



## Course Library

- Acceptable Internet Use
- Change Management for New Systems
- Coping with Change in the Workplace
- Customer Service
- Developing an Employee Recognition Programme
- Discrimination and Equal Opportunity (Great Britain)
- Discrimination and Equal Opportunity (Northern Ireland)
- Effective Practices When Working from Home
- Emotional Intelligence in Leadership
- Employee Induction
- Handling Angry and Upset Customers
- How to Communicate Effectively
- Infection Control in the Workplace
- Influencing and Negotiating with Others
- Information Security Management
- Leadership
- Leading Virtual Teams
- Managing Difficult Situations
- Microsoft Excel 2016
- Microsoft Outlook 2016
- Microsoft PowerPoint 2016
- Microsoft Word 2016
- Offboarding
- Office Ergonomics
- Onboarding
- Password Management
- Performance Management for Employees
- Performance Management for Managers
- Running Effective Virtual Meetings
- Stress Management
- The European Union General Data Protection Regulation
- Time and Priority Management