



HEALTHCARE HOSPITALITY NETWORK
ONLINE TRAINING CONTENT



Contents

60 Second Skills	3	Mindfulness	107
Bloomberg Game Changers Series	8	Online Social Presence	108
Communication & Social Skills	16	Personal Development	111
Conflict Management	24	Policy & Compliance	117
Customer Service	26	Project Management	125
Cyber Security	31	Sales Mastery	126
Diversity & Inclusion	34	Sustainability	131
Finance Skills	37	The Care Certificate	132
Food Hygiene	39	The FCA Collection	135
Health & Safety	40	The Housing Collection	136
Health & Well-being	48	The Retail Collection	137
Hospitality	53	Toolbox Talks	138
Human Resources	55	Courses Offered in French	141
IT Skills	74	Courses Offered in German	144
Management	85	Courses Offered in Spanish	149
Marketing	105	Complete Course Listing	156



60 Second Skills

Inclusive Leadership 1.0

60 SECOND SKILLS LH03001

Want to know how to get the most out of your team? Specifically, the ideas from their brains? Sounds like you need Inclusive Management. This course'll show you how.

Duration: 1 minute

Personal Development–Mentoring 1.0

60 SECOND SKILLS LH03002

We show you how a mentor transfers knowledge and practical skills to a less experienced one – a mentee. Whether formal or informal, related to youth, education or the workplace, mentoring can have several positive effects for everyone, such as behavioral, health, motivational, and career benefits. We aim to show you how.

Duration: 1 minute

Personal Development–Self-Limiting Beliefs 1.0

60 SECOND SKILLS LH03003

Self-limiting beliefs are ideas we have about ourselves that hold us back, like we're not capable enough to achieve our goals. Why do we have them? Could be fear of failing or rejection. But by using them as excuses not to take risks, we think we're avoiding failure. But really, we're just not giving ourselves the chance to succeed. To avoid them, take this course.

Duration: 1 minute

Personal Development–Personal Branding 1.0

60 SECOND SKILLS LH03004

What do Richard Branson, Oprah Winfrey and Bill Gates have in common? They all have a personal brand. This course shows you how to develop your personal brand..

Duration: 1 minute

Habits 1.0

60 SECOND SKILLS LH03005

Find out how to eliminate bad ones and foster good ones with this 60-second course.

Duration: 1 minute

Personal Development–Networking 1.0

60 SECOND SKILLS LH03006

Personal development and networking tips in 60 seconds.

Duration: 1 minute

Leadership and Management–Learning Styles 1.0

60 SECOND SKILLS LH03007

You might have come across Visual, Audio and Kinaesthetic learning styles in some dodgy work seminar where you do trust falls and other fuzzy teamwork exercises. This 60-second course is going to introduce you to the real theory behind how these learning styles work, and how you can use that information to maximise your and your team's learning.

Duration: 1 minute

Leadership and Management–Innovation and Culture 1.0

60 SECOND SKILLS LH03008

"When you innovate, you've got to be prepared for everyone telling you you're nuts". So why bother? Because if you're not doing something new, people – customers, staff – will get bored. This 60-second course will outline the benefits and dangers, as well as the best ways to foster an innovation culture where you work.

Duration: 1 minute

Health and Well-being– Work and Life Balance 1.0

60 SECOND SKILLS

LH03009

Work and life balance is an expression used to describe the time we divide between our work life and our home and social life. Often, the balance can be tilted too far one way. Sure, it's important to do a great job at work and to progress in our careers. However, it's bad to forget the other aspects of your life that deserve your time and attention. You know – the other ones that make you happy. We'll highlight some downsides of an unbalanced life, and advise you on how to make some changes.

Duration: 1 minute

First Aid–Primary Survey 1.0

60 SECOND SKILLS

LH03010

We all like to think we'd know how to react if we found someone in serious danger. But if it actually came down to it, would you actually know what actions to take? And in which order? Don't worry. The Primary Survey is a first response to finding someone in a potentially life-threatening situation. And we'll explain it to you in a straight-forward way. Give us sixty seconds, and afterwards, you'll know what to do in a frightening situation.

Duration: 1 minute

First Aid–Secondary Survey 1.0

60 SECOND SKILLS

LH03011

When you find someone in potentially life-threatening danger, there are several steps you should carry out. Now you've figured out the Primary Survey, you're halfway there. Time for some more knowledge! 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 who needs help.

Duration: 1 minute

Marketing Hacks–Video Pitches 1.0

60 SECOND SKILLS

LH03012

Sitting through pitch meetings can often be the worst. Dull, rambling and usually by the end you've forgotten what's actually being pitched. However, it doesn't have to be this way. Video pitches are one of the most effective and reliable marketing tools at your disposal. With short, simple, and

focused content, video pitches are the ideal way to explain to potential customers exactly who you are and what you do.

Duration: 1 minute

Health and Well-being–Positive Thinking 1.0

60 SECOND SKILLS

LH03013

Bet you think that some people are positive, and some people are negative. And that's the end of it, right? Well, not exactly true. A positive mindset is something you can choose to have. And luckily, there are plenty of ways to achieve one. And there's no end to the benefits it has.

Duration: 1 minute

First Aid–Bleeding 1.0

60 SECOND SKILLS

LH03014

Bleeding can make us uneasy. It's not just that it's kind of gross, it's also that some of us are unsure of how to handle it. Don't stress – we'll tell you everything you need to know to handle blood, so if the time comes, you'll have all the right info.

Duration: 1 minute

Marketing Hacks–Building Brand Loyalty 1.0

60 SECOND SKILLS

LH03015

Building brand loyalty is a tricky thing. You see back in the old days, satisfying consumers' needs was simple. All you needed to do was keep prices low and your service reliable. However now, with increased competition due to the use of online shopping portals, it's harder than ever to instigate strong brand loyalty and customer retention. Though fear not, in this 60-second course we will go through what you and your company require to inspire brand loyalty.

Duration: 1 minute

Marketing Hacks–Word of Mouth Marketing 1.0

60 SECOND SKILLS

LH03016

It's been said that "there no such thing as bad publicity." Well there is, if you have a terrible experience with a certain brand, you're going to tell people and more importantly, they will listen. According to Nielsen, 92% of consumers will believe recommendations from friends and family over all forms

of advertising. So, positive word of mouth is really rather important for any business. This course introduces you to the concept of Word of Mouth Marketing, as well as some new concepts, which will be invaluable to anyone looking to market their brand.

Duration: 1 minute

Marketing Hacks—Increasing Your Brand Visibility 1.0

60 SECOND SKILLS

LH03017

Brand visibility is the process of a brand entering the subconscious mind of a consumer. Kind of what a hypnotist does. The difference being brand visibility convinces people to pick a certain product over others. Brand visibility is about increasing the awareness of your brand in the minds of consumers and is determined by how much it's being seen, read, and shared on social media, as well as the traditional channels. In this course, we will show you 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.

Duration: 1 minute

Health and Well-being—Avoid Burning Out 1.0

60 SECOND SKILLS

LH03018

Modern day life can be heavy. Responsibilities can pile on top of us, and once you've hit that wall you're tired, stressed and emotional. It can be hard to find a way out of it.

Duration: 1 minute

Health and Well-being—Importance of Sleep 1.0

60 SECOND SKILLS

LH03019

Not getting enough sleep can have a horrible effect on your life. Not only will you walk around exhausted all day, it can weaken your immunity to illness and diseases, cause high blood pressure, and put you in a bad mood. Enough to convince you? Time to start counting those sheep. This course will help you re-evaluate your attitude to sleep, and guide you in how to achieve a better night-time routine.

Duration: 1 minute

Leadership and Management—The Key to Delegation 1.0

60 SECOND SKILLS

LH03020

Given that delegation is one of the most important business skills it's a wonder that people don't do it more often. This course has been designed to give you the knowledge, skills and confidence to get you delegating right away so you can start to benefit from this crucial business skill. If you ever catch yourself saying "I could do it quicker myself," this course can help you. You'll discover new techniques used by the world's most successful business people and perhaps more surprisingly, find out why you need to have monkey management skills.

Duration: 1 minute

Health and Well-being—Letting Things Go 1.0

60 SECOND SKILLS

LH03021

Let's not lie—life can be full of disappointments. Things go wrong, people let us down, and we mess things up. But, we don't need to always need to make a huge deal of it. The sooner we accept we can't affect and change everything, the better our lives will be. It's not a strength to hold onto anger; it's a strength to let go of it. We know it's not always easy, so we've got some ideas to help you along

Duration: 1 minute

Marketing Hacks—Finding Your Voice 1.0

60 SECOND SKILLS

LH03022

The way you communicate with the world is one of the cornerstones of your identity. How you choose to express yourself will define the public's perception of your entire company. So, it's essential that you get it right. As a company, how you communicate with potential customers is vital in successfully creating your desired brand identity. So, how do you find a voice that suits your brand? One that aligns with your core principles and values? And will attract your target audience?

Duration: 1 minute

Leadership and Management – Coaching Others 1.0

60 SECOND SKILLS

LH03023

Developing your staff is win-win. It's symbiotic. Your staff members get to improve, and you get improved staff members. It's easier said than done though, and you'll need to consider a few things before you begin. This course will help.

Duration: 1 minute

Health and Well-being–Relaxation Techniques 1.0

60 SECOND SKILLS

LH03025

It can be tough to relax. We're wired up from work; from looking at screens all day; from fiery arguments in business meetings; from going through hundreds of emails a week; from sitting in rush-hour traffic. Everyday life can be exhausting. But it's okay – we've come up with some of our best techniques for relaxing, so you can finally achieve a more balanced life.

Duration: 1 minute

Marketing Hacks–Effective Brand Identity 1.0

60 SECOND SKILLS

LH03026

Creating an effective brand identity is the bedrock of a successful marketing campaign. Without one you'll simply fade into background. Brand identities are a lot like peacocks, lighthouses, and fireworks – the ones that stand-out are the most likely to succeed. In this course we will explain to you what to expect of an effective brand identity, why it is so vital during the marketing process and some quick tips for creating your brand identity.

Duration: 1 minute

Leadership and Management–Stress Management 1.0

60 SECOND SKILLS

LH03027

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.

Duration: 1 minute

Marketing Hacks–Defining Your Message 1.0

60 SECOND SKILLS

LH03028

A brand message is the purpose a company exists. It's a mission statement. It's what a company is trying to achieve and why they are trying to achieve it. It is the foundation of all marketing output and informs every aspect of a brand's identity. This course is about you taking stock of your company's core values and defining your brand message.

Duration: 1 minute

Leadership and Management–Team Activities 1.0

60 SECOND SKILLS

LH03029

Team activities can be a bit of a mixed bag. You go through all the hassle of planning them, and when they start, in the back of your mind, "Is this a waste of time?" They needn't be. They can be very useful. This course isn't going to give you ideas for activities – there are plenty of websites for that. What it will do is give you the tools you need to make the most of the team activities you choose, whatever they might be. All in a nice, neat, 60-second package.

Duration: 1 minute

Leadership and Management–Dealing with Difficult Staff 1.0

60 SECOND SKILLS

LH03030

Whether you hired them yourself, or they were thrust upon you, employees are people, and people aren't perfect. There's a good probability you'll have to deal with a difficult staff member during your time as manager or supervisor. This course will give you some tips on handling it.

Duration: 1 minute

Personal Development–Practicing Patience 1.0

60 SECOND SKILLS

LH03031

Patience is a powerful tool. It's basically a super-power. It can allow you to face any stressful situation with steely, heroic composure. In this practicing patience course, we will teach you 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.

Duration: 1 minute

Personal Development–Personal Vision Statements 1.0

60 SECOND SKILLS

LH03032

Personal vision statements are statements which outlines the things you want to accomplish. It's almost like your own personal guide to success! This quick 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.

Duration: 1 minute

Communication and Social Skills–Receiving Feedback 1.0

60 SECOND SKILLS

LH03033

Being able to take feedback in a gracious, productive way is not only great for others around you; it hugely benefits your own development. This course is all about swallowing your pride and using feedback to your advantage.

Duration: 1 minute

Personal Development–Preventing Procrastination 1.0

60 SECOND SKILLS

LH03034

Let's be honest with each other, it's difficult getting things done. We're all guilty of squandering our time on trivial things instead of the important ones. But don't worry as 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 for good!

Duration: 1 minute

Communication and Social Skills–Giving Feedback 1.0

60 SECOND SKILLS

LH03035

Feedback is essential in the world of work. We all need feedback to progress and develop. Without it, we'd all stagnate. This course will guide you through giving out feedback in an effective, respectful way. You'll be more approachable, and get your point across without making things personal. This course will give you the simple steps to follow to give beneficial feedback.

Duration: 1 minute

Communication and Social Skills–Resolving Conflict 1.0

60 SECOND SKILLS

LH03036

Conflict is a part of life. There is no avoiding it. Especially at work. So, you may as well tackle it head on.

Duration: 1 minute

Personal Development–Memory Skills 1.0

60 SECOND SKILLS

LH03038

Do you ever find yourself forgetting things almost instantaneously? Ever walk into a room and have no idea why you walked into it?

Our memories will often times vary from precise and vivid to unreliable and vague. But fear not as our memory faculties can also be developed and fortified. Well, fear not as this Memory Skills course is here to help you strengthen and sharpen even the most fuzzy or forgetful memory.

Duration: 1 minute

Health and Well-being–Switching Off from Work 1.0

60 SECOND SKILLS

LH03039

In the world we live in, it can be difficult to step away from the emails, the group texts, the work chat... It's all-consuming. We'll help make it easier. We've got some really simple pointers for unwinding from the stress of the day, and making sure the rest of your evenings and weekends are work-free, fun, and something you enjoy again.

Duration: 1 minute

Personal Development–Self-Esteem 1.0

60 SECOND SKILLS

LH03040

It's normal to sometimes have a lack of confidence. In this course we discuss self-esteem, talk through some of its health benefits, and we'll teach you some simple techniques you can employ in day-to-day life to strengthen your self-esteem.

Duration: 1 minute

Bloomberg Game Changers Series

Bloomberg Game Changers— Ralph Lauren 1.0

BLOOMBERG

LHB1020

How did a working-class boy from the Bronx named Ralph Lifshitz grow up to become billionaire Ralph Lauren, a name that is now synonymous with elegance and sophistication? Learn about his meteoric rise and how he overcame a myriad of challenges to become a global fashion icon.

Duration: 25 minutes

Bloomberg Game Changers— Mark Cuban 1.0

BLOOMBERG

LHB1021

You may know him as the owner of the NBA's Dallas Mavericks, but in reality, Mark Cuban is the biggest maverick. He co-founded Broadcast.com, then became a billionaire by selling at the peak of the dot-com boom. Learn what makes Cuban tick as we explore the career of this brash entrepreneur.

Duration: 25 minutes

Bloomberg Game Changers— LinkedIn, Reid Hoffman 1.0

BLOOMBERG

LHB1022

Reid Hoffman, the entrepreneur who created LinkedIn, is also the embodiment of it. As the most connected man in Silicon Valley, Hoffman has leveraged his own vast web of personal and professional connections to get in on the ground floor of most of the hot tech companies of the past decade, including Facebook, Zynga, Flickr, and Digg. Last year's LinkedIn IPO made Hoffman a billionaire, but he's now busier than ever, holding down two full-time jobs – Executive Chairman at LinkedIn, where he oversees the exponential growth of a site that is adding two new members every second, and Partner at the Silicon Valley venture capital firm Greylock.

Duration: 25 minutes

Bloomberg Game Changers— Warren Buffett 1.0

BLOOMBERG

LHB1023

Warren Buffett has—for decades – held a unparalleled position in American finance. He is not only a legendary investor with an astounding success rate, and a billionaire forty times over; he is also – by far—the most respected businessman in America. His company, Berkshire Hathaway, is a 164 billion dollar enterprise encompassing more than 70 different companies, and a stock price well over 100 thousand dollars a share. And to add to his singular status, the "Oracle of Omaha" has done it all while living and working far away from the centers of finance in New York or California.

Duration: 25 minutes

Bloomberg Game Changers— Magic Johnson 1.0

BLOOMBERG

LHB1024

What does an NBA legend with five rings and three MVPs do for a second act? If you're Earvin "Magic" Johnson, you become a super-successful serial entrepreneur with a billion-dollar portfolio of popular franchises and real estate funds. Magic announced his retirement because of HIV in 1991 and 20 years later, he's not only healthy, but deep into a second legacy that could put his legendary basketball career in the shade.

Duration: 45 minutes

Bloomberg Game Changers— Virgin Group, Richard Branson 1.0

BLOOMBERG

LHB1025

Before the current crop of internet-driven twenty-something billionaires, there was Richard Branson. The hippie entrepreneur built a branding empire around the 60s values of adventure and fun. From Virgin Records to Virgin Airlines to Virgin Galactic, he took the power and possibilities of branding to new heights. In the process, he reinvented the role of the entrepreneur becoming his own best pitchman and turning himself into a living symbol of the Virgin brand.

Duration: 25 minutes

Bloomberg Game Changers— News Corp, Rupert Murdoch 1.0

BLOOMBERG

LHB1026

Bloomberg Game Changers profiles News Corp Chairman Rupert Murdoch who created a global media empire worth more than \$30 billion. As Chairman of News Corp, the Australian born Rupert Murdoch runs a global empire that includes newspapers, magazines, a movie studio, television stations, satellite operations, a publishing house and digital media platforms. Murdoch is responsible for tabloid newspapers like The New York Post while owning highly respected papers such as the Times of London and his most prized possession, The Wall Street Journal.

Duration: 45 minutes

Bloomberg Game Changers— Harry Potter, J.K. Rowling 1.0

BLOOMBERG

LHB1027

Joanne Rowling, creator of Harry Potter, is the best selling fiction writer of all time. The first author to become a billionaire from her work, her imaginative tales of a boy wizard have generated the most popular and profitable series of books and movies ever produced, and caused hundreds of millions of kids to rediscover reading in an age of texting and Twitter. From her working-class roots in rural England, she endured poverty, her mother's untimely death, a broken marriage, and single motherhood, until the entire Harry Potter saga struck her one day like a bolt from the blue.

Duration: 25 minutes

Bloomberg Game Changers— Netflix, Reed Hastings 1.0

BLOOMBERG

LHB1028

Reed Hastings transformed the way we see movies and television – twice. In 1997, the California entrepreneur combined DVDs and the US Post Office to create Netflix – the first online DVD movie rental business. Eight years later, he reinvented his own company with a new service – streaming movies and television shows directly through the internet. Game Changers chronicles Hastings from the launch of his first company – a software tools startup – through the battles and triumphs of Netflix. It captures the brutal war of attrition that pitted video rental giant, Blockbuster, against the upstart Netflix.

Duration: 25 minutes

Bloomberg Game Changers— Amazon, Jeff Bezos 1.0

BLOOMBERG

LHB1029

Jeff Bezos didn't just invent online shopping; he almost single-handedly turned it into a 34-billion-dollar enterprise. With the launch of Amazon.com in 1994, Bezos put online shopping on the map and Amazon.com has sold every product imaginable since the company's inception. Amazon began as a bookstore, expanding into dozens of product categories and forcing the world's biggest retailers to rethink their business models and ultimately changing the way people shop. An inventive risk-taker, Bezos has never shied away from challenges, investing huge amounts of capital in his ventures, often taking a hit before seeing profits soar. Bezos is ranked as one of the richest men in the world.

Duration: 25 minutes

Bloomberg Game Changers— Vogue, Anna Wintour 1.0

BLOOMBERG

LHB1030

Bloomberg Game Changers profiles Vogue magazine Editor-in-Chief Anna Wintour. This program features interviews with Chuck Townsend, chief executive officer of Conde Nast Publications Inc.; fashion designer Vera Wang; Tom Florio, former publishing director of Vogue; Ed Nardoza, editor-in-chief of Women's Wear Daily; Emily Rafferty, president of the Metropolitan Museum of Art; and Patrick Robinson, executive vice president of global design at Gap Inc.

Duration: 25 minutes

Bloomberg Game Changers— Craigslist, Craig Newmark 1.0

BLOOMBERG

LHB1031

Bloomberg Game Changers profiles Craigslist founder Craig Newmark. This program features interviews with Newmark; David Vinjamuri, author of "Accidental Branding;" Christina Murphy, founder of CM Recruiting; Mark Rasch of Secure IT Experts; Peter Zollman, founder of AIM Group; Tom Rosenstiel, director of the Pew Center's Project for Excellence in Journalism; Matt Zimmerman, senior staff attorney for Electronic Frontier Foundation; and Brad Stone, senior writer for Bloomberg Businessweek.

Duration: 25 minutes

Bloomberg Game Changers— Netscape, Marc Andreessen 1.0

BLOOMBERG

LHB1032

Bloomberg Game Changers profiles Marc Andreessen, co-founder of Andreessen Horowitz and co-founder of Internet pioneer Netscape Communications Corp. This program features interviews with Netscape co-founder Jim Clark; Jim Barksdale, former chief executive officer of Netscape; Eric Bina, co-creator of Mosaic and a founder of Netscape; Bill Campbell, former CEO of Intuit Inc.; MIT professor Michael Cusumano and Scott Dunlap, founder of NearbyNow, a product search service.

Duration: 25 minutes

Bloomberg Game Changers— Twitter, Jack Dorsey, Evan Williams, Biz Stone 1.0

BLOOMBERG

LHB1033

Bloomberg Game Changers profiles Twitter co-founders Jack Dorsey, Evan Williams and Biz Stone. This program features interviews with Twitter Chairman, Jack Dorsey; Mike Maples, founder and managing partner of venture capital firm Floodgate; Tim O'Reilly, founder and chief executive officer of O'Reilly Media; Om Malik, founder of GigaOM; Meg Hourihan, co-founder of Blogger.com; Ryan Singel, writer for Wired.com; and Lou Kerner, vice president of Equity Research covering social media and e-commerce, Wedbush Securities.

Duration: 25 minutes

Bloomberg Game Changers— Oracle, Larry Ellison 1.0

BLOOMBERG

LHB1034

Bloomberg Game Changers follows Larry Ellison from his early days in Chicago through the founding of the multi-billion-dollar software company to his rise as the highest paid executive of the last decade with a total compensation of \$1.84 billion.

Duration: 25 minutes

Bloomberg Game Changers—Jay-Z 1.0

BLOOMBERG

LHB1035

His rise to global fame and fortune is even more inspiring when one takes into account the awesome obstacles he has had to overcome. Through interviews with friends, former

colleagues and business associates, Bloomberg Game Changers follows his meteoric rise from the projects to business success, highlighting the unorthodox business style and entrepreneurial instincts that contribute to his creative genius. This 30 minute profile reveals the many layers and complexities that go to make Jay-Z – the Hip Hop cash king.

Duration: 25 minutes

Bloomberg Game Changers— KKR, Henry Kravis 1.0

BLOOMBERG

LHB1036

His name is synonymous with 'Corporate Titan.' As co-founder of KKR, Henry Kravis re-wrote the rules of leveraged buyouts; he and his cousin George Roberts now rule over an empire that dwarfs some of the world's mightiest public corporations. Bloomberg Game Changers follows Kravis' rise from his early days in 'bootstrap' acquisitions, through his role in the 1988 landmark LBO of RJR-Nabisco, to KKR's IPO on the New York Stock Exchange.

Duration: 25 minutes

Bloomberg Game Changers— Google, Sergey Brin, Larry Page 1.0

BLOOMBERG

LHB1037

Bloomberg Game Changers follows Sergey Brin and Larry Page from their first meeting at Stanford to the new media mega-company on a collision course with old media businesses of newspapers, books, movies, and television. Along the way to its astounding success, the co-founders have redefined advertising, created a chain of products such as Google Maps, News, Gmail and have taken on rival giants like Apple and Microsoft.

Duration: 25 minutes

Bloomberg Game Changers— Jon Stewart 1.0

BLOOMBERG

LHB1038

Bloomberg Game Changers profiles Jonathan Stuart Leibowitz, now Jon Stewart, from his New Jersey boyhood through the standard struggle of the stand-up comedian—part time jobs and late night gigs at New York's comedy clubs. It will shine a spotlight on his early television shows and movies, including rare video from his early career, to show his transformation into the dominant American commentator of our time.

Duration: 25 minutes

Bloomberg Game Changers— Apple, Steve Jobs 1.0

BLOOMBERG

LHB1039

Through interviews with friends, former colleagues and business associates, Bloomberg Game Changers reveals the many layers of the intensely private Steve Jobs—his style of leadership, management, and creative process.

Duration: 25 minutes

Bloomberg Game Changers— Facebook, Mark Zuckerberg 1.0

BLOOMBERG

LHB1040

Bloomberg Game Changers follows the career of Mark Zuckerberg, founder and chief executive officer of Facebook Inc. and one of the world's youngest billionaires. This program features interviews with Tyler Winklevoss, Cameron Winklevoss and Divya Narendra, who accused Zuckerberg of stealing their idea for the social-networking website; Yuri Milner, chief executive officer of Digital Sky Technologies; Michael Wolf, former president and chief operating officer of Viacom Inc.'s MTV Networks; and David Kirkpatrick, author of "The Facebook Effect."

Duration: 45 minutes

Bloomberg Studio 1.0—Satya Nadella

BLOOMBERG

LHB1041

Bloomberg West's Emily Chang sits down with the biggest influencers in technology — to find out who they are, how they got there, and where they're going. Microsoft CEO joins host Emily Chang on Bloomberg Studio 1.0 to discuss Microsoft, the cloud, and the broader tech industry.

Duration: 25 minutes

Bloomberg Studio 1.0—Nikesh Arora

BLOOMBERG

LHB1042

Bloomberg West's Emily Chang sits down with the biggest influencers in technology — to find out who they are, how they got there, and where they're going. Former Softbank President Nikesh Arora joins host Emily Chang on Bloomberg Studio 1.0 to discuss Google, Softbank, Uber, and global tech trends.

Duration: 25 minutes

Bloomberg Studio 1.0—Sheryl Sandberg

BLOOMBERG

LHB1043

Bloomberg West's Emily Chang sits down with the biggest influencers in technology — to find out who they are, how they got there, and where they're going. Facebook COO Sheryl Sandberg joins host Emily Chang on Bloomberg Studio 1.0 to discuss Facebook's company, culture, and leadership.

Duration: 25 minutes

Bloomberg Studio 1.0—Tim Cook

BLOOMBERG

LHB1044

Bloomberg West's Emily Chang sits down with the biggest influencers in technology — to find out who they are, how they got there, and where they're going. Apple CEO Tim Cook joins host Emily Chang on Bloomberg Studio 1.0 to discuss the new HomePod speaker, Apple's car ambitions, and the company's relationship with the White House.

Duration: 25 minutes

Bloomberg Studio 1.0—Steve Ballmer

BLOOMBERG

LHB1045

Bloomberg West's Emily Chang sits down with the biggest influencers in technology — to find out who they are, how they got there, and where they're going. Former Microsoft Chief Executive Officer Steve Ballmer joins host Emily Chang on "Bloomberg Studio 1.0" to discuss why he didn't want Microsoft to buy Salesforce.

Duration: 25 minutes

Bloomberg Studio 1.0—Vinod Khosla

BLOOMBERG

LHB1046

Bloomberg West's Emily Chang sits down with the biggest influencers in technology — to find out who they are, how they got there, and where they're going. Khosla Ventures Founder Vinod Khosla joins host Emily Chang on Bloomberg Studio 1.0 to discuss his investment strategy.

Duration: 25 minutes

Bloomberg Studio 1.0— Arianna Huffington

BLOOMBERG

LHB1047

Bloomberg West's Emily Chang sits down with the biggest influencers in technology — to find out who they are, how they got there, and where they're going. Arianna Huffington joins host Emily Chang on Bloomberg's Studio 1.0 to discuss The Sleep Revolution, and the future of media strategy.

Duration: 25 minutes

Bloomberg Studio 1.0—Flickr and Slack, Stewart Butterfield

BLOOMBERG

LHB1048

Slack CEO & co-founder Stewart Butterfield sits down with Bloomberg's Emily Chang to discuss his nontraditional upbringing, how past start-up failures lead to the success of Flickr and Slack and his thoughts on taking his \$7B valued company public while facing competition from Facebook, Microsoft & Google.

Duration: 20 minutes

Bloomberg Studio 1.0—Code.org— Ali and Hadi Partovi

BLOOMBERG

LHB1049

Ali and Hadi Partovi are twin brothers who grew up in wartime Iran teaching themselves how to code on a Commodore 64. Then after perhaps a lifesaving break from the US Immigration system they realized the quintessential American dream. Landing degrees from Harvard and tech jobs in Silicon Valley, eventually striking startup gold with companies that sold to Microsoft and MySpace. With their financial futures secure, Hadi and Ali Partovi became prolific Angel investors, backing Facebook, Uber, and DropBox and are now focused on democratizing the opportunity that drove their own success with Code.Org a non-profit that aims to bring coding to classrooms everywhere.

Duration: 20 minutes

Bloomberg Studio 1.0— Harvard University, Drew Faust

BLOOMBERG

LHB1050

Drew Faust, outgoing president of Harvard University, joins Bloomberg's Emily Chang to discuss leading the prestigious university for over a decade, raising record-breaking amounts

of capital, tackling thorny issues like immigration and same-sex social clubs, all while fighting to prove an Ivy League education is still worth the rapidly rising cost.

Duration: 20 minutes

Bloomberg Studio 1.0—Stripe, Patrick and John Collison

BLOOMBERG

LHB1051

John and Patrick Collison, co-founders of Stripe, joins Emily Chang to discuss how the online payment startup grew into a \$9.2 billion-valued company serving clients such as Amazon, Facebook, and Lyft.

Duration: 20 minutes

Bloomberg Studio 1.0—Melinda Gates

BLOOMBERG

LHB1052

Melinda Gates, co-chair of the Bill & Melinda Gates Foundation, discusses philanthropy, investing in women, political aspirations and raising a family. Growing up in Texas as a young girl who loved computers, she landed her first job in 1987 at a newly public company named Microsoft. For the past two decades, Bill and Melinda Gates have become two of the most prolific philanthropists and business leaders in the world.

Duration: 20 minutes

Bloomberg Studio 1.0— EventBrite, Julia and Kevin Hartz

BLOOMBERG

LHB1053

Julia and Kevin Hartz started EventBrite in a windowless phone closet in San Francisco and turned it into a global business that has powered 170 countries in the world. EventBrite has become the worlds largest event technology platform and has received multiple awards for its workplace diversity.

Duration: 20 minutes

Bloomberg Studio 1.0— Instagram—Kevin Systrom

BLOOMBERG

LHB1054

Kevin Systrom turned down a job from Mark Zuckerberg in college, shared a desk with Jack Dorsey as an intern at what became Twitter. Then in 2010 launched Instagram as we know it. Just two years later he reunited with Zuckerberg and made Silicon Valley history agreeing to sell Instagram

to Facebook for a billion dollars. The company had just 13 employees and just 30 million users. Today over half a billion on the planet use Instagram every month sharing more than 95 million photos and videos a day.

Duration: 20 minutes

Bloomberg Studio 1.0—Lyft, John Zimmer, President and Co-Founder

BLOOMBERG

LHB1055

It is the underdog in the race for ride-hailing domination, but that race is far from over. John Zimmer started sharing his car in college and that casual carpool business lit the spark that has become Lyft. Finding themselves in one of the most competitive tech battles in history, their competitors' struggles have kicked Lyft into overdrive, giving them a 50% share in some markets and working on capturing the rest.

Duration: 20 minutes

Bloomberg Studio 1.0—Google Venture, Bill Maris

BLOOMBERG

LHB1056

Bill Maris, a young entrepreneur living in Vermont was the most unlikely candidate to become the CEO of Google Venture, the investment arm of Google's parent company Alphabet. In 2009, Maris became the CEO of Google Ventures and in just seven years, Google Ventures has become one of the most active venture capital firms in Silicon Valley, with 2.4 billion dollars to spend and investments in over 300 companies including Uber, Nest and Slack.

Duration: 20 minutes

Bloomberg Studio 1.0—Showtime, David Nevins

BLOOMBERG

LHB1057

David Nevins, the showrunner behind some of the network's biggest hits including Homeland, Ray Donovan, The Affair, and Billions, took over as CEO from longtime executive Matthew Bank in January 2018. In the exclusive conversation, they discuss the dramatic expansion of Showtime in the last six months, international rollout plans, and how they plan to take on Netflix, HBO, and Amazon in original programming.

Duration: 20 minutes

Bloomberg Studio 1.0—Napster and Facebook, Sean Parker

BLOOMBERG

LHB1058

Revolutionizing the way people listen to music, Sean Parker co-founded Napster in 1999 and went on to be founding president of Facebook. He has devoted his career to political activism and philanthropy, donating millions of dollars to life sciences, global health, and more through his Parker Foundation. Parker started coding at seven years old, went on to develop Napster at age 16, and later joined the board of Spotify.

Duration: 20 minutes

Bloomberg Studio 1.0—LinkedIn, Jeff Weiner

BLOOMBERG

LHB1059

Although he never aspired to be CEO, Jeff Weiner found himself at the helm of LinkedIn, determined to prove Wall Street wrong. Weiner started his career with rises at Warner Brothers and Yahoo, before LinkedIn founder, Reid Hoffman, approached him about joining the team at LinkedIn. Their partnership has been referred to as a match made in Silicon Valley Heaven. After a brutal reaction by Wall Street, Jeff Weiner vowed to his employees to stay true to the LinkedIn mission.

Duration: 20 minutes

Bloomberg Studio 1.0—YouTube, Susan Wojcicki

BLOOMBERG

LHB1060

In 1998 two unknown entrepreneurs Larry Page and Sergey Brin set up their first office in her Menlo Park garage. Susan Wojcicki became employee number sixteen and went on to build the search engines critical advertising business. In 2006 she urged her bosses to buy a one-year-old video streaming site called YouTube for \$1.65 billion. On the ten year anniversary of that acquisition, YouTube under Google umbrella within the Alphabet family now has over a billion users watching videos around the world and Wojcicki is in charge.

Duration: 20 minutes

Bloomberg Studio 1.0–Nest, Tony Fadell

BLOOMBERG

LHB1061

Tony Fadell worked alongside Steve Jobs to revolutionize the way we listen to music and became known as the Godfather of the iPod. He spent nearly a decade at Apple then hatched a company of his own. In 2010 he Co-Founded Nest Labs where he has promised to reinvent every unloved product in the home, a promise so thrilling Google soon to become Alphabet snapped up Nest and its star CEO for \$3.2billion.

Duration: 20 minutes

Bloomberg Studio 1.0–DropBox, Drew Houston

BLOOMBERG

LHB1062

It all started with a line of code written by Drew Houston on a bus traveling from Boston to New York, that code is now the foundation for Dropbox. A cloud based file sharing service that allows you to share and store and access any file from any device, anywhere. Today Dropbox is valued at \$10 billion, with 400 million users, in 200 countries around the world.

Duration: 20 minutes

Bloomberg Studio 1.0–Hewlett Packard, Meg Whitman

BLOOMBERG

LHB1063

Meg Whitman took eBay from a thirty person start-up to multi-billion dollar powerhouse. Then ran a hard expensive race for California Governor and lost. Now Meg Whitman faces what may be her most ambitious challenge yet, turning around the struggling Silicone Valley icon Hewlett Packard. Her solution? To split the company in two, perhaps the biggest separation in the history of American business.

Duration: 20 minutes

Bloomberg Studio 1.0–HBO's "Silicon Valley," Mike Judge and Alec Berg

BLOOMBERG

LHB1064

Mike Judge and Alec Berg, producers of HBO's Silicon Valley, talk about the show and the lack of women working in Silicon Valley, male dominant culture, and the very un-Hollywood premise behind the hit show. Judge and Berg have brought some of the best satirical comedy in entertainment history and bring that same tone to the world it lampoons in Silicon Valley.

Duration: 20 minutes

Bloomberg Studio 1.0–Pandora, Tim Westergren

BLOOMBERG

LHB1065

Tim Westergren's first love was the piano, he spent ten years on the road playing keyboard in a rock band, touring in a beat up van. Along the way he met so many musicians who couldn't find an audience that he invented a way to bring the audience to them. In 2000 he created the Music Genome Project, what is now a gigantic musical database, created by real human listeners, that aims to predict what you want to hear. You know it as Pandora. Today more than 80 million people tune in every month to listen to millions of songs on over seven billion Pandora stations.

Duration: 20 minutes

Bloomberg Studio 1.0–Paypal, Max Levchin

BLOOMBERG

LHB1066

Founder, CEO, mad scientist. Max Levchin is one of Silicon Valley's most iconic and serial entrepreneurs. He's played a role in some of tech's biggest successes from PayPal to Yahoo to Yelp. Today you can find him in his innovation lab tackling issues like fertility, healthcare and banking. But many years ago, Max Levchin had no country to call home. He fled the Soviet Union and always the entrepreneur, he built a new life in America.

Duration: 20 minutes

Bloomberg Studio 1.0–Tumblr, David Karp

BLOOMBERG

LHB1067

David Karp began his career as an intern under Fred Seibert at the animation company Frederator Studios, where he built the studio's first blogging platform and conceived, wrote, and edited their first internet video network, Channel Frederator. During a gap of employment in 2006, he began working on a microblogging website with engineer Marco Arment. That blog was launched as Tumblr in February 2007. As of November 1, 2017, Tumblr hosts over 375.4 million blogs and in August 2009, Karp was named Best Young Tech Entrepreneur 2009 by BusinessWeek and in 2010, he was named to the MIT Technology Review TR35 as one of the top 35 innovators in the world under the age of 35.

Duration: 20 minutes

Bloomberg C-Suite–Dunkin Brands 1.0

BLOOMBERG

LHB1068

Dunkin Doughnuts is a \$9 billion company with a 60% market share in doughnuts. How are they going to be more than just a doughnut shop and the place where you stop to get a quick cup of coffee? Learn how they are moving the company forward and breaking from their blue collar roots to appeal to a new generation and generate more traffic.

Duration: 20 minutes

Bloomberg C-Suite–Crossfit 1.0

BLOOMBERG

LHB1069

CrossFit, a \$100million company that looks like the gym from elementary school thirty years ago; it's got jump ropes, a ball, a tyre, some weights, and a pull up bar. Crossfit developed this one of a kind intensive work out regiment, with over 60,000 trainers in nearly 8,000 affiliate gyms across the globe, in over 100 countries. Crossfit has a growth rate of 70%, 61 countries, 50 new affiliates a week. How do they maintain that community identity that has sparked this movement while attempting to expand to a wider market?

Duration: 20 minutes

Bloomberg C-Suite–Domino's Pizza 1.0

BLOOMBERG

LHB1070

How did Domino's go from a brand with negative brand equity to a brand choice in the saturated market of food fast? It started with a \$10 million plus brand reworking, starting with the product and it's ingredients that resulted after executives listened to their consumers, who wanted a better product delivered. The "pizza turnaround" began with the crust and worked it's way to the cheese topping and everything in between.

Duration: 20 minutes

Bloomberg C-Suite–Cadillac 1.0

BLOOMBERG

LHB1071

Cadillac. A brand name that devotes memories of the 50's, the 60's, of a bygone era of luxury, a stumpy brand, a status symbol from a previous generation. Cadillac saddled by a lot of baggage, were a bankrupt company located in the bankrupt city. Cadillac needs market share in an expanding luxury category, a category that has been dominated by a European Manufacturer. How long is it going to take Cadillac to be the lead car once again in the GM's house of brands?

Duration: 20 minutes

Bloomberg C-Suite–Seattle Sounders MLS 1.0

BLOOMBERG

LHB1072

Seattle, where movements begin. Underground music, grunge, coffee shops, and some of the major brands in history Microsoft, Starbucks, Boeing, and the Seattle Sounders a soccer team. Find out how the Seattle Sounders are moving more tickets than any other team, doubling the attendance of the next best MLS team. Are they in a major tipping point? Are the kids that grew up on soccer finally a big enough audience to tap into? Find out how they are doing it and how they're beating the odds filling an NFL stadium every single home game.

Duration: 20 minutes

Communication & Social Skills

Proper Grammar—Nouns 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25213

There are nine parts of speech within the English language and even though you may have grown up speaking English as your native language, we all still make grammatical mistakes in our everyday lives. Reviewing the different parts of speech will help you write and speak proper English, improving your ability to communicate professionally.

At the conclusion of this course you should:

- Understand the many kinds of nouns— proper nouns, noun clauses, noun phrases, and compound nouns, among others
- Understand the components of these different kinds of nouns and the roles they can take

Duration: 5 minutes

Basic Uses of the Comma 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25216

The sole purpose of punctuation is to make the text clear. If a mark of punctuation does not clarify the text, it should be omitted. There are standards and formalities in punctuation that you must fully grasp, not only to satisfy your employer, but also to help promote your own career. Once it leaves the office, your work speaks for itself. You want it to be a source of pride for both your employer and you.

At the conclusion of this course you should:

- Understand the comma with basic usage rules and examples for each

Duration: 5 minutes

Proper Grammar—Articles, Determiners, Quantifiers, and Interjections 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25217

There are nine parts of speech within the English language. Focusing on these different parts of grammar will help you write and speak proper English. This will help you communicate more clearly and also appear more professional in business settings.

At the conclusion of this course you should:

- Understand articles, determiners, quantifiers, and interjections

Duration: 5 minutes

Proper Grammar—Prepositions 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25218

There are nine parts of speech within the English language. Focusing on these different parts of grammar will help you write and speak proper English. This will both help you communicate more clearly and also appear more professional in business settings.

At the conclusion of this course you should:

- Understand prepositions and why they are important as they designate specific connections between words

Duration: 5 minutes

The Period, Question Mark, and Exclamation Point 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25219

Punctuation makes a text clear. It tells us when to pause, indicates questions, links ideas, and adds expression. Some people have different preferences when it comes to punctuation, so always follow your boss's preference. If he or she instructs you to insert more commas or semicolons than today's magazines and newspapers typically use, then follow your organization's preferred style. However, if a matter is left to your discretion, remember that the old tried-and-true comma rule also applies for many other marks of punctuation: "When in doubt, leave it out."

Nevertheless, there are still standards and formalities in punctuation that you must fully grasp, not only to satisfy your boss but also to help promote your own career. Your work represents you, so you want it to speak well for both your employer and for you.

At the conclusion of this course you should:

- Understand the proper usage of the three punctuation marks that end a sentence: the period, question mark, and exclamation point

Duration: 5 minutes

Transitions, Repetition, Parallelism and Avoiding Redundancies and Clichés 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25220

In today's high-tech business world, someone's first impression of you may be through your writing. That's why

it's essential to create respectable writing, upholding the reputation of both you and your organization. Style sets a piece of writing apart, while certain language can drag a piece down, or even make it appear offensive.

At the conclusion of this course you should have:

- Gained some points of style, including how to use transitions to improve the structure of compound sentences
- Understood how talking about language, what is useful to avoid, such as redundant, sexist, or clichéd language

Duration: 5 minutes

Using Predicates, Objects, Complements and Modifiers 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25221

When you write, are you able to identify what the predicate is? Can you explain the difference between the direct and indirect object? While most native English speakers communicate in English every day, few remember the grammatical foundation of their own language. Understanding parts of sentences is important because it will help you avoid making mistakes in your business writing. Producing high quality writing bolsters your reputation and also avoids potential confusion on the part of your readers.

At the conclusion of this course you should:

- Understand the essential parts of sentences: predicates, objects, complements, and modifiers
- Identified what these are and how they are used

Duration: 5 minutes

Communication and Ethics 1.0

COMMUNICATION AND SOCIAL SKILLS LC25224

In today's fast-paced technical world, communication is moving quickly and misinformation can spread easily. In order to maintain ethical communication, businesses must be able to properly manage crisis situations and communicate with people from different cultures and experiences.

Duration: 10 minutes

Advanced Uses of the Comma 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25225

Commas may seem like a small part of your job, yet their absence or presence in your writing can result in different interpretations of a sentence. When it comes to business documents, your meaning needs to be clear; too much miscommunication can cause serious confusion, and can even

jeopardize your professional reputation. Therefore, reviewing the proper usage of the grammatical elements, like commas, is of the utmost importance.

At the conclusion of this course you should:

- Understand the use of commas
- Rules and examples so that your writing will not be subject to grammatical mistakes

Duration: 10 minutes

Italics, the Apostrophe, Dash and Ellipses 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25226

There are many aspects of writing and grammar that are easy to forget or often times overlooked. However, in the business world, your writing represents you and your organization. Knowing proper grammar usage will help you prevent mistakes and can enrich your writing skills.

At the conclusion of this course you should have:

- Understood the use of italics, apostrophes, dashes, and ellipses, including their basic rules and examples that will help you use them correctly in your own writing

Duration: 10 minutes

Modifiers and Sentence Structure Varieties 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25227

Writing, even business writing, is an art. It takes patience, practice, and a deep understanding of the English language. Sharpening these skills can help you produce clearer, more convincing writing that can benefit you professionally.

At the conclusion of this course you should:

- Understand modifiers, as well as sentence structure varieties and compounding structural elements

Duration: 10 minutes

Pronoun Problems 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25228

Give careful attention to your use of the English language. The ability to write and speak correctly is so important to a business career that you'll find the following to be almost always true: as you improve your speech, you will also naturally improve your business success. Yet, many people frequently misuse parts of speech, particularly pronouns, which are often confused with each other. While this is not

always detectable in everyday conversation, you should make an effort not to misuse pronouns in your professional writing.

At the conclusion of this course you should:

- Identify common errors people make with pronouns and how to use pronouns correctly

Duration: 10 minutes

Proper Grammar—Introduction to Adverbs 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25229

When was the last time you reviewed grammar? Many people don't remember studying English grammar in school. For those that do, remembering all the rules can be difficult. However, in order to polish your communication skills, understanding grammar is a must.

At the conclusion of this course you should have:

- Understood the use of adverbs
- How they are commonly positioned in a sentence
- The different forms and meanings an adverb can take

Duration: 10 minutes

Introduction to Pronouns 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25230

In your written correspondence, you should pay very close attention to the mechanics of your writing, not only to satisfy your boss, but also to help promote your own career. Once it leaves the office, your work speaks for itself. You want it to be a source of pride for both your employer and you; you certainly don't want it to be a source of humor for its recipients.

At the conclusion of this course you should have:

- Some basic facts about pronouns, as well as usage rules for personal, demonstrative, and relative pronouns

Duration: 10 minutes

Semicolon, Colon, and Quotation Marks 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25231

The sole purpose of punctuation is to make the text clear. If a mark of punctuation does not clarify the text, it should be omitted. In your written correspondence, you should pay very close attention to the mechanics of your writing, not only to satisfy your boss, but also to help promote your own career. Once it leaves the office, your work speaks for itself.

You want it to be a source of pride for both your employer and you; you certainly don't want it to be a source of humor for its recipients.

At the conclusion of this course you should:

- Understand the proper usage of semicolons, colons, and quotation marks

Duration: 10 minutes

Typical Word Usage Problems 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25232

Give careful attention to your use of the English language. The ability to write and speak correctly, is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse parts of speech. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should be able to identify several common word usage errors that people make in their writing, and how to correct them.

Duration: 10 minutes

Using and Identifying Phrases 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25233

Being able to use language properly is an important part of business correspondence. Other people will see and judge your writing; if they find mistakes, then you will be less credible in their eyes. You want your writing to be a source of pride for both your employer and you; you certainly don't want it to be a source of humor for its recipients.

At the conclusion of this course you should understand the different kinds of grammatical phrases and how they are used.

Duration: 10 minutes

Good Communication 1.0

COMMUNICATION AND SOCIAL SKILLS LC25237

Communication is more than just talking; it involves listening and speaking skillfully as you interact with people who may be fearful, angry, or frustrated. Miscommunication, which when we fail to communicate clearly, can cause very serious consequences. It may actually be the cause of the conflict in the first place. Good communications skills are critical to your success in business. You have to be able to

communicate your ideas as well as respond to ideas from others. You have to be able to respond to questions, handle conflict, and listen to your employees.

At the conclusion of this course you should have learned:

- Guidelines for properly communicating feedback
- Some techniques for being a good listener
- Different elements of nonverbal communication

Duration: 10 minutes

Correct Word Usage 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25238

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should have learned:

- Some guidelines for making your speech and writing more formal and forceful
- Some commonly misused words

Duration: 10 minutes

Parentheses, Brackets, the Hyphen, and the Slash 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25239

The sole purpose of punctuation is to make the text clear. If a mark of punctuation does not clarify the text, it should be omitted. In your written correspondence, you should pay very close attention to the mechanics of your writing, not only to satisfy your boss but also to help promote your own career. Once it leaves the office, your work speaks for itself. You want it to be a source of pride for both your employer and you; you certainly don't want it to be a source of humor for its recipients.

At the conclusion of this course you should understand the proper use of parentheses, brackets, hyphens, and slashes.

Duration: 10 minutes

Proper Grammar–Advanced Adverbs 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25240

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand:

- The standard use of adverbs
- The rules for adverbs and adverbial phrases in sentences
- The proper usage of some common adverbs

Duration: 10 minutes

Proper Grammar–Advanced Pronouns 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25241

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand:

- The proper use for different types of pronouns
- Common errors in pronoun usage

Duration: 10 minutes

Proper Grammar–Advanced Verbs 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25242

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand the different types of verbs, and how to use them properly.

Duration: 10 minutes

Proper Grammar–Conjunctions 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25243

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use, but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand:

- Coordinating conjunctions
- Subordinating conjunctions
- Correlative conjunctions

Duration: 10 minutes

Spelling–Applying the Office Dictionary 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25244

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand:

- The information found in dictionaries
- The rules for some common forms of pluralization

Duration: 10 minutes

Subject and Verb Relationships 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25245

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand:

- The basic definition of subject-verb pairs
- Rules for correct subject-verb agreement

Duration: 10 minutes

Using Clauses and Sentences 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25246

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse or misspell words. Some of these errors may not matter for colloquial use, but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand:

- Basic facts about sentences
- The definitions of independent and dependent clauses
- Methods for combining sentences
- Common sentence errors
- Tips for sentence variety

Duration: 10 minutes

Decoding Indirect and Direct Messages 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25248

There is a commonly held belief in American culture that being direct in your communication style, especially in business, is the best approach. Although practicing direct communication is preferred in some situations, it can often come across as harsh or severe, and in a business setting, can demoralize employees. Therefore, learning to communicate well in an indirect fashion is a valuable business and management skill.

Duration: 10 minutes

Workplace Communication–Presentations and Nonverbal Communication 1.0

COMMUNICATION AND SOCIAL SKILLS LC25249

For many people, the thought of making a presentation inspires anxiety. If you're one of those people, the best way to get over your fear is just to get up and do it. With time, it will get easier, and you might even start enjoying it. Throughout your business career, you'll likely be called on to present reports, address groups at all levels in the organization, represent your company at various events, run committee meetings, lead teams, or make a sales pitch. There are some methods and strategies to make these easier, less frightening, and more effective.

At the conclusion of this course you should understand:

- The four steps to creating an effective presentation
- Guidelines for using visual aids
- How nonverbal communication can affect your presentation

Duration: 10 minutes

Common Word Usage Errors 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25250

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse parts of speech. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should have learned some common errors in word usage and how to correct them.

Duration: 10 minutes

Everyday Word Usage Blunders 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25251

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse parts of speech. Some of these errors may not matter for colloquial use but are incorrect for formal speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should be able to identify some common errors in word usage.

Duration: 10 minutes

Office Spelling—Confusing Homonyms, Compounds and Negative Formations 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25253

Give careful attention to your use of the English language. The ability to write and speak correctly is very important to a business career; as you improve your speech, you will also naturally improve your business success. Many writers frequently misuse parts of speech. Some of these errors may not matter for colloquial use but are incorrect for formal

speech and writing, which is the only kind you should use in business.

At the conclusion of this course you should understand:

- Commonly confused homonyms
- Differences between American spelling and British spelling
- Correct use of compound words
- Correct use of punctuation when writing numbers
- Correct use of negative formations

Duration: 10 minutes

Interview Communication 1.0

COMMUNICATION AND SOCIAL SKILLS LC25261

One form of common business communication is the interview. Whether you are interviewing for a job or interviewing someone else, it's important to understand the proper way to conduct an interview. As your business grows and your role in the business changes, you will likely be involved in conducting interviews of prospective candidates for new positions. Basic to the interview process is developing and asking good questions. But before you design your interview questions, you need to make sure you have a clear purpose for gathering the information.

Duration: 10 minutes

Overcoming Barriers to Workplace Communication 1.0

COMMUNICATION AND SOCIAL SKILLS LC25262

When we talk about communication, a barrier is anything that prevents people from effectively conveying their messages. There are many things that people do to throw up such barriers, whether they mean to or not, and being able to listen properly without imposing obstacles is a discipline unto itself. However, there are also barriers that are inherent when a group of people try to work together. You should understand these barriers and how they can affect your organization.

Duration: 10 minutes

Proper Grammar—Adjectives 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25263

Writing professionally means polishing your grammar. After all, the way you speak in casual conversation and the expectations for business writing are different. In a professional setting, it is important to recall certain grammar rules you may not know or may have forgotten.

Duration: 10 minutes

Proper Grammar—Introduction to Verbs 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25264

What does it mean to be a professional? It means you have to think like one, act like one, and, of course, write like one. Even the most confident managers and competent workers can lose themselves in their writing. In order to make sure your writing matches your skills, we have created a quick and informative overview of basic English grammar.

Duration: 10 minutes

Lead by Listening 1.0

COMMUNICATION AND SOCIAL SKILLS LC25272

Listening is the one skill that most employees say is truly important for their supervisors to have. With effective listening as your foundation, you can accomplish a lot as a leader. It is an important skill at work, just as it is in private life.

Duration: 10 minutes

The Business of Communication 1.0

COMMUNICATION AND SOCIAL SKILLS LC25273

No organization can function if its members do not communicate effectively and understand each other. Few businesses can grow without innovation and refinement. When the time comes to develop a new product, proper communication among everyone involved is vital for that product's success.

Duration: 10 minutes

Understanding Communication 1.0

COMMUNICATION AND SOCIAL SKILLS LC25279

Communication is the process of exchanging information between individuals. Ensuring that this information is correctly received is vital to organizations and businesses. It's how we coordinate actions and achieve goals. The majority of a manager's time is spent communicating, and communication ability is firmly related to a manager's performance.

Duration: 10 minutes

Understanding Linear and Circular Communication Styles 1.0

COMMUNICATION AND SOCIAL SKILLS LC25280

We have all encountered people who annoy us when they speak. They may ramble on about unimportant details, or they may be brusque and rude. Often, these clashes in

conversation are due to differing communication styles. In the business world, it is important to understand different styles and how to make use of them in the office.

Duration: 10 minutes

Communication Channels 1.0

COMMUNICATION AND SOCIAL SKILLS LC25285

What is the best way to communicate within an organization? Communication is an important part of organizational life, and helps companies function effectively. There are advantages and disadvantages involved with different types of communication and how they flow between different levels of employees.

Duration: 15 minutes

Advanced Spelling—Suffixes and Capitalization 1.0 (US)

COMMUNICATION AND SOCIAL SKILLS LC25290

You probably learned English spelling and capitalization rules in elementary school. However, the passing of time and today's use of technology may mean that you've forgotten many of the rules. Brushing up on these rules will help you become an expert in written communication in the workplace.

Duration: 15 minutes

Communication and Channels 1.0

COMMUNICATION AND SOCIAL SKILLS LC25301

Why is communication such an important part of organizational life? 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!

Duration: 25 minutes

Communication Barriers 1.0

COMMUNICATION AND SOCIAL SKILLS LC25302

Everyone knows communication is key to helping an organization succeed. But what happens when there are barriers to effective communication. Since this is such a diverse topic, managers have a responsibility to set the tone and exercise best practices of communication.

Duration: 25 minutes

Making Meetings Matter 2.0

COMMUNICATION AND SOCIAL SKILLS LH16001

The best way to enhance productivity, increase engagement, and make work fun again, is to change the way all those meetings we spend so much time in are designed, led, and experienced. This course can help with that.

Duration: 30 minutes

Manage Meeting Personalities 1.0

COMMUNICATION AND SOCIAL SKILLS LH16002

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.

Duration: 5 minutes

Interview Skills (2019)

COMMUNICATION AND SOCIAL SKILLS LH16003

Be so good that they can't ignore you. This course can help you to improve your interview skills and make you stand out from the crowd.

Duration: 30 minutes

Agenda Setting 1.0

COMMUNICATION AND SOCIAL SKILLS LH16004

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.

Duration: 5 minutes

Business Report Writing Skills 1.0

COMMUNICATION AND SOCIAL SKILLS LH16005

This course provides tips and advice to make any report you create look the business!

Duration: 15 minutes

Définir un ordre du jour 1.0 Agenda Setting–French

COMMUNICATION AND SOCIAL SKILLS LH16010

Un simple programme de réunion distribué à l'avance est peut-être l'outil le plus important pour assurer une réunion à la fois productive et réussie. Chaque type de réunion nécessite un programme différent. Mais il y a cinq ou six domaines qu'il faut couvrir à coup sûr.

Duration: 5 minutes

Conflict Management

Handling Conflict and Negotiation Ethically 1.0

CONFLICT MANAGEMENT

LC25215

Are hardball tactics OK to use? Sometimes a course of action is legal, but is questionable in terms of ethics. Ethics establish a way of doing what is right, fair, and honest. If your counterpart feels you are being unfair or dishonest, he or she is less likely to make any concessions—or even to negotiate with you in the first place.

Duration: 5 minutes

Identifying the Causes of Conflict 1.0

CONFLICT MANAGEMENT

LC25247

There are many potential root causes for conflict—basically, anything that leads to a disagreement could be a cause. Conflict is common to organizations, especially larger ones, but some companies have more than others. If you understand the common ways in which conflict can bloom, and the potential outcomes for disagreements, you will be better equipped to prevent this issue from getting in the way of your operations.

Duration: 10 minutes

Thomas-Kilmann Conflict Model 1.0

CONFLICT MANAGEMENT

LC25258

The Thomas-Kilmann Conflict Model is a model that will bring you a tremendous amount of help as you learn to deal with conflict in a more productive and intentional way. This model encourages you to think about what you are trying to accomplish when you get into a conflict, allowing you to implement strategies that will allow for an optimal outcome.

Duration: 10 minutes

Handling Conflicts in High-Value Relationships 1.0

CONFLICT MANAGEMENT

LC25259

Conflict management strategies will help you be more productive both in your work life and in your personal life. The Thomas-Kilmann conflict model discusses five strategies for confronting conflict.

Duration: 10 minutes

Handling Conflicts in Low-Value Relationships 1.0

CONFLICT MANAGEMENT

LC25267

Conflict is unavoidable. We will inevitably disagree with people, and sometimes those disagreements can become serious. However, not all conflict should be handled the same way. There are some people who are very important to us—family and friends, and in another way coworkers and bosses; there are other people whom we need for their services but with whom we have very little interaction. These low-value relationships have their own strategies for conflict resolution.

Duration: 10 minutes

Managing Conflict 1.0

CONFLICT MANAGEMENT

LC25275

Have you ever known someone that was just difficult to get along with? Sometimes, people seem to be looking for a reason to disagree with you. Even if you don't work with someone like this, conflict will happen, whether it's between you and an employee, or between two different employees. When conflict does arise, it will be up to you to manage it in an effective and professional manner.

Duration: 10 minutes

Productive Conflict Resolution—An Introduction 1.0

CONFLICT MANAGEMENT

LC25282

When conflict is present in an organization it can cause stress and uncertainty. By reframing how employees think about conflict, and by using team agreements to put a framework for dealing with conflict in place, much of that stress can be redirected into productivity.

Duration: 10 minutes

Managing Conflict in the Workplace 1.0

CONFLICT MANAGEMENT

LC25283

Dealing with conflict at work can be uncomfortable, frustrating, and tiring. However, conflict isn't necessarily a bad thing—it can help your team and company grow and improve. How you manage it can determine the success of the team, idea, or product. There are different managerial decisions you

can make to diffuse and work through conflict, and different styles of managing conflict.

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.

Duration: 10 minutes

Win-Win Negotiations for Conflict Resolution 1.0

CONFLICT MANAGEMENT

LC25284

In this module, we'll focus on specific steps that you can use in a Win-Win Negotiation Process. The phrase "win-win" is used to describe the collaboration strategy in the conflict model. This module shares many strategies for working through a conflict situation to get a win-win, and equips participants to lead win-win negotiations to reach resolutions.

Duration: 10 minutes

Understanding Conflict in the Workplace 1.0

CONFLICT MANAGEMENT

LC25287

Most people are uncomfortable with conflict, but is conflict always bad? There are different types of conflict, resulting in pros and cons within an organization. Perhaps the most important thing to realize is that managing conflict and engaging in effective negotiation are key to nurturing and preserving working relationships and fostering a positive work environment.

Duration: 15 minutes

Customer Service

Identifying and Exceeding Customer Needs 1.0

CUSTOMER SERVICE

LC76012

Here, you'll follow the process of uncovering customers' needs, exploring and categorizing those needs and turning them into opportunities to gain a valuable customer that continues to want more of what you have to offer.

Duration: 15 minutes

Mastering the Telephone: Basic Skills 1.0

CUSTOMER SERVICE

LC76013

Telephones are the primary tool used today for conducting business, so it's no wonder that to be successful in any business, you must be able to communicate effectively by telephone. This training is designed to help you master fundamental telephone communication and management skills that allow you to be productive while building rapport with your internal and external customers.

Duration: 15 minutes

Handling Customer Complaints 1.0

CUSTOMER SERVICE

LC76014

Did you know that many unsatisfied customers don't even bother to complain? Much more damaging, they simply leave and buy from your competitors. In this course you'll learn some effective strategies for turning a complaining customer into a corporate advocate.

Duration: 15 minutes

Excellence in Customer Service 1.0

CUSTOMER SERVICE

LC76015

When it comes to business, our clients have all too many options. So what can you do to stand out and become their number one choice time and time again? Find out in this course. In this course, you'll learn all about the CONTACT approach to customer excellence, designed to set you apart from the competition.

Duration: 15 minutes

Five Steps to Problem-Solving and Diffusing Upset Customers 1.0

CUSTOMER SERVICE

LC76016

Here you'll learn all about the five-step TOTAL approach to customer service while problem-solving and diffusing upset customers. You'll then be able to apply this information in any customer interaction—be it by phone, email or online chat. This course will cover the best practices of industry leading companies when providing stellar customer service.

Duration: 15 minutes

Is the Customer Always Right? 1.0

CUSTOMER SERVICE

LC76017

Exploring the intended meaning behind the question, "Is the customer always right?" equips you with techniques for turning customer problems into opportunities. These techniques help you exercise goodwill, cultivate business relationships, market products and services, implement product improvement, increase sales and revenue, and more.

Duration: 15 minutes

Stellar Customer Service Best Practices 1.0

CUSTOMER SERVICE

LC76018

This course will cover the best practices of industry leading companies who provide stellar customer service.

Duration: 15 minutes

Customer Service Success 1.0

CUSTOMER SERVICE

LH30001

We all love to receive great customer service. As consumers it makes us feel good. So much so, consumers now rate customer service as the most important factor when deciding to do business with a company. So it's really important to understand and avoid certain behaviours that make our customers angry. This course can help you to improve your Customer Service.

Duration: 10 minutes

Telephone Etiquette 1.0

CUSTOMER SERVICE

LH30002

Every time you make or receive a call at work the conversation you have with customers will shape their entire perception of your company. This course can help to ensure your Telephone Etiquette is up to the task.

Duration: 5 minutes

Complaint Handling 2.0

CUSTOMER SERVICE

LH30003

Research has shown that 95% of customers will give you a second chance if you handle their complaint successfully. This means complaint handling is a skill vital to retaining customers. This course will help to improve your ability to handle complaints.

Duration: 10 minutes

Customer Loyalty 1.0

CUSTOMER SERVICE

LH30004

Great customer service can turn average customers into loyal fans of your business, and a loyal customer means repeat business. This course will help you to maximise customer loyalty through your customer skills.

Duration: 10 minutes

Vulnerable Customer 1.0

CUSTOMER SERVICE

LH30005

The bottom line is the same as with all customers: Empathy. The golden rule – treat others how you'd want to be treated. But is there more to it than that? Our course explores how companies can adopt policies that help them to interact with and service vulnerable customers in a considerate way. We'll make sure everyone taking it understands exactly what vulnerability means, entails and results in.

Duration: 20 minutes

Introduction to Key Account Management 1.0

CUSTOMER SERVICE

LH30006

You've heard of account management. It's like sales, right? And customer service? But what about key account management? This course is an introduction to just that. We'll explain what a key account is, what a key account manager does, and how your business could benefit from one.

Duration: 10 minutes

Key Account Management in Your Business 1.0

CUSTOMER SERVICE

LH30007

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.

Duration: 15 minutes

Cultural Awareness in Hospitality 1.0

CUSTOMER SERVICE

LH30009

To put it simply, every customer you meet is different. They each have their own certain views, preferences and expectations. This is because every person is a product of their culture and it informs how they think, feel and interact with the world. So, gaining cultural awareness is a great way to understand how each of your customers would like to be treated. It's up to you as a hospitality employee to use your knowledge of different cultures to provide every customer with the experience they expect and deserve. This course is here to show you how.

Duration: 10 minutes

Upselling in Hospitality 2019

CUSTOMER SERVICE

LH30010

Upselling can be thought of as a tricky proposition in hospitality, especially when you think of sales as being a pushy hard sell. It doesn't need to be though. In fact, the problem there is that it's being viewed as you versus the customer, rather than as a win-win. This course'll give you the inside you need to be able to properly showcase and suggest your full offering in a way that'll help you make more money and give your customers the best experience for them.

Duration: 10 minutes

Taking Care of Yourself First 1.0

CUSTOMER SERVICE

LH30011

If you're in a customer service or hospitality role – it's a safe bet that you're used to putting other people first. You give that great customer service, go the extra mile, and take care of others. While this is all wonderful.... do you ever

feel burned out? The thing is, as service providers, we can sometimes put all of our energy into doing our job. Failing to look after ourselves or taking care of ourselves can mean there's not always much left to give. This course will come up with ways you can put yourself first, without sacrificing your great level of service.

Duration: 10 minutes

What Makes a Key Account Manager 1.0

CUSTOMER SERVICE LH30012

Okay, you've just about wrapped your head around Key Account Management and why it exists. But, what kind of person does it take to be one of these key account managers? What character traits should they have, and what things do they need to do to be great at their job?

Duration: 5 minutes

Promote Your Service Value 1.0

CUSTOMER SERVICE LH30013

Every company has its own service value. And so do all of us. It's what sets us apart from the rest. What makes us different, or special. Think about it, why do certain businesses keep you coming back? Every company needs a USP – a unique selling point. This course will get you thinking about your own company's service value, And give you some ideas about how to differentiate yourself. After all, customer service is the thing that keeps your customers coming back. So, let's figure out what sets you apart.

Duration: 10 minutes

Hospitality–Concierge Best Practices 1.0

CUSTOMER SERVICE LH30018

This course is here to give you an idea of what your role is as concierge, the skills you'll need, and how to be as effective as possible. It won't assume prior knowledge and will run through the basics, but if you're an experienced concierge, there should still be some tips you can use. Plus, it's always good to freshen up on the fundamentals. A concierge is a person who assists guests with personal services. To do any of these things, you have to be an expert on what's going on locally. You need to be personable, but perhaps most importantly, you have to have the right mindset.

Duration: 10 minutes

Werben Sie für Ihren Leistungswert 1.0 (Promote your Service Value 1.0–German)

CUSTOMER SERVICE LH30027

Was genau ist ein Leistungswert? Wenn Sie ein Unternehmen führen und Ihren Leistungswert nicht kennen, dann benötigen Sie diesen Kurs! In diesem Kurs geht es darum, genau zu verstehen, was Sie von Ihren Wettbewerbern unterscheidet, und wie Sie genau das herausfinden. Darüber hinaus erfahren Sie hier, wie Sie Ihr Unternehmen ausrichten, wenn Sie noch nicht über Alleinstellungsmerkmale verfügen. Außerdem erfahren Sie in einigen einfachen Schritten, wie Sie sich einen treuen Kundenstamm aufbauen.

Duration: 10 minutes

Promocione su Valor de Servicio 1.0 Promote Your Service Value 1.0

CUSTOMER SERVICE LH30028

¿Qué es el valor de servicio? Bueno, si tiene un negocio y no conoce cuál es el suyo, ¡necesita este curso! Esto gira completamente en torno a comprender con exactitud lo que lo diferencia de sus competidores, y cómo puede hacer para determinarlo. E incluso si todavía no hay nada, cómo elegir una dirección que le resulte útil. También analizaremos algunos pasos simples para crear una base de clientes leales.

Duration: 10 minutes

Gestión de quejas 2.0 Complaint Handling 2.0

CUSTOMER SERVICE LH30031

Este curso se desarrolló para ofrecerle los conocimientos, las habilidades y la confianza necesarios para gestionar quejas y abordarlas de manera efectiva.

Seguramente ya haya recibido capacitación relacionada con las quejas de clientes o ya haya completado otros cursos de capacitación electrónica o presencial, pero las expectativas de los clientes han cambiado. Por lo tanto, esta no es una respuesta de manual sobre cómo abordar las quejas; en cambio, el curso le brindará una herramienta real que, si la utiliza correctamente, lo empoderará y lo ayudará a gestionar las quejas a favor del cliente.

Duration: 10 minutes

Umgang mit Reklamationen 2.0 Complaints Handling 2.0

CUSTOMER SERVICE

LH30032

Dieser Kurs soll Ihnen das Know-how, die Fähigkeiten und das Selbstvertrauen zur Abwicklung von Reklamationen und zum effektiven Umgang mit ihnen vermitteln.

Womöglich haben Sie schon eine Schulung zum Thema „Kundenreklamationen“ besucht oder an einem E-Learning bzw. einer Präsenzs Schulung teilgenommen. Die Erwartungen der Verbraucher haben sich jedoch in der Zwischenzeit geändert. Sie erhalten hier also keine 08/15-Antwort aus einem Lehrbuch zum Umgang mit Reklamationen. Stattdessen bietet Ihnen dieser Kurs eine praxisnahe Anleitung, die Ihnen bei richtiger Anwendung eine kompetente Abwicklung von Reklamationen ermöglicht.

Duration: 10 minutes

Benimmregeln am Telefon 1.0 Telephone Etiquette 1.0–German

CUSTOMER SERVICE

LH30033

Man sagt ja, es gibt keine zweite Chance, einen ersten Eindruck zu hinterlassen, und erstaunlicherweise bildet sich der Anrufer in lediglich sechs Sekunden eine Meinung zu Ihrem Unternehmen. Wenn Sie den Kunden begeistern, können Sie einen lebenslangen Kunden gewinnen. Wenn Sie die Sache jedoch falsch angehen, können Sie den Kunden für immer verlieren. 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.

Duration: 10 minutes

Convenciones Telefónicas 1.0 Telephone Etiquette 1.0–Spanish

CUSTOMER SERVICE

LH30034

Como dice el dicho, “No hay segunda oportunidad para una primera impresión”, y sorprendentemente, la persona que llama solo tarda 6 segundos en hacerse una impresión sobre su empresa. Si la cautiva, puede obtener un cliente para toda la vida. Pero si lo hace mal, el cliente podría colgar el teléfono para siempre. 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.

Duration: 10 minutes

Éxito en el Servicio de Atención al Cliente 2.0 Customer Service Success 2.0–Spanish

CUSTOMER SERVICE

LH76021

A todos nos encanta recibir un gran servicio de atención al cliente. Como consumidores, hace que nos sintamos bien. Tanto es así que, en la actualidad, los consumidores consideran que el servicio de atención al cliente constituye el factor más importante al momento de decidir si realizan negocios con una compañía. Por lo tanto, es realmente importante comprender y evitar ciertos comportamientos que enfadan a nuestros clientes.

Duration: 10 minutes

Erfolgreich beim Kundenservice 2.0 Customer Service Success 2.0–German

CUSTOMER SERVICE

LH76022

Wir alle freuen uns über einen hervorragenden Kundenservice. Er gibt uns als Verbrauchern ein gutes Gefühl. Mittlerweile sehen Verbraucher den Kundenservice als wichtigsten Faktor bei der Entscheidung, ob sie mit einem Unternehmen Geschäfte abwickeln möchten. Daher ist es von größter Bedeutung, bestimmte Verhaltensweisen, die unsere Kunden verärgern, zu verstehen und zu vermeiden. In diesem Kurs erfahren Sie, wie Sie Ihren Kundenservice verbessern.

Duration: 15 minutes

Gestion des réclamations 2.0 Complaint Handling 2.0

CUSTOMER SERVICE

LH30035

Ce cours a pour but de vous fournir les connaissances, les compétences et la confiance nécessaires pour traiter et gérer les réclamations efficacement.

Vous avez probablement déjà assisté à une formation à la gestion des réclamations ou à d'autres formations en ligne et en classe, mais les attentes des consommateurs ont changé. Il ne s'agit pas d'une formation encyclopédique sur la manière de traiter les réclamations, mais plutôt d'un cours qui vous donnera des outils concrets qui, s'ils sont utilisés correctement, vous aideront à gérer les réclamations de manière optimale.

Duration: 10 minutes

Une étiquette d'excellence au téléphone 1.0

Telephone Etiquette 1.0

CUSTOMER SERVICE

LH30036

Saviez-vous que 75 % d'adultes ont admis avoir utilisé leur téléphone aux toilettes ? Beurk

Avec des chiffres pareils, il n'est pas étonnant que tant de clients pensent que l'étiquette au téléphone se perd. À chaque fois que vous passez ou recevez un appel professionnel, votre conversation avec les clients définit la façon dont ils perçoivent votre entreprise.

Duration: 10 minutes

Cyber Security

Types of Ransomware, Acts and Obligations 1.0

CYBER SECURITY
LH04003

We'll explain the different types of ransomware, and what they do. We'll talk about the laws that make this criminal activity, well, illegal. And we'll give you explicit steps on how to prevent anything attacking your system. We've got your back, don't worry.

Duration: 15 minutes

Ransomware Prevention—Preventing Attacks and Contingency 1.0

CYBER SECURITY LH04004

Since Ransomware attacks can be a terrifying thing to happen to anyone with personal data, or any businesses with customer data, we should talk about how to stop attacks. This course is all about prevention. We'll go into explicit details and give you great tips. And don't panic—we'll also give you a contingency plan in case it's too late.

Duration: 15 minutes

Cloud Computing 1.0

CYBER SECURITY LH04005

The Cloud has been a huge development in the field of data storage and sharing. While it's nothing to fear, there are also data risks associated with its use. This course will help you retain the benefits while eliminating the dangers.

Duration: 15 minutes

Cyber Security Overview 1.0

CYBER SECURITY LH04006

Knowing the important parts of cyber-security is very handy. The majority of us use computers, so it's vital we know how to keep our data nice and safe! This course is all about that. We'll give a great, comprehensive overview of the cyber-security landscape. You'll come away with an understanding of how people can stay protected.

Duration: 15 minutes

Computer Forensics—Investigations 1.0

CYBER SECURITY LH04007

Computer Forensics can unearth the secrets buried deep in computers, phones, tablets and cameras. They could be full of criminal evidence needed for a case or prosecution. This course is all about investigations. So—if you're a business and criminal activity takes place in your company, and on your machines, you need to know all about it.

Duration: 15 minutes

Social Engineering 1.0

CYBER SECURITY LH04008

The course is an overview of social engineering techniques. It's designed to help you understand where threats to your data are coming from, and how you can protect yourself. It forms part of the cybersecurity collection, and can be taken either as a standalone course or as part of the collection as a whole.

Duration: 15 minutes

Internet of Things 1.0

CYBER SECURITY LH04009

The Internet of Things is all about how different devices connected to the internet are now all connecting together. Since the world is constantly changing around us, it's so important to have a grasp on the world of technology. After all, it's not just IT people it affects... both our professional and personal lives are affected by these changes. This course will explore all the ways these things connect to each other and you'll learn some of the amazing advances to technology happening in the world.

Duration: 15 minutes

Malware and Viruses 1.0

CYBER SECURITY LH04010

Let's be honest – whether it's work or at home, we all use computers. And we love them, they're great. But sadly, there are people out there who use them for bad. They'll try and get hold of your stuff, steal your files, or even control your computer. Frightening, right? So – we'll tell you the different types of malware you need to know about, who creates this software, and why. And as a bonus, you'll learn how to protect yourself and prevent any nasty attacks!

Duration: 10 minutes

Cryptography 1.0

CYBER SECURITY

LH04012

Cryptography is the art of creating codes to encrypt information – meaning to jumble it and make it unreadable – and keep it secret. It's all about encoding data, so that only the people who were meant to see it will see it. It's very old, and exists in many different forms, but its purpose is always to hide information. Modern cryptography uses sophisticated mathematical equations (algorithms) and secret keys to encrypt and decrypt data.

Duration: 10 minutes

Übersicht zur Cybersicherheit 1.0 Cyber Security Overview 1.0–German

CYBER SECURITY

LH04015

Die wichtigsten Grundsätze der Cybersicherheit zu kennen, ist sehr praktisch. Da wir fast alle mit Computern arbeiten, müssen wir wissen, wie wir die Sicherheit unserer Daten gewährleisten können. Genau darum geht es in diesem Kurs. Sie erhalten eine umfassende Übersicht über das Umfeld der Cybersicherheit. Nach Abschluss des Kurses werden Sie wissen, wie Sie sich selbst und Ihre Daten schützen können.

Duration: 10 minutes

Ciberseguridad 1.0 Cyber Security Overview 1.0–Spanish

CYBER SECURITY

LH04016

Debido a que la delegación es una de las habilidades de negocio más importantes, es extraño que la gente no lo haga con mayor frecuencia. 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.

Duration: 20 minutes

Introduction to Ransomware 1.0

CYBER SECURITY

LH04001

Ransomware is malicious software that holds your personal files hostage, makes them unreadable, and demands a payment to release them. We'll go into detail so you have a comprehensive understanding of Encryption and Cybersecurity. You'll take away tips on keeping your information safe, and how to stop future attacks from taking place.

Duration: 10 minutes

Ransomware and Cybercrime 1.0

CYBER SECURITY

LH04002

Ransomware is a type of cybercrime that pretty much anyone using a computer should know about. Cybercrime is rife, and you want you to understand how to protect yourself from it. Without the right protection and preventative measures, Ransomware can prey on you.

Duration: 10 minutes

Identity and Access Management 1.0

CYBER SECURITY

LH04011

Identity and access management is all the processes that keep your network safe and secure. IAM is the structure you have to protect your employee, contractor, and client data. Only one security breach can be horrific for your business and can result in a large fine or even worse, a lawsuit.

Duration: 10 minutes

Network and System Compliance Auditing 1.0

CYBER SECURITY

LH04013

Compliance auditing is so important. You need to make sure everything within your system and networks are above board so that they meet all the rules and regulations required of them. So if you work anywhere with an IT network or IT systems in place – and let us face it, you definitely do – this course is for you. Compliance means making sure everything you have done, you do, and you are going to do meets all the standards required. Auditing means thoroughly going over every aspect of your business to make sure it is compliant. So, put them together, and you are looking at the measures you take to analyze a business health in relation to its internal and external requirements.

Duration: 10 minutes

Overview of Network and System Audits 1.0

CYBER SECURITY

LH04014

The point of a system audit is to make sure everything is in order, and evaluate your organizations IT infrastructure. Since modern companies are increasingly computerized, making sure your business could survive a cyberattack is a vital preventative measure. Cybercrime is a nightmare for business. It is straight forward, no company wants hackers rifling through their private data or stealing from them. So, if you think you could be subject to an audit, or you would like to get your company's policies in order before that happens, this course will tell you everything you need to know.

Duration: 10 minutes

Diversity & Inclusion

What is Diversity and Inclusion? (2018)

DIVERSITY AND INCLUSION

LC10111

Have you ever wondered how your unique experiences—and the perspectives they lend—make you an asset to your work environment? Maybe you’ve never considered that each person’s uniqueness could be their most important resource when working on a team. In this course, you’ll learn the effect of knowing your own unique value, as well as that of others.

Duration: 20 minutes

Your Unique Diversity in the Workplace (2018)

DIVERSITY AND INCLUSION

LC10112

In this course, you’ll learn there’s no one else in the entire world that has the very same attributes as you. This makes you uniquely qualified to offer your attributes in your workplace, resulting in a positive work environment.

Duration: 20 minutes

Identifying Diversity in Others (2018)

DIVERSITY AND INCLUSION

LC10113

Learn how and why working with a team of diverse individuals can lead to the best results.

Duration: 20 minutes

Leveraging Diversity and Strengths in the Workplace (2018)

DIVERSITY AND INCLUSION

LC10114

Now that you understand the importance of the diversity of others and what each person brings to the workplace, let’s learn how to leverage each other’s strengths in order to build a better work environment.

Duration: 20 minutes

Transgender Protections in the Workplace

DIVERSITY AND INCLUSION

LC10115

In this course we’ll 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.

Duration: 20 minutes

Leading A Diverse Workforce, Part One 1.0

DIVERSITY AND INCLUSION

LC25037

Today’s workplace, like society itself, is more like a tossed salad than a melting pot. The concept of diversity as it is applied to a work group has no universal meaning. It means many things to different people. However, the importance of diversity in the workforce is clear. By understanding more about what diversity is and its benefits to your company, you will be able to foster a stronger, more diverse workforce.

Duration: 10 minutes

Leading A Diverse Workforce, Part Two 1.0

DIVERSITY AND INCLUSION

LC25038

We know the importance of diversity in the workforce and its benefits to you as a manager, your company, and your team. But how can supervisors and managers actively promote diversity within the workplace? Not only must we make a commitment to diversity, it is also necessary to improve our own cultural awareness.

Duration: 10 minutes

Disabilities—Opening Doors to All Candidates 2018

DIVERSITY AND INCLUSION

LC25204

The goal of the hiring process is to attract and identify the individual who has the best mix of skills and attributes for the job. Ensuring that all qualified individuals can participate in the process is key to achieving this goal. By examining hiring procedures and implementing some simple steps, employers can widen their pool of potential talent and ensure that they do not miss out when the best candidate happens to have a disability.

Duration: 15 minutes

Hiring for a Diverse Workforce 1.0

DIVERSITY AND INCLUSION

LC25208

Over the past decades, our culture has become increasingly aware about the need for and benefits of sensitivity to minority groups and cultures. There are legal mandates for diversity and unbiased practices, but there are also social pressures to ensure diverse workforces. You should understand the reasons behind these pressures and the gains you can make from promoting diversity and multiculturalism among your employees.

Duration: 15 minutes

Group Dynamics 1.0

DIVERSITY AND INCLUSION

LC25299

How do group formations affect the workplace? Robert Henderson discovered that by forming empowered teams of highly qualified employees, his factory could achieve more than ever before; the same can be true for any workplace. Healthy teams can contribute more success to an organization that even the most dedicated individuals.

Duration: 20 minutes

The Mindful Leader

DIVERSITY AND INCLUSION

LH13003

If you want to refresh your focus, and become a better leader, you need to develop mindfulness. If you want help to develop mindedness, this course is for you.

Duration: 5 minutes

Unconscious Bias 1.0

DIVERSITY AND INCLUSION

LH13007

This course is different from most unconscious bias e-learning modules. We're not going to pretend that after 30 minutes of e-learning, and clicking through scenario slides—you are going to be magically cured of your unconscious bias. Instead we want to take you on a kind of unconscious bias journey. We really hope you enjoy discovering how your brain works.

Duration: 20 minutes

Prejuicio Inconsciente 1.0 Unconscious Bias 1.0—Spanish

DIVERSITY AND INCLUSION

LH13010

Este curso difiere de la mayoría de los módulos de capacitación electrónica sobre el sesgo inconsciente. No pretendemos que, después de 30 minutos de capacitación electrónica, y de hacer clic en diapositivas de escenarios, se cure mágicamente de su sesgo inconsciente. En cambio, queremos que transite un tipo de recorrido de sesgo inconsciente.

Duration: 20 minutes

Unbewusste Voreingenommenheit 1.0 Unconscious Bias 1.0—German

DIVERSITY AND INCLUSION

LH13013

Dieser Kurs unterscheidet sich von den meisten anderen ELearningModulen zu unbewusster Voreingenommenheit. Wir erheben keinen Anspruch darauf, dass Sie nach 30 Minuten ELearning und Klicken durch die Folien zu den Szenarien Ihre unbewussten Vorurteile auf wundersame Weise abgebaut haben werden. Stattdessen möchten wir Sie auf eine Art Reise durch die unbewusste Voreingenommenheit mitnehmen.

Duration: 20 minutes

Equality and Diversity in the Workplace 1.0 (UK/EU)

DIVERSITY AND INCLUSION

LH40002

The best companies know that an inclusive environment inspires creativity and innovation. Different kinds of people, from different kinds of places, with diverse backgrounds all working together. In a work environment that honours individuality, human dignity and equality – people want to be themselves, and are empowered to do the best work of their lives.

Duration: 10 minutes

Disability Awareness in the Workplace 2.0

DIVERSITY AND INCLUSION

P107988

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.

Duration: 20 minutes

LGBTIQ+ Inclusion in the Workplace 2.0

DIVERSITY AND INCLUSION

P107989

This course covers the importance of LGBTIQ+ inclusion, some of the terms used around the LGBTIQ+ community and ways to make workplaces more LGBTIQ+ inclusive.

Duration: 15 minutes

Digital Accessibility–Tips for Elearning 2.0

DIVERSITY AND INCLUSION

P108150

This course is an introduction to digital accessibility. It gives an overview of web accessibility, why it's important and the standards used to measure it. It also provides some practical steps for creating online learning that meets web accessibility standards.

Duration: 15 minutes

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

DIVERSITY AND INCLUSION

P108154

This course has been designed to 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.

Duration: 10 minutes

Creating Value Through Diversity and Inclusion–Understanding Unconscious Bias 3.0

DIVERSITY AND INCLUSION

P108156

This course is the third of three courses about workplace diversity and inclusion. It focuses on ways to combat unconscious bias. This course covers important information about unconscious bias in the workplace and how it can be challenged to encourage and promote the growth of diverse and inclusive workplaces.

Duration: 10 minutes

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

DIVERSITY AND INCLUSION

P108157

This course has been designed to help your workers become more inclusive leaders and to explore how others lead via contextualized scenarios.

Duration: 10 minutes

Préjugés inconscients 1.0 Unconscious Bias 1.0

DIVERSITY AND INCLUSION

LH13016

Ce cours est différent de la plupart des modules de formation en ligne sur les préjugés inconscients.

À mesure que vous en apprendrez davantage sur les préjugés inconscients, vous passerez par certaines phases importantes. Nous espérons que vous apprécierez de voir comment fonctionne votre cerveau.

Duration: 20 minutes

Finance Skills

Financial Documents 101 1.0 (US)

FINANCE SKILLS LC79101

This course steps the student through two basic and essential financial statements—the income statement and balance sheet—in addition to profitability ratios, liquidity ratios and solvency ratios. Ensuring staff efficiencies, will increase your productivity and revenue.

Duration: 10 minutes

Cash Flow—Statements and Logistics 1.0 (US)

FINANCE SKILLS LC79102

This course walks the student through the statement of cash flows. It also explains the complexities behind how a company can experience increasing sales at the same time as decreasing cash or running out of cash. By educating your staff on the importance of organizational finance structure and analysis, you not only increase productivity, but profitability as well.

Duration: 10 minutes

Budgeting Basics 1.0 (US)

FINANCE SKILLS LC79103

Budgeting is a critical communication tool. This course steps the student through a typical budgeting process. A successful approach is described in a step-by-step manner with the intent of maximizing buy-in from employees.

Duration: 10 minutes

Capital Budgeting Methods and When to Use Them 1.0 (US)

FINANCE SKILLS LC79104

This course guides the student through a variety of analyses for capital budgeting investment. It includes two gateway calculations, as well as two advanced methods, which can be used for more detailed analysis.

Duration: 10 minutes

Costs, Volume and Profits 1.0 (US)

FINANCE SKILLS LC79105

This course introduces fixed and variable costs, in order to explain how the mix of costs impacts a company during both economic growth and decline. Break-even or target profit calculations are also identified, giving your staff the financial knowledge they need to navigate the financial health of your organization.

Duration: 10 minutes

Finance for Non-Finance Managers 1.0

FINANCE SKILLS LH80001

Accounting can seem impenetrable and mysterious – but it's no dark art – you just need to know how to understand it. This course can help.

Duration: 35 minutes

The Accounting Equation 1.0

FINANCE SKILLS LH80002

The accounting equation is applicable for any kind of company, big or small. It measures financial position using assets, liabilities and owner equity. This bite sized module provides a quick refresher on the terms Assets, Liabilities and Owner's Equity.

Duration: 5 minutes

The Balance Sheet Explained 1.0

FINANCE SKILLS LH80003

A balance sheet is the company's core financial statement and is used to show financial position at a specific point in time. This bite sized module looks at how the accounting equation forms the basis of a company balance sheet.

Duration: 5 minutes

Income Statements Made Simple 1.0

FINANCE SKILLS LH80004

Income statements are used to track a company's financial performance over a specified period of time. This bite sized module breaks the income statement into its simplest terms and shows you how it is organised.

Duration: 5 minutes

The Cash Flow Statement 1.0

FINANCE SKILLS

LH80005

Cash flow is the movement of cash into or out of an account, a business or an investment. This course will give you a simple breakdown that is easy to follow and understand.

Duration: 5 minutes

How to Maintain a Healthy Cash Flow 1.0

FINANCE SKILLS

LH80006

We know cash flow, especially cash inflow, is critical to a business's financial health. So what can you do to make sure that cash keeps flowing into your business? This bite sized module will give you a simple six step plan to ensure cash keeps flowing into your business.

Duration: 5 minutes

Analyse Financial Health with Ratios 1.0

FINANCE SKILLS

LH80007

Ratios are a great way to analyse the different accounting statements a business produces. This bite sized module busts through the jargon and uses really simple examples to explain how they work.

Duration: 5 minutes

Budget like a Boss 1.0

FINANCE SKILLS

LH80008

When it comes to managing the financial side of your business – a budget is your best friend! This bite sized module provides you with a six step plan for stress free budgeting.

Duration: 5 minutes

Une budgétisation hors pair 1.0 Budget like a Boss 1.0

FINANCE SKILLS

LH80011

Un budget vous permet de connaître vos performances financières et de prendre des décisions intelligentes. Grâce aux informations de votre budget, vous pouvez créer un plan d'action financier qui vous montre où vous étiez et vous fournit une feuille de route indiquant là où vous souhaitez aller. La budgétisation vous fait peur ? Ne vous inquiétez pas. Ce module condensé vous propose un plan en six étapes pour établir un budget sans stress.

Duration: 5 minutes

Budgetplanung wie ein Gewinner 1.0 Budget like a Boss 1.0

FINANCE SKILLS

LH80009

Budgets bieten Ihnen einen Überblick über Ihre Finanzleistung und ermöglichen Ihnen, intelligente Entscheidungen zu treffen. Mit den Informationen aus Ihrem Budget können Sie einen Finanzaktionsplan erstellen, der Ihnen zeigt, wo Sie herkommen, und Ihnen eine Roadmap zu dem Ziel bietet, das Sie erreichen möchten. Sie müssen sich keine Sorgen machen, dass die Budgetplanung kompliziert und verwirrend ist. Dieses kurze Modul bietet Ihnen einen 6-Schritte-Plan für eine stressfreie Budgetplanung.

Duration: 5 minutes

Presupueste como un experto 1.0 Budget like a Boss 1.0

FINANCE SKILLS

LH80010

Los presupuestos le ofrecen un resumen de su rendimiento y le permitirán tomar decisiones inteligentes. Con la información de su presupuesto, podrá elaborar un plan de acción financiera que le mostrará dónde ha estado y le brindará una hoja de ruta con la dirección hacia la que desea ir. Si considera que presupuestar es algo complicado y confuso, está equivocado. Este breve módulo le ofrece un plan de seis pasos para elaborar presupuestos de manera relajada.

Duration: 5 minute

Food Hygiene

Level 2 Food Safety and Hygiene for Catering 1.0 (UK/EU)

FOOD HYGIENE LH02001

The topics covered in this course will provide you with the knowledge and understanding to handle, process and prepare food safely.

Duration: 30 minutes

Food Safety and Hygiene in Catering 1.0 (UK/EU)

FOOD HYGIENE LH02002

Anyone working in any environment involving food needs to know about food hygiene, alright? They have to. Catering, retail, manufacturing. If food is prepared, handled or cooked. They have to. This course is here to teach everyone relevant the basics, as well as some of the more specific stuff.

Duration: 30 minutes

Allergen Awareness 1.0 (UK/EU)

FOOD HYGIENE LH02003

Anyone working in the food industry, from food preparation, through manufacturing, distribution and retail, needs to take special care to ensure that the food products are safe to eat, especially for consumers with food allergies or intolerances.

Duration: 20 minutes

Food Safety and Hygiene for Retail, Level 2 1.0 (UK/EU)

FOOD HYGIENE LH02004

As a business owner or food handler, you have a duty to comply with the provisions of Regulation (EC) 852/2004 of the European Parliament on the Hygiene of Foodstuffs, the Food Safety Act 1990, and Food Hygiene (England) Regulations 2005. This requires food businesses to ensure that any staff working with food in a retail environment are supervised, instructed and trained in food hygiene and food safety in a way that is appropriate to the work they do.

Duration: 40 minutes

Food Safety–Cross Contamination 1.0

FOOD HYGIENE LH02005

Whether you are an employer working within a food preparation or service environment, an employee who'd like more information about food hygiene and safety, or simply looking to learn more about food cross-contamination, you should find this course helpful and informative.

Duration: 25 minutes

Level 3 Food Safety and Hygiene for Supervisors 1.0 (UK/EU)

FOOD HYGIENE LH02006

Supervisors, managers and business owners are required to take special care to ensure that the food produced, prepared, served, sold or delivered to consumers is safe to eat. It is also important that hazards to food safety are managed, and the food handlers across the business are trained appropriately to their roles.

Duration: 60 minutes

Health & Safety

CPR Basics for Everyone—Adult and Child 1.0 (US)

HEALTH AND SAFETY

LC10072

We never expect an emergency, which is precisely why it's so important to be prepared for one. A cardiac emergency is a life-threatening situation that can occur at any time to a victim of any age. 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 and American Heart Association (AHA). However, remember each scenario that you encounter will be different and may require you to perform these steps in a different order.

Duration: 15 minutes

Infant CPR Basics 1.0 (US)

HEALTH AND SAFETY

LC10074

Knowing the steps to infant CPR, as well as other emergency techniques can be the difference between life and death. Understanding the importance of acting quickly to safely provide life-saving CPR on an infant at the very basic level will give you the confidence to help when needed. A cardiac emergency is a life-threatening situation that can occur at any time to a victim of any age. This course adheres to the latest regulations from the American Red Cross and American Heart Association (AHA). However, remember each scenario you encounter will be different and may require you to perform these steps in a different order.

Duration: 10 minutes

Bloodborne Pathogens and Your Exposure Control Plan 1.0 (US)

HEALTH AND SAFETY

LC15201

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.

Duration: 25 minutes

Why Emergency Preparedness Matters

HEALTH AND SAFETY

LC15202

Emergency preparedness is essential in every working environment, which is why our government has two agencies dedicated to it: FEMA and OSHA. While these names may be familiar to you, it's likely you don't know everything they stand for and offer. But together with these agencies, you can learn how best to respond to emergencies and how to take action to keep yourself and those around you safe. This course prepares you for a natural disaster and other emergency situations.

Duration: 30 minutes

Staying Safe in the Workplace

HEALTH AND SAFETY

LC15203

In this course, we'll summarize 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. You'll come away from this course with a renewed understanding of workplace hazards and how to address them in a safe, calm manner.

Duration: 30 minutes

Ergonomics: Steps to Minimize Workplace-Related Injuries 1.0

HEALTH AND SAFETY

LC15204

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.

Duration: 30 minutes

Health and Safety in the Workplace 1.0 (US)

HEALTH AND SAFETY

LC16005

This course provides the tools employees need to make both safe and legally compliant decisions when faced with normal daily scenarios. Employees will learn to recognize these issues as well as potential hazards, and adequately address these matters by implementing best practices to avoid injury and unwanted incidents.

Duration: 30 minutes

Reverse Parking 2.0 (UK/EU)

HEALTH AND SAFETY LH14007

When it comes to things like reverse parking, it needs to be said. If you're not doing it, there can be safety risks, on top of financial implications for the driver and your company. If you want to avoid any damage to your car or bank account, check this course out.

Duration: 15 minutes

Introduction to Working Safely 1.0 (UK/EU)

HEALTH AND SAFETY LH20001

This course will help you understand why Health and Safety matters so much by exploring H&S legislation and discussing the consequences of getting it wrong.

Duration: 10 minutes

Slips and Trips 2.0 (UK/EU)

HEALTH AND SAFETY LH20002

Slips and trips are often used in cartoons to get a laugh, but sadly, the reality and real danger associated with slips and trips in the work place are anything but funny. This course will give you an understanding of the dangers of slips and trips.

Duration: 15 minutes

Hazard Identification and Risk Control 1.0 (EU/UK)

HEALTH AND SAFETY LH20003

Hazard and risk. You'll no doubt hear these terms a lot when at work. Often "hazard" and "risk" are freely used to mean the same thing. Discover why they're not.

Duration: 10 minutes

Manual Handling 2.0

HEALTH AND SAFETY LH20004

Manual handling occurs in almost all working environments. In fact research shows that 35% of all workers are exposed to the risk of carrying or moving heavy loads for at least a quarter of their working time. This course can help teach you about proper manual handling.

Duration: 15 minutes

DSE Awareness 1.0 (UK/EU)

HEALTH AND SAFETY LH20005

Display screen awareness (DSE) such as computers can be found in almost every workplace. This DSE awareness course will help you to understand how to do this and minimise any future health risks.

Duration: 10 minutes

Fire Safety Awareness 2.0 (UK/EU)

HEALTH AND SAFETY LH20006

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.

Duration: 20 minutes

COSHH Essentials 2019 (UK/EU)

HEALTH AND SAFETY LH20007

Chemicals and other hazardous substances can put your health at risk, so understandably, the law requires employers to control exposure to such substances under the Control of Substance Hazardous to Health regulations – often shortened to COSHH. This course can help.

Duration: 15 minutes

Dangers of Sleep Deprivation 2.0 (UK/EU)

HEALTH AND SAFETY LH20008

The modules in this course explore why sleep is so important and provide learners with knowledge and techniques they can use to ensure they get a better night's sleep.

Duration: 30 minutes

Lone Working 2.0 (UK/EU)

HEALTH AND SAFETY LH20009

It is important to consider how you can work as safely as possible when you're alone. This course can help.

Duration: 5 minutes

Mobile Phones and Driving

HEALTH AND SAFETY

LH20011

Make a commitment to be phone safe when driving. This course covers the facts, and everything you need to know to be phone safe when driving.

Duration: 5 minutes

Driver Safety Awareness 2.0 (UK/EU)

HEALTH AND SAFETY

LH20012

This is an interactive course where you will gain the information needed to understand: the causes of driver behaviour, planning a journey and how to show better consideration for other road users. It also covers areas such as driving without proper control of a vehicle, for instance using a mobile phone or sat nav while driving or not having a comprehensive view of the road or surroundings. The aim of this course is to raise driver safety awareness and put a STOP to driving-related accidents.

Duration: 30 minutes

PPE Awareness

HEALTH AND SAFETY

LH20013

Personal protective equipment (PPE) is equipment that will protect you against health and safety risks at work. In this PPE Awareness course, we will explain why not taking PPE seriously can have devastating consequences.

Duration: 10 minutes

Texting While Walking (2018)

HEALTH AND SAFETY

LH20014

Everyone knows walking while texting is dangerous. But how dangerous? And is there more to it than the safety side? This course will explore these questions.

Duration: 5 minutes

See It, Sort It, Report It 2.0

HEALTH AND SAFETY

LH20015

The best plans to prevent accidents are the simple ones. It doesn't get simpler than See it, sort it, report it. Find out exactly what that means.

Duration: 5 minutes

Fire Warden Essentials 2.0 (UK/EU)

HEALTH AND SAFETY

LH20016

First things first. Fires in offices happen. Whatever your attitude to fire safety. This course looks at the reasons fire wardens are necessary. Legally, within all buildings, there's at least one person responsible for fire safety. Fortunately, thanks to this course, you won't have that problem

Duration: 10 minutes

Asbestos Awareness 2.0 (EU/UK)

HEALTH AND SAFETY

LH20017

Asbestos is bad news. You were probably already aware of that. This course is more to give you an increased awareness of the nature and properties of asbestos and its effects on your health. And, importantly, what to do if you come across them.

Duration: 40 minutes

Holding the Handrail 2.0 (UK/EU)

HEALTH AND SAFETY

LH20018

This particular course covers the importance of holding the handrail on stairs and walkways while at work. Not that it's not a good idea in other environments as well. So once the habit kicks in, it'll keep you safe elsewhere too. What this course does is provide a bit of context and present the serious consequences of failing to adhere to safety.

Duration: 10 minutes

Speeding on Site 2.0 (UK/EU)

HEALTH AND SAFETY

LH20019

This course looks at why speeding on site is a common problem, why it's far more dangerous than you think, and how kicking the habit will benefit you, your colleagues, and even your car. It'll explain why the limits are there, and give you enough reasons to drive at them. It's all about keeping you and your workmates safe.

Duration: 10 minutes

Wire and Cable Management 2.0 (UK/EU)

HEALTH AND SAFETY

LH20020

Wire Management. Yep, it's a course about how to manage your wires. No, really. But it's not as ridiculous as you'd think. Not only are your mass of cables annoying for everyone around you, they're pretty dangerous. Poor wire management in the workspace is actually a massive hazard. So without boring you to death, we'll take a look at how you can make your space beautiful, tidy, and safe. We'll give you some great solutions for around the office. You'll be raring to go with managing those wires!

Duration: 20 minutes

Driver Safety Awareness 1.0 (US)

HEALTH AND SAFETY

LH20021

With road crashes representing the most common cause of work-related fatality, driving for work purposes is a considerable risk to a workers health and safety. This course aims to raise driver safety awareness by covering the risks associated with driving and how to manage them. It also covers tips and strategies to help drivers be safer on our roads.

Duration: 20 minutes

Forklift Training 1.0 (UK/EU)

HEALTH AND SAFETY

LH20022

This course will go through the things that will be required of you to keep yourself and those around you safe when operating a forklift truck. We'll explore the risks and statistics associated with forklift safety. We'll look at the legal requirements and key safety principles you'll need to know. As well as this we'll go through a forklift driver's main responsibilities, how to conduct a risk-assessments, and the keys points to remember in order to stay safe when operating a forklift.

Duration: 10 minutes

Hand Hygiene 4.0

HEALTH AND SAFETY

P107333

This course provides guidance on safe hand hygiene practices and builds an understanding of why they are critical. The course covers a range of situations and areas that require hand-washing, as well as different cleaning agents and methods to use. It demonstrates correct hand hygiene with simple animations and graphics.

Duration: 15 minutes

Little Life Savers–Asthma Attacks 1.0

HEALTH AND SAFETY

P107615

This course covers important information about how you can help out someone in your workplace who is suffering from an asthma attack. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 4 minutes

Little Life Savers–Bumps and Knocks 1.0

HEALTH AND SAFETY

P107616

This course covers important information about how you can help out someone in your workplace who has hurt themselves from a bump or a knock. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 3 minutes

Little Life Savers–Burns and Scalds 1.0

HEALTH AND SAFETY

P107617

This course covers important information about how you can help out someone in your workplace who has been burned or scalded. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 3 minutes

Little Life Savers–Choking 1.0

HEALTH AND SAFETY

P107618

This course covers important information about how you can help out someone in your workplace who is choking. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 4 minutes

Little Life Savers–CPR 1.0

HEALTH AND SAFETY

P107623

This course covers important information about how you can help out someone in your workplace who needs CPR. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 3 minutes

Little Life Savers–DRSABCD 1.0

HEALTH AND SAFETY

P107624

This course covers important information about how you can use the DRSABCD plan to help someone who is ill or injured in your workplace. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 3 minutes

Little Life Savers–Fainting 1.0

HEALTH AND SAFETY

P107625

This course covers important information about how you can help someone in your workplace who has fainted or is about to faint. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 3 minutes

Little Life Savers–Limb injuries 1.0

HEALTH AND SAFETY

P107626

This course covers important information about how you can help someone in your workplace who suffers a limb injury. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 2 minutes

Little Life Savers–Seizures 1.0

HEALTH AND SAFETY

P107627

This course covers important information about how you can help someone in your workplace who is having a seizure. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 3 minutes

Little Life Savers–Wounds 1.0

HEALTH AND SAFETY

P107628

This course covers important information about how you can help someone in your workplace who has been wounded. All first aid steps that are outlined in this course are guidelines only and are not intended to replace medical advice.

Duration: 3 minutes

Office Ergonomics 3.0

HEALTH AND SAFETY

P107990

This course defines office ergonomics and outlines the impact of poor ergonomics. It also explains how you can apply ergonomic principles to correctly set up your workstation anywhere you work, as well as giving you handy tips on how you might get up and get moving more often.

Duration: 15 minutes

Armed Robbery Survival Skills 3.0

HEALTH AND SAFETY

P108096

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. This course is responsive and conforms to Double-A Level of the Web Content Accessibility Guidelines (WCAG) 2.0.

Duration: 15 minutes

Forklift Safety 1.0 (US)

HEALTH AND SAFETY

LC16106

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.

Duration: 25 minutes

Manual Handling 1.0 (US)

HEALTH AND SAFETY

LC16107

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.

Duration: 15 minutes

Fall Protection 1.0 (US)

HEALTH AND SAFETY

LC16108

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.

Duration: 20 minutes

Fire Safety and Prevention 1.0 (US)

HEALTH AND SAFETY

LC16109

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.

Duration: 25 minutes

Hand-arm Vibration Syndrome 1.0 (US)

HEALTH AND SAFETY

LC16110

Using vibrating tools is a workplace hazard that can lead to hand-arm vibration syndrome (HAVS). Learn about what causes HAVS, how to reduce the risks, and what to do if any symptoms of this condition appear.

Duration: 10 minutes

Head Protection 1.0 (US)

HEALTH AND SAFETY

LC16111

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.

Duration: 7 minutes

PPE Awareness 1.0 (US)

HEALTH AND SAFETY

LC16112

Personal protective equipment (PPE) is clothing and equipment that protects against health and safety hazards at work. Learn about employers' legal obligations and OSHA regulations for PPE, types of PPE, and ways to effectively use and maintain PPE.

Duration: 12 minutes

Slips and Trips 1.0 (US)

HEALTH AND SAFETY

LC16113

It's every workers' role to spot slip and trip hazards, and in most instances, deal with them. This course covers the dangers of slips and trips, and how to identify hazards that cause these accidents. Learn the procedures for cleaning workplace spills and other best practices to prevent slip and trip accidents.

Duration: 12 minutes

Lockout Tagout 1.0 (US)

HEALTH AND SAFETY

LC16114

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.

Duration: 20 minutes

Working in Hot and Cold Conditions 1.0 (US)

HEALTH AND SAFETY

LC16115

Working outside for long periods in the sun, heat, or cold comes with exposure hazards that can cause serious health problems. This course covers environmental exposure and steps that organizations and workers can take to reduce the risks associated with working in sunny, hot, or cold conditions.

Duration: 20 minutes

Hearing Conservation 1.0 (US)

HEALTH AND SAFETY

LC16116

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.

Duration: 10 minutes

Chemical Safety 1.0 (US)

HEALTH AND SAFETY

LC16117

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.

Duration: 15 minutes

Uso seguro de montacargas 1.0 (US) Forklift Safety 1.0 (US)

HEALTH AND SAFETY

LC16118

Todos los meses se producen miles de accidentes relacionados con montacargas; sin embargo, la mayoría podrían evitarse con capacitación y procedimientos efectivos. Obtenga información sobre los vehículos industriales motorizados y el uso seguro de los montacargas. Analice los accidentes relacionados con montacargas y las estrategias que pueden reducirlos, así como los requisitos de la OSHA para el uso de montacargas y consejos generales de seguridad.

Duration: 25 minutes

Manipulación manual 1.0 (US) Manual Handling 1.0 (US)

HEALTH AND SAFETY

LC16119

Las caídas son una de las causas más comunes de las lesiones graves relacionadas con el trabajo; tomar conciencia sobre la seguridad es crucial cuando se trabaja en las alturas. Obtenga información sobre el trabajo en las alturas, las obligaciones legales relacionadas con la protección contra caídas y el proceso de gestión de riesgos. Este curso también cubre las medidas de seguridad orientadas al uso de escaleras y consejos de seguridad para prevenir caídas.

Duration: 15 minutes

Protección contra caídas 1.0 (US) Fall Protection 1.0 (US)

HEALTH AND SAFETY

LC16120

La seguridad contra incendios es esencial en todos los lugares de trabajo; los incendios pueden iniciarse fácilmente y propagarse rápidamente. Descubra cómo se inician los incendios, cómo evitar y responder ante una emergencia por incendio, y

cómo se deben usar los extintores. Este curso también cubre los requisitos legales de los empleadores para la seguridad y prevención contra incendios.

Duration: 20 minutes

Seguridad y prevención contra incendios 1.0 (US) Fire Safety and Prevention 1.0 (US)

HEALTH AND SAFETY

LC16121

El uso de herramientas vibratorias es uno de los peligros presentes en los lugares de trabajo y puede conducir al síndrome de vibración del sistema mano-brazo (HAVS). Descubra qué causa el HAVS, cómo reducir los riesgos y qué debe hacer si aparece algún síntoma de esta afección.

Duration: 25 minutes

Síndrome de vibración del sistema mano-brazo 1.0 (US) Hand-arm Vibration Syndrome 1.0 (US)

HEALTH AND SAFETY

LC16122

El equipo de protección personal (PPE, por sus siglas en inglés) incluye ropa y equipos que lo protegen de los peligros relacionados con la salud y la seguridad en el trabajo. Conozca las obligaciones legales de los empleadores y las regulaciones de la OSHA en relación con el PPE, los tipos de PPE y las maneras de usar y mantener el PPE de manera efectiva.

Duration: 10 minutes

Protección de la cabeza 1.0 (US) Head Protection 1.0 (US)

HEALTH AND SAFETY

LC16123

Cada trabajador tiene la responsabilidad de detectar los peligros relacionados con resbalones y tropiezos, y en la mayoría de las instancias, de lidiar con ellos. Este curso cubre los peligros asociados a los resbalones y tropiezos, y explica cómo identificar los peligros que provocan estos accidentes. Obtenga información sobre los procedimientos para limpiar derrames en el lugar de trabajo y otras mejores prácticas para evitar los accidentes relacionados con resbalones y tropiezos.

Duration: 7 minutes

Concientización sobre el PPE 1.0 (US) PPE Awareness 1.0 (US)

HEALTH AND SAFETY

LC16124

Todos los años, los trabajadores sufren accidentes, a veces mortales, cuando los equipos o las máquinas se activan accidentalmente durante las tareas de reparación o mantenimiento. Obtenga información sobre las fuentes de energía, los procedimientos de bloqueo y etiquetado (LOTO), los programas de seguridad para controlar la energía peligrosa y las regulaciones relacionadas con el estándar de la OSHA.

Duration: 12 minutes

Resbalones y tropiezos 1.0 (US) Slips and Trips 1.0 (US)

HEALTH AND SAFETY

LC16125

Trabajar en el exterior durante largos períodos bajo el sol o en condiciones de frío o calor trae aparejados peligros de exposición que pueden causar problemas de salud graves. 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.

Duration: 12 minutes

Bloqueo y etiquetado 1.0 (US) Lockout Tagout 1.0 (US)

HEALTH AND SAFETY

LC16126

Las lesiones en la cabeza pueden tener un impacto devastador; sin embargo, son incidentes altamente evitables. El riesgo de sufrir lesiones en la cabeza se reduce significativamente mediante el uso de un casco. Obtenga información sobre la importancia de la protección de la cabeza y la obligación legal de los empleadores de proporcionarla. Este curso cubre los diferentes tipos y clases de cascos, y por qué usarlos salva vidas.

Duration: 15 minutes

Trabajar en condiciones de frío y calor 1.0 (US) Working in Hot and Cold Conditions 1.0 (US)

HEALTH AND SAFETY

LC16127

Los ruidos en el lugar de trabajo pueden afectar la audición de manera grave y permanente. Obtenga información sobre las obligaciones legales de los empleadores en torno a la conservación de la audición, el uso efectivo de protectores auditivos (orejeras y tapones de oídos) y los pasos que se deben seguir para evitar la pérdida de la audición inducida por el trabajo.

Duration: 20 minutes

Conservación de la audición 1.0 (US) Hearing Conservation 1.0 (US)

HEALTH AND SAFETY

LC16128

La seguridad química comienza con concientización e información. Descubra cómo puede ocurrir la exposición a productos químicos, las responsabilidades legales de los trabajadores y empleadores en relación con la seguridad química y cómo reducir los riesgos de la exposición a los productos químicos en el trabajo. Este curso cubre información importante alineada con el Estándar de Comunicación de Peligros de la OSHA.

Duration: 10 minutes

Seguridad química 1.0 (US) Chemical Safety 1.0 (US)

HEALTH AND SAFETY

LC16129

La manipulación manual no solo se limita a levantar objetos pesados de la manera correcta. Obtenga información sobre la gestión de los riesgos relacionados con la manipulación manual, y consejos y estrategias orientados a evitar que se lesione la espalda y a mantenerla segura, que pueden resultar útiles para las cuestiones ergonómicas y las tareas físicamente extenuantes del trabajo.

Duration: 15 minutes

Health & Well-being

Stress, Emotions, and Ethics

HEALTH AND WELL-BEING

LC25214

A gap between our true feelings and the feelings we display at work can cause distress. What happens when there is a gap between our feelings and our true beliefs? Emotions not only play a valuable part in our work, but also in our personal lives. By learning to identify and maximize the uses of our emotions at work, we can more appropriately respond to emotional situations.

Duration: 5 minutes

Protecting Yourself from Stinging Insects

HEALTH AND WELL-BEING

LC25222

Outdoor workers are at risk of being stung by various stinging insects, like bees, wasps, and hornets, as well as stinging fire ants. While most stings cause only mild discomfort, some may result in severe allergic reactions that require immediate medical care and allergic reactions are so serious for some people that they may be fatal.

Duration: 5 minutes

What are Emotions

HEALTH AND WELL-BEING

LC25223

Financial analysts measure the value of a company in terms of profits and stock. For employees, however, the value of a job is also emotional.

Duration: 5 minutes

Protecting Yourself from Poisonous Plants

HEALTH AND WELL-BEING

LC25234

Anyone who works or spends time outdoors is at risk for exposure to poisonous plants. Some of these can cause very serious reactions. It is important that you know how to protect yourself from these plants and what to do if you are exposed.

Duration: 10 minutes

Protecting Yourself from Ticks and Mosquitoes

HEALTH AND WELL-BEING

LC25235

Ticks and mosquitoes can carry very serious, life-threatening diseases. If you spend time outdoors, either for work or recreation, you must be aware of how to limit your risk of being bitten. You should also know how to control these insects' populations wherever you can and what to expect if you do get infected by them.

Duration: 10 minutes

Dealing with Stressful People 1.0

HEALTH AND WELL-BEING

LC25254

Stress is an inevitable part of life. Sometimes, though, we feel like there is too much of it; this can cause a lot of problems, including sickness, fatigue, and heightened irritability. There are some things you can do to constructively avoid stressful situations and to handle stressful feelings when they arise.

Duration: 10 minutes

Reducing Stress Through Time Management

HEALTH AND WELL-BEING

LC25255

One of the things that cause a great deal of stress is not having enough time to do what we need to do. If you learn how to manage your time properly, not only will you be more productive, you will also find yourself feeling a lot less pressure.

Duration: 10 minutes

Reducing Stress—Techniques to Relax

HEALTH AND WELL-BEING

LC25256

Stress is a part of life that everyone must deal with. While a little pressure can be a good thing, helping us avoid danger or working as a motivator, too much stress can be dangerous. It can make you less productive in the long run and can lead to burnout and even serious health problems. We respond to stress physically, emotionally, and mentally, and sometimes, by simply recognizing our stress and tension, we can help alleviate it.

Duration: 10 minutes

Stress Management—Stress Awareness Comes First

HEALTH AND WELL-BEING LC25257

There are two kinds of stress people deal with: motivating stress that helps you get things done, and paralyzing stress that stands in the way of your productivity. It paralyzes us at times. It keeps us from those very kinds of things that the good stress could have helped with.

Duration: 10 minutes

De-stressing your Inner and Outer World 1.0

HEALTH AND WELL-BEING LC25265

So many people are suffering from stress that we often find it commonplace. We forget that it can cause serious health effects, reduce productivity, and of course, cripple our mental health. Some people desperately want to take the necessary steps to reduce stress, but don't even know where to get started.

Duration: 10 minutes

Understanding Emotion

HEALTH AND WELL-BEING LC25266

When was the last time you masked an emotion at work? Perhaps you were sad about a family issue, or cranky due to lack of sleep, and tried to cover these feelings. How often do you hide your true emotions to preserve a professional persona? Emotions shape an individual's belief about the value of a job, a company, or a team. Emotions also affect behaviors at work. Research shows that individuals within your own inner circle are better able to recognize and understand your emotions.

Duration: 10 minutes

Reducing Stress—Meditation and Visualization

HEALTH AND WELL-BEING LC25274

Stress is generated by various aspects of our life, including work, family life, and health. While stress is a necessary part of our lives, experiencing too much of it can lead to problems, so it's in your best interest to learn how to effectively deal with stress and mitigate some of its negative side effects. There are a number of ways to do this, most of which are highly beneficial to your life in general.

Duration: 10 minutes

What Can be Done About Job Stress

HEALTH AND WELL-BEING LC25281

When workers experience job stress, they and the company both suffer. Preventing job stress, and addressing it when it does happen, is an important part of organizational life. Therefore, managers must understand what strategies are effective in helping employees deal with work-related stress.

Duration: 10 minutes

Stress at Work

HEALTH AND WELL-BEING LC25286

Job stress is a very real issue in the modern workplace. While some companies feel like it's a reality that workers must simply learn to accept and deal with, there can be very real consequences when job stress goes unchecked. Recognizing the effects that stress has on workers is key to implementing effective prevention strategies.

In this course, you will learn about job stress and how it affects employee and company health.

Duration: 15 minutes

Stress Management—Taking Care of Yourself

HEALTH AND WELL-BEING LC25291

Taking care of yourself is important—you can't be the best version of yourself if you aren't healthy. There are two main areas of self-care: physical and mental or emotional. By learning strategies to address both types, you will be better equipped to care for yourself.

Duration: 15 minutes

Managing Employee Stress 1.0

HEALTH AND WELL-BEING LC25298

Everyone knows how it feels to be stressed. In the workplace, stress can either motivate an employee to rise to a challenge, or stifle an employee, causing a loss of productivity and, ultimately, revenue. Managers must understand how stress impacts employee performance and find ways to address and manage employee stress in a way that is effective for the individual and the company.

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.

Duration: 15 minutes

What is Stress?

HEALTH AND WELL-BEING LC25300

Stress is a given factor in our lives. We may not be able to avoid stress completely, but we can change how we respond to stress, which is a major benefit. Our ability to recognize, manage, and maximize our response to stress can turn an emotional or physical problem into a resource. But what is stress?

Duration: 25 minutes

Workplace Hygiene 2.0

HEALTH AND WELL-BEING LH14001

Is your workplace making you sick? Wherever you are working, maintaining workplace hygiene is a must. This course looks at how you can keep your workplace cleaner and safer.

Duration: 5 minutes

Be Active 1.0

HEALTH AND WELL-BEING LH14002

Physical inactivity has long been linked to a range of health conditions and emerging research shows that sitting for long periods of time doesn't just lead to a bigger waistline, but can result in some really serious illnesses. This course is here to help

Duration: 5 minutes

Healthy Eating at Work 1.0

HEALTH AND WELL-BEING LH14003

We consume at least a third of our daily calorie intake whilst at work, so it's important to consider our daily eating habits. This course can help.

Duration: 5 minutes

Kick the Habit 1.0

HEALTH AND WELL-BEING LH14004

If you are a smoker, it's really important to consider why you smoke and start to think about quitting. This course can help.

Duration: 5 minutes

Five Ways to Well-being 1.0

HEALTH AND WELL-BEING LH14005

Caring for your mind is as important and crucial as caring for the body. This course will teach you about the "Five ways to well-being" steps and how they can improve your mental well-being.

Duration: 10 minutes

The Dangers of Sitting

HEALTH AND WELL-BEING LH14006

Have you ever worked out how long you actually sit down each day? It may come as a surprise, but sitting for more than 4 hours a day can have some pretty serious effects on your body. This course will help teach you how to combat these effects.

Duration: 5 minutes

CBT and Mental Health—Bipolar Disorder 1.0

HEALTH AND WELL-BEING LH14008

Bipolar disorder is recognised as one of the most common mental health conditions, affecting approximately 1% of the global population. If you want to find out about bipolar disorder, how it can affect your life, and learn some coping strategies for daily life, then check out this course.

Duration: 2 minutes

CBT and Mental Health—Introduction to Cognitive Behavioral Therapy 1.0

HEALTH AND WELL-BEING LH14009

This introductory course provides you with an overview of Cognitive Behavioral Therapy; one of the most popular mental health treatments. In this course you will learn how CBT focuses on managing your challenges by examining and changing the way you think and feel.

Duration: 2 minutes

Reducing the Spread of Infection 1.0

HEALTH AND WELL-BEING LH20023

It is essential to ensure that people who work together share a safe environment, and it is important that everyone has a clear understanding of their responsibilities in preventing the spread of infection.

This course will help you understand the different types of pathogenic organisms and how they get into the body. You'll also discover agreed ways of working that stop the spread of pathogens, helping you prevent and control infection where you work.

Duration: N/A

Family Violence Awareness – A Workplace Issue (Supervisors and Managers) 2.0

HEALTH AND WELL-BEING

P107985

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. The course is responsive and conforms to Double-A Level of the Web Content Accessibility Guidelines (WCAG) 2.0.

Duration: 15 minutes

Family Violence Awareness – A Workplace Issue 2.0

HEALTH AND WELL-BEING

P107986

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. The course is responsive and conforms to Double-A Level of the Web Content Accessibility Guidelines (WCAG) 2.0.

Duration: 15 minutes

Managing Mental Health in Your Workplace 2.0

HEALTH AND WELL-BEING

P107992

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.

Duration: 20 minutes

Mental Health in Your Workplace 2.0

HEALTH AND WELL-BEING

P107994

This course covers important information about accessing support in the workplace for a mental illness. It discusses some of the pros and cons of disclosing a mental health condition at work, and the kinds of reasonable adjustments an employer might make. It looks at how a worker can support a co-worker with a mental health issue, and aims to challenge some common misconceptions about this area of health.

Duration: 20 minutes

Manténgase activo 1.0 Be Active 1.0

HEALTH AND WELL-BEING

LH14013

La mayoría de las personas tienen una idea bastante clara de lo que es bueno y de lo que no es bueno para ellas. Todos queremos comer saludable, hacer un montón de ejercicio y no caer en malos hábitos. Pero no siempre es tan fácil, especialmente cuando se está en el trabajo. Cuando estamos ocupados en el trabajo, puede ser fácil priorizar el trabajo por sobre el bienestar; es posible que sienta que es difícil mantener un estilo de vida saludable mientras está en el trabajo.

Duration: 5 minutes

Mehr Bewegung am Arbeitsplatz 1.0 Be Active 1.0

HEALTH AND WELL-BEING

LH14014

Die meisten Menschen haben klare Vorstellungen davon, was gut für sie ist und was nicht. Wir möchten uns alle gesund ernähren, uns viel bewegen und keine schlechten Gewohnheiten aufkommen lassen. Doch das ist nicht immer so einfach, insbesondere bei der Arbeit. Wir betrachten einige der alltäglichen Entscheidungen, die Sie treffen können, um bei der Arbeit zufriedener, gesünder und produktiver zu werden.

Duration: 5 minutes

Soyez-actif 1.0 Be Active–French

HEALTH AND WELL-BEING

LH14015

Vous passez la journée assis au bureau, vous prenez votre voiture et rentrez chez vous, vous vous affalez sur le canapé puis vous vous détendez toute la soirée...

Vous vous reconnaissez ?

Si la réponse est oui, vous mettez peut-être votre santé en danger. Mais, rassurez-vous, pour y remédier, vous pouvez bouger un peu tout au long de la journée.

Duration: 5 minutes

CBT and Mental Health—Anxiety and Panic Attacks 1.0

HEALTH AND WELL-BEING

LH14010

Anxiety is one of the most common mental health problems worldwide. In this course, you will be provided with key information about the condition. As well as this you will learn about the condition's most common symptom, panic attacks. Finally, you will be shown some basic therapeutic coping tips.

Duration: 2 minutes

CBT and Mental Health—Borderline Personality Disorder 1.0

HEALTH AND WELL-BEING

LH14011

Borderline personality disorder is a mental health condition marked by mood swings and unstable behavior. In this course you will learn key information about the condition, how to recognize and define the four different symptom groups and some BPD strategies.

Duration: 2 minutes

Hospitality

Soft Selling in Hospitality 1.0

HOSPITALITY

LH30015

Nobody wants a pushy salesperson bothering them as they sit down for a delicious meal or checking in to a hotel to relax. So, how does a hospitality employee push a product without appearing too pushy? Soft selling is a more passive style of selling where, instead of bombarding someone with every option, service, or deal available, you listen to what they're looking for and make recommendations accordingly. In this course on soft selling in hospitality, we will show you how a more casual, friendly approach to promoting your products can increase your sales, while making guests feel at ease and maintain a relaxed, hospitable atmosphere.

Duration: 10 minutes

Customer Expectations 1.0

HOSPITALITY

LH30016

Customer service is a pretty broad term. What do we actually mean when we say it? Generally, we're referring to the experience we are given by a business. It's how they treat us, how they handle complaints or issues, and how they leave us feeling after an interaction. And these days, it's increasingly important to get it right. This course will look at how customers' expectations have changed, and how your business can actually benefit from it.

Duration: 10 minutes

Hospitality–Food Service Best Practices 1.0

HOSPITALITY

LH30017

Serving means more than just serving food. You're also there to serve the customer. You're often your establishment's only human point of contact, so it's important you're doing everything in a way that'll satisfy your customers. So if you're involved in food service – especially as part of the waiting on staff – this course will serve you up some knowledge.

Duration: 15 minutes

Hospitality–Food Service Best Practice 1.0–Spanish (Mejores Prácticas del Sector Gastronómico)

HOSPITALITY

LH30019

Los seres humanos saben desde hace miles de años que la experiencia de la cena no se trata simplemente de trasladar alimentos de un lugar hacia la boca. Eso se puede realizar en cualquier lugar. Va más allá de eso, es algo superior. En el sector de la hospitalidad, su trabajo consiste en simplificar esta experiencia para sus clientes. Este curso lo ayudará con eso.

Duration: 10 minutes

Hospitality–Food Service Best Practice 1.0–German (Best Practices im Gastronomieservice)

HOSPITALITY

LH30020

Stellen Sie sich vor, Sie sind ein Tisch in einem Restaurant. In diesem Kurs geht es um die gastronomischen Erfahrungen, die Sie als Tisch erleben würden. Klingt das plausibel?

Wir möchten die in der Gastronomie Beschäftigten dabei unterstützen, ihren Gästen ein besonderes kulinarisches Erlebnis zu bieten.

Duration: 10 minutes

Expectativas del Cliente 1.0 Customer Expectations

HOSPITALITY

LH30021

Vivimos en un mundo muy tecnológico ... no hay manera de evitarlo. Una de las consecuencias de esto es el intercambio instantáneo de experiencias y reseñas.

Esto puede ser grandioso para el negocio... bueno, si se cumplen las expectativas del cliente, lo es. Si no se cumplen, las malas experiencias se difundirán. Por lo tanto, manténgase a la vanguardia.

Duration: 10 minutes

Hospitalidad–Venta Persuasiva 1.0 (Soft Selling in Hospitality–Spanish)

HOSPITALITY

LH30023

En este curso sobre la venta persuasiva en el sector de la hospitalidad, le mostraremos cómo un enfoque más informal y amistoso al promocionar los productos puede incrementar sus ventas, al tiempo que provoca que los huéspedes se sientan a gusto en una atmósfera relajada y acogedora.

Duration: 5 minutes

Kundenerwartungen 1.0 (Customer Expectations 1.0–German)

HOSPITALITY

LH30025

Wir leben in einer Welt, die sehr stark von Technologie geprägt ist. Darum kommen wir nicht herum.

Eines der Nebenprodukte dieser Entwicklung ist das umgehende Teilen von Erfahrungen und Bewertungen.

Das kann sich als gut fürs Geschäft erweisen, zumindest sofern Sie die Erwartungen der Kunden erfüllen.

Wenn das nicht der Fall ist, verbreiten sich schlechte Erfahrungen wie ein Lauffeuer. Sie sollten also der Zeit voraus sein.

Duration: 10 minutes

Mejores Prácticas Para La Conserjería 1.0 (Concierge–Best Practices 1.0– Spanish)

HOSPITALITY

LH30026

Ser conserje requiere un poco de cada cosa. Lamentablemente, el curso no puede brindarle asesoramiento sobre todo. Lo que sí puede hacer, y hará, es explicar los aspectos básicos y algunas de las características clave de adopción y desarrollo si desea alcanzar el éxito. A veces, todas las personas necesitan ayuda. Especialmente cuando están lejos de casa, en un lugar desconocido. Ahí es donde los conserjes entran en acción. Este curso lo ayudará a colaborar con sus huéspedes.

Duration: 15 minutes

Best Practices Für Einen Concierge 1.0 Concierge Best Practices 1.0–German

HOSPITALITY

LH30029

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. Der Kurs setzt kein Vorwissen voraus und deckt Grundlegendes ab, doch auch wenn Sie bereits ein erfahrener Concierge sind, sollten Sie ein paar Tipps finden, die nützlich für Sie sind. Außerdem ist es immer eine gute Idee, die Grundlagen aufzufrischen.

Duration: 10 minutes

Hotel und Gaststättengewerbe Soft-Selling 1.0 Soft Selling in Hospitality 1.0–German

HOSPITALITY

LH30030

Wäre es nicht schön, wenn Sie Ihren Gästen ein Erlebnis verkaufen könnten, das auf ihre Wünsche, Bedürfnisse und Vorlieben zugeschnitten ist, ohne dass sie sich unwohl oder unter Druck gesetzt fühlen?

Duration: 5 minutes

Human Resources

Preventing Workplace Discrimination and Harassment 2.0 (US)

HUMAN RESOURCES

LC10062

Everybody deserves to be treated fairly at work. Anti-discrimination law aims to level the playing field and protect those who may have been overlooked or marginalized in the past. This course covers the laws that protect people from discrimination, harassment, and retaliation. Learn ways to prevent this conduct, and how to respond if it occurs.

Duration: 45 minutes

Preventing Workplace Discrimination and Harassment for Managers 2.0 (US)

HUMAN RESOURCES

LC10063

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.

Duration: 40 minutes

Prevención del Acoso Sexual en Nueva York 1.0 (New York Sexual Harassment Prevention 1.0 (US)—Spanish)

HUMAN RESOURCES

LC10065

Nueva York es líder nacional en su deseo de unirse a empleadores para prevenir el acoso sexual en el trabajo. Cada empleador debe comprometerse a mantener un espacio de trabajo libre de acoso sexual, y cada empleado debe trabajar de una manera que ayude a evitar el acoso sexual en el trabajo.

Duration: 45 minutes

Sexual Harassment Prevention 3.0 (US)

HUMAN RESOURCES

LC10066

Sexual harassment has received a lot of media attention in recent years. This course provides you with the latest legal and practical advice on how to help prevent sexual harassment in your workplace, and respond to it if it occurs.

Duration: 40 minutes

California Sexual Harassment Prevention for Supervisors and Managers 3.0

HUMAN RESOURCES

LC10067

Sexual harassment is a very real workplace problem that can have very negative effects on people's lives, end in lawsuits, and damage the workplace environment. For that reason, any company with 50 or more employees need to complete two hours of sexual harassment training and education for their supervisory employees. This course will cover all of the details you need to know.

Duration: 120 minutes

California Sexual Harassment Prevention for Employees 1.0 (US)

HUMAN RESOURCES

LC10068

This course will look at the importance of sexual harassment policies to make sure you work somewhere you feel safe and can maintain healthy relationships with co-workers. It is every employee's responsibility to prevent harassment, deal with it accordingly, in accordance with federal and California state laws. After completing this course, you'll understand, the importance of working in a harassment-free workplace, what constitutes sexual harassment, and the policy fundamentals.

Duration: 1 hour

New York Sexual Harassment Prevention (US)

HUMAN RESOURCES

LC10070

Each employer must be committed to maintaining a workplace free from sexual harassment, and every employee is required to work in a manner that prevents sexual harassment in the workplace. Ultimately, this course is designed to provide you with the knowledge and confidence to effectively prevent and respond to any incidents of sexual harassment in your workplace.

Duration: 45 minutes

American Disabilities Act 1.0 (US)

HUMAN RESOURCES

LC10071

The Americans with Disabilities Act was signed into law in 1990 and amended in 2008, and offers broad protection to disabled individuals in the workplace, in public spaces, and in academia. Among the most significant is the broad scope of protection, by expanding the definition of the term “disability.” Any employer with 15 or more employees on their payroll for 20 or more calendar weeks must comply with the ADA, including private employers, state and local government, labor organizations, and labor management committees.

Duration: 30 minutes

Prävention vor Sexueller Belästigung in Kalifornien für Mitarbeiter 1.0 LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)

HUMAN RESOURCES

LC10075

Ihr Arbeitgeber muss sexuelle Belästigung verhindern und bei Bedarf sofort angemessen handeln. Zudem muss Ihnen unbedingt klar sein, was unter „sexueller Belästigung“ zu verstehen ist.

Duration: 60 minutes

Prevención del Acoso sexual en California para Empleados 1.0 LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)

HUMAN RESOURCES

LC10076

Es responsabilidad de su empleador prevenir el acoso y abordarlo inmediata y apropiadamente cuando ocurra. También es importante que comprenda qué constituye acoso, así que dejaremos eso bien en claro.

Duration: 60 minutes

Prävention von Sexueller Belästigung in New York 1.0 (New York Sexual Harassment Prevention 1.0 (US)–German)

HUMAN RESOURCES

LC10079

Der Staat New York ist führend bei der Zusammenarbeit mit Arbeitgebern zur Vermeidung von sexueller Belästigung.

Jeder Arbeitgeber muss für Arbeitsplätze frei von sexueller Belästigung sorgen und jeder Arbeitnehmer muss zur Vermeidung von sexueller Belästigung beitragen.

Duration: 45 minutes

Kalifornien Führungskräftebildung zur Vermeidung sexueller Belästigung am Arbeitsplatz 2.0 LC10067–California Sexual Harassment Prevention for Supervisors and Managers 2.0

HUMAN RESOURCES

LC10080

Diese Schulung erfüllt die Pflicht zur Unterweisung zur Vermeidung sexueller Belästigung der Senate Bill 1343. Dazu enthält dieser Kurs praktische Beispiele, um Führungskräften zu zeigen, wie sich Belästigung, Diskriminierung und Repressalien am Arbeitsplatz verhindern lassen.

Duration: 120 minutes

Prevención del Acoso Sexual en California para Supervisores y Gerentes 2.0 California Sexual Harassment Prevention for Supervisors and Managers 2.0

HUMAN RESOURCES

LC10081

Este curso cumple con los requisitos de información sobre acoso sexual de la Ley del Senado 1343. Además, este curso brinda ejemplos prácticos con el fin de enseñar a los supervisores a prevenir el acoso, la discriminación y las represalias en el trabajo.

Duration: 160 minutes

SOX Compliance 101

HUMAN RESOURCES

LC10120

In this course you will learn about the Sarbanes-Oxley Act of 2002 also known as “SOX.” This is US federal law that sets guidelines and requirements for US Public Company boards, management and public accounting firms in the area of financial practice and corporate governance. This law was enacted in July 30, 2002.

Duration: 15 minutes

PCI-DSS Compliance Standards

HUMAN RESOURCES

LC10121

It seems we read about major security breaches in the news on a daily basis. With big names like Target and Best Buy in the headlines, it's no wonder that even small retailers need to take precautions when it comes to Payment Card Industry data security. Learning more about the specific requirements for the Payment Card Industry is key to protecting certain card data information so you can be at the front line of data security.

Duration: 10 minutes

PCI-DSS Relation to Data Cards and Equipment 2019 (US)

HUMAN RESOURCES

LC10122

PCI-DSS requires merchants and vendors to validate their compliance every year. From your standpoint, it's of utmost importance to be mindful of the fact that credit card data is extremely sensitive, and to treat it accordingly. In this course, we'll focus on what you need to do as a user.

Duration: 10 minutes

PCI-DSS and Wireless Use 2019 (US)

HUMAN RESOURCES

LC10123

If you have wireless access to computers or terminals that contain cardholder data, make sure the data is segregated and encrypted, and that the connection is secure. Some of the most famous hacks on retail outlets' credit card information came from criminal hackers sitting outside a store and capturing not only credit card numbers, but passwords and authentication information, which they then used to break into corporate networks and steal tens of millions of credit card numbers and associated data. In this course, we'll discuss the PCI Data Security Standards and wireless use best practices.

Duration: 10 minutes

Global Anti-Bribery and Corruption 2.0 (US)

HUMAN RESOURCES

LC16004

Each one of us has an obligation to act responsibly and with integrity when doing business. Businesses and officials must maintain controls and assessments to prevent corruption. This is done by keeping fair and accurate record keeping. Laws are also in place to ensure businesses and officials maintain the highest ethical standards.

Duration: 30 minutes

Culture Series—Standing Up 1.0

HUMAN RESOURCES

LC16006

A positive workplace culture relies on everyone acting with integrity and respect and treating each other with dignity. This means standing up for fellow colleagues when they're being treated unfairly or standing up to those being disrespectful. This course will take you on an adventure through a scenario where the learner chooses different pathways about standing up. Assign all the courses in the Culture Series (Standing Up, Speaking Up, Owning Up, Valuing Diversity) to your staff or assign individual topics based off of what might need improving in your own workplace culture. This course is Standing Up.

Duration: 5 minutes

Culture Series—Speaking Up 1.0

HUMAN RESOURCES

LC16007

Speaking up for others helps create a more positive, healthier workplace culture. This course will take you on an adventure through a scenario where the learner chooses different pathways about speaking up in the workplace. Assign all the courses in the Culture Series (Standing Up, Speaking Up, Owning Up, Valuing Diversity) to your staff or assign individual topics based off of what might need improving in your own workplace culture. This course is Speaking Up.

Duration: 5 minutes

Culture Series—Owning Up 1.0

HUMAN RESOURCES

LC16008

Owning up to our mistakes allows us to take responsibility for our lives. This course will take you on an adventure through a scenario where the learner chooses different pathways about owning up to their mistakes. Assign all the courses in the Culture Series (Standing Up, Speaking Up, Owning Up, Valuing Diversity) to your staff or assign individual topics based off of what might need improving in your own workplace culture. This course is Owning Up.

Duration: 5 minutes

Culture Series—Valuing Diversity 1.0

HUMAN RESOURCES

LC16009

A truly inclusive workplace culture is an open and supportive environment, full of diversity. This course will take you on an adventure through a scenario where the learner chooses different pathways about valuing diversity in the workplace. Assign all the courses in the Culture Series (Standing Up,

Speaking Up, Owning Up, Valuing Diversity) to your staff or assign individual topics based off of what might need improving in your own workplace culture. This course is Valuing Diversity.

Duration: 5 minutes

Email Management and Ethics 1.0 (US)

HUMAN RESOURCES

LC16014

The main advantage of email is the speed with which we can communicate. With the click of a button, we can share documents, presentations, proposals, even photos.

But along with the advantages, comes some potential pitfalls. This course will look at some best practices for using email at work so you can avoid these disadvantages.

Duration: 30 minutes

Understanding the Code of Conduct Policy (2018)

HUMAN RESOURCES

LC16015

Here, you'll learn about the code of conduct or ethics policy most business have, which detail how employees should conduct themselves in business dealings with its various stakeholders—including officers, employees, board members, customers and shareholders. These codes deal with such issues as conflicts of interest, gifts, data privacy, protecting company data and confidentiality.

Duration: 30 minutes

The U.S. Legal Environment in Human Resources 2.0 (US)

HUMAN RESOURCES

LC25087

If you remember your United States history lessons, you will know that the Industrial Revolution sparked a serious backlash about employee rights. Over the last century, the U.S. has instituted a series of legal protections for its labor force. Failing to follow these laws diligently can result in very serious consequences, including crippling fines and prison time. It is very important that you understand these laws.

Duration: 5 minutes

Nonverbal Communication and Listening

HUMAN RESOURCES

LC25114

In business, as in most other parts of life, being able to communicate well is a serious advantage. In communication,

many important points are missed because people make mistakes without realizing it. If you understand the different ways ideas are communicated, you will be much better prepared to speak and listen to your partners, customers, employees, and bosses.

Duration: 5 minutes

Developing a Compensation Package 1.0

HUMAN RESOURCES

LC25115

Before you determine your business's compensation structure, you should learn the foundations about compensation.

Duration: 5 minutes

Communication Styles and Emotional Intelligence 1.0

HUMAN RESOURCES

LC25116

Communication is vital to a successful career as a manager. Miscommunication happens all the time, and it can seriously get in the way of your success. However, everyone can improve communication skills. There are a few basic principles that can make you a better speaker and listener.

Duration: 5 minutes

Providing Government-Mandated Benefits 2.0 (US)

HUMAN RESOURCES

LC25117

Although many employee benefits are offered on a voluntary basis, some benefits are required by law. There are set standards for these benefits and for how they are administered. It is important to understand how these work.

Duration: 5 minutes

Administration of a Collective Bargaining Agreement 2.0 (US)

HUMAN RESOURCES

LC25118

When your business operates under a collective bargaining agreement, it means that its employees are unionized and have negotiated a contract acceptable to both employees and management. When employees feel mistreated or that their contract was breached, there is an official union process—a grievance—that is used to resolve the issue. This is a formal negotiation in which certain practices must be met.

Duration: 5 minutes

Working with Unions and Bargaining Breakdowns 2.0 (US)

HUMAN RESOURCES

LC25119

Unionizing, bargaining, and striking are considered to be among employees' basic rights. It's ideal when the bargaining process is smooth and productive; however, this does not always happen. Sometimes, negotiations stall because one side or the other refuses to compromise on certain points. When this happens, there are several common tactics that unions and management use to get the other side to give in.

Duration: 5 minutes

Selecting New Employees—Selection Methods

HUMAN RESOURCES

LC25120

Selecting new employees can be a lengthy and costly process. It's important to get through the process as effectively and efficiently as possible. Using the right selection method is a big step in the right direction.

Duration: 5 minutes

Compiling Employee Satisfaction Data 1.0

HUMAN RESOURCES

LC25121

This course offers key research strategies for compiling employee satisfaction data. These strategies are essential elements in creating an employee retention plan.

Duration: 5 minutes

More Methods for Training Delivery

HUMAN RESOURCES

LC25122

A well-trained employee is one of a business's most valuable assets. Depending on the type of training needed, you may choose one delivery method over another. Different delivery methods can provide different advantages to the employee being trained and to your organization. Keep in mind, however, that most good training programs will use a variety of delivery methods.

Duration: 5 minutes

Applying Management Styles in an Organization 1.0

HUMAN RESOURCES

LC25123

This course discusses the proper application of different management styles within an organization by examining Ken Blanchard's Situational Leadership Model.

Duration: 5 minutes

Directions of Communication in an Organization 1.0

HUMAN RESOURCES

LC25124

This course teaches learners about the four main directions of communication within an organization and their benefits. It also considers the different approaches an organization can take regarding communication.

Duration: 5 minutes

Analyzing Pay Theories 1.0

HUMAN RESOURCES

LC25125

Providing fair and equal pay is one matter, but understanding your employees' perception of fair pay is another. While you may believe employee compensation is satisfactory, it is very possible an employee might believe differently. When it comes to pay, there are many psychological theories behind how to satisfy an employee.

Duration: 5 minutes

The Collective Bargaining Process in the U.S. 2.0 (US)

HUMAN RESOURCES

LC25126

When employees of an organization vote to unionize, the process for collective bargaining begins. Collective bargaining is the process of negotiations between the company and representatives of the union. The goal is for management and the union to reach a contract agreement, which is put into place for a specified period of time. Once this time is up, a new contract is negotiated.

Duration: 5 minutes

Designing a Performance Appraisal System 1.0

HUMAN RESOURCES

LC25127

Some researchers suggest that the performance appraisal system is perhaps one of the most important parts of the organization, while others suggest that performance appraisal systems are ultimately flawed, making them worthless. For the purpose of this discussion, let's assume you can create a performance appraisal system that provides value to the organization and the employee. When designing this process, recognize that any process has its limitations, but if you plan it correctly, you can minimize some of the flaws.

Duration: 5 minutes

Introduction to Employee Assessment 1.0

HUMAN RESOURCES

LC25128

All too often, managers and employees dread performance evaluations. Sometimes people can respond to criticism with defensiveness and frustration. For this reason, managers may feel awkward giving negative feedback to employees. However, it is of the utmost importance that as a manager, you provide employees with fair feedback, even if that means identifying areas of improvement. By offering evaluations in a systematic way, you can help reduce tension and hard feelings in evaluations by making these assessments less personal.

Duration: 5 minutes

Understanding Performance Appraisal Methods, Part Two

HUMAN RESOURCES

LC25129

You may already know that establishing a systematic performance appraisal benefits your organization, including yourself as a manager and your employees. However, the type of system you decide to use may vary greatly depending on your organization and the nature of work performed by employees. Certain types of appraisals may be more thorough, but will require unrealistic time and effort on the part of a manager in a large company.

Duration: 5 minutes

Recruitment—Process and Strategy

HUMAN RESOURCES

LC25130

The recruitment process is an important part of human resource management (or HRM), and it isn't done without proper strategic planning. Recruitment is defined as a process that provides the organization with a pool of qualified job candidates from which to choose. Before a company recruits, it must implement proper staffing plans and forecasting to determine how many people they will need.

Duration: 5 minutes

Recruitment Law, Part One—IRCA and Patriot Act in the U.S. 2.0

HUMAN RESOURCES

LC25131

One of the most important parts of Human Resource Management (HRM), is to know all the laws and applying them to all activities the Human Resources department handles. Specifically, with hiring processes, the law is very clear on fair hiring practices that are inclusive to all individuals applying for a job. It is of the utmost importance that you familiarize yourself with the laws affecting the hiring process and communications within your organization.

Duration: 5 minutes

Recruitment Law, Part Two—EEO Set of Laws in the U.S. 2.0

HUMAN RESOURCES

LC25132

The Equal Employment Opportunity Commission (EEOC) is a federal agency charged with the task of enforcing federal employment discrimination laws. While you may know about the EEOC, they are worth mentioning in relation to the recruitment process. In order avoid legal matters, understanding how the EEOC plays a role in recruiting is essential.

Duration: 5 minutes

Recruitment—Recruitment Strategies, Part One

HUMAN RESOURCES

LC25133

You have worked hard to develop effective job analyses, job descriptions, and job specifications, and you are aware of the laws relating to recruitment. So, now it is time to start recruiting! Of course, this means developing a recruitment plan and becoming aware of all your different recruitment options.

Duration: 5 minutes

Selecting New Employees—Interview Methods and Avoiding Mistakes

HUMAN RESOURCES

LC25134

We have all been through a process of interviewing, evaluation, and hiring; it is an unavoidable part of the business world. Some may have encountered people who were not successful at conducting a smooth interviewing process and some of you may even have turned down a job offer based on a poor application experience. It is important for managers to understand how to create and execute a hiring process properly, without making the common mistakes.

Duration: 5 minutes

Selecting New Employees—Making the Offer

HUMAN RESOURCES

LC25135

Selecting the appropriate candidate for a job is not the end of the hiring process. The next step is to make sure you offer an appropriate compensation to your selected candidate. Presenting an employment offer improperly can have negative effects on the candidate's employment, even going so far as to make that candidate seek employment elsewhere. With the right care and attention to detail, you can make the candidate's, now a new employee, first experience valuable and exciting.

Duration: 5 minutes

Career Development Programs 1.0

HUMAN RESOURCES

LC25136

Career development, sometimes called professional development, should be part of any company's training program. A career development program is a process to help your employees manage their career, learn new skills, obtain additional education, and take steps to improve themselves personally and professionally. It is a training program of sorts, but crafted specifically for individuals rather than groups.

Duration: 5 minutes

Types of Professional Training for Employees

HUMAN RESOURCES

LC25137

In many jobs, professional training is an ongoing process. Successful organizations expect continuing education and/or training to stay current with changes in their field. This

continued professional training, may be required by your organization or through the certification or professional license, which the employee holds. Technology, laws and policy, as well as external factors are constantly changing, and your employees must keep up with these evolution's.

Duration: 5 minutes

Health Hazards at Work—Promoting a Culture of Safety and Health 1.0 (US)

HUMAN RESOURCES

LC25138

OSHA covers many areas relating to health and safety in the workplace, often providing extensive training, however, there are some concerns that you, as a manager, must address. For example, stress management, office-related injuries such as carpal tunnel syndrome, and no-fragrance areas are all contemporary issues surrounding employee health and safety that government agencies do not oversee. It is important that you understand how your company should address concerns like these.

Duration: 10 minutes

Health Hazards at Work—Stress 1.0 (US)

HUMAN RESOURCES

LC25139

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.

Duration: 10 minutes

Health Hazards at Work—Violence and Bullying 1.0 (US)

HUMAN RESOURCES

LC25140

OSHA covers many areas relating to health and safety at work, and often provides extensive training. There are some additional areas, outside of OSHA requirements; that need to be addressed to create a safe work environment. For example, many employees are at risk of being assaulted by customers, invaders and even coworkers. Workplace bullying is also a concern; it can seriously impact an employee's emotional and physical safety. It is important that you understand how your company should address concerns like these.

Duration: 10 minutes

Managing Expatriates—Reducing Stress and Homesickness 1.0 (US)

HUMAN RESOURCES

LC25141

Though all employees suffer from stress at one point or another, employees on international assignments face unique challenges. Not only do they have the standard job stresses, they must also deal with the fact that they are living and working in a foreign country and are struggling with culture shock, homesickness, family difficulties, and other personal issues. You may find yourself in a situation in which you must help these employees handle such problems.

Duration: 10 minutes

Types of Management Styles in an Organization

HUMAN RESOURCES

LC25142

Every manager has his or her own different style. Although some styles are consistently more effective than others, there is a time and a place for everything—and there is a situation for each kind of management. If you are aware of the different ways of managing your team, you will be able to approach each situation in the way that will make your style and solutions as effective as possible.

Duration: 10 minutes

Deciding on a Pay System 1.0

HUMAN RESOURCES

LC25143

If we didn't get paid, we wouldn't go to work. Deciding how your business's salaries will be structured is an important part of ensuring that employees are compensated fairly for the work that they do for you. Salary cannot be arbitrary or based on something as whimsical as employee likeability. There are many different methods to create your payment structure to the benefit of your employees and your organization.

Duration: 10 minutes

Determining Internal and External Pay Factors 1.0

HUMAN RESOURCES

LC25144

There are many factors that influence a company's salaries. Managers responsible for determining salaries take many different elements into account, based on the philosophies

and resources of their organizations and on external market. Effective management can balance these factors to create a pay structure that is fair, feasible, and attractive to potential employees.

Duration: 10 minutes

Introduction to Compensation and Benefits 1.0

HUMAN RESOURCES

LC25145

Having a good compensation package can offer reasons for employees to stay with an organization. It can be an enticement for recruiting new employees. However, there are other aspects and reasons to having a good compensation package to offer your employees.

Duration: 10 minutes

Laws Relating to Pay in the U.S. 2.0

HUMAN RESOURCES

LC25146

Throughout American history, employee rights has caused concern for many employers and organizations. Throughout the 20th century, the United States has instituted a series of legal protections for its labor force, much of which concerns ensuring fair compensation. Failing to follow these laws can result in very serious consequences, including crippling fines and prison time. It is very important that managers understand these laws and the various ways to ensure that they are followed.

Duration: 10 minutes

Understanding Performance Appraisal Methods, Part One

HUMAN RESOURCES

LC25147

It is very important that employees are appraised and evaluated on a regular basis. Not only does this give management a way to objectively understand each employee's strengths and weaknesses, but it also allows the employees to know how they can improve the quality of their work. There are many different methods for appraising performance. Which one is the most effective for your company depends on your industry and on the specific job; however, many businesses prefer to use several methods in combination.

Duration: 10 minutes

Utilizing Job Evaluation Systems

HUMAN RESOURCES

LC25148

Job evaluation means just that: evaluating each position within your company. This allows you to determine how much each position is worth—that is, how much you should pay employees who hold that position. Using a consistent method to evaluate jobs, helps ensure that your pay structure is fair. It helps you consider each job by itself and compared to other jobs within your company to create salaries based on these considerations.

Duration: 10 minutes

Selecting New Employees—The Selection Process

HUMAN RESOURCES

LC25149

Whether because of employee turnover or company growth, new employees must be selected and hired, sometimes on a frequent basis. There is much to consider when selecting new employees, including the cost in doing so and what type of process should be followed.

Duration: 10 minutes

Employee Rights—Labor Unions in the US 2.0

HUMAN RESOURCES

LC25150

The importance of unions, and their meaning to your organization and your employees, can be confusing. By learning about the history, purpose, and processes involved with employee-union relations, you will gain understanding of the role unions play in the life of a company.

Duration: 10 minutes

Employee Rights—Privacy 2.0

HUMAN RESOURCES

LC25151

What rights do employees have concerning their privacy in the workplace? Several laws exist to protect employee privacy, while still allowing employers to maintain a safe work environment. Failure to follow these laws can expose a company to potential lawsuits and fines, so it's important to be informed about the various facets of this issue.

Duration: 10 minutes

A New Way to Train Employees 1.0

HUMAN RESOURCES

LC25152

Employee training and development is the process of helping develop employee's personal and organizational skills, knowledge, and abilities. Today, employee training has evolved to be more interactive and engaging for the trainee; advances in workplace technology make orientations and company-wide trainings less expensive and more efficient for everyone involved.

Duration: 10 minutes

Building Framework for the Development of Training Programs 1.0

HUMAN RESOURCES

LC25153

What makes a successful training program? In order for a training to be effective, those planning it must think about its delivery method, style, how much money is available, who the audience is, and what the training objectives are.

Duration: 10 minutes

The Four Stages of Employee Training

HUMAN RESOURCES

LC25154

What type of training does a new employee need to be successful in their job? Employees thrive when expectations and responsibilities are made clear from the beginning. Effective training is key to the success and retention of new employees and as an employer you should be well-versed in the various steps required.

Duration: 10 minutes

Training Delivery Methods

HUMAN RESOURCES

LC25155

There are many types of trainings available in the modern workplace. Which type of training a manager chooses depends on the type of ambiance desired, the employees being training, and the goals of the training. There are pros and cons to each training delivery method, and these should be considered during the development process.

Duration: 10 minutes

Staffing Internationally in the U.S.

HUMAN RESOURCES

LC25156

One of the major decisions a company must make when operating overseas is how the overseas operation will be staffed. There are three options when staffing internationally: home-country, host-country and third-country national strategies. Each option has pros and cons, which should be weighed carefully when making a decision.

Duration: 10 minutes

Exploring the Global Business Environment 1.0 (US)

HUMAN RESOURCES

LC25157

If your company expands to the global marketplace, will you be prepared to make human resource management decisions regardless of the type of market the company pursues? There are many considerations when thinking about the global environment of a business, especially when it comes to human resource management.

Duration: 10 minutes

Onboarding—Why You Should Care

HUMAN RESOURCES

LC25158

Why is onboarding important? One of the first impressions a new employee has about an employer is shaped during the onboarding process. Onboarding is an opportunity to introduce important information to new employees and to set them up with the tools they need for success.

Duration: 10 minutes

Organizing the Performance Appraisal Process and Conducting Appraisal Interviews

HUMAN RESOURCES

LC25159

How do your employees know if they are doing a good job? Performance appraisals are a major part of any HR professional's job, but they require careful planning and execution. Successfully conducting a performance appraisal should result in a positive outcome for both the employee and the manager, as well as the organization as a whole.

Duration: 10 minutes

Performance Appraisal System Errors and Legal Considerations 2.0

HUMAN RESOURCES

LC25160

Why are performance appraisal systems important and what can possibly go wrong with them? Learn about the potential pitfalls of performance appraisal systems and the legal considerations present.

Duration: 10 minutes

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

HUMAN RESOURCES

LC25161

Psychiatric disabilities are not uncommon, but they can be more difficult to recognize than something like a physical disability, which is more obvious in nature. As with other types of disabilities, employees with psychiatric disabilities are legally entitled to reasonable accommodations that help them perform their job to the best of their abilities.

Duration: 10 minutes

Recruitment—Job Analysis and Job Descriptions

HUMAN RESOURCES

LC25162

Job analysis is a formal write-up that explicitly determines the “what and how” of a job. The purpose of a job analysis is to match a job to the employee who performs it, and to determine how employee performance will be assessed.

Duration: 10 minutes

Recruitment Strategies, Part II

HUMAN RESOURCES

LC25163

Where can you find qualified candidates for the open positions in your organization? There are many different recruitment sources; some reliant on the most current technology, and some from more traditional channels. You can use one tried and true source, or a variety of these sources from which to draw a pool of qualified job candidates.

Duration: 10 minutes

Employee Retention Strategies—Pay for Performance and Work–Life Balance 1.0

HUMAN RESOURCES

LC25164

What makes good employees stay at their jobs? Employee retention refers to an organization's goal that competent, hardworking employees remain in their roles with the organization. There are two main strategies for employee retention: pay-for-performance, when employees are rewarded for their achievements, and work-life-balance, which ensures employees can meet both home and work responsibilities.

Duration: 10 minutes

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

HUMAN RESOURCES

LC25165

Employees have quite a few legal rights to job protection, which HR professionals must understand and practice to avoid lawsuits and employee conflict.

Duration: 10 minutes

Implementing Retention Strategies 1.0

HUMAN RESOURCES

LC25166

How do you get good employees to stay? There are any number of reasons that motivate employees to stay with a company, and understanding those reasons helps lay the foundation for developing a solid retention plan. There are also several strategies companies can use to ensure that good employees are motivated to commit to the company for a long time.

Duration: 10 minutes

Costs and Causes of Employee Turnover 1.0

HUMAN RESOURCES

LC25167

Why do good employees leave and what does it cost a company when it occurs? Losing an employee is called turnover, and the rate of turnover at a company can be a clue to how well employees are treated, and overall employee satisfaction. The ultimate goal of most companies is to have a low turnover rate; in order to achieve that, you must understand the reasons for employee turnover, and have a retention plan in place.

Duration: 10 minutes

Beginning Development for Training Programs 1.0

HUMAN RESOURCES

LC25168

The process of developing a training program can seem daunting—there are many steps. Developing a framework can help make the task more manageable and keep you organized throughout the process. Two of the most important pieces of this framework will be identifying the needs assessment and learning objectives, and the learning styles.

Duration: 10 minutes

Completing the Framework for Developing Training Programs 1.0

HUMAN RESOURCES

LC25169

Creating a training program is an involved process that requires much planning and gathering of information. Breaking the process into steps is a helpful approach. Once you've completed the initial steps of the process and are in the home stretch, you'll be ready to take on the final three steps: timelines, communication, and measuring effectiveness.

Duration: 10 minutes

Dealing With Performance Issues 1.0

HUMAN RESOURCES

LC25170

Dealing with employees who are underperforming in their jobs is perhaps the most difficult jobs you'll undertake, but it is a necessary one. What protocol exists for disciplining employees with performance issues? There are several types of discipline and dispute resolutions that management can utilize to address employee performance issues.

Duration: 10 minutes

Types of Training for Employees

HUMAN RESOURCES

LC25171

What types of training are important for employees, both new and established? Depending on the field you are in, there will be specific types of employee training you'll need to be aware of, including technical training, quality training, and skills and soft skills training.

Duration: 10 minutes

Understanding and Investigating Performance Issues

HUMAN RESOURCES

LC25172

One of the duties of a manager or HR representative is to address employee performance issues. Therefore, it's important to know your company's policies and procedures, which address job performance; this knowledge will let you know what course to take, and what your options are.

Duration: 10 minutes

Types of Communication Styles in an Organization

HUMAN RESOURCES

LC25173

What kind of communicator are you? The way you communicate with others can make the difference between success and failure in your career, so this topic deserves some attention. There are different types of communicators and different types of communication styles used in personal and business communication.

Duration: 10 minutes

Determining International Employee Compensation 1.0 (US)

HUMAN RESOURCES

LC25174

How do you determine compensation for international employees? There are many variables to think about, including cultural concerns, legal mandates within countries, and cost-of-living considerations. As a manager, you need stay informed about the different types of compensation plans and other potential human resource issues that apply to your organization.

Duration: 10 minutes

Developing Employees 1.0

HUMAN RESOURCES

LC25175

Have you ever started your first day at a new job feeling upbeat and optimistic, only to walk out at the end of the day thinking that maybe you've taken the wrong job? If this happens too often, your employer may need to revise its approach to orientation—the way it introduces new employees to the organization and their jobs. Starting a new job is a little like beginning college. You can ease this transition for new employees by applying best practices of employee development, especially new employee orientation.

Duration: 10 minutes

Employee Compensation and Benefits 1.0

HUMAN RESOURCES

LC25176

Most employees, even those who love their jobs, ultimately show up and perform their work to earn a paycheck. But a paycheck isn't the only part of employee compensation, as there are incentives and benefits to consider.

Duration: 10 minutes

Health Hazards at Work—Cumulative Trauma and Exposures 1.0

HUMAN RESOURCES

LC25177

When employees suffer injuries or illnesses due to factors from the workplace, a company loses money. This may be due to loss of productivity, worker turnover, or an increase in benefits. Ideally, a company will have policies and procedures in place to help prevent and address trauma in the workplace.

Duration: 10 minutes

International Law for Expatriates in the US 2.0

HUMAN RESOURCES

LC25178

When thinking about helping expatriate employees begin a new overseas assignment, HRM has a lot to think about. There are many legal policies and other concerns facing an expatriate depending on the country, including visas and taxes. Part of your job as manager may be to help international employees begin a new job positively, so you need to stay informed about the issues surrounding overseas assignments as they pertain to your organization.

Duration: 10 minutes

Providing Voluntary Benefits—Incentive Pay and Paid Time Off

HUMAN RESOURCES

LC25179

How are good employees rewarded? There are many different types of compensation and benefits that help a company stay relevant and competitive to employees. Although types of compensation vary, their purpose is the same: to recruit, reward, and retain the best employees and give a company a competitive advantage.

Duration: 10 minutes

Pay Types and Considerations

HUMAN RESOURCES

LC25180

There are many variables that go into the decisions HRM must make with organizational leadership to determine how employees are paid. Some of the factors to be considered when an organization creates a pay system include things such as the potential growth of the organization, as well as the methods used to incentivize and compensate employees.

Duration: 10 minutes

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

HUMAN RESOURCES

LC25181

The labor movement in America is currently experiencing several major challenges. Union membership has significantly decreased, employers are focusing more on maintaining employees of nonunion status, and the strength of globalized markets limit unions' power. However, there are laws in place that help bolster unionization and unions' bargaining power. If you understand current labor problems and the legal protection of organized labor, you will be better prepared to meet these issues from either direction.

Duration: 10 minutes

Human Resources Global Strategies in the U.S. 2.0

HUMAN RESOURCES

LC25182

In a world in which international business is increasingly the norm, it is important that your organization can function on a global scale. There is more to this than simply opening an office in a foreign country. There are unique considerations in all aspects of business functions, from legal and cultural ramifications to economic concerns to operations. Before you expand internationally, you must be aware of how human relations management is conducted.

Duration: 10 minutes

Introduction to Labor Unions in the U.S. 2.0

HUMAN RESOURCES

LC25183

Throughout the history of the industrialized world, there has been the threat, and sometimes practice, of exploitation and unfair labor practices. Unions exist to protect their

members from these problems. It is important for people in management to understand the history of this practice and the practices and laws surrounding them.

Duration: 10 minutes

Onboarding—Orientations

HUMAN RESOURCES

LC25184

Starting a new job can be a daunting prospect. When you have a new job, have so much to learn, and you are probably uncertain about exactly what you will have to do. You may feel a bit out of place with your new coworkers and you may feel uncomfortable with the new organizational culture. Onboarding is the process through which new employees are introduced to all major aspects of their work and are integrated into the culture. Done correctly, onboarding makes this transition smooth and easy.

Duration: 10 minutes

What is New Employee Onboarding?

HUMAN RESOURCES

LC25185

The first day of a new job can be quite overwhelming. Although employees are eager to start their work, they don't know their coworkers, they don't know their boss's expectations, and they don't know what it will be like to work at this new, unfamiliar place. An organization that plans a fulsome onboarding process will help new employees' integration be painless and fruitful.

Duration: 10 minutes

Completing and Conducting Employee Performance Appraisals 1.0

HUMAN RESOURCES

LC25186

Managers must give their employees feedback through a systematic performance evaluation system. This is a very important part of management; feedback helps employees understand their strengths and weaknesses, gives them important information about how to improve their work, and increases overall performance. Creating an effective performance appraisal system and implementing it properly are vital to employee success.

Duration: 10 minutes

Employee Separation, Rightsizing and Layoffs 1.0

HUMAN RESOURCES

LC25187

Letting an employee go is one of the less pleasant tasks facing managers. However, there are times that it must be done, and there are right ways to do it. It is important to follow the proper procedures so that the whole thing is as painless and efficient as possible.

Duration: 10 minutes

Practicing Advanced Retention Strategies

HUMAN RESOURCES

LC25188

Managers have a profound effect on whether or not employees want to continue working for the company. In a recent Gallup poll of one million workers, poor management was the top cause of resignations. Incompetent managers, bullying managers, or managers with poor communication skills can seriously damage employee morale, thus leading to a high turnover. Manager training is important to minimizing this negative impact. There are many different ways in which management policy can improve employees' perception of their jobs.

Duration: 10 minutes

Managing Employee Performance—A Look at Influences and Discipline 1.0

HUMAN RESOURCES

LC25189

Sometimes, employees just aren't performing the way you want them to. This may simply be because they don't have the skills, or knowledge required to succeed, but there are other influences that can cause a person to perform less than adequately. Sometimes, addressing these influences directly will solve the problem; other times, you will have to take disciplinary action. Recognizing these influences and knowing the right way to discipline employees will help you to get your employees to the level you want.

Duration: 10 minutes

A Safe Workplace—OSHA and Right-to-Know Laws in the U.S. 2.0

HUMAN RESOURCES

LC25190

Workplace safety must be a primary consideration for any organization. According to OSHA's website, in 2015, 4,379 workers were killed by workplace accidents and the Bureau

of Labor Statistics reports nearly three million workplace injuries occurred in the same year. These staggering numbers represent, not only a cost to employees' well-being, but also financial and time costs to the company. It is vital that you understand the safety laws and procedures in place to protect you and your employees.

Duration: 10 minutes

Introducing Human Resource Management 1.0

HUMAN RESOURCES

LC25191

There is a stereotype of human resources workers as being false empathetic bureaucrats. It's not a very flattering image. However, a human resource representative's job is to care about ensuring an organization has a full staff capable of performing daily operations without undue strain. It is also the representative's job to ensure that the organization's workforce is safe, happy, and taken care of. It's a very important part of any organization, and requires a specific, strategic plan.

Duration: 10 minutes

Unionization and Corporate Resistance in the U.S. 2.0

HUMAN RESOURCES

LC25192

Although unions are currently in decline in America, they still can have a lot of influence. Sometimes, employees who feel disgruntled may decide to unionize at a business that has traditionally been nonunion. This can cause a great deal of difficulty for both employees and employers. You should know how to handle it if your employees start to go through this process.

Duration: 10 minutes

Onboarding—Best Practices

HUMAN RESOURCES

LC25193

Starting a new job can be a daunting prospect. When you have a new job, you have so much to learn, and you're probably uncertain about exactly what you will have to do. You may feel a bit out of place with your new coworkers and you may feel uncomfortable with the new organizational culture. Onboarding is the process where new employees are introduced to all major aspects of their work and are integrated into the company culture. Done correctly, onboarding makes this transition smooth and easy.

Duration: 10 minutes

Onboarding—The Power of Day One

HUMAN RESOURCES

LC25194

Starting a new job can be a very difficult experience. It is important that any business or organization helps their new employees feel positive and welcome from their very first day. This is the time where new employees form very strong impressions about your organization; you must work to ensure that these impressions attract them to their new jobs and make them feel at ease.

Duration: 10 minutes

Understanding Performance Appraisal Methods, Part 3

HUMAN RESOURCES

LC25195

It is very important that employees are appraised and evaluated on a regular basis. Not only does this give management a way to objectively understand each employee's strengths and weaknesses, but it also allows the employees to know how they can improve the quality of their work. There are many different methods for appraising performance. Which one is the most effective for your company depends on your industry and on the specific job; however, it is important to understand several different methods and why a business may choose one over another.

Duration: 10 minutes

Selecting New Employees—Criteria Development and Resume Review

HUMAN RESOURCES

LC25196

When a new position opens on your team, you will likely be responsible for making the hiring decision. As with most aspects of management, the hiring process should be specifically planned out. Knowing the kind of person you want to hire, and knowing how to use résumés to determine qualified candidates will be a valuable tool in making sure you select the right candidate.

Duration: 10 minutes

Selecting New Employees—Testing

HUMAN RESOURCES

LC25197

Resumes and interviews are not the only ways to select people for a job. Many organizations test their candidate's aptitudes, personality, or other skills to make sure that they will be a good fit. Whether you will administer tests and what

those tests should be, will depend heavily on what position you are hiring for. It is important for you to understand the kinds of tests available to you.

Duration: 10 minutes

Selecting New Employees—Types of Interviews and Interview Questions

HUMAN RESOURCES

LC25198

Interviewing people costs time and money. After candidates make it through the initial screening, it is very important to conduct good interviews so that you can efficiently select the right candidate. Many businesses have lost time and money because their new employees couldn't perform the job or just plain quit. Knowing the different interview options available to you will help you in this process.

Duration: 10 minutes

Introduction to Managing Employee Performance 1.0

HUMAN RESOURCES

LC25199

New employees require a lot of investment of both time and money. The costs to select, hire, and train new employees can be staggering. It can be very disappointing when these employees don't work out. It can be even more disappointing when veteran workers suddenly start showing behavior or performance issues. However, these things do happen. There are many ways in which an employee can damage their own performance or the operation of the whole organization.

Duration: 10 minutes

Expatriate Selection, Cultural Training and Other Considerations 1.0 (US)

HUMAN RESOURCES

LC25200

Businesses with an international presence or those hoping to expand internationally will sometimes have to send an employee overseas. This is a unique assignment. It's not like being promoted in-house or changing positions from one department to another. There are important considerations specific to international assignment when you are selecting the employee and there is specific training you should provide to someone going to another country.

Duration: 15 minutes

Providing Voluntary Benefits—Medical Insurance and 401(k)s

HUMAN RESOURCES

LC25201

You do not have to provide voluntary benefits to your employees—they are voluntary, after all. However, they can be a tremendous motivator and an excellent retention tool. Although they are useful, they are also costly. It is the duty of HR professionals to choose the most cost-efficient benefits to offer.

Duration: 15 minutes

Onboarding Tools

HUMAN RESOURCES

LC25202

Most organizations have some type of onboarding program for new employees, but not all are effective. The onboarding process is so important because it sets the tone for an employee's tenure with an organization. Therefore, a well-thought out, well-planned onboarding process lays a solid, positive foundation for a new employee, whereas a poorly planned or poorly executed one can leave the employee feeling unsure or unconfident about their place in the organization. There are many tools you can use to create the type of onboarding program that will set employees up to thrive within your company.

Duration: 15 minutes

Onboarding—Transmitting Culture

HUMAN RESOURCES

LC25203

When we talk about organizational culture, we're talking about the set of key values, beliefs, and attitudes that are shared among an organization's members. The organizational culture will affect most aspects of procedures and operations, sometimes through conscious effort and sometimes through unconscious absorption. It is important that you understand your organizational culture and how it can affect your employees.

Duration: 15 minutes

Hiring Employees 1.0

HUMAN RESOURCES

LC25205

Hiring new employees is a very complicated process. Before it begins, you should have each step planned out and leave little room for error or impromptu actions. So that you can plan these steps better, it is important that you understand what each one entails.

Duration: 15 minutes

Performance Appraisals

HUMAN RESOURCES

LC25206

Employees generally want their managers to tell them three things: what they should be doing, how well they're doing it, and how they can improve their performance. Good managers address these issues on an ongoing basis and also conduct regular official appraisals. Knowing the best ways to provide this feedback is a tremendous asset for you and your employees.

Duration: 15 minutes

What Makes a Great Place to Work

HUMAN RESOURCES

LC25207

Happy employees are motivated employees. The better people feel about their jobs, the harder they work. Most people report that they are happiest with their work when they are challenged, respected, treated fairly, and appreciated. People want to feel pride in their work, feel that they make a difference, and feel that they have the opportunity to grow their careers. The best managers understand their employees' wants and needs and work to fulfill them.

Duration: 15 minutes

Retaining Your Best People

HUMAN RESOURCES

LC25209

Part of the job of a human resources manager is to develop strategies to keep employees from leaving the company. The more you retain your employees, the more efficient and successful your organization becomes. To do this, you must gather data about the satisfaction of your current employees and use that information to develop specific retention plans. However, before you take those steps, you should understand some theories of job satisfaction and dissatisfaction.

Duration: 15 minutes

Exploring the Need for Labor Unions in the US 2.0

HUMAN RESOURCES

LC25210

Full time employees have the right to expect that their jobs will provide security and safety, as well as a salary that will allow them to take care of all their physical needs. On the other hand, businesses have their own goals for profit, low operating costs, and commercial growth. Sometimes, these sets of needs are not compatible. When there is conflict, employees may feel the need to form a union, or a formal body responsible for negotiating terms with management.

Duration: 15 minutes

Multiculturalism and the Law (US)

HUMAN RESOURCES

LC25211

As we already know, it is in an organization's best interest to hire and promote a multicultural and diverse workforce. However, workplace discrimination is an ongoing problem that some people experience. As a result, a federal agency has been established to ensure employees have a place to file complaints, should they feel discriminated against.

Duration: 15 minutes

Employee Personality and Fit 1.0

HUMAN RESOURCES

LC25212

You are interviewing a candidate for a position as a cashier in a supermarket. You need someone polite, courteous, patient, and dependable. The candidate you are talking to seems nice, but how do you know who is the right person for the job? Will the job candidate like the job or get bored? Will they have a lot of accidents on the job or be fired for misconduct? Don't you wish you knew before hiring?

Duration: 20 minutes

Exploring Indian Culture 1.0

HUMAN RESOURCES

LC25260

India is a vast sub-continent that includes the countries of Pakistan, Bangladesh, and Sri Lanka. When you think about India alone, there are more than 1.3 billion people and more than 20 languages. It's similar to Europe because the many states have multiple languages and different values associated with them.

Duration: 10 minutes

Exploring Latino Culture 1.0

HUMAN RESOURCES

LC25271

The Latino population in America continues to grow, and with it comes an increasing presence of different cultural expectations. You may know the right ways to speak to customers from your own culture, but you may be unfamiliar with customers who have a different understanding and processes for addressing difficulties. It is important that you understand the norms of Latino culture and how to adhere to those norms.

Duration: 10 minutes

Exploring Russian Culture 1.0

HUMAN RESOURCES

LC25295

Russia is the largest country in the world and has more than a thousand years of documented history. As many Russians have immigrated to the United States, facets of Russian culture have become infused in our society. Since many people of Russian descent keep close ties with the traditions of their homeland, it's helpful for others to understand a few things about Russian culture.

Duration: 15 minutes

HR for Non-HR Managers 1.0 (UK/EU)

HUMAN RESOURCES

LH70001

HR or Human Resources is a key driver of a company's success, but it is often undervalued and misunderstood. This course will help to avoid this.

Duration: 40 minutes

Defining HR 2.0 (UK/EU)

HUMAN RESOURCES

LH70002

This bite sized module looks at the importance of Human Resources. It defines what HR really means.

Duration: 5 minutes

Right People/Right Role 2019 (UK/EU)

HUMAN RESOURCES

LH70003

Recruitment is one of the most important aspects of your business – because your company is defined by its employees. This course can help you find the right people for the right role.

Duration: 5 minutes

Performance Reviews 2019

HUMAN RESOURCES

LH70005

The more you understand how feedback works, the more you can develop yourself and others around you.

Duration: 5 minutes

Discipline and Grievance 2019 (UK/EU)

HUMAN RESOURCES

LH70007

Yelling “You’re fired!” might make good TV, but in real life, if you do so without the right legal reason to back it up you could find yourself in an expensive employment tribunal. Find out how you should conduct yourself in this situation.

Duration: 5 minutes

Effective Absence Management 2019 (UK/EU)

HUMAN RESOURCES

LH70008

Employee absence is more than an empty desk. It’s a significant cost to your business. Find out how to be an effective absence management.

Duration: 5 minutes

Termination of Employment 2019

HUMAN RESOURCES

LH70009

This HR module looks at the process for ending an employees contract. The animated explainer video covers why this can be such a difficult task and highlights the importance of following correct procedure.

Duration: 10 minutes

Importance of Training (2018) (UK/EU)

HUMAN RESOURCES

LH70011

Like plants in a garden, you must cultivate employees with careful, consistent attention. If you don’t and they’re not cared for, they wilt. People want to be stretched, to learn new skills and progress their careers. This course discusses how you can help. We take a look at the theory behind how people learn and how you can take that into the real work environment to shape training.

Duration: 5 minutes

How to Behave at Work Parties– Drugs and Alcohol 3.0

HUMAN RESOURCES

P108110

The purpose of this course is to 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.

Duration: 6 minutes

How to Behave at Work Parties– Sexual Harassment 3.0

HUMAN RESOURCES

P108111

The purpose of this course is to 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.

Duration: 7 minutes

How to Behave at Work Parties– Social Media 3.0

HUMAN RESOURCES

P108112

The purpose of this course is to 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.

Duration: 6 minutes

Culture Series – Doing What's Right 1.0

HUMAN RESOURCES

LC25400

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. This microlearning course is part of the Culture Series, aimed at building compliant workplace cultures through everyday behavior change.

Duration: 5 minutes

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

HUMAN RESOURCES

LC25401

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. This microlearning course is part of the Culture Series, aimed at building compliant workplace cultures through everyday behavior change.

Duration: 5 minutes

Culture Series – Setting An Example (For Managers) 1.0

HUMAN RESOURCES

LC25402

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. This microlearning course is for managers and is part of the Culture Series, aimed at building compliant workplace cultures through everyday behavior change.

Duration: 5 minutes

Culture Series – Start the Change (For Managers) 1.0

HUMAN RESOURCES

LC25403

A positive workplace culture starts from the top. This course helps those in leadership roles understand the importance of positive workplace culture is important, and provides tips on how to build one. This micro-learning course is part of the Culture Series, aimed at building compliant workplace cultures through everyday behavior change.

Duration: 10 minutes

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

HUMAN RESOURCES

LC25404

A positive workplace culture involves everyone. 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. This microlearning course is part of the Culture Series, aimed at building compliant workplace cultures through everyday behavior change.

Duration: 5 minutes

Family Medical Leave Act for Employees 1.0 (US)

HUMAN RESOURCES

LC25413

Family and Medical Leave Act (FMLA) helps relieve the stress from worrying about keeping your job at an already difficult time in your life. Learn about FMLA, who is covered by the law, types of leave, FMLA protections and their limitations. This course is for employees. There is a course on the same topic for managers.

Duration: 18 minutes

Family Medical Leave Act for Managers 1.0 (US)

HUMAN RESOURCES

LC25414

FMLA helps relieve employees' stress from worrying about keeping their job at an already difficult time. 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. There is a course on the same topic for employees.

Duration: 25 minutes

Prevención del acoso sexual 2.0 (US) Sexual Harassment Prevention 2.0 (US)

HUMAN RESOURCES

LC25409

En años recientes, el acoso sexual ha recibido mucha atención de los medios. 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.

Duration: 40 minutes

IT Skills

Start Using Powerpoint

IT SKILLS LH11001

PowerPoint is the No.1 tool used worldwide to bring presentations to life. Discover the basics with this course.

Duration: 20 minutes

Start Using Outlook

IT SKILLS LH11002

Outlook is one of the oldest and most widely used e-mail clients available. Discover the basics with this course.

Duration: 90 minutes

Start Using Excel

IT SKILLS LH11003

Microsoft excel is a powerful tool for organising, visualising and calculating your data. Discover the basics with this course.

Duration: 20 minutes

Start Using Word

IT SKILLS LH11004

Microsoft Word is the most widely used word processing software, with roughly half a billion people using it – and justifiably so. Discover the basics with this course.

Duration: 20 minutes

Sharepoint Overview

IT SKILLS LH11005

Microsoft SharePoint is like peanut butter and jelly; it combines all the things you love and need in one place. It allows you to share common resources and applications, which allows your team to collaborate across your organization. Now all your projects will be better than ever before!

Duration: 10 minutes

Word 2007 Basic

IT SKILLS LHQ1101

Word. Yo dawg. That's quite enough of that. Let's learn how to use Microsoft Word. Microsoft Word is THE word processing software. It's like I'm pretty sure the ancient Egyptians used Microsoft Word for hieroglyphics in pyramids it's that ubiquitous. That doesn't mean it comes naturally to everyone to use. This course is going to outline the basics of Microsoft Word 2007 to help you get the most out of it while you're knocking together your modern-day equivalent of hieroglyphics. Probably just some report or something.

Duration: 54 minutes

Word 2007 Intermediate

IT SKILLS LHQ1102

Everyone's used Word at some point. By now surely? But maybe you've not tried 2007. Or maybe you just want to know how to get more out of it. Lucky for you: this course exists. You've heard the story about the person who tried to move an image 1mm in Word and ended up inadvertently hacking into the Pentagon. It was all over the news. Still couldn't get the image to move. Word can be tricky. This course is designed to help with that. It's going to look at some tips and tricks that build on your basic knowledge beyond just type-a type-a type-a. So you will be able to move that image. And much more.

Duration: 3 hours 16 minutes

Word 2007 Advanced

IT SKILLS LHQ1103

Word eh? Easy innit? Writing stuff. Tables. You can do it all. Or can you? Let's find out. If you're comfortable using Word but think 'hey maybe I could be a bit more efficient here' this course is for you. It'll look at some of the stuff you might not have known about Word. Or maybe the stuff you did know in a bit more detail. It's designed to help you get the most out of the program imprinting your own style into your work. It assumes a reasonable level of background knowledge on the Word platform. If you feel you're not up to that there are courses that build up to this one.

Duration: 1 hour 17 minutes

Excel 2007 Basic 1.0

IT SKILLS

LHQ1104

Excel. That's the one with tables. And spreadsheets. And more? Yes and more. Find out what more here. Data's everywhere. People often need to look at it with their eyes. One really convenient way to store calculate and look at data with your eyes is with Microsoft Excel. It crops up a lot in the work environment so it's really useful to get an idea of how to use it. This course will help you out if you're just getting started if you know a bit but want to get better or if you're just after a bit of a refresher.

Duration: 23 minutes

Excel 2007 Intermediate 1.0

IT SKILLS

LHQ1105

Excel's one of those things you think you know well. Then you come home one day and find it in bed with your best friend. Or more likely you get stuck on a task. This course can help with the latter. This course is here to help you if you've used Excel before but think there's more you can get out of it. Which is fair enough. Most people could probably stand to get a little better at spreadsheets. I mean let's face it Excel is more of a staple to the work environment now than well staples. The better you're able to utilise it the more effective you can be at your job. Which can't be a bad thing can it?

Duration: 25 minutes

Excel 2007 Advanced 1.0

IT SKILLS

LHQ1106

You can use Excel every day know all the standard stuff to do with it and then someone comes along and goes 'how come you're doing it that way?' and then you start questioning everything. This course will protect you. Excel is one of those things where there's almost always a bit more you can know. I bet the guys who coded the software still sometimes look at it and go 'what the heck?!' This course won't go quite as far as writing code but it should help you to get the most out of your Excel software.

Duration: 1 hour 25 minutes

Outlook 2007 Basic

IT SKILLS

LHQ1107

You know what email was first invented for? No not universities sending data to each other. It was for sharing cat pictures. I know right? Nowadays you might need it for work. Use this course to figure out how. Emails are business critical let's face it. You need to be able to send files ask questions and get information about this year's charity bake sale long distance and sometimes a call just won't cut it. Outlook's a very popular email tool and it's simple to use provided you know the basics. This course is here to help you get to grips with those basics whether you've used email before or not.

Duration: 37 minutes

Outlook 2007 Intermediate

IT SKILLS

LHQ1108

"Oh my gosh why do I have to take this course? I send emails all the time!" Course you do. But there's so much more you could be doing. Find out what in this course. Everyone's had an email snafu at one point. Replying to all with something you were only supposed to send to one person. Right? Accidentally typing an email address in wrong and sending something risky to a client who has the same name as your friend? Well even beyond those mix-ups there are probably other things you can be doing to make your email system a better place. This course is going to walk you through them.

Duration: 50 minutes

PowerPoint 2007 Basic

IT SKILLS

LHQ1109

Powerpoint is one of those things isn't it? Got a presentation to do? Powerpoint. And no-one likes to look daft when doing a presentation. This course will help you learn the basics so you can avoid all that. So what is Powerpoint anyway? It's a type of slide creation and presentation software from Microsoft first released by them in the late 80s. It's very popular with over 95% of the presentation software market. You'll often see it used in the work environment so knowing how to use it is really handy. This course will show you the ropes so you can stay up to speed.

Duration: 46 minutes

PowerPoint 2007 Intermediate

IT SKILLS

LHQ1110

95% of presentations are done with Powerpoint. That means yours better be pretty darn good to stand out. But how can you make yours the best? This course can help. Loads of people hate having to sit through Powerpoint presentations. It's because they can get a bit boring if they're not done properly. To do them properly you need a good understanding of how to actually use Powerpoint. This course will teach you the tips and tricks to get the most out of this program even if you already know how to use it generally.

Duration: 1 hour

Word 2010 Basic 1.0

IT SKILLS

LHQ1111

Everyone needs Word. If you use a computer you're definitely going to need Word. If you ever need to write anything down on a computer you're definitely going to need word. If you want to live in the 21st Century... You've got the point. But have you got the absolute basics? Luckily this course is a friendly introduction to the world of Microsoft Word. We'll get you off on the right foot – you'll be well versed with the Word doc basics by the time we're done with you.

Duration: 1 hour 15 minutes

Word 2010 Intermediate 1.0

IT SKILLS

LHQ1112

Microsoft word. The absolute king of word processing software. So you know how to open and start a new doc. Congrats. Now let's step it up a gear. Now you need to print out posters for your garage sale. Or maybe your cat is lost and you need to tape its face and name to trees. This is exactly what this course is about. Well not just that. This course will develop your Word skills and equip you with the know-how you need to get that little bit extra out of it.

Duration: 1 hour 10 minutes

Word 2010 Advanced 1.0

IT SKILLS

LHQ1113

Word 2010. Let's talk. It's been around so long yet it's still the front-runner in the word document world. So simple yet so many features to use and so many things to learn. Sure you can write a document but are you using Word to its full ability? You already know the basics. But you don't buy a fire extinguisher and just use it to blow out a candle. So this

advanced course will make you a seasoned expert in that pioneer of a program we call MS Word. You can thank us when you're producing some seriously slick documents with great ease.

Duration: 1 hour 18 minutes

Excel 2010 Basic 1.0

IT SKILLS

LHQ1114

Microsoft Excel. If it were a person it would be the really intelligent guy in the corner at the party. He's logical and mathematical and therefore pretty hard to approach. You feel like he'll judge you for not knowing what he's talking about so you just don't bother. You leave him in the corner and avoid him. Time to change that. We're going to introduce you properly and you'll realise that Excel isn't scary or unapproachable. No really! So we're going to start off nice and easy and show you the basics and dispel those fears you have.

Duration: 1 hour 17 minutes

Excel 2010 Intermediate 1.0

IT SKILLS

LHQ1115

Microsoft Excel. You know what it's for. Making spreadsheets and tables and stuff so you can keep track of who's turn it is to buy the milk in the office. But you've always had this feeling that there's more functionality than that haven't you? Well you're right. So this course is designed to show you a little more than you already know about Excel. You'll be able to spice up your basic Excel documents in no time and have a clearer idea of the things you can achieve.

Duration: 1 hour 34 minutes

Excel 2010 Advanced 1.0

IT SKILLS

LHQ1116

MS Excel. Tables graphs and equations – it's a pretty smart piece of software. It can make your life fairly easy if you if you know your way around it. But it's much easier if you're shown how. So if you fancy being an Excel expert – you're in the right place! We'll introduce you to some seriously advanced stuff. In fact – you'll be teaching us in no time.

Duration: 2 hours 12 minutes

Outlook 2010 Basic 1.0

IT SKILLS

LHQ1117

Pull up a pew. Let's talk about Outlook! If you've been living under a rock and don't know, it's an intuitive email service that has the function to organise you nicely. Your mail contacts calendars all synced together. So you can schedule your life quite easily. This course will introduce you to this all-under-one-roof program. We guarantee you'll walk away with a much more positive Outlook. Ok sorry for that. But you will get to grips and have an understanding of the essentials.

Duration: 1 hours 22 minutes

Outlook 2010 Intermediate 1.0

IT SKILLS

LHQ1118

Outlook 2010. Okay—you know how to send an email. You also know how to receive an email. That's brilliant. Congratulations. But now let's get seriously organised! Playtime is over... Let's talk about your contacts your calendars and your tasks. There's much more to Outlook than you realise after all. And we're going to talk you through it. So come join us for a tour of Outlook's deeper functionality and we can way get more out of it.

Duration: 1 hour 3 minutes

PowerPoint 2010 Basic 1.0

IT SKILLS

LHQ1119

You're feeling a little warm. There's a bit of sweat on your brow. Your words are falling over each other. Why? You're doing a presentation and you're nervous it's going to go wrong. It's times like these you don't need unpredictable behaviour. You need PowerPoint—the undisputed leader of the presentation world. An ever trustworthy reliable steed. It'll see you through your presentation and you'll pull it off with absolute professionalism. This course is going to introduce you to the world of slick easy presentation making.

Duration: 1 hour 6 minutes

PowerPoint 2010 Intermediate

IT SKILLS

LHQ1120

Writing and giving presentations requires organization. And if you're watching one you want to be engaged. So we're going to show you how to advance your presentation building skills. We'll check out different themes transitions and animations

to make your work more creative and engaging. The crowd will be begging for more.

Duration: 1 hour 6 minutes

Project 2010 Basic

IT SKILLS

LHQ1121

MS Project. If you've never used it you probably think the way you're currently managing your projects is the most efficient way. Perhaps you're using a basic spreadsheet. Or maybe a notebook and a lot of scribbling. Probably not the best solution. So fancy making your life easier? Because you need a reliable organised project managing software. Luckily we know one. Can you see where we're going with this? Yep – it's MS Project! Whether it's a private or business project let us show you the basics.

Duration: 49 minutes

Project 2010 Intermediate

IT SKILLS

LHQ1122

Do you ever find yourself trying to plan or manage a project but lose track of all of the different parts of it? Or end up forgetting something because there's just too much to think about? Well if you need a hand organising your duties tasks and appointments look no further. No really stop looking. It's all about MS Project. Whether you're managing a private or a business project – you're sure to find it refreshingly straightforward. Join us for this intermediate course and we'll throw ourselves into the deep end of MS Project with you. You'll be getting the most out of the program in no time.

Duration: 1 hour 21 minutes

Visio 2010 Basic

IT SKILLS

LHQ1123

MS Visio. It's the underdog of the Microsoft world. Constantly overshadowed by its more popular well-known siblings Word Excel and PowerPoint. But Visio has its place and we think it's underrated. Visio is the program you go to if you want to create a beautiful floor plan or make a clear flow chart or even a 3D map diagram. There's loads to learn. This course will introduce you to the world of Visio and you'll wonder why you weren't using it before.

Duration: 1 hour 23 minutes

Visio 2010 Intermediate

IT SKILLS

LHQ1124

MS Visio. What even is it? Well what MS Word is to documents Visio is to flowcharts and diagrams. Let's take your basic understanding of this program a step further and delve into the beautiful world of templates stencils and diagrams. It's a shape-lovers dream. So many charts to be made and shapes to be used. Join this training and we'll step up your knowledge to help you get even more out of Visio.

Duration: 1 hour

Excel 2003-2010 Upgrade 1.0

IT SKILLS

LHQ1125

You've got Excel 2003, and you're good at it, but here comes 2010, and you're worried? Don't be. It's several bitesize courses on all the key differences between the Excel 2003 platform you're familiar with and the 2010 you've got or are getting. It'll help make the transition easier, by giving you the skills and the knowledge you need to keep doing your job well. The Excel-related part of it, at least.

Duration: 1 hour 29 minutes

Word 2003-2010 Upgrade

IT SKILLS

LHQ1126

Everything changes, doesn't it? That includes your word processing software. Good job we're here to help. It does what it says on the tin. You know Word 2003. Now you've got, or you're getting, 2010. And it's a bit different. This course will walk you through those differences and help you master the software.

Duration: 27 minutes

PowerPoint 2003-2010 Upgrade

IT SKILLS

LHQ1127

You know the PowerPoint of 2003. A trusty reliable software that creates show-stopping presentations. Sure. But just like the rest of us have grown older wiser and better over time – PowerPoint has too. In fact PowerPoint 2010 is a whole new ball game. So don't fear the change. Embrace the new and improved software. Whether you to update your knowledge for your own personal sanity or need to grasp PowerPoint for work reasons this course will sort you out.

Duration: 1 hour 10 minutes

Outlook 2003-2010 Upgrade

IT SKILLS

LHQ1128

2003 to 2010. A lot can change in seven years. That's almost two presidential terms. The world can change in that space of time so just imagine how your software could change. We know – overwhelming isn't it? Outlook is a business staple. And it's not just email. It's an all-encompassing program that marries your mail contacts and calendars and then some. So whether you need to refresh your aging Outlook skills or simply need to be brought up to speed with the later version we've got you covered.

Duration: 1 hour 23 minutes

Word 2013 Basic

IT SKILLS

LHQ1129

You've got, or are getting Microsoft Word 2013. You've never used it before, and you don't know where to start. Never fear! This course will help. If you need to transfer some words from your brain onto your computer, Word is the software to do it with. Aptly named, it's one of the best known pieces of word processing software that exists. Because of that, you might feel everyone's born knowing how to use it. Not true. So don't worry. This course will help you if you're using it for the first time, if you're just unsure, or you'd like to brush up on the basics. Check it out.

Duration: 2 hours 23 minutes

Word 2013 Intermediate

IT SKILLS

LHQ1130

Practically everyone's used Word before. But maybe you've not used the 2013 version before. Maybe you have, but think there might be more to it. Either way, we're here to help.

Duration: 2 hours 16 minutes

Word 2013 Advanced

IT SKILLS

LHQ1131

You've been around the Word. You know Word like back of your hands. The hands you use to use Word. But what if you're missing something that could make you better? Find out here. It never hurts to brush up on your skills. Even on things you consider yourself an expert. That's what this course is all about. Helping you get even better at the things you're already good at. Assuming some prior knowledge of the Word 2013 platform, it'll dive a little deeper into the program, helping you figure out all the nuances that make it so lovable. You can then use your new knowledge to help you work even more efficiently. Win-win!

Duration: 1 hour 23 minutes

Excel 2013 Basic 1.0

IT SKILLS

LHQ1132

You may have heard of Excel. You may not. It's a great program for entering, calculating, storing and measuring data. Couldn't hurt to learn it then, right? That's what we're here for! We're guessing, since you're reading this, that you've either got, or are getting, Excel 2013. Good! It's great software. But, if you're gonna be using it, you'll need to know how. The best way to learn is by trying. But it can't hurt to get some background knowledge either. This course will provide exactly that.

Duration: 1 hour 15 minutes

Excel 2013 Intermediate 1.0

IT SKILLS

LHQ1133

So hey, you know your way around Excel. That's great. But maybe you've never used this version before. Or maybe you'd just like to learn how to do a bit more than the basics. This course can help. Sure, anyone can type data into cells. But there's so much more to Excel 2013 than just that. This course is going to help you get the most out of the software. It'll make your data entry, calculations and representations a breeze. And who doesn't like a breeze work environment?

Duration: 2 hours 30 minutes

Excel 2013 Advanced 1.0

IT SKILLS

LHQ1134

So you think you're pretty hot on Excel, huh? Maybe you are! That's fair enough. Still, Michaelangelo said (or probably didn't) that he was still learning in his eighties. Point is – you can always improve. Excel can be pretty challenging if you don't know what you're doing. There's a lot more to the

software than you might realise, whether you use it occasionally or every day. By taking this course, and learning some new skills, you can be even more productive when using Excel 2013 at work.

Duration: 2 hours 15 minutes

Outlook 2013 Basic 1.0

IT SKILLS

LHQ1135

There's no shame in not knowing the basics of email. Outlook is one of the most user-friendly intuitive programs there is for email, so it'll help. This course is here to get you on your way. You can't get far in today's work environment without email. So, rather than try and stumble through, why not get to grips with the basics? It'll really give your efficiency a boost. Even if you know your way around email, and have just never used this platform before, it's really useful info to have at your disposal.

Duration: 1 hour 5 minutes

Outlook 2013 Intermediate 1.0

IT SKILLS

LHQ1136

How many times a day do you use email? A handful? A billion? Somewhere in between? As with everything, there may be ways you can be better at it. Let's find out what they are. Even when you've been using email for ages, there's still areas you can get stuck. Maybe someone asks you to do something your not familiar with? Maybe you get new or updated software? You can minimise any potential embarrassment by taking this course. It'll give you a more rounded understanding of the Outlook 2013 email platform that'll make you better able to use email for work.

Duration: 1 hour 4 minutes

PowerPoint 2013 Basic

IT SKILLS

LHQ1137

You're here either because you want to learn how to use Powerpoint, or you're being made to. Other options are you're just curious, or completely lost. Whatever the case, this course can help you out with the basics of this software. Powerpoint is a fantastic tool for putting together presentations, and presentations can be a really useful tool for work. However, if you've never used Powerpoint before, it can be tricky to get your head around. This course will give you the key information you need to get started using Powerpoint 2013, and get you on your way to becoming a presentation hero!

Duration: 1 hour 17 minutes

PowerPoint 2013 Intermediate

IT SKILLS

LHQ1138

Powerpoint's something that's easy to get into, but hard to master. Which makes it really popular. But at the same time, if you could be better at it, what's the harm? The basics of Powerpoint are pretty simple to get your head around. But if you want to take your presentations to the next level, you'll want to dig a little deeper. That's where this course will help. It'll teach you the key skills you'll need to improve your Powerpoint 2013, and by extension, your presentations. It'll also come in handy if you know about Powerpoint, but haven't used the 2013 version before.

Duration: 2 hours 43 minutes

PowerPoint 2013 Advanced

IT SKILLS

LHQ1139

You've used Powerpoint a lot, and you're pretty handy. But when you look wistfully out the window on the chill, long evenings, you sometimes wonder, "Could there be more to Powerpoint 2013?" Find out in this course. If you really want your presentations to pop, you can't rely on the standard old wordart and flash animations. You need to be a Powerpoint expert in order to stand out from the crowd. This course will give you the tools you need to do exactly that. Building on your existing Powerpoint 2013 skills, it'll help unlock the more specialist features of the software, which you can use to help you in your job!

Duration: 1 hour 28 minutes

Lync 2013 Basic 1.0

IT SKILLS

LHQ1140

Microsoft Lync. What a hero. Allows you to stay connected across distances and time zones, so your barriers seem... less like barriers. Whether your work team are about to crack a big deal... or your old friends are organising that catch-up dinner, Lync's your program. You can create contact groups, instant message, host meetings, present PowerPoints, and even create polls for your group to take part in! And we're just scratching the surface. Don't worry, we'll talk you through it all.

Duration: 1 hour 16 minutes

OneNote 2013 Basic

IT SKILLS

LHQ1141

Ever used OneNote? It's an intuitive note-taking software. You can have as many notebooks as you like for separate things. You can type, write or even draw with the feel of pen and paper. So whether you're accustomed to typing at a keyboard or scribbling in a physical notepad, OneNote can work wonders for you. You can get creative with colours and shapes, you can get collaborative, and drop in pictures and texts from other files. Sounds simple and easy, right? It will be after you take this course. Let's start with the basics.

Duration: 1 hour 32 minutes

OneNote 2013 Intermediate

IT SKILLS

LHQ1142

So, you think you know the OneNote basics? Nice. You can spell check, you can insert a table, you can add a picture. Let's take it up a notch, and take OneNote's capability to the next level. There's much more to learn, and we're here to tell you about it. Join us and we'll show you to customise your stuff, record audio and video, and play around with some more advanced options that you might not even know exist.

Duration: 1 hour 8 minutes

Publisher 2013 Basic

IT SKILLS

LHQ1143

MS Publisher is a wonderful piece of software that lets you design posters, documents, leaflets, signs, cards, banners... you name it! Basically, if it's got graphics and text, Publisher let's you create it, to a professional standard. Imagine how creative you could get with this? You can really make the most of your pictures, importing them into Publisher, use some great effects, and use them as high-resolution backgrounds from your projects.

Duration: 1 hour 43 minutes

Publisher 2013 Advanced

IT SKILLS

LHQ1145

Fancy yourself as a potential Publisher expert? Well, there's only one way to seal your fate. We'll give you a clue—it's this very training. We'll sail through the deep depths of Publisher, and teach you everything you need to know. When we're done with you, you'll be publishing beautiful signs and posters, getting the most out of your own photos, and getting those creative juices flowing.

Duration: 2 hours 15 minutes

Visio 2013 Basic

IT SKILLS

LHQ1146

Where do you think great floor plans come from? Do beautiful flow charts just make themselves? How about 3D diagrams—you think they fall from trees? Okay—you get what we're saying. It's Microsoft Visio. Let us introduce you to this really handy piece of software that will create the diagrams of your dreams.

Duration: 48 minutes

Visio 2013 Intermediate

IT SKILLS

LHQ1147

A professional diagram can simplify a really complex idea. So, let's step up your Visio knowledge a gear and explore a little bit further. This intermediate course will get you more involved with shapes, charts and templates. We'll uncover some of the Visio functionality that you didn't even know existed. Your organised side is just twitching with excitement, isn't it? So is ours, join us!

Duration: 1 hour 38 minutes

Windows 7 Basic

IT SKILLS

LHQ1148

Windows 7, contrary to popular belief, isn't an offer from a glazing company. Nor is it a prog rock band from the 90s. It's an operating system for your computer, and useful one at that. Learn about it here. Maybe you've been on Vista. Maybe you're into your Macs. Maybe you've just never used a computer before (somehow). Either way, this course'll break you into to Windows 7 in a nice, easy way, without assuming prior knowledge, in nice bitesize chunks.

Duration: 70 minutes

Windows 7 Intermediate

IT SKILLS

LHQ1149

Look, Windows is pretty user-friendly, so no doubt you're happy plinking around in it. But do you ever wonder if there's more you could be doing? More, and better? Find out here. This course is gonna walk you through some of the more obscure things Windows 7 has to offer. It's also going to show you ways you can be more efficient on the stuff you're already familiar with. It's all presented in bite size chunks to make it easy to digest, like a nice steamy stew when it's a bit icy out. Check it out.

Duration: 55 minutes

Office 365 Basic

IT SKILLS

LHQ1150

A lot of our course titles have the year of the software after them, but don't worry: this isn't a program from 365 AD. This is year to help you to master the Microsoft Office 365 suite. Hence the name. Microsoft Office is ubiquitous. Virtually every business uses or has used it at some point. Therefore, it's good to know about.

This course will help you get to grips with the software, whether you're a neophyte or you've used Office before. There's so much to the suite, there's bound to be something in here you can learn. Check it out.

Duration: 110 minutes

Office 2016 Basic

IT SKILLS

LHQ1151

Office 2016. Everyone uses Office, and 2016 is pretty close to the year it is now (assuming you're not reading this, like, 1,000 years in the future). So why not learn the basics, if you've not already? If your organisation has recently updated its Office software, it might explain why you you're here. You want to learn about Office 2016, which is fine – There are a few key differences between this and previous versions of Office. On the other hand, you might not have used any Office products before, which is also fine. Either way, this course will help you get the hang of things by giving you an overview of what's on offer.

Duration: 50 minutes

Office 2016 Intermediate

IT SKILLS

LHQ1152

Most everyone can get by using Office 2016. Which is reasonable, I mean it's pretty user-friendly. That said, it's a lot trickier getting to grips with everything it has to offer unless you're taught. That's where this course comes in. Office is all up in so many businesses, it's really worth knowing about. And not just knowing about, but knowing how to use it to the fullest. Because as a suite, there's a lot to it. This course will help you build on your existing Office 2016 knowledge to become even more efficient.

Duration: 20 minutes

Office 2016 Advanced

IT SKILLS

LHQ1153

If you want to be the best you can be at Office 2016, it's best not to go it alone. You need help. You need tutoring. You need this course. It's fine to be just fine at using Office 2016. But you don't want to be just fine. You want to be as good at it as you can. You want to know as much about it as you can, and you want to get the most from it you can. This course will help, in a short, accessible, bite-size way.

Duration: 15 minutes

Excel 2016 Basic 1.0

IT SKILLS

LHQ1154

You'll never excel at work without knowing Excel. You like that? Good, right? They should pay me to write taglines. Find out what you need to know about Excel 2016 here. If you're into typing things into little tiny boxes, this program is for you. But seriously, millions use Excel for work because it's a great data entry, calculation and representation tool. And since you're reading this, you'll probably need to use it for your work. Whether you're completely new to Excel, or you've just used a different version, this'll help you get to grips with the key bits.

Duration: 80 minutes

Excel 2016 Intermediate 1.0

IT SKILLS

LHQ1155

Basically, once you've got your head round the main bits of Excel, the cells and the data entry and that, you're at intermediate. It's a good level to be at. But could you be better? Find out. Excel's a really useful tool for almost every profession. Ergo, the better you are at Excel, the better you can be at your job. Ipso facto. QED. Chances are, most of us could use Excel more effectively, simply because it's such a diverse platform, and it can be tricky to understand everything fully through self-teaching. This course will help you dig a little deeper into the Excel mineshaft and unearth some hidden gems.

Duration: 110 minutes

Excel 2016 Advanced 1.0

IT SKILLS

LHQ1156

Excel's tricky. No shame in admitting that. It's easy to use, don't get me wrong, but to fully appreciate everything the platform has to offer? That takes time. Luckily, we've condensed all the main stuff into bitesize learning. Check it out. Mastering Excel can take you from employee to star

employee! If you believe hyperbole like that, you'll believe anything. But, genuinely, it's a hugely useful platform, especially in a work environment. If you can use it to its fullest, it will put you at an advantage. And that can only be a good thing, right? This course has the tips that'll help you master this software.

Duration: 70 minutes

Outlook 2016 Basic

IT SKILLS

LHQ1157

Outlook is emails. I don't know why they called it that. 2016 is a year. They called it that because they decided to start the Common Era 2,016 years ago. Millions use Outlook 2016 for work, so it's important to know about. This course will help. Getting emails wrong can be pretty disastrous. And we're not just talking about sending a nasty message about someone to that person by mistake. So it's best to make sure you're 100% au fait with Outlook 2016 before you start using it. This course will take you through the basics, whether you're completely new to the platform or you've just never used this version before. It's presented in an accessible way, without assuming prior knowledge, in bite-size chunks.

Duration: 75 minutes

Outlook 2016 Intermediate

IT SKILLS

LHQ1158

You've probably sent an email before. It's kind of like breathing, at this point. Still, doesn't mean you can't mess it up. A bit like breathing. Besides, there's a lot more to Outlook than just emails. Find out what here. This course will help you build on your existing Outlook knowledge to help you become even better at it.

Whether that's showing you entirely new functions, or just making the things you can already do more efficient. That way, whenever you're using your Outlook software for work, you'll know that you're getting the most out of it. It's presented in accessible way, in bite-size chunks.

Duration: 100 minutes

Skype for Business 2016

IT SKILLS

LHQ1159

Robert, get the French office on the line. It's urgent. Isn't it great that we can do that?

Skype is a multi-functioning audio and video calling service, connecting you to people all around the world. Great for keeping in touch with family and friends everywhere. And

really great for Business. Only downside is, if you're video calling, you'll need to get out of your pajamas.

If your organisation—or people you do business with—are spread out across the country, continent, or even the world – you'll understand the importance of technology for staying connected. Let's be honest—emails are dead. They're impersonal, you never get the full story, and you tend to lose any human emotion in there. Skype will let you have face-to-face conversations and meetings with colleagues, clients and potential clients. This course will show you the insides and outs of this essential business software. Let's keep it as personal as possible.

Duration: 70 minutes

Word 2016 Basic

IT SKILLS

LHQ1160

Microsoft Word is a word processing software. Well, if we're getting real, it's THE word processing software. And it's more than likely the only one you need to know about. This course will start at the very basics. We'll introduce you properly. You'll shake hands, you'll say your names, you'll tell each other an interesting fact about yourselves. Then, we'll show you how to create, save and share documents. There's no better time than now. Or perhaps you're just moving to the newer Word 2016, and could do with a little knowledge update. Either way, we've got you covered.

Duration: 45 minutes

Word 2016 Intermediate

IT SKILLS

LHQ1161

Word has been around a while. Rumour has it, cavemen used MS Word for their hieroglyphics. They emailed the documents to each other. What, you don't believe us? Okay, we made that up. But if cavemen were still around, they'd use Word. So, what we're saying is, Word is the absolute universal standard software for writing and sharing documents. If you need to write, edit, and send anything, it's a vital piece of software to know properly. So, if you already have a basic grasp on the software and would like us to advance you a few steps forward, jump on-board our course. We'll raise your MS Word game in no time.

Duration: 115 minutes

Word 2016 Advanced

IT SKILLS

LHQ1162

You know MS Word. We know you know it. It's the 21st Century, you understand technology. You're already writing and sharing documents. Easy Peasy. But, do you know the more advanced functionality? Do you know the deeper bits of Word 2016? Have you discovered the deep depths? Hey, it's okay. We're not judging. But we can help.

Imagine Word is an ocean. You may already be happily coasting in a paddleboat. Fine. The weather's nice. But why don't you jump in our submarine, and plummet to the bottom with us? I think we've made our point...

Duration: 110 minutes

PowerPoint 2016 Basic

IT SKILLS

LHQ1163

What is a 'PowerPoint'? Wow. What can we say? It's so universally recognised and spoken that it's become a word in its own right to mean a digital presentation. Like a tannoy – a brand name – became the standard word for loudspeaker system. That's when you know your products are working, right? Anyway – this introductory training will guide you through the basics of creating a PowerPoint. We'll get you to grips with all the initial bits you need to know. You'll be making great, glossy presentations in no time.

Duration: 65 minutes

PowerPoint 2016 Intermediate

IT SKILLS

LHQ1164

Right. PowerPoint 2016. Let's expand. You've got the basics down. You can piece together a straightforward presentation. But there's still things to learn. So, strap in, we're taking you for a spin! You already know that PowerPoint is a wonderful way to create presentations. But we bet you don't yet know all of the tools to create beautiful, slick presentations. This training will change that. If you now want your presentations to be professional and engaging, we'd love to show you how.

Duration: 90 minutes

PowerPoint 2016 Advanced

IT SKILLS

LHQ1165

You're about to be respected, nay revered, for your presentations. The question is – are you ready? Your presentations will not only have your peers and colleagues engaged, it'll darn well inspire them. Picture this: you're walking down the hallway. 'Hey! There's the person with the amazing PowerPoints!' someone shouts. 'How do they manage to make them so slick?' you hear another cry. Wow. You've built up quite a reputation. And it all started with this advanced course. This training is not an intro. It's a journey to the advanced corners of PowerPoint 2016, and we're going to delve right in. So prepare yourself—you're about to become a legend.

Duration: 60 minutes

OneNote 2016 Basic

IT SKILLS

LHQ1166

Life is busy. You've got your home life, you've got your work life. You've got bills to pay. You've got ideas... like plans for the kitchen extension and colours for the spare bedroom. Basically, notetaking is a vital part of your life. But what you don't need is notes everywhere. In every room, all over the house. And on your desk at the office, on your PC's desktop, hidden in drawers... we're actually feeling a little stressed just thinking about it. How long until you snap, and throw your computer out of the window in a mad rage? It's alright. Calm down. OneNote 2016 is the notetaking software your life has been missing. Picture your thoughts all in one place, with as many notebooks as you want. Plus, you can make it collaborative, and easily share things with others. So, breathe – we'll help you get a real grip on your chaotic notetaking habits.

Duration: 1 hour 7 minutes

OneNote 2016 Intermediate

IT SKILLS

LHQ1167

Disorganised notes can be incredibly stressful. Picture the scene. You're on the phone and you need a reference number. Now, where did you save it? Which piece of software? Or did you write it down? You have no idea. And you have no time to figure it out, because life is crazy, and you have a billion other things on your mind. OneNote 2016 is the answer – keep all of your notes in one organised, tidy place. And not just that, OneNote allows you to get really creative with colours and shapes. If you prefer the feel of pen to paper – don't worry, we've got you covered, too. You can write free-form

notes, and scribble or doodle as you would in a notebook. Everyone's a winner! So, let's build on your basic OneNote knowledge and really get you to grips with this wonderful software.

Duration: 61 minutes

Visio 2016 Basic

IT SKILLS

LHQ1168

Does your professional life involve diagrams, floorplans, or flow charts? If yes, then we should probably introduce you to a friend of ours. It's called MS Visio 2016, and it specialises in your field of work. Wouldn't it be great if you could really get a grip of organising your plans and charts? Well, fear not. You can. This software speaks the language of plans and charts. It lives and breathes plans and charts. Keep it as basic or straightforward as you like, or get really creative with themes and shapes. So, throw away those terrible drawings on your desk. Time to do this properly.

Duration: 48 minutes

Visio 2016 Intermediate

IT SKILLS

LHQ1169

Okay, prepare yourself. It's about to get real professional in here. Time to make your diagrams, charts, and plans even better. Sure, you know how to throw together a basic plan, but there's more to Visio 2016 than you think. We can delve more into things like templates and stencils, and get much more creative. Because let's face it – everyone's seen your standard, black and white, boxes-and-arrows flow chart. Yawn. Wouldn't you rather grab and hold the attention of the people who matter with more engaging visual materials? Of course you would. And the way to do it is Visio 2016. You can thank us later.

Duration: 1 hour 38 minutes

Management

Le dirigeant attentif 1.0 The Mindful Leader- French

LEADERSHIP & MANAGEMENT

LH13018

Si vous souhaitez voir les choses sous un autre angle et devenir un meilleur dirigeant, vous devez développer votre attentivité. Ce cours va donc vous présenter les avantages de l'attentivité ainsi que son fonctionnement.

Duration: 15 minutes

Manage Your Time By Organizing Paperwork 1.0

LEADERSHIP AND MANAGEMENT

LC25001

Many managers find that they are bogged down with paperwork, especially new managers who are not used to their new responsibilities. Often, this means that managers spend so much time on paperwork that they neglect their team members or spend so much time with team members that the paperwork falls behind. This course will help you set some ground rules for handling your paperwork efficiently and effectively.

Duration: 5 minutes

Constructive Feedback 2018

LEADERSHIP AND MANAGEMENT

LC25002

Giving feedback and constructive criticism is a vital part of any managerial role. When you withhold criticism, problems persist, and an atmosphere of “holding back” is created. Conversely, being open and honest with your workers demonstrates genuineness and builds trust. People who receive critical feedback may be defensive at first, so the best way to present criticism is by acknowledging a person’s strengths before commenting on areas that need improvement. This course presents tips for preparing to deliver feedback as well as handling employee responses to criticism.

Duration: 5 minutes

Linking Ethical Behavior to Your Organization's Structure 1.0

LEADERSHIP AND MANAGEMENT

LC25003

There is certainly a connection between how a company is structured and the degree of ethical behavior within that organization. Understanding how to resolve an ethical

dilemma within an organization requires its members to be empowered to make ethical decisions. In the lessons that follow we will discuss different management styles as they relate to broader national cultures and examine some situations in which your organization can promote ethical understanding.

Duration: 10 minutes

Promoting an Ethical Culture in Your Organization

LEADERSHIP AND MANAGEMENT

LC25004

Welcome to Promoting an Ethical Culture in Your Organization. The ethical culture of any company helps determine employees’ perceptions of their job, their bosses, and their company, and employees use those perceptions to guide their actions. Ethical culture will have a profound effect on the decisions employees make, so make sure you are contributing to an ethical culture that is constructive and wholesome. 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.

Duration: 10 minutes

Defending Against Reverse Delegation 1.0

LEADERSHIP AND MANAGEMENT

LC25005

It’s not unusual for employees to try to give delegated work back to their managers to complete. Sometimes this happens because employees are inadequately trained, are afraid of making mistakes, want to spread the blame if things go wrong, or are reluctant to trust their own judgment. With the right techniques, you can ensure that your employees have the abilities and confidence necessary to complete the tasks you have delegated to them. Once you have completed this course, you will know how to: delegate assignments properly to prevent them from bouncing back to you, handle employees’ concerns about delegated assignments, and you will understand effective methods for managing workers who fall short of your expectations.

Duration: 10 minutes

Delegating Authority 1.0

LEADERSHIP AND MANAGEMENT

LC25006

Most managers are too busy to deal with every aspect of a company all the time, especially if that company is in a period of growth. Therefore, it is important to be able to delegate—that is, hand some responsibility to other employees. Some managers are reluctant to trust others with authority. If you've experienced this, strive to overcome your misgivings and allow other people to make decisions that affect your company. When you do so, you must understand the ramifications of delegating that authority.

Duration: 10 minutes

Developing Management Skills 2019

LEADERSHIP AND MANAGEMENT

LC25007

If you are taking this course, then you have recently been promoted to a management position. Congratulations! The first thing you probably will notice in your new job is that the skills required to succeed are different and perhaps more taxing than the skills required in your previous position. A manager must have technical knowledge of his or her field, but a manager must also be a human resources expert. In this course, we will talk about the skills you need to succeed as a manager.

Duration: 10 minutes

Motivating Your People and Being a Positive Role Model

LEADERSHIP AND MANAGEMENT

LC25008

Motivated employees invest more of themselves in their jobs than they're required to. They reach beyond the boundaries of their job descriptions and push the limits of their abilities, not because they have to, but because they want to. They go the extra mile to make sure that the people they serve are fully satisfied, whether they are internal colleagues or external customers.

Duration: 5 minutes

Organization for Efficiency

LEADERSHIP AND MANAGEMENT

LC25009

The worst enemy to efficiency can be you. If you keep a cluttered office or desk, lose track of tasks and appointments, or have difficulty keeping your files organized, then your job performance can easily suffer. There are tricks and techniques that efficient workers use to make sure that they aren't flooding themselves under unnecessary mountains of disorganized clutter.

Duration: 10 minutes

Principles of Planning

LEADERSHIP AND MANAGEMENT

LC25010

Goals are like the destinations on a road map. Plans are the routes you take to reach those destinations. Once you've decided what you want to do, it's time to develop plans to get you from where you are now to where you want to be in the future. With the right balance of pragmatic considerations and teamwork, your organization will be able to make plans effectively.

Duration: 10 minutes

Setting Sound Goals

LEADERSHIP AND MANAGEMENT

LC25011

Successful plans start with clear goals. The most successful organizations have a clear sense of where they want to go and how they want to grow their abilities. However, setting goals must be a careful, deliberate process. With the right tools, the goals you set will burgeon into effective planning which will help nurture your company into greater and greater success.

Duration: 8.9 minutes

Time Management for Managers 1.0

LEADERSHIP AND MANAGEMENT

LC25012

Time is a valuable resource and wasted time can seriously hurt your productivity. It may seem like you only lose a matter of a few minutes here and there, but those minutes add up to hours very quickly. With the right techniques, you can use this time for productive, meaningful work and minimize lost minutes, hours, or even days.

Duration: 71 minutes

Five Tips for New Managers and Supervisors 1.0

LEADERSHIP AND MANAGEMENT

LC25013

When first promoted to a managerial or supervisory position, many people might not be fully aware of the differences between their old job and their new job. There are philosophical and practical differences that must be taken into consideration. The more you know about your new role, the more effective a leader you will be from day one. In this course, you will learn five basic tips about being in a position of authority. You will hear about your new responsibilities and skill requirements, the relationship between you and your employees, and the need for deliberate, well-stated goals and actions.

Duration: 6.6 minutes

Motivation–Ethical Strategies 1.0

LEADERSHIP AND MANAGEMENT

LC25014

One of the most important and most difficult duties of any management position is ensuring that your employees are acting ethically. There are all sorts of factors that can motivate people to take unethical actions at work. Although you cannot completely control everyone's actions, if you understand these factors and motivations, you will be better prepared to prevent ethical problems in your organization.

Duration: 6.9 minutes

A Motivators Tool Kit 1.0

LEADERSHIP AND MANAGEMENT

LC25015

When the chemistry is right between a worker and his or her job, that worker is in a much better position to exceed, not just meet, the goals of his or her job description. Part of your role as a manager is to help your employees reach that place. There are various motivational tools that you, as a manager, can use to make your employees put their best efforts behind what they do. If you understand the ways in which people experience this kind of motivation, you will be much better prepared to provide your employees with a nurturing environment. In such an environment, the quality of work can increase drastically.

Duration: 6.4 minutes

Build Your Team 1.0

LEADERSHIP AND MANAGEMENT

LC25016

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.

Duration: 8.5 minutes

Choosing the Best Person for the Task 1.0

LEADERSHIP AND MANAGEMENT

LC25017

You are most likely aware of the need for managers to delegate authority to their employees. However, simply handing off tasks to other people is not enough. Not all employees are created equal; you must be aware of the qualities that make

an employee the right person to whom you should delegate this authority. Once you have chosen the best person for a task, there is a right way and a wrong way to present their new responsibilities; done the wrong way, delegation can lead to disaster.

Duration: 9.1 minutes

Feedback and Non-Verbal Communication 1.0

LEADERSHIP AND MANAGEMENT

LC25018

Communication could be defined as the act of transferring a message and its meaning to one or more people. This sounds simple, but in the real world, communication can pose major challenges. In two-way communication, the parties alternate the roles of receiver and sender, exchanging messages through assorted barriers. Feedback enables each party to confirm the other's meaning and work toward understanding, while nonverbal communication helps lower the barriers to conveying and receiving meaning.

Duration: 7.3 minutes

Introduction to Performance Appraisals and Appraisal Systems 1.0

LEADERSHIP AND MANAGEMENT

LC25019

People usually want and need feedback about the quality of their work. As with everything, there is a right way and a wrong way to provide your employees with appraisals of their performance. Your ability to evaluate your employees objectively and constructively has a major impact on their success as well as yours.

Duration: 8.3 minutes

Management, Communication and Growth 1.0

LEADERSHIP AND MANAGEMENT

LC25020

Welcome to management! As you are probably already aware, your new position will bring with it new privileges and new responsibilities. This may be the first time you will be asked to handle the kind of requirements your job will ask of you. There is no magic trick to being a good manager; but with the right attitude and an open, communicative nature, you will be successful with your new authority.

Duration: 8 minutes

Motivational Theorists Whose Theories Work in Practice

LEADERSHIP AND MANAGEMENT

LC25021

A professor of industrial management, Douglas McGregor, placed managers into one of two categories—Theory X or Theory Y—according to the manager's basic assumptions about their employees. The assumption a manager makes affects the way he or she deals with subordinates—and hence the way they're likely to respond.

Duration: 10 minutes

Put On Your Manager's Hat

LEADERSHIP AND MANAGEMENT

LC25022

Congratulations on your promotion! It's a big step up to the management level, and you may feel a little uncomfortable at first. Management authority Henry Mintzberg has identified ten potential roles that you'll be called on to play. This course will explore these roles according to three categories—interpersonal, informational, and decisional. Upon completion of this course you will understand these various roles that a manager plays.

Duration: 10 minutes

Quantify Performance Goals if Possible

LEADERSHIP AND MANAGEMENT

LC25023

An important part of your managerial position is employee performance appraisals. The best way to achieve meaningful and accurate appraisals is by quantifying performance goals and keeping a diary of employee performance. These tools can help you create clearer goals for employees and avoid bias.

Duration: 10 minutes

Recruiting New People

LEADERSHIP AND MANAGEMENT

LC25024

Managers who hire and orient qualified new employees enhance the success of their departments and organization many times over. This is instrumental in maximizing productivity and morale and minimizing turnover. Although the human resources department usually plays an active role in locating potential employees, managers sometimes find that recruiting applicants falls within their job responsibilities as well. In any event, it's essential to have reliable sources of qualified applicants before you can actively begin the hiring process.

Duration: 5 minutes

Self-Evaluation and Common Pitfalls in Performance Appraisals

LEADERSHIP AND MANAGEMENT

LC25025

Some managers ask employees to evaluate themselves as a preface to the formal review. In addition to being a constructive experience for your people, this practice broadens the base of information you can use to prepare the official evaluation.

Duration: 10 minutes

Speaking and Listening

LEADERSHIP AND MANAGEMENT

LC25026

Communication barriers are common in the workplace. By fine-tuning our speaking and listening skills, we can become better managers, stronger leaders, and more valuable members in our companies. In this course, you will learn about the importance of using speaking and listening as a means of breaking down communication barriers. By discussing methods of sending messages, directive formats, and listening skills, you will gain valuable insight into workplace communication and will be able to strengthen your own speaking and listening skills.

Duration: 10 minutes

Terminating Employees

LEADERSHIP AND MANAGEMENT

LC25027

Terminating employees is the most stressful and unpleasant task that managers face, but virtually everyone must deal with it sooner or later. 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.

Duration: 5 minutes

The Decision-Making Process, Part One

LEADERSHIP AND MANAGEMENT

LC25028

Systematizing an important process can reduce both stress and errors. This course breaks down the decision-making process by exploring how to best identify problems and developing solutions. We will begin by explaining the importance of identifying core issues by evaluating what is actually wrong rather than just the symptoms. We will then discuss how to develop solutions including tips for brainstorming, solution elimination, and incubation.

Duration: 10 minutes

The Progressive Discipline Process

LEADERSHIP AND MANAGEMENT LC25029

Progressive discipline is a universal practice today. It typically starts with an oral reprimand and policy restatement for minor offenses and escalates to more severe action depending on the gravity and frequency of the infraction. As a manager, it's important to familiarize yourself with the appropriate disciplinary actions required for various types of offenses.

Duration: 10 minutes

Tracking Progress with Controls

LEADERSHIP AND MANAGEMENT LC25030

Project controls measure the pulse of progress, but too much red tape (reports, status meetings, and other bureaucratic flak) strangles employees' initiative and creativity. Controls that become an end in themselves instead of a means to an end are a burden on everyone

By the end of this course, you will be able to identify three categories of controls as well as tactics for introducing ideal controls in order to create a progressive work environment without stifling creativity.

Duration: 5 minutes

Working with the Confused Employee

LEADERSHIP AND MANAGEMENT LC25031

Like most skills, delegation needs to be practiced and developed over time. When an employee is not meeting your expectation with a delegated task, it is important to handle the situation delicately and directly. In the lessons that follow you will learn four steps to taking control of the situation when delegation poses difficulties.

Duration: 10 minutes

Employee Motivation and Ethics 1.0

LEADERSHIP AND MANAGEMENT LC25032

The components of an organization's motivational environment, such as the presence of goal setting, performance appraisals, and the use of incentive-based reward systems, have a direct connection with the level of ethical or unethical behaviors demonstrated within the company. Although a large number of companies successfully use goal setting and rewarding employees based on goal accomplishment, there

can be unintended consequences to using goals. For example, when goal accomplishment is rewarded, and when rewards are desirable, employees will have two basic options: work hard to reach the goals, or cheat.

Duration: 5 minutes

Performance—A Manager's Responsibility

LEADERSHIP AND MANAGEMENT LC25033

Why is performance management good for business and what are some of the reasons we don't usually do performance management very well? When a manager doesn't deal with poor performance in their location, it becomes poor performance on the part of the manager. We hold managers accountable to the performance of their employees, and to working and developing the quality, effectiveness and efficiency of the employees who work with them.

Duration: 5 minutes

Business Writing Tips: Make an Outline and a First Draft 1.0

LEADERSHIP AND MANAGEMENT LC25034

In today's tech-reliant world, business writing is an important skill to maintain. Sometimes your email is the only impression a person has of you. Don't make a bad impression due to poor writing. When corresponding in writing, make sure you begin with an outline and decide which important points you want to focus on.

Give yourself time to think about what you want to say, the point of your document, and what important information you want your reader to take away. Create a first draft and think from the perspective of an outsider.

Duration: 10 minutes

Hire Team-Oriented Employees 1.0

LEADERSHIP AND MANAGEMENT LC25035

Successful teamwork begins with hiring. It is vital to select applicants whose background, experience, and work habits are compatible with the tenets of teamwork.

Duration: 5 minutes

Job Rotation, Motivation and Morale 1.0

LEADERSHIP AND MANAGEMENT

LC25036

Motivation and morale, though closely related, are not the same. Yet both are important because of the impact they have on your business and your employees. By examining the similarities and differences of motivation and morale, managers can gain more insight into how to get the best performance from their employees.

Duration: 5 minutes

Maslow's Theory of Motivation

LEADERSHIP AND MANAGEMENT

LC25039

Abraham Maslow produced one of the most well-known theories of motivation. Examining this theory of the five levels of human needs can help us understand more about how employees are motivated in the workplace. While Maslow's theory does not suggest that all needs can be met through employment, it certainly plays a role.

Duration: 10 minutes

Orientation—Where Do We Go From Here?

LEADERSHIP AND MANAGEMENT

LC25040

Have you ever been tossed into a job and left to sink or swim? If so, you know how important thorough orientation can be. Sound hiring decisions, followed by thorough orientation, minimize turnover and boost productivity and morale. In addition, savvy managers cash in on orientation's opportunity to hit new employees with all the positive aspects about the job, department, and organization before their enthusiasm is dulled by the cynical views of coworkers whose enthusiasm may have diminished.

Duration: 10 minutes

The Decision-Making Process, Part Two

LEADERSHIP AND MANAGEMENT

LC25041

A single decision can bolster or derail a career. Given the importance of decisions and the frequency with which they must be made, it's important to know how to come to a conclusion and make the best decision for a given situation. The decision making process is not one that occurs in a single step. It is also not a process that occurs in a vacuum, as it involves and impacts multiple parties.

Duration: 10 minutes

Types of Organizational Plans

LEADERSHIP AND MANAGEMENT

LC25042

Any time you see an employee handbook, a corporate project or even the posting of a new company rule, you are looking at a type of organizational plan. These plans, no matter how minor they seem, need to be well thought out in order to avoid potential negative repercussions down the road.

Duration: 10 minutes

Organizational Strategy 1.0

LEADERSHIP AND MANAGEMENT

LC25043

If an organization lacks a well-planned strategy, its chances for success diminish. There are several key questions that aid leaders in developing an organizational strategy that aligns with business goals and objectives. This course delves into those questions, digging beyond the surface to gain a better understanding of the key insights that help position organizations for success. You will take away several key questions that can be used as organizational strategy planning tools in any business setting.

Duration: 5 minutes

Embedding Organizational Culture 1.0

LEADERSHIP AND MANAGEMENT

LC25044

If an organization lacks a well-planned strategy, its chances for success diminish. Organizational culture is a system of values, attitudes, and behaviors shared throughout a business or organization. Typically, this culture originates with the founder and is maintained through company storytelling and recognition of company "heroes." However, an organizational culture can be more deliberately and effectively embedded within a group's operations. Through consistent delivery of the culture's messages, a company can embed that culture in the minds and actions of each of its employees.

Duration: 5 minutes

Keys to Lively and Effective Meetings 1.0

LEADERSHIP AND MANAGEMENT

LC25045

Meetings can be a slow death of boredom and distraction. We have all had this experience at one time or another in our professional lives. Such meetings usually seem like time-wasters and are seldom productive. However, if done correctly, meetings can be a valuable way to give and receive important information. When you understand how to engage

and interest the people with whom you are meeting, you will be able to make this a vital part of your team's work.

Duration: 10 minutes

Leadership versus Management 2019

LEADERSHIP AND MANAGEMENT LC25046

Both leaders and managers play key roles in organizations. There is a space for both, but it is important to understand that there is a distinct difference between leaders and managers. In order to effectively lead, you must understand that leadership goes beyond merely telling a person a job that must be done. Leadership entails thinking more about the organization as well as the individuals you lead.

Duration: 10 minutes

The Four Levels of Management 1.0

LEADERSHIP AND MANAGEMENT LC25047

Organizations effectively function as a result of their leadership. Absent effective leadership, there is no way for a company to implement its strategic intent and ultimately reach its goals. From the top level executives down to first line managers, the varying levels of management must work together to ensure organizational success.

Duration: 5 minutes

Group Decision Making 1.0

LEADERSHIP AND MANAGEMENT LC25048

Decisions of varying magnitude are made within organizations on a daily basis. Some of these decisions are made on an individual level, while others involve a larger group of people. This course is designed to help you gain an understanding of the limiting factors that impact all decisions. Additionally, you will learn about the benefits and drawbacks of utilizing the group decision-making process in your organization.

Duration: 10 minutes

Introduction to Discipline 1.0

LEADERSHIP AND MANAGEMENT LC25049

In every workplace, there are policies and procedures that must be followed. There may come a time when an employee directly under your managerial supervision acts in a way that is at odds with these policies or procedures. When this occurs, consistent disciplinary action is necessary.

Duration: 10 minutes

Making Effective Decisions 1.0

LEADERSHIP AND MANAGEMENT LC25050

Decisions are an integral part of any manager's role. If a manager cannot make effective decisions for an organization, the manager cannot lead. This course will aid you in taking deliberate and necessary steps before arriving at any decisions. The process is one that will help you arrive at more effective decisions for your organization.

Duration: 10 minutes

Matching Applicants with Job Specifications and Conducting Interviews

LEADERSHIP AND MANAGEMENT LC25051

As a manager, you may be asked to participate in or oversee the hiring process for an open position on your team. There are very many styles of interviewing and many ways to get the information you need to make the right hiring decision. However, there are some standard procedures you should follow.

Duration: 10 minutes

Work Teams—Some Basic Guidelines

LEADERSHIP AND MANAGEMENT LC25052

Many major businesses have transitioned to a team-based model because it increases both productivity and employee morale. In a team-based model, employees are given greater flexibility and often greater autonomy. When used correctly, work teams are a highly effective way to grow your company.

Duration: 10 minutes

Operational Plans—The Standing Plan 1.0

LEADERSHIP AND MANAGEMENT LC25053

Behind every successful business, is a series of carefully crafted plans. Companies must create and implement planning on several different levels, from the highest level overviews, to detailed instructions on how to carry out tasks. Since plans act as roadmaps for our actions and behaviors, it's important that we understand how crucial they are to a company's day-to-day operations, as well as its ultimate long-term success.

Duration: 10 minutes

Changing Organizational Culture 1.0

LEADERSHIP AND MANAGEMENT

LC25054

Organizational culture is a valuable thing. Companies with a strong culture tend to be much more successful than those without it. Although it's important to keep culture consistent, change is always inevitable; external pressures and evolutions will sometimes make it necessary to adapt an organizational culture to fit into new patterns.

Duration: 5 minutes

Management Skills—What Does it Take? 1.0

LEADERSHIP AND MANAGEMENT

LC25055

There are many different successful management styles and now that you are in a position of authority, you will become increasingly comfortable with your own personal take on being a manager. However, there are four basic skills that companies look for in their managers: technical skills, human skills, conceptual skills, and motivational skills. With a solid foundation in these four elements of your job, you will create a successful team environment capable of meeting and exceeding your company's expectations.

Duration: 10 minutes

Motivation and Job Performance

LEADERSHIP AND MANAGEMENT

LC25056

At its base, the role of any manager is to make sure that his or her employees are performing well at their jobs. Though we focus a lot on motivating employees, motivation alone is not enough to increase job performance. There are many facets to ensuring quality work from your employees, and motivation should be put in its proper place among these facets.

Duration: 5 minutes

Business Advantages of an Environmental Management System 1.0

LEADERSHIP AND MANAGEMENT

LC25057

Our culture is becoming increasingly aware of our impact on the environment, and businesses are following this trend. By implementing an Environmental Management System, or EMS, a business can reduce its environmental impact substantially. However, an EMS also makes sound legal and economic sense as well as environmental sense. Limiting

consumption and streamlining resource efficiency can seriously impact your business's bottom line, and it can help your business meet regulatory standards. It is fast becoming an integral part of any business model.

Duration: 10 minutes

Barriers to Communication Success, Part One 1.0

LEADERSHIP AND MANAGEMENT

LC25058

Successful communication is vital to any effective manager. However, there are many mental and verbal barriers that can prevent communication success. If you understand these barriers, you will be better equipped to avoid them and to deal with them when they arise. After completing this course, you will have taken a major step to improving your interpersonal communications skills.

Duration: 10 minutes

Barriers to Communication Success, Part Two 1.0

LEADERSHIP AND MANAGEMENT

LC25059

Successful communication is vital to any effective manager. However, there are many mental and verbal barriers that can prevent communication success. If you understand these barriers, you will be better equipped to avoid them and to deal with them when they arise. Thus equipped, you will have taken a major step to improving your interpersonal communications skills.

Duration: 10 minutes

Become an Effective Leader, Part One 2019

LEADERSHIP AND MANAGEMENT

LC25060

As a leader, you will have to fulfill many roles: you will serve as a role model for the people who work for you, coordinate their work, resolve their conflicts, promote their growth and development, and motivate them to achieve superior performance. At first, this can seem like an impossible position, but with an awareness of the factors and traits that influence your success, you will be well-equipped to meet the challenge.

Duration: 10 minutes

Business Writing Tips—Edit, Rewrite and Say It Right 1.0

LEADERSHIP AND MANAGEMENT

LC25061

Communication is a major part of any manager's job. It is critical to communicate clearly and effectively. Otherwise, you may find you aren't getting the results you want, or you may even find that you don't have the credibility you're seeking among your peers or superiors. With a little extra time and effort, your communication can be fluid and meaningful.

Duration: 10 minutes

Choosing an Interview Format and Considering Legal Issues 1.0 (US)

LEADERSHIP AND MANAGEMENT

LC25062

As a manager, you may be asked to take part in or oversee the hiring process for an open position on your team. How you conduct this process will depend partly on your style and experience and partly on the needs of the position. There are several different interview formats to consider and several legal concerns of which you should be aware before you begin the process.

Duration: 10 minutes

The Disciplinary and Grievances Process

LEADERSHIP AND MANAGEMENT

LC25063

Disciplinary meetings and accepting employee grievances are highly volatile moments in any manager's experience. Since no two situations or employees are identical, there's no seamless set of guidelines for what you should say and do. However you handle these situations, it is important that you approach them with common sense, insight, and empathy. There are general recommendations for what you should say or do which we shall examine.

Duration: 10 minutes

Creating and Maintaining a Successful Organizational Culture 1.0

LEADERSHIP AND MANAGEMENT

LC25064

When we talk about organizational culture, we're talking about the set of key values, beliefs, and attitudes that we share among our company's members. The organizational culture affects procedures and operations—sometimes through conscious effort and sometimes through unconscious absorption. It's important to understand your organizational culture and help promote it among your employees.

Duration: 10 minutes

Demystifying Management 1.0

LEADERSHIP AND MANAGEMENT

LC25065

Management is the art of making people and processes work together to achieve a desired outcome. As a new manager, you may feel this role is a bit mysterious and daunting. However, there is no secret formula for success. Proper management is meeting four basic functions, and once you're able to perform those functions, you'll be able to meet and exceed your own expectations.

Duration: 5 minutes

Expectancy Theory 1.0

LEADERSHIP AND MANAGEMENT

LC25066

Motivation is one of a manager's primary duties. If your employees do not want to do their jobs, they will not perform as well; that's human nature. There are many different ways in which you can motivate your workers to do their jobs, not just adequately but exceptionally. Expectancy Theory is one concept of motivation where the person being asked to do something expects something in return.

Duration: 10 minutes

Performance—Goal Setting

LEADERSHIP AND MANAGEMENT

LC25067

Part of your job as manager is to ensure your employees are providing you with, at the very least, adequate job performance. Setting goals is an excellent strategy for achieving and measuring good performance. However, there are right and wrong ways to set goals; if done incorrectly, the goals you set for your team may be frustratingly unattainable or too easily achieved. Therefore, the right goal-setting techniques are vital to your success as a manager.

Duration: 10 minutes

Become an Effective Leader, Part Two 2019

LEADERSHIP AND MANAGEMENT

LC25068

Successful leaders don't achieve success through chance. They understand the nature of leadership and have developed techniques for managing their teams effectively. On the other hand, there are managers who never achieve the success they want to. Even though they may be highly knowledgeable, they fall victim to one or several of the common traps. With a good grounding of the "dos and don'ts" of management, you'll be better equipped to succeed.

Duration: 10 minutes

Tips for Conducting a Performance Evaluation

LEADERSHIP AND MANAGEMENT

LC25069

Being evaluated is a necessary part of professional development; if you don't know how well you perform your job, it's difficult to improve and grow. However, it's possible for a performance evaluation to be an obstacle rather than a benefit. Evaluations that damage confidence or recommend vague, unattainable goals can hinder an employee's performance rather than bolster it. It is important to know the right ways to evaluate your employees' performance.

Duration: 10 minutes

Human Resources—The Cornerstone of Successful Organizations 1.0

LEADERSHIP AND MANAGEMENT

LC25070

As a manager, you are vital to your company's success because you manage your company's most valuable asset—its people. Regardless of role, every manager must have an understanding of human resources; it is a system that helps us manage people more effectively.

Duration: 5 minutes

Implementing the Strategic Plan 1.0

LEADERSHIP AND MANAGEMENT

LC25071

A strategic plan is the broadest level of a company's planning. It provides a high-level view of the steps a company will take to achieve its long-term goals. As a manager, you will be asked to help implement some or all parts of a strategic plan. You need to be able to develop a plan to achieve your company's strategic goals.

Duration: 5 minutes

Operational Plans—Budgeting

LEADERSHIP AND MANAGEMENT

LC25072

Budgeting helps smaller teams and units within a company plan the use of their resources in order to help meet larger company goals. As a manager, you are responsible for implementing a budget as part of your operational planning.

Duration: 10 minutes

Operational Plans—The Single Use Plan 1.0

LEADERSHIP AND MANAGEMENT

LC25073

What we do every day takes us closer and closer to what we want to accomplish in the big picture. Operational plans are what we do on a real, day-to-day basis to successfully produce and deliver a product or a service. They direct the behavior and efforts of our staff, and determine our daily priorities of what we want to accomplish. A major part of your role as a manager is to determine how to operate your team to help your company meet its larger goals.

Duration: 5 minutes

Tools and Knowledge for Successful Plans

LEADERSHIP AND MANAGEMENT

LC25074

No business survives on improvisation alone. The most successful companies and businesses have detailed plans guiding their operations and goals at every level, from small front line teams to the highest levels of management. As a manager, you are heavily involved in the planning process. It is important that you understand how plans should be made to help attain the goals for success and growth.

Duration: 10 minutes

Changing the Culture of Your Organization 1.0

LEADERSHIP AND MANAGEMENT

LC25075

Culture is buried deeply within an company's operations and values. It can be very resistant to change, and often businesses don't realize that change is necessary. However, shifting external factors sometimes make it necessary to change the organizational culture. Failure to do so may cause the company to lose opportunities and profits and may even set it up to fail entirely. Knowing when and how to make such changes is an important part of a manager's skills.

Duration: 10 minutes

Maintaining Organizational Culture 1.0

LEADERSHIP AND MANAGEMENT

LC25076

Organizational culture is an important element to success in business. It is not enough to instruct your new employees in this culture; it must be maintained through a structured process. Many veteran employees lose sight of organizational culture through habit and customization, ending up seeing their work as merely a series of tasks. Through a process of continual reinforcement, your employees' vision can be constantly refreshed and your organizational culture maintained.

Duration: 10 minutes

Minimizing Gossip and Rumor

LEADERSHIP AND MANAGEMENT

LC25077

Engaging in speculation is a normal and healthy part of being in a group; it's how people to express and satisfy their curiosity. However, when it's used as an attack against a person or company, it becomes destructive. We have all seen people and businesses suffer as the result of unfair gossip or rumor. There are ways that you, as manager, can minimize this kind of negative speculation.

Duration: 10 minutes

Employee Motivation— Job Dimensions 1.0

LEADERSHIP AND MANAGEMENT

LC25078

There are many ways to motivate your employees as a manager. A relatively new model of motivation has been proposed and has become extremely influential; the job characteristics model, proposed by Hackman and Oldham, describes five core job dimensions. These dimensions lead to three critical psychological states, which result in desirable performance outcomes. Although this is a highly technical model, the basic principles are easy to grasp and act upon.

Duration: 10 minutes

Rational Decision-Making

LEADERSHIP AND MANAGEMENT

LC25079

We all know that making decisions is a basic function of being alive. The same, of course, is true at work; we make decisions every day about how to perform our tasks and how to confront issues that arise. As with anything else, there is a right way and wrong way to make decisions. Without understanding how to approach your decisions rationally and objectively, you are setting yourself up for failure.

Duration: 5 minutes

Understanding Motivation

LEADERSHIP AND MANAGEMENT

LC25080

The basic definition of being a manager is getting work done through the efforts of other people. In order for people to be productive, they need ability, resources and motivation—that is, a reason for working. Most employees perform their basic functions in order to get their paychecks, but this is not enough for companies who want to ensure success and growth. Part of your job is to ensure that your employees feel like they have reasons for putting real effort into their work.

Duration: 5 minutes

Evolution of Management 1.0

LEADERSHIP AND MANAGEMENT

LC25081

The past informs the future. Knowing where practices, ideas and philosophies come from is an important part of understanding your role as manager. Our concept of management has evolved over time; whereas once, management focused only on “secretarial skills,” now we have a wide range of sophisticated management theories.

Duration: 5 minutes

Extrinsic and Intrinsic Rewards 1.0

LEADERSHIP AND MANAGEMENT

LC25082

In the world of business, you get something when you give something. In order to get your employees to work well, you need to provide them with incentive in order to motivate them. Knowing how to make your employees happy is a major part of becoming an effective motivator.

Duration: 5 minutes

Goal Theory 1.0

LEADERSHIP AND MANAGEMENT

LC25083

The concept of goals is closely linked to the concept of unmet needs. An unmet need is what drives a person to take action. If we have our needs met, we have no motivation to work. It is the desire to meet our needs that pushes us to put forth an effort and do something. As a manager, you should be able to use the goals you set for your team to create a sense of tension that pushes and motivates them to succeed.

Duration: 10 minutes

Managing Change in Your Organization 1.0

LEADERSHIP AND MANAGEMENT

LC25084

When the time comes to make changes to your company, assume you'll encounter resistance with the change. People get frozen in their habits, expectations and methods, and they can get intimidated when these habits are threatened. When it's time to change, it's vital to go through a process of preparation.

Duration: 10 minutes

Performance—Coaching Conversations

LEADERSHIP AND MANAGEMENT

LC25085

Coaching conversations can be an unpleasant part of a manager's job. Not many people like to hear that they are not performing adequately. Managers tend to fear these conversations, worried that the conversation will turn highly personal and ugly. Although providing negative feedback is unavoidable, there are ways to make the conversation smoother and more productive in the long term.

Duration: 10 minutes

The External Environment

LEADERSHIP AND MANAGEMENT

LC25086

One thing that all businesses have in common is the need for the ability to change their products or services and processes to meet modern times. Depending on the type of company you work for, change may happen very slowly over time, or it happens frequently and quite fast. Regardless of whether or not your company makes changes slowly or quickly, to stay successful and relevant businesses must be able to respond to the ever-evolving external elements that impact the way business is done.

Duration: 10 minutes

Transitioning to Management—The First Year

LEADERSHIP AND MANAGEMENT

LC25088

Moving into a management position can create a profound psychological transition. Many people experience concern, even fear, that they won't be able to meet their new responsibilities. Others feel they can take unfair advantage of their new authority. When you understand the transition, you can be better prepared to ensure your promotion is smooth and that you are capable of performing above your expectations.

Duration: 10 minutes

Making a Plan that Works 1.0

LEADERSHIP AND MANAGEMENT

LC25089

Making plans is a necessary part of being a manager. However, if you make the wrong plans, or make them in the wrong way, then you can actually harm your performance. Knowing how to set and follow your plans properly is vital to your success.

Duration: 10 minutes

Strategic Planning at its Best

LEADERSHIP AND MANAGEMENT

LC25090

The most successful businesses are ones that fully understand their largest goals, the hopes for growth, and the vision of the business as a whole. Strategic planning is a necessary part of the processes behind this kind of success. It helps make employees feel like a part of something important rather than one person with one job to do. It helps managers and employees know specifically what they need to do in order to help the business grow. It is a way to improve your business actively and creatively.

Duration: 10 minutes

Marketing the Culture of Your Organization

LEADERSHIP AND MANAGEMENT

LC25091

How do you determine a company's culture? More importantly, how will observers and employees learn about the culture of your company? Culture plays an important role in an company; people come to understand the culture through the company's mission statement, rituals, rules and policies, leadership layout, and stories.

Duration: 10 minutes

Performance—Systems View

LEADERSHIP AND MANAGEMENT

LC25092

How does performance management fit in terms of the overall view of a business? How does this play into hiring, evaluating, and motivating employees? There are many different ways to engage in performance management, all of which fit together like a puzzle. By setting clear expectations and creating a process for performance management, you can coach for improvement and develop your employees to their potential.

Duration: 10 minutes

The Theory of Reinforcement

LEADERSHIP AND MANAGEMENT LC25093

What role does motivation play in employee performance? How do different types of reinforcement and reinforcement schedules help managers get the performance they desire from their employees? By using the right type of reinforcement, you can help your employees perform to your standards and perhaps even exceed expectations.

Duration: 10 minutes

Top 10 Mistakes of Managers

LEADERSHIP AND MANAGEMENT LC25094

Moving into a management position brings many new challenges and rewards. As you learn to navigate your new role as manager, you will naturally make some mistakes. Knowing what some of the most common mistakes are can help you avoid problems in advance.

Duration: 10 minutes

Understanding the Impact of Culture in Your Organization

LEADERSHIP AND MANAGEMENT LC25095

How does the culture of a company inform employee conduct and company success? Culture is an important part of how a company runs, how its employees act, and even how successful the business can become.

Duration: 10 minutes

Working within the General and Specific Environment

LEADERSHIP AND MANAGEMENT LC25096

How do you manage your general and specific environment within an company? By learning about the types of environments that must be considered, you will better understand your own work climate and be able to make informed decisions.

Duration: 10 minutes

Leading Team Meetings 1.0

LEADERSHIP AND MANAGEMENT LC25097

Do you know how to facilitate team meetings without coming across as bossy or demanding? Successful managers know how to inspire groups to reach a consensus by acting as an

impartial facilitator. This helps set the team up for success, allowing them to work together towards a solution.

Duration: 10 minutes

Benefits and Pitfalls of Planning 1.0

LEADERSHIP AND MANAGEMENT LC25098

You most likely talk about planning in everyday conversation. Some examples are: “If you fail to plan, you plan to fail,” and “To get to that goal you have to have a plan.” But to reap the benefits of planning we need a basic understanding of planning, including its benefits and limitations.

Duration: 10 minutes

Competitive Advantage in Organizational Strategy 1.0 (US)

LEADERSHIP AND MANAGEMENT LC25099

Do you wonder why some companies seem to have a corner on the market, while others struggle? The right organizational strategy can lead to a sustainable competitive advantage, where companies can realize their goals and carve out a place for themselves in their target market.

Duration: 10 minutes

Planning at the Top and Senior Level

LEADERSHIP AND MANAGEMENT LC25100

When we talk about planning, we usually start at the very top level. The top level is typically responsible for developing what we call the strategic plan or the overall company direction. This plan needs to grow out of a company’s mission. Executing a strategic plan requires commitment—not only from the top level, but from all levels of the business.

Duration: 10 minutes

How Perceptions and Expectations Affect Motivation 1.0

LEADERSHIP AND MANAGEMENT LC25101

When considering motivation, it’s important to understand how perceptions and expectations affect you. While meeting your basic needs can fuel motivation, it’s also important to recognize how perception of fairness can interfere with motivation. Equity theory provides an understanding of how getting rewarded for your efforts can affect motivation.

Duration: 10 minutes

Key Tools and Knowledge of Motivation 1.0

LEADERSHIP AND MANAGEMENT

LC25102

Employee motivation is essential to success. At the most basic level, it stems from our unmet needs, meaning that motivation is different for everyone, and will change for an individual over time. In addition to recognizing these various unmet needs, we must also successfully balance different types of rewards, perceptions, and expectations. Through reinforcement and the creation of strong goals, we can better motivate our employees. In this course you will review the basic concepts of job performance and motivation and learn about how rewards, perception, and expectations affect motivation.

Duration: 15 minutes

Motivating Employees—Performance Incentives

LEADERSHIP AND MANAGEMENT

LC25103

Incentives are a great way to motivate employees. Financial incentives in particular, if used properly and with alignment to company-wide objectives, can be powerful motivators. Frequently used incentives can take various forms, including standard monetary incentives based on individual performance, creative incentives, and incentives based on corporate activity.

Duration: 15 minutes

Motivation—Process-Based Theory

LEADERSHIP AND MANAGEMENT

LC25104

Motivation is key to your company. It's what fuels good ideas, drives hard work, and encourages team work. There are many theories that view motivation as an action aimed at satisfying a need. However, there is other research that views motivation as a rational process. It claims that individuals analyze their environment, develop thoughts and feelings, and react in certain ways. Process theories attempt to explain the thought processes of individuals who demonstrate motivated behavior.

Duration: 15 minutes

Identifying Obstacles to Organizational Change 1.0

LEADERSHIP AND MANAGEMENT

LC25105

Organizational change is the movement of a company from one state of affairs to another. Organizational change can take many forms. It may involve a change in a company's structure, strategy, policies, procedures, technology, or culture. The change may be planned years in advance or may be forced upon a business because of a shift in the environment. Organizational change can be radical and alter the way a business operates, or it may be incremental and slowly change the way things are done. In any case, regardless of the type, change involves letting go of the old ways and adjusting to the new ways. Therefore, it is a process that involves effective people management.

Duration: 15 minutes

Motivating Employees—Performance Appraisals

LEADERSHIP AND MANAGEMENT

LC25106

In many companies, a performance appraisal takes the form of a bureaucratic activity that both employees and supervisors may find confusing and stressful. The problem is a poor appraisal process can create may be so severe that many experts suggest abolishing appraisal systems altogether. However, when executed properly performance appraisals are proven to create higher levels of trust between employees and management and increased employee performance and motivation.

Duration: 15 minutes

Motivation-Expectancy Theory

LEADERSHIP AND MANAGEMENT

LC25107

To motivate your employees, properly using process-based theories, such as expectancy theory, is extremely beneficial. Managers often struggle to motivate employees due to perceptions of unfairness, the lack of awareness of employee expectations on the part of the manager, and the reinforcement of negative behaviors. Understanding process-based theories such as expectancy and reinforcement theories offers managers to know how to motivate employees.

Duration: 20 minutes

Motivating Employees—Job Design

LEADERSHIP AND MANAGEMENT

LC25108

What are the tools companies can use to ensure a motivated workforce? Many of us assume the most important motivator at work is pay. Yet, studies point to a different factor as the major influence over worker motivation—job design. How a job is designed has a major impact on employee motivation, job satisfaction, commitment to the business, absenteeism, and turnover. In this course you will discover how job design can influence employee motivation and success. We will look at real-life examples of how job design has benefited companies, reflect on the history of job design, and consider the benefits of one of the most popular new design theories—empowerment.

Duration: 20 minutes

Understanding Successful Negotiation

LEADERSHIP AND MANAGEMENT

LC25109

A common way that people deal with conflict is through negotiation. Negotiation is a process where two or more parties work toward an agreement. Negotiation is prevalent across almost every line of work and industry. While some people may feel confident in their negotiating skills, many people don't know how to properly plan for a negotiation and may even feel anxious about it. In this course, we will learn the five phases of negotiation. You will also learn about different methods of negotiation like mediation and arbitration.

Duration: 20 minutes

Identifying the Culture of Your Organization 1.0

LEADERSHIP AND MANAGEMENT

LC25110

Your business's culture has wide-reaching effects. It helps determine practices, policies, and rules, and it helps set behavioral expectations of employees. Even though culture may not be immediately observable, identifying a set of values to describe the culture helps us measure and manage culture more effectively.

Duration: 20 minutes

Motivation—Need-based Theories

LEADERSHIP AND MANAGEMENT

LC25111

Trader Joe's, a supermarket chain operating in twenty-two states, is renowned for its excellent customer service. The employees' attitudes are nearly always friendly, engaged,

and helpful. It seems as if this company truly understands the formula for creating happy, motivated workers willing to take extra steps for customers' satisfaction. Though it's an excellent exemplar in the corporate world, it's far from unique. Understanding the elements of a satisfied workforce will greatly benefit your business.

Duration: 20 minutes

Creating and Maintaining the Culture of Your Organization 1.0

LEADERSHIP AND MANAGEMENT

LC25112

Organizational culture is the set of key values, beliefs, and attitudes shared by all members of an organization. The culture affects most aspects of procedures and operations, sometimes through conscious effort and sometimes through unconscious absorption. It's important that you understand your organizational culture and help promote it among your team.

Duration: 25 minutes

Maximizing the Benefits of Your Organization's Structure

LEADERSHIP AND MANAGEMENT

LC25113

There are a lot of different elements that make up an organization's structure. When these elements are in place, your company has standardized its operations, either as a centralized set of procedures or as a large degree of autonomy for individuals or departments. How you structure your business has a strong influence over your success.

Duration: 25 minutes

Teams and Ethics

LEADERSHIP AND MANAGEMENT

LC25236

Many businesses have been making the transition to team-based work environments. On the whole, these programs have proven very successful. There are several ways that working as part of a team can affect people's perceptions of their jobs and managers who are considering using work teams should understand these effects.

Duration: 10 minutes

Managing Team Development 1.0

LEADERSHIP AND MANAGEMENT

LC25268

Teams are groups of individuals who have come together under a common goal. For a team to function well, the members must develop personal relationships with each other, and as we all know, relationships do not happen overnight. There is a series of phases that happen before people make that kind of connection with each other. It is part of your job to guide and develop these connections.

Duration: 10 minutes

Managing Teams 2018

LEADERSHIP AND MANAGEMENT

LC25269

Teams can be complicated things with a lot of different moving parts. The most important thing to managing a team is to have set expectations for how the group will work together. The more you work to help set and accept these expectations, the more smoothly the team will function.

Duration: 10 minutes

Why Teamwork Works

LEADERSHIP AND MANAGEMENT

LC25270

The most important thing to remember about teams is that they are made up of individual people. These people each have their needs and perspectives. When team members' values align, the rewards are substantial, but when there is trouble, the team can be more trouble than it's worth. As a manager, you should understand what the most effective teams look like.

Duration: 10 minutes

Increasing Team Effectiveness 1.0

LEADERSHIP AND MANAGEMENT

LC25276

A coherent work team can be invaluable to any business. However, when a team is ineffectively managed, it can interfere with productivity. You should understand the ways you can build and manage a team, so that it is a benefit rather than a detriment.

Duration: 10 minutes

Team Autonomy and Degrees of Freedom

LEADERSHIP AND MANAGEMENT

LC25277

People work much more effectively when they have the freedom to make decisions about the work they doing. The same can be said for people working in teams, as they often do their best work when they have the freedom to manage themselves in certain aspects of their work. As a manager, you will be involved in deciding the level of autonomy that you are going to give the teams you've put together.

Duration: 10 minutes

Team Training, Compensation, and Recognition

LEADERSHIP AND MANAGEMENT

LC25278

Successful work teams are becoming a larger and larger part of contemporary business culture. However, there is a lot that goes into building and maintaining productive teams; you can't bring a group of people together in a room and expect them to work seamlessly. The team must be trained properly in order to work together and management must have a satisfactory compensation package for successful teams.

Duration: 10 minutes

Work Team Characteristics

LEADERSHIP AND MANAGEMENT

LC25288

What makes a successful team? Managers must make many decisions about teams based on any number of variables. Ultimately, a manager must put together a team of ideal size, promote cohesiveness and positive norms, and manage conflict in order to allow the team to succeed to its ultimate potential.

Duration: 15 minutes

Work Teams—Types and Environments

LEADERSHIP AND MANAGEMENT

LC25289

Why do we use teams in the workplace? Teams can give a huge advantage to companies by providing a chance for collaboration, bringing together multiple perspectives, and increasing satisfaction and quality. But teams aren't always in the best interest of a company or project, and have some disadvantages that offset the advantages. Managers need to know when to use teams, which type of team to compile, and the environments that work best for teams.

Duration: 15 minutes

Team Design Characteristics

LEADERSHIP AND MANAGEMENT LC25292

Organizations often use teams to achieve a goal that requires multiple skill sets. Working on a team can also be more enjoyable than working alone. Managers must make decisions about organizational teams by considering how to effectively design teams with optimal characteristics for the tasks at hand.

Duration: 15 minutes

The Team and its Members

LEADERSHIP AND MANAGEMENT LC25293

Colleges are increasingly adding aspects of teamwork into their curricula, especially in business school. Why do we put so much emphasis on something that, reportedly makes many students and employees feel anxious and academically drained? Teamwork is increasing in the world of business, so it's important that students get experience with performing effectively in a team.

Duration: 15 minutes

The Team and the Organization

LEADERSHIP AND MANAGEMENT LC25294

Why have so many companies moved to team-based task assignment? Research shows that teams improve company and individual performance and can make a huge difference in the success or failure of a project. Managers must be knowledgeable about the characteristics that comprise successful team.

Duration: 15 minutes

Designing Effective Teams 2018

LEADERSHIP AND MANAGEMENT LC25296

How do you decide what kind of team is best for your company or project? What about who should be on a team? There are quite a few things to think about when putting a team into place for your product, task, or company. Among things to consider when designing an effective team are the type of team you need, its composition, size, and diversity.

Duration: 15 minutes

Key Tools and Knowledge for Team Leading 1.0

LEADERSHIP AND MANAGEMENT LC25297

What key tools and knowledge is really necessary to successfully create and lead a team? If that seems like a daunting challenge, you're right! There are many areas to consider when tasked with creating a team, beginning with the pros and cons of teamwork.

Duration: 15 minutes

Communication Skills all Managers Must Master 2019

LEADERSHIP AND MANAGEMENT LC75320

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.

Duration: 15 minutes

Performance and Feedback Coaching

LEADERSHIP AND MANAGEMENT LC75321

According to the International Coaches Federation, coaching is partnering with individuals in a thought provoking and creative process that inspires them to maximize their personal and professional potential. This is particularly important in today's uncertain and complex work environment. This course is designed for managers seeking new approaches to enhance employee performance. Coaching is a powerful leadership style that moves away from telling people what to do and fixing problems. Instead, questioning by the manager taps into the employee's problem solving abilities, motivation and commitment.

Duration: 10 minutes

How to Avoid and Manage Conflict 1.0

LEADERSHIP AND MANAGEMENT LC75322

As a manager, you need to manage unhealthy conflict between employees, because it can create a stressful and unproductive work environment. Here's what you need to

know to avoid conflict in the first place, as well as ways to deal with conflict should it erupt. Workplace conflict is a common occurrence and happens everywhere. In the right environment, healthy conflict can lead to innovation and better decisions.

Duration: 10 minutes

Essential Time Management Tools 1.0

LEADERSHIP AND MANAGEMENT LC75323

Is your most productive day the day you leave before vacation? If so, why? Most of us would say it's because we focus on priorities, manage interruptions, delegate, and give tasks a finite amount of time. 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.

Duration: 10 minutes

Delegate to Save Time and Develop Your Employees 1.0

LEADERSHIP AND MANAGEMENT LC75324

Are you overwhelmed with too much to do and not enough time to do it? Do you have employees who have the potential to develop in their role? Then you need to master the art of delegation. Delegating is an essential skill in a manager's toolbox. It frees up your time so you can focus on priorities only you can do. In addition, delegation develops your employees to become more self-reliant and effective in their roles.

Duration: 10 minutes

Building And Managing Your Dream Team 1.0

LEADERSHIP AND MANAGEMENT LC75325

Managers must build high performing teams and then work through their people, because they can't do everything themselves—especially at a time of rising workplace demands. Building a high performing team takes time and effort.

Duration: 10 minutes

Conducting Effective Meetings 1.0

LEADERSHIP AND MANAGEMENT LC75326

Leading meetings is an important part of a manager's job responsibilities. Because so much time is spent in meetings it's critical managers have the skills to conduct effective meetings.

Duration: 10 minutes

How To Hire The Right People 1.0

LEADERSHIP AND MANAGEMENT LC75327

Good people make or break a company, so successful managers make the right hiring decisions. Hiring the wrong person can be costly, and negatively impact other employees and customers. The right hires positively contribute, align with goals, heighten morale and evolve as their jobs change.

Duration: 10 minutes

What Managers Need to Know about Managing Change

LEADERSHIP AND MANAGEMENT LC75328

Managing change is one of the most important skills that a manager can master. Successful change is dependent upon how a manager can enlist the hearts and minds of their employees to carry out change.

Duration: 30 minutes

Gain Control of Work Life Balances 1.0

LEADERSHIP AND MANAGEMENT LC75329

Work-life balance is defined as properly prioritizing work responsibilities and other life activities, such as family, personal growth, volunteering, and leisure. Managers have many things within their control to support theirs and their employees' work-life balance. Promoting a healthy balance can increase engagement, job satisfaction, and productivity.

Duration: 30 minutes

Giving and Receiving Feedback 1.0

LEADERSHIP AND MANAGEMENT LH13001

Why do we find it so difficult to tell employees (and family and friends for that matter) that they are doing something wrong and need to change? We'll help you to become better at both giving and receiving feedback to make these scenarios easier to manage.

Duration: 20 minutes

Managing Change 1.0

LEADERSHIP AND MANAGEMENT LH13002

If you're going to be an advocate for change, as all good leaders should be, you need to start by understanding what you're up against. This course will help you to learn to manage change more effectively.

Duration: 15 minutes

Effective Delegation 1.0

LEADERSHIP AND MANAGEMENT LH13004

Delegation is one of the most important business skills you can learn. Your ability to delegate, is largely shaped by your experiences. However there are core skills you can improve to fast track your effectiveness and help you to avoid the common pitfalls, and this course can assist in improving those core skills.

Duration: 20 minutes

Inspirational Leadership 2019

LEADERSHIP AND MANAGEMENT LH13005

Whether at home, in the workplace or in pursuit of our passion, we can all benefit from becoming better leaders. This course can help you to become a more inspirational leader.

Duration: 20 minutes

SMART Objectives 2.0

LEADERSHIP AND MANAGEMENT LH13006

It's all too easy to set objectives that are so general that we don't know exactly what we're trying to achieve, or whether we've achieved it. A structured approach forces us to think more deeply and methodically about what we actually want. Perhaps the best known of these is the SMART acronym. In this course, we explore the meaning behind the SMART acronym and show you how to write objectives that inspire and motivate.

Duration: 10 minutes

Managing Virtual Teams

LEADERSHIP AND MANAGEMENT LH13008

There are many reasons to use a virtual team over an in-house one. Long-distance collaboration. Easier hiring. Reduced costs. That's why there has been an 80% increase in telecommuting staff over the last few years. However, it's something that can so easily go wrong. Find out how to stick with the trend and avoid the pitfalls.

Duration: 10 minutes

Interview and Selection 1.0

LEADERSHIP AND MANAGEMENT LH13009

By looking at hiring as a process, a timeline, from deciding you need someone through to getting a bum in a seat, you can check your progress each step of the way. This course is going to give you insight into the hiring process, and will provide tips on how to make each stage a success.

Duration: 40 minutes

Managing Your Remote Workers 1.0

LEADERSHIP AND MANAGEMENT LH13014

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.

Duration: N/A

Liderazgo inspirador 1.0 Inspirational Leadership 1.0

LEADERSHIP AND MANAGEMENT LH13012

Este curso no pretende ser una guía detallada para convertirse en un gran líder. Nuestra investigación muestra que el liderazgo no es una habilidad analítica que puede aprender a partir de libros de texto o en el salón de clases. Al centrarse específicamente en el "liderazgo inspirador", este curso puede ofrecerle los conceptos que puede poner en práctica para desarrollar esa experiencia fundamental mucho más rápido.

Duration: 20 minutes

Inspirierender Führungsstil 1.0 Inspirational Leadership 1.0

LEADERSHIP AND MANAGEMENT LH13015

Dieser Kurs ist keine Anleitung, wie Sie Schritt für Schritt eine kompetente Führungskraft werden. Unsere Forschungen haben ergeben, dass Führung keine analytische Fähigkeit ist, die Sie aus Arbeitsheften oder in Schulungen erlernen können. Bei Führungsqualität kommt es vor allem auf Erfahrung an. Deshalb liegt der Schwerpunkt dieser Schulung auf ganz speziellen Kompetenzen, mit denen Führungskräfte optimale Ergebnisse erzielen.

Duration: 20 minutes

Delegación Efectiva 1.0 Effective Delegation 1.0–Spanish

MANAGEMENT AND LEADERSHIP

LH13011

Debido a que la delegación es una de las habilidades de negocio más importantes, es extraño que la gente no lo haga con mayor frecuencia. 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.

Duration: 20 minutes

Marketing

Marketing Strategy that Drives Effectiveness

MARKETING LC74001

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.”

Duration: 20 minutes

The Inbound Marketer's Playbook

MARKETING LC74002

In the last 10 years, inbound marketing has become one of the most effective marketing channels. Getting started—and finding success—requires a shift in the way you communicate with customers, prioritize resources, work with sales, and budget and measure success.

Duration: 20 minutes

Essential KPIs for the Modern Marketer 1.0

MARKETING LC74003

If you're not capturing and measuring Marketing KPIs and metrics on a regular basis, you're marketing “blind.” For many marketers, it's not a question of, “Do I measure my marketing?” It's a question of, “What do I measure?” And most importantly, “what do you do with the data once you have it?” Capturing and analyzing your Marketing KPIs will give you an overview of your efforts and allow you find areas of improvement.

Duration: 20 minutes

Benefits of Events That Drive ROI 1.0

MARKETING LC74004

Industry events can be an incredible channel for organizations—particularly when in a niche space. However, events tend to be expensive, time-consuming, a high-effort-low pay-off channel, and difficult to track, has left some marketers hesitant in making the investment. If you can master modern events—and track ROI—you'll be a step ahead of the game and will uncover new opportunities to directly drive revenue.

Duration: 20 minutes

A Tactical Guide to SEO and PPC 1.0

MARKETING LC74005

Search engine optimization and PPC are incredibly effective ways to drive traffic for your website—but how do you ensure you're driving traffic that results in conversions? When it comes to SEO, how can you amplify your efforts? And when it comes to PPC, how do you know you're making the most of your spend?

Duration: 10 minutes

Find Your Brand Voice—With Killer Content Marketing 1.0

MARKETING LC74006

Content is the blood that flows through the modern marketers' veins. With video, texts, infographics, snapchats, in-product announcements, emails, and more, and a vast mix of audiences—including prospects, customers and influencers—and the ongoing pressures to deliver content at a rapid cadence, with a consistent brand voice—mastering content is a challenge. And measuring the impact of your content strategy tougher still.

Duration: 15 minutes

Social Media Marketing

MARKETING LC74007

Most of the internet advertising growth in the U.S. can be attributed to sites like Facebook, Google and other—and this percentage is rising. If you don't have a strategy for making smart investments in these channels, you are missing out on marketing opportunity.

Duration: 15 minutes

Email Marketing 1.0

MARKETING LC74008

In spite of the popularity of new channels like social and SMS, email marketing is here to stay. It can be an incredibly effective channel—yet many Marketers are still missing out on email's full potential.

Duration: 10 minutes

Multi-Channel Marketing: Coordination, Cohesion and Results 1.0

MARKETING

LC74009

The modern consumer expects to be able to interact with your brand through a variety of channels. Multiple touch points introduce complexity and makes it difficult to maintain a clear message and consistent value propositions. When channel strategy works well, every touch point strengthens engagement and perception of your brand. So how do you bring it all together?

Duration: 10 minutes

Customer Marketing 1.0

MARKETING

LC74010

A few years ago, marketing “ended” at the point of sale, but in many cases, customers are your best salespeople and advocates. Marketers who ignore post-funnel marketing opportunities, are losing opportunities to differentiate their business and brand, while uncovering opportunities for revenue.

Duration: 15 minutes

Mindfulness

The Benefits of Stoic Thinking 1.0

MINDFULNESS

LH71000

'The Benefits of Being Stoic' is all about how you can adopt certain ways of thinking to achieve a more peaceful and less stressful life. It's a great place to start your understanding of mindfulness. We'll look at the philosophy of Stoicism, the art of remaining calm under pressure (and so many other wonderful things). This philosophy might be very old, but the values remain completely relevant to our lives today. This course will show you how to adopt some of these ancient lessons into your modern-day life.

Duration: 10 minutes

Keep Your Cool 1.0

MINDFULNESS

LH71001

The thing is, we all get mad sometimes. There's no point in denying it. But some of us are better at controlling it than others. This course looks at the importance of patience – what it consists of and why it's important. It's also a good chance to look at our reactions and learn ways to you know... just breathe.

Duration: 10 minutes

Let Go of Control 1.0

MINDFULNESS

LH71002

Part 2 of keeping your cool.

Duration: 10 minutes

Online Social Presence

Consequences for Careless Social Media Use in the Workplace 1.0

ONLINE SOCIAL PRESENCE

LC75604

A 2016 report estimates there are 2.3 billion social media users. There is concern that too few companies are focusing on the risks associated with social media in the workplace. Employers must recognize the risks and take steps to effectively manage them.

Duration: 10 minutes

Facebook, LinkedIn and Twitter Policies Every Employee Should Know 1.0

ONLINE SOCIAL PRESENCE

LC75605

The biggest mistake people make on social media is letting their posts live forever. There are applications collecting our data, creating user profiles, and anticipating what we're going to do next. So, how can you be smart online?

Duration: 10 minutes

Social Media Awareness (UK/EU)

ONLINE SOCIAL PRESENCE

LH40001

Social media is a phrase being tossed around a lot these days, but it can sometimes be difficult to answer the question of what is social media? And why is it important? This course will help you to answer these questions.

Duration: 10 minutes

LinkedIn–The Basics 1.0

ONLINE SOCIAL PRESENCE

LH90001

Love it or loathe it, LinkedIn is the business-focused social media platform. About 40 million LinkedIn users are in decision-making positions and LinkedIn outperforms other social media in terms of leads and revenue generated. Which means you need to stand out.

Duration: 5 minutes

YouTube–What is YouTube 1.0

ONLINE SOCIAL PRESENCE

LH90002

In this course, we are going to explain how that happened and what that means for your brand. We are going to 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, what types of content you can create and what would work for you. We'll also give you tips on how to use YouTube to increase your online presence, grow your channel and refine your brand.

Duration: 10 minutes

LinkedIn–Making the Most of InMails 1.0

ONLINE SOCIAL PRESENCE

LH90003

This course can't write your InMail's for you. What it will do is give you the tools to write them well yourself. It'll give you a more rounded understanding of what to expect from the platform, and how you can maximise your returns.

Duration: 5 minutes

Facebook–Facing the Facts 1.0

ONLINE SOCIAL PRESENCE

LH90004

In this course, we are going to take a deep dive into Facebook and look at how it became the biggest social media platform of all time. We'll then examine how you can use Facebook to improve your online visibility and connect directly with your customers and target markets. All of this with the ultimate goal of teaching you the skills and knowledge you'll need to drive your brand and product awareness further.

Duration: 10 minutes

LinkedIn–Newsfeeds, Posts and Articles 1.0

ONLINE SOCIAL PRESENCE

LH90005

This course works in two ways. First, it gives you an idea of how to make your own newsfeed useful to you. Second, it will give you some tips on how to improve your own contributions.

Duration: 15 minutes

LinkedIn—Creating an Effective Profile 1.0

ONLINE SOCIAL PRESENCE LH90006

LinkedIn has its own help pages on how to set up a profile, what each bit is and so on. But they only go so far. This course combines "how-to"s with best practice, so it's more of a one-stop shop for getting things right.

Duration: 10 minutes

LinkedIn—Finding Job Candidates 1.0

ONLINE SOCIAL PRESENCE LH90008

The course looks at actually finding candidates, that is, identifying and being able to reach out to them using LinkedIn. It'll also look at the different methods of attracting candidates that LinkedIn affords you. The idea is it covers all bases however you want to find candidates for your vacancies.

Duration: 10 minutes

LinkedIn—How Connections Work 1.0

ONLINE SOCIAL PRESENCE LH90009

Without connections on LinkedIn, you're all alone, screaming into the void. But just having a few isn't everything. This course will explain how to make the most of them.

Duration: 5 minutes

LinkedIn—Finding a Job 1.0

ONLINE SOCIAL PRESENCE LH90010

The course looks at the ways in which a person can go from whatever it is they're doing now, to getting to the selection stage of a new position, specifically using LinkedIn. It will examine both the active and the passive ways you can go about making yourself an appealing prospect.

Duration: 10 minutes

LinkedIn—Understanding Groups 1.0

ONLINE SOCIAL PRESENCE LH90011

This mini-course covers how Groups work and what to expect from them, so it covers the basics. But more than that, it also deals with softer skills, the more subjective, like how to use Groups effectively.

Duration: 10 minutes

Twitter 1.0

ONLINE SOCIAL PRESENCE LH90012

Twitter's a massive platform. Celebrities use it. Brands use it. You might do too. And if you do, shouldn't you be using it as effectively as possible? This course will help with that.

Duration: 15 minutes

Instagram 1.0

ONLINE SOCIAL PRESENCE LH90013

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. Where do we even start? Well, 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.

Duration: 15 minutes

YouTube—Tips and Best Practice 1.0

ONLINE SOCIAL PRESENCE LH90014

This course will look at some YouTube tips, tricks and best practice, as well as how to make money from it. If you're thinking of using this platform for your benefit, it'll be useful for you.

Duration: 10 minutes

YouTube—Creating Content 1.0

ONLINE SOCIAL PRESENCE LH90015

This course will look at all the different types of videos you can make for YouTube, and how to keep them entertaining and watchable.

Duration: 10 minutes

Facebook–The Keys to Communication 1.0

ONLINE SOCIAL PRESENCE

LH90016

Whatever your opinion of social media, you have to accept that, for better or worse, it is an essential part of contemporary life. It informs every aspect of our lives, from how we talk, where we go, what we buy, and who we meet. Its impact on us is pretty profound. In this course we are going to look at arguably the most important social media platform of all time – Facebook.

In this course, we are going to take a deep dive into Facebook and look at how it became the biggest social media platform of all time.

We'll then examine how you can use Facebook to improve your online visibility and connect directly with your customers and target markets. All of this with the ultimate goal of teaching you the skills and knowledge you'll need to drive your brand and product awareness further.

Duration: 10 minutes

Personal Development

Decision Making Excellence 2.0

PERSONAL DEVELOPMENT

LH10001

Decision-making is an important skill in almost every job and employers really value strong decision-makers in their teams. No matter what position you hold, from boardroom to mailroom, you'll need to make decisions every day, decisions that can have a big impact on business. This course can help.

Duration: 20 minutes

Team Working Excellence 2.0

PERSONAL DEVELOPMENT

LH10002

Every single job involves working in a team in some form or another. It's no surprise then that being able to work in a team is one of the most common skills employers look for. This course will help you to build your ability to work in a team.

Duration: 20 minutes

Productivity and Time Management 2.0

PERSONAL DEVELOPMENT

LH10003

It seems that there is never enough time in the day. But, since we all get the same 24 hours, why is it that some people achieve so much more with their time than others? The answer lies in good time management. It's the ability to organise, plan and prioritise tasks to make the most of the limited time we have. By the end of the course you will have the knowledge, skills and confidence to claim to be an effective manager of your time.

Duration: 20 minutes

Communicating Effectively 2.0

PERSONAL DEVELOPMENT

LH10004

Effective communication is one of the most important life skills we can learn – and yet it's not something most people put a lot of effort into. We accept that some people are naturally good at public speaking, or are really good at getting their point across in meetings. The truth is, effective communication is a skill, and like any skill, with practice you can improve. This course will provide you with the necessary knowledge, skills and confidence to be an effective communicator.

Duration: 20 minutes

Presenting with Power 2.0

PERSONAL DEVELOPMENT

LH10005

The ability to give an effective presentation in the workplace is a crucial skill that every employee should possess. If your career matters to you, you need to develop your presentation skills. By demonstrating that you can deliver a well-constructed, confident presentation in front of a group of colleagues, you gain an advantage others. This course will give you the skills and techniques to present with power.

Duration: 30 minutes

Coaching Skills 2.0

PERSONAL DEVELOPMENT

LH10006

Effective coaching is about helping all people reach their full potential, in any area of their lives and for the manager as a coach, this means working with people to improve their performance at work. This course will help you to understand how to be an effective coach.

Duration: 20 minutes

Managing Stress 2.0

PERSONAL DEVELOPMENT

LH10007

Many of us experience stress in life, whether this is in the short term from one-off projects, or long-term stress from a high-pressure career. Not only can this be profoundly unpleasant, it can seriously affect our health and our work. However, it is possible to manage stress, if you use the right tools and techniques. This course will show you how.

Duration: 20 minutes

Negotiation and Influencing People 2.0

PERSONAL DEVELOPMENT

LH10008

Life is one big, ongoing negotiation. Especially in the workplace, where the need to negotiate and influence is so important. From agreeing to a salary, to everyday conversations about workload and responsibilities. You actually spend more time negotiating than you realise. Yet the thought of it can be intimidating for some. This course will give you the confidence to negotiate.

Duration: 15 minutes

Conflict Management 2.0

PERSONAL DEVELOPMENT

LH10009

While business can often see conflicts as being productive by driving new and different opinions, the different ways to effectively manage such conflict depend on many factors. Learn more about managing, controlling and harnessing conflicts by taking this conflict management course.

Duration: 15 minutes

Be Assertive the Right Way 2.0

PERSONAL DEVELOPMENT

LH10010

No matter how self-assured you are, most of us wonder if perhaps we couldn't be just a bit more assertive in certain situations. This course will provide you with the knowledge, skills and confidence to become more assertive.

Duration: 30 minutes

Emotional Intelligence 2.0

PERSONAL DEVELOPMENT

LH10011

Research shows that emotional intelligence is perhaps the most important factor in academic success, job performance and life success. It's even considered more important than IQ! This course will help you to understand emotional intelligence, both internally and externally.

Duration: 30 minutes

Developing Resilience 2.0

PERSONAL DEVELOPMENT

LH10012

Learn how to challenge your thinking. See what is really happening, not what you think is happening. This is key to becoming more resilient.

Duration: 5 minutes

Creative Problem Solving 1.0

PERSONAL DEVELOPMENT

LH10013

Break free from conventional thinking to find innovative solutions to challenges using our Creative Problem Solving course.

Duration: 10 minutes

Controlar el estrés 2.0 Managing Stress 2.0

PERSONAL DEVELOPMENT

LH10014

Lo complicado del estrés (y de la ansiedad que provoca) es que se trata de una emoción absolutamente necesaria. Para vencer al costado negativo del estrés, tiene dos opciones. Reducir la presión o potenciar su capacidad para soportar los efectos. Disminuir la presión es ideal, pero, honestamente, poco probable. Por eso, tiene más sentido enfocarse en mejorar su capacidad mental y física para procesar el estrés. Este curso le mostrará cómo hacerlo.

Duration: 20 minutes

Introduction to NLP 1.0

PERSONAL DEVELOPMENT

LH10016

NLP, or neuro-linguistic programming, is pervasive in so many walks of life that even if you're not familiar with it, you've probably come across it in some way. If you want to find out a bit more about this ubiquitous theory, as well as some of its practices, check this course out.

Duration: 10 minutes

The Public Speaking Guru– Confidence Builder

PERSONAL DEVELOPMENT

LH10017

This course will give you the tools to build your public speaking confidence and overcome your stage fright. You can use it to help yourself feel more prepared for your work speeches or presentations.

Duration: 10 minutes

NLP–Unconscious Eye Movement

PERSONAL DEVELOPMENT

LH10018

One facet of Neuro Linguistic Programming (NLP), is the link between your thought processes, language and your body. One of the ways that manifests itself, according to NLP, is unconscious eye movements, relative to how your brain is processing information. Sounds tricky, but it doesn't have to be. That's what this course is for. There are ways you can use this knowledge to help you in everyday and work situations. This'll show you what those are.

Duration: 10 minutes

The Public Speaking Guru– Speech Writing

PERSONAL DEVELOPMENT

LH10019

Most speeches need writing. Speeches are rarely given off the cuff. That's more of a rant, or a ramble. So really, all speeches start at the writing stage. That's half the battle. There are a few things you'll need to know to ensure your speeches don't fail before you've even given them. That's what this course is for.

Duration: 15 minutes

The Public Speaking Guru– Presenting with Impact

PERSONAL DEVELOPMENT

LH10020

As the course explains, most people are afraid to speak in public. Great presenters, like great communicators didn't start out that way. They honed their skills over time, through training and practice. This course will give you the skills and techniques to do the same. During this course you'll acquire new presentation skills used by the world's best public speakers. Skills you can practice and use to improve your own presenting prowess. You'll also find out how you can overcome your own nerves using simple techniques. And finally, when you've mastered your new presenting skills and tamed your public speaking nerves, we'll share our secret formula for creating the perfect presentation.

Duration: 20 minutes

Helping Yourself and Others through Change 1.0

PERSONAL DEVELOPMENT

LH10021

In this course we're going to show how you can help yourself and others through change. We'll show you how to think about change by examining the things you can control and the things you can't. We'll also show you some self-care tips to employ to keep your mind and body healthy during times of change.

Duration: 10 minutes

Emotional Intelligenz 1.0 (Emotional Intelligence 1.0–German)

PERSONAL DEVELOPMENT

LH10023

Unter emotionaler Intelligenz versteht man eine Reihe von Kompetenzen, die es Ihnen ermöglichen, Gefühle zu erkennen und mit ihnen angemessen umzugehen. Dies gilt sowohl für Ihre eigenen Gefühle als auch für die anderer. Bei

genauerer Betrachtung besteht emotionale Intelligenz aus vier verschiedenen Elementen. In diesem Kurs werden Sie ein eingehendes Verständnis dieser vier Elemente erhalten. Außerdem werden Sie bewährte Verfahren kennenlernen, wie Sie Ihre eigene emotionale Intelligenz steigern und in Beruf und Privatleben erfolgreicher werden können.

Duration: 15 minutes

Produktivitäts und Zeitmanagement 2.0 Productivity and Time Management– German

PERSONAL DEVELOPMENT

LH10024

In diesem Kurs vermitteln wir Ihnen Zeitmanagementtechniken, mit denen Sie Ihre Leistung steigern können, auch wenn die Zeit knapp ist und der Druck hoch. Den ersten Schritt zu einem besseren Zeitmanagement haben wir für Sie erledigt. Anders als in den meisten Kursen zum Zeitmanagement konzentrieren wir uns ausschließlich auf die Konzepte, die wirklich funktionieren. Wir sprechen über die vier wichtigen Säulen des Zeitmanagements und erläutern, warum sie funktionieren, wie sie ganz einfach angepasst werden können und welche Vorteile sie für Ihr privates und berufliches Leben haben. Am Ende dieses Kurses werden Sie über das Know-how, die Fähigkeiten und das Selbstvertrauen verfügen, um sich als effektiven Manager Ihrer Zeit bezeichnen zu können.

Duration: 30 minutes

Productividad y administración del tiempo 2.0 Productivity and Time Management– Spanish

PERSONAL DEVELOPMENT

LH10025

Mediante el uso de las técnicas de administración de tiempo de este curso, puede mejorar su capacidad para funcionar con mayor eficiencia, incluso cuando dispone de poco tiempo y se encuentra bajo presión. El primer paso para administrar su tiempo ya lo hemos dado por usted. Hemos eliminado toda la basura que se cubre en la mayoría de los cursos de administración de tiempo y nos hemos enfocado exclusivamente en las cosas que realmente funcionan. Este curso cubre los cuatro pilares esenciales para administrar el tiempo, explica por qué funcionan, con cuánta facilidad puede adoptarlos y los beneficios que aportarán a su vida y a su carrera profesional. Al final del curso tendrá los conocimientos, las habilidades y la confianza necesarios para proclamarse un efectivo administrador de tiempo.

Duration: 30 minutes

Der richtige Weg zu einem bestimmten Auftreten 2.0

Be Assertive in the Right Way 2.0

PERSONAL DEVELOPMENT

LH10026

Wir alle haben schon einmal unsere Meinung nicht offen mitgeteilt, sondern „Ja“ gesagt, obwohl wir eigentlich „Nein“ sagen wollten. Glücklicherweise ist Bestimmtheit erlernbar. Und zwar durch praktische Anwendung. Dieser Kurs wird Ihnen das Wissen, die Fähigkeiten und das Selbstvertrauen vermitteln, um bestimmter aufzutreten und dabei die Kontrolle über Ihr Leben zu gewinnen.

Duration: 30 minutes

Ser asertivo de la manera indicada 2.0

Be Assertive in the Right Way 2.0

PERSONAL DEVELOPMENT

LH10027

Todos hemos pasado por situaciones en las que no hemos logrado exponer nuestro punto de vista y hemos dicho que “sí” cuando en realidad no estábamos de acuerdo. Por suerte, la asertividad es una habilidad que se aprende. Se aprende con la práctica. 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.

Duration: 30 minutes

Stressbewältigung 2.0

Managing Stress 2.0

PERSONAL DEVELOPMENT

LH10028

Die Schwierigkeit im Zusammenhang mit Stress (und den damit verbundenen Ängsten) ist die Tatsache, dass Stress ein absolut notwendiges Gefühl ist. Sie haben zwei Möglichkeiten, der negativen Seite von Stress etwas entgegenzusetzen:

Verringern Sie die Belastung, oder verbessern Sie Ihre Fähigkeiten, mit Stress umzugehen.

Druck rauszunehmen, wäre ideal, ist aber offen gestanden eher unwahrscheinlich.

Daher ist es sinnvoller, das Augenmerk auf die Verbesserung Ihrer mentalen und physischen Fähigkeiten zur Stressbewältigung zu legen.

In diesem Kurs erfahren Sie, wie das geht.

Duration: 20 minutes

Excelencia del trabajo en equipo 2.0

Team Working Excellence 2.0

PERSONAL DEVELOPMENT

LH10029

Durante este curso, aprenderá sobre las cuatro habilidades clave necesarias para maximizar el rendimiento de su trabajo en equipo. Descubrirá qué es lo que hace que algunas personas funcionen mejor en equipo que otras. Este curso solo cubre las cosas que necesita saber, lo que le permitirá aprenderlas con la mayor velocidad posible. Por lo tanto, si desea convertirse en una pieza importante de su equipo, hacia el final de este curso tendrá los conocimientos, las habilidades y la confianza necesarios para lograrlo.

Duration: 20 minutes

Teamwork der Spitzenklasse 2.0

Team Working Excellence 2.0

PERSONAL DEVELOPMENT

LH10030

In diesem Kurs lernen Sie etwas über die vier wichtigsten Kompetenzen, die für eine optimale Teamworking-Performance erforderlich sind. Sie erfahren, warum manche Personen bessere Teamplayer sind als andere. Dieser Kurs deckt in aller Kürze das ab, was Sie unbedingt wissen müssen. So eignen Sie sich im Handumdrehen die notwendigen Kenntnisse und Fähigkeiten an, um sich nach diesem Kurs mit einem gesunden Selbstbewusstsein als „ausgesprochen teamfähig“ bezeichnen zu können.

Duration: 20 minutes

Effektive Kommunikation 2.0

Communicating Effectively

PERSONAL DEVELOPMENT

LH10031

Dieser Kurs vermittelt Ihnen das notwendige Wissen, die erforderlichen Fähigkeiten und Selbstvertrauen, um zu einem effektiven Kommunikator zu werden. Sie erfahren, wie effektive Kommunikation zu mehr Lebenszufriedenheit führen kann. Außerdem erfahren Sie, warum 7 % der Kommunikation auf Worten basieren. Sie lernen effektive Techniken zum Zuhören und Fragenstellen kennen, die Sie einsetzen können. Schließlich werden Sie in das Geheimnis eingeweiht, wie Sie ansprechende E-Mails verfassen.

Duration: 20 minutes

Comunicación efectiva 2.0 Communicating Effectively

PERSONAL DEVELOPMENT

LH10032

Este curso le brindará las habilidades, los conocimientos y la confianza necesarios para convertirse en un comunicador efectivo. Descubrirá cómo la comunicación efectiva puede conducir a una vida más gratificante. Por qué solo el 7 % de la comunicación se basa en palabras. Descubra las técnicas efectivas de escucha y formulación de preguntas que puede utilizar. Y cuál es el secreto para escribir correos electrónicos que levanten interés.

Duration: 20 minutes

Gestión de Conflictos 2.0 Conflict Management 2.0—Spanish

PERSONAL DEVELOPMENT

LH76019

Si bien a menudo las empresas consideran que los conflictos son productivos porque impulsan opiniones nuevas y diferentes, las diversas maneras de gestionar tales conflictos dependen de muchos factores. Aprenda más sobre cómo gestionar, controlar y utilizar los conflictos en este curso de gestión de conflictos.

Duration: 15 minutes

Konfliktmanagement 2.0 Conflict Management 2.0—German

PERSONAL DEVELOPMENT

LH76020

Auch wenn Konflikte für Unternehmen häufig positiv sind, da sie neue und unterschiedliche Meinungen liefern, hängt es von vielen Faktoren ab, wie mit solchen Konflikten effektiv umgegangen werden können. In diesem Kurs zum Konfliktmanagement erfahren Sie mehr über Bewältigung, Kontrolle und Nutzung von Konflikten.

Duration: 15 minutes

Travail d'équipe d'excellence 2.0 Team Working Excellence 2.0

PERSONAL DEVELOPMENT

LH10015

Ce cours vous propose de découvrir les quatre compétences clés nécessaires pour optimiser votre aptitude à travailler en équipe. Vous verrez pourquoi certains sont de meilleurs coéquipiers que d'autres. Ce cours ne couvre que l'essentiel

afin que vous puissiez apprendre le plus vite possible. À la fin de ce cours, vous aurez donc les connaissances, les compétences et la confiance nécessaires pour pouvoir être un bon coéquipier.

Duration: 30 minutes

Gestion des conflits 2.0 Conflict Management 2.0

PERSONAL DEVELOPMENT

LH10033

Gérer un conflit, c'est être capable d'identifier et de gérer les conflits de manière raisonnable, juste et efficace. Dans le monde du travail, les conflits sont omniprésents. C'est pourquoi il doit y avoir des personnes qui les comprennent et savent comment les régler. Une aptitude plus importante que jamais sur le marché d'aujourd'hui. Nous voulons tous prouver à quel point nous sommes utiles à l'entreprise et, parfois, cela peut engendrer des conflits avec d'autres membres de l'équipe.

Duration: 15 minutes

Communication efficace 2.0 Communicating Effectively 2.0

PERSONAL DEVELOPMENT

LH10034

Une communication efficace est l'une des compétences essentielles à acquérir. Pourtant, la plupart des gens ne mesurent pas l'ampleur des efforts à y consacrer. Nous tenons pour acquis que certaines personnes sont naturellement de bons orateurs ou savent faire entendre leurs revendications pendant les réunions. La vérité, c'est qu'une communication efficace est une compétence que vous pouvez améliorer avec de l'entraînement, comme toute autre aptitude.

Duration: 30 minutes

S'affirmer de la bonne manière 2.0 Being Assertive In The Right Way 2.0

PERSONAL DEVELOPMENT

LH10035

Il nous est tous arrivé de ne pas dire ce que l'on pensait, de dire oui alors qu'en réalité, on voulait dire non. Heureusement, l'affirmation de soi est quelque chose qui s'apprend. Par la pratique. Cette formation vous apportera les connaissances, les compétences et la confiance nécessaires pour devenir plus sûr de vous, et par la même occasion prendre votre vie en mains.

Duration: 30 minutes

Gestion du stress 2.0

Managing Stress 2.0

PERSONAL DEVELOPMENT

LH10036

Nous sommes tous un jour confrontés au stress, que ce soit sur une courte durée dans le cadre de projets ponctuels ou sur le long terme à cause d'une carrière trop prenante.

En plus d'être vraiment inconfortable, le stress peut avoir de graves répercussions sur notre santé et notre travail. Mais heureusement, grâce aux outils et techniques appropriés, vous pouvez gérer votre stress.

Duration: 30 minutes

Productivité et gestion du temps 2.0

Productivity and Time Management 2.0

PERSONAL DEVELOPMENT

LH10037

Tant que nous pouvons gérer le temps, nous pouvons tout gérer.

Nous avons tous l'impression de courir après le temps. Pourtant, alors que nous disposons tous du même nombre d'heures, comment se fait-il que certaines personnes soient bien plus productives que d'autres ? Il est essentiel de savoir bien gérer son temps. Nous devons être capables d'organiser, de planifier et de hiérarchiser les tâches afin d'utiliser au mieux notre temps.

Duration: 30 minutes

Policy & Compliance

California Human Trafficking Awareness 1.0 (US)

POLICY & COMPLIANCE LC10400

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. Raise awareness and build understanding about human trafficking with this course which meets requirements for human trafficking awareness training in California for hotel and motel employees.

Duration: 25 minutes

Human Trafficking Awareness 1.0 (US)

POLICY & COMPLIANCE LC75606

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.

Duration: 25 minutes

Workplace Security—What You Need to Know (2018)

POLICY AND COMPLIANCE LC10208

Along with the rise of email and the Internet comes an increase in security risk—especially in the workplace. Thanks to hackers, computer viruses and other threats, disclosing your organization's sensitive information is just an unknowing click away. Workplace security is everyone's business, so pay attention and learn how you can protect yourself and your organization against these dangerous threats.

Duration: 30 minutes

Mobile and Portable Device Security 2018

POLICY AND COMPLIANCE LC10209

Here, you'll learn best practices for using your mobile device at work, as well as how to protect your device and the sensitive information held within it.

Duration: 20 minutes

Cyber Security—How to Stay Safe Online 2.0

POLICY AND COMPLIANCE LC10210

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.

Duration: 30 minutes

Seguridad de la Información 101 (Information Security 101 (2018))

POLICY AND COMPLIANCE LC10212

Aprenderemos sobre las políticas de seguridad corporativa: por qué existen y el importante papel que usted desempeña al implementarlas. Cada empleado tiene la responsabilidad de cumplir con las políticas de su organización, incluida la política sobre seguridad de la información. Debe comprender las consecuencias a las que se enfrenta una organización cuando un empleado viola las políticas corporativas, y por qué es esencial comprender y cumplir con la política sobre seguridad de la información de su organización.

Duration: 15 minutes

Privacy 101: Get to Know the Basics

POLICY AND COMPLIANCE LC10301

The concept of privacy dates back to ancient times and texts, historical records show that privacy protections and laws existed in ancient Greece and China. Even though there is no single or concise definition for the word "privacy," it's important, now more than ever, to learn about information privacy. The sophistication of technology complicates the once simple term of privacy.

Duration: 10 minutes

Current Trends in Privacy 1.0

POLICY AND COMPLIANCE LC10302

Changes in technology can create frustration and confusion; the same can be said about understanding privacy. Most of us assume that information won't leak when we participate in online social networks, send emails, or use the internet for research. Unfortunately, this assumption doesn't hold true in the emerging cyber world. It's time to adopt new habits if we want to protect our privacy online.

Duration: 10 minutes

Privacy and Online Behavior: How to Protect Yourself

POLICY AND COMPLIANCE LC10303

In June 2016 the Pinterest and Twitter accounts of Facebook founder, Mark Zuckerberg, were hacked. If it's possible to compromise the accounts of someone like him, what risk do the rest of us face? It turns out Zuckerberg had a few bad habits when it came to his passwords. In this course, we're going to discuss some of the habits you need to cultivate to protect your privacy while you're online.

Duration: 10 minutes

Global Privacy Law Fundamentals 1.0

POLICY AND COMPLIANCE LC10304

A German privacy regulator ordered Facebook to stop collecting and storing certain data and is effectively blocking Facebook from making full use of this data. Understanding global privacy regulation helps us understand, and do a better job of, addressing the concerns of our customers and business partners.

Duration: 10 minutes

Security and Privacy Controls

POLICY AND COMPLIANCE LC10305

Advances in technology such as mobile applications, cloud services and the "Internet of Things," are creating new ways for organizations to expand business opportunities, interact with customers and partners, and improve operations. As technology continues to evolve, we need to accept that the scope of security and privacy challenges is intensifying. However, many organizations still struggle with understanding the relationship between risk and controls, and where to turn for potential guidance or leading practices regarding security and privacy controls requirements.

Duration: 15 minutes

Contract Management 1.0

POLICY AND COMPLIANCE LC10401

Contract management is a key business process, consisting of a range of activities across the different stages of the contract lifecycle. This course outlines the 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.

Duration: 20 minutes

HIPAA Privacy and Security 101 2.0 (US)

POLICY AND COMPLIANCE LC18201

HIPAA stands for Health Insurance Portability and Accountability Act. You can call it 'HIPAA' as long as you remember it has one P and two As. HIPAA is a set of regulations that affects people working in healthcare, either directly or as a third party. That means if you're involved with anyone's health information in any way, you'll need to know about it.

Duration: 20 minutes

Cyber Security Risks and Social Media 1.0

POLICY AND COMPLIANCE LC75601

This course discusses how social media affects you and your employer. You will also learn why your employer is concerned about social media in the workplace, and receive recommendations to follow to protect yourself and your employer.

Duration: 10 minutes

Personal Social Media Use at the Workplace

POLICY AND COMPLIANCE LC75602

If you use your work computer to check your social media accounts, be aware that anything done on a company-owned computer is owned by the company; it can be monitored at any time just as the company can monitor personal emails on the company account. Some companies' policies allow management to ask for an employee's password, and the legality of this practice is still being decided in many states.

Duration: 7 minutes

Using Social Media to Represent Your Employer

POLICY AND COMPLIANCE LC75603

Sometimes, employees handle corporate social media accounts, or speak on behalf of the company online (even if this does not occur through an official corporate account). In such circumstances, employees must act carefully and responsibly to protect the company's reputation, social network and partnerships.

Duration: 7 minutes

Cybersicherheit 1.0 Understanding Cyber Security 1.0– German

POLICY AND COMPLIANCE LH40017

Wir leben in einem Zeitalter der Cyber-Unsicherheit, und Angriffe sind verbreitet, sei es durch Malware, Viren oder Hacker. Doch tatsächlich geschehen die meisten Vorfälle wegen der Aktionen, die Mitarbeiter ausführen.

Die meisten Menschen betrachten ihre digitale Sicherheit (insbesondere bei der Arbeit) noch nicht so wie ihre persönliche Sicherheit. Die meisten Menschen würden ihren Geldbeutel oder persönliche Gegenstände nicht an einem öffentlichen Ort herumliegen lassen, aber haben höchstwahrscheinlich schon auf einen Link geklickt, der nicht vollkommen sicher erschien, oder etwas von einer unbekanntenen Quelle heruntergeladen.

Duration: 10 minutes

Harassment and Bullying at Work 1.0 (EU/UK)

POLICY AND COMPLIANCE LH40003

Everybody should be treated with dignity and respect at work. Bullying and harassment of any kind should not be tolerated in the workplace. Its effects can be very harmful both to organisations and individuals.

Duration: 10 minutes

Bribery Act 1.0 (UK/EU)

POLICY AND COMPLIANCE LH40005

This guidance is designed to assist companies to comply with the Bribery Act by providing clear, practical advice on good practice anti-bribery systems that constitute 'adequate procedures' for compliance with the Bribery Act.

Duration: 10 minutes

Understanding Cyber Security

POLICY AND COMPLIANCE LH40006

Advances in technology have changed the way we live, and the way we do business. Our world is more connected than ever before. This brings huge opportunities and benefits, but it also brings risks. This course can help to understand these risks.

Duration: 10 minutes

Health and Well-being in the Workplace 1.0 (EU/UK)

POLICY AND COMPLIANCE LH40007

Work can have a positive impact on our health and well-being. Healthy and well-motivated employees can have an equally positive impact on the productivity and effectiveness of a business.

Duration: 15 minutes

Anti-Money Laundering 3.0

POLICY AND COMPLIANCE LH40008

With a maximum jail sentence of 14 years, do you know all you should about money laundering? This course can help to make sure you do.

Duration: 10 minutes

Mental Health at Work

POLICY AND COMPLIANCE LH40009

You might not think it – but mental health problems at work are common. Right now 1 in 6 of us is dealing with a mental health problem like anxiety, depression or stress. This course can help to explain how mental health can affect the working environment.

Duration: 20 minutes

Safeguarding Adults

POLICY AND COMPLIANCE LH40010

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.

Duration: 30 minutes

Alcohol and Drugs at Work 1.0 (EU/UK)

POLICY AND COMPLIANCE LH40011

Drug and alcohol misuse has serious implications for employees' health, safety and performance in the workplace. This course is designed as guidance and education to help you understand the policy.

Duration: 10 minutes

Safeguarding Children

POLICY AND COMPLIANCE LH40012

Safeguarding is the action taken to promote the welfare of children and protect them from harm. This course will help teach you about safeguarding children.

Duration: 30 minutes

Working Safely and Securely

POLICY AND COMPLIANCE LH40013

Wherever you work, it's important to know how to work safely. Take this course and find out how you can work safely.

Duration: 5 minutes

Modern Slavery

POLICY AND COMPLIANCE LH40014

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.

Duration: 10 minutes

Consumer Rights 1.0 (UK/EU)

POLICY AND COMPLIANCE LH40015

The new Consumer Rights Act, that came into force on the 1st October 2015, provides shoppers with much greater protection than they had previously. The changes are relevant to all consumers and every business which sells directly to them.

Duration: 20 minutes

Environmental Awareness 1.0 (UK/EU)

POLICY AND COMPLIANCE LH40016

This course will help you understand your obligations in relation to environmental laws and maintain a sustainable and reputable business.

Duration: 15 minutes

PCI-DSS 1.0 (UK/EU)

POLICY AND COMPLIANCE LH40017

This course will help you understand the basics of the PCI security standards and how to put your knowledge into practice where you work.

Duration: 20 minutes

Freedom of Information Act 1.0 (UK/EU)

POLICY AND COMPLIANCE LH40018

It is clear that both the public and private sector have been significantly affected by obligations imposed by the Freedom of Information Act. Once you've taken the course, you may be surprised at the type of information that can make its way into the public domain.

Duration: 30 minutes

Right to Work 3.0

POLICY AND COMPLIANCE LH40020

If you are responsible for the recruitment and employment of individuals, then you must carry out a right to work check. This course will teach you all about right to work checks.

Duration: 10 minutes

Whistleblowing

POLICY AND COMPLIANCE LH40021

This course contains everything you need to know about blowing the whistle on workplace wrongdoing.

Duration: 15 minutes

General Data Protection Regulation (GDPR) 2019 (UK/EU)

POLICY AND COMPLIANCE LH40022

Protecting data. You're basically the bodyguard of data. We don't want you – spoiler alert – taking a bullet for data. But you do need to keep it safe. Especially now that GDPR is kicking in. If you've not heard of it, it stands for General Data Protection Regulation, and it's the biggest change to data protection law in over 20 years. And you should care about it. Because if you're not compliant, the penalties are pretty severe. Luckily, this course will give you the details. It will be 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.

Duration: 45 minutes

IT Security for the Remote Worker and Business Traveler 1.0

POLICY AND COMPLIANCE LH40023

This course is going to look at the risks, the consequences of breaches, and some solutions. It's also going to make sure you understand the importance of backing up your data and having a strong password.

Duration: 20 minutes

Tackling Hate Crime

POLICY AND COMPLIANCE LH40024

This course is designed to help you identify hate crimes where you work and what to do when you see them.

Duration: 20 minutes

Dealing with Extremism and Terrorism 1.0

POLICY AND COMPLIANCE LH40025

You're probably getting nervous just looking at the title of this course, aren't you? Don't worry, we understand that. As far as hot button issues go, this is probably one of the most volatile. But you can't ignore it because it's tricky, or controversial. In fact, it's the ignorance that can lead to misunderstandings, which in turn fuels the controversy. We need a course that'll explore all the key considerations. That'll provide the main information employers and employees need to understand exactly what they're talking about. The knowledge will be the first step towards dealing with extremism and terrorism in the workplace. Putting it in practice is the second. This isn't just important in the workplace. It's important everywhere.

Duration: 30 minutes

GDPR Express 2.0

POLICY AND COMPLIANCE LH40026

The General Data Protection Regulation (GDPR) will come into force on the 25th May 2018 and you need to be aware of the new law and how it affects you and your company. This quick fire course is here to nail the important bits you should be aware of.

Duration: 2 minutes

Preparing for an Active Shooter Situation

POLICY AND COMPLIANCE LH40027

An active shooter situation is becoming a very real problem in the US. You hope you'll never need to know what to do in this situation, but being prepared is something that could save your life and the lives of those around you.

Duration: 15 minutes

What is FCPA? (U.S.)

POLICY AND COMPLIANCE LH40028

Does it surprise you to know that most employees will unknowingly violate a law or policy? The thing is you're required to abide by the FCPA law. You and your company can be held responsible for breaking these laws. Ethical violations are as expensive as they are bad for business. This training isn't intended to make you an expert on the FCPA, however, it will provide an overview, and help you spot red flags and how to deal with them properly.

Duration: 30 minutes

Understanding Sexual Harassment—What Everyone Needs to Know (US)

POLICY AND COMPLIANCE LH40029

Harassment is unwelcome conduct from a boss, co-worker, group of co-workers, vendor, or customer whose actions, communication, or behavior mocks, demeans, puts down, disparages, or ridicules an employee. Unlawful workplace harassment occurs when enduring offensive conduct becomes a condition of employment or the conduct creates a hostile work environment. In this course, we will define sexual harassment, review reporting procedures, protection against retaliation, and understand how the law provides protection in the workplace.

Duration: 10 minutes

Challenge 25 1.0 (UK/EU)

POLICY AND COMPLIANCE LH40030

It can be confusing knowing what forms of identification are acceptable, and what age you're supposed to be checking. And that's before the potential minefield of having to estimate how old someone looks. Don't stress! This quick, Challenge 25 course is here to take some of the pressure off. While it can't look at customers for you, it'll give you the key information you need to do this important part of your job effectively.

Duration: 10 minutes

EU Competition Law 1.0 (UK/EU)

POLICY AND COMPLIANCE

LH40031

EU Competition Law, it's a bit of a big one. There are loads of regulations, and different articles to understand. Most of us don't have law degrees, so it can be hard to swallow. But you're in the world of business and you're part of the EU, so you kind of need to know...Don't worry–this course will break it all down.

Duration: 20 minutes

Sexual Harassment Prevention in the Workplace (UK)

POLICY AND COMPLIANCE

LH40032

Sexual harassment is unwelcome conduct from a boss, co-worker, vendor, or customer. This course provides key information about definitions of sexual harassment and what to do if you witness or experience it. It's designed to challenge what you know about sexual harassment, and how you think about sexual harassment.

Duration: 20 minutes

Overview of FCRA 2019 (US)

POLICY AND COMPLIANCE

LH40033

In order to find the right candidate for the job, employers will conduct thorough recruitment procedures often involving extensive background checks. However, the search for that ideal candidate should never come at the expense of an individual's data privacy.

Consumer rights laws, like the Fair Credit Reporting Act, have been created to ensure the protection and accuracy of any individual's personal information, which may be kept on file or used by employers or credit reporting agencies.

In this course we will provide you with an overview of the FCRA and the important information you need to know to stay compliant.

Duration: 15 minutes

Reglamento General de Protección de Datos 2.0–Español General Data Protection Regulations–Spanish

POLICY AND COMPLIANCE

LH40034

Este curso cubrirá todos los aspectos importantes del RGPD que usted debe conocer. Y es importante que los conozca ahora. Las consecuencias de su desconocimiento son suficientes como para que se ponga de pie y diga “Demonios, ojalá lo hubiera sabido”. ¿Se siente confundido? Está bien si se siente así, no se preocupe. El objetivo de este curso es disipar todas sus confusiones.

Duration: 10 minutes

Data Protection 2017 1.0 (UK/EU)

POLICY AND COMPLIANCE

LH40035

Individuals have a legal right to their privacy and in these technologically advanced times keeping your personal data protected is vital and required by law. This course is designed to provide you with an overview of exactly what the Data Protection Act 2017 is and how it keeps your data safe.

Duration: 10 minutes

Datenschutz-Grundverordnung 2.0 (EU/UK) (General Data Protection Regulations 2.0–German)

POLICY AND COMPLIANCE

LH40036

Dieser Kurs umfasst alle wichtigen Aspekte der DSGVO, die Sie kennen müssen. Und sie zu kennen ist wichtig. Die Folgen einer Unwissenheit sind so gravierend, dass Sie sich damit befassen möchten. Verwirrt? Kein Problem. Dieser Kurs dient dazu, Sie sattelfest zu machen.

Duration: 30 minutes

PCI-DSS 1.0–Spanish (UK/EU)

POLICY AND COMPLIANCE

LH40037

Estándares de seguridad de datos de la industria de tarjetas de pago (PCI DSS). 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.

Duration: 20 minutes

DSGVO Ausdrücken 2.0 (UK/EU) GDPR Express 2.0–German

POLICY AND COMPLIANCE

LH40039

Die Datenschutz-Grundverordnung (DSGVO) ist seit dem 25. Mai 2018 in Kraft. Sie müssen wissen, wie sie sich auf Ihr Unternehmen auswirkt. Dieser Expresskurs soll Ihnen die wichtigsten Aspekte vermitteln, über die Sie Bescheid wissen müssen.

Duration: 2 minutes

RGPD Exprimir 2.0 (UK/EU) GDPR Express 2.0–Spanish

POLICY AND COMPLIANCE

LH40040

Este curso cubrirá los aspectos importantes del RGPD que usted debe conocer. No tiene como finalidad brindar asesoramiento legal, sino simplemente ofrecer contenido informativo sobre muchos de los temas clave.

Duration: 2 minutes

Geldwäschebekämpfung 3.0 (UK/EU) (Anti-Money Laundering 3.0–German)

POLICY AND COMPLIANCE

LH40042

In jeder Gesellschaft gibt es Menschen, die unredliche Dinge tun und dies vor der Allgemeinheit zu verbergen suchen. Dazu verwischen sie sämtliche Spuren zwischen dem durch kriminelle Aktivitäten erworbenen Geld und der letzten Transaktion, sprich dem Ausgeben der unrechtmäßig erzielten Einnahmen. Zu diesem Zweck wenden sie eine Dreiphasenmethode an, die als Geldwäsche bekannt ist. In diesem Kurs erfahren Sie, wie der Prozess funktioniert und welche Verpflichtungen Sie gemäß den geltenden Gesetzen und Vorschriften haben.

Duration: 10 minutes

Social-Media-Bewusstsein 1.0 Social Media Awareness 1.0–German

POLICY AND COMPLIANCE

LH40043

Soziale Medien umfassen digitale Tools, wie z. B. Facebook, Twitter und YouTube. Sogar SMS und E-Mail sind Social-Media-Tools. 66 % der Online-Erwachsenen nutzen mittlerweile Social-Networking-Sites. Dieser Zeitvertreib wird immer beliebter. 60 % der Benutzer rufen die jeweiligen Sites mehrmals täglich auf. Somit überrascht es nicht, dass jeden Monat unglaubliche 233 Millionen Arbeitsstunden infolge der Zeit

verloren gehen, die in sozialen Medien vergeudet wird. Da die Grenzen zwischen Privat- und Berufsleben zunehmend verschwimmen, steigt die Gefahr, beim Umgang mit den sozialen Medien etwas falsch zu machen. 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.

Duration: 5 minutes

Concienciación sobre redes sociales 1.0 Social Media Awareness 1.0–Spanish

POLICY AND COMPLIANCE

LH40044

Las redes sociales cubren herramientas digitales como Facebook, Twitter y YouTube; incluso el correo electrónico y los SMS son herramientas de las redes sociales. Ahora, el 66 % de los adultos con acceso a Internet usan sitios de redes sociales, y este pasatiempo está adquiriendo cada vez más popularidad, pues el 60 % de los usuarios visitan los sitios más de una vez al día. Por lo tanto, no sorprende que se pierda la impactante cifra de 233 millones de horas de trabajo por mes como resultado de “perder el tiempo” en las redes sociales. Con la desaparición del límite entre la vida personal y laboral, crece el peligro de equivocarse al utilizar las redes sociales. Este curso de concienciación sobre redes sociales está diseñado para ayudarlo a tomar las decisiones correctas y a comprender cómo una política de redes sociales puede protegerlo.

Duration: 5 minutes

Risk Management–Part 1 (Introduction to Risk Management) 2.0

POLICY AND COMPLIANCE

P108113

This module provides an overview of risk management, focusing on its principles, framework and an overview of its process. The process appears in more depth in two companion modules.

Duration: 15 minutes

Risk Management–Part 2 (Risk Assessment) 2.0

POLICY AND COMPLIANCE

P108114

This module describes the first half of the risk management process: communication and consultation, scope, context and criteria, and risk assessment. The process is introduced and concluded in its two companion modules.

Duration: 15 minutes

Risk Management—Part 3 (Risk Treatment) 2.0

POLICY AND COMPLIANCE

P108115

This module describes the second half of the risk management process: risk treatment, monitoring, and reviewing. The process is introduced in its two companion modules.

Duration: 15 minutes

Workplace Ethics—Part 1 (Ethical Conduct) 4.0

POLICY AND COMPLIANCE

P108170

This course covers ethical conduct in the workplace, using a non-linear delivery of contextualised learning via scenarios, case studies and further reading.

Duration: 6 minutes

Workplace Ethics—Part 2 (Accountable and Ethical Decision-Making) 4.0

POLICY AND COMPLIANCE

P108171

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. Accountable and Ethical Decision-making is the second of three courses that form the Workplace Ethics Program.

Duration: 6 minutes

Workplace Ethics—Part 3 (Ethics in Context) 4.0

POLICY AND COMPLIANCE

P108172

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.

Duration: 8 minutes

Sensibilisation aux réseaux sociaux 1.0 Social Media Awareness 1.0

POLICY AND COMPLIANCE

LH40045

Les publications que vous partagez vous définissent. Série sur la politique et la conformité. Les « réseaux sociaux » sont très à la mode en ce moment, pourtant il est parfois difficile de les définir avec précision.

Duration: 5 minutes

Information Security 101 2.0

POLICY AND COMPLIANCE

LC10207

Here we'll learn about corporate security policies—why they exist and the important role you play in upholding them.

Duration: 15 minutes

PCI-DSS 1.0—German (UK/EU)

POLICY AND COMPLIANCE

LH40038

Payment Card Industry Data Security Standards (PCI DSS). 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.

Duration: 20 minutes

Project Management

Introduction to Project Management (2019)

PROJECT MANAGEMENT LH12001

Leading or taking a role in a project team is an excellent learning opportunity and can really help you improve your career profile. This course will introduce you to project management.

Duration: 15 minutes

Project Strategy and Business Case

PROJECT MANAGEMENT LH12002

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.

Duration: 10 minutes

Project Preparation

PROJECT MANAGEMENT LH12003

As the old saying goes, failure to prepare is preparing to fail, and a lack of plan can land your project in all sorts of problems. Learn how to prepare your project using this course.

Duration: 10 minutes

Project Design 2019

PROJECT MANAGEMENT LH12004

Too often, project teams focus on solutions, how to achieve something, before gaining a clear understanding of the business objectives. The project design stage is your opportunity to get this right. This short module provides an overview of why most Project Managers fail to meet their project objectives.

Duration: 5 minutes

Project Development and Testing

PROJECT MANAGEMENT LH12005

In project management it is important to have a process to ensure you plan, test and incorporate feedback before you develop and build the project output. This course is a bite-sized review of why testing and development is important during a project.

Duration: 5 minutes

Support and Benefits Realisation

PROJECT MANAGEMENT LH12006

Benefit realisation 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 realisation plan.

Duration: 5 minutes

Training and Business Readiness

PROJECT MANAGEMENT LH12007

It is human nature to resist change and it is down to the project manager to understand the reasons behind the resistance. This course can teach you how to get your organisation ready for change.

Duration: 5 minutes

Close Your Project Successfully 1.0

PROJECT MANAGEMENT LH12008

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 course can help.

Duration: 5 minutes

Sales Mastery

Prospecting with Ease

SALES MASTERY

LC73001

Create a healthy and sustainable sales funnel by developing an effective prospecting game plan and approach. This course helps you minimize prospecting anxiety by keeping the process simple and systematic. Learn tips on how to prepare for a prospecting call, leave a voice message and send emails.

Duration: 10 minutes

Effective Questioning for Sales 1.0

SALES MASTERY

LC73002

Engage your customers in productive and interesting conversations by asking a variety of question types. You can take the guesswork out of sales just by asking thoughtful questions. Here, we'll look at 12 question types that'll help you gain a competitive advantage.

Duration: 10 minutes

Listening Skills—Transform Your Customer Interactions 1.0

SALES MASTERY

LC73003

Listening may be the most underrated skill in selling. Good listening skills are a must in developing strong customer relationships. Poor listening is a flaw that's often fatal to longterm success. Learn four listening techniques that will enhance your ability to establish trust and openness with your customers.

Duration: 10 minutes

How to Engage Customers in Telephone Conversations 1.0

SALES MASTERY

LC73004

Some estimates claim a person loses over 60 percent of their ability to communicate over the phone. After all, all you can work with is your voice—no body language or facial expressions to fall back on. However, your voice can still be a powerful tool when used properly. Learn how to make the most of your phone selling by incorporating five voice techniques.

Duration: 10 minutes

Strategies for Professional Presentations 2.0

SALES MASTERY

LC73005

Avoid the fatal flaws that undermine your ability to deliver effective customer presentations and demonstrations. This five-step process will streamline your process, and take the guesswork out of delivering presentations that appeal to your customers. Topics include how to engage, establishing credibility and confirming your customer's critical success factors.

Duration: 10 minutes

How to Handle Sales Objections 2.0

SALES MASTERY

LC73006

Don't fight objections, they're gold. Handled the right way, objections outline exactly what's needed to win the opportunity. This five-step process will help you handle objections while enhancing relationships.

Duration: 10 minutes

Presenting Compelling Proposals 2.0

SALES MASTERY

LC73007

After all your hard work just getting to the proposal stage, don't shortchange yourself or your opportunity by presenting a mediocre proposal. Incorporate the four components outlined in this training to enhance your credibility and gain an edge over your competition. This course helps you leverage the information you gained during your discovery process and organize it in a way that helps your customers build the case to move forward.

Duration: 10 minutes

Master the Art of Negotiating 2.0

SALES MASTERY

LC73008

The course helps you avoid the fatal flaw of negotiating too early in the sales process. Once you've entered the negotiation phase, it's essential to recognize what type of negotiator you're dealing with and adjust to create the optimal outcome. This course focuses primarily on how to create balanced agreements with your customers.

Duration: 10 minutes

Closing with Confidence in Sales 2.0

SALES MASTERY

LC73009

Everything comes to a close. Even though closing is the most natural part of the sales process, most people experience tension and a fear of failure. This course simplifies the closing process, ensures you're in alignment with your customer, and minimizes those fears of failure and tension.

Duration: 10 minutes

Time Management: Tips for Success 2.0

SALES MASTERY

LC73010

Now that you've enhanced the quality of your selling skills through the previous nine modules, this course helps you work more efficiently and sustainably. Turn time management into strategic advantage.

Duration: 10 minutes

Captar Clientes con Soltura 2.0 (Prospecting with Ease 2.0–Spanish)

SALES MASTERY

LC73011

Captar clientes es una cuestión de cantidad, pero también es una cuestión de calidad. Quizá el problema más evidente al hablar sobre captar clientes son las emociones involucradas.

Duration: 10 minutes

Kundenakquise leicht Gemacht 2.0 (Prospecting with Ease 2.0–German)

SALES MASTERY

LC73012

Der Versuch, Neukunden anzuwerben, ist etwa so, als wolle man einen Hasen fangen. Und wer einen Hasen fangen will, braucht eine Karotte. Bei der Kundenakquise ist Quantität ebenso wichtig wie QUALITÄT.

Duration: 15 minutes

Sales Mastery (Full Course)

SALES MASTERY

LH60001

So many people think of selling as a dirty word and actually get scared at the thought of having to sell. If you really think about this, it doesn't make sense. We all need to buy things from time to time. Being a sales master is about being yourself and utilizing what you have to maximum effect. Use this course to discover more.

Duration: 60 minutes

Qualify Your Lead

SALES MASTERY

LH60002

Salespeople sometimes spend too long talking to prospects where there's little hope of the prospect buying. We'll teach you the importance of qualifying your leads.

Duration: 5 minutes

Know Your USPs 1.0

SALES MASTERY

LH60003

You need to identify benefits that differentiate your product or service from the competition – if you have real USP's, then tell buyers! Discover the importance of unique selling points.

Duration: 5 minutes

Features, Advantages and Benefits 1.0

SALES MASTERY

LH60004

Think, FAB! This course will teach you the importance of features, advantages and benefits in selling.

Duration: 5 minutes

Do Your Research 1.0

SALES MASTERY

LH60005

Before you pick up the phone or open a new e-mail to contact a sales prospect, you should already be an expert on the people or organisation you are trying to reach. This course will teach you the importance of research.

Duration: 5 minutes

The Pitch

SALES MASTERY

LH60006

Pitching can be a very daunting experience, but as with so many aspects of sales, the key to success is preparation. Discover the importance of the pitch.

Duration: 5 minutes

Asking Questions 1.0

SALES MASTERY

LH60007

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.

Duration: 5 minutes

Closing 1.0

SALES MASTERY LH60008

Having an understanding of how to close the sale is one of the most vital parts of the sales process. If you can't close the sale, you can't make the sale!

Duration: 5 minutes

The Power of Silence

SALES MASTERY LH60009

Silence is a very powerful tool in sales. Find out why.

Duration: 5 minutes

Taking Notes

SALES MASTERY LH60010

The simple act of taking sales notes can significantly improve your sales success.

Duration: 5 minutes

Objection Handling

SALES MASTERY LH60011

A potential buyer might be reluctant to agree to the sale, and a good sales person will use the power of persuasion to influence the decision in their favour. This is often done by objection handling. Find out how to effectively handle objections.

Duration: 5 minutes

Follow Up 1.0

SALES MASTERY LH60012

How many interactions does it take to get the sale? Discover the importance of following up during the sale using this course.

Duration: 5 minutes

How to Influence 1.0

SALES MASTERY LH60013

Influencing a prospect to buy is a challenge. Which is why it's worth understanding the psychological principles behind the influencing process.

Duration: 5 minutes

Be Likeable 1.0

SALES MASTERY LH60014

We are influenced at a conscious and unconscious level all the time – through the people we meet and interact with, and of course advertising and marketing. Being likeable will help you to influence people at all levels, and this course will help you to discover how to do that.

Duration: 5 minutes

Use Humour

SALES MASTERY LH60015

Humour can help with making the sale. So here's an idea – how about mixing some humour into your sales process? Use this course to find out how.

Duration: 5 minutes

Leave Something Behind 1.0

SALES MASTERY LH60016

It is a good idea to leave something behind with the buyer which will make the conversation memorable. Find out all about leaving something behind.

Duration: 5 minutes

Authority and Social Proof 1.0

SALES MASTERY LH60017

People tend to obey authority figures – no matter the circumstances. Discover how to apply this information to the sales process.

Duration: 5 minutes

Scarcity

SALES MASTERY LH60018

A great way to influence a sale, is to convince people that they're missing out if they don't act quickly.

Duration: 5 minutes

Commitment and Consistency 1.0

SALES MASTERY LH60019

People will go to great lengths to appear consistent in their words and actions. This bite sized module explains 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.

Duration: 5 minutes

Introducing Yourself 1.0

SALES MASTERY

LH60020

In this course, we'll give you some of the fundamentals to introducing yourself in a sales situation. Of course, there are parts of your intro you'll need to tailor to your own situation, product or service. This is more of an overarching good practice guide to bear in mind before you make that first, daunting call.

Duration: 5 minutes

Navigating Gatekeepers

SALES MASTERY

LH60021

The course is here to give you a few ideas whenever you're in sales and worrying about getting stuck on your way to a decision maker. The information provided isn't specific, nor is it foolproof – it couldn't possibly be, even if the course were sixty hours long. But there is enough there to think about that you can develop and adapt a style of navigating gatekeepers that works most often for you.

Duration: 5 minutes

Effective Listening 1.0

SALES MASTERY

LH60022

The power of effective listening cannot be underestimated. Especially when it comes to sales. Listening during a sales conversation makes you appear more credible, create stronger rapport, and build lasting trust between you and your prospect. In this course we will go through the importance of listening skills, how to listen when communicating with prospective clients, as well as giving you some key listening tips to employ during your next sales pitch.

Duration: 5 minutes

Establishing Trust with Customers 1.0

SALES MASTERY

LH60023

Trust. It's the true foundation of any strong, long-lasting relationship, isn't it? And the importance of trust is no more evident than when it comes to sales. If a customer gets even the slightest whiff that you aren't totally trustworthy, you can say goodbye to your sale. Regardless of what you're selling, if they don't trust you, they won't buy from you.

Duration: 10 minutes

Time Management

SALES MASTERY

LH60028

It's a quick overview of some of the main things to do and keep in mind if you want to make the most of your sales productivity. You'll then be able to go away and put what you've learned into practice.

Duration: 5 minutes

Sales Channel Partnerships

SALES MASTERY

LH60029

In this course we'll explain the reasons why companies enter into sales channel partnerships, then we'll present to you the different sales partnerships available to business, and the different ways in which they can increase sales. We'll also discuss the different pros and cons of deciding to go into a sales partnership with another organization.

Duration: 5 minutes

Always Be Closing 1.0

SALES MASTERY

LH60030

You can get everything right during a sales pitch, but if the close isn't on point, it's all for nothing. You need to learn how to end on a 'yes'. The course is a quick overview of the necessity of closing sales well, plus an outline of some important closing types. It also runs through the pros and cons of each, and the necessity for a good 'groundwork' conversation for any closing technique to work. It's more an overview than an in-depth investigation, and is useful for a refresh or to learn something quickly.

Duration: 10 minutes

Selling to Power Buyers

SALES MASTERY

LH60031

As a salesperson, quite possibly one of the hardest tasks you'll face is getting an audience with a real decision maker; the person who has the true spending authority – a power buyer. And if you find yourself in front of a power buyer, your task becomes harder still, as now you must capture their attention and maintain their interest. Selling to power buyers can feel like a Herculean task, but it can be done. And it can be mastered! In this course we're going to explain to you 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.

Duration: 20 minutes

Selling Through Questioning

SALES MASTERY

LH60032

Questioning is to sales what arrows are to archery. Sort of. You'll want to fill your quiver with a range of arrows, so you'll always have the right one for the target. So don't quarrel. This course will show you how. This course will tell you about different questioning types and techniques you can use to get the most out of your fact-finding sessions. It's designed to help those in sales get a more well-rounded understanding of the role of questioning during the sales process, and how getting it right will help them achieve their goals.

Duration: 10 minutes

Mastering Cross-Cultural Negotiations

SALES MASTERY

LH60033

If you're involved in any kind of international sales, you'll need to know about cross-cultural negotiation. However, the skills you'll learn here are relevant even if you're only dealing with your next-door neighbour. Find out why in this course. We're all different. So while treating someone the way you'd want to be treated sounds great, not everyone is like you. You need to treat them the way they'd want to be treated. This is especially true in negotiations, and even more true when you're dealing with someone from a different culture. This course will give you the info you need to be able to put yourself into your prospect's shoes, wherever they're from, to get more wins at negotiation stage.

Duration: 15 minutes

Presenting for Sales People 2019

SALES MASTERY

LH60037

In this course we will show you what makes goes into creating a great sales presentation, as well as what doesn't. We'll explore 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.

Duration: 10 minutes

Establecer confianza con los clientes Establishing Trust with Customers 1.0– Spanish

SALES MASTERY

LH60040

Confianza. ¿No es acaso la verdadera base sobre la que se desarrolla cualquier relación sólida y duradera? Por lo tanto, en este curso analizaremos por qué la confianza es tan fundamental para las ventas y le ofreceremos algunos consejos y técnicas para que pueda establecer confianza con sus clientes.

Duration: 10 minutes

Aufbau eines Vertrauensverhältnisses zu Ihren Kunden 1.0 Establishing Trust with Customers 1.0– German

SALES MASTERY

LH60041

Vertrauen. Das ist die wahre Grundlage für jede starke, langfristige Beziehung, oder? In diesem Kurs betrachten wir daher, warum Vertrauen im Verkauf so wichtig ist, und stellen Ihnen einige Tipps und Techniken vor, wie Sie Vertrauen bei Ihren Kunden aufbauen können.

Duration: 10 minutes

Negotiating Electronically

SALES MASTERY

LH60038

The course will give you an understanding of the distinctions between negotiating electronically versus the alternatives, and as such, why you might choose (or choose not) to do it. If that choice is made for you, it'll also help you figure out the tricks and techniques you need to maximize your returns.

Duration: 10 minutes

Handling Objections in Sales 1.0

SALES MASTERY

LH60039

People are always going to have anxieties when it comes to spending company money. A vital skill a salesperson must have is the ability to overcome sales objections with precision and confidence. And luckily for you, this course is here to show you how.

Duration: 15 minutes

Sustainability

Environmental–The Realities of Recycling 1.0

SUSTAINABILITY

LH61000

The uncontrolled overconsumption of waste packaging products at home and in workplaces is one of the biggest threats to environmental health. We all want to do our bit for the environment and so this course is here to give you the knowledge and awareness to confidently make your own positive, ethical impact!

Duration: 15 minutes

Environmental–Defining Recycling 1.0

SUSTAINABILITY

LH61001

Here's the thing, until those guys at NASA get a move on and get us on to Mars, we've only got the one planet – so we need to look after it. In this course we are going to look at recycling, give you some facts, dispel a few myths, and define the negative impacts of not recycling your waste. This course will shed much needed light on how recycling can really affect you!

Duration: 10 minutes

Environmental–Where in the World is Our Waste 1.0

SUSTAINABILITY

LH61002

Ever wondered where your trash goes once you've taken it out? It's something most of us never give a second thought to once that bin lid drops back down. But the future of our environment depends on us, both personally and professionally, to start acting more responsibly when throwing out waste.

In this course, we'll explain where your waste is actually going when you throw it out and what this means for the environment.

Duration: 15 minutes

The Care Certificate

Introduction to Care Certificate 2.0 (UK/EU)

THE CARE CERTIFICATE LH15000

Introduction to the Care Certificate course, training induction program, designed to help health and social care workers provide safe, high quality and compassionate care to the people they support.

Duration: 5 minutes

Understand your Role 2.0

THE CARE CERTIFICATE LH15001

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.

Duration: 15 minutes

Duty of Care 2.0 (UK/EU)

THE CARE CERTIFICATE LH15003

This course is designed to help you understand what duty of care is all about, and why it's so important to understand your responsibilities.

Duration: 10 minutes

Working in a Person-Centred Way 2.0 (UK/EU)

THE CARE CERTIFICATE LH15005

People have a right to be treated as individuals, so this course will give you the knowledge and skills to help you work in a person-centered way.

Duration: 10 minutes

Fluid and Nutrition Care Certificate 2.0 (UK/EU)

THE CARE CERTIFICATE LH15008

Eating well is important for everyone's health, but good nutrition is vital for the health and well-being of someone receiving care.

Duration: 20 minutes

Mental Health Awareness 2.0 (UK/EU)

THE CARE CERTIFICATE LH15009

This course will help you to develop a better awareness of mental health conditions, dementia, and learning disabilities.

Duration: 30 minutes

Safeguarding Adults–Care Certificate 2.0 (UK/EU)

THE CARE CERTIFICATE LH15010

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.

Duration: 30 minutes

Safeguarding Children–Care Certificate 2.0 (UK/EU)

THE CARE CERTIFICATE LH15011

Safeguarding is the action taken to promote the welfare of children and protect them from harm.

Duration: 30 minutes

Basic Life Support 2.0 (UK/EU)

THE CARE CERTIFICATE LH15012

Basic life support can be the difference between a life lost and a life saved.

Duration: 30 minutes

Introduction to Health and Safety 3.0 (UK/EU)

THE CARE CERTIFICATE LH15013

Despite general improvements in workplace health and safety over the past decade, people continue to get hurt whilst at work.

Duration: 10 minutes

Move and Assist Safely (2018)

THE CARE CERTIFICATE

LH15015

The moving and handling of people is a regular task in health and social care, which, if not done safely, can cause serious injury to service users and staff. 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.

Duration: 5 minutes

Your Personal Development

THE CARE CERTIFICATE

LH15017

No matter what role you perform in health and social care, there will always be a need to challenge and develop yourself.

Duration: 10 minutes

COSHH Essentials–Care Certificate (2019) (UK/EU)

THE CARE CERTIFICATE

LH15018

Chemicals and other hazardous substances can put your health at risk, so understandably, the law requires employers to control exposure to such substances under the Control of Substance Hazardous to Health regulations – often shortened to COSHH. This course can help.

Duration: 15 minutes

Fire Safety–Care Certificate (2019) (UK/EU)

THE CARE CERTIFICATE

LH15019

It's important to remember that fire safety is no small matter and the consequences of getting it wrong. This course covers key topics to keep you and others safe within your workplace.

Duration: 20 minutes

Working Safely and Securely–Care Certificate 2.0

THE CARE CERTIFICATE

LH15020

Wherever you work, it's important to know how to work safely.

Duration: 5 minutes

Managing Stress–Care Certificate 2.0 (UK/EU)

THE CARE CERTIFICATE

LH15021

Stress is not a problem Health and Social Care providers can ignore, and that's why this course is so important to you.

Duration: 15 minutes

Handling Information 2.0 (EU/UK)

THE CARE CERTIFICATE

LH15022

Confidentiality is a very important right of individuals who receive care and support. This course will help you to understand how to handle confidential information properly and safely.

Duration: 5 minutes

Infection Prevention and Control 2.0 (UK/EU)

THE CARE CERTIFICATE

LH15023

Infection prevention and control is a key element of health and social care and is vital to the health and well-being of those people who need care and support.

Duration: 10 minutes

Lone Working–Care Certificate 2.0 (UK/EU)

THE CARE CERTIFICATE

LH15024

It is important to consider how you can work as safely as possible when you're alone. This short course explains the dangers of working alone.

Duration: 5 minutes

Medication and Healthcare Tasks 2.0

THE CARE CERTIFICATE

LH15025

Your role means it's likely you'll have to support individuals with medication and healthcare tasks. Tasks that directly contribute to the health and well-being of the people you support.

Duration: 10 minutes

Equality and Diversity–Care Certificate 2.0 (UK/EU)

THE CARE CERTIFICATE

LH15026

Use this course to discover why equality and diversity is so important in health and social care.

Duration: 5 minutes

Privacy and Dignity 2.0

THE CARE CERTIFICATE

LH15027

Privacy and dignity are two things we all value and have come to expect in our daily lives, and it should be no different for people receiving care and support.

Duration: 10 minutes

The FCA Collection

Treating Customer Fairly

THE FCA COLLECTION

LH18001

The Treating Customers Fairly (TCF) initiative aims to deliver six improved outcomes for retail consumers – and you have a big part to play.

Duration: 30 minutes

Subject Access Requests 3.0 (EU/UK)

THE FCA COLLECTION

LH18003

From time to time you may receive requests from individuals for access to ‘personal data’ you hold about them. Under the Data Protection Act 1998, these are known as Subject Access Requests, and there are strict legal requirements which you will need to comply with. This course will help you to understand these legal requirements.

Duration: 15 minutes

UK Financial Sanctions

THE FCA COLLECTION

LH18004

UK financial sanctions save lives by starving terrorists and others of funds and resources. Find out all about UK financial sanctions with this course.

Duration: 20 minutes

The Housing Collection

Safeguarding Adults for Housing

THE HOUSING COLLECTION

LH17001

People who work within housing support services often work with customers, who, for a range of reasons, may be less able to protect themselves from neglect, harm, or abuse. This course can help you with safeguarding for these customers.

Duration: 30 minutes

Risk and Compliance in the Housing Sector

THE HOUSING COLLECTION

LH17002

This course provides an overview of key developments and good practice in risk management linked to social housing providers.

Duration: 30 minutes

Safeguarding Children for Housing

THE HOUSING COLLECTION

LH17003

Everyone has a responsibility to keep children and young people safe. Safeguarding is the action taken to promote the welfare of children and protect them from harm.

Duration: 20 minutes

Affordable and Social Housing 1.0 (EU/UK)

THE HOUSING COLLECTION

LH17004

Social and affordable housing is a hot button topic. It probably always will be. At present, there's a shortage of houses for people on low incomes or on benefits. So now's the perfect time to find out more. This course will look 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.

Duration: 30 minutes

The Retail Collection

Be a Retail Hero 1.0

THE RETAIL COLLECTION LH19001

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. This is a journey to discover how to be a hero at the tills, meet and greet like a pro, and be a diva in the fitting rooms.

Duration: 20 minutes

Meet and Greet

THE RETAIL COLLECTION LH19002

In this module you will learn how meet and greet like a pro.

Duration: 5 minutes

Connect with a Customer 1.0

THE RETAIL COLLECTION LH19003

In this module you will learn how to make that special connection between you and the customer and provide an elevated customer experience.

Duration: 5 minutes

Fitting Room Advice 1.0

THE RETAIL COLLECTION LH19004

In this module you will learn how to deal with customers and their personal needs in the fitting room environment.

Duration: 5 minutes

Service at the Till

THE RETAIL COLLECTION LH19005

In this module you will learn how to provide the best possible service at the till.

Duration: 5 minutes

Toolbox Talks

Working Alone

TOOLBOX TALKS LH50001

This toolbox talk will cover what you need to think about and do when working alone.

Duration: 10 minutes

Working at Height

TOOLBOX TALKS LH50002

What you need to think about and do when working at height.

Duration: 10 minutes

Importance of Good Housekeeping 1.0 (UK/EU)

TOOLBOX TALKS LH50003

A clean environment is a safe one.

Duration: 10 minutes

Carbon Monoxide Poisoning 1.0 (UK/EU)

TOOLBOX TALKS LH50004

Will you wake up?

Duration: 10 minutes

Alcohol at Work 1.0 (EU/UK)

TOOLBOX TALKS LH50005

Work and alcohol don't mix. This toolbox talk covers the effects of alcohol on your safety and others you work with.

Duration: 10 minutes

Fire Safety–Care Certificate (UK/EU)

TOOLBOX TALKS LH50006

Most fires are preventable. This toolbox talk covers general advice on how fires start and provides guidance on substances that cause fire and explosion.

Duration: 10 minutes

Legionnaire's Disease 1.0 (UK/EU)

TOOLBOX TALKS LH50007

This toolbox talk covers the health risks associated with legionnaires' disease and looks at how it can spread in your workplace.

Duration: 10 minutes

Eye Protection 1.0 (UK/EU)

TOOLBOX TALKS LH50008

To anyone who thinks eye protection isn't a crucial component of their tool kit – think again.

Duration: 10 minutes

Fire Prevention 1.0 (UK/EU)

TOOLBOX TALKS LH50009

As an employee you play an important role in identifying and minimising fire hazards. This toolbox talk will cover what you need to think about and do to prevent fires occurring.

Duration: 10 minutes

Confined Spaces 1.0 (UK/EU)

TOOLBOX TALKS LH50010

You need to take the dangers associated with working in confined spaces seriously, if you don't, you could end up stuck in another one. Permanently.

Duration: 10 minutes

Stepladder Safety

TOOLBOX TALKS LH50011

Contrary to popular belief stepladders are not banned under health and safety law. In fact, they can be a sensible and practical option for low-risk, short-duration tasks.

Duration: 10 minutes

Falling Objects 1.0 (UK/EU)

TOOLBOX TALKS

LH50012

It's said Sir Isaac Newton discovered gravity when he was hit on the head by a falling apple. Unfortunately, in the workplace, the consequences of falling objects can be much more serious.

Duration: 10 minutes

Electrical Cord Safety 1.0 (UK/EU)

TOOLBOX TALKS

LH50013

Defective or damaged electrical cords are a big danger, and kill people every year

Duration: 10 minutes

Fire Classification and Equipment 1.0 (UK/EU)

TOOLBOX TALKS

LH50014

In the event of a fire quick thinking and action can stop the fire getting out of control and save lives.

Duration: 10 minutes

Fire Detection and Response 1.0 (UK/EU)

TOOLBOX TALKS

LH50015

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.

Duration: 10 minutes

Workplace Vehicle Safety

TOOLBOX TALKS

LH50016

Workplace transport is any activity involving vehicles used in a workplace. This toolbox talk has been produced to help anyone involved in workplace transport to reduce the chances of accidents happening

Duration: 10 minutes

Safe Working with Lift Trucks

TOOLBOX TALKS

LH50017

Lift trucks are serious machines. If they're not used properly, they can be very dangerous, resulting in injury or death. This toolbox talk covers advice to help you and those you work with stay safe when using lift trucks

Duration: 10 minutes

Head Protection 1.0 (EU/UK)

TOOLBOX TALKS

LH50018

Your head is the most important part of your body – so it makes sense to protect it when at work.

This toolbox talk looks at the importance of head protection in the workplace and covers why a hard hat could save your life

Duration: 10 minutes

Construction Dust 1.0 (UK/EU)

TOOLBOX TALKS

LH50019

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 death. This toolbox talk provides you with advice so you can protect yourself and others you work with.

Duration: 10 minutes

Sharps Injuries (UK/EU)

TOOLBOX TALKS

LH50020

An injury resulting from a sharp object such as a needle or blade can have lifelong or fatal effects. This toolbox talk covers the potential dangers of 'sharps injuries', and how best to avoid them.

Duration: 10 minutes

Noise and Hearing Protection

TOOLBOX TALKS

LH50021

This Toolbox Talks will instruct you on how to properly protect your hearing and deal with noise.

Duration: 10 minutes

Dangers of Working at Night 1.0 (UK/EU)

TOOLBOX TALKS

LH50022

Discover the dangers of working at night, and how you can make changes to reduce the risks.

Duration: 10 minutes

RIDDOR

TOOLBOX TALKS

LH50023

This toolbox talk will help you understand RIDDOR, the law that requires employers and other people in control of work premises to report and keep records of certain serious workplace accidents, occupational diseases, and specified dangerous occurrences.

Duration: 15 minutes

Hand-Arm Vibration Syndrome 1.0 (EU/UK)

TOOLBOX TALKS

LH50024

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 tingling or numbness in your hands.

Duration: 10 minutes

Abrasive Wheels 1.0 (EU/UK)

TOOLBOX TALKS

LH50025

This course will give you a great accompaniment to any formal training, and drive home all of the important elements to stay safe and efficient.

Duration: 30 minutes

Courses Offered in French

Définir un ordre du jour 1.0 Agenda Setting–French

COMMUNICATION AND SOCIAL SKILLS LH16010

Un simple programme de réunion distribué à l'avance est peut-être l'outil le plus important pour assurer une réunion à la fois productive et réussie. Chaque type de réunion nécessite un programme différent. Mais il y a cinq ou six domaines qu'il faut couvrir à coup sûr.

Duration: 5 minutes

Gestion des réclamations 2.0 Complaint Handling 2.0

CUSTOMER SERVICE LH30035

Ce cours a pour but de vous fournir les connaissances, les compétences et la confiance nécessaires pour traiter et gérer les réclamations efficacement.

Vous avez probablement déjà assisté à une formation à la gestion des réclamations ou à d'autres formations en ligne et en classe, mais les attentes des consommateurs ont changé. Il ne s'agit pas d'une formation encyclopédique sur la manière de traiter les réclamations, mais plutôt d'un cours qui vous donnera des outils concrets qui, s'ils sont utilisés correctement, vous aideront à gérer les réclamations de manière optimale.

Duration: 10 minutes

Une étiquette d'excellence au téléphone 1.0 Telephone Etiquette 1.0

CUSTOMER SERVICE LH30036

Saviez-vous que 75 % d'adultes ont admis avoir utilisé leur téléphone aux toilettes ? Beurk

Avec des chiffres pareils, il n'est pas étonnant que tant de clients pensent que l'étiquette au téléphone se perd. À chaque fois que vous passez ou recevez un appel professionnel, votre conversation avec les clients définit la façon dont ils perçoivent votre entreprise.

Duration: 10 minutes

Préjugés inconscients 1.0 Unconscious Bias 1.0

DIVERSITY AND INCLUSION LH13016

Ce cours est différent de la plupart des modules de formation en ligne sur les préjugés inconscients.

À mesure que vous en apprendrez davantage sur les préjugés inconscients, vous passerez par certaines phases importantes. Nous espérons que vous apprécierez de voir comment fonctionne votre cerveau.

Duration: 20 minutes

Une budgétisation hors pair 1.0 Budget like a Boss 1.0

FINANCE SKILLS LH80011

Un budget vous permet de connaître vos performances financières et de prendre des décisions intelligentes. Grâce aux informations de votre budget, vous pouvez créer un plan d'action financier qui vous montre où vous étiez et vous fournit une feuille de route indiquant là où vous souhaitez aller. La budgétisation vous fait peur ? Ne vous inquiétez pas. Ce module condensé vous propose un plan en six étapes pour établir un budget sans stress.

Duration: 5 minutes

Soyez-actif 1.0 Be Active–French

HEALTH AND WELL-BEING LH14015

Vous passez la journée assis au bureau, vous prenez votre voiture et rentrez chez vous, vous vous affalez sur le canapé puis vous vous détendez toute la soirée...

Vous vous reconnaissez ?

Si la réponse est oui, vous mettez peut-être votre santé en danger. Mais, rassurez-vous, pour y remédier, vous pouvez bouger un peu tout au long de la journée.

Duration: 5 minutes

Le dirigeant attentif 1.0 The Mindful Leader- French

LEADERSHIP & MANAGEMENT

LH13018

Si vous souhaitez voir les choses sous un autre angle et devenir un meilleur dirigeant, vous devez développer votre attentivité. Ce cours va donc vous présenter les avantages de l'attentivité ainsi que son fonctionnement.

Duration: 15 minutes

Travail d'équipe d'excellence 2.0 Team Working Excellence 2.0

PERSONAL DEVELOPMENT

LH10015

Ce cours vous propose de découvrir les quatre compétences clés nécessaires pour optimiser votre aptitude à travailler en équipe. Vous verrez pourquoi certains sont de meilleurs coéquipiers que d'autres. Ce cours ne couvre que l'essentiel afin que vous puissiez apprendre le plus vite possible. À la fin de ce cours, vous aurez donc les connaissances, les compétences et la confiance nécessaires pour pouvoir être un bon coéquipier.

Duration: 30 minutes

Gestion des conflits 2.0 Conflict Management 2.0

PERSONAL DEVELOPMENT

LH10033

Gérer un conflit, c'est être capable d'identifier et de gérer les conflits de manière raisonnable, juste et efficace. Dans le monde du travail, les conflits sont omniprésents. C'est pourquoi il doit y avoir des personnes qui les comprennent et savent comment les régler. Une aptitude plus importante que jamais sur le marché d'aujourd'hui. Nous voulons tous prouver à quel point nous sommes utiles à l'entreprise et, parfois, cela peut engendrer des conflits avec d'autres membres de l'équipe.

Duration: 15 minutes

Communication efficace 2.0 Communicating Effectively 2.0

PERSONAL DEVELOPMENT

LH10034

Une communication efficace est l'une des compétences essentielles à acquérir. Pourtant, la plupart des gens ne mesurent pas l'ampleur des efforts à y consacrer. Nous tenons pour acquis que certaines personnes sont naturellement de bons orateurs ou savent faire entendre leurs revendications

pendant les réunions. La vérité, c'est qu'une communication efficace est une compétence que vous pouvez améliorer avec de l'entraînement, comme toute autre aptitude.

Duration: 30 minutes

S'affirmer de la bonne manière 2.0 Being Assertive In The Right Way 2.0

PERSONAL DEVELOPMENT

LH10035

Il nous est tous arrivé de ne pas dire ce que l'on pensait, de dire oui alors qu'en réalité, on voulait dire non. Heureusement, l'affirmation de soi est quelque chose qui s'apprend. Par la pratique. Cette formation vous apportera les connaissances, les compétences et la confiance nécessaires pour devenir plus sûr de vous, et par la même occasion prendre votre vie en mains.

Duration: 30 minutes

Gestion du stress 2.0 Managing Stress 2.0

PERSONAL DEVELOPMENT

LH10036

Nous sommes tous un jour confrontés au stress, que ce soit sur une courte durée dans le cadre de projets ponctuels ou sur le long terme à cause d'une carrière trop prenante.

En plus d'être vraiment inconfortable, le stress peut avoir de graves répercussions sur notre santé et notre travail. Mais heureusement, grâce aux outils et techniques appropriés, vous pouvez gérer votre stress.

Duration: 30 minutes

Productivité et gestion du temps 2.0 Productivity and Time Management 2.0

PERSONAL DEVELOPMENT

LH10037

Tant que nous pouvons gérer le temps, nous pouvons tout gérer

Nous avons tous l'impression de courir après le temps. Pourtant, alors que nous disposons tous du même nombre d'heures, comment se fait-il que certaines personnes soient bien plus productives que d'autres ? Il est essentiel de savoir bien gérer son temps. Nous devons être capables d'organiser, de planifier et de hiérarchiser les tâches afin d'utiliser au mieux notre temps.

Duration: 30 minutes

Sensibilisation aux réseaux sociaux 1.0

Social Media Awareness 1.0

POLICY AND COMPLIANCE

LH40045

Les publications que vous partagez vous définissent. Série sur la politique et la conformité. Les « réseaux sociaux » sont très à la mode en ce moment, pourtant il est parfois difficile de les définir avec précision.

Duration: 5 minutes

Courses Offered in German

Werben Sie für Ihren Leistungswert 1.0 (Promote your Service Value 1.0– German)

CUSTOMER SERVICE

LH30027

Was genau ist ein Leistungswert? Wenn Sie ein Unternehmen führen und Ihren Leistungswert nicht kennen, dann benötigen Sie diesen Kurs! In diesem Kurs geht es darum, genau zu verstehen, was Sie von Ihren Wettbewerbern unterscheidet, und wie Sie genau das herausfinden. Darüber hinaus erfahren Sie hier, wie Sie Ihr Unternehmen ausrichten, wenn Sie noch nicht über Alleinstellungsmerkmale verfügen. Außerdem erfahren Sie in einigen einfachen Schritten, wie Sie sich einen treuen Kundenstamm aufbauen.

Duration: 10 minutes

Umgang mit Reklamationen 2.0 Complaints Handling 2.0

CUSTOMER SERVICE

LH30032

Dieser Kurs soll Ihnen das Know-how, die Fähigkeiten und das Selbstvertrauen zur Abwicklung von Reklamationen und zum effektiven Umgang mit ihnen vermitteln.

Womöglich haben Sie schon eine Schulung zum Thema „Kundenreklamationen“ besucht oder an einem E-Learning bzw. einer Präsenzsulung teilgenommen. Die Erwartungen der Verbraucher haben sich jedoch in der Zwischenzeit geändert. Sie erhalten hier also keine 08/15-Antwort aus einem Lehrbuch zum Umgang mit Reklamationen. Stattdessen bietet Ihnen dieser Kurs eine praxisnahe Anleitung, die Ihnen bei richtiger Anwendung eine kompetente Abwicklung von Reklamationen ermöglicht.

Duration: 10 minutes

Benimmregeln am Telefon 1.0 Telephone Etiquette 1.0–German

CUSTOMER SERVICE

LH30033

Man sagt ja, es gibt keine zweite Chance, einen ersten Eindruck zu hinterlassen, und erstaunlicherweise bildet sich der Anrufer in lediglich sechs Sekunden eine Meinung zu Ihrem Unternehmen. Wenn Sie den Kunden begeistern, können Sie einen lebenslangen Kunden gewinnen. Wenn Sie die Sache jedoch falsch angehen, können Sie den Kunden für immer verlieren. 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.

Duration: 10 minutes

Übersicht zur Cybersicherheit 1.0 Cyber Security Overview 1.0–German

CYBER SECURITY

LH04015

Die wichtigsten Grundsätze der Cybersicherheit zu kennen, ist sehr praktisch. Da wir fast alle mit Computern arbeiten, müssen wir wissen, wie wir die Sicherheit unserer Daten gewährleisten können. Genau darum geht es in diesem Kurs. Sie erhalten eine umfassende Übersicht über das Umfeld der Cybersicherheit. Nach Abschluss des Kurses werden Sie wissen, wie Sie sich selbst und Ihre Daten schützen können.

Duration: 10 minutes

Unbewusste Voreingenommenheit 1.0 Unconscious Bias 1.0–German

DIVERSITY AND INCLUSION

LH13013

Dieser Kurs unterscheidet sich von den meisten anderen E-Learning-Modulen zu unbewusster Voreingenommenheit. Wir erheben keinen Anspruch darauf, dass Sie nach 30 Minuten E-Learning und Klicken durch die Folien zu den Szenarien Ihre unbewussten Vorurteile auf wundersame Weise abgebaut haben werden. Stattdessen möchten wir Sie auf eine Art Reise durch die unbewusste Voreingenommenheit mitnehmen.

Duration: 20 minutes

Budgetplanung wie ein Gewinner 1.0 Budget like a Boss 1.0

FINANCE SKILLS

LH80009

Budgets bieten Ihnen einen Überblick über Ihre Finanzleistung und ermöglichen Ihnen, intelligente Entscheidungen zu treffen. Mit den Informationen aus Ihrem Budget können Sie einen Finanzaktionsplan erstellen, der Ihnen zeigt, wo Sie herkommen, und Ihnen eine Roadmap zu dem Ziel bietet, das Sie erreichen möchten. Sie müssen sich keine Sorgen machen, dass die Budgetplanung kompliziert und verwirrend ist. Dieses kurze Modul bietet Ihnen einen 6-Schritte-Plan für eine stressfreie Budgetplanung.

Duration: 5 minutes

Mehr Bewegung am Arbeitsplatz 1.0 Be Active 1.0

HEALTH AND WELL-BEING

LH14014

Die meisten Menschen haben klare Vorstellungen davon, was gut für sie ist und was nicht. Wir möchten uns alle gesund ernähren, uns viel bewegen und keine schlechten Gewohnheiten aufkommen lassen. Doch das ist nicht immer so einfach, insbesondere bei der Arbeit. Wir betrachten einige der alltäglichen Entscheidungen, die Sie treffen können, um bei der Arbeit zufriedener, gesünder und produktiver zu werden.

Duration: 5 minutes

Hospitality–Food Service Best Practice 1.0–German (Best Practices im Gastronomieservice)

HOSPITALITY

LH30020

Stellen Sie sich vor, Sie sind ein Tisch in einem Restaurant. In diesem Kurs geht es um die gastronomischen Erfahrungen, die Sie als Tisch erleben würden. Klingt das plausibel?

Wir möchten die in der Gastronomie Beschäftigten dabei unterstützen,

ihren Gästen ein besonderes kulinarisches Erlebnis zu bieten.

Duration: 10 minutes

Kundenerwartungen 1.0 (Customer Expectations 1.0–German)

HOSPITALITY

LH30025

Wir leben in einer Welt, die sehr stark von Technologie geprägt ist. Darum kommen wir nicht herum.

Eines der Nebenprodukte dieser Entwicklung ist das umgehende Teilen von Erfahrungen und Bewertungen.

Das kann sich als gut fürs Geschäft erweisen, zumindest sofern Sie die Erwartungen der Kunden erfüllen.

Wenn das nicht der Fall ist, verbreiten sich schlechte Erfahrungen wie ein Lauffeuer. Sie sollten also der Zeit voraus sein.

Duration: 10 minutes

Best Practices Für Einen Concierge 1.0 Concierge Best Practices 1.0–German

HOSPITALITY

LH30029

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. Der Kurs setzt kein Vorwissen voraus und deckt Grundlegendes ab, doch auch wenn Sie bereits ein erfahrener Concierge sind, sollten Sie ein paar Tipps finden, die nützlich für Sie sind. Außerdem ist es immer eine gute Idee, die Grundlagen aufzufrischen.

Duration: 10 minutes

Hotel und Gaststättengewerbe Soft- Selling 1.0 Soft Selling in Hospitality 1.0–German

HOSPITALITY

LH30030

Wäre es nicht schön, wenn Sie Ihren Gästen ein Erlebnis verkaufen könnten, das auf ihre Wünsche, Bedürfnisse und Vorlieben zugeschnitten ist, ohne dass sie sich unwohl oder unter Druck gesetzt fühlen?

Duration: 5 minutes

Prävention vor Sexueller Belästigung in Kalifornien für Mitarbeiter 1.0 LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)

HUMAN RESOURCES

LC10075

Ihr Arbeitgeber muss sexuelle Belästigung verhindern und bei Bedarf sofort angemessen handeln. Zudem muss Ihnen unbedingt klar sein, was unter „sexueller Belästigung“ zu verstehen ist.

Duration: 60 minutes

Prävention von Sexueller Belästigung in New York 1.0 (New York Sexual Harassment Prevention 1.0 (US)–German)

HUMAN RESOURCES

LC10079

Der Staat New York ist führend bei der Zusammenarbeit mit Arbeitgebern zur Vermeidung von sexueller Belästigung.

Jeder Arbeitgeber muss für Arbeitsplätze frei von sexueller Belästigung sorgen und jeder Arbeitnehmer muss zur Vermeidung von sexueller Belästigung beitragen.

Duration: 45 minutes

Kalifornien Führungskräftebildung zur Vermeidung sexueller Belästigung am Arbeitsplatz 2.0

LC10067–California Sexual Harassment Prevention for Supervisors and Managers 2.0

HUMAN RESOURCES

LC10080

Diese Schulung erfüllt die Pflicht zur Unterweisung zur Vermeidung sexueller Belästigung der Senate Bill 1343. Dazu enthält dieser Kurs praktische Beispiele, um Führungskräften zu zeigen, wie sich Belästigung, Diskriminierung und Repressalien am Arbeitsplatz verhindern lassen.

Duration: 120 minutes

Inspirierender Führungsstil 1.0

Inspirational Leadership 1.0

LEADERSHIP AND MANAGEMENT

LH13015

Dieser Kurs ist keine Anleitung, wie Sie Schritt für Schritt eine kompetente Führungskraft werden. Unsere Forschungen haben ergeben, dass Führung keine analytische Fähigkeit ist, die Sie aus Arbeitsheften oder in Schulungen erlernen können. Bei Führungsqualität kommt es vor allem auf Erfahrung an. Deshalb liegt der Schwerpunkt dieser Schulung auf ganz speziellen Kompetenzen, mit denen Führungskräfte optimale Ergebnisse erzielen.

Duration: 20 minutes

Emotional Intelligenz 1.0

(Emotional Intelligence 1.0–German)

PERSONAL DEVELOPMENT

LH10023

Unter emotionaler Intelligenz versteht man eine Reihe von Kompetenzen, die es Ihnen ermöglichen, Gefühle zu erkennen und mit ihnen angemessen umzugehen. Dies gilt sowohl für Ihre eigenen Gefühle als auch für die anderer. Bei genauerer Betrachtung besteht emotionale Intelligenz aus vier verschiedenen Elementen. In diesem Kurs werden Sie ein eingehendes Verständnis dieser vier Elemente erhalten. Außerdem werden Sie bewährte Verfahren kennenlernen, wie Sie Ihre eigene emotionale Intelligenz steigern und in Beruf und Privatleben erfolgreicher werden können.

Duration: 15 minutes

Produktivitäts- und Zeitmanagement 2.0

Productivity and Time Management–German

PERSONAL DEVELOPMENT

LH10024

In diesem Kurs vermitteln wir Ihnen Zeitmanagementstechniken, mit denen Sie Ihre Leistung steigern können, auch wenn die Zeit knapp ist und der Druck hoch. Den ersten Schritt zu einem besseren Zeitmanagement haben wir für Sie erledigt. Anders als in den meisten Kursen zum Zeitmanagement konzentrieren wir uns ausschließlich auf die Konzepte, die wirklich funktionieren. Wir sprechen über die vier wichtigen Säulen des Zeitmanagements und erläutern, warum sie funktionieren, wie sie ganz einfach angepasst werden können und welche Vorteile sie für Ihr privates und berufliches Leben haben. Am Ende dieses Kurses werden Sie über das Know-how, die Fähigkeiten und das Selbstvertrauen verfügen, um sich als effektiven Manager Ihrer Zeit bezeichnen zu können.

Duration: 30 minutes

Der richtige Weg zu einem bestimmten Auftreten 2.0

Be Assertive in the Right Way 2.0

PERSONAL DEVELOPMENT

LH10026

Wir alle haben schon einmal unsere Meinung nicht offen mitgeteilt, sondern „Ja“ gesagt, obwohl wir eigentlich „Nein“ sagen wollten. Glücklicherweise ist Bestimmtheit erlernbar. Und zwar durch praktische Anwendung. Dieser Kurs wird Ihnen das Wissen, die Fähigkeiten und das Selbstvertrauen vermitteln, um bestimmter aufzutreten und dabei die Kontrolle über Ihr Leben zu gewinnen.

Duration: 30 minutes

Stressbewältigung 2.0

Managing Stress 2.0

PERSONAL DEVELOPMENT

LH10028

Die Schwierigkeit im Zusammenhang mit Stress (und den damit verbundenen Ängsten) ist die Tatsache, dass Stress ein absolut notwendiges Gefühl ist. Sie haben zwei Möglichkeiten, der negativen Seite von Stress etwas entgegenzusetzen:

Verringern Sie die Belastung, oder verbessern Sie Ihre Fähigkeiten, mit Stress umzugehen.

Druck rauszunehmen, wäre ideal, ist aber offen gestanden eher unwahrscheinlich.

Daher ist es sinnvoller, das Augenmerk auf die Verbesserung Ihrer mentalen und physischen Fähigkeiten zur Stressbewältigung zu legen.

In diesem Kurs erfahren Sie, wie das geht.

Duration: 20 minutes

Teamwork der Spitzenklasse 2.0 Team Working Excellence 2.0

PERSONAL DEVELOPMENT

LH10030

In diesem Kurs lernen Sie etwas über die vier wichtigsten Kompetenzen, die für eine optimale Teamworking-Performance erforderlich sind. Sie erfahren, warum manche Personen bessere Teamplayer sind als andere. Dieser Kurs deckt in aller Kürze das ab, was Sie unbedingt wissen müssen. So eignen Sie sich im Handumdrehen die notwendigen Kenntnisse und Fähigkeiten an, um sich nach diesem Kurs mit einem gesunden Selbstbewusstsein als „ausgesprochen teamfähig“ bezeichnen zu können.

Duration: 20 minutes

Effektive Kommunikation 2.0 Communicating Effectively

PERSONAL DEVELOPMENT

LH10031

Dieser Kurs vermittelt Ihnen das notwendige Wissen, die erforderlichen Fähigkeiten und Selbstvertrauen, um zu einem effektiven Kommunikator zu werden. Sie erfahren, wie effektive Kommunikation zu mehr Lebenszufriedenheit führen kann. Außerdem erfahren Sie, warum 7 % der Kommunikation auf Worten basieren. Sie lernen effektive Techniken zum Zuhören und Fragenstellen kennen, die Sie einsetzen können. Schließlich werden Sie in das Geheimnis eingeweiht, wie Sie ansprechende E-Mails verfassen.

Duration: 20 minutes

Cybersicherheit 1.0 Understanding Cyber Security 1.0– German

POLICY AND COMPLIANCE

LH04017

Wir leben in einem Zeitalter der Cyber-Unsicherheit, und Angriffe sind verbreitet, sei es durch Malware, Viren oder Hacker. Doch tatsächlich geschehen die meisten Vorfälle wegen der Aktionen, die Mitarbeiter ausführen.

Die meisten Menschen betrachten ihre digitale Sicherheit (insbesondere bei der Arbeit) noch nicht so wie ihre

persönliche Sicherheit. Die meisten Menschen würden ihren Geldbeutel oder persönliche Gegenstände nicht an einem öffentlichen Ort herumliegen lassen, aber haben höchstwahrscheinlich schon auf einen Link geklickt, der nicht vollkommen sicher erschien, oder etwas von einer unbekanntem Quelle heruntergeladen.

Duration: 10 minutes

Datenschutz-Grundverordnung 2.0 (EU/ UK) (General Data Protection Regulations 2.0–German)

POLICY AND COMPLIANCE

LH40036

Dieser Kurs umfasst alle wichtigen Aspekte der DSGVO, die Sie kennen müssen. Und sie zu kennen ist wichtig. Die Folgen einer Unwissenheit sind so gravierend, dass Sie sich damit befassen möchten. Verwirrt? Kein Problem. Dieser Kurs dient dazu, Sie sattelfest zu machen.

Duration: 30 minutes

DSGVO Ausdrücken 2.0 (UK/EU) GDPR Express 2.0–German

POLICY AND COMPLIANCE

LH40039

Die Datenschutz-Grundverordnung (DSGVO) ist seit dem 25. Mai 2018 in Kraft. Sie müssen wissen, wie sie sich auf Ihr Unternehmen auswirkt. Dieser Expresskurs soll Ihnen die wichtigsten Aspekte vermitteln, über die Sie Bescheid wissen müssen.

Duration: 2 minutes

Geldwäschebekämpfung 3.0 (UK/EU) (Anti-Money Laundering 3.0–German)

POLICY AND COMPLIANCE

LH40042

In jeder Gesellschaft gibt es Menschen, die unredliche Dinge tun und dies vor der Allgemeinheit zu verbergen suchen. Dazu verwischen sie sämtliche Spuren zwischen dem durch kriminelle Aktivitäten erworbenen Geld und der letzten Transaktion, sprich dem Ausgeben der unrechtmäßig erzielten Einnahmen. Zu diesem Zweck wenden sie eine Dreiphasenmethode an, die als Geldwäsche bekannt ist. In diesem Kurs erfahren Sie, wie der Prozess funktioniert und welche Verpflichtungen Sie gemäß den geltenden Gesetzen und Vorschriften haben.

Duration: 10 minutes

Social-Media-Bewusstsein 1.0 Social Media Awareness 1.0–German

POLICY AND COMPLIANCE

LH40043

Soziale Medien umfassen digitale Tools, wie z. B. Facebook, Twitter und YouTube. Sogar SMS und E-Mail sind Social-Media-Tools. 66 % der Online-Erwachsenen nutzen mittlerweile Social-Networking-Sites. Dieser Zeitvertreib wird immer beliebter. 60 % der Benutzer rufen die jeweiligen Sites mehrmals täglich auf. Somit überrascht es nicht, dass jeden Monat unglaubliche 233 Millionen Arbeitsstunden infolge der Zeit verloren gehen, die in sozialen Medien vergeudet wird. Da die Grenzen zwischen Privat- und Berufsleben zunehmend verschwimmen, steigt die Gefahr, beim Umgang mit den sozialen Medien etwas falsch zu machen. 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.

Duration: 5 minutes

Kundenakquise leicht Gemacht 2.0 (Prospecting with Ease 2.0–German)

SALES MASTERY

LC73012

Der Versuch, Neukunden anzuwerben, ist etwa so, als wolle man einen Hasen fangen. Und wer einen Hasen fangen will, braucht eine Karotte. Bei der Kundenakquise ist Quantität ebenso wichtig wie QUALITÄT.

Duration: 15 minutes

Aufbau eines Vertrauensverhältnisses zu Ihren Kunden 1.0 Establishing Trust with Customers 1.0– German

SALES MASTERY

LH60041

Vertrauen. Das ist die wahre Grundlage für jede starke, langfristige Beziehung, oder? In diesem Kurs betrachten wir daher, warum Vertrauen im Verkauf so wichtig ist, und stellen Ihnen einige Tipps und Techniken vor, wie Sie Vertrauen bei Ihren Kunden aufbauen können.

Duration: 10 minutes

Erfolgreich beim Kundenservice 2.0 Customer Service Success 2.0–German

CUSTOMER SERVICE

LH76022

Wir alle freuen uns über einen hervorragenden Kundenservice. Er gibt uns als Verbrauchern ein gutes Gefühl. Mittlerweile sehen Verbraucher den Kundenservice als wichtigsten Faktor bei der Entscheidung, ob sie mit einem Unternehmen Geschäfte abwickeln möchten. Daher ist es von größter Bedeutung, bestimmte Verhaltensweisen, die unsere Kunden verärgern, zu verstehen und zu vermeiden. In diesem Kurs erfahren Sie, wie Sie Ihren Kundenservice verbessern.

Duration: 15 minutes

Konfliktmanagement 2.0 Conflict Management 2.0–German

PERSONAL DEVELOPMENT

LH76020

Auch wenn Konflikte für Unternehmen häufig positiv sind, da sie neue und unterschiedliche Meinungen liefern, hängt es von vielen Faktoren ab, wie mit solchen Konflikten effektiv umgegangen werden können. In diesem Kurs zum Konfliktmanagement erfahren Sie mehr über Bewältigung, Kontrolle und Nutzung von Konflikten.

Duration: 15 minutes

PCI-DSS 1.0–German (UK/EU)

POLICY AND COMPLIANCE

LH40038

Payment Card Industry Data Security Standards (PCI DSS). 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.

Duration: 20 minutes

Courses Offered in Spanish

Promocione su Valor de Servicio 1.0 Promote Your Service Value 1.0

CUSTOMER SERVICE

LH30028

¿Qué es el valor de servicio? Bueno, si tiene un negocio y no conoce cuál es el suyo, ¡necesita este curso! Esto gira completamente en torno a comprender con exactitud lo que lo diferencia de sus competidores, y cómo puede hacer para determinarlo. E incluso si todavía no hay nada, cómo elegir una dirección que le resulte útil. También analizaremos algunos pasos simples para crear una base de clientes leales.

Duration: 10 minutes

Gestión de quejas 2.0 Complaint Handling 2.0

CUSTOMER SERVICE

LH30031

Este curso se desarrolló para ofrecerle los conocimientos, las habilidades y la confianza necesarios para gestionar quejas y abordarlas de manera efectiva.

Seguramente ya haya recibido capacitación relacionada con las quejas de clientes o ya haya completado otros cursos de capacitación electrónica o presencial, pero las expectativas de los clientes han cambiado. Por lo tanto, esta no es una respuesta de manual sobre cómo abordar las quejas; en cambio, el curso le brindará una herramienta real que, si la utiliza correctamente, lo empoderará y lo ayudará a gestionar las quejas a favor del cliente.

Duration: 10 minutes

Convenciones Telefónicas 1.0 Telephone Etiquette 1.0–Spanish

CUSTOMER SERVICE

LH30034

Como dice el dicho, “No hay segunda oportunidad para una primera impresión”, y sorprendentemente, la persona que llama solo tarda 6 segundos en hacerse una impresión sobre su empresa. Si la cautiva, puede obtener un cliente para toda la vida. Pero si lo hace mal, el cliente podría colgar el teléfono para siempre. 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.

Duration: 10 minutes

Éxito en el Servicio de Atención al Cliente 2.0 Customer Service Success 2.0–Spanish

CUSTOMER SERVICE

LH76021

A todos nos encanta recibir un gran servicio de atención al cliente. Como consumidores, hace que nos sintamos bien. Tanto es así que, en la actualidad, los consumidores consideran que el servicio de atención al cliente constituye el factor más importante al momento de decidir si realizan negocios con una compañía. Por lo tanto, es realmente importante comprender y evitar ciertos comportamientos que enfadan a nuestros clientes.

Duration: 10 minutes

Ciberseguridad 1.0 Cyber Security Overview 1.0–Spanish

CYBER SECURITY

LH04016

Debido a que la delegación es una de las habilidades de negocio más importantes, es extraño que la gente no lo haga con mayor frecuencia. 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.

Duration: 20 minutes

Prejuicio Inconsciente 1.0 Unconscious Bias 1.0–Spanish

DIVERSITY AND INCLUSION

LH13010

Este curso difiere de la mayoría de los módulos de capacitación electrónica sobre el sesgo inconsciente. No pretendemos que, después de 30 minutos de capacitación electrónica, y de hacer clic en diapositivas de escenarios, se cure mágicamente de su sesgo inconsciente. En cambio, queremos que transite un tipo de recorrido de sesgo inconsciente.

Duration: 20 minutes

Presupueste como un experto 1.0 Budget like a Boss 1.0

FINANCE SKILLS

LH80010

Los presupuestos le ofrecen un resumen de su rendimiento y le permitirán tomar decisiones inteligentes. Con la información de su presupuesto, podrá elaborar un plan de acción financiera que le mostrará dónde ha estado y le brindará una hoja de ruta con la dirección hacia la que desea ir. Si considera que presupuestar es algo complicado y confuso, está equivocado. Este breve módulo le ofrece un plan de seis pasos para elaborar presupuestos de manera relajada.

Duration: 5 minutes

Manténgase activo 1.0 Be Active 1.0

HEALTH AND WELL-BEING

LH14013

La mayoría de las personas tienen una idea bastante clara de lo que es bueno y de lo que no es bueno para ellas. Todos queremos comer saludable, hacer un montón de ejercicio y no caer en malos hábitos. Pero no siempre es tan fácil, especialmente cuando se está en el trabajo. Cuando estamos ocupados en el trabajo, puede ser fácil priorizar el trabajo por sobre el bienestar; es posible que sienta que es difícil mantener un estilo de vida saludable mientras está en el trabajo.

Duration: 5 minutes

Hospitality–Food Service Best Practice 1.0–Spanish (Mejores Prácticas del Sector Gastronómico)

HOSPITALITY

LH30019

Los seres humanos saben desde hace miles de años que la experiencia de la cena no se trata simplemente de trasladar alimentos de un lugar hacia la boca. Eso se puede realizar en cualquier lugar. Va más allá de eso, es algo superior. En el sector de la hospitalidad, su trabajo consiste en simplificar esta experiencia para sus clientes. Este curso lo ayudará con eso.

Duration: 10 minutes

Expectativas del Cliente 1.0 Customer Expectations

HOSPITALITY

LH30021

Vivimos en un mundo muy tecnológico ... no hay manera de evitarlo. Una de las consecuencias de esto es el intercambio instantáneo de experiencias y reseñas.

Esto puede ser grandioso para el negocio... bueno, si se cumplen las expectativas del cliente, lo es. Si no se cumplen, las malas experiencias se difundirán. Por lo tanto, manténgase a la vanguardia.

Duration: 10 minutes

Hospitalidad–Venta Persuasiva 1.0 (Soft Selling in Hospitality–Spanish)

HOSPITALITY

LH30023

En este curso sobre la venta persuasiva en el sector de la hospitalidad, le mostraremos cómo un enfoque más informal y amistoso al promocionar los productos puede incrementar sus ventas, al tiempo que provoca que los huéspedes se sientan a gusto en una atmósfera relajada y acogedora.

Duration: 5 minutes

Mejores Prácticas Para La Conserjería 1.0 (Concierge–Best Practices 1.0– Spanish)

HOSPITALITY

LH30026

Ser conserje requiere un poco de cada cosa. Lamentablemente, el curso no puede brindarle asesoramiento sobre todo. Lo que sí puede hacer, y hará, es explicar los aspectos básicos y algunas de las características clave de adopción y desarrollo si desea alcanzar el éxito. A veces, todas las personas necesitan ayuda. Especialmente cuando están lejos de casa, en un lugar desconocido. Ahí es donde los conserjes entran en acción. Este curso lo ayudará a colaborar con sus huéspedes.

Duration: 15 minutes

Prevención del Acoso Sexual en Nueva York 1.0 (New York Sexual Harassment Prevention 1.0 (US)–Spanish)

HUMAN RESOURCES

LC10065

Nueva York es líder nacional en su deseo de unirse a empleadores para prevenir el acoso sexual en el trabajo. Cada empleador debe comprometerse a mantener un espacio de trabajo libre de acoso sexual, y cada empleado debe trabajar de una manera que ayude a evitar el acoso sexual en el trabajo.

Duration: 45 minutes

Prevención del Acoso sexual en California para Empleados 1.0 **LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)**

HUMAN RESOURCES

LC10076

Es responsabilidad de su empleador prevenir el acoso y abordarlo inmediata y apropiadamente cuando ocurra. También es importante que comprenda qué constituye acoso, así que dejaremos eso bien en claro.

Duration: 60 minutes

Prevención del Acoso Sexual en California para Supervisores y Gerentes 2.0 **California Sexual Harassment Prevention for Supervisors and Managers 2.0**

HUMAN RESOURCES

LC10081

Este curso cumple con los requisitos de información sobre acoso sexual de la Ley del Senado 1343. Además, este curso brinda ejemplos prácticos con el fin de enseñar a los supervisores a prevenir el acoso, la discriminación y las represalias en el trabajo.

Duration: 160 minutes

Delegación Efectiva 1.0 **Effective Delegation 1.0–Spanish**

MANAGEMENT AND LEADERSHIP

LH13011

Debido a que la delegación es una de las habilidades de negocio más importantes, es extraño que la gente no lo haga con mayor frecuencia. 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.

Duration: 20 minutes

Controlar el estrés 2.0 **Managing Stress 2.0**

PERSONAL DEVELOPMENT

LH10014

Lo complicado del estrés (y de la ansiedad que provoca) es que se trata de una emoción absolutamente necesaria. Para vencer al costado negativo del estrés, tiene dos opciones.

Reducir la presión o potenciar su capacidad para soportar los efectos. Disminuir la presión es ideal, pero, honestamente, poco probable. Por eso, tiene más sentido enfocarse en mejorar su capacidad mental y física para procesar el estrés. Este curso le mostrará cómo hacerlo.

Duration: 20 minutes

Productividad y administración del tiempo 2.0 **Productivity and Time Management–Spanish**

PERSONAL DEVELOPMENT

LH10025

Mediante el uso de las técnicas de administración de tiempo de este curso, puede mejorar su capacidad para funcionar con mayor eficiencia, incluso cuando dispone de poco tiempo y se encuentra bajo presión. El primer paso para administrar su tiempo ya lo hemos dado por usted. Hemos eliminado toda la basura que se cubre en la mayoría de los cursos de administración de tiempo y nos hemos enfocado exclusivamente en las cosas que realmente funcionan. Este curso cubre los cuatro pilares esenciales para administrar el tiempo, explica por qué funcionan, con cuánta facilidad puede adoptarlos y los beneficios que aportarán a su vida y a su carrera profesional. Al final del curso tendrá los conocimientos, las habilidades y la confianza necesarios para proclamarse un efectivo administrador de tiempo.

Duration: 30 minutes

Ser asertivo de la manera indicada 2.0 **Be Assertive in the Right Way 2.0**

PERSONAL DEVELOPMENT

LH10027

Todos hemos pasado por situaciones en las que no hemos logrado exponer nuestro punto de vista y hemos dicho que “sí” cuando en realidad no estábamos de acuerdo. Por suerte, la asertividad es una habilidad que se aprende. Se aprende con la práctica. 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.

Duration: 30 minutes

Excelencia del trabajo en equipo 2.0 Team Working Excellence 2.0

PERSONAL DEVELOPMENT

LH10029

Durante este curso, aprenderá sobre las cuatro habilidades clave necesarias para maximizar el rendimiento de su trabajo en equipo. Descubrirá qué es lo que hace que algunas personas funcionen mejor en equipo que otras. Este curso solo cubre las cosas que necesita saber, lo que le permitirá aprenderlas con la mayor velocidad posible. Por lo tanto, si desea convertirse en una pieza importante de su equipo, hacia el final de este curso tendrá los conocimientos, las habilidades y la confianza necesarios para lograrlo.

Duration: 20 minutes

Comunicación efectiva 2.0 Communicating Effectively

PERSONAL DEVELOPMENT

LH10032

Este curso le brindará las habilidades, los conocimientos y la confianza necesarios para convertirse en un comunicador efectivo. Descubrirá cómo la comunicación efectiva puede conducir a una vida más gratificante. Por qué solo el 7 % de la comunicación se basa en palabras. Descubra las técnicas efectivas de escucha y formulación de preguntas que puede utilizar. Y cuál es el secreto para escribir correos electrónicos que levanten interés.

Duration: 20 minutes

Seguridad de la Información 101 (Information Security 101 (2018))

POLICY AND COMPLIANCE

LC10212

Aprenderemos sobre las políticas de seguridad corporativa: por qué existen y el importante papel que usted desempeña al implementarlas. Cada empleado tiene la responsabilidad de cumplir con las políticas de su organización, incluida la política sobre seguridad de la información. Debe comprender las consecuencias a las que se enfrenta una organización cuando un empleado viola las políticas corporativas, y por qué es esencial comprender y cumplir con la política sobre seguridad de la información de su organización.

Duration: 15 minutes

Reglamento General de Protección de Datos 2.0–Español General Data Protection Regulations–Spanish

POLICY AND COMPLIANCE

LH40034

Este curso cubrirá todos los aspectos importantes del RGPD que usted debe conocer. Y es importante que los conozca ahora. Las consecuencias de su desconocimiento son suficientes como para que se ponga de pie y diga “Demonios, ojalá lo hubiera sabido”. ¿Se siente confundido? Está bien si se siente así, no se preocupe. El objetivo de este curso es disipar todas sus confusiones.

Duration: 10 minutes

PCI-DSS 1.0–Spanish (UK/EU)

POLICY AND COMPLIANCE

LH40037

Estándares de seguridad de datos de la industria de tarjetas de pago (PCI DSS). 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.

Duration: 20 minutes

RGPD Exprimir 2.0 (UK/EU) GDPR Express 2.0–Spanish

POLICY AND COMPLIANCE

LH40040

Este curso cubrirá los aspectos importantes del RGPD que usted debe conocer. No tiene como finalidad brindar asesoramiento legal, sino simplemente ofrecer contenido informativo sobre muchos de los temas clave.

Duration: 2 minutes

Concienciación sobre redes sociales 1.0 Social Media Awareness 1.0–Spanish

POLICY AND COMPLIANCE

LH40044

Las redes sociales cubren herramientas digitales como Facebook, Twitter y YouTube; incluso el correo electrónico y los SMS son herramientas de las redes sociales. Ahora, el 66 % de los adultos con acceso a Internet usan sitios de redes sociales, y este pasatiempo está adquiriendo cada vez más popularidad, pues el 60 % de los usuarios visitan los sitios más de una vez al día. Por lo tanto, no sorprende que se pierda la impactante

cifra de 233 millones de horas de trabajo por mes como resultado de “perder el tiempo” en las redes sociales. Con la desaparición del límite entre la vida personal y laboral, crece el peligro de equivocarse al utilizar las redes sociales. Este curso de concienciación sobre redes sociales está diseñado para ayudarlo a tomar las decisiones correctas y a comprender cómo una política de redes sociales puede protegerlo.

Duration: 5 minutes

Captar Clientes con Soltura 2.0 (Prospecting with Ease 2.0–Spanish)

SALES MASTERY

LC73011

Captar clientes es una cuestión de cantidad, pero también es una cuestión de calidad. Quizá el problema más evidente al hablar sobre captar clientes son las emociones involucradas.

Duration: 10 minutes

Establecer confianza con los clientes Establishing Trust with Customers 1.0–Spanish

SALES MASTERY

LH60040

Confianza. ¿No es acaso la verdadera base sobre la que se desarrolla cualquier relación sólida y duradera?

Por lo tanto, en este curso analizaremos por qué la confianza es tan fundamental para las ventas y le ofreceremos algunos consejos y técnicas para que pueda establecer confianza con sus clientes.

Duration: 10 minutes

Uso seguro de montacargas 1.0 (US) Forklift Safety 1.0 (US)

HEALTH AND SAFETY

LC16118

Todos los meses se producen miles de accidentes relacionados con montacargas; sin embargo, la mayoría podrían evitarse con capacitación y procedimientos efectivos. Obtenga información sobre los vehículos industriales motorizados y el uso seguro de los montacargas. Analice los accidentes relacionados con montacargas y las estrategias que pueden reducirlos, así como los requisitos de la OSHA para el uso de montacargas y consejos generales de seguridad.

Duration: 25 minutes

Manipulación manual 1.0 (US) Manual Handling 1.0 (US)

HEALTH AND SAFETY

LC16119

Las caídas son una de las causas más comunes de las lesiones graves relacionadas con el trabajo; tomar conciencia sobre la seguridad es crucial cuando se trabaja en las alturas. Obtenga información sobre el trabajo en las alturas, las obligaciones legales relacionadas con la protección contra caídas y el proceso de gestión de riesgos. Este curso también cubre las medidas de seguridad orientadas al uso de escaleras y consejos de seguridad para prevenir caídas.

Duration: 15 minutes

Protección contra caídas 1.0 (US) Fall Protection 1.0 (US)

HEALTH AND SAFETY

LC16120

La seguridad contra incendios es esencial en todos los lugares de trabajo; los incendios pueden iniciarse fácilmente y propagarse rápidamente. Descubra cómo se inician los incendios, cómo evitar y responder ante una emergencia por incendio, y cómo se deben usar los extintores. Este curso también cubre los requisitos legales de los empleadores para la seguridad y prevención contra incendios.

Duration: 20 minutes

Seguridad y prevención contra incendios 1.0 (US) Fire Safety and Prevention 1.0 (US)

HEALTH AND SAFETY

LC16121

El uso de herramientas vibratorias es uno de los peligros presentes en los lugares de trabajo y puede conducir al síndrome de vibración del sistema mano-brazo (HAVS). Descubra qué causa el HAVS, cómo reducir los riesgos y qué debe hacer si aparece algún síntoma de esta afección.

Duration: 25 minutes

Síndrome de vibración del sistema mano-brazo 1.0 (US)

Hand-arm Vibration Syndrome 1.0 (US)

HEALTH AND SAFETY

LC16122

El equipo de protección personal (PPE, por sus siglas en inglés) incluye ropa y equipos que lo protegen de los peligros relacionados con la salud y la seguridad en el trabajo. Conozca las obligaciones legales de los empleadores y las regulaciones de la OSHA en relación con el PPE, los tipos de PPE y las maneras de usar y mantener el PPE de manera efectiva.

Duration: 10 minutes

Protección de la cabeza 1.0 (US)

Head Protection 1.0 (US)

HEALTH AND SAFETY

LC16123

Cada trabajador tiene la responsabilidad de detectar los peligros relacionados con resbalones y tropiezos, y en la mayoría de las instancias, de lidiar con ellos. Este curso cubre los peligros asociados a los resbalones y tropiezos, y explica cómo identificar los peligros que provocan estos accidentes. Obtenga información sobre los procedimientos para limpiar derrames en el lugar de trabajo y otras mejores prácticas para evitar los accidentes relacionados con resbalones y tropiezos.

Duration: 7 minutes

Concientización sobre el PPE 1.0 (US)

PPE Awareness 1.0 (US)

HEALTH AND SAFETY

LC16124

Todos los años, los trabajadores sufren accidentes, a veces mortales, cuando los equipos o las máquinas se activan accidentalmente durante las tareas de reparación o mantenimiento. Obtenga información sobre las fuentes de energía, los procedimientos de bloqueo y etiquetado (LOTO), los programas de seguridad para controlar la energía peligrosa y las regulaciones relacionadas con el estándar de la OSHA.

Duration: 12 minutes

Resbalones y tropiezos 1.0 (US)

Slips and Trips 1.0 (US)

HEALTH AND SAFETY

LC16125

Trabajar en el exterior durante largos períodos bajo el sol o en condiciones de frío o calor trae aparejados peligros de exposición que pueden causar problemas de salud graves.

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.

Duration: 12 minutes

Bloqueo y etiquetado 1.0 (US)

Lockout Tagout 1.0 (US)

HEALTH AND SAFETY

LC16126

Las lesiones en la cabeza pueden tener un impacto devastador; sin embargo, son incidentes altamente evitables. El riesgo de sufrir lesiones en la cabeza se reduce significativamente mediante el uso de un casco. Obtenga información sobre la importancia de la protección de la cabeza y la obligación legal de los empleadores de proporcionarla. Este curso cubre los diferentes tipos y clases de cascos, y por qué usarlos salva vidas.

Duration: 15 minutes

Trabajar en condiciones de frío y calor 1.0 (US)

Working in Hot and Cold Conditions 1.0 (US)

HEALTH AND SAFETY

LC16127

Los ruidos en el lugar de trabajo pueden afectar la audición de manera grave y permanente. Obtenga información sobre las obligaciones legales de los empleadores en torno a la conservación de la audición, el uso efectivo de protectores auditivos (orejeras y tapones de oídos) y los pasos que se deben seguir para evitar la pérdida de la audición inducida por el trabajo.

Duration: 20 minutes

Conservación de la audición 1.0 (US)

Hearing Conservation 1.0 (US)

HEALTH AND SAFETY

LC16128

La seguridad química comienza con concientización e información. Descubra cómo puede ocurrir la exposición a productos químicos, las responsabilidades legales de los trabajadores y empleadores en relación con la seguridad química y cómo reducir los riesgos de la exposición a los productos químicos en el trabajo. Este curso cubre información importante alineada con el Estándar de Comunicación de Peligros de la OSHA.

Duration: 10 minutes

Seguridad química 1.0 (US) Chemical Safety 1.0 (US)

HEALTH AND SAFETY

LC16129

La manipulación manual no solo se limita a levantar objetos pesados de la manera correcta. Obtenga información sobre la gestión de los riesgos relacionados con la manipulación manual, y consejos y estrategias orientados a evitar que se lesione la espalda y a mantenerla segura, que pueden resultar útiles para las cuestiones ergonómicas y las tareas físicamente extenuantes del trabajo.

Duration: 15 minutes

Prevención del acoso sexual 2.0 (US) Sexual Harassment Prevention 2.0 (US)

HUMAN RESOURCES

LC25409

En años recientes, el acoso sexual ha recibido mucha atención de los medios. 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.

Duration: 40 minutes

Liderazgo inspirador 1.0 Inspirational Leadership 1.0

LEADERSHIP AND MANAGEMENT

LH13012

Este curso no pretende ser una guía detallada para convertirse en un gran líder. Nuestra investigación muestra que el liderazgo no es una habilidad analítica que puede aprender a partir de libros de texto o en el salón de clases. Al centrarse específicamente en el “liderazgo inspirador”, este curso puede ofrecerle los conceptos que puede poner en práctica para desarrollar esa experiencia fundamental mucho más rápido.

Duration: 20 minutes

Gestión de Conflictos 2.0 Conflict Management 2.0 - Spanish

PERSONAL DEVELOPMENT

LH76019

Si bien a menudo las empresas consideran que los conflictos son productivos porque impulsan opiniones nuevas y diferentes, las diversas maneras de gestionar tales conflictos dependen de muchos factores. Aprenda más sobre cómo gestionar, controlar y utilizar los conflictos en este curso de gestión de conflictos.

Duration: 15 minutes

Course Listing

60 Second Skills

3

Inclusive Leadership 1.0	3
Personal Development–Mentoring 1.0	3
Personal Development–Self-Limiting Beliefs 1.0	3
Personal Development–Personal Branding 1.0	3
Habits 1.0	3
Personal Development–Networking 1.0	3
Leadership and Management–Learning Styles 1.0	3
Leadership and Management–Innovation and Culture 1.0	3
Health and Wellbeing–Work and Life Balance 1.0	4
First Aid–Primary Survey 1.0	4
First Aid–Secondary Survey 1.0	4
Marketing Hacks–Video Pitches 1.0	4
Health and Wellbeing–Positive Thinking 1.0	4
First Aid–Bleeding 1.0	4
Marketing Hacks–Building Brand Loyalty 1.0	4
Marketing Hacks–Word of Mouth Marketing 1.0	4
Marketing Hacks–Increasing Your Brand Visibility 1.0	5
Health and Wellbeing–Avoid Burning Out 1.0	5
Health and Wellbeing–Importance of Sleep 1.0	5
Leadership and Management–The Key to Delegation 1.0	5
Health and Wellbeing–Letting Things Go 1.0	5
Marketing Hacks–Finding Your Voice 1.0	5
Leadership and Management – Coaching Others 1.0	6
Health and Wellbeing–Relaxation Techniques 1.0	6
Marketing Hacks–Effective Brand Identity 1.0	6
Leadership and Management–Stress Management 1.0	6
Marketing Hacks–Defining Your Message 1.0	6
Leadership and Management–Team Activities 1.0	6
Leadership and Management–Dealing with Difficult Staff 1.0	6
Personal Development–Practicing Patience 1.0	6
Personal Development–Personal Vision Statements 1.0	7
Communication and Social Skills–Receiving Feedback 1.0	7
Personal Development–Preventing Procrastination 1.0	7
Communication and Social Skills–Giving Feedback 1.0	7
Communication and Social Skills–Resolving Conflict 1.0	7
Personal Development–Memory Skills 1.0	7
Health and Wellbeing–Switching Off from Work 1.0	7
Personal Development–Self-Esteem 1.0	7

Bloomberg

8

Bloomberg Game Changers–Ralph Lauren 1.0	8
Bloomberg Game Changers–Mark Cuban 1.0	8
Bloomberg Game Changers–LinkedIn, Reid Hoffman 1.0	8
Bloomberg Game Changers–Warren Buffett 1.0	8
Bloomberg Game Changers–Magic Johnson 1.0	8

Bloomberg Game Changers–Virgin Group, Richard Branson 1.0	8
Bloomberg Game Changers–News Corp, Rupert Murdoch 1.0	9
Bloomberg Game Changers–Harry Potter, J.K. Rowling 1.0	9
Bloomberg Game Changers–Netflix, Reed Hastings 1.0	9
Bloomberg Game Changers–Amazon, Jeff Bezos 1.0	9
Bloomberg Game Changers–Vogue, Anna Wintour 1.0	9
Bloomberg Game Changers–Craigslist, Craig Newmark 1.0	9
Bloomberg Game Changers–Netscape, Marc Andreessen 1.0	10
Bloomberg Game Changers–Twitter, Jack Dorsey, Evan Williams, Biz Stone 1.0	10
Bloomberg Game Changers–Oracle, Larry Ellison 1.0	10
Bloomberg Game Changers–Jay-Z 1.0	10
Bloomberg Game Changers–KKR, Henry Kravis 1.0	10
Bloomberg Game Changers–Google, Sergey Brin, Larry Page 1.0	10
Bloomberg Game Changers–Jon Stewart 1.0	10
Bloomberg Game Changers–Apple, Steve Jobs 1.0	11
Bloomberg Game Changers–Facebook, Mark Zuckerberg 1.0	11
Bloomberg Studio 1.0–Satya Nadella	11
Bloomberg Studio 1.0–Nikesh Arora	11
Bloomberg Studio 1.0–Sheryl Sandberg	11
Bloomberg Studio 1.0–Tim Cook	11
Bloomberg Studio 1.0–Steve Ballmer	11
Bloomberg Studio 1.0–Vinod Khosla	11
Bloomberg Studio 1.0–Arianna Huffington	12
Bloomberg Studio 1.0–Flickr and Slack, Stewart Butterfield	12
Bloomberg Studio 1.0–Code.org–Ali and Hadi Partovi	12
Bloomberg Studio 1.0–Harvard University, Drew Faust	12
Bloomberg Studio 1.0–Stripe, Patrick and John Collison	12
Bloomberg Studio 1.0–Melinda Gates	12
Bloomberg Studio 1.0–EventBrite, Julia and Kevin Hartz	12
Bloomberg Studio 1.0–Instagram–Kevin Systrom	12
Bloomberg Studio 1.0–Lyft, John Zimmer, President and Co-Founder	13
Bloomberg Studio 1.0–Google Venture, Bill Maris	13
Bloomberg Studio 1.0–Showtime, David Nevins	13
Bloomberg Studio 1.0–Napster and Facebook, Sean Parker	13
Bloomberg Studio 1.0–LinkedIn, Jeff Weiner	13
Bloomberg Studio 1.0–YouTube, Susan Wojcicki	13
Bloomberg Studio 1.0–Nest, Tony Fadell	14
Bloomberg Studio 1.0–DropBox, Drew Houston	14
Bloomberg Studio 1.0–Hewlett Packard, Meg Whitman	14
Bloomberg Studio 1.0–HBO's "Silicon Valley," Mike Judge and Alec Berg	14
Bloomberg Studio 1.0–Pandora, Tim Westergren	14

Bloomberg Studio 1.0–Paypal, Max Levchin	14
Bloomberg Studio 1.0–Tumblr, David Karp	14
Bloomberg C-Suite–Dunkin Brands 1.0	15
Bloomberg C-Suite–Crossfit 1.0	15
Bloomberg C-Suite–Domino's Pizza 1.0	15
Bloomberg C-Suite–Cadillac 1.0	15
Bloomberg C-Suite–Seattle sounders MLS 1.0	15

Communication & Social Skills 16

Proper Grammar–Nouns 1.0 (US)	16
Basic Uses of the Comma 1.0 (US)	16
Proper Grammar–Articles, Determiners, Quantifiers, and Interjections 1.0 (US)	16
Proper Grammar–Prepositions 1.0 (US)	16
The Period, Question Mark, and Exclamation Point 1.0 (US)	16
Transitions, Repetition, Parallelism and Avoiding Redundancies and Clichés 1.0 (US)	16
Using Predicates, Objects, Complements and Modifiers 1.0 (US)	17
Communication and Ethics 1.0	17
Advanced Uses of the Comma 1.0 (US)	17
Italics, the Apostrophe, Dash and Ellipses 1.0 (US)	17
Modifiers and Sentence Structure Varieties 1.0 (US)	17
Pronoun Problems 1.0 (US)	17
Proper Grammar–Introduction to Adverbs 1.0 (US)	18
Introduction to Pronouns 1.0 (US)	18
Semicolon, Colon, and Quotation Marks 1.0 (US)	18
Typical Word Usage Problems 1.0 (US)	18
Using and Identifying Phrases 1.0 (US)	18
Good Communication 1.0	18
Correct Word Usage 1.0 (US)	19
Parentheses, Brackets, the Hyphen, and the Slash 1.0 (US)	19
Proper Grammar–Advanced Adverbs 1.0 (US)	19
Proper Grammar–Advanced Pronouns 1.0 (US)	19
Proper Grammar–Advanced Verbs 1.0 (US)	19
Proper Grammar–Conjunctions 1.0 (US)	20
Spelling–Applying the Office Dictionary 1.0 (US)	20
Subject and Verb Relationships 1.0 (US)	20
Using Clauses and Sentences 1.0 (US)	20
Decoding Indirect and Direct Messages 1.0 (US)	20
Workplace Communication–Presentations and Nonverbal Communication 1.0	20
Common Word Usage Errors 1.0 (US)	21
Everyday Word Usage Blunders 1.0 (US)	21
Office Spelling–Confusing Homonyms, Compounds and Negative Formations 1.0 (US)	21
Interview Communication 1.0	21
Overcoming Barriers to Workplace Communication 1.0	21
Proper Grammar–Adjectives 1.0 (US)	21

Proper Grammar–Introduction to Verbs 1.0 (US)	22
Lead by Listening 1.0	22
The Business of Communication 1.0	22
Understanding Communication 1.0	22
Understanding Linear and Circular Communication Styles 1.0	22
Communication Channels 1.0	22
Advanced Spelling–Suffixes and Capitalization 1.0 (US)	22
Communication and Channels 1.0	22
Communication Barriers 1.0	22
Making Meetings Matter 2.0	23
Manage Meeting Personalities 1.0	23
Interview Skills (2019)	23
Agenda Setting 1.0	23
Business Report Writing Skills 1.0	23
Définir un ordre du jour 1.0 Agenda Setting–French	23

Conflict Management 24

Handling Conflict and Negotiation Ethically 1.0	24
Identifying the Causes of Conflict 1.0	24
Thomas-Kilmann Conflict Model 1.0	24
Handling Conflicts in High-Value Relationships 1.0	24
Handling Conflicts in Low-Value Relationships 1.0	24
Managing Conflict 1.0	24
Productive Conflict Resolution–An Introduction 1.0	24
Managing Conflict in the Workplace 1.0	24
Win-Win Negotiations for Conflict Resolution 1.0	25
Understanding Conflict in the Workplace 1.0	25

Customer Service 26

Identifying and Exceeding Customer Needs 1.0	26
Mastering the Telephone: Basic Skills 1.0	26
Handling Customer Complaints 1.0	26
Excellence in Customer Service 1.0	26
Five Steps to Problem-Solving and Diffusing Upset Customers 1.0	26
Is the Customer Always Right? 1.0	26
Stellar Customer Service Best Practices 1.0	26
Customer Service Success 1.0	26
Telephone Etiquette 1.0	27
Complaint Handling 2.0	27
Customer Loyalty 1.0	27
Vulnerable Customer 1.0	27
Introduction to Key Account Management 1.0	27
Key Account Management in Your Business 1.0	27
Cultural Awareness in Hospitality 1.0	27
Upselling in Hospitality 2019	27
Taking Care of Yourself First 1.0	27
What Makes a Key Account Manager 1.0	28
Promote Your Service Value 1.0	28

Hospitality–Concierge Best Practices 1.0	28
Werben Sie für Ihren Leistungswert 1.0(Promote your Service Value 1.0–German)	28
Promocione su Valor de Servicio 1.0Promote Your Service Value 1.0	28
Gestión de quejas 2.0Complaint Handling 2.0	28
Umgang mit Reklamationen 2.0Complaints Handling 2.0	29
Benimmregeln am Telefon 1.0Telephone Etiquette 1.0–German	29
Convenciones Telefónicas 1.0Telephone Etiquette 1.0–Spanish	29
Éxito en el Servicio de Atención al Cliente 2.0Customer Service Success 2.0–Spanish	29
Erfolgreich beim Kundenservice 2.0 Customer Service Success 2.0–German	29
Gestion des réclamations 2.0Complaint Handling 2.0	29
Une étiquette d'excellence au téléphone 1.0Telephone Etiquette 1.0	30

Cyber Security 31

Types of Ransomware, Acts and Obligations 1.0	31
Ransomware Prevention–Preventing Attacks and Contingency 1.0	31
Cloud Computing 1.0	31
Cyber Security Overview 1.0	31
Computer Forensics–Investigations 1.0	31
Social Engineering 1.0	31
Internet of Things 1.0	31
Malware and Viruses 1.0	31
Cryptography 1.0	32
Übersicht zur Cybersicherheit 1.0Cyber Security Overview 1.0–German	32
Ciberseguridad 1.0Cyber Security Overview 1.0–Spanish	32
Introduction to Ransomware 1.0	32
Ransomware and Cybercrime 1.0	32
Identity and Access Management 1.0	32
Network and System Compliance Auditing 1.0	32
Overview of Network and System Audits 1.0	33

Diversity & Inclusion 34

What is Diversity and Inclusion? (2018)	34
Your Unique Diversity in the Workplace (2018)	34
Identifying Diversity in Others (2018)	34
Leveraging Diversity and Strengths in the Workplace (2018)	34
Transgender Protections in the Workplace	34
Leading A Diverse Workforce, Part One 1.0	34
Leading A Diverse Workforce, Part Two 1.0	34
Disabilities–Opening Doors to All Candidates 2018	34
Hiring for a Diverse Workforce 1.0	35
Group Dynamics 1.0	35
The Mindful Leader	35

Unconscious Bias 1.0	35
Prejuicio Inconsciente 1.0Unconscious Bias 1.0–Spanish	35
Unbewusste Voreingenommenheit 1.0Unconscious Bias 1.0–German	35
Equality and Diversity in the Workplace 1.0 (UK/EU)	35
Disability Awareness in the Workplace 2.0	35
LGBTIQ+ Inclusion in the Workplace 2.0	36
Digital Accessibility–Tips for Elearning 2.0	36
Creating Value Through Diversity and Inclusion–Understanding Diversity and Inclusion 3.0	36
Creating Value Through Diversity and Inclusion–Understanding Unconscious Bias 3.0	36
Creating Value Through Diversity and Inclusion–Strategies for Tackling Unconscious Bias 3.0	36
Préjugés inconscients 1.0Unconscious Bias 1.0	36

Finance Skills 37

Financial Documents 101 1.0 (US)	37
Cash Flow–Statements and Logistics 1.0 (US)	37
Budgeting Basics 1.0 (US)	37
Capital Budgeting Methods and When to Use Them 1.0 (US)	37
Costs, Volume and Profits 1.0 (US)	37
Finance for Non-Finance Managers 1.0	37
The Accounting Equation 1.0	37
The Balance Sheet Explained 1.0	37
Income Statements Made Simple 1.0	37
The Cash Flow Statement 1.0	38
How to Maintain a Healthy Cash Flow 1.0	38
Analyse Financial Health with Ratios 1.0	38
Budget like a Boss 1.0	38
Une budgétisation hors pair 1.0Budget like a Boss 1.0	38
Budgetplanung wie ein Gewinner 1.0Budget like a Boss 1.0	38
Presupueste como un experto 1.0Budget like a Boss 1.0	38

Food Hygiene 39

Level 2 Food Safety and Hygiene for Catering 1.0 (UK/EU)	39
Food Safety and Hygiene in Catering 1.0 (UK/EU)	39
Allergen Awareness 1.0 (UK/EU)	39
Food Safety and Hygiene for Retail, Level 2 1.0 (UK/EU)	39
Food Safety–Cross Contamination 1.0	39
Level 3 Food Safety and Hygiene for Supervisors 1.0 (UK/EU)	39

Health & Safety 40

CPR Basics for Everyone–Adult and Child 1.0 (US)	40
Infant CPR Basics 1.0 (US)	40
Bloodborne Pathogens and Your Exposure Control Plan 1.0 (US)	40
Why Emergency Preparedness Matters	40

Staying Safe in the Workplace	40
Ergonomics: Steps to Minimize Workplace-Related Injuries 1.0	40
Health and Safety in the Workplace 1.0 (US)	40
Reverse Parking 2.0 (UK/EU)	41
Introduction to Working Safely 1.0 (UK/EU)	41
Slips and Trips 2.0 (UK/EU)	41
Hazard Identification and Risk Control 1.0 (EU/UK)	41
Manual Handling 2.0	41
DSE Awareness 1.0 (UK/EU)	41
Fire Safety Awareness 2.0 (UK/EU)	41
COSHH Essentials 2019 (UK/EU)	41
Dangers of Sleep Deprivation 2.0 (UK/EU)	41
Lone Working 2.0 (UK/EU)	41
Mobile Phones and Driving	42
Driver Safety Awareness 2.0 (UK/EU)	42
PPE Awareness	42
Texting While Walking (2018)	42
See It, Sort It, Report It 2.0	42
Fire Warden Essentials 2.0 (UK/EU)	42
Asbestos Awareness 2.0 (EU/UK)	42
Holding the Handrail 2.0 (UK/EU)	42
Speeding on Site 2.0 (UK/EU)	42
Wire and Cable Management 2.0 (UK/EU)	43
Driver Safety Awareness 1.0 (US)	43
Forklift Training 1.0 (UK/EU)	43
Hand Hygiene 4.0	43
Little Life Savers—Asthma Attacks 1.0	43
Little Life Savers—Bumps and Knocks 1.0	43
Little Life Savers—Burns and Scalds 1.0	43
Little Life Savers—Choking 1.0	43
Little Life Savers—CPR 1.0	43
Little Life Savers—DRSABCD 1.0	44
Little Life Savers—Fainting 1.0	44
Little Life Savers—Limb injuries 1.0	44
Little Life Savers—Seizures 1.0	44
Little Life Savers—Wounds 1.0	44
Office Ergonomics 3.0	44
Armed Robbery Survival Skills 3.0	44
Forklift Safety 1.0 (US)	44
Manual Handling 1.0 (US)	44
Fall Protection 1.0 (US)	45
Fire Safety and Prevention 1.0 (US)	45
Hand-arm Vibration Syndrome 1.0 (US)	45
Head Protection 1.0 (US)	45
PPE Awareness 1.0 (US)	45
Slips and Trips 1.0 (US)	45
Lockout Tagout 1.0 (US)	45

Working in Hot and Cold Conditions 1.0 (US)	45
Hearing Conservation 1.0 (US)	45
Chemical Safety 1.0 (US)	46
Uso seguro de montacargas 1.0 (US)Forklift Safety 1.0 (US)	46
Manipulación manual 1.0 (US)Manual Handling 1.0 (US)	46
Protección contra caídas 1.0 (US)Fall Protection 1.0 (US)	46
Seguridad y prevención contra incendios 1.0 (US) Fire Safety and Prevention 1.0 (US)	46
Síndrome de vibración del sistema mano-brazo 1.0 (US) Hand-arm Vibration Syndrome 1.0 (US)	46
Protección de la cabeza 1.0 (US)Head Protection 1.0 (US)	46
Concientización sobre el PPE 1.0 (US)PPE Awareness 1.0 (US)	47
Resbalones y tropiezos 1.0 (US)Slips and Trips 1.0 (US)	47
Bloqueo y etiquetado 1.0 (US)Lockout Tagout 1.0 (US)	47
Trabajar en condiciones de frío y calor 1.0 (US) Working in Hot and Cold Conditions 1.0 (US)	47
Conservación de la audición 1.0 (US)Hearing Conservation 1.0 (US)	47
Seguridad química 1.0 (US)Chemical Safety 1.0 (US)	47

Health & Wellbeing **48**

Stress, Emotions, and Ethics	48
Protecting Yourself from Stinging Insects	48
What are Emotions	48
Protecting Yourself from Poisonous Plants	48
Protecting Yourself from Ticks and Mosquitoes	48
Dealing with Stressful People 1.0	48
Reducing Stress Through Time Management	48
Reducing Stress—Techniques to Relax	48
Stress Management—Stress Awareness Comes First	49
De-stressing your Inner and Outer World 1.0	49
Understanding Emotion	49
Reducing Stress—Meditation and Visualization	49
What Can be Done About Job Stress	49
Stress at Work	49
Stress Management—Taking Care of Yourself	49
Managing Employee Stress 1.0	49
What is Stress	50
Workplace Hygiene 2.0	50
Be Active 1.0	50
Healthy Eating at Work 1.0	50
Kick the Habit 1.0	50
Five Ways to Wellbeing 1.0	50
The Dangers of Sitting	50
CBT and Mental Health—Bipolar Disorder 1.0	50
CBT and Mental Health—Introduction to Cognitive Behavioral Therapy 1.0	50
Reducing the Spread of Infection 1.0	50

Family Violence Awareness – A Workplace Issue (Supervisors and Managers) 2.0	51
Family Violence Awareness – A Workplace Issue 2.0	51
Managing Mental Health in Your Workplace 2.0	51
Mental Health in Your Workplace 2.0	51
Manténgase activo 1.0/Be Active 1.0	51
Mehr Bewegung am Arbeitsplatz 1.0/Be Active 1.0	51
Soyez-actif 1.0/Be Active–French	51
CBT and Mental Health–Anxiety and Panic Attacks 1.0	52
CBT and Mental Health–Borderline Personality Disorder 1.0	52

Hospitality 53

Soft Selling in Hospitality 1.0	53
Customer Expectations 1.0	53
Hospitality–Food Service Best Practices 1.0	53
Hospitality–Food Service Best Practice 1.0–Spanish (Mejores Prácticas del Sector Gastronómico)	53
Hospitality–Food Service Best Practice 1.0–German (Best Practices im Gastronomieservice)	53
Expectativas del Cliente 1.0/Customer Expectations	53
Hospitalidad–Venta Persuasiva 1.0(Soft Selling in Hospitality–Spanish)	54
Kundenerwartungen 1.0(Customer Expectations 1.0–German)	54
Mejores Prácticas Para La Conserjería 1.0 (Concierge–Best Practices 1.0–Spanish)	54
Best Practices Für Einen Concierge 1.0 Concierge Best Practices 1.0–German	54
Hotel und Gaststättengewerbe Soft-Selling 1.0 Soft Selling in Hospitality 1.0–German	54

Human Resources 55

Preventing Workplace Discrimination and Harassment 2.0 (US)	55
Preventing Workplace Discrimination and Harassment for Managers 2.0 (US)	55
Prevención del Acoso Sexual en Nueva York 1.0 (New York Sexual Harassment Prevention 1.0 (US)–Spanish)	55
Sexual Harassment Prevention 3.0 (US)	55
California Sexual Harassment Prevention for Supervisors and Managers 3.0	55
California Sexual Harassment Prevention for Employees 1.0 (US)	55
New York Sexual Harassment Prevention (US)	55
American Disabilities Act 1.0 (US)	56
Prävention vor Sexueller Belästigung in Kalifornien für Mitarbeiter 1.0/LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)	56
Prevención del Acoso sexual en California para Empleados 1.0/LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)	56

Prävention von Sexueller Belästigung in New York 1.0 (New York Sexual Harassment Prevention 1.0 (US)–German)	56
Kalifornien Führungskräftebildung zur Vermeidung sexueller Belästigung am Arbeitsplatz 2.0/LC10067–California Sexual Harassment Prevention for Supervisors and Managers 2.0	56
Prevención del Acoso Sexual en California para Supervisores y Gerentes 2.0/California Sexual Harassment Prevention for Supervisors and Managers 2.0	56
SOX Compliance 101	56
PCI-DSS Compliance Standards	57
PCI-DSS Relation to Data Cards and Equipment 2019 (US)	57
PCI-DSS and Wireless Use 2019 (US)	57
Global Anti-Bribery and Corruption 2.0 (US)	57
Culture Series–Standing Up 1.0	57
Culture Series–Speaking Up 1.0	57
Culture Series–Owning Up 1.0	57
Culture Series–Valuing Diversity 1.0	57
Email Management and Ethics 1.0 (US)	58
Understanding the Code of Conduct Policy (2018)	58
The U.S. Legal Environment in Human Resources 2.0 (US)	58
Nonverbal Communication and Listening	58
Developing a Compensation Package 1.0	58
Communication Styles and Emotional Intelligence 1.0	58
Providing Government-Mandated Benefits 2.0 (US)	58
Administration of a Collective Bargaining Agreement 2.0 (US)	58
Working with Unions and Bargaining Breakdowns 2.0 (US)	59
Selecting New Employees–Selection Methods	59
Compiling Employee Satisfaction Data 1.0	59
More Methods for Training Delivery	59
Applying Management Styles in an Organization 1.0	59
Directions of Communication in an Organization 1.0	59
Analyzing Pay Theories 1.0	59
The Collective Bargaining Process in the U.S. 2.0 (US)	59
Designing a Performance Appraisal System 1.0	60
Introduction to Employee Assessment 1.0	60
Understanding Performance Appraisal Methods, Part Two	60
Recruitment–Process and Strategy	60
Recruitment Law, Part One–IRCA and Patriot Act in the U.S. 2.0	60
Recruitment Law, Part Two–EEO Set of Laws in the U.S. 2.0	60
Recruitment–Recruitment Strategies, Part One	60
Selecting New Employees–Interview Methods and Avoiding Mistakes	61
Selecting New Employees–Making the Offer	61
Career Development Programs 1.0	61
Types of Professional Training for Employees	61

Health Hazards at Work–Promoting a Culture of Safety and Health 1.0 (US)	61	Providing Voluntary Benefits–Incentive Pay and Paid Time Off	66
Health Hazards at Work–Stress 1.0 (US)	61	Pay Types and Considerations	67
Health Hazards at Work–Violence and Bullying 1.0 (US)	61	Current Labor Challenges and Labor Laws in the U.S. 2.0	67
Managing Expatriates–Reducing Stress and Homesickness 1.0 (US)	62	Human Resources Global Strategies in the U.S. 2.0	67
Types of Management Styles in an Organization	62	Introduction to Labor Unions in the U.S. 2.0	67
Deciding on a Pay System 1.0	62	Onboarding–Orientations	67
Determining Internal and External Pay Factors 1.0	62	What is New Employee Onboarding?	67
Introduction to Compensation and Benefits 1.0	62	Completing and Conducting Employee Performance Appraisals 1.0	67
Laws Relating to Pay in the U.S. 2.0	62	Employee Separation, Rightsizing and Layoffs 1.0	68
Understanding Performance Appraisal Methods, Part One	62	Practicing Advanced Retention Strategies	68
Utilizing Job Evaluation Systems	63	Managing Employee Performance–A Look at Influences and Discipline 1.0	68
Selecting New Employees–The Selection Process	63	A Safe Workplace–OSHA and Right-to-Know Laws in the U.S. 2.0	68
Employee Rights–Labor Unions in the US 2.0	63	Introducing Human Resource Management 1.0	68
Employee Rights–Privacy 2.0	63	Unionization and Corporate Resistance in the U.S. 2.0	68
A New Way to Train Employees 1.0	63	Onboarding–Best Practices	68
Building Framework for the Development of Training Programs 1.0	63	Onboarding–The Power of Day One	69
The Four Stages of Employee Training	63	Understanding Performance Appraisal Methods, Part 3	69
Training Delivery Methods	63	Selecting New Employees–Criteria Development and Resume Review	69
Staffing Internationally in the U.S.	64	Selecting New Employees–Testing	69
Exploring the Global Business Environment 1.0 (US)	64	Selecting New Employees–Types of Interviews and Interview Questions	69
Onboarding–Why You Should Care	64	Introduction to Managing Employee Performance 1.0	69
Organizing the Performance Appraisal Process and Conducting Appraisal Interviews	64	Expatriate Selection, Cultural Training and Other Considerations 1.0 (US)	69
Performance Appraisal System Errors and Legal Considerations 2.0	64	Providing Voluntary Benefits–Medical Insurance and 401(k)s	70
Accommodations for Employees with Psychiatric Disabilities in the U.S. 2.0	64	Onboarding Tools	70
Recruitment–Job Analysis and Job Descriptions	64	Onboarding–Transmitting Culture	70
Recruitment Strategies, Part II	64	Hiring Employees 1.0	70
Employee Retention Strategies–Pay for Performance and Work–Life Balance 1.0	65	Performance Appraisals	70
Employee Rights–Job Protection Rights in the U.S. 2.0	65	What Makes a Great Place to Work	70
Implementing Retention Strategies 1.0	65	Retaining Your Best People	70
Costs and Causes of Employee Turnover 1.0	65	Exploring the Need for Labor Unions in the US 2.0	70
Beginning Development for Training Programs 1.0	65	Multiculturalism and the Law (US)	71
Completing the Framework for Developing Training Programs 1.0	65	Employee Personality and Fit 1.0	71
Dealing With Performance Issues 1.0	65	Exploring Indian Culture 1.0	71
Types of Training for Employees	65	Exploring Latino Culture 1.0	71
Understanding and Investigating Performance Issues	66	Exploring Russian Culture 1.0	71
Types of Communication Styles in an Organization	66	HR for Non-HR Managers 1.0 (UK/EU)	71
Determining International Employee Compensation 1.0 (US)	66	Defining HR 2.0 (UK/EU)	71
Developing Employees 1.0	66	Right People/Right Role 2019 (UK/EU)	71
Employee Compensation and Benefits 1.0	66	Performance Reviews 2019	71
Health Hazards at Work–Cumulative Trauma and Exposures 1.0	66	Discipline and Grievance 2019 (UK/EU)	72
International Law for Expatriates in the US 2.0	66	Effective Absence Management 2019 (UK/EU)	72
		Termination of Employment 2019	72

Importance of Training (2018) (UK/EU)	72
How to Behave at Work Parties–Drugs and Alcohol 3.0	72
How to Behave at Work Parties–Sexual Harassment 3.0	72
How to Behave at Work Parties–Social Media 3.0	72
Culture Series – Doing What's Right 1.0	72
Culture Series – Setting An Example (For Non-managers) 1.0	72
Culture Series – Setting An Example (For Managers) 1.0	73
Culture Series – Start the Change (For Managers) 1.0	73
Culture Series – Be the Change (For Non-Managers) 1.0	73
Family Medical Leave Act for Employees 1.0 (US)	73
Family Medical Leave Act for Managers 1.0 (US)	73
Prevención del acoso sexual 2.0 (US)Sexual Harassment Prevention 2.0 (US)	73

IT Skills 74

Start Using Powerpoint	74
Start Using Outlook	74
Start Using Excel	74
Start Using Word	74
Sharepoint Overview	74
Word 2007 Basic	74
Word 2007 Intermediate	74
Word 2007 Advanced	74
Excel 2007 Basic 1.0	75
Excel 2007 Intermediate 1.0	75
Excel 2007 Advanced 1.0	75
Outlook 2007 Basic	75
Outlook 2007 Intermediate	75
PowerPoint 2007 Basic	75
PowerPoint 2007 Intermediate	76
Word 2010 Basic 1.0	76
Word 2010 Intermediate 1.0	76
Word 2010 Advanced 1.0	76
Excel 2010 Basic 1.0	76
Excel 2010 Intermediate 1.0	76
Excel 2010 Advanced 1.0	76
Outlook 2010 Basic 1.0	77
Outlook 2010 Intermediate 1.0	77
PowerPoint 2010 Basic 1.0	77
PowerPoint 2010 Intermediate	77
Project 2010 Basic	77
Project 2010 Intermediate	77
Visio 2010 Basic	77
Visio 2010 Intermediate	78
Excel 2003-2010 Upgrade 1.0	78
Word 2003-2010 Upgrade	78
PowerPoint 2003-2010 Upgrade	78
Outlook 2003-2010 Upgrade	78

Word 2013 Basic	78
Word 2013 Intermediate	78
Word 2013 Advanced	79
Excel 2013 Basic 1.0	79
Excel 2013 Intermediate 1.0	79
Excel 2013 Advanced 1.0	79
Outlook 2013 Basic 1.0	79
Outlook 2013 Intermediate 1.0	79
PowerPoint 2013 Basic	79
PowerPoint 2013 Intermediate	80
PowerPoint 2013 Advanced	80
Lync 2013 Basic 1.0	80
OneNote 2013 Basic	80
OneNote 2013 Intermediate	80
Publisher 2013 Basic	80
Publisher 2013 Advanced	80
Visio 2013 Basic	81
Visio 2013 Intermediate	81
Windows 7 Basic	81
Windows 7 Intermediate	81
Office 365 Basic	81
Office 2016 Basic	81
Office 2016 Intermediate	81
Office 2016 Advanced	82
Excel 2016 Basic 1.0	82
Excel 2016 Intermediate 1.0	82
Excel 2016 Advanced 1.0	82
Outlook 2016 Basic	82
Outlook 2016 Intermediate	82
Skype for Business 2016	82
Word 2016 Basic	83
Word 2016 Intermediate	83
Word 2016 Advanced	83
PowerPoint 2016 Basic	83
PowerPoint 2016 Intermediate	83
PowerPoint 2016 Advanced	84
OneNote 2016 Basic	84
OneNote 2016 Intermediate	84
Visio 2016 Basic	84
Visio 2016 Intermediate	84

Management 85

Le dirigeant attentif 1.0The Mindful Leader- French	85
Manage Your Time By Organizing Paperwork 1.0	85
Constructive Feedback 2018	85
Linking Ethical Behavior to Your Organization's Structure 1.0	85
Promoting an Ethical Culture in Your Organization	85
Defending Against Reverse Delegation 1.0	85

Delegating Authority 1.0	86	Operational Plans–The Standing Plan 1.0	91
Developing Management Skills 2019	86	Changing Organizational Culture 1.0	92
Motivating Your People and Being a Positive Role Model	86	Management Skills–What Does it Take? 1.0	92
Organization for Efficiency	86	Motivation and Job Performance	92
Principles of Planning	86	Business Advantages of an Environmental Management System 1.0	92
Setting Sound Goals	86	Barriers to Communication Success, Part One 1.0	92
Time Management for Managers 1.0	86	Barriers to Communication Success, Part Two 1.0	92
Five Tips for New Managers and Supervisors 1.0	86	Become an Effective Leader, Part One 2019	92
Motivation–Ethical Strategies 1.0	87	Business Writing Tips–Edit, Rewrite and Say It Right 1.0	93
A Motivators Tool Kit 1.0	87	Choosing an Interview Format and Considering Legal Issues 1.0 (US)	93
Build Your Team 1.0	87	The Disciplinary and Grievances Process	93
Choosing the Best Person for the Task 1.0	87	Creating and Maintaining a Successful Organizational Culture 1.0	93
Feedback and Non-Verbal Communication 1.0	87	Demystifying Management 1.0	93
Introduction to Performance Appraisals and Appraisal Systems 1.0	87	Expectancy Theory 1.0	93
Management, Communication and Growth 1.0	87	Performance–Goal Setting	93
Motivational Theorists Whose Theories Work in Practice	88	Become an Effective Leader, Part Two 2019	93
Put On Your Manager's Hat	88	Tips for Conducting a Performance Evaluation	94
Quantify Performance Goals if Possible	88	Human Resources–The Cornerstone of Successful Organizations 1.0	94
Recruiting New People	88	Implementing the Strategic Plan 1.0	94
Self-Evaluation and Common Pitfalls in Performance Appraisals	88	Operational Plans–Budgeting	94
Speaking and Listening	88	Operational Plans–The Single Use Plan 1.0	94
Terminating Employees	88	Tools and Knowledge for Successful Plans	94
The Decision-Making Process, Part One	88	Changing the Culture of Your Organization 1.0	94
The Progressive Discipline Process	89	Maintaining Organizational Culture 1.0	95
Tracking Progress with Controls	89	Minimizing Gossip and Rumor	95
Working with the Confused Employee	89	Employee Motivation–Job Dimensions 1.0	95
Employee Motivation and Ethics 1.0	89	Rational Decision-Making	95
Performance–A Manager's Responsibility	89	Understanding Motivation	95
Business Writing Tips: Make an Outline and a First Draft 1.0	89	Evolution of Management 1.0	95
Hire Team-Oriented Employees 1.0	89	Extrinsic and Intrinsic Rewards 1.0	95
Job Rotation, Motivation and Morale 1.0	90	Goal Theory 1.0	95
Maslow's Theory of Motivation	90	Managing Change in Your Organization 1.0	96
Orientation–Where Do We Go From Here?	90	Performance–Coaching Conversations	96
The Decision-Making Process, Part Two	90	The External Environment	96
Types of Organizational Plans	90	Transitioning to Management–The First Year	96
Organizational Strategy 1.0	90	Making a Plan that Works 1.0	96
Embedding Organizational Culture 1.0	90	Strategic Planning at its Best	96
Keys to Lively and Effective Meetings 1.0	90	Marketing the Culture of Your Organization	96
Leadership versus Management 2019	91	Performance–Systems View	96
The Four Levels of Management 1.0	91	The Theory of Reinforcement	97
Group Decision Making 1.0	91	Top 10 Mistakes of Managers	97
Introduction to Discipline 1.0	91	Understanding the Impact of Culture in Your Organization	97
Making Effective Decisions 1.0	91	Working within the General and Specific Environment	97
Matching Applicants with Job Specifications and Conducting Interviews	91	Leading Team Meetings 1.0	97
Work Teams–Some Basic Guidelines	91	Benefits and Pitfalls of Planning 1.0	97

Competitive Advantage in Organizational Strategy 1.0 (US) . . .	97
Planning at the Top and Senior Level	97
How Perceptions and Expectations Affect Motivation 1.0	97
Key Tools and Knowledge of Motivation 1.0	98
Motivating Employees—Performance Incentives	98
Motivation—Process-Based Theory	98
Identifying Obstacles to Organizational Change 1.0	98
Motivating Employees—Performance Appraisals	98
Motivation-Expectancy Theory	98
Motivating Employees—Job Design	99
Understanding Successful Negotiation	99
Identifying the Culture of Your Organization 1.0	99
Motivation—Need-based Theories	99
Creating and Maintaining the Culture of Your Organization 1.0	99
Maximizing the Benefits of Your Organization's Structure	99
Teams and Ethics	99
Managing Team Development 1.0	100
Managing Teams 2018	100
Why Teamwork Works	100
Increasing Team Effectiveness 1.0	100
Team Autonomy and Degrees of Freedom	100
Team Training, Compensation, and Recognition	100
Work Team Characteristics	100
Work Teams—Types and Environments	100
Team Design Characteristics	101
The Team and its Members	101
The Team and the Organization	101
Designing Effective Teams 2018	101
Key Tools and Knowledge for Team Leading 1.0	101
Communication Skills all Managers Must Master 2019	101
Performance and Feedback Coaching	101
How to Avoid and Manage Conflict 1.0	101
Essential Time Management Tools 1.0	102
Delegate to Save Time and Develop Your Employees 1.0	102
Building And Managing Your Dream Team 1.0	102
Conducting Effective Meetings 1.0	102
How To Hire The Right People 1.0	102
What Managers Need to Know about Managing Change	102
Gain Control of Work Life Balances 1.0	102
Giving and Receiving Feedback 1.0	102
Managing Change 1.0	102
Effective Delegation 1.0	103
Inspirational Leadership 2019	103
SMART Objectives 2.0	103
Managing Virtual Teams	103
Interview and Selection 1.0	103
Managing Your Remote Workers 1.0	103

Liderazgo inspirador 1.0Inspirational Leadership 1.0	103
Inspirierender Führungsstil 1.0Inspirational Leadership 1.0 . .	103
Delegación Efectiva 1.0Effective Delegation 1.0—Spanish . . .	104

Marketing 105

Marketing Strategy that Drives Effectiveness	105
The Inbound Marketer's Playbook	105
Essential KPIs for the Modern Marketer 1.0	105
Benefits of Events That Drive ROI 1.0	105
A Tactical Guide to SEO and PPC 1.0	105
Find Your Brand Voice—With Killer Content Marketing 1.0 . . .	105
Social Media Marketing	105
Email Marketing 1.0	105
Multi-Channel Marketing: Coordination, Cohesion and Results 1.0	106
Customer Marketing 1.0	106

Mindfulness 107

The Benefits of Stoic Thinking 1.0	107
Keep Your Cool 1.0	107
Let Go of Control 1.0	107

Online Social Presence 108

Consequences for Careless Social Media Use in the Workplace 1.0	108
Facebook, LinkedIn and Twitter Policies Every Employee Should Know 1.0	108
Social Media Awareness (UK/EU)	108
LinkedIn—The Basics 1.0	108
YouTube—What is YouTube 1.0	108
LinkedIn—Making the Most of InMails 1.0	108
Facebook—Facing the Facts 1.0	108
LinkedIn—Newsfeeds, Posts and Articles 1.0	108
LinkedIn—Creating an Effective Profile 1.0	109
LinkedIn—Finding Job Candidates 1.0	109
LinkedIn—How Connections Work 1.0	109
LinkedIn—Finding a Job 1.0	109
LinkedIn—Understanding Groups 1.0	109
Twitter 1.0	109
Instagram 1.0	109
YouTube—Tips and Best Practice 1.0	109
YouTube—Creating Content 1.0	109
Facebook—The Keys to Communication 1.0	110

Personal Development 111

Decision Making Excellence 2.0	111
Team Working Excellence 2.0	111
Productivity and Time Management 2.0	111
Communicating Effectively 2.0	111
Presenting with Power 2.0	111

Coaching Skills 2.0	111
Managing Stress 2.0	111
Negotiation and Influencing People 2.0	111
Conflict Management 2.0	112
Be Assertive the Right Way 2.0	112
Emotional Intelligence 2.0	112
Developing Resilience 2.0	112
Creative Problem Solving 1.0	112
Controlar el estrés 2.0/Managing Stress 2.0	112
Introduction to NLP 1.0	112
The Public Speaking Guru—Confidence Builder	112
NLP—Unconscious Eye Movement	112
The Public Speaking Guru—Speech Writing	113
The Public Speaking Guru—Presenting with Impact	113
Helping Yourself and Others through Change 1.0	113
Emotional Intelligenz 1.0 (Emotional Intelligence 1.0—German)	113
Produktivitäts und Zeitmanagement 2.0 Productivity and Time Management—German	113
Productividad y administración del tiempo 2.0 Productivity and Time Management—Spanish	113
Der richtige Weg zu einem bestimmten Auftreten 2.0 Be Assertive in the Right Way 2.0	114
Ser asertivo de la manera indicada 2.0 Be Assertive in the Right Way 2.0	114
Stressbewältigung 2.0 Managing Stress 2.0	114
Excelencia del trabajo en equipo 2.0 Team Working Excellence 2.0	114
Teamwork der Spitzenklasse 2.0 Team Working Excellence 2.0	114
Effektive Kommunikation 2.0 Communicating Effectively	114
Comunicación efectiva 2.0 Communicating Effectively	115
Gestión de Conflictos 2.0 Conflict Management 2.0—Spanish	115
Konfliktmanagement 2.0 Conflict Management 2.0—German	115
Travail d'équipe d'excellence 2.0 Team Working Excellence 2.0	115
Gestion des conflits 2.0 Conflict Management 2.0	115
Communication efficace 2.0 Communicating Effectively 2.0	115
S'affirmer de la bonne manière 2.0 Being Assertive In The Right Way 2.0	115
Gestion du stress 2.0 Managing Stress 2.0	116
Productivité et gestion du temps 2.0 Productivity and Time Management 2.0	116

Policy & Compliance

117

California Human Trafficking Awareness 1.0 (US)	117
Human Trafficking Awareness 1.0 (US)	117
Workplace Security—What You Need to Know (2018)	117
Mobile and Portable Device Security 2018	117
Cyber Security—How to Stay Safe Online 2.0	117
Seguridad de la Información 101 (Information Security 101 (2018))	117
Privacy 101: Get to Know the Basics	117
Current Trends in Privacy 1.0	117
Privacy and Online Behavior: How to Protect Yourself	118
Global Privacy Law Fundamentals 1.0	118
Security and Privacy Controls	118
Contract Management 1.0	118
HIPAA Privacy and Security 101 2.0 (US)	118
Cyber Security Risks and Social Media 1.0	118
Personal Social Media Use at the Workplace	118
Using Social Media to Represent Your Employer	118
Cybersicherheit 1.0 Understanding Cyber Security 1.0—German	119
Harassment and Bullying at Work 1.0 (EU/UK)	119
Bribery Act 1.0 (UK/EU)	119
Understanding Cyber Security	119
Health and Wellbeing in the Workplace 1.0 (EU/UK)	119
Anti-Money Laundering 3.0	119
Mental Health at Work	119
Safeguarding Adults	119
Alcohol and Drugs at Work 1.0 (EU/UK)	119
Safeguarding Children	120
Working Safely and Securely	120
Modern Slavery	120
Consumer Rights 1.0 (UK/EU)	120
Environmental Awareness 1.0 (UK/EU)	120
PCI-DSS 1.0 (UK/EU)	120
Freedom of Information Act 1.0 (UK/EU)	120
Right to Work 3.0	120
Whistleblowing	120
General Data Protection Regulation (GDPR) 2019 (UK/EU)	120
IT Security for the Remote Worker and Business Traveler 1.0	121
Tackling Hate Crime	121
Dealing with Extremism and Terrorism 1.0	121
GDPR Express 2.0	121
Preparing for an Active Shooter Situation	121
What is FCPA? (U.S.)	121
Understanding Sexual Harassment—What Everyone Needs to Know (US)	121
Challenge 25 1.0 (UK/EU)	121
EU Competition Law 1.0 (UK/EU)	122

Sexual Harassment Prevention in the Workplace (UK)	122	Time Management: Tips for Success 2.0	127
Overview of FCRA 2019 (US)	122	Captar Clientes con Soltura 2.0 (Prospecting with Ease 2.0–Spanish)	127
Reglamento General de Protección de Datos 2.0–Español/General Data Protection Regulations–Spanish	122	Kundenakquise leicht Gemacht 2.0 (Prospecting with Ease 2.0–German)	127
Data Protection 2017 1.0 (UK/EU)	122	Sales Mastery (Full Course)	127
Datenschutz-Grundverordnung 2.0 (EU/UK) (General Data Protection Regulations 2.0–German)	122	Qualify Your Lead	127
PCI-DSS 1.0–Spanish (UK/EU)	122	Know Your USPs 1.0	127
DSGVO Ausdrücken 2.0 (UK/EU)	123	Features, Advantages and Benefits 1.0	127
GDPR Express 2.0–German	123	Do Your Research 1.0	127
RGPD Exprimir 2.0 (UK/EU)	123	The Pitch	127
GDPR Express 2.0–Spanish	123	Asking Questions 1.0	127
Geldwäschebekämpfung 3.0 (UK/EU) (Anti-Money Laundering 3.0–German)	123	Closing 1.0	128
Social-Media-Bewusstsein 1.0	123	The Power of Silence	128
Social Media Awareness 1.0–German	123	Taking Notes	128
Concienciación sobre redes sociales 1.0	123	Objection Handling	128
Social Media Awareness 1.0–Spanish	123	Follow Up 1.0	128
Risk Management–Part 1 (Introduction to Risk Management) 2.0	123	How to Influence 1.0	128
Risk Management–Part 2 (Risk Assessment) 2.0	123	Be Likeable 1.0	128
Risk Management–Part 3 (Risk Treatment) 2.0	124	Use Humour	128
Workplace Ethics–Part 1 (Ethical Conduct) 4.0	124	Leave Something Behind 1.0	128
Workplace Ethics–Part 2 (Accountable and Ethical Decision-Making) 4.0	124	Authority and Social Proof 1.0	128
Workplace Ethics–Part 3 (Ethics in Context) 4.0	124	Scarcity	128
Sensibilisation aux réseaux sociaux 1.0	124	Commitment and Consistency 1.0	128
Social Media Awareness 1.0	124	Introducing Yourself 1.0	129
Information Security 101 2.0	124	Navigating Gatekeepers	129
PCI-DSS 1.0–German (UK/EU)	124	Effective Listening 1.0	129
		Establishing Trust with Customers 1.0	129
		Time Management	129
Project Management	125	Sales Channel Partnerships	129
Introduction to Project Management (2019)	125	Always Be Closing 1.0	129
Project Strategy and Business Case	125	Selling to Power Buyers	129
Project Preparation	125	Selling Through Questioning	130
Project Design 2019	125	Mastering Cross-Cultural Negotiations	130
Project Development and Testing	125	Presenting for Sales People 2019	130
Support and Benefits Realisation	125	Establecer confianza con los clientes	
Training and Business Readiness	125	Establishing Trust with Customers 1.0–Spanish	130
Close Your Project Successfully 1.0	125	Aufbau eines Vertrauensverhältnisses zu Ihren Kunden 1.0	
		Establishing Trust with Customers 1.0–German	130
		Negotiating Electronically	130
		Handling Objections in Sales 1.0	130
Sales Mastery	126		
Prospecting with Ease	126	Sustainability	131
Effective Questioning for Sales 1.0	126	Environmental–The Realities of Recycling 1.0	131
Listening Skills–Transform Your Customer Interactions 1.0	126	Environmental–Defining Recycling 1.0	131
How to Engage Customers in Telephone Conversations 1.0	126	Environmental–Where in the World is Our Waste 1.0	131
Strategies for Professional Presentations 2.0	126		
How to Handle Sales Objections 2.0	126		
Presenting Compelling Proposals 2.0	126		
Master the Art of Negotiating 2.0	126		
Closing with Confidence in Sales 2.0	127		

The Care Certificate **132**

Introduction to Care Certificate 2.0 (UK/EU)	132
Understand your Role 2.0	132
Duty of Care 2.0 (UK/EU)	132
Working in a Person-Centred Way 2.0 (UK/EU)	132
Fluid and Nutrition Care Certificate 2.0 (UK/EU)	132
Mental Health Awareness 2.0 (UK/EU)	132
Safeguarding Adults–Care Certificate 2.0 (UK/EU)	132
Safeguarding Children–Care Certificate 2.0 (UK/EU)	132
Basic Life Support 2.0 (UK/EU)	132
Introduction to Health and Safety 3.0 (UK/EU)	132
Move and Assist Safely (2018)	133
Your Personal Development	133
COSHH Essentials–Care Certificate (2019) (UK/EU)	133
Fire Safety–Care Certificate (2019) (UK/EU)	133
Working Safely and Securely–Care Certificate 2.0	133
Managing Stress–Care Certificate 2.0 (UK/EU)	133
Handling Information 2.0 (EU/UK)	133
Infection Prevention and Control 2.0 (UK/EU)	133
Lone Working–Care Certificate 2.0 (UK/EU)	133
Medication and Healthcare Tasks 2.0	133
Equality and Diversity–Care Certificate 2.0 (UK/EU)	134
Privacy and Dignity 2.0	134

The FCA Collection **135**

Treating Customer Fairly	135
Subject Access Requests 3.0 (EU/UK)	135
UK Financial Sanctions	135

The Housing Collection **136**

Safeguarding Adults for Housing	136
Risk and Compliance in the Housing Sector	136
Safeguarding Children for Housing	136
Affordable and Social Housing 1.0 (EU/UK)	136

The Retail Collection **137**

Be a Retail Hero 1.0	137
Meet and Greet	137
Connect with a Customer 1.0	137
Fitting Room Advice 1.0	137
Service at the Till	137

Toolbox Talks **138**

Working Alone	138
Working at Height	138
Importance of Good Housekeeping 1.0 (UK/EU)	138
Carbon Monoxide Poisoning 1.0 (UK/EU)	138
Alcohol at Work 1.0 (EU/UK)	138
Fire Safety–Care Certificate (UK/EU)	138

Legionnaire's Disease 1.0 (UK/EU)	138
Eye Protection 1.0 (UK/EU)	138
Fire Prevention 1.0 (UK/EU)	138
Confined Spaces 1.0 (UK/EU)	138
Step Ladder Safety	138
Falling Objects 1.0 (UK/EU)	139
Electrical Cord Safety 1.0 (UK/EU)	139
Fire Classification and Equipment 1.0 (UK/EU)	139
Fire Detection and Response 1.0 (UK/EU)	139
Workplace Vehicle Safety	139
Safe Working with Lift Trucks	139
Head Protection 1.0 (EU/UK)	139
Construction Dust 1.0 (UK/EU)	139
Sharps Injuries (UK/EU)	139
Noise and Hearing Protection	139
Dangers of Working at Night 1.0 (UK/EU)	140
RIDDOR	140
Hand-Arm Vibration Syndrome 1.0 (EU/UK)	140
Abrasive Wheels 1.0 (EU/UK)	140

Courses Offered in French **141**

Définir un ordre du jour 1.0	141
Agenda Setting–French	141
Gestion des réclamations 2.0	141
Complaint Handling 2.0	141
Une étiquette d'excellence au téléphone 1.0	141
Telephone Etiquette 1.0	141
Préjugés inconscients 1.0	141
Unconscious Bias 1.0	141
Une budgétisation hors pair 1.0	141
Budget like a Boss 1.0	141
Le dirigeant attentif 1.0	142
The Mindful Leader- French	142
Travail d'équipe d'excellence 2.0	142
Team Working Excellence 2.0	142
Gestion des conflits 2.0	142
Conflict Management 2.0	142
Communication efficace 2.0	142
Communicating Effectively 2.0	142
S'affirmer de la bonne manière 2.0	142
Being Assertive In The Right Way 2.0	142
Gestion du stress 2.0	142
Managing Stress 2.0	142
Productivité et gestion du temps 2.0	142
Productivity and Time Management 2.0	142
Sensibilisation aux réseaux sociaux 1.0	143
Social Media Awareness 1.0	143

Courses Offered in German 144

Werben Sie für Ihren Leistungswert 1.0 (Promote your Service Value 1.0–German)	144
Umgang mit Reklamationen 2.0 Complaints Handling 2.0	144
Benimmregeln am Telefon 1.0 Telephone Etiquette 1.0–German	144
Übersicht zur Cybersicherheit 1.0 Cyber Security Overview 1.0–German	144
Unbewusste Voreingenommenheit 1.0 Unconscious Bias 1.0–German	144
Budgetplanung wie ein Gewinner 1.0 Budget like a Boss 1.0	144
Mehr Bewegung am Arbeitsplatz 1.0 Be Active 1.0	145
Hospitality–Food Service Best Practice 1.0–German (Best Practices im Gastronomieservice).	145
Kundenerwartungen 1.0 (Customer Expectations 1.0–German)	145
Best Practices Für Einen Concierge 1.0 Concierge Best Practices 1.0–German.	145
Hotel und Gaststättengewerbe Soft-Selling 1.0 Soft Selling in Hospitality 1.0–German	145
Prävention vor Sexueller Belästigung in Kalifornien für Mitarbeiter 1.0LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)	145
Prävention von Sexueller Belästigung in New York 1.0 (New York Sexual Harassment Prevention 1.0 (US)–German)	145
Kalifornien Führungskräfte-schulung zur Vermeidung sexueller Belästigung am Arbeitsplatz 2.0 California Sexual Harassment Prevention for Supervisors and Managers 2.0	146
Inspirierender Führungsstil 1.0 Inspirational Leadership 1.0	146
Emotionale Intelligenz 1.0 (Emotional Intelligence 1.0–German)	146
Produktivitäts- und Zeitmanagement 2.0 Productivity and Time Management–German	146
Der richtige Weg zu einem bestimmten Auftreten 2.0 Be Assertive in the Right Way 2.0	146
Stressbewältigung 2.0 Managing Stress 2.0	146
Teamwork der Spitzenklasse 2.0 Team Working Excellence 2.0	147
Effektive Kommunikation 2.0 Communicating Effectively.	147
Cybersicherheit 1.0 Understanding Cyber Security 1.0–German	147
Datenschutz-Grundverordnung 2.0 (EU/UK) (General Data Protection Regulations 2.0–German)	147
DSGVO Ausdrücken 2.0 (UK/EU) GDPR Express 2.0–German.	147
Geldwäschebekämpfung 3.0 (UK/EU) (Anti-Money Laundering 3.0–German)	147

Social-Media-Bewusstsein 1.0 Social Media Awareness 1.0–German	148
Kundenakquise leicht Gemacht 2.0 (Prospecting with Ease 2.0–German).	148
Aufbau eines Vertrauensverhältnisses zu Ihren Kunden 1.0 Establishing Trust with Customers 1.0–German	148
Erfolgreich beim Kundenservice 2.0 Customer Service Success 2.0–German.	148
Konfliktmanagement 2.0 Conflict Management 2.0–German.	148
PCI-DSS 1.0–German (UK/EU)	148

Courses Offered in Spanish 149

Promoción su Valor de Servicio 1.0 Promote Your Service Value 1.0.	149
Gestión de quejas 2.0 Complaint Handling 2.0	149
Convenciones Telefónicas 1.0 Telephone Etiquette 1.0–Spanish	149
Éxito en el Servicio de Atención al Cliente 2.0 Customer Service Success 2.0–Spanish	149
Ciberseguridad 1.0 Cyber Security Overview 1.0–Spanish	149
Prejuicio Inconsciente 1.0 Unconscious Bias 1.0–Spanish	149
Presupuesto como un experto 1.0 Budget like a Boss 1.0	150
Manténgase activo 1.0 Be Active 1.0	150
Hospitality–Food Service Best Practice 1.0–Spanish (Mejores Prácticas del Sector Gastronómico)	150
Expectativas del Cliente 1.0 Customer Expectations.	150
Hospitalidad–Venta Persuasiva 1.0 (Soft Selling in Hospitality–Spanish)	150
Mejores Prácticas Para La Conserjería 1.0 (Concierge–Best Practices 1.0–Spanish)	150
Prevención del Acoso Sexual en Nueva York 1.0 (New York Sexual Harassment Prevention 1.0 (US)–Spanish)	150
Prevención del Acoso sexual en California para Empleados 1.0LC10068–California Sexual Harassment Prevention for Employees 1.0 (US)	151
Prevención del Acoso Sexual en California para Supervisores y Gerentes 2.0California Sexual Harassment Prevention for Supervisors and Managers 2.0	151
Delegación Efectiva 1.0Effective Delegation 1.0–Spanish	151
Controlar el estrés 2.0Managing Stress 2.0	151
Productividad y administración del tiempo 2.0 Productivity and Time Management–Spanish	151
Ser asertivo de la manera indicada 2.0 Be Assertive in the Right Way 2.0	151
Excelencia del trabajo en equipo 2.0 Team Working Excellence 2.0	152

Comunicación efectiva 2.0	
Communicating Effectively	152
Seguridad de la Información 101	
(Information Security 101 (2018)).	152
Reglamento General de Protección de Datos 2.0–Español	
General Data Protection Regulations–Spanish.	152
PCI-DSS 1.0–Spanish (UK/EU)	152
RGPD Exprimir 2.0 (UK/EU)	
GDPR Express 2.0–Spanish.	152
Concienciación sobre redes sociales 1.0	
Social Media Awareness 1.0–Spanish	152
Captar Clientes con Soltura 2.0	
(Prospecting with Ease 2.0–Spanish).	153
Establecer confianza con los clientes	
Establishing Trust with Customers 1.0–Spanish	153
Uso seguro de montacargas 1.0 (US)	
Forklift Safety 1.0 (US)	153
Manipulación manual 1.0 (US)	
Manual Handling 1.0 (US)	153
Protección contra caídas 1.0 (US)	
Fall Protection 1.0 (US).	153
Seguridad y prevención contra incendios 1.0 (US)	
Fire Safety and Prevention 1.0 (US).	153
Síndrome de vibración del sistema mano-brazo 1.0 (US)	
Hand-arm Vibration Syndrome 1.0 (US)	154
Protección de la cabeza 1.0 (US)	
Head Protection 1.0 (US).	154
Concientización sobre el PPE 1.0 (US)	
PPE Awareness 1.0 (US)	154
Resbalones y tropiezos 1.0 (US)	
Slips and Trips 1.0 (US)	154
Bloqueo y etiquetado 1.0 (US)	
Lockout Tagout 1.0 (US).	154
Trabajar en condiciones de frío y calor 1.0 (US)	
Working in Hot and Cold Conditions 1.0 (US)	154
Conservación de la audición 1.0 (US)	
Hearing Conservation 1.0 (US).	154
Seguridad química 1.0 (US)	
Chemical Safety 1.0 (US).	155
Prevención del acoso sexual 2.0 (US)	
Sexual Harassment Prevention 2.0 (US)	155
Liderazgo inspirador 1.0	
Inspirational Leadership 1.0	155
Gestión de Conflictos 2.0	
Conflict Management 2.0 - Spanish	155