



# Meet Workspace Essentials™

The 2020 collection\* of ready-made courses that cover the soft skills your teams need for **success at work**

## Applied Customer Service

Using the Right Language (Fall 2020)  
Nurturing Customer Relationships (Fall 2020)  
Practicing Positivity (Fall 2020)  
Achieving Clarity (Fall 2020)  
Maintaining Composure (Fall 2020)

## Applied Project Management

Project Management Methodologies1 (Winter 2020)  
Project Management Methodologies 2 (Winter 2020)  
Activity & Resource Planning (Winter 2020)  
Organizing & Motivating a Team (Winter 2020)  
Controlling Time Management (Winter 2020)  
Developing a Budget (Cost Estimating) (Winter 2020)  
Ensuring Customer Satisfaction (Winter 2020)  
Managing Project Risk (Winter 2020)  
Monitoring Progress (Winter 2020)  
Managing & Producing Reports (Winter 2020)

## Applied Sales Skills

Researching Your Prospect (Fall 2020)  
How to Build Rapport (Fall 2020)  
Questioning Skills (Fall 2020)  
Prioritizing Prospects (Fall 2020)  
Obtaining Commitment (Fall 2020)

## Business Innovation

The 7 Skills of Critical Thinking (Fall 2020)  
Creative Thinking (Fall 2020)  
Critical Observation (Fall 2020)  
Being Adaptable (Fall 2020)  
Driving Innovation (Fall 2020)  
Thinking Logically (Fall 2020)  
Problem Solving (Fall 2020)  
Dealing with Uncertainty (Fall 2020)  
Being Resourceful (Fall 2020)  
The Power of Analysis (Fall 2020)

## Coaching Essentials

Introduction to Coaching (Summer 2020)  
Using Coaching Models (Summer 2020)  
Establishing a Coaching Culture (Summer 2020)  
Building Trust & Rapport (Summer 2020)  
Asking the Right Questions (Summer 2020)  
The Art of Listening (Summer 2020)  
The Power of Silence (Summer 2020)  
The Importance of Goal Setting (Summer 2020)  
Creating Accountability (Summer 2020)  
Giving Effective Feedback (Summer 2020)

## Compliance Essentials

Equality & Diversity (Winter 2020)  
Sexual Harassment (Winter 2020)

Fire Safety Awareness (Winter 2020)  
Drug & Alcohol Abuse (Winter 2020)  
Anti-Bribery (Winter 2020)  
Anti-Money Laundering (Winter 2020)  
Active Shooter (Winter 2020)  
Code of Conduct (Winter 2020)  
Whistleblowing (Winter 2020)  
Conflict of Interest (Winter 2020)

## Customer Service Essentials

Maintaining CS Across Channels (Spring 2020)  
The Importance of Brand (Spring 2020)  
Customer Relationships (Spring 2020)  
Customer Loyalty (Spring 2020)  
Effective Problem Solving (Spring 2020)  
Handling Complaints Gracefully (Spring 2020)  
Cross-selling and Up-selling (Spring 2020)  
Managing Customers Expectations (Spring 2020)  
Technology (Spring 2020)  
Going beyond Customer Service (Spring 2020)

## Cybersecurity

The Power of a Strong Password (Spring 2020)  
The Danger of Viruses & Malware (Spring 2020)  
Looking after Your Data! (Spring 2020)  
Keeping Your Mobile Safe (Spring 2020)  
The Risks of Ransomware (Spring 2020)  
Network Security & Cloud Computing (Fall 2020)  
Phishing & Anti-Spam (Fall 2020)  
Social Engineering (Fall 2020)  
Internet of Things Attacks (coming soon)  
Security & Compliance Audits (Fall 2020)  
Identity Theft (Fall 2020)  
GDPR (Winter 2020)  
Data Protection (Winter 2020)  
Data Breaches (Winter 2020)  
PCI DSS (Payment Card Compliance) (Winter 2020)  
Information Security (Winter 2020)

## Data Analysis

Data Literacy (Winter 2020)  
The Power of Big Data (Winter 2020)  
Visualizing Data (Winter 2020)  
Data Ownership (Winter 2020)

## Entrepreneurship

The Five P's (Winter 2020)  
The Entrepreneurial Mindset (Winter 2020)  
Being Curious (Winter 2020)  
The Power of Imagination (Winter 2020)  
Being Self Aware (Winter 2020)  
Building Relationships & Networking (Winter 2020)  
The Power of Influence (Winter 2020)  
Taking Measured Risks (Winter 2020)  
Being Prepared to Fail (Winter 2020)

Turning Ideas into Actions (Winter 2020)

## Finance Essentials

The Basics of Financial Management (Fall 2020)  
The Flow of Money (Fall 2020)  
Key Financial Statements (Fall 2020)  
The Importance of Cash Flow (Fall 2020)  
The Value of Budgeting (Fall 2020)

## HR Essentials

The Importance of Training (Summer 2020)  
Adapting to Innovation (Summer 2020)  
Performance Management (Summer 2020)  
Handling Disciplinarys (Summer 2020)  
Talent Management & Development (Summer 2020)  
Bullying & Violence (Summer 2020)  
Employee Engagement (Summer 2020)  
Flexible & Remote Working (Summer 2020)  
HR for Non-HR Managers (Summer 2020)

## Leadership Essentials

The Four Types of Leader (Spring 2020)  
Delegation and Empowerment (Spring 2020)  
Humility (Spring 2020)  
Emotional & Cultural Intelligence (Spring 2020)  
Being Authentic (Spring 2020)  
Inspiring Others (Spring 2020)  
Taking Accountability (Spring 2020)  
Making Decisions (Spring 2020)  
Being Confident (Spring 2020)  
Being Brave (Spring 2020)

## Leadership Toolkit

Managers vs. Leaders (Summer 2020)  
Conflict Management (Summer 2020)  
Effective Meetings (Summer 2020)  
Motivating Others (Summer 2020)  
Promoting Talent (Summer 2020)  
Leading by Example (Summer 2020)  
Facilitating Results (Summer 2020)  
Making Deals (Summer 2020)  
Leading Remote Teams (Summer 2020)  
Managing Change (Summer 2020)

## Learning Essentials

The Psychology of Learning (Spring 2020)  
Learning Styles (Spring 2020)  
The Power of Micro-Learning (Spring 2020)  
Defining Learning Objectives (Spring 2020)  
Learning ROI (Spring 2020)  
Learning Culture in the Workplace (Fall 2020)  
Learning & Employee Engagement (Fall 2020)  
Promoting Social Learning (Fall 2020)  
Growth Mindset (Fall 2020)  
Removing the Barriers to Learning (Fall 2020)

## Marketing Essentials

Your Shop Window - Your Website (Spring 2020)  
Do Your Research (Brand & Product) (Spring 2020)  
Know Your Customers (Spring 2020)  
The Power of Social Media (Spring 2020)  
Curating the Right Content (Spring 2020)  
The Role of Partnerships (Spring 2020)  
Brand Ambassadors (Spring 2020)  
The Power of Networking (Spring 2020)  
Show Don't Tell (Spring 2020)  
Introduction to Marketing Automation (Spring 2020)

## Project Management Essentials

Initiating a Project (Summer 2020)  
Planning a Project (Summer 2020)  
Executing a Project (Summer 2020)  
Monitoring a Project (Summer 2020)  
Closing a Project (Summer 2020)

## Recruitment 101 Essentials

Interview Skills (Summer 2020)  
First Impressions (Summer 2020)  
Career Planning (Summer 2020)  
Hiring Right, First Time (Summer 2020)  
Importance of Onboarding (Summer 2020)

## Sales Essentials

Sales Listening Skills (Spring 2020)  
Creating your Pipeline (Spring 2020)  
Managing your Pipeline (Spring 2020)  
The Sales Pitch (Spring 2020)  
Effective Presentations (Spring 2020)  
Selling the Proposed Solution (Spring 2020)  
Building Benefits (Spring 2020)  
Keeping Prospects Engaged (Spring 2020)  
Closing Difficult Deals (Spring 2020)  
Importance of Sharing Sales Feedback (Spring 2020)

## Teamworking Essentials

The Power of Teamworking (Spring 2020)  
Setting Common Goals (Spring 2020)  
Collaboration (Spring 2020)  
Celebrating Differences & Diversity (Spring 2020)  
Building Trust & Respect (Spring 2020)  
Roles & Responsibilities (Spring 2020)  
Communicating Openly (Spring 2020)  
Encouraging Different Opinions (Spring 2020)  
Dealing with Difficult Personalities (Spring 2020)  
Celebrating Success (Spring 2020)  
What is a Millennial (Fall 2020)  
Communicating with a Millennial (Fall 2020)  
Millennials and Technology (Fall 2020)  
Training Millennials (Fall 2020)

## **The Leadership Role Model**

Leading with Respect (Fall 2020)  
Leading with Energy (Fall 2020)  
Being Positive (Fall 2020)  
Leading with Commitment (Fall 2020)  
Using Humor (Fall 2020)  
The Power of Patience (Fall 2020)  
Recognizing & Rewarding Others (Fall 2020)  
Leading with Empathy (Fall 2020)  
Being Energetic (Fall 2020)  
A Healthy Manager is a Good Manager (Fall 2020)

## **Wellbeing Essentials**

Eating Healthily (Summer 2020)  
Understanding Emotions (Summer 2020)  
The Importance of Sleep (Summer 2020)  
Work / Life Balance (Summer 2020)  
The Importance of Exercise (Summer 2020)  
Dealing with Stress (Summer 2020)  
Wellbeing & Productivity (Summer 2020)  
Kicking Bad Habits (Summer 2020)  
The Dangers of Sitting Down! (Summer 2020)  
Promoting Health & Wellbeing at Work (Summer 2020)

## **Work Ethic**

Being Punctual (Winter 2020)  
Meeting Deadlines (Winter 2020)  
Multi-tasking & Being Organised (Winter 2020)  
Self-Managing (Winter 2020)  
Time Management (Winter 2020)  
Working Under Pressure (Winter 2020)  
Persistence & Resilience (Winter 2020)  
Avoiding Distractions (Winter 2020)  
Staying Motivated (Winter 2020)  
The Importance of Planning (Winter 2020)

## **Workplace Essentials**

Slips, Trips & Falls (Spring 2020)  
Use the Handrail (Spring 2020)  
Cable Management (Spring 2020)  
Reporting a Hazard (Spring 2020)  
Manual Handling (Spring 2020)  
Workstation Ergonomics (Spring 2020)  
Don't Speed on Site (Spring 2020)  
Driving & Using Your Phone (Spring 2020)  
Don't Walk & Text (Spring 2020)  
Going Remo (Spring 2020)

\*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