

# Sector-savvy learning for Professional Services

Looking for something industry-tailored? Explore fresh, relevant and clear-cut content on tomorrow’s must-have skills in the world you operate in. Our Sector-specific suites are complete with all the titles you need to equip your entire workforce with the knowledge to grow and evolve.

Fuel your professional consultants with fresh, current and cutting edge content which includes data, digital transformation and technical skills.

[Explore the Sector Suite for Professional Services](#)

## Full list of available topics & modules

| Commercial Awareness  |   |
|---|---|
| • Understanding competitors   | • Understanding your organisations strategy   |
| Complaints  |   |
| • Complaints<br>• Complaints key takeaways                              | • Complaints record<br>• Complaints refresher |
| Conflicts of Interest   |   |
| • Conflicts of Interest<br>• Conflicts of Interest Assessment Questions | • Conflicts of Interest Key Takeaways         |

**Anti Bribery & Corruption**

- Anti Bribery & Corruption - Dealing & Managing
- Anti-Bribery & Corruption for Professional Services

**Anti-Money Laundering**

- Anti Money Laundering
- Verifying a customer
- Suspicious transactions
- PEPs
- Money Laundering Breaches
- Anti-Money Laundering assessment questions
- Anti-Money Laundering key takeaways

**Corporate Governance**

- Preventing insider trading
- Sanctions
- Suspicious transactions
- UK Criminal Finances Act
- UK Freedom of Information Act
- Whistleblowing

**Corporate Social Responsibility**

- Carbon literacy
- Community empowerment

**Customer Excellence**

- Achieving customer excellence
- Customer excellence: setting yourself up for success
- Harnessing the power of empathy in customer relationships
- How to turn customers into advocates
- Information gathering with clients
- The art of avoiding challenging customer relationships

## Customer Service

- Brand awareness & other interesting elements
- Customer service essentials
- Dealing with complaints
- Dealing with emotions
- Dealing with questions
- Emotional bank account
- Handling aggressive customers
- Handling difficult customers
- Politeness in customer service
- Tactical talk
- Trust in customer service
- What to say to an angry customer

## Cyber & Information security

- 2FA
- Cyber risk management
- Cyber security & resilience module
- Cyber incident response
- Cyber incident response checklist
- Cybercrime impacts
- Hospital cyber attack story
- Cyber security & resilience quiz
- Cyber resilience key takeaways

## GDPR

- Reporting a breach
- The role of the Data Protection Officer
- UK GDPR
- UK GDPR key takeaways
- Handling subject access requests
- Data management
- Data sharing
- GDPR Breaches & consequences

## DEI

- Achieving inclusion for hybrid workers
- Achieving inclusion for remote workers
- Unconscious bias for location-based roles

## Disability Awareness

- Ableism
- Blindness in the workplace
- Cerebral palsy awareness
- Fibromyalgia awareness
- Inclusive & accessible job interviews
- Inclusive & accessible recruitment
- Inclusive language
- Learning disabilities poster
- Serving disabled customers
- What are reasonable adjustments?

## Finance Essentials

- A roadmap for using financial KPIs
- Budgeting for managers
- Financial forecasting
- Financial statements overview
- Increasing a company's bottom line
- Negotiating costs & contracts
- Reading a profit & loss (P&L) statement
- Strategic purchasing
- Types of financial costs
- Using cost-volume-profit analysis to make impactful decisions

## Health & Safety

- A health & safety state of mind
- Asbestos awareness
- Asbestos emergency procedure: Quick guide
- Corporate manslaughter
- COSHH basics
- Display Screen Equipment (DSE) Guidelines
- Dynamic risk assessments
- Fire safety
- Fire warden training
- First aid emergency response
- First aid minor injuries
- Fitness for work
- HAVs awareness
- Lone working
- Manual handling
- Near miss reporting
- Noise
- Personal protection equipment
- Risk assessment awareness
- Site security awareness - Access cards & ID
- Site security awareness - Authorised access only

## Health & Safety *cont.*

- Site security awareness - Know your stuff
- Site security awareness - Lock up
- Site security awareness - Visitor process
- Slips, trips & falls
- Slips, trips, falls & ladders
- Working at height
- Working when seated
- World Day for Safety & Health at Work

## Management

- Employment law - the basics
- Managing people of all abilities
- Managing freelance & contracted colleagues

## Project Management

- Benefits of prototyping
- Demystifying Lean, Six Sigma & Lean Six Sigma
- Design brief template
- Documentation
- Gaining stakeholder trust
- How to scope a project
- Managing difficult stakeholders
- Process improvement
- Project reviews
- Project Status Report Checklist
- SOW template
- Stakeholder communication plan
- Stakeholder template
- The Stakeholder Circus
- The stakeholder matrix
- Time to get agile



## Safeguarding

- How to report a safeguarding concern
- Indicators of abuse
- Introduction to safeguarding
- Modern slavery
- Preventing radicalisation
- Reporting radicalisation
- Safeguarding adults
- Safeguarding children
- Safeguarding dos & don'ts
- Signs & triggers of aggressive customers
- Spotting signs of terrorism
- Spotting the signs of abuse, harm or neglect
- Staying safe & sound
- The 5 Rs of safeguarding
- The Disclosure & Barring Service
- Types of abuse
- Types of abuse fact sheet: Discriminatory abuse
- Types of abuse fact sheet: Domestic abuse
- Types of abuse fact sheet: Emotional or psychological abuse
- Types of abuse fact sheet: Financial or material

## Sales

- A needs driven approach to sales
- Behavioural styles in sales
- Building product value
- Building rapport in sales
- Handling sales objections
- Know your sales questions
- Localisation for sales
- Power of listening in sales
- Trial closing
- Understanding customer needs

## Successful Onboarding

- Benefits of successful onboarding
- Effective inductions
- First impressions
- Roles within a successful induction
- Successful onboarding
- Tips for new hires

**Vulnerable Customers**

- Conflict
  - Giving & receiving feedback
  - Global teamworking
  - Informal communication (with peers)
- Respect at work
  - Teamwork
  - Working together to achieve more

**Workplace 101**

- Active listening
  - Analytic skills
  - Benefits of working from the office
  - Building a community spirit as a business
  - Career confidence
  - Career conversations in professional services
  - Commercial thinking
  - Corporate jargon buster
  - Decision making
  - Decision making with data
  - Departmental ownership
  - Developing a business case
- Entrepreneurship for all
  - Evidence-based decisions
  - How to focus in busy periods
  - How to harness your entrepreneurial spirit
  - How to stay up-to-date with your industry
  - Personal brand awareness
  - Social media for professional services
  - Supplier evaluations
  - Technical language
  - The 5Cs of consultation
  - Workplace etiquette

**Writing Skills**

- Writing skills for blogs
  - Writing skills for documents
- Writing skills for emails