

# SOFT SKILLS TRAINING LIST

*Available as eLearning & Classroom Training*

**DISCOVER CPD\*  
ACCREDITED COURSES  
HERE .**

*Earn 8 CPD Points per  
training*



\*Continuing Professional Development  
[www.cpduk.co.uk](http://www.cpduk.co.uk)

## OVER 140 COURSES TO CHOOSE FROM 08 CATEGORIES

Engaging in Continuing Professional Development ensures that both academic and practical qualifications do not become out-dated or obsolete; allowing individuals to continually 'up skill' or 're-skill' regardless of occupation, age or educational level.



**Administrative Skills**  
12 Courses



**Sales & Marketing**  
25 Courses



**Human Resources**  
25 Courses



**Career Development**  
17 Courses



**Personal Development**  
24 Courses



**Supervisors & Managers**  
17 Courses




**Workplace Essentials**  
21 Courses



**Microsoft**  
07 Courses




## ADMINISTRATIVE SKILLS

- 1.Accountability in the Workplace
- 2.Administrative Office Procedures
- 3.Administrative Support 
- 4.Archiving and Records Management 
- 5.Basic Bookkeeping 
- 6.Business Writing 
- 7.Collaborative Business Writing
- 8.Executive and Personal Assistants 
- 9.Meeting Management
- 10.Organizational Skills 
- 11.Social Media In The Workplace
- 12.Supply Chain Management 

## HUMAN RESOURCES

1. Business Succession Planning
2. Contract Management 
3. Crisis Management 
4. Developing a Lunch and Learn
5. Diversity and Inclusion 
6. Employee Onboarding 
7. Employee Recruitment
8. Employee Termination Processes
9. Generation Gaps
10. Health and Wellness at Work
11. Hiring Strategies 
12. Human Resource Management 
13. Managing Workplace Harassment
14. Measuring Results From Training
15. Millennial Onboarding
16. Office Health And Safety 
17. Sensitivity Training
18. Talent Management 
19. Train-The-Trainer 
20. Unconscious Bias
21. Universal Safety Practices
22. Workplace Bullying
23. Workplace Diversity
24. Workplace Harassment
25. Workplace Violence

## CAREER DEVELOPMENT

1. Assertiveness And Self-Confidence 
2. Communication Strategies 
3. Creative Problem Solving 
4. Creativity: Thinking Outside the Box
5. Developing Creativity
6. Digital Citizenship 
7. Entrepreneurship 
8. Interpersonal Skills 
9. mLearning Essentials
10. Negotiation Skills 
11. Personal Branding
12. Project Management 
13. Telework And Telecommuting
14. Ten Soft Skills You Need
15. The Cloud and Business
16. Time Management 
17. Women in Leadership 




## WORKPLACE ESSENTIALS

1. Appreciative Inquiry
2. Business Acumen
3. Business Ethics
4. Business Etiquette 
5. Change Management 
6. Civility In The Workplace
7. Conflict Resolution
8. Customer Service 
9. Customer Support
10. Cyber Security 
11. Delivering Constructive Criticism
12. Developing Corporate Behavior
13. Handling a Difficult Customer 
14. Networking Outside the Company 
15. Networking Within the Company
16. Respect in the Workplace
17. Responsibility in the Workplace
18. Risk Assessment and Management 
19. Safety In The Workplace
20. Team Building For Managers 
21. Teamwork And Team Building






## MICROSOFT OFFICE SKILLS

1. Excel 2016 Essentials
2. Excel 2016 Expert 
3. Word 2016 Essentials
4. Word 2016 Expert 
5. PowerPoint 2016 Essentials 
6. Microsoft Access 2016 Essentials
7. Microsoft Outlook 2016 Essentials

## PERSONAL DEVELOPMENT

1. Adult Learning - Mental Skills
2. Adult Learning - Physical Skills
3. Anger Management
4. Attention Management
5. Being A Likeable Boss
6. Critical Thinking 
7. Emotional Intelligence 
8. Emotional Intelligence at Work
9. Goal Setting and Getting Things Done 
10. Improving Mindfulness
11. Improving Self-Awareness
12. Increasing Your Happiness
13. Job Search Skills
14. Life Coaching Essentials
15. Managing Personal Finances
16. Managing Workplace Anxiety
17. Personal Productivity 
18. Public Speaking 
19. Social Intelligence
20. Social Learning
21. Stress Management 
22. Taking Initiative
23. Trust Building and Resilience
24. Work-Life Balance 

## SALES & MARKETING

1. Body Language Basics
2. Call Center Training 
3. Coaching Salespeople
4. Contact Center Training
5. Creating a Great Webinar
6. Employee Recognition
7. Event Planning 
8. High Performance Teams Inside the Company 
9. High Performance Teams Remote Workforce 
10. In Person Sales
11. Internet Marketing Fundamentals
12. Marketing Basics
13. Media And Public Relations 
14. Motivating Your Sales Team 
15. Multi-Level Marketing
16. Overcoming Sales Objections
17. Presentation Skills 
18. Proposal Writing
19. Prospecting and Lead Generation
20. Sales Fundamentals 
21. Servant Leadership 
22. Social Media Marketing 
23. Telephone Etiquette 
24. Top 10 Sales Secrets
25. Trade Show Staff Training
26. Selling Smarter 
27. Building Relationship for Success in Sales 

## SUPERVISORS & MANAGERS

1. Budgets And Financial Reports 
2. Coaching And Mentoring 
3. Conducting Annual Employee Reviews
4. Developing New Managers 
5. Employee Motivation
6. Facilitation Skills
7. Knowledge Management
8. Leadership And Influence 
9. Lean Process And Six Sigma
10. Manager Management
11. Middle Manager
12. Office Politics For Managers
13. Performance Management
14. Self-Leadership
15. Supervising Others 
16. Team Building Through Chemistry
17. Virtual Team Building And Management 



## CONTACT US

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