

Business Essentials Catalogue

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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

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 INSIGHTS

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?

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

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

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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)

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

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