Jump right in with ready-made **COURSES**

Great training experience

for any scenario **and every team**

2022

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Meet Smartlms

A growing collection of ready-made courses that cover the soft skills your teams need for success at work.



Management and Leadership Courses

Managers vs Leaders Leading Remote Teams Making Deals **Facilitating Results** Leading by Example **Promoting Talent Motivating Others Effective Meetings Conflict Management** Managing Change **Being Brave** Being Confident Effective Problem Solving **Making Decisions Taking Accountability Inspiring Others Being Authentic Emotional & Cultural Intelligence** Humility **Delegation & Empowerment** The Four Types of Leaders Becoming an Inclusive Leader Knowing When You're Wrong Leading with Empathy **Recognizing and Rewarding Others** The Power of Patience Using Humor Leading with Commitment **Being Positive** Leading with Energy Leading with Respect and Respecting Others A Healthy Manager is a Good Manager Building a Culture of Adaptability Learning through Self-Correction **Overcoming Resistance to Shared Responsibility** Using Authority and Power (Taking Chances) What is Adaptive Leadership? Practicing Situational Leadership **Delegating Leadership** Participating Leadership Selling Leadership **Telling Leadership** The Consequences of poor Health and Safety Practices Understanding your Health and Safety Responsibilities **Building a Proactive Safety Culture** What is Behavioral Safety? What is Safety Leadership? **Remote Team Communication Engaging Remote Workers Remote Goal Setting Building Trust at a Distance** The Remote Leadership Model

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Business Innovation Essentials

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

Risk & Uncertainty

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

Project Management Courses

Project Management Methodologies Part 1 Project Management Methodologies Part 2 **Monitoring Progress** Managing Project Risk **Ensuring Customer Satisfaction** Developing a Budget (Cost Estimating) **Time Management in Projects** Organizing and Motivating a Team Activity and Resource Planning **Producing Reports Initiating a Project** Planning a Project Monitoring a Project **Executing a Project Closing a Project** Kanban in Practice Scrum in Practice Waterfall in Practice Choosing the Right Project Methodology Agile in Practice

Sales and Marketing Courses

Closing Difficult Deals Keeping Prospects Engaged Cross-Selling and Upselling **Building Benefits** Selling The Proposed Solution **Effective Presentations** The Sales Pitch Managing Your Pipeline **Creating Your Pipeline** Sales Listening Skills The Importance of Sharing Sales Feedback **Prioritizing Prospects Questioning Skills** How to Build Rapport **Researching Your Prospect Obtaining Commitment Dealing with Sales Fear** Emotional Intelligence for Sales Success How to Sell Ethically **Resilience in Sales** Sales Methodologies - SPIN, SNAP, Sandler, MEDDIC, Conceptual and Customer Centric Sales Strategies - The Power of Resellers

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Shortening your Sales Cycle Understand Why Deals are Lost Virtual Selling Mastering Cold Calling 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) **Greeting Customers** Show, Don't Tell The Power of Networking Brand Ambassadors The Role of Partnerships Curating the Right Content The Power of Social Media **Know Your Customers** Do Your Research (Brand and Product) Your Shop Window, Your Website Introduction to Marketing Automation **Digital Accessibility Planning Campaigns** SEO and PPC Digital Marketing: LinkedIn and Social Media **Customer Insights and Analysis Digital Optimization Content Marketing Email Marketing** Influencer and Affiliate Marketing Viral Marketing **Developing Your Marketing Strategy**

Human Resources Courses

Flexible and Remote Working **Employee Engagement Bullying and Violence Talent Management and Development** Handling Disciplinaries **Performance Management** Adapting to Innovation The Importance of Training HR for Non-HR Managers Hiring Right, First Time **Career Planning First Impressions Interview Skills** Importance of Onboarding Growth Mindset **Promoting Social Learning** Learning and Employee Engagement Learning Culture in the Workplace Learning ROI **Defining Learning Objectives** The Power of Microlearning Learning Styles The Psychology of Learning

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

Employee Termination Courses

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

Diversity and Inclusion Courses

Types of Discrimination Confronting Discrimination The Value of Diversity and Inclusion in the Workplace Unconscious Bias Recognizing Your Privilege Gender Inclusion The Key Values of Equality, Diversity and Inclusion

Compliance Essentials

Equality and Diversity Whistleblowing Code of Conduct – Working Well with Everyone Active Shooter Anti-Money Laundering Anti-Bribery Practices Drug and Alcohol Abuse Fire Safety Awareness Sexual Harassment Conflict of Interest

Coaching and Mentoring Essentials

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

Emotional Intelligence Essentials Courses

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

Presentation Skills Essentials Courses

Presentations and The Magic of Stories What Makes a Good Presentation?

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Presenting with Power: Hints and 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

Customer Focused Courses

Maintaining Composure
Achieving Clarity
Practicing Positivity
Nurturing Customer Relationships
Using the Right Language
Going Beyond Customer Service
Technology
Managing Customer Expectations
Handling Complaints Gracefully
Customer Loyalty
Customer Relationships
The Importance of Brand
Maintaining Customer Service Across Channels
Anticipating Customers' Needs
Customer Service Coaching
Customer Service is not a Cost Center
Customer Service through Social Media
Empowering Customer Service
High-Touch Customer Service
Managing Remote Customer Service Teams
Self-Service Customer Management
Tracking and Improving the Customer Experience
Understanding Customer Types (Personas)

Personal Development Courses

Persistence and Resilience Staying Motivated Avoiding Distractions Working Under Pressure Time Management Self-Management Multitasking and Being Organized Meeting Deadlines Being Punctual The Importance of Planning The Importance of Good Work-life Balance Dealing with Stress Understanding Emotions

Communication Skills Applied Courses

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

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Communication Skills Applied	30
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Teamwork Essentials

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

Written Skills Courses

Report Writing: The Power of Visuals The Stages of Report Writing: Investigating, Planning, Writing and Revising The Basics of Business Writing Developing Research Skills The 5 Cs of Report Writing

Entrepreneurship

Being Prepared to Fail
Taking Calculated Risks
The Power of Influence
Building Relationships and Networking
Being Self-Aware
The Power of Imagination
Being Curious
The Entrepreneurial Mindset
The Five Ps: Persistence, Patience, Purpose, People & Profits
Turning Ideas into Action

Finance Training Essentials

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

Workplace Health and Safety Courses

Going Remote Don't Walk & Text Driving & Using Your Phone Don't Speed On Site Workstation Ergonomics Manual Handling Reporting a Hazard Cable Management Use the Handrail Slips, Trips, and Falls The Dangers of Sitting Down Kicking Bad Habits

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Employee Teamwork Essentials	30
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Health Training Essentials	17
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Well-being and Productivity The Importance of Exercise The Importance of Sleep Eating Healthily Promoting Health and Well-being at Work Food Safety and Cross Contamination Food Allergy Awareness Handling Food Safely Food Fraud Prevention Food Safety Management Systems

Workplace Housekeeping Courses

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

Mindfulness Courses

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

Mastering Happiness

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

Online Social Presence Courses

The Right Way to use Social Media Building your Personal Brand LinkedIn - Using your Best Profile to Promote your Business LinkedIn and Social Media Networking Social Media - Hints and Tips (to avoid)

Networking Courses

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

Data & Digital Transformation Courses

Visualizing Data The Power of Big Data Data Ownership Data Literacy What is Digital Transformation?

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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?

Cybersecurity Training Essentials

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 and Cloud Computing Phishing and Anti-Spam Software Social Engineering **Internet of Things Attacks** Security and Compliance Audits **Identity Theft GDPR** - General Data Protection Regulation **Data Protection** Data Breaches PCI DSS (Payment Card Compliance) Information Security Wi-Fi Security Use of External Drives Incident Management and Response Threat Surveillance (24/7 Monitoring) Penetration Testing Information Security Governance IT Disaster Recovery and Fallback Secure Remote Working Coding and Cybersecurity Responding to a Ransomware Attack

Artificial Intelligence Essentials

What is Artificial Intelligence? What is Machine Learning? Deep Reinforcement Learning Harnessing the Power of Al Ethics and Artificial Intelligence **Digital Transformation Essentials** 30 **Digital Transformation Essentials** 30 30 **Digital Transformation Essentials Digital Transformation Essentials** 30 **Digital Transformation Essentials** 30

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