

Appraisal

Certificate		
Making the Most of your Annual Appraisal		
Tutorials		
Appraisal Techniques	Give Your Feedback Technique a BOOST	How to Motivate People
Are You Really Listening?	Giving Critical Feedback	Managing Average Performers
Ask Better Questions	How SMART Are Your Objectives?	Managing Unambitious People
Building Confidence in Others	How to Conduct an Effective and Enjoyable Appraisal	The LAER Method
Get the Most From Your High Achievers	How to Handle a Difficult Conversation	WIIFM - Getting People to Listen
eBrief		
Appraisals	Performance Management - The Basics	

Business Management

Certificate		
Creativity in Business	Key Skills for Entrepreneurs	
Tutorials		
10 Ways to Save Your Business Money	Got a Smelly Problem? The Fishbone Diagram	Motivating to Improve Poor Performance (Part 2)
Are You A Well-Rounded Manager?	Great Team Building Exercises	Prioritising Risk - The Risk Impact/ Probability Matrix
Assess Your Organisation - Weisbord's Six Box Model	Hodgson - Three Top Tips for Winning Over Your Team	Respect the Iron Triangle - Project Management
Being an Entrepreneur	Introduction to Discrimination - for Managers	Strategy for Success
Boost Productivity with 5S	Is 2.9 the Magic Number?	Successful Business Strategy - The 3C's Model
Bribery Act 2010 - What You Need to Know	Make Decisions Like a Fighter Pilot	Successful Leadership in an Economic Downturn
Business Strategy? SWOT you need.	Make Great Decisions - The Vroom-Yetton-Jago Decision Model	The 4 P's of Marketing
Create Understanding and Trust - The Johari Window	Managing Change Successfully - Kotter's 8 Step Approach	The Key Steps of Risk Analysis
Eliminate Wasted Work - Process Mapping	Managing Poor Performance (Part 1)	Understand Your Organisation - The McKinsey 7S Framework
Exceed Expectations - Kotter and Keller's 5 Product Levels	Maximise Future Profits - The Boston Matrix	Understanding Power - The Five Forces
Get Efficient With Kanban	Melting the Ice Cube - Lewin's Framework for Change	What is Your Plan B? The Four Stages of Contingency Planning
Get the Most From Your Summer Intern	Motivating Others - Herzberg's Two Factor Theory	Why do Teams Fail to Perform?
eBrief		
Business Ethics in Focus		

Change

Certificate		
Managing Change		
Tutorials		
Eliminate Wasted Work - Process Mapping	Assess Your Organisation - Weisbord's Six Box Model	Make Change Less Painful - Understand what People are Feeling
Prioritising Risk - The Risk Impact/ Probability Matrix	Communicate More Effectively with the Communication Cycle	Managing Change Successfully - Kotter's 8 Step Approach
The Key Steps of Risk Analysis	Force Field Analysis - Understanding Change	Overcome Resistance to Change
Understand Your Organisation - The McKinsey 7S Framework	How to Motivate People	What is Your Plan B? The Four Stages of Contingency Planning
eBrief		
Change Management - An Organisational Design Model	Change Management - Different Change Scenarios	Change Management - Tools for Change 2
Change Management - An Overview	Change Management - Tools for Change 1	

Coaching

Certificate		
Develop Your Coaching Skills		
Tutorials		
A Coaching Approach to Feedback	Developing Others - Six Categories of Intervention	How to Motivate People
Are You (Un)Conscious and (In) Competent?	Developing Others - Six Ways to Train on the Job	Ice Breakers That Work
Are You Really Listening?	Do You Want to Boost Results By Up To 40%? Understand the Pygmalion Effect	The Importance of Empathy
Ask Better Questions	Facilitating Peer-to-Peer Learning	Think Differently - The Reframing Matrix
Barriers to Communication	He missed the deadline! - a coaching opportunity	Understanding Learning Styles
Change Someone's Life - Become a Great Mentor	Helping People to GROW - A Coaching Model	What is CPD?
Create Understanding and Trust - The Johari Window	How SMART Are Your Objectives?	What is Emotional Intelligence?
Develop the High Self Esteem Habit	How to Ensure They 'Get It'	WIIFM - Getting People to Listen
eBrief		
Facilitation	Learning with Style	Training Needs Analysis (Part 1)
Giving and Receiving Feedback	Psychometric Testing - The Tools	Training Needs Analysis (Part 2)
Giving Constructive and Receiving Critical Feedback	Psychometrics - An Overview	
Introduction to Competency	Training - Identifying Development Solutions	

Confidence

Certificate		
Confidence and Personal Impact		

Tutorials		
Being Resilient	Boost Your Personal Impact	How to Handle a Difficult Conversation
Charisma - Developing the X Factor	Bounce Back From Failure	Is 2.9 the Magic Number?
Develop the High Self Esteem Habit	Building Confidence in Others	Make Yourself Promotable
How to Remember People's Names	Change Your Inner Dialogue	Maximise Your Potential
Are You A Well-Rounded Manager?	Controlling Nerves	Motivating Others - A Powerful New Theory
Be Confident	Create Understanding and Trust - The Johari Window	Stop Feeling Inferior
Become More Powerful	Do You Want to Transform Your Leadership Capability?	Take Control of Your Life
Boost Employee Enthusiasm	How to be Assertive	Working With Difficult Colleagues

Conflict

Certificate		
Conflict at Work		
Tutorials		
Anger Management	Conflict Resolution Scenarios 1:3 - Personal Trainer	Stand Your Ground
Anger Management (or How to Survive a Family Christmas!)	Controlling Nerves	Stop Playing the Blame Game!
Are You Really Listening?	Create Understanding and Trust - The Johari Window	The Importance of Empathy
Ask Better Questions	Do You Need to Change Your Attitude?	What is your Conflict Management Style?
Barriers to Communication	How to be Assertive	Why are you so Angry? The Eight Causes of Conflict
Being Resilient	How to Handle a Difficult Conversation	Working with Difficult Colleagues
Conflict Resolution - Dealing with Angry People	How to Say No!	
Conflict Resolution Scenarios 1:1 - Personal Trainer	Managing Conflict - The Key Stages of Mediation	
eBrief		
Conflict Management within Teams	Dealing with Difficult People and Situations	
Dealing with Difficult Customers	Resolving Team Conflict	

Diversity

Certificate		
Diversity in the Workplace		
Tutorials		
A Manager's Introduction to Discrimination	Do You Need to Change Your Attitude?	Managing Equality and Diversity for Senior Managers
Anti-bullying and Harassment	Manager's Guide to Family Friendly Policies	The Importance of Empathy
eBrief		
Embracing Diversity		
Compliance		
Understanding Equality and Diversity		

Employment Law

Certificate		
Grievance, Discipline and Dismissal	Understanding HR Essentials	
Tutorials		
A Manager's Introduction to Discrimination	How to Manage Discipline And Grievance Effectively	Managing Equality and Diversity for Senior Managers
Absence Management - Best Practice and the Fit Note	Manager's Guide to Family Friendly Policies	Stop and Search - A Guide for Employers
Absence Management - The Return to Work Interview	Manager's Guide to the Classification and Rights of Workers	
Anti-Bullying & Harassment	Managing Conflict - The Key Stages of Mediation	
eBrief		
Disciplinary and Grievance - The Acas Code	Disciplinary and Grievance - In Practice	Dismissal

Environment

Tutorials		
Environmental Awareness at Work		

Interviewing

Certificate		
How to Recruit the Best People		
Tutorials		
Are You Really Listening?	Barriers to Communication	Prepare to Succeed at Interview
Ask Better Questions	How to Remember People's Names	
eBrief		
Behaviour Based Interviewing	Interviewing for Information	

Managing People

Certificate		
Building Leadership Skills	Leading Your First Team	New Manager
From Good to Great Manager	Learning to Supervise People	Supervisory Skills
Tutorials		
5 Key Elements of Managing Virtual Teams	Avoid Incompetence - Understanding the Peter Principle	Conduct an Effective Team Briefing
Absence Management - Best Practice and the Fit Note	Avoid the Dangers of Groupthink	Create Understanding and Trust - The Johari Window
Absence Management - The Return to Work Interview	Avoiding the pitfalls of micro-management	Do You Want to Transform Your Leadership Capability
Anti-Bullying & Harassment	Become a Transformational Leader	Does Happiness = Productivity?
Are You A Well-Rounded Manager?	Boost Employee Enthusiasm	Effective Teamwork - Understanding Team Roles
Are You the Entrepreneurial Type	Building Confidence in Other	Engaging Your Employees
Are you using the Right Leadership Style	Change Someone's Life - Become a Great Mentor	Force Field Analysis - Understanding Change

Forming, Storming, Norming, Performing	Leadership Style - The Blake Mouton Managerial Grid	Promoting Diversity
Get the Most From Your High Achievers	Managing Average Performers	Reading Body Language
Get the Most From Your Summer Intern	Managing By Wandering Around (MBWA)	Set High Expectations and Improve Performance (Pygmalion Motivation)
Great Team Building Exercises	Managing Conflict - The Key Stages of Mediation	Setting Objectives
Health and Safety - A Manager's Overview	Managing Former Peers	Social Media - How to avoid annoying your boss
How SMART are your objectives	Managing Poor Performance (Part 1)	Stress Management
How to be Assertive	Managing to Eliminate Bad Habits	Team Building Exercises to Improve Communication
How to Conduct an Effective and Enjoyable Appraisal	Managing Unambitious People	That'll never work! - How to Manage Negative People
How to Effectively Manage Discipline And Grievance	Motivating Others - A Powerful New Theory	Three Top Tips for Winning Over Your Team
How To Ensure They 'Get It'	Motivating Others - Herzberg's Two Factor Theory	Unleash the Power of Centred Leadership
How to Get More Done - Delegate!	Motivating to Improve Poor Performance (Part 2)	Using Pressure to Maximise Productivity
How to Handle a Difficult Conversation	New Job? Flying Start!	What Difference Do Managers Make?
How to Motivate People	New Manager - Getting It Right From the Start	Why do Teams Fail to Perform?
How to retain your talent	Overcome Resistance to Change	Writing Effective Learning Outcomes
Is 2.9 the Magic Number?	Performance Management 2011	
eBrief		
Controlling Absence	High Performance Teams	Motivation
Delegation	High Performing Teams	Setting Objectives
Developing the Team	Introduction to Leadership	Team Building

Meetings

Certificate		
Productive Meetings		
Tutorials		
6 Great Ice-Breakers	Facilitating a Conference Call	Meetings - You have Rights!
Are You Really Listening?	How to Remember People's Names	Productive and Exciting Team Meetings
Communicating Effectively on Conference Calls	Ice Breakers That Work	Successful Networking
Conduct an Effective Team Briefing	Key Minute Taking	Team Building Exercise To Improve Communication
eBrief		
Influencing Meetings	Meetings Overview	
Managing Meetings	Writing Minutes	

Project Management

Tutorials		
Make Change Less Painful - Understand What People are Feeling	Prioritising Risk - The Risk Impact/ Probability Matrix	What is Your Plan B? The Four Stages of Contingency Planning
Managing Change Successfully - Kotter's 8 Step Approach	The Iron Triangle - the Truth about Project Management	
Melting the Ice Cube - Lewin's Framework for Change	The Key Steps of Risk Analysis	

Recruitment

Certificate		
How to Recruit the Best People		
Tutorials		
Are You Really Listening?	How to Build Rapport	The Importance of Empathy
Ask Better Questions	How to Hire the Right Person	
Avoid Incompetence - Understanding The Peter Principle	Prepare to Succeed at Interview	
eBrief		
Recruitment and Selection	Recruitment and Selection Interviewing Skills and Approaches	

Training

Certificate		
Develop Your Coaching Skills	Developing Others	
Tutorials		
Are You (Un)Conscious and (In) Competent?	Developing Others - Six Ways to Train on the Job	Stretch It - A Questioning Technique for Teachers and Trainers
Cold Calling - A Questioning Technique for Teachers and Trainers	Engage Learners with Assertive Questioning	Team Building Exercises To Improve Communication
Give Your Feedback Technique a BOOST	Facilitating Peer-to-Peer Learning	The Accelerated Learning Cycle
6 Great Ice-Breakers	Great Team Building Exercises	Understanding Learning Styles
A Coaching Approach to Feedback	Helping People to GROW - A Coaching Model	What is the Right Question?
Building Confidence in Others	How SMART are Your Objectives?	What Sort of Intelligence Do You Have?
Change Someone's Life - Become a Great Mentor	How to Ensure They 'Get It'	Writing Effective Learning Outcomes
Create Understanding and Trust - The Johari Window	Ice Breakers That Work	
Developing Others - Six Categories of Intervention	No Opt Out - A Questioning Technique for Teachers and Trainers	