LHUBGO

RECOMMENDED COURSES IN
LHUB GO
INFINITY

ADAPTIVE SKILLS

COURSE TITLE	COURSE OVERVIEW
MANAGING RISK EFFECTIVELY	Are you an emerging or experienced leader in the community services industry, looking to delve deeper into effective risk management? If so, this course is just for you! Who is it for? This professional development course 'Managing risk effectively' is aimed at leaders in the community services industry. However, the insights, information, and ideas presented will benefit employees of all levels. After all, we are all leaders in one way or another! What is included? The course explores the identification and treatment of risk in the workplace including identifying and assessing risks, communicating with affected individuals, and developing action plans to address risks. It consists of the following elements: 1 x visually engaging, interactive Module A toolbox full of helpful posters and infographics An online quiz where you can test your knowledge. What will I learn? By completing this course, will help you to: Identify a range of risks Analyze and prioritize risks Design plans to minimize risks. How long will it take? This course will take around 1.5 hours to complete, depending on how deep you want to go. It is broken down into discreet packages, so it is easy to dip in and out of your learning when it suits you. Is this course accredited? This professional development course is NOT accredited. However, the content contained within the course aligns with the unit of competency 'BSBRSK501 Manage risk'. I loved this course... I want more! That is great! You can extend your learning experience by completing the other course in this suite: Risk management 101.
FORGING AHEAD WITH PERSEVERANCE AND RESILIENCE	Business today is a complex undertaking. Accomplishing tasks and staying focused on achieving your goals requires grit and persistence. An adaptive mindset helps you focus through the distractions, information overload, demanding pace, and the accompanying stresses that can often pull you off task. In this course, you will learn to develop personal resiliency, adaptability, and perseverance. You will explore the resources and people it takes to sustain perseverance, and you will discover actions to help you build a work-life balance, sharpen your focus, and foster the resilience perseverance to face and overcome setbacks.
POLISHING YOUR SKILLS FOR EXCELLENT CUSTOMER SERVICE	As a customer service representative (CSR), creating a supportive culture that focuses on your customers' needs is key. In this course, you will learn how to enhance your interactions with customers to project service excellence. You will explore how to establish effective customer relationships that involve customers in problem-solving. Finally, you will discover how to improve communication for better client service (CS) in a cross-cultural customer support center or help desk environment.

• • •

ADAPTIVE SKILLS

COURSE TITLE	COURSE OVERVIEW
ENHANCING SERVICE - CUTTING EDGE COMMUNICATION COMEDY SERIES	When we care we listen to needs. Then we can provide excellent service. This entertaining and stimulating program is designed to help learners develop their positive attitudes to service, build their passion for service excellence, and improve their face-to-face and phone service skills. Service is integral to Cutting Edge; if a client is not happy, they can lose business. Marcus likens service to a geckos suction capacity; once you get a client, you never let him/her go. Marcus introduces Barney Bradley who instructs everyone to close their eyes and imagine a computer support frustration. He then asks them to imagine the joy one feels when great service is finally delivered. Sam explains the importance of GECKO. Get it right the first time no mistakes. Efficiency one can simultaneously field a call and acknowledge the presence of someone who needs service. Having a Can-do attitude is vital the notion that a company might☐ do something, conveys the impression it won't happen. A client who can count on you has a sense of confidence. Alex likes her customers to feel special; it is how they grow their customer base. Sherry loves Knowledge finding out about her customers; the more she knows about them, the better the service she can give, whilst for Serena knowledge is part of preparedness. Outcomes are about finding an answer, setting a deadline, and sticking to it. Steve's motto: turn a complaint into congratulations! Key Learning Points¢ Don't assume or guess INSTEAD: Get it right the first time ¢ Don't waste time INSTEAD: Be efficient ¢ Don't be rude or stop caring INSTEAD: Have a can-do attitude ¢ Don't lose focus on the customer INSTEAD: Find answers and solve problems Comedy makes learning fun This program is part of the popular Cutting Edge Communication Comedy Series created by Psychologist Eve Ash and comedienne Erin Brown starring Emmy-award winning Kim Estes. This powerful training series follows several characters as they battle challenges, negotiate conflicts, and learn from mistakes about professionalism, leadership, communication, and safety. This Australian-produced series was filmed on location in Los Angeles.
APPLYING DESIGN THINKING TO AN EVERYDAY PROBLEM	You know that one of the top trends in business innovation these days is design thinking. Only problem is, you are not quite sure what it is. You have heard it described in a bunch of different ways, and you are starting to wonder if no one else understands it either. But the truth is, design thinking is one of the most effective new methods and mindsets for framing and solving problems. Top businesses, organizations, consultancies, schools, and governments are adopting it to innovate their processes and service offerings, using human empathy, design principles, action-oriented solutions, imagination, intuition, and systematic reasoning. Taught by Lee-Sean Huang, cofounder and creative director of Fossa, a community-centered design consultancy, this course will help you understand what design thinking is and how to apply it to your own work and life.

• • •

ADAPTIVE SKILLS

COURSE TITLE	COURSE OVERVIEW
DRIVING CONTINUOUS IMPROVEMENT AND INNOVATION	Are you a self-motivated individual working in the community services industry, looking to set your services apart by delivering your best, every time? If so, this course is just for you! Who is it for? This professional development course 'Driving continuous improvement and innovation' is aimed at leaders in the community services industry. However, the insights, information, and ideas presented will benefit employees of all levels. After all, we are all leaders in one way or another! What is included? The course explores how to embed innovation and continuous improvement within your organization consists of the following elements: 1 x visually engaging, interactive Module A toolbox full of helpful posters and infographics An online quiz where you can test your knowledge. What will I learn? By completing this course, will help you to: Define what is meant by 'continuous improvement' and 'innovation 'Plan improvement and innovation activities Test continuous improvement plans Implement improvements and innovation ideas. How long will it take? This course will take around 1.5 hours to complete, depending on how deep you want to go. It is broken down into discreet packages, so it is easy to dip in and out of your learning when it suits you. Is this course accredited? This professional development course is NOT accredited. However, the content contained within the course aligns with the unit of competency 'BSBMGT608 Manage innovation and continuous improvement'.
ALLOCATE POINTS TO DRIVING CONTINUOUS IMPROVEMENT AND INNOVATION	**Who is it for?** This professional development course 'Driving continuous improvement and innovation' is aimed at leaders in the community services industry. However, the insights, information, and ideas presented will benefit employees of all levels. After all, we are all leaders in one way or another! **What's included?** The course explores how to embed innovation and continuous improvement within your organization. **It consists of the following elements:** 1 x visually engaging, interactive Module A toolbox full of helpful posters and infographics An online quiz where you can test your knowledge.
FACING CONFRONTATION IN CUSTOMER SERVICE	Achieving service excellence is very challenging when dealing with angry customers. By following a few simple techniques to avoid confrontation, you can manage difficult customer relationships and project a high-quality client service (CS). In this course, you will learn about typical trouble spots in dealing with angry customers and guidelines for avoiding conflict. You will also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.
COMMUNICATION STRATEGIES... AN INTRODUCTION!	Who is it for? This professional development course 'Communication strategies... An introduction' is aimed at leaders in the community services industry. However, the insights, information, and ideas presented will benefit employees of all levels. After all, we are all leaders in one way or another!

PLEASE SEE BROAD CATEGORIES OF THE MORE THAN 70,000 COURSES AVAILABLE HERE*.
• • •

ADAPTIVE SKILLS

COURSE TITLE	COURSE OVERVIEW
ABILITY TO BE ADAPTIVE AND FLEXIBLE	Course Introduction learning culture is defined as a set of values, processes, or environments that help individuals and organizations increase understanding, skills, and knowledge for organizational success. Organizations that effectively implement a learning culture can expect an increase in efficiency, productivity, profit, employee engagement, innovation, and employee satisfaction. It is a challenging task to take on, especially because most organizations fail to transform into learning organizations. In this course, experts from the fields of learning and management share their expertise and knowledge on how to create an environment that focuses on lifelong learning, encourages employees to take advantage of learning opportunities, share their skills with others, and transform organizations into places of growth and innovation. Who Should Attend Senior Management CLOs Learning And Development Professionals Human Resource Professionals Team Managers This video is part of the Building A Right Learning Culture course?
BUSINESS WRITING	Good writing is one of the most neglected but critical ingredients for business success. Bad writing can compromise the effectiveness of your marketing campaigns and risk your relationship with customers, clients, and employees. Great writing, however, has the power to not only make an excellent first impression but to persuade people to listen to you. This course will walk you through everything you need to know to improve your advertisements, Facebook and Twitter posts, email newsletters, B2B communications, business proposals, and much more. It will also address the most common grammatical errors that professionals make, and how to correct them. Learning Outcomes Define business writing. Describe how to make your writing concise and complete. Identify the elements of a clear message. List examples of concrete requests. Use a writing process to avoid common errors. Address common grammatical and punctuation errors. Identify special considerations for emails, reports, and memos. Identify the correct outline for a direct strategy. Explain the best strategy for emphasizing good news. Give examples of different purposes for business writing. Summarize what you should consider when deciding whether to communicate externally.
BUSINESS ANALYSIS OVERVIEW	Implementing process and system changes to an organization requires fully analyzing the business to enable careful planning. The globally recognized standards of practice in the Business Analysis Body of Knowledge (BABOK), guide the business analyst in the proper analytics to ensure that the needs of the organization are well understood so that solutions are designed to meet those needs. In this course, you will learn about the final tasks in the requirements analysis and design definition knowledge area. Defining a requirements architecture, defining design options, and analyzing potential value, and recommending solutions.

PLEASE SEE BROAD CATEGORIES OF THE MORE THAN 70,000 COURSES AVAILABLE **HERE***.

• • •

DIGITAL TRANSFORMATION

COURSE TITLE	COURSE OVERVIEW
DIGITAL TRANSFORMATION: WHAT IS DIGITAL TRANSFORMATION?	Changes in technology continue to shape our day-to-day lives and alter the way we interact with the world around us. Changing technology has also prompted - and sometimes forced - organizations to restructure the way their business operates. These changes made by organizations to integrate developing digital processes are known as Digital Transformation. In this course, you will learn more about what Digital Transformation is, and how it's impacting almost every organization. Learning Objectives Define Digital Transformation Identify key components to Digital Transformation Time to complete 5 minutes
DIGITAL TRANSFORMATION: WHAT IS BLOCKCHAIN?	Bitcoin, Ethereum, and other cryptocurrencies made headlines in 2017 and 2018 and began disrupting commerce, finance, and currency in a variety of ways. The technology behind cryptocurrency is known as the blockchain, and it has created fresh opportunities for businesses and financial institutions around the world. In this course, you will learn about how blockchain works, why it's gaining popularity, and how it's being used in organizations today. Learning Objectives Define what Blockchain is List benefits to using Blockchain Identify how Blockchain is being used in organizations today Time to complete 5 minutes
DIGITAL TRANSFORMATION: WHAT IS BIG DATA?	Big Data refers to the huge amount of information available that can be analyzed by computers to identify patterns and get meaning that might be too complex for traditional methods. In this course, you will learn what this means for businesses and how Big Data is already transforming different industries. Learning Objectives Define what Big Data Identify how Big Data is being used today List the Pros and Cons to Big Data Time to complete 5 minutes
DIGITAL TRANSFORMATION: WHAT IS THE INTERNET OF THINGS?	We live in a connected world where devices can connect to the internet and send information to people, devices, and systems. This network of connected things☐ is known as The Internet of Things or IoT. In this course, you will learn how the Internet of Things is evolving and explore the different areas where IoT is having the biggest impact. Learning Objectives Define what the Internet of Things Identify the impact IoT is having on emerging technology Time to complete 5 minutes
DIGITAL TRANSFORMATION: FIVE WAYS A DIGITAL TRANSFORMATION	When integrating digital technology into business infrastructure, it is important to understand how it will redefine the organization from the inside out. A digital transformation is disruptive. The shockwaves it sends throughout the organization will be felt by executives, employees, business partners, customers, clients, and potentially the public at large. To better understand what changes an organization may face, this course will discuss five ways a digital transition will alter day-to-day operations.

PLEASE SEE BROAD CATEGORIES OF THE MORE THAN 70,000 COURSES AVAILABLE <u>HERE*</u>.

• • •

DIGITAL TRANSFORMATION

COURSE TITLE	COURSE OVERVIEW
CYBER SECURITY AWARENESS: YOU ARE THE FIRST LINE OF DEFENSE	Welcome to the "Cyber Security Awareness" series of video lessons meant to help the learner understand modern technological threats to themselves and their company. This video lesson, "You are the First Line of Defense," is the first of six. From this lesson, the learner will understand the frequency and severity of cyber-attacks, who is behind them, and what they can do as the first line of defense when using websites and personal and work devices.
CYBER SECURITY AWARENESS: UNDERSTAND YOUR ATTACKER	Welcome to the "Cyber Security Awareness" series of video lessons meant to help the learner understand modern technological threats to themselves and their company. This video lesson, "Understand Your Attacker," is the second of six. From this lesson, the learner will learn more about the so-called "black hats," understand the many ways they try to access our information, and be aware of some of the symptoms of having a device attached.
CYBER SECURITY AWARENESS: A FEW WORDS ABOUT PASSWORDS	Welcome to the "Cyber Security Awareness" series of video lessons meant to help the learner understand modern technological threats to themselves and their company. This video lesson, "A Few Words About Passwords," is the third of six. From this lesson, the learner will understand the importance and characteristics of strong passwords, learn good password-related habits, and be encouraged to replace existing weak passwords.
CYBER SECURITY AWARENESS: CONFIGURING YOUR DEVICES	Welcome to the "Cyber Security Awareness" series of video lessons meant to help the learner understand modern technological threats to themselves and their company. This video lesson, "Configuring Your Devices," is the fourth of six. From this lesson, the learner will understand some of the safeguards that can and should be applied to personal and work mobile devices.
CYBER SECURITY AWARENESS: HOW TO BROWSE SAFELY	Welcome to the "Cyber Security Awareness" series of video lessons meant to help the learner understand modern technological threats to themselves and their company. This video lesson, "How to Browse Safely," is the fifth of six. From this lesson, the learner will understand how browsing the internet can open the user to vulnerability, how to be alert when browsing the internet, and what browser settings can provide some protection.
CYBER SECURITY AWARENESS: AVOIDING HUMAN MISTAKES	Welcome to the "Cyber Security Awareness" series of video lessons meant to help the learner understand modern technological threats to themselves and their company. This video lesson, "Avoiding Human Mistakes," is the last of six. From this lesson, the learner will understand how human nature can be manipulated by hackers, learn how to recognize suspicious emails and links, and acquire habits to safely use personal devices in public spaces.
DIGITAL FOOTPRINT	Course Overview This quick course gives you some tips to make sure your digital footprint is exactly how you want and need it to be. Target Audience Social media users Learning Objectives Understand how to monitor your digital footprint. Create a positive digital footprint. Business Outcomes Employees will be more mindful of their digital footprint which will reflect well on their employer's reputation.
CREATING A DIGITAL CULTURE	When digital tools are used well everyone benefits. This module gives tips on finding appropriate digital solutions and explains your role in creating a better digital culture at work. Target Audience: Any employee

• • •

DIGITAL TRANSFORMATION

COURSE TITLE	COURSE OVERVIEW
CYBER SECURITY AWARENESS	All professional and competent organizations should care about upskilling their workforce with essential training in cybersecurity. Both organizations and their employees must understand and feel confident that they know how to keep information secure at every level of the business. Rigorous Cyber Security training is essential for any organization that deals with personal and sensitive information daily. It can be a confusing topic to learn and can sometimes be a task all on its own to figure out where to start! Comprehensive cybersecurity management can be difficult to master, however, we are here to help you make sense of all the security essentials with this introductory course. Learning Objectives By the end of this cybersecurity training you should be able to: Be able to understand what Cyber Security is. Be able to understand and identify the different areas of Information Security. Understand what could happen if you do not implement Information Security. Know why it's important to keep information secure. Know what Cyber and Information Security procedures you should put into practice. Business Outcomes During this course we will coercer security procedures Customer sensitive information Proper password construction Protection from malicious software Email Etiquette Clear Desk procedures Social Engineering and its consequences Remote / Mobile Working Personal/physical security Data handling Incident handling Duration30 Minutes
PERSONAL DATA PROTECTION ACT (SINGAPORE)	Private organizations that collect, use, and disclose personal information within Singapore must comply with the Personal Data Protection Act (PDPA). This 35-minute course is designed to help employees understand the fundamental requirements of the PDPA, including the Data Protection Provisions and Do-Not-Call Registry Provisions. Among the topics discussed are: Employee responsibilities related to the collection, use, and disclosure of personal information, Physical, administrative and technical safeguards, The best practices for handling personal information and avoiding security breaches Target Audience Applicable to all Sectors
EVOLVING DIGITAL BUSINESS STRATEGIES	Course Introduction in today's world, it is essential that organizations embrace digital disruptions and be prepared to create innovative products that will help them stay relevant in the present and future. Ray Wang, founder, and chairman of a Silicon Valley-based organization shares his expertise on a variety of topics centered on innovation and meeting digital challenges. In this course, you will learn why being transparent and authentic is so important in today's business world, the major shift in focus toward keeping brand promises, why businesses need to know where they stand in terms of innovation, different types of organizations, and how they deal with technological innovation and transformational changes. Wang discusses why businesses must put their focus on their brand and their mission, what it takes to launch a new product or idea that can form the basis for an entrepreneurial venture, and the concept of contextual relationships and how it relates to company growth. Who Should Attend Executives CIOs IT Professionals Entrepreneurs Course Methodology This self-paced e-learning course is based on an exclusive interview with Ray Wang, founder, and chairman of a Silicon Valley-based organization. Learning Objectives Creating an authentic business and knowing the organizational DNA Coming up with the big idea Relevancy through contextual relationships and the meaning of data exhaust Financing innovation Meeting the digital disruption challenge Personalization is the future Course Modules Building Digital DNA Of the Organization Data Exhaust And Contextual Relationships Transformational Innovation The Future

PLEASE SEE BROAD CATEGORIES OF THE MORE THAN 70,000 COURSES AVAILABLE **HERE*.**

• • •

HEALTH & SAFETY

COURSE TITLE	COURSE OVERVIEW
7 TIPS FOR MANAGING MENTAL HEALTH AND WELLBEING DURING COVID-19	Our world has changed in such a short period of timewave witnessed major loss of life. Many of us have lost our incomes. Were being advised to isolate ourselves, away from family and friends Social distance No handshakes, hugging or touching The list goes on. No doubt COVID-19 has created enormous anxiety and stress. The World Health Organization has stressed the need for us to protect ourselves and our loved ones. Not just physically, but also mentally and psychologically during this time. This video suggests a few techniques to help you do just that through this uniquely testing period. The seven tips include: Focusing on the controllable How to manage stress Ways to stay positive Tips for those working from home Looking after the children Good habits for mental health The importance of practicing mindfulness Its a succinct, easy to understand how-to video on managing your mental health during a testing time. Stay safe, stay positive.
OCCUPATIONAL HEALTH & SAFETY FOR EMPLOYEES	Course Overview Designed with employees in mind, this course covers Health and Safety Issues in the Workplace. Whether one's workplace is in the office or outdoors, this course uses relatable live-action video scenarios and customizable case studies to keep learners engaged. This course provides an organization-wide understanding of expectations and requirements in the workplace relating to health and safety. Keep employees safe with an interactive and engaging course. Target Audience All members of the organization- general staff, supervisors, executives Learning Objectives This Compliance Course will educate staff on health and safety requirements in the workplace. Business Outcomes Compliance Training Duration30 Mins

• • •

HEALTH & SAFETY

COURSE TITLE	COURSE OVERVIEW

SHARPER BRAIN, SMARTER YOU

Course Introduction

Everyone wants to be happy and have a brain that functions at an optimal level. Dr. Wendy Suzuki, professor of neural science and psychology at New York University and author of the book Healthy Brain, Happy Life, discusses her latest research on the positive effects of exercise on our brain. She describes how this has positive implications for the business world as well as individuals.

Dr. Suzuki talks about the concept of brain plasticity and how new brain cells form as the result of an enriched environment, the concept of memories and how they define our personality, and how to improve one's memory. She discusses her research on brain functions, and the relationship between exercising and the brain, and its effect on creativity, mood, energy, and memory. Dr. Suzuki also talks about the research on types and duration of exercises that best improve cognitive abilities. She describes what happens in the brains of individuals who meditate for long and shares tips on how to get started with a meditation program. She also talks about the benefits of corporate wellness programs.

Who Should Attend

Executives
Managers
Team Leaders
Entrepreneurs
Students
Anyone Wanting To Improve Brain Efficiency

Course Methodology

This self-paced e-learning course is based on an exclusive interview with Dr. Wendy Suzuki, professor of neural science and psychology at New York University.
Learning Objectives

Happiness defined

Exercise and its impact on the brain and the role of brain plasticity
Memories and personality
The connection between exercise and memory
Benefits of meditation
Benefits of corporate wellness programs

Course Modules

Defining Happiness
What Is Happiness
What Is Brain Plasticity
Impact Of Enriched Environment On The Brain
Exercise And The Brain
Impact Of Exercising
Exercises That Work Best

7 DAYS OF MINDFULNESS FOR BEGINNERS

Learn how to meditate in 7 days with this introductory guided course. These short but powerful classes guide you through understanding the foundation of mindfulness while experiencing many benefits including stress reduction, improved sleep, increased focus, greater compassion, and resilience.

• • •

HEALTH & SAFETY

COURSE TITLE	COURSE OVERVIEW
HEALTHY LIFESTYLE	Maintaining a healthy lifestyle is about balance. It is about proactively looking after your wellbeing physical, mental, and emotional. Living a healthy lifestyle improves our health, gives us more energy, improves work performance, and leads to improved relationships with ourselves and those around us. Take part in the Healthy Lifestyle module to learn more.
STRESS, ANXIOUSNESS, & ANXIETY	Course Overview When we hurt ourselves in the office, we find our friendly First Aid Officer who has a helpful kit full of band-aids, wraps, ointments, and remedies. But what about the pain caused by anxiety? Unfortunately, no such kit has previously existed until now. Learning objectives Via Up Mental Health First Aid Kit will teach you: How anxiety is different from stress and general anxiousness The steps you can take to support your mental health How you could support a colleague who is suffering. Business Objectives This course empowers your organization to identify and address the causes and symptoms of anxiety by providing them with the tools they need to make meaningful and positive progress. With the right information, some kindness, empathy, and a little patience, they can make a dramatic difference in their own life and the lives of others. Audience The Via Up Mental Health First Aid Kit is designed to benefit businesses and organizations of any size. Course Outline What Is Mental Health First Aid? A Dose of Understanding Self-Care Manual empathy Boost: Through Their Eyes Talk The Talk Support For Life Difficulty: Easy Subject Matter Expert Based on Beyond Blue Material Features: Engaging 2D animated video content Immersive 2D scenarios unique, intuitive course navigation and menu structure. Course Duration approximately 30 minutes
THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE	This classic book is a guide to how you can be more effective in all areas of your life. Find out more about it here.
WELLNESS SUPPLEMENTS & DEVICES (THE ART OF LESS DOING)	Get ready to learn a proven way to optimize your productivity. In this course, achievement and efficiency expert Ari Meisel explains a systematic way of accomplishing the things you need to do so you can open more time for the things you want to do. You will learn to optimize, automate, and outsource both personal and professional tasks. Ari will help you identify which tasks are monopolizing your time and help you build strategies to make those tasks less time-consuming. Ari will also cover simple strategies for getting through everyday responsibilities like errands and paperwork more quickly and efficiently. You will also learn about applying the same level of efficient prioritization to your personal life, including how to approach health and fitness in a more streamlined way. By the end of this course, you will be on your way to an easier, organized, balanced way of living.
UNDERSTANDING HOW THE BODY USES NUTRIENTS AS FUEL FOR ENERGY	This course is designed to give the fitness professional an introduction to balancing extremes through the application of nutritional interventions.

• • •

PERSONAL DEVELOPMENT

COURSE TITLE	COURSE OVERVIEW
TOP SOFT SKILLS YOU NEED IN THE WORKPLACE	**Course Overview** The phrase ˜soft skills incorporate a wide variety of personality traits, communication and people skills, social attitudes, and emotional intelligence. These qualities (also known as ˜core skills) are increasingly important for success in the workplace and not just for those in leadership positions. Everyone can benefit from some focused training and development to help them realize their full potential. This self-paced course can help you enhance your soft skills right now.¯ **Learning Objectives** Identify the top soft skills you need to succeed Understand the Importance of Developing Various Soft Skills in the Workplace Learn How to Use Soft Skills in Multiple Contexts &; Situations Learn the Best Techniques to Solve Problems Learn How To Communicate Like a Pro
THE POWER OF SELF-REFLECTION	Are you a self-motivated individual working in the community services industry, looking for ways to enhance your professional practice? If so, this course is just for you! Who is it for? This professional development course 'The power of self-reflection is aimed at leaders in the community services industry. However, the insights, information, and ideas presented will benefit employees of all levels. After all, we are all leaders in one way or another! What is included? The course explores the concept of self-reflection and how it can be used to enhance your professional practice. It consists of the following elements: 1 x visually engaging, interactive Module A toolbox full of helpful posters and infographics An online quiz where you can test your knowledge. What will I learn? By completing this course, will help you to: Perform an honest review of your performance Examine how values, beliefs, bias, and attitudes affect performance Analysis various tools to support the process of self-reflection Identify opportunities and create a plan to achieve your goals Tap into professional development opportunities to support performance Align your professional practice with industry, legal and ethical requirements. How long will it take? This course will take around 1.5 hours to complete, depending on how deep you want to go. It is broken down into discreet packages, so it is easy to dip in and out of your learning when it suits you. This professional development course is NOT accredited. However, the content contained within the course aligns with the unit of competency 'CHCPRP003 Reflect on and improve own professional practice'.
PROBLEM-SOLVING & DECISION-MAKING	Successful people think from a very rational, positive viewpoint. Often, though, they may fail to look at problems from, for example, emotional, intuitive, creative, or negative angles. In this course, we focus on providing a basic framework for creative problem-solving and decision-making.
EMOTIONAL INTELLIGENCE: SELF-MANAGEMENT	In this course, we investigate self-management (or self-regulation), which is the second of three key areas of personal skills that make up Emotional Intelligence. Self-management is concerned with how you control and manage yourself and your emotions, inner resources, and abilities. It also includes your ability to manage your impulses.

• • •

PERSONAL DEVELOPMENT

COURSE TITLE	COURSE OVERVIEW
ESSENTIALS - PERSONAL DEVELOPMENT - NEGOTIATION SKILLS	Course Contents Negotiations: The Basic Concept Preparing to Negotiate Opening the Negotiation Exploring Each Others Positions Testing Potential Agreement Bargaining Closing the Negotiation including Check my Understanding Tests and Full Course Test Learning Objectives Participants will acquire the knowledge and skills to Prepare effectively to negotiate to Recognize the phases that negotiations follow, their characteristics and ways of exploiting them to your benefit Recognize and use a range of negotiation strategies Recognize and use a range of negotiation tactics Negotiate successful agreement where both sides believe they have won Course Overview The overall aim of this course is to improve your skills in concluding successful negotiations. That is, reaching agreements which both parties are committed to honoring and which benefit your organization. Course Duration90 - 120 minutes
ESSENTIALS - PERSONAL DEVELOPMENT - NEGOTIATION SKILLS	Course Contents Sources of Time Based Problems Ownership of Time Problems Avoiding Unnecessary Demands on Time Strategies for Increasing Discretionary Time Time Planning Including: Check my Understanding Tests and Full Course Test Learning Objectives Participants will acquire the knowledge and skills to Identify where time-based problems originate Analyze which time-based problems are whose responsibility Understand how to organize your time more effectively Use a range of time management techniques to help you gain control of your time Decide how to deal with time-based problems Course Overview The pace of life gets faster and faster each year, pressures on time intensify. The need to create extra time to fit everything in at work is getting more urgent... Effective time management is essential to keep your head above water. This course shows how to manage time to create time to achieve the things that are important to your overall performance. Course Duration90-120 minutes
ESSENTIALS - PERSONAL DEVELOPMENT - NEGOTIATION SKILLS	Course Contents Getting a Perspective Setting Priorities Getting Things Done Managing Information Managing the Phone¢ Including: Check my Understanding Tests and Full Course Test Learning Objectives Participants will acquire the knowledge and skills derecognize your strengths and weaknesses Build on your strengths and eliminate weaknesses Prioritize your work according to your objectives Manage your working day to get things done Ensure your resources work for you rather than against you Course Overview Learn how to manage yourself better. One aspect of improving performance is to manage yourself better. This course presents a range of techniques for improving your performance at work - and they require no one else but YOU to make them work. The techniques will enable you to: Take responsibility for your performance at work, Develop your expertise in self-management techniques, and above all Get things done.

· · ·

PERSONAL DEVELOPMENT

COURSE TITLE	COURSE OVERVIEW

CRITICAL THINKING BUNDLE

You are your thoughts; the quality of your life is therefore based on the quality of your thinking, but we rarely question it critically. We think and act out of routines, impulses, emotions, or persuasion rather than doing what makes genuine sense. By examining your thinking, you will be able to make better decisions and bring about positive changes. In this series, you will learn about critical thinking and how to apply it in your everyday life.

TURNING CHALLENGES INTO OPPORTUNITIES

Course Introduction
People with a passion for work and a desire to develop skills are the lifeblood of any organization. Individuals that go the distance despite obstacles that defeat most people are a rare type of person. They inspire us and teach us that we should never give up.

Ramona Pierson survived a horrific accident that put her in a coma and left her unable to see, speak or walk. Despite these circumstances, she persevered and is now the CEO of Declare, a company that helps people attain their goals in life. This course is about inspiration, learning, and personal achievement.

Who Should Attend
People who want to learn how to constructively face challenges at the workplace or in personal life.

Course Methodology
This self-paced e-learning course is based on an exclusive interview with Ramona Pierson, CEO of Declare.

Learning Objectives
Learning how to overcome obstacles
Challenges and failures as new beginnings and opportunities
Focusing on what you believe in and love
Overcoming difficulties by setting small achievable goals
Focus on your strengths

Course Modules
Embracing Challenges
The Challenge: Life-Changing Event
The Journey: Coma To Life
Road To Recovery: Taking Small Steps
Developing Grit
Gaining Control: Building A Career Again
Identifying Hidden Opportunities
Ways To Success
Personal Mission
Advice For Young People
Case Study

• • •

PERSONAL DEVELOPMENT

COURSE TITLE	COURSE OVERVIEW
DEMO: THREE KINDS OF CREATIVITY (DESIGN THINKING FOR BUSINESS)	You know that one of the top trends in business innovation these days is design thinking. The only problem is, you are not quite sure what it is. You have heard it described in a bunch of different ways, and you are starting to wonder if no one else understands it either. But the truth is, design thinking is one of the most effective new methods and mindsets for framing and solving problems. Top businesses, organizations, consultancies, schools, and governments are adopting it to innovate their processes and service offerings, using human empathy, design principles, action-oriented solutions, imagination, intuition, and systematic reasoning.
THE NEGOTIATION LADDER	The course will cover everything from making a winning first impression, handling any objection diplomatically, and completing highly effective consultations through effective questioning to closing 7 figure deals. The negotiation ladder is the most popular entry-level course that ISR offers, with subscriptions often selling out within days of release. The negotiation ladder is ISRs secret weapon when it comes to achieving massive success in sales and is the strategy that ISRs award-winning SWISH program is built on. This compact but highly effective digital training course will teach you all the fundamental skills required to master the art of negotiating and offer you high volumes of direction when making a presentation to your clients. The course will cover everything from making a winning first impression, handling any objection diplomatically, and completing highly effective consultations through effective questioning to closing 7 figure deals.
EMOTIONAL INTELLIGENCE: RELATIONSHIP MANAGEMENT	Relationship management is all about interpersonal communication skills. It is about your ability to get the best out of others, your ability to inspire and influence them, your ability to communicate and build bonds with them and your ability to help them change, grow, develop, and resolve conflict. In this course, we underline the need to apply and build on your self-awareness, self-management, and social awareness skills to reach this highest domain.
CRITICAL THINKING & PROBLEM SOLVING	Making better decisions within an organization is crucial to getting better results. In a complex organizational environment with competing interests and limited resources, effective decision-making can become a significant challenge. This course will help you overcome that challenge. By applying a simple and structured approach to problem-solving new options will become clear. When identifying potential solutions thinking critically provides the tools to determine the correct solution for each situation. This course introduces you to the principles of critical thinking' then teaches you a framework to apply in the workplace.
DEALING WITH STRESS MODULE	Stress is the result of being under pressure that exceeds your ability to cope, and it is something that we will all suffer from at some point in our working lives. This course looks at the sources of stress and its behavioral and health indicators, and offers advice on dealing with stress, and explores ways in which you can reduce your stress levels. In addition to a high-quality video, this Module features expanded learning content blocks and a short quiz to check your understanding.

• • •

PERSONAL DEVELOPMENT

COURSE TITLE	COURSE OVERVIEW
DIFFICULT PEOPLE: CAN'T CHANGE THEM, SO CHANGE YOURSELF	It would be easy to say that to deal with difficult people you should be tolerant and accept people's differences. This sounds nice and might work in the short term, but if you are working with people you find difficult and you expect to be working with them for some time you are better off learning how to respond and relate to them. The approach you use depends on the person, the situation, and your willingness to build and blend skills as needed. Dealing with difficult people requires that you first learn how to manage yourself with them. This means being self-aware and practicing self-management. It also means tuning into the feelings and emotions of others, however difficult it might be. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive. This is emotional intelligence, and if you build this capacity, you will be able to deal more effectively with many difficulties in life (including other people)!
CREATIVITY IN THE WORKPLACE: FLEX YOUR CREATIVE MUSCLE	Creativity has a reputation as being ephemeral or intangible. It evokes visions of the muse visiting the suffering artist. But the truth is, everyone can be creative. The ability to think creatively, to take a fresh approach, and to innovate with new ideas that create efficiency are increasingly valuable and sought-after skills that will continue to increase in value.
DEVELOPING YOUR LEADERSHIP STYLE	Are you an emerging or experienced leader in the community services industry, looking for ways to hone your leadership skills? If so, this course is just for you! Who is it for? This professional development course 'Developing your leadership style' is aimed at leaders in the community services industry. However, the insights, information, and ideas presented will benefit employees of all levels. After all, we are all leaders in one way or another! What is included? The course explores the underpinning concepts of leadership in the workplace, encouraging you to reflect on and challenge your current perceptions of what it means to be a good leader. It consists of the following elements: 1 x visually engaging, interactive Module A toolbox full of helpful posters and infographics An online quiz where you can test your knowledge. What will I learn? By completing this course, will help you to Examine the characteristics of a good leader and high performing teams Evaluate different leadership styles, including your preferences Align your leadership approach to your organization's requirements Lead by example, role modeling positive behaviors such as cooperation, open communication, collaboration, and professionalism Maintain team productivity, morale, and culture by identifying and resolving conflict quickly and effectively. How long will it take? This course will take around 1.5 hours to complete, depending on how deep you want to go. It is broken down into discreet packages, so it is easy to dip in and out of your learning when it suits you. This professional development course is NOT accredited. However, the content contained within the course aligns with the unit of competency 'CHCMGT003 Lead the work team'. That is great! You can extend your learning experience by completing the other courses in this suite: Setting your team up for success Driving team performance.
INTRODUCTION TO LEADERSHIP	Maintaining a successful team demands effective authentic leadership. Leadership is about social influence. Leaders need to win the confidence, respect, and loyal cooperation of people, such that their effort in working toward the achievement of a common goal is maximized. In this course, we introduce foundation concepts associated with leadership.

• • •

TECHNOLOGY SKILLS

COURSE TITLE	COURSE OVERVIEW
DIGITAL MARKETING SERIES: SOCIAL MEDIA MARKETING	It's not just social media marketing, it's a big warm pleasurable social media experience for your audience. Your brand needs to ring loud and clear through all the right platforms and were going to show you how. Learn how to grow and engage a community around your offering. Give these people more to care about. Reach further with paid marketing and get deeper insights. What you will learn Key Social Platforms for Digital Marketing Growing and Engaging an Audience Developing Data-Driven Audience and Campaign Insights Setting up a Social Media Experience for a Business Creating and Optimizing Social Media Campaigns
THE PROJECT MANAGEMENT COURSE: BEGINNER TO PROJECT MANAGER	Course Overview This is the only online course you need to acquire the business acumen to manage a project on your own Understand how to structure projects in large, medium, and small organizations Become a project manager Get promoted and apply what you learn here to the real business world Gain an all-around view of why some projects succeed and why others do not Target Audience University graduates interested in a project management career Young professionals who would like to improve their project management skills Anyone who wants to learn how to manage an entire project on their Learning Objectives Learn the fundamental theory and best practices of project management Perform an entire project from the beginning until its end, observing real-life scenarios and using practical PM templates! Understand the project manager role and acquire the skills needed to become a successful project manager Study Agile project management, performed with Scrum Learn how to initiate, plan, execute, control, and complete a project Develop the skills to manage an entire project on your own Business Outcomes Project management fundamentals Improve project management skills
MANAGING REMOTE TEAMS	As a leader of a remote team, it is essential you make a conscious effort to create opportunities for your team to get to know each other. Without the benefit of daily face-to-face interactions, your team does not have the opportunities that would naturally occur if everyone were working together in the same location that is, to get to know each other and build strong working relationships. Therefore, you must take the lead to create as many opportunities as possible to help your team get to know each other personally, as well as learn about each other's work responsibilities, skills, and capabilities. Course Accreditation This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).
TOP TEN TIPS: DATA ANALYSIS	In a world where we are constantly bombarded with information, making sense of it all can sometimes be difficult and time-consuming. This is particularly true of Excel. Analyzing large amounts of data and presenting information that makes sense to your audience is an essential skill for many professionals, especially accountants, bookkeepers, marketing professionals, salespeople, and those who need to learn the tools, techniques, and most useful formulas for analyzing data. In this short, ten module course we aim to teach you the basic skills you need to analyze data effectively and efficiently. From Pivot Tables and Conditional Formatting to Lookup Formulas and beyond, 'Excel Data Analysis' will set you up with a great foundation upon which to build further skills.

• • •

TECHNOLOGY SKILLS

COURSE TITLE	COURSE OVERVIEW
DATA VISUALIZATION WITH PYTHON: THE COMPLETE GUIDE	Data is becoming a force to reckon with. With the amount of data that is being generated every minute, dealing with data has become more important. The importance of data lies in the fact that it allows us to look at our history and predict the future. Data science is the field that deals with collecting, sorting, organizing, and analyzing huge amounts of data. This data is then used to understand the current and future trends. This field borrows techniques and theories from across multiple fields such as mathematics, statistics, computer science, information science, etc. It also aids other domains such as machine learning, data mining, databases, and visualization. Data scientists are gaining importance and are also earning higher salaries, which means this is the right time to become a data scientist. While, it might seem easy, sorting data, these scientists are responsible for writing important algorithms and programs to help sort and analyze the data and this isn't an easy task. The course will cover several different concepts such as an introduction to data science including concepts such as linear algebra, probability, and statistics, Matplotlib, charts and graphs, data analysis, visualization of non-uniform data, hypothesis and gradient descent, data clustering and so much more. That is not all, well also includes projects to help you show exactly how to build visuals using Python. You can learn all this and tons of interesting stuff in this unique data science course. Enroll now and start building next-generation interfaces for your data. Target Audience Beginner python developers who want to learn Data science will find this course very useful. Business Outcomes This course will help you understand the importance of data science, along with becoming familiar with Matplotlib, Pythons' very own visualization library. Learn about linear general statistics and data analysis. Well also go over important concepts such as data clustering, hypothesis gradient descent, and advanced data visualizations.
DATA-DRIVEN MARKETING	Data is everywhere and now more than ever modern marketers need to understand how to use this data to make informed marketing decisions. This course will give you an overview of the basics of data and how data can be used to make informed marketing decisions.
FUTURE OF DIGITAL MARKETING	Course Introduction Advertising is during a major transformation due to advances in technology, growth of the mobile market, and empowerment of consumers and their increased engagement. Jeff Tan, vice president of strategy for Dents Aegis Network, shares recommendations on how to create and conduct successful advertising campaigns. In this course, Tan talks about lessons advertisers can learn from the "Mad Men" era of advertising. He discusses elements of a great advertising campaign and the value of collaboration. He describes how digital marketing will change in the future and why advertisers need to think mobile first when creating campaigns or building brands. Tan also discusses the challenge of keeping big clients and the difficulty of putting value on creativity. He talks about the current overload of advertising and the challenges facing advertising agencies. Tan explains why he believes that the current era is the "greatest era of advertising". Who Should Attend Marketing and Advertising Professionals Executives Entrepreneurs Small Business Owners Students This video is part of the the ~Advertising &; Marketing Management course.
MICROSOFT EXCEL 2019 DATA ANALYSIS, PART 1 OF 4: FUNCTIONS AND FORMULA	Course description Understanding when and how to use advanced functions and arrays is an important step in mastering data analysis in Excel. Discover the importance of multiple functions including logical and conditional functions, financial and statistical functions, and Date Time functions, as well as examine Arrays, in this overview of advanced functions and formulas.

• • •

TECHNOLOGY SKILLS

COURSE TITLE	COURSE OVERVIEW

MICROSOFT EXCEL 2019 DATA ANALYSIS, PART 2 OF 4: LOOKUPS & DATABASES

Course description

Excel contains an endless amount of useful data tools to help you sift, sort, and present data. Explore some of these convenient tools including Lookup functions, Data Tables, Validating Cells, and tools for filtering data and creating charts and graphics, in this examination of Excel data tools. Some specific items to be covered include VLOOKUP and HLOOKUP functions, creating, managing, and manipulating data in tables, and setting up validation rules for cells in data sets to help reduce errors and speed up data entry.

MICROSOFT EXCEL 2019 DATA ANALYSIS, PART 3 OF 4: PIVOTTABLES, PIVOT CHARTS, POWERPIVOT

Course description

Data summarization is essential when managing large datasets. This course will take a closer look at PivotTables, Pivot Charts, PowerPivot, and importing and exporting data in Excel. Learn about building, modifying, and formatting PivotTables from given data sets, generating Pivot Charts to enhance the display of data, and discover the amazing tool PowerPivot.

MICROSOFT EXCEL 2019 DATA ANALYSIS, PART 4 OF 4: ANALYTICAL TOOLS

Course description

Explore an amazing set of topics in analysis and forecasting in this course which covers topics including Goal Seek, Scenarios, Solver, and Data Analysis. Learn to use Goal Seeks capabilities when a value is unknown, explore Scenarios that allow for multiple views of how data changes based on set values, use the Solver to generate multiple solutions using objectives, variables, and constraints, and explore the instant data analysis tools to quickly get what you need to enhance your data. Each Learn Now Online training course is made up of Modules (typically an hour in length). Within each module, there are Topics (typically 15-30 minutes each) and Subtopics (typically 2-5 minutes each). There is a Post Exam for each Module that must be passed with a score of 70% or higher to complete the course successfully and fully. Prerequisites This course is designed for students with a base knowledge of Excel and want to learn higher-level skills to display data and perform functions. Students should know how to perform calculations, modify worksheets, format worksheets, print workbooks, and manage workbooks. Meet the experts Kari Hoiden I am Kari Hoiden. I have a Bachelors's degree in Business and Accounting from Concordia College in Moorhead, I was a CPA and went on to get my master's in Education Technology from Pepperdine in Malibu, California. I have been working as a trainer and consultant for Microsoft Office products for more than 20 years and I have helped clients in almost every industry in a wide range of different capacities and applications. I have taught thousands of people how to use Microsoft Office apps (Excel, Access, Outlook, PowerPoint, etc.). I have done stand-up classroom-style training, virtual training, on-demand training, self-paced training, executive training, one-on-one training you name it I've probably done it. I LOVE teaching people how to use these everyday programs better, ways to save time so you can work SMARTER and have more time for the things that you love. Thanks so much for allowing me to help you learn. Sondra Nelson Sondra Nelson is a Microsoft Certified Trainer and has been teaching Microsoft Office for over 15 years. She has teaching and consulting experience with high school students, college students, and corporate employees.

Video Runtime

53 Minutes Time to complete 100 Minutes ■ Course Outline Analytical Tools Goal Seek (07:28) Introduction (00:28) ■ Goal Seek (00:58) ■ Calculate Interest Rate (01:33) ■ Demo: Calculate Interest Rate (02:05) ■ Voting Results (00:45) ■ Demo: Voting Results (01:19) ■ Summary (00:16) Scenarios (17:46) ■ Introduction (00:21) ■ Scenarios (00:44) ■ Scenarios Demo (00:28) ■ Demo: Scenarios (01:03) ■ Worst-Case Scenario (00:44)

• • •

TECHNOLOGY SKILLS

COURSE TITLE	COURSE OVERVIEW
MICROSOFT EXCEL 2019 DATA ANALYSIS, PART 4 OF 4: ANALYTICAL TOOLS	**Video Runtime** ■ Demo: Worst-Case Scenario (02:17) ■ Worst-Case Scenario Continued (01:02) ■ Demo: Worst-Case Scenario Continued (01:32) ■ Best-Case Scenario (01:27) ■ Demo: Best-Case Scenario (04:05) ■ Scenario Summary (01:10) Demo: Scenario Summary (02:28) ■ Summary (00:19) ■ Solver (12:20) ■ Introduction (00:15) Solver (00:36) ■ Using the Solver (02:18) ■ Demo: Using the Solver (05:16) ■ Solver Answer Report (01:14) ■ Demo: Answer Report (02:21) ■ Summary (00:17) ■ Instant Data Analysis (11:36) ■ Introduction (00:17) ■ Instant Data Analysis (00:40) ■ Instant Data Analysis Formatting (00:35) ■ Demo: Formatting and Charts (00:00) ■ Instant Data Analysis Charts (03:31) ■ Instant Data Analysis Totals (00:46) ■ Instant Data Analysis Tables (00:32) ■ Instant Data Analysis Sparklines (00:43) ■ Demo: Totals, Tables, and Sparklines (04:15) ■ Summary (00:14) ■ Analysis and Formatting (04:10) ■ Introduction (00:08) ■ Demo: Analysis and Formatting (03:54) ■ Summary (00:08)
EXPLORATORY DATA ANALYSIS	Before any problem can be eliminated or controlled, the cause of the problem must be identified and confirmed. Six Sigma teams use statistical tools to perform an analysis of data to identify and confirm the variable that causes the most variation in a process or product.
SIX SIGMA: PROJECT MANAGEMENT BASICS	Six Sigma and Lean are business process improvement methodologies that, when used in concert, are called Lean Six Sigma, and can become a transformational strategy that enables a system of process control and process design to make your business more effective and efficient. This course covers tools that are available for use when planning and managing a Six Sigma project. It explores the work breakdown structure, Gantt chart, activity network diagrams, affinity diagrams, matrix charts, tree diagrams, and tollgate reviews.
INTRODUCTION TO DATA SCIENCE	Modern businesses are always looking for ways to improve their strategies. "Which webpage attracts more readers?" "Does the new store layout affect sales?" or "What can we do to improve customer satisfaction?" are just a few examples of questions that sit behind decision making in companies. To answer these questions we need a mix of analytical skills (to manipulate data) business acumen (to apply findings to real-world situations) and statistics (to separate what's essential from what's not). This is the skillset of the ~ data scientist a new job role that has emerged to meet the increased demands and opportunities of the profusion of data generated by the web and modern technology. This course wrests data science back from the data scientist it teaches the key elements of data science to allow business generalists to solve real business problems themselves. It also provides an accelerated way for those interested in a career in data science.

• • •

TECHNOLOGY SKILLS

COURSE TITLE	COURSE OVERVIEW
LAUNCH A PROFITABLE DIGITAL MARKETING PLAN FOR YOUR BUSINESS	Let us face it: Digital marketing is complicated! With new platforms, technologies, and "shiny objects emerging every day, it's hard to know where to put your focus and what marketing efforts you should prioritize. Fortunately, Ryan Desis, founder, and CEO of Digital Marketer and a renowned speaker and consultant can help you cut through the clutter and develop a custom digital marketing plan that responds to your specific needs. This class utilizes a simple, scalable, eight-step framework to help you attract new leads from scratch and then convert them to high-value customers and clients. By the end of this comprehensive course, you will have a complete plan for transforming strangers into rabid buyers and raving superfans. Perfect your messaging and positioning so even cold prospects instantly understand your value proposition. Leverage consumer-based social channels to drive fresh targeted leads. Map your customer journey. Craft a "perfect offer that delivers the right message to the right person at the right moment when they're almost ready to buy. Develop a five-step awareness plan that leverages social channels and amplified content to attract and convert customers and clients from scratch. Execute and scale your growth plan. Eliminate complexity and avoid "shiny object syndrome. Lower acquisition costs through digital channels. Improve consistency of lead flow and conversion rates.
PROJECT MANAGEMENT FUNDAMENTALS	Welcome to the topic of mastering project management! This video course, "Project Management Fundamentals," comprises ten video lessons and describes the basic concepts involved in project management. In this video course, viewers will learn the definition and characteristics of a project, as well as how to prioritize project work. Learners will also become familiar with the project management life cycle model and the five processes of project management. Ultimately, learners should feel prepared to dive into their project and achieve their goals. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #18-H5EZ9 and HRCI Activity ID: #342441
POWER BI BEGINNER	**Who it's for** Business Analysts, Data Analysts, and everyone in between looking to take the next step in data processing and visualization. What it is: Power BI is Microsoft's business analytics platform. It's designed from the ground up to take mass sets of data and organize, analyze, and visualize it using live dashboards and interactive reports. What you will learn: In this series, users will be introduced to the foundational concepts of building queries and prepping data for analysis. Users will learn to build relationships across multiple databases using Power Pivot, all the while learning useful functions to help take data to the next level. Become familiar with building and navigating live dashboards and interactive reports, and much more. Time to Complete: 128 Minutes
MASTERING DATA ANALYSIS	**Who it's for** Office workers, business people, teachers, support staff, and anyone who wants to use the computer to track, figure out, and report information. What it is: Excel is the world's most popular spreadsheet program, and these videos show how you can master data analysis while working in this popular program. What you will learn: This course will teach you how to use some of the tools built into Excel that enable you to mine the answers hidden in your data records and unlock the analysis power of Excel. Time to Complete: 51 minutes

PLEASE SEE BROAD CATEGORIES OF THE MORE THAN 70,000 COURSES AVAILABLE **HERE***.

• • •

TECHNOLOGY SKILLS

COURSE TITLE

COURSE OVERVIEW

AGILE PRINCIPLES AND METHODOLOGIES

Agile projects use short work iterations and incremental development of products that focus on business priorities and customer value. In this course, you will learn fundamental Agile concepts, including the eight Agile values and twelve Agile principles. This course also covers the five phases of the Agile project management model and introduces you to the most common Agile methodologies and frameworks. Finally, this course introduces key activities for managing an Agile project, including creating a product vision and project charter, and best contract and documentation types. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.

• • •

LHUBGO

COURSE CATEGORIES FOUND IN
LHUB GO
INFINITY

Accommodation and Food Services	Accounting and Finance	Administrative and Support Services	Agriculture
Arts and Recreation Services	Audiovisual and Music	Business skills	Care and Social Assistance
Communication	Compliance	Computer Science and Engineering	Construction
Crisis Management	Customer service	Data & Analytics	Data Compliance
Design and Animation Developments	Devops	Digital Marketing	Education and Training
Electricity	Entrepreneurship	Financial and Insurance Services	Financial Compliance
Forestry and Fishing	Gaming and Games Development	Gas	General Management
General Personal Development	Health and Safety	Health and Well-being	Health Care and Social Assistant
Housing and Real Estate	HR Compliance	Human Resources	Industrial Skills
Information Media and Telecommunications	Investment and Trading	IT Skills	IT Software
Management	Manufacturing	Language and Literature	Leadership
Legal	Marketing	Mobile App Development	Networking & Security
People and Communication Skills	Postal and Warehousing	Personal Development	Programming and Web Development
Project Management	Public Administration and Safety	Retail and Wholesale Trade	Sales and Customer Service
Time Management	Transport	Water and Waste Service	Web Design and Development
Well-being	Writing and Publishing		