

LGCA

Meet the LGCA Micro-learning Library

A growing collection of ready-made courses that cover the soft skills your teams need for **success at work**

LGCA London Governance & Compliance Academy



Business Innovation

- The 7 Skills of Critical Thinking
- Creative Thinking
- Critical Observation
- Being Adaptable
- Driving Innovation
- Thinking Logically
- Problem Solving
- Dealing with Uncertainty
- Being Resourceful
- The Power of Analysis

Coaching Essentials

- Introduction to Coaching
- Using Coaching Models
- Establishing a Coaching Culture
- Building Trust & Rapport
- Asking the Right Questions
- The Art of Listening
- The Power of Silence
- The Importance of Goal Setting
- Creating Accountability
- Giving Effective Feedback

Compliance Essentials

- Equality & Diversity
- Sexual Harassment
- Fire Safety Awareness
- Drug & Alcohol Abuse
- Anti-Bribery Practices
- Anti-Money Laundering
- Active Shooter
- Code of Conduct
- Whistleblowing
- Conflict of Interest

Customer Service Applied

- Using the Right Language
- Nurturing Customer Relationships
- Practicing Positivity
- Achieving Clarity
- Maintaining Composure

Customer Service Essentials

- Maintaining CS Across Channels
- The Importance of Brand
- Customer Relationships
- Customer Loyalty
- Effective Problem Solving
- Handling Complaints Gracefully
- Cross-selling and Up-selling
- Managing Customers Expectations
- Technology
- Going beyond Customer Service

Cybersecurity

- The Power of a Strong Password
- The Danger of Viruses & Malware
- Looking after Your Data!
- Keeping Your Mobile Safe
- The Risks of Ransomware
- Network Security & Cloud Computing
- Phishing & Anti-Spam Software
- Social Engineering
- Internet of Things Attacks
- Security & Compliance Audits
- Identity Theft
- GDPR
- Data Protection
- Data Breaches
- PCI DSS (Payment Card Compliance)
- Information Security

Data Analysis

- Data Literacy
- The Power of Big Data
- Visualizing Data
- Data Ownership

Entrepreneurship

- The Five P's
- The Entrepreneurial Mindset
- Being Curious
- The Power of Imagination
- Being Self-Aware
- Building Relationships & Networking
- The Power of Influence
- Taking Measured Risks
- Being Prepared to Fail
- Turning Ideas into Actions

Finance Essentials

- The Basics of Financial Management
- The Flow of Money
- Key Financial Statements
- The Importance of Cash Flow
- The Value of Budgeting

HR Essentials

- The Importance of Training
- Adapting to Innovation
- Performance Management
- Handling Disciplinarys
- Talent Management & Development
- Bullying & Violence
- Employee Engagement
- Flexible & Remote Working
- HR for Non-HR Managers



Leadership Essentials

The Four Types of Leader
Delegation and Empowerment
Humility
Emotional & Cultural Intelligence
Being Authentic
Inspiring Others
Taking Accountability
Making Decisions
Being Confident
Being Brave

Leadership Toolkit

Managers vs. Leaders
Conflict Management
Effective Meetings
Motivating Others
Promoting Talent
Leading by Example
Facilitating Results
Making Deals
Leading Remote Teams
Managing Change

Learning Essentials

The Psychology of Learning
Learning Styles
The Power of Micro-Learning
Defining Learning Objectives
Learning ROI
Learning Culture in the Workplace
Learning & Employee Engagement
Promoting Social Learning
Growth Mindset
Removing the Barriers to Learning

Marketing Essentials

Your Shop Window - Your Website
Do Your Research (Brand & Product)
Know Your Customers
The Power of Social Media
Curating the Right Content
The Role of Partnerships
Brand Ambassadors
The Power of Networking
Show Don't Tell
Introduction to Marketing Automation

Project Management Applied

Project Management Methodologies 1
Project Management Methodologies 2
Activity & Resource Planning
Organizing & Motivating a Team
Time Management in Projects
Developing a Budget (Cost Estimating)
Ensuring Customer Satisfaction
Managing Project Risk
Monitoring Progress
Producing Reports

Project Management Essentials

Initiating a Project
Planning a Project
Executing a Project
Monitoring a Project
Closing a Project

Recruitment 101 Essentials

Interview Skills
First Impressions
Career Planning
Hiring Right, First Time
Importance of Onboarding

Sales Skills Applied

Researching Your Prospect
How to Build Rapport
Questioning Skills
Prioritizing Prospects
Obtaining Commitment

Sales Essentials

Sales Listening Skills
Creating your Pipeline
Managing your Pipeline
The Sales Pitch
Effective Presentations
Selling the Proposed Solution
Building Benefits
Keeping Prospects Engaged
Closing Difficult Deals
Importance of Sharing Sales Feedback



Teamworking Essentials

- The Power of Teamworking
- Setting Common Goals
- Collaboration
- Celebrating Differences & Diversity
- Building Trust & Respect
- Roles & Responsibilities
- Communicating Openly
- Encouraging Different Opinions
- Dealing with Difficult Personalities
- Celebrating Success
- What is a Millennial
- Communicating with a Millennial
- Millennials and Technology
- Training Millennials

The Leadership Role Model

- Leading with Respect
- Leading with Energy
- Being Positive
- Leading with Commitment
- Using Humor
- The Power of Patience
- Recognizing & Rewarding Others
- Leading with Empathy
- Being Energetic
- A Healthy Manager is a Good Manager

Wellbeing Essentials

- Eating Healthily
- Understanding Emotions
- The Importance of Sleep
- Work / Life Balance
- The Importance of Exercise
- Dealing with Stress
- Wellbeing & Productivity
- Kicking Bad Habits
- The Dangers of Sitting Down!
- Promoting Health & Wellbeing at Work

Work Ethic

- Being Punctual
- Meeting Deadlines
- Multi-tasking & Being Organized
- Self-Management
- Time Management
- Working Under Pressure
- Persistence & Resilience
- Avoiding Distractions
- Staying Motivated
- The Importance of Planning

Workplace Essentials

- Slips, Trips & Falls
- Use the Handrail
- Cable Management
- Reporting a Hazard
- Manual Handling
- Workstation Ergonomics
- Don't Speed on Site
- Driving & Using Your Phone
- Don't Walk & Text
- Going Remote

