



# iLearn New Courses April 2020

<b>Good Practice</b>	<ul style="list-style-type: none"><li>Healthy Living</li><li>Driving Safely at Work</li><li>Driving Economically</li><li>Stress, Anxiousness and Anxiety</li><li>Positive Mental Health in the Workplace</li><li>New and Expectant Mothers</li><li>Working from Home for Employees</li><li>Best Practice for Remote Working</li><li>General Data Protection Regulation</li><li>GDPR Essentials</li><li>Information Security</li><li>Preventing Money Laundering</li><li>Criminal Finances Act</li><li>Equality &amp; Diversity</li><li>Unconscious Bias for Managers</li><li>Unconscious Bias</li><li>Bullying &amp; Harassment</li><li>Discipline &amp; Grievance</li><li>Right To Work</li><li>Modern Slavery</li><li>Whistleblowing</li><li>Freedom of Information Act</li><li>Suspicious Packages</li><li>Personal Protective Equipment</li></ul>
<b>Leadership</b>	<ul style="list-style-type: none"><li>Best Practice for Remote Working - Manager Edition</li><li>Managing a Remote Team</li><li>Leadership Styles and Qualities</li><li>Developing Team Trust</li><li>Goals &amp; Guidelines for High Performance</li><li>Improving Group Dynamics</li><li>Growing your Team to High Performance</li><li>Leader as Coach</li><li>Coaching Skills</li><li>Using the GROW Model to Coach1</li><li>Using the GROW Model to Coach 2</li><li>Preparing to Lead a Meeting</li><li>Leading a Meeting</li><li>Resolving Meeting Challenges</li><li>Managing Conflict</li><li>Managing Challenging Behaviour Effectively</li><li>Thinking Creatively</li><li>Solving Problems: Definition to Options</li><li>Decision Making: Options to Implementation</li><li>Influencing to Win/Win</li><li>Communicating to Influence</li><li>Influencing Teams</li><li>Influencing in meetings</li><li>Risks and Responsibilities</li><li>Positive Mental Health in the Workplace - For Managers</li><li>Supporting Postgraduate Mental Health in the Workplace</li></ul>
<b>Performance</b>	<ul style="list-style-type: none"><li>Why Manage Performance?</li><li>Setting Performance Expectations</li><li>Communicating Performance Expectations</li><li>Performance Outcomes that Motivate</li><li>Monitoring Performance</li><li>Giving and Receiving Feedback</li><li>Solving Performance Problems</li><li>Performance Improvement Strategies</li><li>Preparing for a Formal Review</li><li>Evaluating Performance</li><li>Conducting a Performance Review</li></ul>
<b>Customer Service</b>	<ul style="list-style-type: none"><li>Customer Service Essentials</li><li>Handling Complaints</li><li>Customer Service Knowledge and Attitude</li><li>First Contact</li><li>Exploring Needs</li><li>Matching Needs</li><li>Satisfying Challenging Customers</li></ul>
<b>Presenting</b>	<ul style="list-style-type: none"><li>Using Words and Voice Effectively</li><li>Making Presentations Powerful</li><li>Planning a Powerful Presentation</li><li>Handling Questions</li><li>Powerful Message and Structure</li><li>Bringing Presentations Alive</li><li>Creating Presentation Support Materials</li><li>Stage Presence</li><li>Rehearsing for your Presentation</li></ul>