



SkillGate Infinity Library May 2022

Key:

Course name in Blue is a certificate

Course name in Black is a tutorial

Achieve your potential

Energy and Impact

Confidence and Personal Impact

- Being Resilient
- Boost Energy Levels to Become More Effective
- Charisma - Developing the X Factor
- Have You Got 'It'? An Introduction to Executive Presence
- How to Motivate Yourself
- Make the Most of Your Time
- Quick Wins - The Key to Success
- Sharpen Your Concentration Skills
- Staying Productive - Working From Home
- The Art of Being Patient

How to Get Promoted

- Are You (Un)Conscious and (In)Competent?
- Being Resilient
- Boost your chances of success at interview
- Doing The Right Thing - Planning and Prioritising
- How to Ace an Online Interview
- How to Get the Most From Your Mentor
- How to Impress Your Boss
- How to Thrive When Things Change
- Make Your Appraisal Work For You
- Make Yourself Promotable
- Managing Your Manager - 6 rules for success
- Negotiating Office Politics
- Quick Wins - The Key to Success
- Serious About Personal Development? SWOT!
- The Art of Being Patient
- Think on Your Feet
- Understanding Power - The Five Forces

Managing Stress

- Being Assertive
- Introduction to Wellbeing
- Understanding Stress Management in the Workplace
- A Manager's Guide to Stress in the Workplace
- Being Resilient
- Bounce Back From Failure
- Breaking Bad Habits



Controlling Nerves
Coping with Isolation
Do You Need To Change Your Attitude?
Feeling Stressed? Try Mindfulness!
Five Ingredients for a Flourishing Life
Get Rid of Stress
How to be Assertive
How to Say No!
How to Thrive When Things Change
Positive side of conflict
Relax - How to Switch off After Work
Remove Stress - Focus and Centre Yourself
Stand Your Ground
Stop Playing the Blame Game
Stress Management
Understanding the common forms of stress
Wellbeing – The Science of Happiness
Why Are You So Angry? The Eight Causes of Conflict
Work life balance

Personal Change

Boost Work Satisfaction
Change Bad Habits to Become Happier
Counting Sheep - How to Get a Great Night's Sleep
Do You Have Good Judgement?
Getting Back Into Work Mode - Returning From Holiday
How to Flourish and Get the Most from Life
How to Thrive When Things Change
Make the Most of Your Time
Remove Stress - Focus and Centre Yourself
Safety for Lone Workers (H&S)
Serious About Personal Development? SWOT!

Better Communication

Assertiveness

[Being Assertive](#)

Achieve Success - Improve Your Inner Dialogue
Handle Criticism With Confidence
Handling Difficult Situations and Challenging Customers
How to be Assertive
How to Persuade Your Boss
How to Say No!
What is Emotional Intelligence?

Confidence

[Achieve Your Potential](#)

[Confidence and Personal Impact](#)



[Interpersonal Skills](#)

[Mind and Memory](#)

An Introduction to NLP
Be Confident!
Become More Powerful
Being Resilient
Boost Employee Enthusiasm
Boost Your Personal Impact
Bounce Back From Failure
Breaking Bad Habits
Build your self-confidence
Building Confidence in Others
Charisma - Developing the X Factor
Controlling Nerves
Develop the High Self Esteem Habit
Do You Need to Change Your Attitude?
Feeling Stressed? Try Mindfulness!
Handle Angry Callers with Confidence
Handle Criticism With Confidence
Have You Got 'It'? An Introduction to Executive Presence
How to be Assertive
How to Build Rapport
How to Cope With Bossy Colleagues
How to Handle a Difficult Conversation
How to Make a Great Impression
How to Make Small Talk
How to Persuade Your Boss
How to Remember People's Names
How to Say No!
How to Thrive When Things Change
Make Yourself Promotable
Master Business Etiquette
Maximise Your Potential
Positive Side of Conflict
Prepare to Succeed at Interview
Stand Your Ground
Stop procrastinating!
The Importance of Empathy
The Power of Positive Reframing
Think Differently - The Reframing Matrix
Think on Your Feet
Working With Difficult Colleagues

Influencing Skills

[How to Influence and Persuade](#)

Become More Powerful
How to be an Influencing Star



Inspire People Into Action
Secrets of Persuasion
Six Influencing Styles – How to Unlock the Power of Influence
WIIFM - Getting People to Listen

Meetings

[Understand how to Lead Effective Meetings](#)
6 Great Ice-Breakers
Are You Really Listening?
Communicating Effectively on Conference Calls
Facilitating a Conference Call
How to Remember People's Names
Ice Breakers That Work
Keeping your meeting on track
Preparing for Meetings
Productive and Exciting Team Meetings
Taking Minutes in Meetings

Presentation

[Preparing for Great Presentations](#)
Achieve Success - Improve Your Inner Dialogue
Be Confident!
Boost Your Personal Impact
Charisma - Developing the X Factor
Controlling Nerves
Delivering Great Virtual Learning Experiences
Inspire People Into Action
Think on Your Feet
WIIFM - Getting People to Listen

Theory & Practice

[Being Assertive](#)
[How to Influence and Persuade](#)
[Interpersonal Skills](#)
[Key Communication Skills Certificate](#)
Achieve Success - Improve Your Inner Dialogue
An Introduction to NLP
Are You Really Listening?
Ask Better Questions
Barriers to Communication
Be Confident!
Become a Better Communicator Using the LAER Method
Being Aware of your Unconscious Bias
Boost Your Personal Impact
Business Cards Matter!
Charisma - Developing the X Factor
Communicate More Effectively with the Communication Cycle
Communicating Effectively on Conference Calls



Create Understanding and Trust - The Johari Window
Decoding Body Language
Facilitating a Conference Call
Giving Critical Feedback
Handle Angry Callers with Confidence
Handle Criticism with Confidence
Handling a Difficult Conversations in a Care Setting
How to be an Influencing Star
How to be Assertive
How to Build Rapport
How to Cope with Bossy Colleagues
How to Get the Attention of Busy People
How to Have a Difficult Conversation
How to Make Small Talk
How to Persuade Your Boss
How to Say No!
Inspire People Into Action
Online networking - Getting started
Positive side of conflict
Secrets of Persuasion
Six Influencing Styles – How to Unlock the Power of Influence
Sound Successful! Improve the Quality of Your Voice
Stand Your Ground
Stop Playing the Blame Game
The 7 Cs of Great Communication
The Importance of Empathy
The Power of Networking in a Changing World
The Rule of Three - The Secret to Successful Communication
Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
Watch Your Language! The Power of Positive Words!
What is Emotional Intelligence?
What Should You Do With An Elephant in the Corner? (dealing with problems)
Why Don't You Write The Way You Talk? (or Getting the Right Tone)
WIIFM - Getting People to Listen
Writing Effective Emails

Developing Your Talents

Creativity

[Creativity in Business](#)

Advanced Brainstorming
Encouraging Creativity at Work
Gain a Different Perspective - The Six Thinking Hats
Mind Mapping - Boosting Creativity
SCAMPER to creativity
Think Differently - The Reframing Matrix



Maths Skills

- Everyday Maths - Calculating Percentages
- Everyday Maths - Using Basic Numbers
- Everyday Maths - Using Estimations

Mind & Memory

[Mind and Memory](#)

- 3 Techniques to Improve Your Memory
- How to Remember People's Names
- Mind Mapping - Boosting Creativity
- Sharpen Your Concentration Skills
- What sort of intelligence do you have?

Problem Solving & Decisions

[Decision Making and Problem Solving](#)

- Advanced Brainstorming
- Got a Smelly Problem? The Fishbone Diagram
- Introduction to problem solving
- Make Great Decisions - The Vroom-Yetton-Jago Decision Model
- Solving Problems
- The OODA loop - Winning and losing

Reading Skills

- How to Read Faster!
- Sharpen Your Concentration Skills

Time Management

[Managing Time and Priorities Certificate](#)

- Achieve more with less - the 80/20 rule
- Doing The Right Thing - Planning and Prioritising
- Eliminate Wasted Work - Process Mapping
- Have You Got A Minute? - Managing Interruptions
- How Do You Eat an Elephant?
- How to Say No!
- Make the Most of Your Time
- Making the most of your time
- Managing Other People's Diaries
- Managing Your Emails Effectively
- Planning for the Perfect Christmas
- Prioritise with the Urgent/Important matrix
- Quick Wins - The Key to Success
- Staying Productive - Working From Home
- Stop procrastinating!
- The Pomodoro Technique
- Time & Priority Review

Finance

Accounts



[Finance for Non-Financial Managers](#)

An Introduction to Opportunity Cost
How to Read a Balance Sheet
Introduction to Double Entry Book Keeping
Introduction to The Profit and Loss Account
Producing a Balance Sheet
The Price Earnings Ratio
Understanding Net Present Value
Understanding Return On Investment

Credit Management

Credit Management - How to get paid on time

Managing Other People

Appraisal

[Making the Most of Your Annual Appraisal](#)

Appraisals - Giving Feedback
Are You Really Listening?
Ask Better Questions
Become a Better Communicator Using the LAER Method
Building Confidence in Others
Get the Most From Your High Achievers
Give Your Feedback Technique a BOOST
Giving Critical Feedback
How SMART Are Your Objectives?
How to Conduct an Effective and Enjoyable Appraisal
How to Handle a Difficult Conversation
Managing Average Performers
Managing performance in appraisals
Managing Unambitious People
Motivate for a Happy Workforce
What Makes a Good Appraisal?
WIIFM - Getting People to Listen

Coaching

[Develop Your Coaching Skills](#)

[Developing Yourself and Others](#)

A Coaching Approach to Feedback
Are You (Un)Conscious and (In)Competent?
Boost Your Results By 40% - The Pygmalion Effect
Change Someone's Life - Become a Great Mentor
Coach with PRACTICE
Cost Effective Staff Training - Six Ways to Train on the Job
Developing Others - Six Categories of Intervention
Facilitating Peer-to-Peer Learning
Get the Most From Your Summer Intern
He missed the deadline! - a coaching opportunity



Helping People to GROW - A Coaching Model
How good a coach are you?
How SMART Are Your Objectives?
No Opt Out - A Questioning Technique for Teachers and Trainers
Stretch It - A Questioning Technique for Teachers and Trainers
The Accelerated Learning Cycle
Train effectively with the learning cycle
Understanding Learning Styles
What is the Right Question?
Writing Effective Learning Outcomes

Conflict

[Conflict at Work](#)

An everyday Guide to Anger Management
How to be Assertive
How to Handle a Difficult Conversation
Stand Your Ground
Stop Playing the Blame Game!
What is your Conflict Management Style?
Why are you so Angry? The Eight Causes of Conflict
Working With Difficult Colleagues

Diversity

[Diversity in the Workplace](#)

Being Aware of your Unconscious Bias
Do You Need to Change Your Attitude?
The Importance of Empathy

From Good to Great Manager

[From Good to Great Manager](#)

A Manager's Guide to Stress in the Workplace
Are You A Well-Rounded Manager?
Are You the Entrepreneurial Type?
Avoid Incompetence - Understanding The Peter Principle
Avoid the Dangers of Groupthink
Avoiding the pitfalls of micro-management
Boost Your Results By 40% - The Pygmalion Effect
Building Confidence in Others
Change Someone's Life - Become a Great Mentor
Conduct an Effective Team Briefing
Create Understanding and Trust - The Johari Window
Discipline and grievance at work
Get the Most From Your High Achievers
How to Get More Done - Delegate!
How to Handle a Difficult Conversation
How to retain your talent
Managing Average Performers
Managing By Wandering Around (MBWA)



Managing Former Peers
Managing Poor Performance
Managing to Eliminate Bad Habits
Managing Unambitious People
Managing Virtual Teams
Overcome Resistance to Change
Using Pressure to Maximise Productivity

Interviewing

[Understanding Recruitment of New Staff](#)

Are You Really Listening?
Ask Better Questions
Barriers to Communication
How to Hire the Right Person
How to Remember People's Names
Prepare to succeed at interview
Safer Recruitment

Motivating

Boost Employee Enthusiasm
Boost Your Results By 40% - The Pygmalion Effect
Does Happiness equal productivity?
Increase Your Productivity - Engage Your Employees
Keeping you and your virtual team motivated
Motivate for a Happy Workforce
Motivating Others - A Powerful New Theory
Motivating to Improve Poor Performance

New Manager

[Developing yourself as a Team Leader](#)
[Leading your Work Team](#)
[Learning to Supervise People](#)
That'll never work! - How to Manage Negative People
Be a Manager Who Makes a Difference!
Boost Your Results By 40% - The Pygmalion Effect
How to Get More Done - Delegate!
How to Handle a Difficult Conversation
Managing By Wandering Around (MBWA)
Managing Former Peers
Managing Virtual Teams
New Job? Flying Start!

Teams & Leadership

[Effective Leadership Skills](#)
[Leading your Work Team](#)
That'll never work! - How to Manage Negative People
A high performing team - How to build one!
Are You Using the Right Leadership Style?
Become a Transformational Leader



- Conduct an Effective Team Briefing
- Do You Want to Transform Your Leadership Capability?
- Effective Teamwork - Understanding Team Roles
- Engage Learners with Assertive Questioning
- Great Team Building Exercises
- Health and Safety - A Manager's Overview
- How to be a Successful Visionary
- Increase Your Influence
- Managing Virtual Teams
- Successful Leadership in an Economic Downturn
- Successful Leadership in Difficult times
- Team Building Exercises To Improve Communication
- Unleash the Power of Centred Leadership
- What is Leadership?
- What Type of Leader are You?
- What's the difference between Power and Influence?
- Why do Teams Fail to Perform?
- Winning Hearts and Minds - Motivational Leadership

Managing Your Business

Change Management

[Managing Change](#)

- An 8 Step Guide to Managing Change Successfully
- An Introduction to Agile Working
- Assess Your Organisation - Weisbord's Six Box Model
- Communicate More Effectively with the Communication Cycle
- Eliminate Wasted Work - Process Mapping
- Force Field Analysis - Understanding Change
- Make Change Less Painful - Understand what People are Feeling
- Melting the Ice Cube - Lewin's Framework for Change
- Motivate for a Happy Workforce
- Understanding Power - The Five Forces

Project Management

- Introduction to project management
- The Iron Triangle - the Truth about Project Management

Strategy & Risk

[Key Skills for Entrepreneurs](#)

- Six ways to Save Your Business Money
- An Introduction to Agile Working
- Assess Your Organisation - Weisbord's Six Box Model
- Boost Productivity with 5S
- Bribery Act 2010 - What You Need to Know
- Business Strategy? SWOT you need.
- Dealing with business risk
- Exceed Expectations - Kotter and Keller's 5 Product Levels



Get Efficient With Kanban
Maximise Future Profits - The Boston Matrix
Prioritising Risk - The Risk Impact/Probability Matrix
Understand Your Organisation - The McKinsey Framework
Use a Successful Business Strategy
What is PESTLE for business?
What is Your Plan B? The Four Stages of Contingency Planning

IT Skills

Computer Safety

[Computer Safety - Protect you, your files and your computer](#)
Email Spam, Phishing and Viruses - Everything You Need To Know! (Computer Safety)
The Importance of Passwords - Protect Your Information! (Computer Safety)
Viruses and Spyware - Get Informed! (Computer Safety)

Office 2016

[Microsoft Excel 2016 Beginners](#)
[Microsoft Excel 2016 Intermediate](#)
[Microsoft PowerPoint 2016 Beginners](#)
[Microsoft PowerPoint 2016 Intermediate](#)
[Microsoft Word 2016 Beginners](#)
[Microsoft Word 2016 Intermediate](#)

Programming and Coding

Learn and Understand Programming (Universal Concepts)
How to Write a Web Page - HTML Part 1
How to Write a Web Page - HTML Part 2
How to Write a Web Page - HTML Part 3
Introduction to Writing a Web Page (2017) - Part 1
Introduction to Writing a Web Page (2017) - Part 2
Introduction to Writing a Web Page (2017) - Part 3e

Office 365

An Introduction

Microsoft 365 - Introduction

Excel

[Microsoft Excel 365 for Beginners](#)
[Microsoft Excel 365 for Intermediates](#)
Excel Beginners - AutoFill
Excel Beginners - AutoSum
Excel Beginners - Formatting Cells
Excel Beginners - Formatting Numbers
Excel Beginners - Headers & Footers



- Excel Beginners - Introduction to formulas
- Excel Beginners - Printing
- Excel Beginners - Ribbons
- Excel Beginners - Rows and Columns
- Excel Beginners - Workbooks and Worksheets
- Excel Intermediate - Charts
- Excel Intermediate - Goal Seek
- Excel Intermediate - IF Statements
- Excel Intermediate - Importing CSV
- Excel Intermediate - Linking Workbooks
- Excel Intermediate - Logical Functions
- Excel Intermediate - Nested IF Statements
- Excel Intermediate - Pivot Charts
- Excel Intermediate - Pivot Tables
- Excel Intermediate - Pivot Tables - sorting & filtering
- Excel Intermediate - Popular Functions part 1
- Excel Intermediate - Popular Functions part 2
- Excel Intermediate - References
- Excel Intermediate - Scenarios
- Excel Intermediate - Slicers
- Excel Intermediate - Sorting & Filtering
- Excel Intermediate - Sparklines
- Excel Intermediate - XLOOKUP

Forms

- [Microsoft Excel 365 for Beginners](#)
- Microsoft Forms - Branching Questions
- Microsoft Forms - Creating a form
- Microsoft Forms - Getting Started
- Microsoft Forms - Sharing
- Microsoft Forms - Sharing to collaborate
- Microsoft Forms - Viewing Responses

OneDrive

- [Microsoft OneDrive for Beginners](#)
- OneDrive - File Options
- OneDrive - Managing Files
- OneDrive - Sharing Files
- OneDrive - Syncing Folders
- OneDrive - Uploading

OneNote

- [Microsoft OneNote for Beginners](#)
- OneNote - Drawing
- OneNote - Formatting
- OneNote - Inserting
- OneNote - Introduction
- OneNote - Searching



OneNote - Sharing
OneNote - Taking Notes
OneNote - View tab

Outlook

[Microsoft Outlook for Beginners](#)

[Microsoft Outlook for Intermediates](#)

Outlook Beginners - Attachments
Outlook Beginners - Contacts
Outlook Beginners - Creating an email
Outlook Beginners - Make appointments in the Calendar
Outlook Beginners - Organising Emails
Outlook Beginners - Replying to an email
Outlook Beginners - Signatures
Outlook Beginners - Views
Outlook Intermediate - AutoArchive
Outlook Intermediate - Instant Search
Outlook Intermediate - Junk Email Options
Outlook Intermediate - Meetings & Appointments
Outlook Intermediate - Notes
Outlook Intermediate - Quick Steps
Outlook Intermediate - Rules & Alerts
Outlook Intermediate - Tasks
Outlook Intermediate - The Options Menu

Power BI

[Microsoft Power Bi - A Worked Example](#)

[Microsoft Power Bi for Beginners](#)

Power Bi - Database Linking
Power Bi - DAX Expressions
Power Bi - Filtering
Power Bi - Get Data
Power Bi - Introduction
Power Bi - Linking Tables
Power Bi - The View tab

PowerPoint

[Microsoft Powerpoint for Beginners](#)

[Microsoft PowerPoint for Intermediates](#)

PowerPoint Beginners - Font Styles
PowerPoint Beginners - Line spacing & Alignment
PowerPoint Beginners - Navigation
PowerPoint Beginners - Slides
PowerPoint Beginners - Templates
PowerPoint Beginners - Text Boxes
PowerPoint Beginners - Themes
PowerPoint Beginners - Transitions



PowerPoint Beginners - Undo, Redo and Repeat
PowerPoint Intermediate - Adding Videos
PowerPoint Intermediate - Animations
PowerPoint Intermediate - Audio & Images
PowerPoint Intermediate - Charts
PowerPoint Intermediate - Creating Custom Templates
PowerPoint Intermediate - Format Text Boxes
PowerPoint Intermediate - Multiple Presentations
PowerPoint Intermediate - Notes & Handouts
PowerPoint Intermediate - Shapes
PowerPoint Intermediate - Tables

Project

[Microsoft Project for the web](#)

Microsoft Project for the web - Board View
Microsoft Project for the web - Creating a Project
Microsoft Project for the web - Group Members
Microsoft Project for the web - Organising Tasks
Microsoft Project for the web - Timeline & Sharing

Sway

[Microsoft Sway for Beginners](#)

Sway - Adding content to the storyline
Sway - Introduction
Sway - Templates
Sway - Topics & Sharing
Sway - Using documents

Teams

[Microsoft Teams for Beginners](#)

Teams - File Collaboration
Teams - Introduction to Microsoft Teams
Teams - Using Apps in Teams
Teams - Using Channels in Teams
Teams - Using the Command bar in Teams
Teams - Using Whiteboards in Teams

Whiteboard

[Microsoft Whiteboard for Beginners](#)

Whiteboard - Adding text, notes and images
Whiteboard - Getting Started
Whiteboard - Ink to shape
Whiteboard - Inserting Documents
Whiteboard - Introduction
Whiteboard - Sharing & Collaborating
Whiteboard - Using Templates

Word

[Microsoft Word for Beginners](#)



[Microsoft Word for Intermediates](#)

- Word Beginners - Find & Replace
- Word Beginners - Font effects
- Word Beginners - Headers & Footers
- Word Beginners - Saving & Printing
- Word Beginners - Sorting
- Word Beginners - The Editor Tool
- Word Beginners - Using the Ribbon
- Word Intermediate - Advanced Printing
- Word Intermediate - Borders & Shading
- Word Intermediate - Inserting Images
- Word Intermediate - Mail Merge
- Word Intermediate - Navigation Pane
- Word Intermediate - SmartArt
- Word Intermediate - Templates
- Word Intermediate - Themes
- Word Intermediate - Track Changes

MySQL

[An Introduction to MySQL](#)

[MySQL - Further skills](#)

- MySQL - Aggregate functions
- MySQL - Basic Statements
- MySQL - Creating a Table
- MySQL - Data Types
- MySQL - Inner joins
- MySQL - Inserting Data
- MySQL - Introduction
- MySQL - Joining multiple tables
- MySQL - Left joins
- MySQL - Select Statements
- MySQL - Using aggregate functions
- MySQL - What is a join?

Sales and Service

Customer Service

[Customer Service Management](#)

[Delivering Exceptional Customer Service](#)

[Interpersonal Skills](#)

- Are You Really Listening?
- Ask Better Questions
- Be Confident!
- Become a Better Communicator Using the LAER Method
- Boost Your Personal Impact
- Customer Retention Strategies
- Customer Service - Phrases to Avoid



Delivering Fantastic Customer Service
Develop a Great Customer Service Attitude
Great Telephone Customer Service
Handle Angry Callers with Confidence
How to be Assertive
How to Build Rapport
How to Remember People's Names
Presenting Information Clearly
The 7 Cs of Great Communication
The Importance of Empathy
Think on Your Feet
Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
WIIFM - Getting People to Listen

Negotiation Skills

[Negotiation Skills](#)

Negotiating Styles
Preparing for negotiation
The negotiating toolkit
The Rule of Three - The Secret to Successful Communication
What is negotiation?

Sales

[Interpersonal Skills](#)

[Introduction to Selling](#)

6 Ways to Close a Sale
Are You Really Listening?
Ask Better Questions
Be Confident!
Being Resilient
Bounce Back From Failure
Business Cards Matter!
Charisma - Developing the X Factor
Developing a USP
Energise Your Selling Technique
FAB – Identifying Features, Advantages, and Benefits
How to be Assertive
How to Build Rapport
How to Make Small Talk
Improve Your Selling Technique – The AIDA Model
Motivate Your Sales Team Without Spending Money
Overcoming Sales Objections
Preparing for Negotiation
Secrets of Persuasion
The 3 Rs of Selling
The 4 Ps of Marketing
The 8 Steps Selling Process
The Importance of Empathy



The Negotiating Toolkit
The Rule of Three - The Secret to Successful Communication
The Selling Cycle
Think on Your Feet
Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
What is Negotiation?
WIIFM - Getting People to Listen

Written English

Business Writing

Logical, Emotional and Professional Writing
Report Style
Use AIDA Marketing - Get Your Message Across
Using Apostrophes Correctly
Using Information Technology To Write Reports
Using Language Suitable for Your Audience
Why Don't You Write The Way You Talk? (or Getting the Right Tone)
Would Somebody Please Think of the Reader!
Writing Business Letters
Writing in Plain English

Writing Skills

Accept or Except?
Affect or Effect?
Avoid Common Spelling Mistakes
Avoid Pleonasm - Writing Clearly and Concisely
Business Writing Style
Could of, Would of or Should of?
Dangling Participles
Double Negatives
Fewer or Less?
Getting the Right Tone
How to Plan and Write a Document
How to Write in Sentences
i.e. versus e.g.
Improve Your Grammar & Writing Skills 1
Improve Your Grammar & Writing Skills 2
Improve Your Grammar & Writing Skills 3
Improving Your Grammar & Writing Skills
Its or It's?
Lets or Let's
Like or As?
Maybe and Anyway
Me or I?
Practice or Practise?
Presenting Information Clearly



Punctuating Quotations
Split Infinitives
Their, There or They're?
Then or Than?
To, Too or Two?
Using -ible and -able
Using Apostrophes Correctly
Using Capitals
Using Colons
Using Commas
Using Paragraphs
Using Parenthesis
Using Semi-Colons
We're, Where or Were?
Who or Whom?
Whose or Who's?
Why Don't You Write The Way You Talk?
Writing Numbers
Your or You're?

Remote Working

Remote Working

Communicating Effectively on Conference Calls
Introduction to Microsoft Teams
Keeping you and your virtual team motivated
Managing virtual Teams
Microsoft Teams - File Collaboration
Staying Productive – Working from Home
Using Apps in Teams
Using Channels in Teams
Using Whiteboards in Teams

Wellbeing

Wellbeing

Achieving Work Life Balance
Are you feeling SAD?
Are You Really Listening?
Understanding the common forms of stress
Being Aware of your Unconscious Bias
Change Bad Habits to Become Happier
Coping with Isolation
Counting Sheep - How to Get a Great Night's Sleep
Develop the High Self Esteem Habit
Do You Want to Transform Your Leadership Capability?



Feeling Stressed? Try Mindfulness
Five Ingredients for a Flourishing Life
Get Rid of Stress
Helping People to GROW - a Coaching Model
Motivate for a Happy Workforce
Relax - How to Switch Off After Work
Remove Stress - Focus and Centre Yourself
The Art of Being Patient
The Positive Side of Conflict
The Power of Positive Reframing
Think Differently - The Reframing Matrix
Wellbeing - The Science of Happiness
Why are you so angry? The eight causes of conflict

Housing Associations

Housing

[An Introduction To Housing Associations](#)

[Managing Housing Associations](#)

An Overview of the Construction (Design and Management) Regulations (CDM) 2015

Arm's Length Management Organisations (ALMOs)

Buying a Housing Association Home

Dealing with Rent Arrears

Dealing with Rent Arrears in Scotland

Fraud Awareness for Housing

Governance: The Role of the Board Member

Housing Association - Applying for a House

Housing Association - Residents on the Board

Housing Association - Tenancy Agreements

Housing Association: Swapping Your Home

Housing Governance: The Regulatory Framework for ALMOs

Housing Governance: The Regulatory Framework for Housing Associations

Introduction to Leasehold

Introduction to Managing Financial Risk for Housing Associations

Introduction to Professional Boundaries (General)

Introduction to Social and Sheltered Housing

Management in a Housing Association

Managing Tenant Issues

Meeting Diverse Needs in Housing

Modern Slavery Awareness for Housing Associations

Regulating Housing Associations

Safety for Lone Workers for housing associations

Tackling Antisocial Behaviour in Scotland

Tenancy Fraud

Tenancy in a housing association home



The Changing Landscape of Housing Associations
The Problem of Hoarding
Understanding and Tackling Anti-Social Behaviour
Understanding Domestic Abuse
Understanding Hate Crime
Understanding How Tenants Get Into Rent Arrears

Care

Adult Support and Protection (Scotland) Act
Adults with Incapacity (Scotland) Act
Care Act for front-line staff
Dementia Awareness (for senior staff)
Dementia Awareness for Carers
Handling Difficult Conversations in a Care Setting
Introduction to Medication Awareness
Introduction to Professional Boundaries (for Care)
Manual Handling of People in Care Settings
Mental Capacity Act for frontline staff
Mental Health Awareness
Privacy in Practice
Recognising and Reporting Abuse (Care)
Safety for Lone Workers (for Care)
Sharps Awareness
The Care Act 2014
The Mental Capacity Act
Understanding Duty of Care
Understanding Person-Centred Care

Teaching and Learning

Activating Prior Knowledge In Teaching
Advance Organisers
Co-operative Learning
Cold Call - A Questioning Technique for Teachers and Trainers
Delivering Great Virtual Learning Experiences
Effective Use Of Praise
Engage Learners with Assertive Questioning
Engaging Starts in Teaching
Evidence Based Teaching
Is Your Teaching Up To PAR?
No Opt Out - A Questioning Technique for Teachers and Trainers
Peer Assessment
Reciprocal Teaching
Self-Assessment Techniques
Selling Relevance and Importance in Teaching



Setting Up Teaching Activities
Stretch It - A Questioning Technique for Teachers and Trainers
Teaching with Graphic Organisers
Teaching With Spoof Assessments
The Accelerated Learning Cycle
What is the Right Question?
What Sort of Intelligence Do You Have?
Writing Effective Learning Outcomes