



# TalentLMS and CPM Academy Course Catalog

100% Online ready-made courses that cover the soft skills your teams need for **success at work.**

Each category or bundle sells for \$19.99. For every two bundles bought the client receives a Free bundle.



## Categories / Bundles

### Adaptive Leadership

What is Adaptive Leadership?  
Using Authority and Power (Taking Chances)  
Overcoming Resistance to Shared Responsibility  
Learning through Self-Correction  
Building a Culture of Adaptability

### Artificial Intelligence Essentials

What is Artificial Intelligence?  
What is Machine Learning?  
Deep Reinforcement Learning  
Harnessing the Power of AI  
Ethics and Artificial Intelligence

### Business Continuity Essentials

Introduction to Business Emergency Preparedness Planning  
Developing a Contingency Plan  
Managing Business Resilience  
Dealing With Business Continuity and Disaster Recovery  
The Incident Manager's Tool Kit

### Business Innovation 1

The 7 Skills of Critical Thinking  
Creative Thinking  
Thinking Logically  
Problem Solving  
The Power of Analysis

### Business Innovation 2

Critical Observation  
Being Adaptable  
Driving Innovation  
Dealing with Uncertainty  
Being Resourceful

### Career Management 1

Unlocking Your Potential  
Setting your Career Goals  
Discovering Your Strengths and Weaknesses  
The Importance of a Mentor  
Your Personal Brand Story

### Career Management 2

Internal Interview Preparation  
Working Smart  
Personal Development Plans and Sticking to Them  
Setting Stretch Goals

### Coaching Essentials 1

Introduction to Coaching  
Using Coaching Models  
Asking the Right Questions  
The Art of Listening (for coaching)  
The Importance of Goal Setting

### Coaching Essentials 2

Establishing a Coaching Culture  
Building Trust and Rapport  
The Power of Silence  
Creating Accountability  
Giving Effective Feedback

### Coding for Everyone

What is Coding?  
Understanding APIs  
HTML Development for Everyone  
PHP for Everyone  
JavaScript for Everyone

### Communication Skills Applied

Communicating under Stress  
Using Body Language  
Interpreting Body Language  
Tone of Voice  
The Art of Storytelling

### Communication Skills Applied 2

Assertive Communication  
Managing Anger  
Emotional Literacy  
Managing Up  
Email Etiquette



## Compliance Essentials 1

Equality and Diversity  
Sexual Harassment  
Fire Safety Awareness  
Drug and Alcohol Abuse  
Anti-Bribery Practices

## Compliance Essentials 2

Anti-Money Laundering  
Active Shooter  
Code of Conduct  
Whistleblowing  
Conflict of Interest

## Customer Service Applied

Using the Right Language  
Nurturing Customer Relationships  
Practicing Positivity  
Achieving Clarity  
Maintaining Composure

## Customer Service Essentials

Customer Relationships  
Effective Problem Solving  
Handling Complaints Gracefully  
Managing Customers Expectations  
Going beyond Customer Service

## Customer Service Essentials 2

Maintaining CS Across Channels  
The Importance of Brand  
Customer Loyalty  
Cross-selling and Up-selling  
Technology

## Customer Service Mastery 1

Understanding Customer Types (Personas)  
Anticipating Customers' Needs  
Customer Service Coaching  
Managing Remote Customer Service Teams  
Customer Service through social media

## Customer Service Mastery 2

High-Touch Customer Service  
Self-Service Customer Management  
Empowering Customer Service  
Tracking and Improving the Customer Experience  
Customer Service is not a Cost Center

## Cybersecurity 1

The Power of a Strong Password  
The Danger of Viruses & Malware  
Keeping Your Data Safe  
Keeping Your Mobile Safe  
The Risks of Ransomware

## Cybersecurity 2

Network Security & Cloud Computing  
Phishing and Anti-Spam Software  
Social Engineering  
Internet of Things Attacks  
Security and Compliance Audits  
Identity Theft

## Cybersecurity 3

GDPR  
Data Protection  
Data Breaches  
PCI DSS (Payment Card Compliance)  
Information Security

## Cybersecurity 4

Wi-Fi Security  
Use of External Drives  
Incident Management and Response  
Threat Surveillance (24/7 Monitoring)  
Penetration Testing

## Cybersecurity 5

Information Security Governance  
IT Disaster Recovery and Fallback  
Secure Remote Working  
Coding and Cybersecurity  
Responding to a Ransomware Attack



## Data Analysis 1

Data Literacy  
The Power of Big Data  
Visualizing Data  
Data Ownership

## Data Analysis 2

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

## Digital Transformation Essentials 1

What is Digital Transformation?  
Why Do You Need a Digital Culture?  
The Four Types of Digital Transformation  
Digital Disruption  
The Design Thinking Mindset

## Digital Transformation Essentials 2

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?

## Diversity and Inclusion 1

The Key Values of Equality, Diversity and Inclusion  
Unconscious Bias  
Recognizing Your Privilege  
Gender Inclusion  
LGBTQ+ Awareness and Inclusion

## Diversity and Inclusion 2

Types of Discrimination  
Digital Accessibility  
Confronting Discrimination  
Becoming an Inclusive Leader  
The Value of Diversity and Inclusion in the Workplace

## Emotional Intelligence 1

What is EQ?  
Self-Awareness  
Self-Regulation  
Emotional Intelligence: Motivation  
Emotional Intelligence: Empathy

## Emotional Intelligence 2

Social Skills  
Improving your EQ  
Conflict Management Using EQ  
Collaboration and Developing EQ in Teams  
Creativity and EQ

## Employee Termination

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

## Entrepreneurship 1

The Five P's  
The Entrepreneurial Mindset  
Being Curious  
The Power of Imagination  
Being Self Aware

## Entrepreneurship 2

Building Relationships & Networking  
The Power of Influence  
Taking Calculated Risks  
Being Prepared to Fail  
Turning Ideas into Action

## Finance Essentials 1

The Basics of Financial Management  
The Flow of Money  
Key Financial Statements  
The Importance of Cash Flow  
The Value of Budgeting



## Finance Essentials 2

Vulnerable Customers and Finance  
Financial Risk Management  
The Basics of Accounting  
Financial Ratios  
Financial KPIs - Measuring Performance

## Food Safety Essentials

Food Safety Management Systems  
Food Fraud Prevention  
Handling Food Safely  
Food Allergy Awareness  
Food Safety and Cross Contamination

## HR Essentials 1

The Importance of Training  
Adapting to Innovation  
Performance Management  
Handling Disciplinary

## HR Essentials 2

Talent Management &  
Development Bullying & Violence  
Employee Engagement  
Flexible & Remote Working  
HR for Non-HR Managers

## Hybrid Working

What is Hybrid Working?  
From Remote to Hybrid Working: The  
Role of Leadership  
Hybrid Working: Managing Employee  
Experiences (In-House vs. Remote)  
Creating an Inclusive Environment for the  
Hybrid Workforce  
The Perfect Hybrid Working Policy

## Leadership Essentials 1

The Four Types of Leaders  
Delegation and Empowerment  
Humility  
Emotional & Cultural Intelligence  
Being Authentic

## Leadership Essentials 2

Inspiring Others  
Taking Accountability  
Making Decisions  
Being Confident  
Being Brave

## Leadership Toolkit 1

Managers vs. Leaders  
Conflict Management  
Effective Meetings  
Motivating Others  
Leading Remote Teams

## Leadership Toolkit 2

Promoting Talent  
Leading by Example  
Facilitating Results  
Making Deals  
Managing Change

## Learning Essentials 1

The Psychology of Learning  
Learning Styles  
The Power of Micro-Learning  
Defining Learning Objectives  
Learning ROI

## Learning Essentials 2

Learning Culture in the Workplace  
Learning & Employee Engagement  
Promoting Social Learning  
Growth Mindset  
Removing the Barriers to Learning

## Marketing Essentials 1

Your Shop Window - Your Website  
Do Your Research (Brand & Product)  
Know Your Customers  
The Power of social media  
The Power of Networking



## Marketing Essentials 2

Curating the Right Content  
The Role of Partnerships  
Brand Ambassadors  
Show Don't Tell  
Introduction to Marketing Automation

## Marketing Skills Applied 1

Developing Your Marketing Strategy  
Planning Campaigns  
SEO and PPC  
Digital Marketing: LinkedIn and Social Media  
Customer Insights and Analysis

## Marketing Skills Applied 2

Digital Optimization  
Content Marketing  
Email Marketing  
Influencer and Affiliate Marketing  
Viral Marketing

## Marketing Skills Mastery 1

The Marketing Funnel - From the Top to the Bottom  
The Power of Pillar Pages  
Campaign Management  
Inbound vs. Outbound Marketing  
Creating High-Value Content

## Marketing Skills Mastery 2

Content Management Systems  
Content Communities  
AI-Powered Copy  
The Power of User-Generated Content  
The Different Content Marketing Strategies

## Mastering Happiness

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

## Mindfulness 1

Mindfulness  
Relaxation through Meditation  
Learning to Let Go  
Breathing Techniques to Relax  
Learning to Stay Calm

## Mindfulness 2

Living in the Moment  
Raising Low Self-Esteem  
Dealing with Grief  
Stress, Fear and Panic  
Feeling Lonely

## Networking 1

What is Networking?  
Key Traits of a Successful Networker  
Common Networking Pitfalls  
Preparing to Network (Research and Prep)  
Overcoming Shyness

## Networking 2

Your Personal Elevator Pitch  
Approaching People and Introductions  
Carrying and Ending a Conversation  
Following up with Your Connections  
Virtual Networking

## Nurturing Talent

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

## Online Social Presence

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)



## OSHA-Workplace Safety

OSHA Worker Rights and Protection  
Fall Prevention  
PPE (Personal Protective Equipment)  
OSHA Severe Injury Reporting and  
Record Keeping  
Trenching and Excavation

## Personal Finances

Good Money Habits: Personal  
Budget Management  
Setting Financial Goals  
Tackling Debt  
Learning to Save  
The Importance of Pension

## Presentation Skills 1

Presentations and The Magic of Stories  
What Makes a Good Presentation?  
Presenting with Power: Hints and Tips  
Structuring your Presentations  
Setting up for Successful Presentations

## Presentation Skills 2

Dealing with Nerves  
Using Positive Visualization  
Power Posing  
The Art of Breathing  
Becoming a Master Orator

## Project Management Applied 1

Project Management Methodologies 1  
Project Management Methodologies 2  
Activity & Resource Planning  
Organizing & Motivating a Team  
Time Management in Projects

## Project Management Applied 2

Developing a Budget (Cost Estimating)  
Ensuring Customer Satisfaction  
Managing Project Risk  
Monitoring Progress  
Producing Reports

## Project Management Essentials

Initiating a Project  
Planning a Project  
Executing a Project  
Monitoring a Project  
Closing a Project

## Project Management Mastery

Agile in Practice  
Kanban in Practice  
Scrum in Practice  
Waterfall in Practice  
Choosing the Right Project Methodology

## Recruitment Essentials

Interview Skills  
First Impressions  
Career Planning  
Hiring Right, First Time  
Importance of Onboarding

## Remote Leadership

The Remote Leadership Model  
Building Trust at a Distance  
Remote Goal Setting  
Engaging Remote Workers  
Remote Team Communication

## Retail Applied

Adopting a 'Customer First' Mindset  
Commercial and Product Awareness  
Coaching Retail Employees  
The Importance of Store Windows  
GDPR in a Retail Environment

## Retail Essentials 1

Greeting Customers  
Service at the Cash Register  
Connecting with Customers  
Giving Advice (Confidently)  
Dealing with Stressful Situations



## Retail Essentials 2

The Importance of Procedures  
The Basics of Commercial Awareness  
Developing Product Knowledge  
The Desire to Help Others  
Service with a Smile (Even When Tired)

## Risk and Uncertainty

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

## Safety Leadership

What is Safety Leadership?  
What is Behavioral Safety?  
Building a Proactive Safety Culture  
Understanding your Health and Safety Responsibilities  
The Consequences of poor Health and Safety Practices

## Sales Essentials 1

Sales Listening Skills  
Creating your Pipeline  
Managing your Pipeline  
The Sales Pitch  
Effective Presentations

## Sales Essentials 2

Selling the Proposed Solution  
Building Benefits  
Keeping Prospects Engaged  
Closing Difficult Deals  
Importance of Sharing Sales Feedback

## Sales Mastery 1

Shortening your Sales Cycle  
Sales Strategies - The Power of Resellers  
Sales Methodologies - SPIN, SNAP, Sandler, MEDDIC, Conceptual and Customer Centric  
Understand Why Deals are Lost  
How to Sell Ethically

## Sales Mastery 2

Emotional Intelligence for Sales Success  
Virtual Selling  
Mastering Cold Calling  
Dealing with Sales Fear  
Resilience in Sales

## Sales Mastery 3

Mastering Cold Emailing  
Value-Based Selling  
Reducing Sales Friction  
Automating Sales Processes  
Designing your Sales Dashboard  
Cross-Selling, Upselling and Account Growth

## Sales Skills Applied

Researching Your Prospect  
How to Build Rapport  
Questioning Skills  
Prioritizing Prospects  
Obtaining Commitment

## Situational Leadership

Telling Leadership  
Selling Leadership  
Participating Leadership  
Delegating Leadership  
Practicing Situational Leadership

## Teamwork Essentials - Millennials

What is a Millennial  
Communicating with a Millennial  
Millennials and Technology  
Training Millennials

## Teamwork Essentials 1

The Power of Teamworking  
Setting Common Goals  
Collaboration  
Communicating Openly  
Encouraging Different Opinions





## Teamwork Essentials 2

Celebrating Differences & Diversity  
Building Trust & Respect  
Roles & Responsibilities  
Dealing with Difficult Personalities  
Celebrating Success

## The Leadership Role Model 1

Leading with Respect & Respecting Others  
Leading with Energy  
Being Positive  
Leading with Commitment  
Using Humor

## The Leadership Role Model 2

The Power of Patience  
Recognizing and Rewarding Others  
Leading with Empathy  
Knowing when you're wrong  
A Healthy Manager is a Good Manager

## Wellbeing Essentials 1

Eating Healthily  
Understanding Emotions  
The Importance of Sleep  
The Importance of Good Work-life Balance  
The Importance of Exercise

## Wellbeing Essentials 2

Dealing with Stress  
Wellbeing & Productivity  
Kicking Bad Habits  
The Dangers of Sitting Down  
Promoting Health & Wellbeing at Work

## Work Ethic 1

Being Punctual  
Meeting Deadlines  
Multi-tasking & Being Organized  
Self-Management  
Time Management

## Work Ethic 2

Working Under Pressure  
Persistence & Resilience  
Avoiding Distractions  
Staying Motivated  
The Importance of Planning

## Workplace Essentials 1

Slips, Trips & Falls  
Use the Handrail  
Cable Management  
Reporting a Hazard  
Manual Handling

## Workplace Essentials 2

Workstation Ergonomics  
Don't Speed on Site  
Driving & Using Your Phone  
Don't Walk & Text  
Going Remote

## Workplace Housekeeping

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



## Categorías – Español

### Atención al Cliente Aplicado (Customer Service Applied)

Utilizar el lenguaje adecuado  
Cómo cultivar la relación con los clientes  
Cómo poner en práctica la positividad  
Cómo lograr claridad en la comunicación  
Cómo mantener la serenidad

### Atención al Cliente Avanzado 1 (Customer Service Mastery 1)

Comprensión de los tipos de clientes (personajes)  
Cómo anticiparse a las necesidades de los clientes  
Coaching de servicio al cliente  
Manejo de los equipos de servicio al cliente a distancia  
Servicio al cliente a través de las redes sociales

### Atención al Cliente Avanzado 2 (Customer Service Mastery 2)

Servicio al cliente personalizado  
Gestión de los clientes de autoservicio  
Empoderamiento del servicio al cliente  
Dar seguimiento y mejora de la experiencia del cliente  
El servicio al cliente no es un centro de costos

### Fundamentos de Atención al Cliente 1 (Customer Service Essentials 1)

Relaciones con los clientes  
Cómo lograr la resolución de problemas de forma eficaz  
Cómo tratar una queja de manera satisfactoria  
Cumplimiento de las expectativas del cliente  
Ir más allá del servicio al cliente

### Fundamentos de Atención al Cliente 2

#### (Customer Service Essentials 2)

Cómo mantener el servicio al cliente en todos los canales de comunicación  
La importancia de la marca  
La lealtad del cliente  
Venta cruzada y venta ascendente  
Tecnología

### Fundamentos de Ventas (Sales Essentials 1)

Habilidades de escucha en ventas  
Cómo crear tu proceso de ventas  
Cómo gestionar tu proceso de ventas  
La presentación de ventas  
Presentaciones efectivas

### Fundamentos de Ventas (Sales Essentials 2)

La venta de la solución propuesta  
Creación de beneficios  
Cómo mantener la interacción con los prospectos  
Cómo cerrar acuerdos difíciles  
La importancia de compartir comentarios de retroalimentación de ventas

### Habilidades de Ventas Aplicadas (Sales Skills Applied)

Cómo investigar a tu prospecto  
Cómo establecer una relación  
Habilidades para hacer preguntas  
Priorizando prospectos  
Obtención de compromiso



## **Seguridad Informática 1 (Cybersecurity 1)**

El poder de una contraseña fuerte  
El peligro de los virus y los programas malignos  
Protección de tus datos  
Cómo mantener tu celular seguro  
Los riesgos del secuestro de datos

## **Seguridad Informática 2 (Cybersecurity 2)**

Seguridad de la red y computación en la nube  
Fraude electrónico y software antispam  
Ingeniería social  
Ataques al Internet de las cosas  
Auditorías de cumplimiento y de seguridad informática

\*This Catalog may be subject to change.

