration
Outlook 2010 Intermediate 1.0 In this course, you will learn about the calendar, contacts, and tasks in Outlook 2010, as well as how to organize and manage it.	1 hour

Outlook 2013 Basic 1.0

Course/Description	Duration
Outlook 2013 Basic 1.0 Upon completion of this course, you will learn the basics of Outlook 2013.	1 hour 5 mins

Outlook 2013 Intermediate 1.0

Course/Description	Duration
Outlook 2013 Intermediate 1.0 Upon completion of this course, you will learn some additional features and functions of Outlook 2013.	1 hour 4 mins

Outlook 2016 Basic

Course/Description	Duration
Outlook 2016 Basic Upon completion of this course, you will learn the basics about Outlook 2016.	1 hr 15 mins

Outlook 2016 Intermediate

Course/Description	Duration
Outlook 2016 Intermediate Upon completion of this course, you will learn some additional features and functions of Outlook 2016.	1 hour 40 mins

PowerPoint 2003-2010 Upgrade

Course/Description	Duration
PowerPoint 2003-2010 Upgrade Upon completion of this course, you will learn about ribbons, headers and footers, comments and proofing, applying & editing transitions, and hyperlinks.	1 hour 10 mins

PowerPoint 2007, Intermediate

Course/Description	Duration
PowerPoint 2007, Intermediate Upon completion of this course, you will learn about clipart and shapes; animation, transitions, tables and export; themes, backgrounds and slide masters; and getting ready to present.	1 hour

PowerPoint 2007, Basic 1.0

Course/Description	Duration
PowerPoint 2007, Basic 1.0 Upon completion of this course, you will learn how to navigate PowerPoint 2007, as well as diagrams, pictures, and charts.	46 mins

PowerPoint 2010 Basic 1.0

Course/Description	Duration
PowerPoint 2010 Basic 1.0 Upon completion of this course, you will learn how to navigate PowerPoint 2010, as well as diagrams, pictures, and charts.	1 hour 6 mins

PowerPoint 2010 Intermediate

Course/Description	Duration
PowerPoint 2010 Intermediate Upon completion of this course, you will learn about clipart and shapes; animation, transitions, tables and export; themes, backgrounds and slide masters; and getting ready to present.	1 hour 6 mins

PowerPoint 2013 Advanced

Course/Description	Duration
PowerPoint 2013 Advanced Upon completion of this course, you will learn about the more advanced features of PowerPoint 2013.	1 hour 28 mins

PowerPoint 2013 Basic

Course/Description	Duration
PowerPoint 2013 Basic This course will give you the key information you need to get started using Powerpoint 2013.	1 hour 17 mins

PowerPoint 2013 Intermediate

Course/Description	Duration
PowerPoint 2013 Intermediate This course will give you the key information to take your presentations to the next level using Powerpoint 2013.	2 hours 43 mins

PowerPoint 2016 Advanced

Course/Description	Duration
PowerPoint 2016 Advanced Upon completion of this course, you will learn the advanced features of PowerPoint 2016.	1 hour

PowerPoint 2016 Basic

Course/Description	Duration
PowerPoint 2016 Basic Upon completion of this course, you will learn the basics of PowerPoint 2016.	1 hour 5 mins

PowerPoint 2016 Intermediate

Course/Description	Duration
PowerPoint 2016 Intermediate This course will give you the key information to take your presentations to the next level using Powerpoint 2016.	1 hour 30 mins

Project 2010 Basic

Course/Description	Duration
Project 2010 Basic Upon completion of this course, you will learn essential skills, how to work with tasks & relationships, outlining, as well as the critical path and gantt charts.	1 hour 44 mins

Project 2010 Intermediate

Course/Description	Duration
Project 2010 Intermediate Upon completion of this course, you will learn views and calendars, cost and resource management, the baseline plan, tracking progress, and reports.	1 hour 21 mins

Publisher 2013 Advanced

Course/Description	Duration
Publisher 2013 Advanced Upon completion of this course, you will learn the advanced features of Publisher 2013.	2 hours 15 mins

Publisher 2013 Basic

Course/Description	Duration
Publisher 2013 Basic Upon completion of this course, you will learn the basics of Publisher 2013.	1 hour 43 mins

Publisher 2013 Intermediate 1.0

Course/Description	Duration
Publisher 2013 Intermediate 1.0 So you've got your first taste of what Publisher is all about and you want to learn more? Well this course will take a more in-depth look at exactly how you can utilise Publisher 2013 to even greater effect.	103 mins

Sharepoint Overview

Course/Description	Duration
Sharepoint Overview Upon completion of this course, you will learn how SharePoint can help your business and employee experience.	5 mins

Skype for Business 2016

Course/Description	Duration
Skype for Business 2016 Upon completion of this course, you will learn how to use Skype for business 2016.	1 hour 10 mins

Start Using Excel

Course/Description	Duration
Start Using Excel Upon completion of this course, you will learn the basics of Excel.	20 mins

Start Using Outlook

Course/Description	Duration
Start Using Outlook Upon completion of this course, you will learn how to organize your e-mails, new scheduling skills, and what to do when you accidentally send an e-mail to the wrong person.	1 hour 30 mins

Start Using Powerpoint

Course/Description	Duration
Start Using Powerpoint Upon completion of this course, you will learn how to create stunning presentations.	20 mins

Start Using Word

Course/Description	Duration
Start Using Word Upon completion of this course, you will learn the basics and the different types of document you can create using Word.	20 mins

Visio 2010 Basic

Course/Description	Duration
Visio 2010 Basic Upon completion of this course, you will learn about the status bar, new documents, and working with shapes.	1 hour 23 mins

Visio 2010 Intermediate

Course/Description	Duration
Visio 2010 Intermediate Upon completion of this course, you will learn about stencils, diagrams, and templates.	1 hour 30 mins

Visio 2013 Basic

Course/Description	Duration
Visio 2013 Basic Upon completion of this course, you will learn the basics of Visio 2013.	48 mins

Visio 2013 Intermediate

Course/Description	Duration
Visio 2013 Intermediate Upon completion of this course, you will learn about shapes, charts and templates in Visio 2013.	1 hour 38 mins

Visio 2016 Basic

Course/Description	Duration
Visio 2016 Basic Upon completion of this course, you will learn the basics of Visio 2016.	48 mins

Visio 2016 Intermediate

Course/Description	Duration
Visio 2016 Intermediate Upon completion of this course, you will learn additional features about Visio 2016.	1 hour 38 mins

Windows 7 Basic

Course/Description	Duration
Windows 7 Basic Upon completion of this course, you will learn the basics of Windows 7.	1 hour 10 mins

Windows 7 Intermediate

Course/Description	Duration
Windows 7 Intermediate Upon completion of this course, you will learn the additional features of Windows 7 to be more efficient.	55 mins

Word 2003-2010 Upgrade

Course/Description	Duration
Word 2003-2010 Upgrade Upon completion of this course, you will learn about ribbons; screens, backgrounds and backstage view; opening and saving as 2003; tables, styles and formatting, as well as themes, colors, effects and fonts.	1 hour

Word 2007 Advanced

Course/Description	Duration
Word 2007 Advanced Upon completion of this course, you will learn about tables and mail merge, how to work with styles, how to use bullets and lists, as well as indexes and tables of contents.	1 hour 17 mins

Word 2007, Basic 1.0

Course/Description	Duration
Word 2007, Basic 1.0 Upon completion of this course, you will have an introduction to Word, how to open and create documents, as well as create, select, and organize text and applying skills to day-to-day work.	54 mins

Word 2007, Intermediate 1.0

Course/Description	Duration
Word 2007, Intermediate 1.0 Upon completion of this course, you will learn how to work with tabs; how to format, use backgrounds, and work with images; use columns, margins and learn to work with pages; and learn how to print and use views.	3 hours 16 mins

Word 2010 Advanced 1.0

Course/Description	Duration
Word 2010 Advanced 1.0 Upon completion of this course, you will learn about tables and mail merge, how to work with styles, how to use bullets and lists, as well as indexes and tables of contents.	1 hour 18 mins

Word 2010, Basic 1.0

Course/Description	Duration
Word 2010, Basic 1.0 Upon completion of this course, you will learn how to open existing documents, create and save new docs, as well as cut, copy, paste, and line spacing.	1 hour 15 mins

Word 2010, Intermediate, 1.0

Course/Description	Duration
Word 2010, Intermediate 1.0 Upon completion of this course, you will learn how to work with tabs; how to format, use backgrounds, and work with images; use columns, margins and learn to work with pages; and learn how to print and use views.	1 hour 10 mins

Word 2013 Advanced

Course/Description	Duration
Word 2013 Advanced Upon completion of this course, you will learn the advanced features of Word 2013.	1 hour 23 mins

Word 2013 Basic

Course/Description	Duration
Word 2013 Basic Upon completion of this course, you will learn the basics of Word 2013.	2 hours 23 mins

Word 2013 Intermediate

Course/Description	Duration
Word 2013 Intermediate Upon completion of this course, you will learn about additional features of Word 2013.	2 hours 16 mins

Word 2016 Advanced

Course/Description	Duration
Word 2016 Advanced Upon completion of this course, you will learn about the advanced features of Word 2016.	1 hour 50 mins

Word 2016 Basic

Course/Description	Duration
Word 2016 Basic Upon completion of this course, you will learn the basics of Word 2016.	45 mins

Word 2016 Intermediate

Course/Description	Duration
Word 2016 Intermediate Upon completion of this course, you will learn about additional features of Word 2016.	1 hour 55 mins