Excelligence

*Learn*IN bytes

COURSE CATALOG

a digital course library of 550+ micro courses

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Excellence

The Learn-in-Bytes digital library of 550+ micro learning courses is an excellent resource for very informative learning on a very wide-range of business specific disciplines.

The library of courses is designed to be:

- **Time-conscious...** with a distinct focus on short, engaging "byte-sized" learning. Courses are no longer than 15 minutes, rich in content and in easy to consume animated mode, making information easily digestible and reducing cognitive overload

- **Insightful...** each topic is well researched with insightful information from subject matter experts, to ensure intended skills and knowledge are transferred.

"Learning today to enrich and empower tomorrow"

Version 1000-1

550+	08
Micro Courses	**knowledge & skills enrichment areas**

- Financial Management
- Business Management
- Sales & Retail Mang.
- Leadership
- Human Resources
- Personal Development
- Technology
- Workplace Health

Course Catalog

1.0 Financial Skills Enrichment

1.1 Business Finance

Finance Essentials
1. Basics of Financial Management (FE001)
2. Flow of Money (FE002)
3. Key Financial Statements (FE003)
4. The Importance of Cash Flow (FE004)
5. The Value of Budgeting (FE005)
6. Vulnerable Customers and Finance (FE006)
7. Risk Management (FE007)
8. The Basics of Accounting (FE008)
9. Financial Ratios (FE009)
10. Financial KPIs - Measuring Performance (FE010)

Finance Applied
1. Working Capital Management (FA001)
2. Risk & Financial Controls (FA002)
3. Short-Term Cash Monitoring (FA003)
4. Common Financial Management Systems (FA004)
5. Finance & The Role of Bookkeeping (FA005)

Financial Compliance
1. Financial Regulation Frameworks (FC001)
2. KYC - Know Your Customer (FC002)
3. Tax Evasion (Domestic & International) (FC003)
4. Accounting Ethics (FC004)
5. Finance Roles - Pre-Employment Checks (FC005)
6. Gifts & Hospitality (FC006)
7. Anti-Corruption (FC007)
8. Dealing with Consumer Fraud (FC008)
9. Trade Surveillance & Rogue Trading (FC009)
10. Greenwashing (FC010)

1.2 Personal Finance

Personal Finances
1. Good Money Habits: Personal Budget Management (PF001)
2. Setting Financial Goals (PF002)
3. Tackling Debt (PF003)
4. Learning to Save (PF004)
5. The Importance of Pensions (PF005)

2.0 Business Skills Enrichment

2.1 Entrepreneurship

1. The Five Ps: Persistence, Patience, Purpose, People & Profits (ENT01)
2. The Entrepreneurial Mindset (ENT02)
3. Being Curious (ENT03)
4. The Power of Imagination (ENT04)
5. Being Self-Aware (ENT05)
6. The Power of Influence (ENT07)
7. Taking Calculated Risks (ENT08)
8. Being Prepared to Fail (ENT09)
9. Turning Ideas into Action (ENT10)

2.2 Business Innovation

1. The 7 Skills of Critical Thinking (BI001)
2. Creative Thinking (BI002)
3. Critical Observation (BI003)
4. Being Adaptable (BI004)
5. Driving Innovation (BI005)
6. Thinking Logically (BI006)
7. Problem-Solving (BI007)
8. Dealing with Uncertainty (BI008)
9. Being Resourceful (BI009)
10. The Power of Analysis (BI010)

2.3 Teamwork

Teamwork Applied
1. High-Performing Teams Framework - Forming (TA001)
2. High-Performing Teams Framework - Storming (TA002)
3. High-Performing Teams Framework - Norming (TA003)
4. High-Performing Teams Framework - Performing (TA004)
5. High-Performing Teams Framework - Adjourning (TA005)

Teamwork Essentials
1. The Power of Teamworking (TWE01)
2. Setting Common Goals (TWE02)
3. Collaboration (TWE03)
4. Celebrating Differences and Diversity (TWE04)
5. Building Trust and Respect (TWE05)
6. Roles and Responsibilities (TWE06)
7. Communicating Openly (TWE07)

8. Encouraging Different Opinions (TWE08)
9. Dealing with Difficult Personalities (TWE09)
10. Celebrating Success (TWE10)
11. What is a Millennial? (Including Values) (TWE11)
12. Communicating with a Millennial (TWE12)
13. Millennials and Technology (TWE13)
14. Training Millennials (TWE14)

2.4 Marketing

Marketing Essentials
1. Your Shop Window, Your Website (ME001)
2. Do Your Research (Brand and Product) (ME002)
3. Know Your Customers (ME003)
4. The Power of Social Media (ME004)
5. Curating the Right Content (ME005)
6. The Role of Partnerships (ME006)
7. Brand Ambassadors (ME007)
8. The Power of Networking (ME008)
9. Show, Don't Tell (ME009)
10. Introduction to Marketing Automation (ME010)

Marketing Skills Applied
1. Developing Your Marketing Strategy (MSA01)
2. Planning Campaigns (MSA02)
3. SEO and PPC (MSA03)
4. Digital Marketing: LinkedIn and Social Media (MSA04)
5. Customer Insights and Analysis (MSA05)
6. Digital Optimization (MSA06)
7. Content Marketing (MSA07)
8. Email Marketing (MSA08)
9. Influencer and Affiliate Marketing (MSA09)
10. Viral Marketing (MSA10)

Marketing Skills Mastery
1. The Marketing Funnel - From the Top to the Bottom (MSM01)
2. The Power of Pillar Pages (MSM02)
3. Campaign Management (MSM03)
4. Inbound vs. Outbound Marketing (MSM04)
5. Creating High-Value Content (MSM05)
6. Content Management Systems (MSM06)
7. Content Communities (MSM07)
8. AI-Powered Copy (MSM08)
9. The Power of User-Generated Content (MSM09)
10. The Different Content Marketing Strategies (MSM10)
11. Copywriting Essentials (MSM11)

12. Brand Building Basics Part 1 (MSM12)
13. Brand Building Basics Part 2 (MSM13)
14. Getting Hands-On with PPC (MSM14)
15. Getting Hands-On with Google Ads (MSM15)
16. Getting Started with Google Analytics 4 (MSM16)
17. The Power of Google Analytics 4 (MSM17)
18. The Role of Product Marketing (MSM18)
19. Conducting a Successful Outreach Campaign (MSM19)
20. Video Marketing (MSM20)

2.5 Project Management

Project Management Applied
1. Project Management Methodologies Part 1 (PMA01)
2. Project Management Methodologies Part 2 (PMA02)
3. Activity and Resource Planning (PMA03)
4. Organizing and Motivating a Team (PMA04)
5. Time Management in Projects (PMA05)
6. Developing a Budget (Cost Estimating) (PMA06)
7. Ensuring Customer Satisfaction (PMA07)
8. Managing Project Risk (PMA08)
9. Monitoring Progress (PMA09)
10. Producing Reports (PMA10)

Project Management Essentials
1. Initiating a Project (PME01)
2. Planning a Project (PME02)
3. Executing a Project (PME03)
4. Monitoring a Project (PME04)
5. Closing a Project (PME05)
6. Project Management Mastery
7. Agile in Practice (PMM01)
8. Kanban in Practice (PMM02)
9. Scrum in Practice (PMM03)
10. Waterfall in Practice (PMM04)
11. Choosing the Right Project Methodology (PMM05)

2.6 Performance Analysis

Data Analysis
1. Data Literacy (DA001)
2. The Power of Big Data (DA002)
3. Visualizing Data (DA003)
4. Data Ownership (DA004)

5. The 5 Cs of Report Writing (DA005)
6. Developing Research Skills (DA006)
7. The Basics of Business Writing (DA007)
8. The Stages of Report Writing: Investigating, Planning, Writing and Revising (DA008)
9. Report Writing: The Power of Visuals (DA009)
10. Business Analysis Technique - MOST & SWOT (DA010)
11. Business Analysis Technique - PESTLE (DA011)
12. Business Analysis Technique - MoSCoW (DA012)
13. Business Analysis Technique - The 5 Whys (DA013)
14. Business Analysis Technique - Six Thinking Hats (DA014)
15. Qualitative & Quantitative Data Analysis (DA015)
16. Methods of Analyzing Qualitative & Quantitative Data (DA016)
17. Descriptive and Exploratory Data Analysis Techniques (DA017)
18. Inferential and Predictive Data Analysis Techniques (DA018)
19. Causal and Mechanistic Data Analysis Techniques (DA019)

KPIs & OKRs
1. OKRs vs KPIs (KO001)
2. OKRs - Vision, Planning & Measuring (KO002)
3. Types of OKRs - Committed & Aspirational (KO003)
4. How to Write Effective OKRs (KO004)
5. OKRs and Going Beyond Vanity Metrics (KO005)

2.7 Business Continuity Management

Business Continuity Essentials
1. Introduction to Business Emergency Preparedness Planning (BC001)
2. Developing a Contingency Plan (BC002)
3. Managing Business Resilience (BC003)
4. Dealing With Business Continuity and Disaster Recovery (BC004)
5. The Incident Manager's Tool Kit (BC005)

Business Continuity Applied
1. Incidents & The Importance of Accurate Information (BCA01)
2. The Challenges of Communication during an Incident (BCA02)
3. Testing Business Continuity (BCA03)
4. Integrated Response & Recovery (BCA04)
5. Dealing with Supply Chain Disruptions (BCA05)

2.8 Microsoft Office Essentials

Introduction to Microsoft Software
1. Introduction to Microsoft Outlook (ITS39)
2. Introduction to Microsoft OneDrive (ITS40)

Microsoft Excel Made Easy
3. Introduction to Excel - Basic Navigation (Part 1) (ITS01)
4. Introduction to Excel - Basic Navigation (Part 2) (ITS02)
5. Introduction to Excel - Basic Navigation (Part 3) (ITS03)
6. Excel Essentials - Basic Formulas (ITS04)
7. Excel Essentials - Advanced Formulas (ITS05)
8. Excel Essentials - Data Visualization (ITS06)
9. Excel Essentials - Pivot Tables (ITS07)
10. Excel Essentials - VLOOKUP Function (ITS08)
11. Excel Essentials - Conditional Formatting (ITS09)
12. Excel Essentials - Data Tools (ITS010)
13. Excel Essentials - Review & Comment (ITS11)

Microsoft Word Made Easy
1. Introduction to Word - Basic Navigation (ITS11)
2. Application of Word in Practice - Formatting Text (Part 1) (ITS12)
3. Application of Word in Practice - Formatting Text (Part 2) (ITS13)
4. Application of Word in Practice - Inserting Objects (ITS14)
5. Application of Word in Practice - Page Layouts, Review & Comment (ITS15)

Microsoft PowerPoint Made Easy
1. Introduction to PowerPoint - Basic Navigation (ITS16)
2. Application of PowerPoint in Practice - Working with Templates and Transitions (ITS17)
3. Application of PowerPoint in Practice - Inserting Objects (ITS19)
4. Application of PowerPoint in Practice - Tables & Charts (ITS20)

2.9 Environment & Sustainability

1. Wishcycling (ES001)
2. Sustainability & Innovation (ES002)
3. The Benefits of Becoming a B Corp (ES003)
4. Going Net Zero (ES004)
5. Sustainable Construction (ES005)

2.10 Quality Management Essentials

1. Quality Control Planning (QME01)
2. Quality Control (QME02)

3. Quality Assurance (QME03)
4. Quality Control vs. Quality Assurance (QME04)
5. Quality Improvement (QME05)

2.11 Contract Management Essentials

1. Creating a Contract (COM01)
2. Contract Collaboration (COM02)
3. Contract Execution (COM03)
4. Contract Tracking & Management (COM04)
5. Contract Renewal (COM05)

2.12 Google Suite Essentials

1. Google Suite Overview & Google Calendar (ITS21)
2. Introduction to Google Docs Part 1 (ITS22)
3. Introduction to Google Docs Part 2 (ITS23)
4. Introduction to Google Docs Part 3 (ITS24)
5. Introduction to Google Docs Part 4 (ITS25)
6. Introduction to Google Docs Part 5 (ITS26)
7. Introduction to Google Sheets Part 1 (ITS27)
8. Introduction to Google Sheets Part 2 (ITS28)
9. Introduction to Google Sheets Part 3 (ITS29)
10. Introduction to Google Sheets Part 4 (ITS30)
11. Introduction to Google Sheets Part 5 (ITS31)
12. Introduction to Google Slides Part 1 (ITS32)
13. Introduction to Google Slides Part 2 (ITS33)
14. Introduction to Google Slides Part 3 (ITS34)
15. Introduction to Google Slides Part 4 (ITS35)
16. Introduction to Gmail (ITS36)
17. Introduction to Google Drive (ITS37)
18. Introduction to Google Meet (ITS38)

3.0 Sales & Retail Management

3.1 Sales & Service

Customer Service Applied
1. Using the Right Language (CSA01)
2. Nurturing Customer Relationships (CSA02)
3. Practicing Positivity (CSA03)
4. Achieving Clarity (CSA04)
5. Maintaining Composure (CSA05)

Customer Service Essentials
1. Maintaining Customer Service Across Channels (CSE01)
2. The Importance of Brand (CSE02)
3. Customer Relationships (CSE03)
4. Customer Loyalty (CSE04)
5. Effective Problem Solving (CSE05)
6. Handling Complaints Gracefully (CSE06)
7. Cross-selling and Up-selling (CSE07)
8. Managing Customer Expectations (CSE08)
9. Technology (CSE09)
10. Going beyond customer service (CSE10)

Customer Service Mastery
1. Understanding Customer Types (Personas) (CSM01)
2. Anticipating Customers' Needs (CSM02)
3. Customer Service Coaching (CSM03)
4. Managing Remote Customer Service Teams (CSM04)
5. Customer Service through Social Media (CSM05)
6. High-Touch Customer Service (CSM06)
7. Self-Service Customer Management (CSM07)
8. Empowering Customer Service (CSM08)
9. Tracking and Improving the Customer Experience (CSM09)
10. Customer Service is not a Cost Center (CSM10)

Sales Essentials
1. Sales Listening Skills (SE001)
2. Creating Your Pipeline (SE002)
3. Managing Your Pipeline (SE003)
4. The Sales Pitch (SE004)
5. Effective Presentations (SE005)
6. Selling the Proposed Solution (SE006)
7. Building Benefits (SE007)
8. Keeping Prospects Engaged (SE008)
9. Closing Difficult Deals (SE009)
10. Importance of Sharing Sales Feedback (SE010)

Sales Mastery
1. Shortening your Sales Cycle (SM001)
2. Sales Strategies - The Power of Resellers (SM002)
3. Sales Methodologies - SPIN, SNAP, Sandler, MEDDIC, Conceptual and Customer Centric (SM003)
4. Understand Why Deals are Lost (SM004)
5. How to Sell Ethically (SM005)
6. Emotional Intelligence for Sales Success (SM006)
7. Virtual Selling (SM007)
8. Mastering Cold Calling (SM008)
9. Dealing with Sales Fear (SM009)
10. Resilience in Sales (SM010)
11. Mastering Cold Emailing (SM011)
12. Value-Based Selling (SM012)
13. Reducing Sales Friction (SM013)
14. Automating Sales Processes (SM014)
15. Designing your Sales Dashboard (SM015)
16. Cross-Selling, Upselling and Account Growth (SM016)

Sales Skills Applied
1. Researching Your Prospect (SSA01)
2. How to Build Rapport (SSA02)
3. Questioning Skills (SSA03)
4. Prioritizing Prospects (SSA04)
5. Obtaining Commitment (SSA05)

3.2 Retail Services

Retail Applied
1. Adopting a 'Customer First' Mindset (RA001)
2. Commercial and Product Awareness (RA002)
3. Coaching Retail Employees (RA003)
4. The Importance of Store Windows (RA004)
5. GDPR in a Retail Environment (RA005)
6. Ethical Retail (RA006)
7. Attention to Detail (RA007)
8. Using your Initiative (RA008)
9. Handling Complaints – Taking Ownership (RA009)
10. The Self-Service Experience (RA010)

Retail Essentials
1. Greeting Customers (R0001)
2. Service at the Cash Register (R0002)
3. Connecting with Customers (R0003)
4. Giving Advice (Confidently) (R0004)

5. Dealing with Stressful Situations (R0005)
6. The Importance of Procedures (R0006)
7. The Basics of Commercial Awareness (R0007)
8. Developing Product Knowledge (R0008)
9. The Desire to Help Others (R0009)
10. Service with a Smile (Even When Tired) (R0010)

Retail Mastery
1. Social Commerce (RM001)
2. Online Stores in Offline Spaces (RM002)
3. Hyper-Personalization & Hyper-Localization (RM003)
4. Retail & Augmented Reality (RM004)
5. Creating a Retail Experience - Not just Shopping (RM005)

4.0 Leadership

Adaptive Leadership
1. What is Adaptive Leadership? (AL001)
2. Using Authority and Power (Taking Chances) (AL002)
3. Overcoming Resistance to Shared Responsibility (AL003)
4. Learning through Self-Correction (AL004)
5. Building a Culture of Adaptability (AL005)

Coaching Essentials
1. Introduction to Coaching (CE001)
2. Using Coaching Models (CE002)
3. Establishing a Coaching Culture (CE003)
4. Building Trust and Rapport (CE004)
5. Asking the Right Questions (CE005)
6. The Art of Listening (for Coaching) (CE006)
7. The Power of Silence (CE007)
8. The Importance of Goal Setting (CE008)
9. Creating Accountability (CE009)
10. Giving Effective Feedback (CE010)

Coaching Applied
1. Putting Emphasis on Holistic Wellness (CAP01)
2. Measuring Coaching Performance (CAP02)
3. How to Prepare for a Coaching Session (employee version) (CAP03)
4. The ROI of Coaching (CAP04)
5. Digital Coaching (CAP05)

Leadership Essentials
1. The Four Types Of Leader (LE001)
2. Delegation and Empowerment (LE002)
3. Humility (LE003)
4. Emotional and Cultural Intelligence (LE004)
5. Being Authentic (LE005)
6. Inspiring Others (LE006)
7. Taking Accountability (LE007)
8. Making Decisions (LE008)
9. Being Confident (LE009)
10. Being Brave (LE010)

Leadership Toolkit
1. Managers vs. Leaders (LT001)
2. Conflict Management (LT002)
3. Effective Meetings (LT003)
4. Motivating Others (LT004)
5. Promoting Talent (LT005)
6. Leading by Example (LT006)

7. Facilitating Results (LT007)
8. Making Deals (LT008)
9. Leading Remote Teams (LT009)
10. Managing Change (LT010)

Remote Leadership
1. The Remote Leadership Model (RL001)
2. Building Trust at a Distance (RL002)
3. Remote Goal Setting (RL003)
4. Engaging Remote Workers (RL004)
5. Remote Team Communication (RL005)

Safety Leadership
1. What is Safety Leadership? (SFL01)
2. What is Behavioral Safety? (SFL02)
3. Building a Proactive Safety Culture (SFL03)
4. Understanding your Health and Safety Responsibilities (SFL04)
5. The Consequences of poor Health and Safety Practices (SFL05)

Situational Leadership
1. Situational Leadership - Telling Leadership (SL001)
2. Situational Leadership - Selling Leadership (SL002)
3. Situational Leadership - Participating Leadership (SL003)
4. Situational Leadership - Delegating Leadership (SL004)
5. Practicing Situational Leadership (SL005)

The Leadership Role Model
1. Leading with Respect and Respecting Others (LRM01)
2. Leading with Energy (LRM02)
3. Being Positive (LRM03)
4. Leading with Commitment (LRM04)
5. Using Humor (LRM05)
6. The Power of Patience (LRM06)
7. Recognizing and Rewarding Others (LRM07)
8. Leading with Empathy (LRM08)
9. Knowing when you're wrong (LRM09)
10. A Healthy Manager is a Good Manager (LRM10)

5.0 Human Resources

Employee Experience
1. Creating the Best Onboarding Experience (EE01)
2. Employee Experience: Space, Technology & Culture (EE02)
3. Helping Employees Belong (before they start) (EE03)
4. How to focus on outcomes instead of outputs (EE04)
5. The Rise of Flexible Benefits (EE05)
6. Employee Engagement Surveys (EE06)
7. Measuring the Employee Experience (EE07)
8. The Role of Employee Champions (EE08)
9. Putting the Human back into HR (EE09)
10. Increasing Retention through Journey Mapping (EE10)

Employee Termination
1. Having Tough Conversations (ET001)
2. Implementing a Performance Plan (ET002)
3. The Correct Way to Dismiss an Employee (ET003)
4. Disclosure of Dismissals (ET004)
5. Effective Exit Meetings (ET005)

HR Essentials
1. The Importance of Training (HRE01)
2. Adapting to Innovation (HRE02)
3. Performance Management (HRE03)
4. Handling Disciplinaries (HRE04)
5. Talent Management and Development (HRE05)
6. Bullying and Violence (HRE07)
7. Employee Engagement (HRE08)
8. Flexible and Remote Working (HRE09)
9. HR for Non-HR Managers (HRE10)

Hybrid Working
1. What is Hybrid Working? (HW001)
2. From Remote To Hybrid Working: The Role of Leadership (HW002)
3. Hybrid Working: Managing Employee Experiences (In-House vs. Remote) (HW003)
4. Creating an Inclusive Environment for the Hybrid Workforce (HW004)
5. The Perfect Hybrid Working Policy (HW005)

Learning Applied
1. Creating a Learning Strategy (LNA01)
2. The Flipped Classroom (LNA02)
3. Using Blended Learning (LNA03)
4. Synchronous vs. Asynchronous Learning (LNA04)
5. The Purpose of UX and UI in Learning (LNA05)

Learning Essentials
1. The Psychology of Learning (LNE01)
2. Learning Styles (LNE02)
3. The Power of Microlearning (LNE03)
4. Defining Learning Objectives (LNE04)
5. Learning ROI (LNE05)
6. Learning Culture in the Workplace (LNE06)
7. Learning and Employee Engagement (LNE07)
8. Promoting Social Learning (LNE08)
9. Growth Mindset (LNE09)
10. Removing the Barriers to Learning (LNE10)

Nurturing Talent
1. Encouraging Employee Stretch (NT001)
2. Don't Avoid Low Performance (NT002)
3. Identifying Employees' Personal Goals (NT003)
4. Fostering Peak Performance (NT004)
5. Learning to Let your Best People Leave (NT005)

Performance Management
1. Preparing for a One-to-One Meeting (Manager) (PM001)
2. Preparing for a One-to-One Meeting (Employee) (PM002)
3. Running an Effective One-to-One Meeting (PM003)
4. Effective questioning for One-to-One Meetings (PM004)
5. How to take good notes in a Meeting (PM005)
6. Having a Constructive Conversation About Low Performance (PM006)
7. Running One-to-One Meetings Remotely (PM007)
8. Manager vs. Coach vs. Mentor (PM008)
9. Managing Short & Long-Term Sickness (PM009)

Recruitment Essentials
1. Hiring Right, First Time (RE004)
2. Importance of Onboarding (RE005)

6.0 Personal Development

Career Management
1. Unlocking Your Potential (CM001)
2. Setting your Career Goals (CM002)
3. Discovering Your Strengths and Weaknesses (CM003)
4. The Importance of a Mentor (CM004)
5. Your Personal Brand Story (CM005)
6. Internal Interview Preparation (CM006)
7. Working Smart (CM007)
8. Personal Development Plans and Sticking to Them (CM008)
9. Setting Stretch Goals (CM009)
10. The Basics of MBTI & Career Development (CME17)
11. Interview Skills (RE001)
12. First Impressions (RE002)
13. Career Planning (RE003)

Character Strength
1. Learning to Let Go (M0003)
2. Learning to Stay Calm (M0005)
3. Living in the Moment (M0006)
4. Raising Low Self-Esteem (M0007)
5. Dealing with Grief (M0008)
6. Stress, Fear and Panic (M0009)
7. Feeling Lonely (M0010)

Communication Skills Applied
1. Communicating under Stress (CA001)
2. Using Body Language (CA002)
3. Interpreting Body Language (CA003)
4. Tone of Voice (CA004)
5. The Art of Storytelling (CA005)
6. Assertive Communication (CA006)
7. Managing Anger (CA007)
8. Emotional Literacy (CA008)
9. Managing Up (CA009)
10. Email Etiquette (CA010)

Emotional Intelligence
1. What is EQ? (EI001)
2. Self-Awareness (EI002)
3. Self-Regulation (EI003)
4. Emotional Intelligence: Motivation (EI004)
5. Emotional Intelligence: Empathy (EI005)
6. Social Skills (EI006)
7. Improving your EQ (EI007)

8. Conflict Management Using EQ (EI008)
9. Collaboration and Developing EQ in Teams (EI009)
10. Creativity and EQ (EI010)

Managing Personal Risk and Uncertainty
1. Embracing Risk and Uncertainty (RU001)
2. Risk and Decision-Making (RU002)
3. Managing your own Decisions (RU003)
4. Obstacles to Decision-Making (RU004)
5. The Rewards of Taking Risks (RU005)

Mastering Happiness
1. Finding your Purpose and Passion (MH001)
2. Finding Happiness Within Yourself (MH002)
3. Self-Limiting Beliefs (MH003)
4. Changing Negative Habits (MH004)
5. The Power of Self-Reflection (MH005)

Networking
1. Building Relationships and Networking (ENT06)
2. What is Networking? (NTW01)
3. Key Traits of a Successful Networker (NTW02)
4. Common Networking Pitfalls (NTW03)
5. Preparing to Network (Research and Prep) (NTW04)
6. Overcoming Shyness (NTW05)
7. Your Personal Elevator Pitch (NTW06)
8. Approaching People and Introductions (NTW07)
9. Carrying and Ending a Conversation (NTW08)
10. Following up with Your Connections (NTW09)
11. Virtual Networking (NTW10)

Online Social Presence
1. The Right Way to use Social Media (OSP01)
2. Building your Personal Brand (OSP02)
3. LinkedIn - Using your Best Profile to Promote your Business (OSP03)
4. LinkedIn and Social Media Networking (OSP04)
5. Social Media - Hints and Tips (to avoid) (OSP05)

Presentation Skills
1. Presentations and The Magic of Stories (PS001)
2. What Makes a Good Presentation? (PS002)
3. Presenting with Power: Hints and Tips (PS003)
4. Structuring your Presentations (PS004)
5. Setting up for Successful Presentations (PS005)
6. Dealing with Nerves (PS006)
7. Using Positive Visualization (PS007)
8. Power Posing (PS008)
9. The Art of Breathing (PS009)

10. Becoming a Master Orator (PS010)

Well-being Essentials
1. Eating Healthily (WE001)
2. Understanding Emotions (WE002)
3. The Importance of Sleep (WE003)
4. The Importance of a Good Work-life Balance (WE004)
5. The Importance of Exercise (WE005)
6. Dealing with Stress (WE006)
7. Well-being and Productivity (WE007)
8. Kicking Bad Habits (WE008)
9. The Dangers of Sitting Down (WE009)
10. Promoting Health and Well-being at Work (WE010)

Work Ethic
1. Being Punctual (WET01)
2. Meeting Deadlines (WET02)
3. Multitasking and Being Organized (WET03)
4. Self-Management (WET04)
5. Time Management (WET05)
6. Working Under Pressure (WET06)
7. Persistence and Resilience (WET07)
8. Avoiding Distractions (WET08)
9. Staying Motivated (WET09)
10. The Importance of Planning (WET10)

7.0 Technology

Artificial Intelligence Essentials
1. What is Artificial Intelligence? (AIE01)
2. What is Machine Learning? (AIE02)
3. Deep Reinforcement Learning (AIE03)
4. Harnessing the Power of AI (AIE04)
5. Ethics and Artificial Intelligence (AIE05)

Coding for Everyone
1. What is Coding? (COD01)
2. Understanding APIs (COD02)
3. HTML Development for Everyone (COD03)
4. PHP for Everyone (COD04)
5. JavaScript for Everyone (COD05)
6. Low-Code / No-Code Platforms (COD06)
7. Using SQL in Databases (COD07)
8. Coding: Ruby on Rails (COD08)
9. Open-Source Software (COD09)
10. Python for Everyone (COD10)

Cybersecurity
1. The Power of a Strong Password (CS001)
2. The Danger of Viruses and Malware (CS002)
3. Keeping Your Data Safe (CS003)
4. Keeping Your Mobile Safe (CS004)
5. The Risks of Ransomware (CS005)
6. Network Security and Cloud Computing (CS006)
7. Phishing and Anti-Spam Software (CS007)
8. Social Engineering (CS008)
9. Internet of Things Attacks (CS009)
10. Security and Compliance Audits (CS010)
11. Identity Theft (CS011)
12. GDPR (CS012)
13. Data Protection (CS013)
14. Data Breaches (CS014)
15. PCI DSS (Payment Card Compliance) (CS015)
16. Information Security (CS016)
17. Wi-Fi Security (CS017)
18. Use of External Drives (CS018)
19. Incident Management and Response (CS019)
20. Threat Surveillance (24/7 Monitoring) (CS020)
21. Penetration Testing (CS021)
22. Information Security Governance (CS022)
23. IT Disaster Recovery and Fallback (CS023)
24. Secure Remote Working (CS024)

25. Coding and Cybersecurity (CS025)
26. Responding to a Ransomware Attack (CS026)
27. Password Management Applied (CS027)
28. The risks of public WiFi and the use of VPNs (CS028)
29. Types of VPNs (CS029)
30. The Basics of Cryptography (CS030)
31. Choosing a Cloud Vendor (CS031)
32. Threat Monitoring (CS032)
33. Covert Crypto Mining (CS033)
34. Application Security Vulnerabilities (CS034)
35. Cybersecurity & Your Supply Chain (CS035)
36. Security Doesn't Stop at Work (CS036)

Design For Everyone
1. Web Design Basics (DFE01)
2. eCommerce Design (Best Practice) (DFE02)
3. Principles of Effective UI Design (DFE03)
4. Design & Accessibility (DFE04)
5. Designing and the Law (DFE05)

Digital Transformation Essentials
6. What is Digital Transformation? (DTE01)
7. Why Do You Need a Digital Culture? (DTE02)
8. The Four Types of Digital Transformation (DTE03)
9. Digital Disruption (DTE04)
10. The Design Thinking Mindset (DTE05)
11. What is a Digital Transformation Strategy? (DTE06)
12. The Power of Data Visualization (DTE07)
13. The Impact of Training on Digital Change (DTE08)
14. Leading a Digital Transformation (DTE09)
15. Is Digital Transformation Just Change? (DTE10)

8.0 Workplace Health & Safety

Compliance Essentials
1. Equality and Diversity (CME01)
2. Sexual Harassment (CME02)
3. Fire Safety Awareness (CME03)
4. Drug and Alcohol Abuse (CME04)
5. Anti-Bribery Practices (CME05)
6. Anti-Money Laundering (CME06)
7. Active Shooter (CME07)
8. Code of Conduct - Working Well with Everyone (CME08)
9. Whistleblowing (CME09)
10. Conflict of Interest (CME10)
11. Sexual Harassment - Employer Version (CME11)
12. Whistleblowing - The Business Version (CME12)
13. Drug & Alcohol Abuse - Employee Version (CME13)
14. Fire Warden: Roles & Responsibilities (CME14)
15. Environmental, Social & Corporate Governance (ESG) (CME15)
16. Compliance in Recruitment (CME16)
17. Return-to-Work Compliance (CME18)
18. Data Ownership: The Importance of Data Accuracy (CME19)
19. Contractor Management (CME20)
20. Managing Supply Chain Compliance (CME21)

OSHA-Workplace Safety
1. OSHA Worker Rights and Protection (OWS01)
2. Fall Prevention (OWS02)
3. PPE (Personal Protective Equipment) (OWS03)
4. OSHA Severe Injury Reporting and Record Keeping (OWS04)
5. Trenching and Excavation (OWS05)
6. First Aid: CPR (OWS06)
7. Spills & Hazardous Waste (HAZWOPER) (OWS07)
8. Chemical Hazards & Toxic Substances (OWS08)
9. Occupational Noise Exposure (OWS09)
10. The Dangers of Working in the Heat (OWS10)

Workplace Essentials
1. Slips, Trips and Falls (WPE01)
2. Use the Handrail (WPE02)
3. Cable Management (WPE03)
4. Reporting a Hazard (WPE04)
5. Manual Handling (WPE05)
6. Workstation Ergonomics (WPE06)
7. Don't Speed on Site (WPE07)
8. Driving and Using Your Phone (WPE08)

9. Don't Walk and Text (WPE09)
10. Going Remote (WPE10)

Workplace Housekeeping
1. The Importance of Workplace Housekeeping (WH001)
2. Workplace Inspections (WH002)
3. Near Misses and Workplace Safety (WH003)
4. The Role of Hygiene in the Workplace (WH004)
5. Washing your Hands (WH005)

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