



# CATALOGUE INDEX

## Communication

- LanguaPro (English Proficiency Assessment & Skill Builder Tool)
- Business Communication
- English Language Learner
- American English Pronunciation
- The Power of Personal Brand
- Assertive Communication
- Executive Presence
- Story Telling for Business Impact
- Difficult Conversations and Conflict Management
- Active Listening and Empathy at Work
- Cross-Cultural Communication
- Communication mastery for career advancement

## Leadership

- First Time Leaders
- Employee Relations for People Leaders
- Stakeholder Management
- Leading Without Authority
- Situational Leadership
- Change Management
- Coaching for Performance
- Strategic Thinking and Decision Making
- Leading Hybrid and Remote Teams
- Emotional Intelligence for Leaders
- Influence and Impact Without Positional Power
- Executive Presence for the Non-Executive
- Leading Through Change
- Managing Diverse Behavioral Styles
- Managing Multi-Generations
- Managing Up: Forging a Successful Relationship with Your Supervisor
- Transformational Leadership: Inspiring Your Team
- Win-Win Negotiations
- Women in Leadership: Driving Transformation Through Innovation and Resilience Certificate
- Developing self-advocacy



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## Core Managerial Skills

- Giving and Receiving Constructive Feedback
- Delegation and Empowerment
- Time Management and Prioritisation
- Problem Solving and Root Cause Analysis
- Goal Setting and Performance Conversations
- Critical Thinking and Innovation
- Team Building and Collaboration
- Balancing feedback and focus
- Surfacing ideas through brainstorming

## Learning and Talent Development

- Train-the-Trainer (Facilitation Skills)
- Talent Review and Succession Planning
- Delivering Impactful Training Experiences in the Classroom and Online

## Customized Industry Programs

- Pharma Leadership Development (Eg: Stakeholder Navigation in Regulated Environments)
- Financial Services: Managing Internal Stakeholders for Cross-Functional Success
- Tech Sector: Agile Leadership and Innovation Mindset
- Healthcare: Empathy and Communication in Patient Centric Teams

## Human Resources

- New Hire Orientation
- Leadership Investigations
- Employee Wellness
- Mental Health Awareness in the Workplace
- Promoting Work/Life Balance— A Benefit for Everyone
- Resiliency Design
- Behavioral Interviewing: Selecting the Best Fit
- Essentials of Human Resources Management



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## HR Risk and Compliance

- Code of Conduct
- Labour Compliance
- Navigating Misconduct
- PoSH for Employees
- PoSH for IC and HR
- PoSH for Support Staff
- Interventions for Offenders
- Workplace Investigation

## Sales and Customer Service

- SalesEdge360
- Critical Elements of Customer Service
- Customer Service Excellence
- Service Recovery: Turning Complaints into Loyalty
- First Impressions & Lasting Impact: Frontline Service Skills
- Internal Customer Service: Serving Your Colleagues with Excellence
- Voice of the Customer: Building a Feedback-Driven Culture
- Time and Stress Management for Customer Service Teams
- Consultative Selling Skills
- The Science of Persuasion in Sales
- Sales Negotiation Mastery
- Digital and Social Selling
- Storytelling in Sales
- Sales Leadership & Coaching for Managers
- Winning Sales Mindset: Motivation, Resilience & Confidence

## DEI

- Fundamentals of Diversity, Equality, and Inclusion
- Unconscious Bias at Work
- Inclusive Leadership
- Microaggressions and Respectful Communication
- Inclusive Hiring and Talent Management
- Disability Inclusion and Accessibility in the Workplace
- Navigating Difficult Conversations Around Diversity
- Building Psychological Safety in Teams
- Creating inclusive workplace