



# AT A GLANCE CONTENT LIBRARY



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# MANAGEMENT & LEADERSHIP

## APPRAISALS SKILLS



- The DNA Of A Successful Appraisal
- Preparing For An Appraisal
- How To Structure The Appraisal Discussion
- How To Appraise Challenging Staff Members
- Following Up On An Appraisal
- How To Avoid Common Errors In Appraisals
- How To Have Difficult Conversations With Poor Performers
- Why Having Difficult Conversations Can Be Beneficial
- How To Hold An Effective Appraisal

## ASSERTIVENESS SKILLS



- Practical Assertive Techniques
- How To Become More Assertive As A Leader
- Using Assertiveness To Deal With Negativity
- How To Say No
- How To Assertively Deal With Aggression
- How To Be Assertive When You Are Shy & Introvert
- How To Be Assertive With Your Boss

## BUILDING HIGH PERFORMING TEAMS



- Understanding The Basic Needs Of Your Team
- Developing Your Team
- Dealing With A Team That Is Underachieving
- Taking A Proactive Approach With Teambuilding
- Implementing Team Values, Norms & Behaviours
- How To Create A High Performance Team Culture
- How To Conduct A Team Self-Evaluation
- Balancing Task, Team & Individuals - Adair's Leadership Model
- Douglas McGregor's Theory X & Y
- How To Give Your Team Some Vroom For Improvement
- Maslow's Hierarchy - 21st Century
- Dan Pink's New Model Of Motivation
- Herzberg's Motivational Theory
- The 5 Dysfunctions Of A Team
- How To Improve Employee Engagement
- Balancing Control & Freedom With Your Team
- How To Boost Team Morale
- What Stage Is Your Team At?
- Stages Of Team Development
- Cross Team Working
- Collaborative Working

## INTRODUCTION TO MANAGEMENT



- Advanced Communication Skills
- Conflict Management
- Delegation Skills
- Effective Coaching Skills
- Effective Remote Working
- Effective Time Management
- Emotional Intelligence
- Essential Communication Skills
- High Performing Teams
- Leadership Styles
- Leading Virtual Teams
- Management Vs Leadership
- Managing Change
- Managing Performance
- Motivation Masterclass
- Transitioning To The New Normal

## CHANGE MANAGEMENT SKILLS



- Understanding The Change Management Process
- Dealing With The Impact Of Change
- Selling The Need For Change
- Encouraging Engagement During Change
- Showing Leadership During Change
- Lewin's Change Management Model
- Lewin's Force Field Analysis
- The Change Curve
- Are Your Staff Resisting Change?
- How To Guide People Through Change
- Business Development & Continuous Improvement
- Managing Change

## COACHING SKILLS



- When To Coach And When To Tell
- How To Coach A Perfect 10
- Coaching High Performers
- Coaching Techniques - Example, Effect, Change
- Using The GROW Coaching Model
- Effective Questioning During Coaching
- What Is Coaching & Are You Doing It?
- The GROW Coaching Model
- How To Constructively Challenge In A Coaching Session
- Great Coaching Questions To Use At Work
- Coaching Techniques

# MANAGEMENT & LEADERSHIP

## COMMUNICATION SKILLS



- Which Communication Style Do You Use
- Communication Technique – Pause, Think, Act
- Active Listening – How To Really Do It
- Are You Using Negative Language Patterns?
- How Managers Say No Without Crushing Morale
- How Managers Empower Their Staff Through Open Questions
- How To Ask For Help In The Right Way
- Advanced Communication Skills – Big Picture v Detailed Thinking
- Advanced Communication Skills – Internal & External References
- Advanced Communication Skills – Understanding Pain & Pleasure
- Communication & Influence
- Influencing Skills
- ABC's Of Effective Communications
- Understanding People – How We Are Convinced By Something
- Understanding People – Move Towards V Move Away
- Why Having Difficult Conversations Can Be Beneficial
- How To Plan Out An Effective Communication
- Creating Clear Communications
- Tips For Improving Active Listening
- Understanding People – Do You Match Or Mismatch?
- Understanding People – External V Internal Reference
- Understanding People – Where Is Your Attention?
- Listening
- Types of Communication
- The Art of Listening - Part 1
- The Art of Listening - Part 2
- Written Communication - Informal
- Written communication – Purpose & Choice Of Style
- Written communication - Formal Vs Informal
- Reading Styles – Skimming

## EMOTIONAL INTELLIGENCE



- An Introduction To Emotional Intelligence
- Emotional Intelligence
- What Is Emotional Intelligence?
- Emotional Intelligence – Improving Your Social Skills
- Emotional Intelligence – Improving Your Self-Motivation
- Emotional Intelligence – Improving Your Self-Awareness
- Emotional Intelligence – Improving Your Self-Control
- Emotional Intelligence – Improving Your Empathy
- 7 Ways To Improve Your Emotional Intelligence
- Boost Your Social Skills
- Boost Your Self-Motivation
- Boost Your Self-Awareness
- Boost Your Self-Control
- Boost Your Empathy Skills

## EFFECTIVE MEETINGS SKILLS



- The DNA Of A Successful Meeting
- How To Run MAGIC Meetings
- How To Make Your Meetings More Effective
- How To Keep People On Task During Meetings
- Running More Productive Meetings
- How To Deal With Disruptive People In Meetings
- Using The 6 Thinking Hats In A Meeting
- Briefings
- Business Rhythm
- More Formal Meetings

## DELEGATION SKILLS



- A Delegation Framework
- 7 Ways To Delegate Work
- A Quick Delegation Audit Exercise
- Delegation: Overcoming Resistance
- The 7 Levels Of Delegation
- Level 1 – Managing Task & Person
- Level 2 – Confirming Confidence
- Level 3 – Their Recommendations
- Level 4 – Freedom With Checkpoints
- Level 5 – High Autonomy
- Level 6 – Checking Results
- Level 7 – Complete Control
- Allocating Tasks – The BALM Method
- Do You Delegate Effectively
- How To Check In To Ensure Progress Is Made
- Delegation Techniques
- Types Of Team

## MANAGING HYBRID TEAMS



- Multiple & Remote Teams
- The Five Characteristics Of Hybrid Working
- The Hybrid Working Model
- Five Skills You Need For Successful Hybrid Working
- Understanding The Impact Of Transitioning To A Hybrid Workplace
- The Benefits Of Hybrid Working For A Business
- What Is Hybrid Working & Why Do Employees Want It?
- How To Support Hybrid Working Schedules
- Leadership & Hybrid Working
- The Challenges Of Managing A Hybrid Team
- Establishing Accountability For Making Hybrid Working Work

# MANAGEMENT & LEADERSHIP

## FEEDBACK SKILLS



- Giving Constructive Feedback
- The Principles Of Great Feedback
- How To Give Quality Feedback
- Techniques To Use When Giving Feedback
- How People Feel When They Receive Feedback
- Giving & Receiving Feedback
- Delivering Negative Feedback
- Constructive Feedback
- Feedback Mechanisms

## TIME MANAGEMENT SKILLS



- Effective Time Management
- Time Stealers – How Do We Identify Them?
- Left Brain & Right Brain Thinking
- Setting Effective Goals
- How To Use A Time Log To Get More Done
- Management Of Self

## HANDLING DIFFICULT CONVERSATIONS



- Preparing For A Difficult Conversation
- How To Hold A Difficult Conversation
- How To Handle Difficult People
- How To Give Bad News In The Right Way
- How To Close A Difficult Conversation
- How To Assertively Deal With Aggression
- How To Have Difficult Conversations With Poor Performers
- Why Having Difficult Conversations Can Be Beneficial
- Difficult Conversations

## LEADERSHIP & MANAGEMENT SKILLS



- Leadership Vs Management Introduction
- Understanding Managerial Styles
- How Managers Build Trust Within Their Team
- Using Adair's Action Centred Leadership Model
- Dan Pinks New Model Of Motivation
- Douglas McGregor's Theory X & Y
- Maslow's Hierarchy – 21st Century
- The 5 Dysfunctions Of A Team
- Seven Habits Of Highly Effective People
- How To Manage Former Peers
- Leadership Vs Management – What Is The Difference?
- Managing Absence In The Right Way
- Customer & Stakeholder Management
- Decision Making
- Functions Of A Leader
- Future Focus
- Leadership Styles
- Managing Absence
- Operational Management: Approaches & Models
- Operational/Department Manager Attributes
- Organisational Culture
- Organisational Governance & Compliance
- Organisational Strategy
- Organisational Values & Ethics
- Reward & Recognition
- The Differences
- The Functional Approach to Leadership
- Are You Acting As A Role Model?
- Are You Being A Consistent Leader?
- Which Style Are You Using The Most?

## MANAGING CONFLICT



- Identifying And Dealing With A Blame Culture
- The 5 Options Of Conflict Resolution
- Key Skills Required When Handling Conflict
- Resolving Conflict Situations – Part 1
- Resolving Conflict Situations – Part 2
- What Is Conflict At Work?

## NEGOTIATION SKILLS



- Negotiating Styles
- Preparing To Negotiate
- How To Renegotiate Deadlines
- How To Negotiate More Effectively



# MANAGEMENT & LEADERSHIP

## PERFORMANCE MANAGEMENT SKILLS



- Managing Performance
- Getting Action From Your One To One Meetings
- How To Motivate Members Of Your Team
- Tackling Poor Performance
- The Performance Management Chat
- The First Step To Tackling Poor Performance
- The Poor Performance Chat
- How To Run An Effective One To One Meeting
- How To Manage People Older Than Yourself
- How To Handle Poor Performing Employees
- How To Gain Commitment From Your Staff
- How To Deal With Consistent Lateness
- Performance Management Techniques

## PROCESS IMPROVEMENT



- Cycle Of Continuous Improvement
- How To Review Your Current Processes
- Planning & Implementing Improvements To Your Processes
- Using Brainstorming To Create Ideas
- Reducing Waste In The Process
- Implementing The Deming Cycle For Continuous Improvement
- Urgent V Important Tasks
- Data Management & Technology
- Managing Processes
- Sharing Best Practice

## PERSONAL SKILLS



- Defining & Modelling Excellence
- How Managers Can Build Their Self-Confidence
- How Managers Fight Procrastination
- How To Be Assertive When You Are Shy And Introvert
- How To Be Assertive With Your Boss
- Are Your Goals SMART
- How To Manage Those Emails
- Seven Habits Of Highly Effective People
- Are You Having An Active Working Day?
- The Benefits Of A Lunchtime Walk
- Awareness Of Self
- Interpersonal Skills
- Learning Styles
- Personal Abilities
- Raising Concerns
- How To Create A Personal Development Plan
- Managing Your State Through Focus, Body, Language & Words
- Growth Vs Fixed Mindset

## PROBLEM SOLVING & INNOVATION



- Effective Problem Solving – Asking The 5 Whys
- How To Run A Brainstorming Session
- Thinking Styles – Hermann's Whole Brain Modelling
- Creative Thinking – De Bono's 6 Thinking Hats
- Using DeBono's 6 Thinking Hats
- Applying Root-Cause Analysis To Solve Problems
- Running Action Learning Sets to Solve Problems

## STORYTELLING FOR BUSINESS



- Connecting & Engaging With The Audience When Telling Stories
- Why Tell Stories – What's The Pay Off
- The DNA Of A Successful Story
- Storytelling For Business – A Model To Follow

## PRESENTATION SKILLS



- Planning A Presentation
- Structuring Your Presentation
- Strong Introductions To Your Presentations
- 3 Tips To Reduce Your Presentation Jitters
- Overcoming Your Presentation Nerves
- Overcoming Your Presentation Fears
- 4 Rules For Eye-Catching Presentations
- Presentations

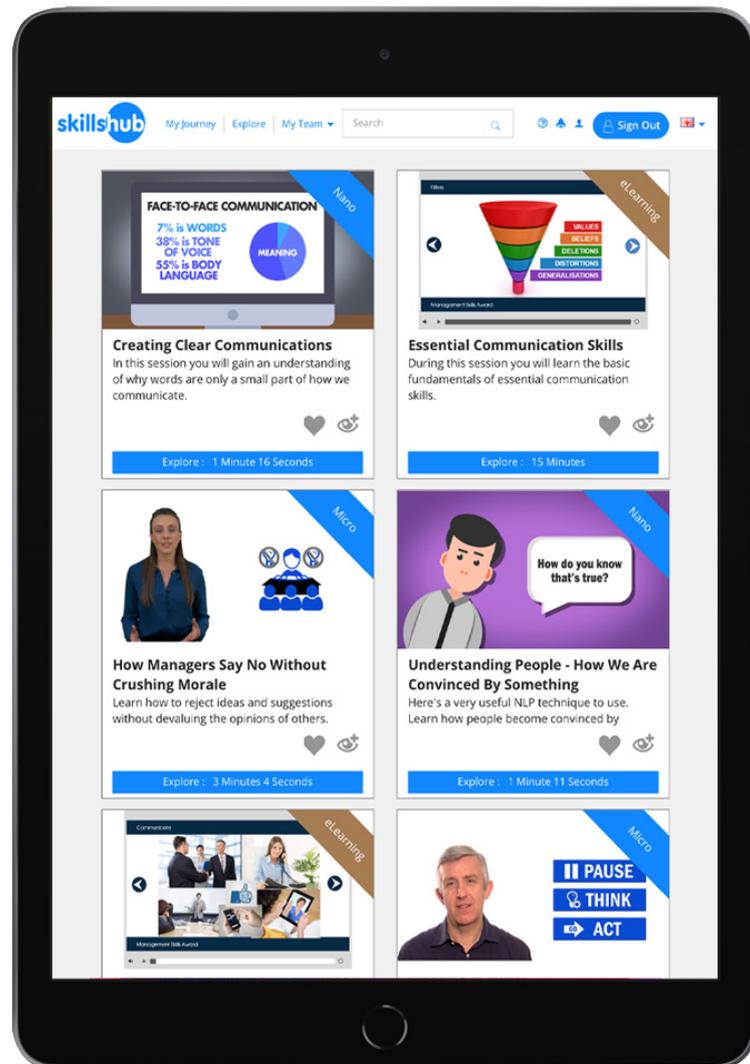
**“Skillshub’s content and platform is of the very highest standard. The CPD Certification Service is proud to support and partner with this innovative and modern approach to learning and development. In our view Skillshub provides an effective solution for today’s time poor workforce which is focused on taking action and implementing learning”**

# MANAGEMENT & LEADERSHIP

## STRESS MANAGEMENT SKILLS



- Recognising & Dealing With Stress
- Defining Stress & It's Effects
- Managing Your Own Stress Levels: Accepting What You Cannot Change
- Managing Your Own Stress Levels: Adapting To The Stressful Situation
- Managing Your Own Stress Levels: Altering The Situation
- Managing Your Own Stress Levels: Avoiding Unnecessary Stress
- Managing Your Own Stress Levels: Coping Networks
- Personality Types & Stress
- Building Resilience At Work
- HSE Stress Management Part 1
- HSE Stress Management Part 2
- Mental Health At Work – Overview
- Pressure & Stress
- The 6 Sources Of Workplace Pressure – Part 1
- The 6 Sources Of Workplace Pressure – Part 2
- What Pressure Are You Under? Part 1
- What Pressure Are You Under? Part 2
- The Pressure Curve
- The Three Primary Sources of Pressure
- Wellbeing – A Three-Pronged Approach
- Pressure & Stress Warning Signs
- Wellbeing & Resilience Strategies – Part 1
- Wellbeing & Resilience Strategies – Part 2
- Wellbeing & Resilience Strategies – Part 3



# MANUFACTURING & ENGINEERING

## MANUFACTURING & ENGINEERING



- Understanding How to Communicate In An Industrial Environment
- Understanding Rights & Responsibilities In An Industrial Environment
- Understanding Working Effectively In An Industrial Environment
- Understanding Working Relationships In An Industrial Environment
- A Brief History of LEAN
- Action Planning & Continuous Improvement
- Adjustments to Manufacturing Operations
- Allocating Roles
- Brainstorming
- Choosing A Visual Management System
- Common Faults & Handover of Information
- Competitive Edge
- Completing Risk Assessments
- Containment & Counter Measures
- Describe How The Cycle Time of a Process Can Be Defined
- Describe When Quality Control Documentation Should Be Completed
- Effective Team Working
- Evaluating Improvement Ideas
- Explain How to Challenge Fixed Ideas Without Causing Problems With Working Relationships
- Fishbone
- Describe When Quality Control Documentation Should Be Completed
- Effective Team Working
- Evaluating Improvement Ideas

- Explain How to Challenge Fixed Ideas Without Causing Problems With Working Relationships
- Fishbone
- Flow Charts
- Understanding Health and Safety in an Industrial Environment
- Flow Process Analysis - How to Do It
- Flow Process Analysis - Improvement Opportunities
- Hazards & Risks
- Introducing LEAN
- Lean Within Business Organisation
- Measures of Performance
- No 'I' In Team
- Obtaining & Interpreting Necessary Instructions, Specifications & Procedures
- PDCA & Action Planning
- Problem Solving
- Problems & Avoiding Them
- Problems & Dealing With Them
- Problems & How to Deal With Them



ENGINEERING & MANUFACTURING  
Common Faults & Handover of Information

START SESSION →

WHAT'S IN A SESSION ?

# RETURNING TO THE WORKPLACE

## RETURNING TO THE WORKPLACE



- Returning Back To The Workplace
- Supporting Your Team Back To The Workplace

## SUPPORTING YOUR TEAM BACK TO THE WORKPLACE

START

Supporting your people back into the workplace after lockdown or furlough.



# SALES EFFECTIVENESS

## INTRODUCTION TO SALES



- How Is A Sale Made?
- Understanding The Sales Process
- Understanding The Modern Day Buyer
- Effective Planning & Preparation For The Sale
- Understanding Benefits V Features
- Effective Sales Interactions
- Building Pain & Pleasure Within The Sales Interaction
- Selling Is About Pulling Not Pushing
- Overcoming Objections
- Using Emotion & Logic To Influence
- How To Ask For The Sale
- The Importance Of Follow Up

## COLD CALLING & PROSPECTING



- Developing A Calling Framework To Use
- 3 Powerful Tips For Setting Appointments On The Telephone
- 3 Useful Hints For Leaving Your Prospect A Voicemail
- 4 Quick Tips On Gaining More Referrals Than You Can Handle
- 6 Phrases You Must Avoid When Speaking With The Decision Maker
- Cold Calling – How to Open Your Call
- How To Cement Your Appointments In Stone
- How To Close A Direct Sale
- The Gatekeeper Screen
- How To Identify A Gatekeeper Screen
- How To Get Through A Gatekeeper Screen
- How to Get Your Voicemails Returned
- How To Overcome Objections
- How To Sell An Appointment
- Keeping Your Pipeline Full
- Make Your Sales Scripts Sound Unrehearsed
- On Your Way To The Telephone
- Pre-Call Planning & Preparation
- How To Open Your Calls
- Pre Call Planning & Objective Setting
- 5 Prospecting Mistakes To Avoid
- Qualifying Decision Makers
- Successful Follow Up Calls
- We're Happy With Our Current Supplier...What Next?
- Keeping In Touch Without Stalking
- Prospecting – Why You Should Lose "Touching Base"
- How To Sell An Appointment & Not What You're Selling
- Social Selling
- Uncovering The Needs & Wants Of Your Prospects

## TERRITORY MANAGEMENT



- What Is Territory Management?
- Territory Management – Best Practices

## CONSULTATIVE SELLING SKILLS



- Why Use The Consultative Selling Approach
- Consultative Selling Skills – The PULSE Model
- Consultative Selling PULSE Model – Position
- Consultative Selling PULSE Model – Understand
- Consultative Selling PULSE Model – Leverage
- Consultative Selling PULSE Model – Solution
- Consultative Selling PULSE Model – Evolve
- Consultative Selling Reminders

## GAINING AN UNFAIR ADVANTAGE



- 10 Customer Wants In Addition To Lowest Price
- From Sales Person To Trusted Advisor
- How To Bash The Competition Without Bashing Them
- How To Remove Existing Supplier Relationships
- How To Remove Your Competitors From The Equation
- Keeping Your Prospects Warm During The Sales Cycle
- Why Speed Wins In Sales
- Understanding Your Numbers For Accelerated Results

## KEY ACCOUNT MANAGEMENT



- What Is Key Account Management?
- What Is The Role Of A Key Account Manager?
- Account Management Effectiveness

# SALES EFFECTIVENESS

## WINNING SALES PRESENTATIONS



- The 4 Elements Of A Sales Presentation
- Pre-Presentation Planning
- Pre-Presentation Preparation
- The DNA Of A Formal Sales Presentation
- Creating Dynamic Content For Your Presentation
- How To Overcome Nerves
- Creating A Powerful First Impression & Opening
- The Power Of Tonality
- The Power Of Your Body Language
- How To Connect With Your Audience
- How To Capture Your Audience's Attention
- Delivery Strategies Part 1
- Delivery Strategies Part 2
- Delivery Strategies Part 3
- How To Answer Challenging Questions?
- How To Handle Challenging People During Your Presentations?

## HANDLING OBJECTIONS SKILLS



- The Best Objection Handling Model To Use
- The First Thing To Do When Faced With An Objection
- Are Sales Objections A Bad Thing?
- Are Sales Objections A Good Thing?
- What Type Of Objections Do You Receive?
- How To Ask For Business
- How To Avoid Objections In The First Place
- How To Front Load Objections Into Your Interactions
- How To Handle The Objection & Move The Sale Forward
- How To Respond To "That Costs Too Much"
- Price Objection Or Price Shock?
- There Are Only Two Types Of Objections
- Different Types Of Closes & Their Effectiveness
- Technique – Feel, Felt, Found
- When To Walk Away From Price Only Customers
- Word For Word Responses To The Most Common Objections
- How To Isolate An Objection

## NEGOTIATION SKILLS



- Negotiation – A Vital Skill
- The 5 Stages For A Successful Negotiation
- Negotiation Stage 1 – Planning & Preparation
- Negotiation Stage 2 – Managing The Discussion
- Negotiation Stage 3 – Proposing Solutions
- Negotiation Stage 4 – Bargaining For Outcomes
- Negotiation Stage 5 – Summarising & Reaching An Agreement
- Different Negotiation Styles
- The 4 Possible Outcomes Of A Negotiation

## PREPARATION & MINDSET



- 3 Ways On Gaining More Info Without Asking A Single Question
- Changing Your Mindset & Approach Part 1
- Changing Your Mindset & Approach Part 2
- Common Reasons Why Sales People Fail
- Getting Organised
- Know Your Stuff
- Manage Your State
- Mentally Preparing For The Sale
- Overcome The Fear Of Rejection
- Planning & Preparing For A Sales Meeting Part 1
- Planning & Preparing For A Sales Meeting Part 2
- Successful Sales Habits
- The Pull Don't Push Attitude
- Understanding The DNA Of Sales
- Understanding The Science Of Your Selling
- What Is Your Sales Style?
- What It Takes To Be A Modern Day Sales Professional
- The Sales Mindset

# SALES EFFECTIVENESS

## SALES MANAGEMENT



- 7 Ways To Make Your Monday Morning Sales Meeting Buzz
- Supporting As A Sales Coach
- Sales Coaching Defined
- Running Effective Sales Coaching Sessions
- The 4 Stages Of A Complex Sale
- How To Carry Out A Complex Sale – Part 1
- How To Carry Out A Complex Sale – Part 2
- Field Accompaniments - Before The Visit
- Field Accompaniments – During The Visit
- Field Accompaniments – After The Visit

## UNDERSTANDING BUYERS



- How To Build Rapport
- Understanding Buyer Types
- Understanding Different Buyer Types Part 1 – Activist & Reflector
- Understanding Different Buyer Types Part 2 – Theorist & Pragmatist
- How Your Buyers Process Information – Big & Small Chunk Thinkers
- Understanding How Your Buyers Think
- Understanding The Modern Day Buyer Part 1
- Understanding The Modern Day Buyer Part 2

## RETAIL SALES

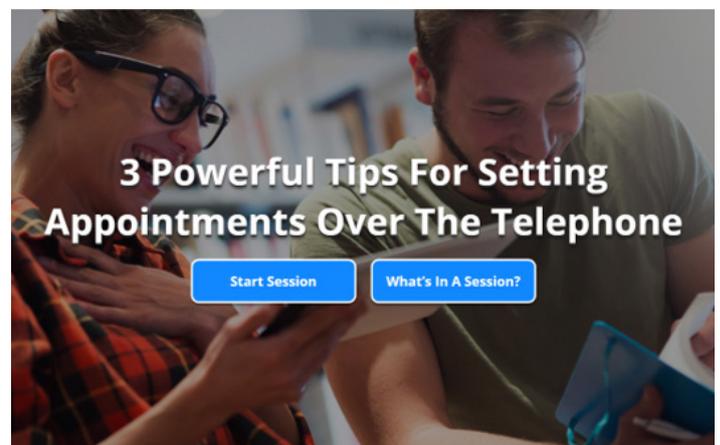


- The Key To Improving Retail Sales
- The Balance Between Sales & Service
- Product Knowledge
- Store Presentation & Merchandising
- Personal Presentation & Hygiene
- Behaviour & Body Language
- Health & Safety
- Understanding Your Competitors
- Meets & Greets - Approaching Customers
- Discovery - Unearthing Needs
- Offering The Solution
- Creating Interest With Features & Benefits
- Detecting & Overcoming Stalls To The Buying Process
- Closing The Sale
- Additional Selling Techniques
- Point Of Sale
- Phone Calls, Email & Internet Sales
- Handling Complaints

## SALES INTERACTIONS



- 10 Quick Tips On How Sales People Can Improve Their Listening Skills
- 7 Steps To Build And Maintain Connections With Your Clients
- Asking Questions
- Closing – How To Move The Sale Forward
- Creating A Sense of Urgency In The Sale
- Ditch The Pitch Approach
- Don't Talk About Your Solutions Too Early On
- Helping People To Buy
- How To Front Load Objections
- How To Reduce Your Price
- How To Respond To Why Should I Buy From You
- How To Respond When The Prospect Asks For A Discount
- Keeping Control When The Customer Says “Yes”
- Listening Mistakes Sales People Make
- Never Ask This Question When Closing
- Objection Handling Masterclass
- On Your Way To The Meeting
- Planned Not Canned Presentations
- Pre-Meeting Mindset & Objective Setting
- Preparing Your Small Talk
- Pull V Push Selling
- The Top Questions To Uncover Needs, Wants & Pain
- Using Email During The Sales Cycle
- Using Emotion & Logic To Influence Part 1
- Using Emotion And Logic To Influence Part 2
- Use This Word When Revealing The Price To Your Prospect



# PERSONAL DEVELOPMENT

## PERSONAL DEVELOPMENT



- Defining Stress & Its Effects
- Stress Levels: Coping Networks
- What Is Emotional Intelligence?
- An Introduction To Emotional Intelligence
- 7 Ways To Improve Your Emotional Intelligence
- Emotional Intelligence – Improving Your Empathy
- Emotional Intelligence – Improving Your Self-Awareness
- Boost Your Social Skills
- Boost Your Empathy
- Boost Your Self-Control
- Boost Your Self-Motivation
- Emotional Intelligence – Improving Your Self-Motivation
- Boost Your Self-Awareness
- Emotional Intelligence – Improving Your Social Skills
- Emotional Intelligence – Improving Your Self-Control
- Awareness Of Self
- Left Brain & Right Brain Thinking
- How To Run A Brainstorming Session
- Creative Thinking – De Bono's 6 Thinking Hats
- Thinking Styles – Hermann's Whole Brain Modelling

- Effective Problem Solving – Asking The 5 Whys
- The DNA Of A Successful Meeting
- How To Run MAGIC Meetings
- Cycle Of Continuous Improvement
- Defining & Modelling Excellence
- How To Review Your Current Processes
- Structuring Your Presentation
- Overcoming Your Presentation Fears
- Managing Your State Through Focus, Body Language & Words
- Tips For Improving Active Listening
- How To Assertively Deal With Aggression
- How To Be Assertive When You Are Shy & Introvert
- How To Be Assertive With Your Boss
- Time Stealers – How Do We Identify Them?
- Effective Time Management
- How To Use A Time Log To Get More Done
- Urgent V Important Tasks
- How To Manage Those Emails
- Are Your Goals SMART?
- Interpersonal Skills
- Learning Styles

# BRITISH VALUES

## PERSONAL DEVELOPMENT



- British Values Part 1 - Democracy
- British Values Part 2 - Respect & Tolerance
- British Values Part 3 - Rule of Law
- British Values Part 4 - Individual Liberty
- British Values - Prevent



# CUSTOMER SERVICE

## FUNDAMENTALS



- Being Open To Feedback
- Communication
- Customer Experience
- Dealing With Customer Conflict & Challenge
- Developing Yourself
- Equality
- Influencing Skills
- Interpersonal Skills
- Knowing Your Customers
- Meeting Regulations & Legislation
- Personal Organisation
- Presentation
- Product & Service Knowledge
- Right First Time
- Role & Responsibilities
- Team Working
- Understanding The Organisation

## FACE TO FACE



- Understanding Your Role As A Customer Service Professional
- What Do Our Customers Expect From Us?
- What Does Great Customer Service Look & Sound Like?
- Best Practice Customer Service Face To Face
- Dealing With Difficult Customers Face To Face
- Handling Customer Enquiries
- How To Handle A Complaint
- How To Develop Your Questioning & Listening Skills

## GDPR

### GDPR



- An Introduction To GDPR
- What Makes GDPR Different?
- What Is Considered As Personal Data?
- What Is A Data Subject?
- Your Role - Data Processor or Data Controller?
- Processing Data
- 6 Bases of Legal Data Processing
- Data Protection Principles
- New Data Subject Rights
- Data Breaches

## TELEPHONE SKILLS



- The Importance Of Top Quality Telephone Skills
- How To Answer A Call In The Right Way – First Impressions Count
- Best Practice Customer Service Over The Telephone
- Dealing With Difficult Customers Over The Telephone
- Effective Listening Skills
- Effective Questioning Skills
- How To Build Rapport Over The Telephone
- The 4 E's Of Effective Telephone Communication
- The Challenges Faced With Telephone Communication
- Taking Messages Over The Phone
- How To Put Callers On Hold & Transferring Calls
- Handling Customer Complaints – Investigating On The Telephone
- Handling Customer Concerns & Complaints – Responding On The Phone

## HUMAN RESOURCES

### HUMAN RESOURCES



- Social Media Awareness
- Email & The Internet
- Harassment & Bullying At Work
- Data Protection
- Bribery Act
- Understanding Cyber Security
- Health & Wellbeing
- Anti-Money Laundering
- Mental Health At Work
- Safeguarding Adults
- Safeguarding Children
- Alcohol And Drugs At Work
- Environmental Awareness
- Freedom Of Information Act
- The Modern-Day Slavery Act 2015



# EQUALITY, DIVERSITY & INCLUSION

## EQUALITY, DIVERSITY & INCLUSION



- An Introduction To Equality, Diversity & Inclusion
- The Equality Act
- Age Discrimination
- Bullying & Harassment
- Disability Discrimination
- Sex Discrimination
- Gender Reassignment Discrimination

- Marriage Or Civil Partnership Discrimination
- Pregnancy & Maternity Discrimination
- Race Discrimination
- Religion Or Belief Discrimination
- Stereotyping & Prejudice
- Sexual Orientation Discrimination
- Organisational Culture
- Unconscious Bias
- Inclusivity
- What is Neurodiversity?

# PROJECT MANAGEMENT

## PROJECT MANAGEMENT



- How To Estimate Work
- How To Manage Project Risks
- How To Manage Resources
- Managing Stakeholders
- Phase 1 – Project Initiation
- Phase 2 – Project Planning
- Phase 3 – Project Execution & Control
- Phase 4 – Project Closure
- Project Budgeting
- Project Planning Tools
- Setting Project Goals & Objectives
- The Different Phases Of A Project

- The DNA Of A Project Plan
- Tracking Progress Of Your Project
- Understanding Critical Path Analysis
- Understanding The Key Characteristics Of All Projects
- What Makes Up A Good Project Team?
- How To Run An Effective Project
- Project Management For Non-Project Managers
- Allocating Tasks – The BALM Method
- So You've Got A New Project – Now What?
- Project Life Cycle
- Implementing Operational Plans
- Simple Techniques
- Time To 'Do The Do' - Make The Project Happen

# FINANCE FOR NON FINANCE

## FINANCE FOR NON FINANCE



- An Introduction To Accountancy & Finance
- Understanding The 3 Main Accountancy Statements
- The DNA Of A Profit & Loss Statement
- The DNA Of A Balance Sheet
- The DNA Of A Cash Flow Statement
- Why Cash Doesn't Equal Profit
- Understanding Working Capital: What Is It? How Can We Manage It?
- Capital Expenditure v Revenue (Operating) Expenditure
- Finance & Funding
- Financial Forecasting

- Cost Behaviour (Fixed, Variable, Semi-Variable)
- How To Put Together A Budget
- Assessing Variances & Reforecasting The Budget
- The Effects Of Depreciation
- How Your Day To Day Decisions Impact Profit & Cash Flow
- Understanding Ratio Analysis & How To Use It
- The Definitions Of Commonly Used Financial Terms
- Data Analysis
- Cash Flow
- Budgets
- Financial Records
- Reviewing & Controlling Costs

# HEALTH & SAFETY

## ERGONOMIC WORKSPACE



- Introduction To An Ergonomic Workspace
- Setting Up Your Workspace – Preventing RSI At Work
- Setting Up Your Workspace – Reducing Eye Strain
- Setting Up Your Workspace – Adjusting Your Chair
- Correct Posture Whilst Sitting
- The Art Of Lifting

## FIRE SAFETY



- Fire Safety Legislation
- The Causes Of Fire
- The Fire Triangle
- The Classification Of Fires
- Fire Marshals
- Fire Safety – Your Responsibilities
- Fire Extinguishers
- Perception & Behaviour Of People In Fire Situations
- Means Of Escape & Evacuation
- Fire Doors

## COMPANY REQUIREMENTS



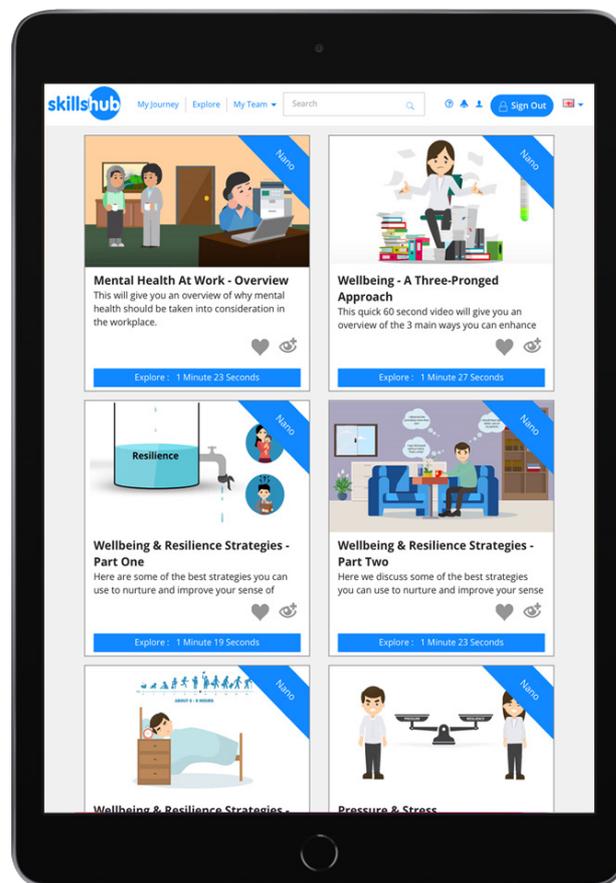
- The Health & Safety Act
- Employee Responsibilities
- Risk Assessments
- Workplace Hazards
- Safety Equipment & Systems
- Noise At Work
- Appointed First Aid

# HEALTH & WELLBEING

## HEALTH & WELLBEING



- Mental Health At Work – Overview
- Wellbeing – A Three-Pronged Approach
- Wellbeing & Resilience Strategies – Part One
- Wellbeing & Resilience Strategies – Part Two
- Wellbeing & Resilience Strategies – Part Three
- Pressure & Stress
- Three Primary Sources of Pressure
- Six Sources Of Workplace Pressure – Part One
- Six Sources Of Workplace Pressure – Part Two
- Pressure & Stress Warning Signs
- The Pressure Curve
- Building Resilience At Work
- 21st Century Assertiveness – Part One
- 21st Century Assertiveness – Part Two
- Are You Having An Active Working Day?
- The Benefits Of A Lunchtime Walk



- What Pressure Are You Under? Part One
- What Pressure Are You Under? Part Two
- HSE Stress Management Standards – Part One
- HSE Stress Management Standards – Part Two

# MICROSOFT EXCEL

## ESSENTIALS



### AVERAGE FUNCTION

START

### WORKBOOKS



- Understanding Workbooks
- Workbook Themes
- Viewing Multiple Workbooks
- Using AutoRecover

### WORKSHEETS



- Understanding Worksheets
- Sheet Names
- Viewing Multiple Worksheets
- Spell Check
- Zoom
- Splitting Your Worksheet
- How To Freeze Panes
- How To Group Worksheets
- Consolidating Worksheets

### FORMATTING CELLS



- How To Format A Cell
- Decimal Places
- How To Merge Cells
- Wrapping Text

### FIND & SELECT



- Using Find & Select

### PRINT



- Page Breaks
- Formatting The Print Area

### RIBBON



- Understanding The Ribbon
- Customising The Ribbon
- Quick Access Toolbar
- Using The Status Bar

### PROTECT



- Password Protecting
- Protecting A Workbook
- Protecting A Sheet
- Locking Cells
- Read-Only Workbooks

# MICROSOFT EXCEL

## FUNCTIONS & FORMULAS

### CELL REFERENCES



- How To Copy A Formula
- Using Hyperlinks
- Absolute References
- Cell References
- Adding A Column
- External References
- Address

### LOOKUP & REFERENCE



- Lookup & Reference Functions
- Vlookup Functions

### ROUND



- Rounding Function
- Reducing Decimals

### STATISTICAL



- Average Function
- Rank Function

### COUNT & SUM



- Count & Sum Functions
- Countif Function
- Running Totals
- Sumif Function
- Counting Characters
- SUM Function
- Count Blank And Nonblank Cells
- Not Equal To
- Count Cells With Text
- Sumproduct

### DATE & TIME



- Date & Time Functions
- Today's Date Function
- Date & Time Formats
- Last Day Of The Month

### LOGICAL



- OR Function
- Logical Functions
- Comparison Operators
- IFS Function
- Contains Specific Text
- Switch
- If Cell Is Blank
- Absolute Value

### TEXT



- Text Functions
- Counting Words
- Text To Columns
- Find
- Search
- Change Case
- Remove Spaces
- Compare Text
- Substitute Vs Replace
- Text
- Concatenate
- Substring

### ARRAY FORMULAS



- Array Formulas
- Count Errors
- Count Unique Values
- Count with OR Criteria
- Sum Every Nth Row
- Sum Largest Numbers
- Sum Range With Errors
- Sum With OR Criteria
- Most Frequently Occurring Word
- System Of Linear Equations

# MICROSOFT EXCEL

## DATA ANALYSIS

### SORT



- Sort
- Sort By Colour
- Custom Sort Order
- Reverse List
- Randomise List
- SORT Function

### FILTER



- Filter
- Number & Text Filters
- Date Filters
- Advanced Filter
- Data Form
- Remove Duplicates
- Outlining Data
- Subtotal
- Unique Values

### CONDITIONAL FORMATTING



- Conditional Formatting
- Manage Rules
- Data Bars
- Colour Scales
- Icon Sets
- Find Duplicates
- Shade Alternate Rows
- Compare Two Lists
- Conflicting Rules
- Heat Map

### PIVOT TABLES



- Tables
- Pivot Tables
- Group Pivot Table Items
- Multi-Level Pivot Table
- Frequency Distribution
- Pivot Chart
- Slicers
- Update Pivot Table
- Calculated Field/Item

### CHART



- Charts
- Column Chart
- Line Chart
- Pie Chart
- Bar Chart
- Area Chart
- Scatter Plot
- Data Series
- Axes
- Chart Sheet
- Trendline
- Error Bars
- Sparklines
- Combination Chart
- Gauge Chart

### COURSES



- Excel Data Analysis Fundamentals Course
- Excel Chart Course
- Excel Conditional Formatting Course
- Excel Filter Course
- Excel Pivot Tables Course
- Excel Essentials Course
- Introduction To Excel Course
- Excel Array Formulas Course
- Excel Cell References Course
- Excel Logical Course
- Excel Text Course
- Excel Fundamentals Course

