

eLearning Content Library

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LEADERSHIP & MANAGEMENT

- 1. Transitioning to Management – The First Year
- 2. Team Working Excellence
- 3. Managing Change
- 4. Delegation Skills
- 5. SMART Objectives
- 6. Implementing the Strategic Plan
- 7. Performance – Coaching & Goal Setting
- 8. Decision-making Excellence
- 9. Embedding Organisational Culture
- 10. Coaching Rising Stars

POLICY & COMPLIANCE

- 1. Anti-Money Laundering
- 2. Anti-Bribery
- 3. Security and Privacy Controls
- 4. Subject Access Requests
- 5. IT Security for the Remote Worker and Business Traveller
- 6. Mobile and Portable Device Security
- 7. Cyber Security Risks and Social Media
- 8. Freedom of Information Act
- 9. Prevent – Preventing Radicalisation & Extremism
- 10. Know Your Customer

PERSONAL DEVELOPMENT

- 1. Productivity and Time Management
- 2. Effective Communication
- 3. Conflict Management
- 4. Negotiation and Influencing People
- 5. Be Assertive the Right Way
- 6. Managing Stress
- 7. Developing Resilience
- 8. Coaching Skills
- 9. Emotional Intelligence
- 10. Business Writing Tips

HEALTH & SAFETY

- 1. Health and Safety
- 2. Slips, Trips and Falls
- 3. COSHH
- 4. Fire Safety
- 5. Basic First Aid
- 6. Manual Handling
- 7. Working at Height
- 8. Personal Protective Equipment (PPE)
- 9. Reporting of Injuries, Diseases and Dangerous Occurrences – RIDDOR
- 10. Display Screen Equipment (DSE)

HUMAN RESOURCES

- 1. New Employee On-boarding
- 2. Bullying and Harassment in the Workplace
- 3. Termination of Employment
- 4. Discipline and Grievance
- 5. Effective Absence Management
- 6. Whistleblowing
- 7. Right to Work
- 8. Performance Reviews
- 9. HR for Non-HR Managers
- 10. Effective Recruitment

GDPR & CYBER SECURITY

- 1. An introduction to GDPR
- 2. Preparing for GDPR
- 3. GDPR Roles and Responsibilities
- 4. GDPR Rights of the Data Subject
- 5. GDPR Data Breach Management
- 6. GDPR Consent for the use of Personal Data
- 7. GDPR Lawful Basis for Processing
- 8. Information Security Awareness
- 9. GDPR Scenarios
- 10. Cyber Security

DIVERSITY & INCLUSION

- 1. Diversity – A Manager's Guide
- 2. Unconscious Bias
- 3. Introduction to Disability Awareness
- 4. Introduction to Equality & Diversity
- 5. Introduction to Mental Health Awareness
- 6. Language & Terminology Snapshot
- 7. Visual Impairment Snapshot
- 8. Modern Slavery
- 9. Managing Stress & Anxiety in the Workplace
- 10. Mental Health First Aid in the Workplace

CUSTOMER SERVICE

- 1. Telephone Etiquette
- 2. Complaint Handling
- 3. Customer Service Success
- 4. Customer Loyalty
- 5. Vulnerable Customers
- 6. How to say "NO" in the right way
- 7. Assertive vs Aggressive
- 8. Develop a Simple Process for Escalation
- 9. Dealing with Angry People
- 10. Supporting your Front-Line Employees

MARKETING

- 1. Email Marketing
- 2. Social Media Marketing
- 3. Customer Marketing
- 4. Marketing Strategy
- 5. Know Your USPs
- 6. Marketing Essentials
- 7. Your 1 Page Marketing Plan
- 8. Your Detailed Marketing Plan
- 9. Getting the Most out of Exhibitions
- 10. Networking – Friend or Foe?

SALES SKILLS

- 1. Qualify Your Lead
- 2. FAB – Features, Advantages & Benefits
- 3. Objection Handling
- 4. Asking Questions
- 5. Always Be Closing
- 6. How to Influence
- 7. Do Your Research
- 8. Follow Up
- 9. Keeping in Touch
- 10. The Sales Pipeline

FOOD HYGIENE

- 1. Allergen Awareness
- 2. Food Safety and Hygiene Level 2
- 3. Food Safety and Hygiene for Catering Level 2
- 4. Food Safety and Hygiene for Retail Level 2
- 5. Food Safety and Hygiene for Manufacturing Level 2
- 6. Diet & Nutrition
- 7. Food Safety – Cross Contamination
- 8. How to Improve Your Food Hygiene Rating
- 9. Healthy Eating
- 10. Hazard Analysis & Critical Control Points (HACCP) Level 3

SAFEGUARDING

- 1. Introduction to Safeguarding Level 1
- 2. Introduction to Safeguarding Level 2
- 3. Designated Safeguarding Officer Training Level 3
- 4. Safeguarding Vulnerable Adults Level 1
- 5. Advanced Safeguarding Vulnerable Adults Level 2
- 6. Introduction to Safeguarding Children Refresher Level 1
- 7. Advanced Safeguarding Children Refresher Level 2
- 8. Safeguarding Children in Education
- 9. Child Sexual Exploitation Awareness
- 10. Safeguarding Children with Disabilities