

introducing...

LITMOS HEROES

Saving the world from boring learning



BUSINESS SKILLS PER THEME

iLearn®
ONSITE | ONLINE | TRAINING

PERSONAL DEVELOPMENT

- Team Working Excellence
- Decision Making
- Communicating Effectively
- Productivity & Time Management
- Presenting with Power
- Coaching Skills
- Managing Stress
- Negotiation & Influencing People
- Conflict Management
- Being Assertive the Right Way
- Emotional Intelligence
- Developing Resilience – Change Your Thinking

CUSTOMER SERVICE

- Customer Service Success
- Complaints Handling
- Telephone Etiquette
- Key Account Management
- Customer Loyalty Effect

COMMUNICATION & SOCIAL SKILLS

- Making Meetings Matter
- Agenda Setting
- Report Writing Skills
- Manage Meeting Personalities
- Interview Techniques

MANAGEMENT & LEADERSHIP

- Inspirational Leadership
- Effective Delegation
- Managing Change
- Giving & Receiving Feedback
- SMART Targets
- The Mindful Leader
- Unconscious Bias

SALES MASTERY

- Introduction
- Qualify Your Lead
- Know your USPs
- Features, Advantages and Benefits
- Do Your Research
- The Pitch
- Asking Questions
- Closing
- Power of Silence
- Taking notes
- Objection Handling
- Follow Up
- How to Influence
- Be Likeable
- Use Humour
- Leave Something Behind
- Authority and Social Proof
- Scarcity
- Commitment

POLICY & COMPLIANCE

Equality & Diversity in the Workplace
Social Media Awareness
Harassment & Bullying at Work
Data Protection
Bribery Act
Understanding Cyber Security
Health & Wellbeing
Anti-Money Laundering
Mental Health at Work
Safeguarding Adults
Safeguarding Children
Alcohol and Drugs at Work
Working Safely and Securely
Consumer Rights
Payment Card Industry Awareness
Modern Slavery
Environmental Awareness
Freedom of Information Act

HEALTH & SAFETY

Working Safely
Identifying Hazards and Risk Control
Manual Handling
Slips & Trips
DSE Awareness
Fire Safety Awareness
COSHH Essentials
Dangers of Sleep Deprivation
Lone Working
DSE Self-Assessment Tool

PROJECT MANAGEMENT

Introduction to Project Management
Project Strategy & Business Case
Project Preparation
Project Design
Project Development & Testing
Training and Business Readiness
Support and Benefits Realisation
Close Your Project Successfully

FINANCE SKILLS

Finance Introduction
The Accounting Equation
The Balance Sheet Explained
Income Statements Made Simple
The Cash Flow Statement
How to Maintain a Healthy Cash Flow
Analyse Financial Health with Ratios
Budget Like a Boss

TOOLBOX TALKS

Working Alone
Working at Heights
Importance of Good Housekeeping
Carbon Monoxide Poisoning
Alcohol at Work
Introduction to Fire Safety
Fire Classification & Equipment
Fire Prevention
Fire Detection & Response
Legionnaires' Disease
Equipment: Falling Objects
Eye Protection
Step Ladder Safety
Electrical Cord Safety
Confined Spaces
Workplace Vehicle Safety
Safe Working with Lift Trucks
Head Protection
Construction Dust
Sharps Injuries
Noise & Hearing Protection
Hand-Arm Vibration Syndrome
RIDDOR
Dangers of Working at Night

HEALTH & WELLBEING

Be Active
Healthy Eating at Work
Kick the Habit
Workplace Hygiene
Five Ways to Wellbeing

HUMAN RESOURCES

Defining HR
Right People/Right Role
Importance of Training
Performance Reviews
Discipline and Grievance
Effective Absence Management
Termination of Employment

LIBRARY ADD-ONS

CARE CERTIFICATE

Introduction to Care Certificate
Safeguarding Adults
Safeguarding Children
Managing Stress
Working Safely and Securely
Lone Working
Fluid & Nutrition
Understand Your Role
Infection Prevention & Control
Medication & Healthcare
Duty of Care
Fire Safety
COSHH
Introduction to Health & Safety
Moving and Assisting
Equality and Diversity
Work in a Person Centred Way
Communication
Privacy and Dignity
Mental Health Awareness
Basic Life Support
Handling Information
Your Personal Development

HOUSING

Adult Safeguarding for Housing
Safeguarding Children for Housing
Risk and Compliance in Housing

RETAIL

Service at the Tills
Service at the Fitting Rooms
Meet and Greet
Connect with the Customer

FCA COMPLIANCE

Treating Customers Fairly
Freedom of Information Act
Subject Access Requests

EACH COURSE INCLUDES...

BITE SIZED ANIMATED E-LEARNING Available as SCORM 1.2, SCORM 2004 and TINCAN	ANIMATED TRAINING CLIPS To Use in Face-to-Face sessions, in the Classroom or in an Employee Training App
WORKBOOKS Use your Workbooks and Offline Activities to Speed Up Implementation	INFOGRAPHICS To be Used as Part of a Blended Learning Approach
PROMOTIONAL RESOURCES Everything You Need to Drive Take Up	ARTWORK AND IMAGES To Create Your Own Course Materials