



skills for security

SKILLS ON-DEMAND

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Career Development

- Active Listening
- Advanced Emotional Intelligence – Self Motivation
- Being Assertive v2
- Building Confidence
- Building Perseverance and Resilience
- Building Rapport
- Building Trust with Others
- Collaborative Problem Solving
- Communication Skills
- Creative Thinking
- Creativity in the Workplace
- Critical Thinking
- Curiosity as a Soft Skill
- DACI
- Dealing with Conflict
- Decision Making
- Developing Empathy
- Effective Email Writing
- Getting Rid of Desk Clutter
- Giving and Receiving Feedback
- Handling Difficult Conversations
- How to Deal with Anger
- How to Deal with Frustration
- Identifying Your Daily Priorities
- Identifying Your Skill Gaps
- Influencing Skills
- Influencing Without Authority
- Insights with Amy Tez - Communication Skills: Being Present
- Interview Tips
- Keeping Your Cool in Debates
- Leading Productive Meetings
- Leadership: What Motivates your Team?
- Learning Podcast – Personal Accountability
- Learning Podcast – Building Confidence with Soft Skills and Workplace Etiquette
- Listening with Empathy
- Maintaining a Good Work/Life Balance
- Managing Fatigue
- Managing Your Own Performance
- Objectives and Key Results (OKRs)
- Office Communication
- Organizing your Electronic Devices
- Organizing your Paperwork
- Organizing your Workspace
- Powerful Storytelling
- Preparing for Effective Meetings
- Presentation Skills
- Problem Solving Basics
- Productivity Tips
- Psychological Safety
- Reading and Writing Comprehension
- Respect in the Workplace
- Self Regulation
- SMART Goal Setting
- SMART Goal Setting (UK) v2
- SMART Goal Setting (US) v2
- Strategic Thinking
- Teamwork
- Time Management Tips
- What is Digital Marketing?

- Writing Longer Emails

Career Skills

- Creative Problem Solving
- Design Thinking
- Email Etiquette
- Innovative Thinking
- Instant Messaging Etiquette
- Negotiation Skills Courses available in French indicated by

Compliance

- 5 Whys
- Acting Ethically v2
- Anti-Kickback Statute
- Anti-Money Laundering Awareness
- Antitrust Awareness
- Antitrust Regulations and The Healthcare Industry
- Building a Safety Culture Through Leadership: Introduction
- Building a Safety Culture Through Leadership: Fostering Engagement
- Building a Safety Culture Through Leadership: Employee Recognition
- Bystander Intervention: Sexual Harassment (Chicago) v2
- Cal/OSHA: Bloodborne Pathogens
- Cal/OSHA: Emergency and Fire Preparedness
- Cal/OSHA: Incident Investigation & Reporting
- Cal/OSHA: Lockout Tagout
- Cal/OSHA: Personal Fall Arrest Systems
- Cal/OSHA: Personal Protective Equipment
- Cal/OSHA: Working in Confined Spaces
- Cal/OSHA Workplace Violence: Senate Bill 553 Explained
- Carcinogen Safety
- Chemical Safety Overview
- Choking - First Aid
- CI: The PDCA Model
- Code of Conduct and Ethics v2
- Continuous Improvement: 5S
- Continuous Improvement: Lead Management
- Crisis Management Response
- Cyber Security: Phishing Prevention
- Data Protection (GDPR) Explained
- Drug and Alcohol Awareness (Global)
- Electrical Safety: Arc Flashes
- Emergency and Fire Preparedness
- Eye Protection
- Failure Modes and Effects Analysis (FMEA)
- Fair Labor Standards Act (FLSA)
- Food Safety - Outdoor Cooking
- Food Safety - Proper Kitchen Housekeeping
- Food Safety - Proper Storage Techniques
- Food Safety - Safe Food Handling Practices
- Fraud, Bribery and Corruption





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Awareness

- Fraud, Waste and Abuse (FWA) in Healthcare
- GMP (Good Manufacturing Practices)
- Hand and Power Tool Safety
- Hand Safety
- Hazard Communication v2
- HIPAA Explained
- HIPAA for Covered Entities
- Human Trafficking (US)
- Incident Investigation
- Industrial Ergonomics
- Information Security Essentials
- Insider Trading (Global)
- Introduction to Continuous Improvement
- Introduction to Crisis Management
- Introduction to Food Safety
- Introduction to MSHA
- Job Hazard Assessments
- Legionnaires' Awareness (UK)
- Lone Worker (UK)
- Machine Guarding
- Modern Slavery (Global)
- Modern Slavery Prevention – Practical Tips (Global)
- Modern Slavery Prevention – Practical Tips (Global) v2
- Office Safety
- Personal Fall Arrest Systems
- PPE Basics
- Preventing Discrimination and Harassment in the Workplace for Employees (NY, CT, CA) v2
- Preventing Discrimination and Harassment in the Workplace for Supervisors (NY, CT, CA) v2
- Preventing Elder Financial Exploitation
- Reasonable Suspicion
- Reasonable Suspicion for Supervisors
- Reducing Digital Eye Strain
- Risk Management
- Risk Management: Barriers and Bowtie Diagrams
- Safe Business Travel
- Safety Culture: Practical Workplace Safety Tips for Employees
- Safety Culture: Practical Workplace Safety Tips for Managers
- Safety Leadership Behaviors
- Safety: Working in Mining Environments
- Setting up an Ergonomic Workspace at Home or in the Office
- Spill Prevention and Control
- The Americans with Disabilities Act (ADA)
- The Foreign Corrupt Practices Act (FCPA)
- UDAAP Awareness
- What is Elder Financial Exploitation?
- Whistleblower Awareness (Global)
- Whistleblower Awareness (US)
- Workplace Safety: Situational Awareness
- Working in Confined Spaces

Cyber Security

- Cyber Security: Malware
- Cyber Security: Mobile Devices
- Cyber Security: Ransomware
- Cyber Security: Social Engineering
- Cyber Security: While Traveling
- Everyday Cyber Security Tips
- PCI: DSS Awareness
- PCI Protection for Point of Sale Devices

Building Your Career Brand

- Building Your Career Brand Through LinkedIn
- Career Brand: Networking
- CV & Resume Tips
- What is Your Career Brand?

Diversity, Inclusion and Equity

- Building and Supporting Employee Resource Groups
- Bystander intervention Explained
- Bystander intervention Explained v2
- Bystander Intervention: Practical Tips
- Bystander Intervention: Practical Tips v2
- Diversity, Equity and Inclusion: Belonging
- Diversity, Inclusion and Equity: Microaggressions
- First Steps Towards a Diverse, Inclusive and Equitable Workplace
- Inclusive Language and Communication
- Intercultural Competence
- Intersectionality
- Introduction to Diversity, Inclusion and Equity
- Neurodiversity in the Workplace
- Pronouns in the Workplace
- Practicing Allyship
- Unconscious Bias Explained
- Unconscious Bias: Practical Tips
- What is Neurodiversity?
- What is Workplace Harassment?
- What to do if you Experience or Witness Workplace Harassment
- Women in Leadership

Project Management

- Agile Benefits
- Agile Organization
- Agile Principles
- Agile Project Management: What is a Sprint?
- Agile Values
- Customer Experience & User Experience Explained
- X Design & Customer Experience
- Dealing with Project Changes
- How do Projects Start?
- Introduction to Agile Project Management
- Problem Solving and Conflict Management Tips
- Project Communication Tips





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- Project Management: Goals and Objectives
- Project Management: Meeting Management
- Project Management: Processes
- Project Management Toolkit
- Scrum Artifacts
- Scrum Ceremonies
- Scrum Framework
- Scrum Roles
- The Kanban Method in Agile Environment
- UX Design & the User Experience
- What Skills Does a Project Manager Need?
- Leading a Diverse Team
- Leading a Global Team
- Leading a Multigenerational Workforce
- Learning Podcast - Continuous Improvement
- Learning Podcast - Learning From Mistakes
- Learning Podcast - Psychological safety
- Managing High Potential People
- Managing Performance
- Mentoring
- Onboarding Hybrid Employees
- Performance Development Conversations
- Performance Development for Remote Workers
- Powerful Interview Questions for Managers
- Qualities of Great Leaders
- Servant Leadership
- The Future of Leadership
- Top Tips for New Managers
- What Makes a Strong Team?

Programming Essentials

- Introduction to Python:
- Module 1 - Introduction
- Module 1 - Introduction v2
- Module 2 - Variables and Operators
- Module 3 - Lists in Python
- Module 4 - Tuples and Maps
- Module 5 - Decisions
- Module 6 - Loops
- Module 7 - Functions
- Module 7 - Functions v2
- Module 8 - Len Function
- Module 9 - Classes and Objects
- Module 9 - Classes and Objects v2
- Module 10 - Account
- Module 11 - Building a Web Scraper

Leadership

- Accepting Organizational Change
- Accountability - Non-Manager Employees
- Are Your Employees Engaged?
- Asking Your Manager for Feedback
- Assertiveness - Communication and Teamwork
- Building Accountability - Leadership
- Communicate Effectively in the Workplace
- Creating a Coaching Culture
- Crisis Management: Planning
- Dealing with Difficult Coworkers
- Delegation Made Easy
- Develop Your Leadership Skills
- Developing Female Leaders
- Developing Future Leaders
- Empathy and Leadership
- Employee Recognition Tips
- Getting to Know Your New Team
- How to Conduct a Remote Interview
- How to Give Feedback
- Inclusive Hiring
- Inspirational Leadership
- Leadership Accountability
- Leadership Styles
- Leadership: Aligning with Motivation Styles
- Leadership: Employee Empowerment vs Delegation
- Leadership: Retaining Your Team
- Leadership: Supporting your Team's Mental Health

Microsoft

- Microsoft Excel:
- 4 Super Useful Functions
- Functions and Cell Referencing
- The Interface
- Top Excel Tips and Tricks
- VLOOKUP Made Easy
- Working with Excel Sheets & Data
- Microsoft PowerPoint:
- The Basics
- Presenting & Exporting Presentations
- Adding Graphics
- Animating Content
- Working with Tables

Personal Development

- Building Good Habits
- Coping with Uncertainty
- Cultivating Patience
- Fatigue Fighting Tips
- Healthy Quick Bites
- How to Build Resilience
- Learning to Learn
- Learning Podcast - Physical and Mental Health in the Workplace
- More Self Development Ideas
- Navigating Your Mental Health
- Personal Finance Explained
- Personal Finance Top Tips
- Preventing Burnout
- Self Development Ideas
- Stress Busting Tips
- Which Personality Style are You?

Remote Working

- Hybrid Working Top Tips
- Leading a Hybrid Team
- Managing a Remote Team
- Online Meeting Etiquette
- Remote Onboarding v2
- Remote Presentation Skills v2





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- Remote Communication Tips v2
- Working From Home - Top Tips
- Working in a Hybrid Team

Sales and Customer Service

- ABC = Always Be Closing
- Building Customer Rapport
- Building Strong Sales Teams
- Closing Sales
- Creating Valuable Customer Relationships
- Customer Feedback
- Customer Focus
- Customer Focus v2
- Customer Journey Map
- Customer Service: The Art of Body Language
- Handling Customer Complaints
- Listening to Your Customers
- People Buy from People They Like
- Retail Top Tips
- Sales and Customer Service Essentials
- Sales Effectiveness
- Sales Management: Running a Sales Meeting
- Sales Tips: Questioning and Listening
- Sales Tips: Selling on the Phone
- Soft Skills for Call Center Staff: Active Listening
- Soft Skills for Call Center Staff - Empathy
- Soft Skills for Call Center Staff: Handling Angry and Frustrated Callers
- Soft Skills for Call Center Staff - Ownership and Responsibility
- Soft Skills for Call Center Staff: Phone Etiquette
- Soft Skills for Call Center Staff: Questioning Techniques
- Soft Skills for Call Center Staff: Service Mindset
- Soft Skills for Call Center Staff - Service Recovery
- Soft Skills for Call Center Staff - Time Management
- Soft Skills for Call Center Staff - Upselling
- Understanding Customer Motivation
- Understanding Customer Needs

Mindfulness

- 10 Work and Home Focused Meditation Courses
- Mindfulness: The Importance of Breathing
- What is Meditation?
- What is Mindfulness?

Modern Business Skills

- Being Inclusive in the Remote Workplace: Meetings
- Change Management in the Modern World
- Emotional Intelligence Explained
- Growth Mindset: Practical Tips
- What is a Growth Mindset?

Digital Transformation

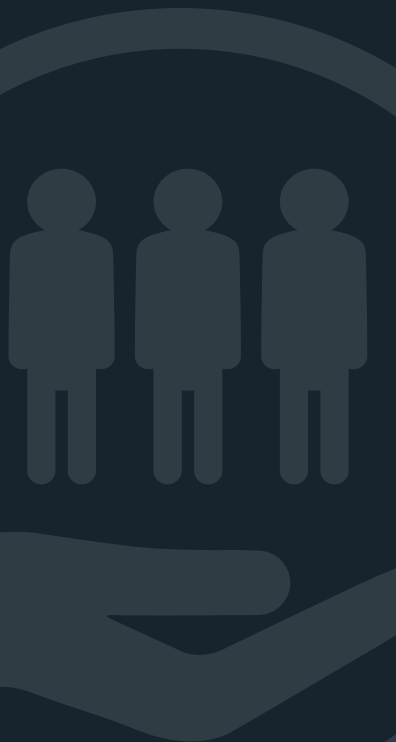
- AI Chatbots: What They Are and Best Practices
- Blockchain in the World of Business
- Data Driven Decision Making
- Digital Transformation: Buzzwords Explained
- Common Misconceptions and Myths About AI
- Deep Learning Basics
- Discrimination/Bias in AI
- How Generative AI Works
- Human - AI Collaboration
- Incorporating AI in Business Strategies
- Introduction to Artificial Intelligence (AI)
- Introduction to Business Intelligence (BI)
- Introduction to ChatGPT
- Introduction to Machine Learning
- Leading Digital Transformation
- Learning Podcast - AI: Transforming Lives and Businesses
- Learning Podcast - AI in Business: Opportunities and Challenges
- Major AI Application Areas By Industry
- Navigating the Regulatory Landscape of AI
- Popular AI Technologies
- Practical Tips For Using ChatGPT
- Security and AI
- Understanding AI and Ethics
- What AI Can and Cannot Do
- What is Big Data?
- What is Blockchain Technology and How Does it Work
- What is Data Literacy?
- What is Digital Transformation?
- What is a Machine Learning Model?

Covid-19

- De-escalating Conflict: Face Masks and Social Distancing
- Protecting Your Mental Health During the Covid-19 Pandemic
- Returning to Work after Lockdown

Workplace Safety

- Active Shooter Response
- Bloodborne Pathogens
- Cold Stress
- Common Workplace Hazards
- Distracted Driving
- Driver Safety
- Electrical Safety Basics
- First Aid Basics
- Forklift Safety Basics
- Hearing Protection
- Heat Stress Safety
- Ladder Safety
- Lockout/Tagout Awareness
- Manual Handling Safety
- Portable Fire Extinguisher Safety
- Respiratory Illness Prevention
- Respiratory Protection





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- Slips, Trips and Falls Prevention
- WHMIS
- Workplace Violence Prevention
- OSHA – Asbestos Awareness
- OSHA – Bloodborne Pathogens
- OSHA – Burns
- OSHA – Carbon Monoxide
- OSHA – Chloroform
- OSHA – Cold Conditions (Cold Stress)
- OSHA – Confined Spaces
- OSHA – Drug and Alcohol Awareness
- OSHA – Electrical Arc Flashes
- OSHA – Electrical Cord Safety
- OSHA – Electrical Safety
- OSHA – Eye Protection
- OSHA – Fall Protection
- OSHA – Falling Objects
- OSHA – Fire Safety
- OSHA – First Aid
- OSHA – Forklift Safety
- OSHA – Formaldehyde
- OSHA – Good Housekeeping
- OSHA – Hand Washing
- OSHA – Hazard Communications
- OSHA – HAZWOPER
- OSHA – Hearing Conservation
- OSHA – Heat Illness Prevention
- OSHA – Infection Awareness
- OSHA – Introduction to OSHA
- OSHA – Lead Exposure
- OSHA – Legionnaires Disease
- OSHA – Sleep Deprivation
- OSHA – Slips, Trips, and Falls
- OSHA – SPCC (Spill Prevention, Control, and Countermeasure)
- OSHA – Workplace Violence

- Objectives of Financial Management

Lean and Six Sigma

- Introduction to Lean and Six Sigma
- Kaizen Explained
- Lean: Tools and Waste Explained
- Six Sigma Explained

Sustainability

- Carbon Offsetting and Net Zero Explained
- Climate Change and Business
- Corporate Sustainability Reporting
- How to Live and Work More Sustainably
- Introduction to Sustainability
- Learning Podcast – Bringing the Gap Between Personal and Professional Sustainability
- Learning Podcast – Sustainability: The New Currency of Business Success
- Social Sustainability
- The Complete Guide to Sustainability
- The Complete Guide to Sustainability v2
- The Paris Agreement & Goals (SDGs) Explained
- Sustainability: Circular Economy

Finance for Managers

- Basic Concepts
- Creating and Managing a Budget

