



## Marketplace - Categories and Top Courses

### Business Skills

- Business ethics
- Moving forward with change planning
- Performance metrics
- Six sigma techniques
- Inventory management

### Communication

- Listening skills
- Presenting with confidence
- Honing HR communication
- Polishing your feedback skills
- Preparing for a customer service call

### Compliance

- Bullying, harassment, and sexual harassment
- Internet and email policy
- Anti-bribery and anti-corruption
- GDPR
- Managing workplace information

### Customer Service

- Building rapport
- Quality customer service skills
- Point-of-sale handling procedures
- Developing a customer service strategy
- Customer success and growth

### Finance

- Key accounting concepts and principals
- Preparing financial statements and closing accounts
- Debit and equity
- Finance and the law
- Stockbroking/share market

### Health and Safety

- Food hygiene and safety
- Warehouse safety
- Fire prevention
- Confined spaces hazard guide
- Occupational health and safety fundamentals

### Health and Wellbeing

- Wellbeing in the workplace
- Mental health
- Maintaining work/life balance
- Establishing a positive work environment
- Coping with stress and anxiety

### Human Resources

- Creating a strong team culture
- Working with a diverse team
- Employee rights
- Succession planning
- Decreasing employee turnover

### IT Skills

- Protecting against malware
- Configuring devices
- Secure document sharing with mobile devices
- Programming for beginners
- Managing big data in your organization

### Leadership

- Building innovation cultures and leaders
- Communicating vision to your employees
- Keeping top performers challenges
- Effective decision making
- Managing for cross-functionality

### Management

- Managing remote teams
- Managing Generation Y
- Building trust with employees
- Essential management skills
- Accelerating goal achievement

### Marketing and Advertising

- Digital marketing
- Strategic marketing
- Influence and persuasion
- Product promotion
- Developing a communication strategy

### Personal Development

- Time management
- Presentation skills
- Building relationships with colleagues
- Increasing productivity and efficiency
- Giving positive and constructive feedback

### Project Management

- SWOT analysis
- Six Sigma techniques
- AgilePM Project Management
- How to estimate work
- Using Microsoft Project

### Sales

- Present, secure and support sales solutions
- Negotiating ladder
- Pitching and influencing
- Selling experience
- Customer motivation

Training courses provided by GO1.

Note: more courses available and added on a regular basis (May 2020)

For more information, call us at 201.712.1157 or visit us at [balancepointHCM.com](http://balancepointHCM.com)

