





## Adaptive Leadership

*(Leadership)*

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

## Artificial Intelligence Essentials

*(Technology)*

- What is Artificial Intelligence?
- What is Machine Learning?
- Deep Reinforcement Learning
- Harnessing the Power of AI
- Ethics & Artificial Intelligence

## Business Innovation

*(Business Skills)*

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

## Business Continuity Essentials

*(Business Skills)*

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

## Business Continuity Applied

*(Business Skills)*

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

## Career Management

*(Personal Development)*

- Unlocking Your Potential
- Setting your Career Goals
- Discovering Your Strengths & Weaknesses
- The Importance of a Mentor
- Your Personal Brand Story
- Internal Interview Preparation
- Working Smart
- Personal Development Plans & Sticking to Them
- Setting Stretch Goals
- The Basics of MBTI & Career Development

## Coaching Essentials

*(Business Skills)*

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

## Coaching Applied

*(Business Skills)*

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

## Coding for Everyone

*(Technology)*

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





## **Compliance Essentials**

*(Safety and Compliance)*

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

## **Communication Skills**

*(Leadership)*

- Communicating under Stress
- Using Body Language
- Interpreting Body Language
- Tone of Voice
- The Art of Storytelling
- Assertive Communication
- Managing Anger
- Emotional Literacy
- Managing Up
- Email Etiquette

## **Contract Management Essentials**

*(Business Skills)*

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

## **Customer Service Applied**

*(Sales and Service)*

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

## **Customer Service Essentials**

*(Sales and Service)*

- Maintaining CS Across Channels
- The Importance of Brand Customer Relationships
- Customer Loyalty
- Effective Problem Solving
- Handling Complaints Gracefully
- Cross-selling and Up-selling
- Managing Customer Expectations
- Technology
- Going beyond Customer Service

## **Customer Service Mastery**

*(Sales and Service)*

- Understanding Customer Types (Personas)
- Anticipating Customers' Needs
- Customer Service Coaching
- Managing Remote Customer Service Teams
- Customer Service through Social Media
- High-Touch Customer Service
- Self-Service Customer Management
- Empowering Customer Service
- Tracking & Improving the Customer Experience
- Customer Service is not a Cost Center





## Cybersecurity

*(Safety and Compliance)*

- The Power of a Strong Password
- The Danger of Viruses & Malware
- Keeping Your Data Safe
- Keeping Your Mobile Safe
- The Risks of Ransomware
- Network Security & Cloud Computing
- Phishing & Anti-Spam Software
- Social Engineering
- Internet of Things Attacks
- Security & Compliance Audits
- Identity Theft
- GDPR
- Data Protection
- Data Breaches
- PCI DSS (Payment Card Compliance)
- Information Security
- Wi-Fi Security
- Use of External Drives
- Incident Management & Response
- Threat Surveillance (24/7 Monitoring)
- Penetration Testing
- Information Security & Governance
- IT Disaster Recovery & Fallback
- Secure Remote Working
- Coding & Cybersecurity
- Responding to a Cyber Ransom
- Password Management Applied
- The risks of public WiFi and the use of VPNs
- Types of VPNs
- The Basics of Cryptography
- Choosing a Cloud Vendor
- Threat Monitoring
- Covert Crypto Mining
- Application Security Vulnerabilities
- Cybersecurity & Your Supply Chain
- Security Doesn't Stop at Work

## Data Analysis

*(Business Skills)*

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

## Design for Everyone

*(Technology)*

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

## Digital Transformation

*(Business Skills)*

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





## Diversity & Inclusion

*(Human Resources)*

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

## Emotional Intelligence

*(Personal Development)*

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

## Employee Experience

*(Human Resources)*

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

## Employee Termination

*(Human Resources)*

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

## Entrepreneurship

*(Leadership)*

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

## Environment & Sustainability

*(Safety and Compliance)*

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

## Finance Essentials

*(Business Skills)*

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

## Finance Applied

*(Business Skills)*

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





## Financial Compliance

*(Safety and Compliance)*

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

## Food Safety Essentials

*(Safety and Compliance)*

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

## Food Safety Applied

*(Safety and Compliance)*

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

## Healthcare Essentials

*(Healthcare)*

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

## HIPAA Compliance Essentials

*(Sector Specific)*

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

## HR Essentials

*(Human Resources)*

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

## Hybrid Working

*(Human Resources)*

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

## Introduction to Google Suite

*(Technology)*

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





## Introduction to Microsoft Software

*(Technology)*

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

## KPIs & OKRs

*(Business Skills)*

- OKRs vs KPIs
- OKRs - Vision, Planning & Measuring
- Types of OKRs - Committed & Aspirational
- How to Write Effective OKRs
- OKRs and Going Beyond Vanity Metric

## Leadership Essentials

*(Leadership)*

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

## Leadership Tool Kit

*(Leadership)*

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

## Learning Essentials

*(Human Resources)*

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

## Learning Applied

*(Human Resources)*

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

## Marketing Essentials

*(Business Skills)*

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





## Marketing Skills Applied

*(Business Skills)*

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

## Marketing Skills Mastery

*(Business Skills)*

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

## Mastering Happiness

*(Personal Development)*

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

## Mindfulness

*(Business Skills)*

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

## Networking

*(Personal Development)*

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

## Nurturing Talent

*(Human Resources)*

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

## One-Minute Learning

*(Personal Development)*

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







## Online Social Presence

*(Personal Development)*

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

## OSHA-Workplace Safety

*(Safety and Compliance)*

- OSHA Worker Rights & Protection
- Fall Prevention
- PPE (Personal Protective Equipment)
- OSHA Severe Injury Reporting & Record Keeping
- Trenching & Excavation
- First Aid: CPR
- Spills & Hazardous Waste (HAZWOPER)
- Chemical Hazards & Toxic Substances
- Occupational Noise Exposure
- The Dangers of Working in the Heat

## Performance Management

*(Human Resources)*

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

## Personal Finances

*(Personal Development)*

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

## Presentation Skills

*(Personal Development)*

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

## Project Management Applied

*(Business Skills)*

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

## Project Management Essentials

*(Business Skills)*

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

## Project Management Mastery

*(Business Skills)*

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

## Quality Management Essentials

*(Business Skills)*

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

## Recruitment 101 Essentials

*(Human Resources)*

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





## Remote Leadership

*(Leadership)*

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

## Retail Essentials

*(Sector Specific)*

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

## Retail Applied

*(Sector Specific)*

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

## Retail Mastery

*(Sector Specific)*

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

## Risk & Uncertainty

*(Personal Development)*

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

## Safety Leadership

*(Leadership)*

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

## Sales Skills Applied

*(Sales and Service)*

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

## Sales Essentials

*(Sales and Service)*

- Sales Listening Skills
- Creating your Pipeline
- Managing your Pipeline
- The Sales Pitch
- Effective Presentations
- Selling the Proposed Solution
- Building Benefits
- Keeping Prospects Engaged
- Closing Difficult Deals
- Importance of Sharing Sales Feedback

## Sales Mastery

*(Sales and Service)*

- Shortening your Sales Cycle
- Sales Strategies - The Power of Resellers
- Sales Methodologies
- Understand why Deals are Lost
- How to sell ethically
- Emotional Intelligence for Sales Success
- Virtual Selling
- Mastering Cold Calling
- Dealing with Sales Fear
- Resilience in Sales
- Mastering Cold Emailing
- Value-Based Selling
- Reducing Sales Friction
- Automating Sales Processes
- Designing your Sales Dashboard
- Cross-Selling, Upselling & Account Growth





## Teamwork Essentials

*(Business Skills)*

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

## Teamwork Applied

*(Business Skills)*

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

## The Leadership Role Model

*(Leadership)*

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

## Well-being Essentials

*(Personal Development)*

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

## Work Ethic

*(Human Resources)*

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

## Workplace Safety Essentials

*(Safety and Compliance)*

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

## Workplace Health

*(Safety and Compliance)*

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





### Corporate Risk

*(Business Skills)*

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

### Cybersecurity

*(Safety and Compliance)*

- The Risks of Shadow IT
- The Use of Passwordless Authentication
- How to work well with your IT Teams

### Introduction to Microsoft Software

*(Technology)*

- Introduction to Microsoft Teams

### Learning Applied

*(Human Resources)*

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

### OSHA-Workplace Safety

*(Safety and Compliance)*

- Bloodborne Pathogens
- Confined Spaces
- Electrical Safety
- Ladder Safety
- Machine Guarding

### Sales

*(Sales and Service)*

- Creating an Ideal Prospect Profile
- Working your Call List
- Sending Personalised Emails
- Video Prospecting
- Becoming a Subject Matter Expert
- The Power of Referrals
- Pre-Call Preparation & Planning
- Qualifying Your Lead
- Discovery: Presenting
- Follow Up, Follow Up, Follow Up
- SPIN Selling
- NEAT Selling
- SNAP Selling
- Challenger Selling
- Conceptual Selling
- Approach to Inbound & Outbound Sales
- Target Account Selling
- Gap Selling
- Cross Cultural Negotiations (when Selling)
- Sales Proposals
- Sales & Tech Tools
- The Art of Sales Forecasting
- Sales Dashboard & Analytics
- Networking in Sales
- Time Management in Sales

### Sales to Customer Success

*(Sales and Service)*

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

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



## WHY BUSINESS TOOLBOX?

Business Toolbox Ltd have been providing leading HR and learning software and services for nearly twenty-five years, we've seen it all. Our highly experienced team understand learning – from creating amazing content, delivering across multiple platforms to analysing assessment results. We will get you up and running in no time, and help you become an all-star trainer.

We are the authorised TalentLMS Partner here in New Zealand – providing the same award-winning software but with local helpdesk support and implementation services.

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**Any Questions? Reach out anytime!**

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