

Communication

- An introduction to emotional intelligence
- An introduction to negotiation skills
- Best practice listening skills
- Building strong work relationships (Coming soon)
- Building your influencing skills
- Communicating effectively in the workplace
- Communicating with management and key stakeholders
- Designing presentations that engage
- Handling difficult situations and conversations (Coming soon)
- Presentation skills which build presence
- Professional business writing skills
- Verbal communication: Advanced skills
- Verbal communication: Foundation skills
- Working with difficult people

Equal Employment Opportunity (EEO)

- Anti-bullying and anti-harassment for employees and workers
- Anti-bullying and anti-harassment for managers
- Diversity Awareness: Aboriginal & Torres Strait Islander peoples
- Diversity Awareness: Culturally and linguistically diverse
- Diversity Awareness: Disability
- Diversity Awareness: Introduction
- Diversity Awareness: LGBTIQ+
- Diversity Awareness: Bystander Action
- Equal employment opportunity for employees
- Equal employment opportunity for managers
- Gender equality in the workplace
- Sexual harassment awareness
- Understanding and avoiding unconscious bias for employees
- Understanding and avoiding unconscious bias for managers

Finance and Regulation

- Anti-money laundering
- Competition and consumer law: Conduct and Statements
- Competition and consumer law: Interacting with other organisations
- Competition and consumer law: Introduction
- Competition and consumer law: Safety and Warranties
- Fraud and corruption awareness and prevention
- Modern slavery awareness for employees
- Modern slavery awareness for managers
- Privacy in the workplace
- Whistleblowing awareness for employees

Health and Safety

- Alcohol and drugs in the workplace
- Colds, flu and COVID-19 prevention in the workplace for employees
- Colds, flu and COVID-19 prevention in the workplace for managers
- Driver safety
- Duty of care for employees
- Duty of care for managers
- General evacuation training
- Injury management for employees
- Injury management for managers
- Managing slip and trip hazards
- Manual handling safety
- Mental health awareness for employees
- Mental health awareness for managers
- Office and workspace ergonomics
- Risk management for managers
- Risk management for workers
- Safety for children and vulnerable people
- Warden Training 1: Emergency preparation
- Warden Training 2: Emergency response
- Workplace health and safety fundamentals (Model WHS Laws)
- Workplace health and safety fundamentals (Victorian WHS Laws)
- Workplace incident investigation

Information Security

- Information Security: Employee awareness
- Information Security: Phishing awareness
- Information Security: Social Media

Leadership

- An introduction to crisis management
- Being an ethical leader
- Five key skills for great leadership
- Five key styles for great leadership
- The fundamentals of great leadership

Management

- An introduction to management
- Coaching and developing staff
- Delegating as a manager or leader
- Discussing performance with staff
- Holding productive 1-on-1 meetings with your team
- How to let an employee go
- Managing staff training for success
- Managing teams for better performance
- Motivating your staff and teams
- Recognising and rewarding staff performance
- Setting expectations with staff and teams
- Team culture: Managing and assessing
- Team culture: Overview
- Transitioning from employee to manager

Personal

- Coming back from a big mistake
- Creating a professional LinkedIn profile
- Ethics: Introduction to workplace ethics
- Ethics: Employees and workers
- Ethics: Common workplace challenges
- Introduction to effective decision making skills
- Managing and resolving conflict
- Overcoming a lack of motivation
- Overcoming impostor syndrome
- Overcoming the fear of failure
- Problem solving and creativity
- Strategies to manage burnout in the workplace
- Strategies to manage stress in the workplace
- Understanding and using empathy in the workplace

Productivity

- Project Management 1: Overview
- Project Management 2: Core Skills
- Project Management 3: Frameworks
- Project Management 4: Scheduling
- Project Management 5: Resourcing
- Project Management 6: Communication
- Project Management 7: Meetings
- Project Management 8: Reporting
- Project Management 9: Costs, Risks and Quality
- Project Management 10: Scope
- Project Management 11: Scope creep
- Project Management 12: Change management
- Project Management 13: Feedback
- Staying productive: Conquering your inbox
- Staying productive: Improving your focus
- Staying productive: Managing your priorities
- Staying productive: Overcoming common challenges
- Staying productive: Running great meetings
- Staying productive: Scheduling your time
- Staying productive: Setting SMART goals
- Staying productive: Time management fundamentals

Remote working

- IT security while working from home
- Managing remote and virtual teams
- Running successful virtual team meetings
- Staying productive: Working at home

Sales

- An introduction to sales and selling
- An introduction to sales prospecting
- Building trust in the sales process
- Confident and effective business networking
- Consultative selling and sales relationships
- Creating sales momentum and closing more deals
- Defining your ideal client
- Developing a compelling value proposition
- Emotion intelligence and selling
- Gaining confidence with selling
- Generating upselling and cross-selling opportunities
- Marketing tactics to help client referrals
- Obtaining client referrals and references

Sales (cont)

- Qualifying sales leads and customer needs
- Sales Management 1: Becoming a sales manager
- Sales Management 2: Implementing a process
- Sales Management 3: Tracking sales performance
- Sales Management 4: Boosting team outcomes
- Sales proposals and engaging writing skills
- Sales proposals and great executive summaries
- Sales proposals and managing the process
- Sales proposals and pitching for success
- Strategies to boost repeat business
- Successfully responding to client objections
- Understanding and managing client expectations
- Understanding the client buying cycle
- Understanding the psychology of selling

Service

- An introduction to customer service
- Best practices in client service
- Conducting effective client review meetings
- Customer service for refunds and cancellations (Coming Soon)
- Customer service management (Coming Soon)
- Customer service: Communicating with customers (Coming Soon)
- Customer service: Essential service skills
- Customer service: Helping upset customers (Coming Soon)
- Customer service: Improving your skills
- Providing great customer service during a crisis (Coming Soon)
- Successfully helping upset clients
- Using customer service to obtain customer feedback (Coming Soon)

Talent Management

- An introduction to human resources
- Building a talent management strategy (Coming Soon)
- Creating a personal training plan
- Interviewing skills: Advanced techniques
- Interviewing skills: Essential techniques

- Interviewing skills: Remote hires
- Managing staff underperformance
- Managing disciplinary action
- Mentoring: An introduction to being a mentee
- Mentoring: An introduction to being a mentor
- Mentoring: Overcoming common mentoring challenges
- Recognising misconduct, poor performance and absenteeism
- Running a training needs analysis
- Writing effective position descriptions

Bonus: Template Library

All organisations can also access template topics. Template topics are editable by your organisation and provide examples, frameworks and inspiration for creating online training.

- Explaining – Complex Process
- Explaining – Documents
- Explaining – Product knowledge (Coming soon)
- Explaining – Simple Process
- Explaining – Skill (Coming soon)
- Explaining – Software
- Human Resources – Employee Exit Interview
- Human Resources – Personal Training Plan
- Organisation – Values
- Organisation – Welcome and Overview
- Policy – Full policy with assessment
- Policy – Policy link
- Policy – Policy link with assessment
- Survey – Multiple parts with many questions
- Survey – Single part with few questions
- Team – Welcome and Overview
- Video – Multiple recordings with assessment
- Video – Single recording
- Video – Single recording with assessment
- Workshop/Webinar – Follow-up (Coming soon)
- Workshop/Webinar – Preparation (Coming soon)