

## Appraisal

Certificate		
Making the Most of your Annual Appraisal		
Tutorials		
Be Confident!	Effective and Enjoyable Appraisals	How to be Assertive
Boost Your Personal Impact	How SMART are Your Objectives?	How to Impress Your Boss

## Communication

Certificate		
Being Assertive	Communication Skills	Interpersonal Skills
Communication in The NHS Certificate	How to Influence & Persuade	
Tutorials		
Communicating With Someone With Dementia	Giving Critical Feedback	Stand Your Ground
An Introduction to NLP	Handle Angry Callers with Confidence	Stop Playing the Blame Game
Are You Really Listening?	Handle Criticism with Confidence	The 7 C's of Great Communication
Ask Better Questions	How to be an Influencing Star	The Importance of Empathy
Assertiveness Tutorial	How to be Assertive	The Positive Side of Conflict
Barriers to Communication	How to Build Rapport	The Rule of Three - The Secret to Successful Communication
Be Confident!	How to Cope with Bossy Colleagues	The Six Weapons of Influence
Become a Better Communicator Using the LAER Method	How to Have a Difficult Conversation	Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
Boost Your Personal Impact	How to Make Small Talk	Turning Business Cards into Business Relationships
Change Your Inner Dialogue	How to Persuade Your Boss	Watch Your Language! The Power of Positive Words!
Charisma - Developing the X Factor	How to Say No!	What is Emotional Intelligence?
Communicate More Effectively with the Communication Cycle	Inspire People Into Action	What Should You Do With An Elephant in the Corner?
Communicating Effectively on Conference Calls	On-line networking - Getting started	Why Don't You Write The Way You Talk? (or Getting the Right Tone)
Communicating with People with Dementia	Planning a Business Blog	WIIFM - Getting People to Listen
Create Understanding and Trust - The Johari Window	Reading Body Language	Writing Effective Emails
Develop Your Emotional Intelligence	Secrets of Persuasion	
Facilitating a Conference Call	Sound Successful! Improve the Quality of Your Voice	
eBrief		
Are You Listening Carefully?	Cross Cultural Communication	Networking
Body Language Awareness	Effective Influencing Skills	Persuasion
Communicating	Improving Relationships with Emotional Intelligence	Successful Influencing
Communicating - A Checklist	Influencing - Daily Exercises	Verbal Communication
Communicating by Email	Making your Views Heard	Verbal Communication Skills

## Confidence

Certificate		
Achieve Your Potential	Confidence & Personal Impact	Mind & Memory
Being Assertive	Interpersonal Skills	
Tutorials		
An Introduction to NLP	Feeling Stressed? Try Mindfulness	How to Thrive When Things Change
Be Confident!	Handle Angry Callers with Confidence	Make Yourself Promotable
Be Resilient!	Handle Criticism with Confidence	Master Business Etiquette
Being Assertive	Have You Got 'It'? An Introduction to Executive Presence	Maximise Your Potential
Boost Your Personal Impact	How to be Assertive	Prepare to Succeed at Interview
Bounce Back From Failure	How to be Happy!	Stand Your Ground
Breaking Bad Habits	How to Build Rapport	Stop Feeling Inferior
Building Confidence in Others	How to Cope with Bossy Colleagues	Stop Procrastinating... Now!
Building Self-Belief	How to Flourish and Get the Most from Life	Take Control of Your Life
Change Your Inner Dialogue	How to Handle a Difficult Conversation	The Importance of Empathy
Charisma - Developing the X Factor	How to Make a Great Impression	The Positive Side of Conflict
Controlling Nerves	How to Make Small Talk	The Power of Positive Reframing
Develop the High Self Esteem Habit	How to Persuade Your Boss	Think Differently - The Reframing Matrix
Do You Need to Change Your Attitude?	How to Remember People's Names	Think on Your Feet
Don't be a Pushover - Three Assertiveness Techniques	How to Say No!	Working with Difficult Colleagues

## Creativity

Certificate		
Creativity in Business	Decision Making & Problem Solving	Mind & Memory
Tutorials		
Advanced Brainstorming	Mind Mapping - Boosting Creativity	Techniques to Increase Creativity
Gain a Different Perspective - The Six Thinking Hats	Problem Solving	Think Differently - The Reframing Matrix
Got a Smelly Problem? The Fishbone Diagram	Problem Solving Techniques	
Make Great Decisions - The Vroom-Yetton-Jago Decision Model	SCAMPER to Innovate	
eBrief		
Advanced Creativity	More Problem Solving Techniques	Why Be Innovative and Creative?
Creative Problem Solving	Simple Problem Solving Tips	

## English

Certificate		
Better Written English - Intermediate	Written English - Improve Your Punctuation	
Written English - Avoid Common Confusions	Written English - Improve Your Writing Style	

Tutorials		
Accept or Except?	Lets or Let's	Using Colons
Affect or Effect?	Like or As?	Using Commas
Avoid Common Spelling Mistakes	Maybe and Anyway	Using Language Suitable for Your Audience
Avoid Pleonasm - Writing Clearly and Concisely	Me or I?	Using Paragraphs
Business Writing Style	Practice or Practise?	Using Parenthesis
Could of, Would of or Should of?	Presenting Information Clearly	Using Semi-Colons
Dangling Participles	Punctuating Quatations	We're, Where or Were?
Double Negatives	Split Infinitives	Who or Whom?
Fewer or Less?	Their, There or They're?	Whose or Who's?
Getting the Right Tone	Then or Than?	Why Don't You Write The Way You Talk? (or Getting the Right Tone)
How to Plan and Write a Document	To, Too or Two?	Writing in Plain English
How to Write in Sentences	Using -ible and -able	Writing Numbers
I.e. versus e.g.	Using Apostrophes Correctly	Your or You're?
Its or It's?	Using Capitals	
eBrief		
Grammar - More Punctuation	Grammar - Simple Rules	Grammar - Spelling

## Memory

Certificate		
Mind & Memory		
Tutorials		
3 Techniques to Improve Your Memory	Improve Your Memory	
How to Remember People's Names	Sharper Your Concentration Skills	
eBrief		
Memory		

## Mentoring

Certificate		
Achieve Your Potential		
Tutorials		
A Coaching Approach to Feedback	Become a Better Communicator with the LAER Method	Successful Networking
Are You (Un)Conscious and (In)Competent	Create Understanding and Trust - The Johari Window	What is Emotional Intelligence?
Are You Realling Listening?	How to Get the Most From Your Mentor	
Avoid Incompetence - Understanding The Peter Principle	Make Yourself Promotable	

## Negotiating

Certificate		
Negotiating		

eBrief		
Negotiating Skills	Negotiating: Tactics and Their Solutions	

## Networking

Certificate		
Achieve Your Potential	Interpersonal Skills	
Tutorials		
An Introduction to NLP	Do You Need to Change Your Attitude?	On-line networking - Getting started
Are You Really Listening?	Have You Got 'It'? An Introduction to Executive Presence	Stop Feeling Inferior
Ask Better Questions	How to Build Rapport	Successful Networking
Be Confident!	How to Make a Great Impression	Think on Your Feet
Boost Your Personal Impact	How to Make Small Talk	Turning Business Cards into Business Relationships
Charisma - Developing the X Factor	How to Remember People's Names	WIIFM - Getting People to Listen
Develop Your Emotional Intelligence	Master Business Etiquette	

## Personal Performance

Certificate		
Achieve Your Potential	Being Assertive	Confidence & Personal Impact
Tutorials		
Achieving Work Life Balance	Have You Got 'It'? An Introduction to Executive Presence	Serious About Personal Development? SWOT You Need!
Are You (Un)Conscious and (In)Competent?	How to Impress Your Boss	Sharpen Your Concentration Skills
Being Resilient	How to Motivate Yourself	Staying Productive - Working From Home
Boost Energy Levels to Become More Effective	How to Remember People's Names	Stop Procrastinating...Now!
Boost Work Satisfaction	How to Thrive When Things Change	Stress Management
Bounce Back From Failure	Make the Most of Your Time	Take Control of Your Life
Breaking Bad Habits	Make Your Appraisal Work For You	The Art of Being Patient
Charisma - Developing the X Factor	Make Yourself Promotable	Think on Your Feet
Counting Sheep - How to Get a Great Night's Sleep	Managing Your Manager - 6 rules for success	Understanding Power - The Five Forces
Doing The Right Thing - Planning and Prioritising	Maximise Your Potential	What sort of intelligence do you have?
Get Clarity and Focus - Centre Yourself	Negotiating Office Politics	Working With Difficult Colleagues
Get Your Life in Balance	Prepare to Succeed at Interview	
Getting back into Work Mode - Returning From Holiday	Quick Wins - The Key to Success	
eBrief		
Building More Self-Confidence: Exercises	Making Decisions	Understanding Learning Style Preferences
Confidence Building	Managing Your Boss	Understanding your Objectives
Everybody Can Benefit from Boosting Self-Belief	Techniques for Personal Change	
Introduction to Assertiveness	The Importance of Owning Your Own Development	

## Personal Safety

Tutorials		
Be Safe - Lone Worker	Conflict Resolution - Dealing with Angry People	Manual Handling
Beat the Common Forms of Stress	First Aid Scenarios	Social Media - How to avoid annoying your boss

## Presentation

Certificate		
Presentation Skills		
Tutorials		
Be Confident!	Charisma - Developing the X Factor	Think on Your Feet
Boost Your Personal Impact	Controlling Nerves	WIIFM - Getting People to Listen
Change Your Inner Dialogue	Inspire People Into Action	
eBrief		
1. Effective PC Presentations	Presentation Skills	
2. Views, Presentations and Slides	Public Speaking	

## Reading

Tutorials		
Can You Read Faster!	Could You Improve Your Proofreading?	Sharpen Your Concentration Skills
eBrief		
Reading Skills		

## Self Management

Certificate		
Achieve Your Potential	Being Assertive	Interpersonal Skills
Tutorials		
An Introduction to NLP	Controlling Nerves	How to Cope with Bossy Colleagues
Are You Really Listening?	Counting Sheep - How to Get a Great Night's Sleep	How to Impress Your Boss
Be Confident!	Develop the High Self Esteem Habit	How to Motivate Yourself
Be Resilient!	Develop Your Emotional Intelligence	How to Persuade Your Boss
Become More Powerful	Do You Have Good Judgement?	How to Say No!
Boost Energy Levels to Become More Effective	Do You Need to Change Your Attitude?	Improve Your Memory
Boost Work Satisfaction	Get Clarity and Focus - Centre Yourself	Make Your Appraisal Work For You
Boost Your Personal Impact	Get Your Life in Balance	Make Yourself Promotable
Bounce Back From Failure	Getting Back Into Work Mode - Returning From Holiday	Master Business Etiquette
Breaking Bad Habits	How to be Assertive	Maximise Your Potential
Change Your Inner Dialogue	How to be Happy!	Relax - How to Switch Off After Work
Charisma - Developing the X Factor	How to Build Rapport	Serious About Personal Development? SWOT You Need!

Sharpen Your Concentration Skills	Take Control of Your Life	Think Differently - The Reframing Matrix
Stand Your Ground	The Importance of Empathy	Think on Your Feet
Stop Feeling Inferior	The Power of Positive Reframing	Working With Difficult Colleagues
Stop Procrastinating...Now!	The Six Weapons of Influence	

## Stress

Certificate		
Being Assertive	Managing Stress in the Workplace	
Tutorials		
Be Resilient!	Get Clarity and Focus - Centre Yourself	Managing Email Overload
Beat the Common Forms of Stress	Get Your Life in Balance	Stand Your Ground
Bounce Back From Failure	Getting Rid of Stress	Stop Playing the Blame Game
Breaking Bad Habits	How to be Assertive	Stress Management
Controlling Nerves	How to be Happy!	Take Control of Your Life
Do You Need to Change Your Attitude?	How to Say No!	The Positive Side of Conflict
Feeling Stressed? Try Mindfulness	How to Switch off After Work	Why Are You So Angry? The Eight Causes of Conflict
Five Ingredients for a Flourishing Life	How to Thrive When Things Change	
eBrief		
Coping with Stress	Recognising and Measuring Stress	Stress Avoidance Techniques
Introduction to Stress at Work	Recognising the Signs of Stress	

## Time Management

Certificate		
Managing Your Time		
Tutorials		
Achieve more with less - the 80/20 rule	Get Your Life in Balance	Quick Wins - The Key to Success
Achieve the Perfect Christmas with Backwards Planning	Have You Got a Minute? - Managing Interruptions	Sharpen Your Concentration Skills
Boost Energy Levels to Become More Effective	How Do You Eat an Elephant?	Staying Productive - Working From Home
Breaking Bad Habits	How to Get More Done - Delegate!	Stop Procrastinating...Now!
Building Confidence in Others	How to Say No!	Time & Priority Review
Can You Read Faster!	Improve Your Typing Speed	Use Your Time Wisely - The Urgent/ Important Matrix
Doing The Right Thing - Planning and Prioritising	Make the Most of Your Time	Writing Effective Emails
Eliminate Wasted Work - Process Mapping	Managing Email Overload	
Essential Time Management	Managing Other People's Diaries	
eBrief		
Eliminating Wasted Time	Time & Priority - Basics	Time & Priority - the Right Thing
T&P - Stop Time Wasters	Time & Priority - Control Techniques	Work Smarter by Prioritising

## Training

Certificate		
Achieve Your Potential	Develop Your Coaching Skills	Developing Others
Tutorials		
6 Great Ice-Breakers	Give Your Feedback Technique a BOOST	No Opt Out - A Questioning Technique for Teachers and Trainers
A Coaching Approach to Feedback	Great Team Building Exercises	Serious About Personal Development? SWOT You Need!
Are You (Un)Conscious and (In) Competent?	Helping People to GROW - A Coaching Model	Stretch It - A Questioning Technique for Teachers and Trainers
Cold Calling - A Questioning Technique for Teachers and Trainers	How SMART are Your Objectives?	The Accelerated Learning Cycle
Create Understanding and Trust - The Johari Window	How to Ensure They 'Get It'	Understanding Learning Styles
Engage Learners with Assertive Questioning	Ice Breakers That Work	What Sort of Intelligence Do You Have?
Facilitating Peer-to-Peer Learning	Maximise Your Potential	Writing Effective Learning Outcomes

## Typing

Tutorials		
Improve Your Typing Speed - Touch Typing		

## Writing Skills

Certificate		
Report Writing	Written English - Improve Your Punctuation	
Written English - Avoid Common Confusions	Written English - Improve Your Writing Style	
Tutorials		
Accept or Except?	How to Write in Sentences	Presenting Information Clearly
Affect or Effect?	l.e. versus e.g.	Punctuating Quotations
Avoid Common Spelling Mistakes	Improve Your Grammar & Writing Skills (1)	Report Style (Report Writing)
Avoid Pleonasm - Writing Clearly and Concisely	Improve Your Grammar & Writing Skills (2)	Split Infinitives
Business Writing Style	Improve Your Grammar & Writing Skills (3)	Taking Minutes in Meetings
Communicate More Effectively with the Communication Cycle	Improve Your Typing Speed	The 7 C's of Great Communication
Could of, Would of or Should of?	Improving Your Grammar & Writing Skills	The Rule of Three - The Secret to Successful Communication
Could You Improve Your Proofreading	Its or It's	Their, There or They're?
Dangling Participles	Lets or Let's	Then or Than?
Double Negatives	Like or As?	To, Too or Two?
Fewer or Less?	Logical, Emotional and Professional Writing	Using -ible and -able
FREE MONEY!	Maybe and Anyway	Using Apostrophes Correctly
Getting the Right Tone	Me or I?	Using Capitals
How to Plan and Write a Document	Practice or Practise?	Using Colons

Using Commas	We're, Where or Were?	Writing Effective Emails
Using Information Technology (Report Writing)	Who or Whom?	Writing in Plain English
Using Language Suitable for Your Audience	Whose or Who's?	Writing Numbers
Using Paragraphs	Why Don't You Write The Way You Talk? (or Getting the Right Tone)	Your or You're
Using Parenthesis	Would Somebody Please Think of the Reader! (Report Writing)	
Using Semi-Colons	Writing Business Letters	
<b>eBrief</b>		
Introduction to Report Writing (Report Writing)	Report Structure and Stages of Report Writing (Report Writing)	Sample Reports (Report Writing)
Letter Writing	Report Writing	