



## SkillGate Infinity Library 2019

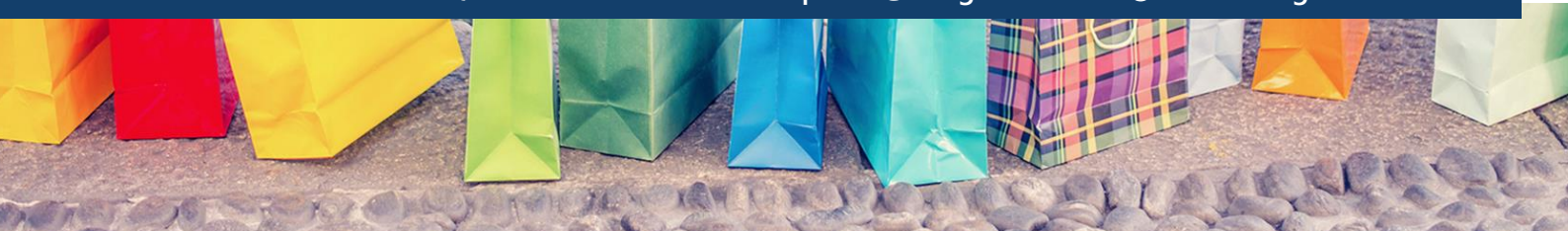
### 1. Achieve Your Potential

#### Assertiveness

- How to be Assertive
- Building Self-Belief
- Change Your Inner Dialogue
- Don't be a Pushover - Three Assertiveness Techniques
- Handle Criticism with Confidence
- How to Persuade Your Boss
- How to Say No!
- Stop Feeling Inferior
- What is Emotional Intelligence?

#### Personal Development

- Confidence and Personal Impact
- Interpersonal Skills
- Mind and Memory
- An Introduction to NLP
- Be Resilient!
- Become More Powerful
- Boost Employee Enthusiasm
- Boost Your Personal Impact
- Bounce Back from Failure
- Breaking Bad Habits
- Building Confidence in Others
- Charisma - Developing the X Factor
- Conflict Resolution - Dealing with Angry People
- Controlling Nerves
- Develop the High Self Esteem Habit
- Do You Need to Change Your Attitude?

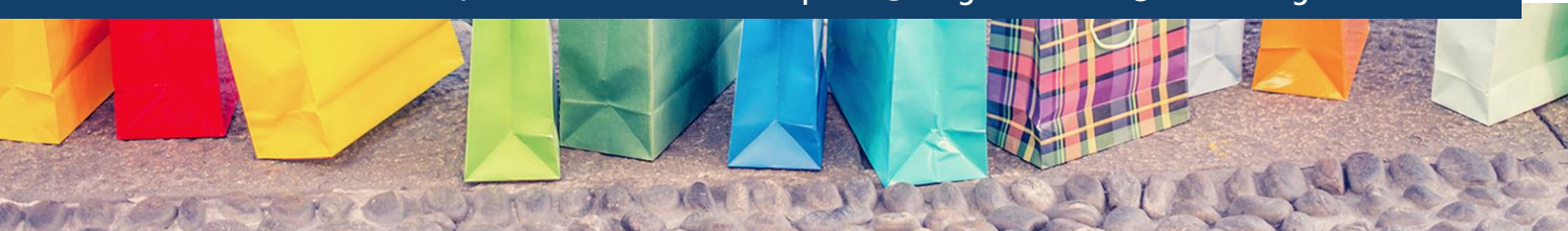




- Feeling Stressed? Try Mindfulness!
- Handle Angry Callers with Confidence
- Have You Got 'It'? An Introduction to Executive Presence
- How to Build Rapport
- How to Cope with Bossy Colleagues
- How to Handle a Difficult Conversation
- How to Make a Great Impression
- How to Make Small Talk
- How to Remember People's Names
- How to Thrive When Things Change
- Make Yourself Promotable
- Master Business Etiquette
- Maximise Your Potential
- Prepare to Succeed at Interview
- Stand Your Ground
- Stop Procrastinating!
- Take Control of Your Life
- The Importance of Empathy
- The Positive Side of Conflict
- The Power of Positive Reframing
- Think Differently - The Reframing Matrix
- Think on Your Feet
- Working with Difficult Colleagues

### Influencing Skills

- How to be an Influencing Star
- Increase Your Influence
- Inspire People into Action
- Persuasion and Influence
- Secrets of Persuasion
- Six Influencing Styles – How to Unlock the Power of Influence
- WIIFM - Getting People to Listen





## Time Management

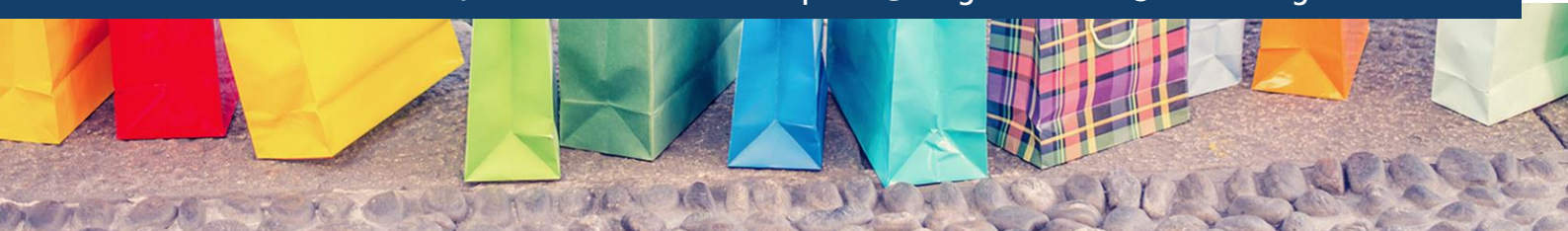
- Managing Your Time
- Achieve more with less - the 80/20 rule
- Doing The Right Thing - Planning and Prioritising
- Eliminate Wasted Work - Process Mapping
- Essential Time Management
- Have You Got A Minute? - Managing Interruptions
- How Do You Eat an Elephant?
- Make the Most of Your Time
- Managing Email Overload
- Managing Other People's Diaries
- Plan for The Perfect Christmas
- Prioritise with the Urgent/Important matrix
- Quick Wins - The Key to Success
- Staying Productive - Working from Home
- Time & Priority Review

## Meetings

- 6 Great Ice Breakers
- Communicating Effectively on Conference Calls
- Facilitating a Conference Call
- Key Minute Taking
- Managing and Facilitating Meetings
- Meetings - You have rights!
- Preparing for Meetings
- Productive and Exciting Team Meetings
- Taking Minutes in Meetings

## Creativity

- Advanced Brainstorming
- Creativity in Business
- Encouraging Creativity at Work
- Gain a Different Perspective - The Six Thinking Hats
- Mind Mapping - Boosting Creativity





- SCAMPER to Innovate
- Techniques to Increase Creativity

### Mind & Memory

- 3 Techniques to Improve Your Memory
- Improve Your Memory
- Mind Mapping - Boosting Creativity
- Sharpen Your Concentration Skills
- What sort of intelligence do you have?

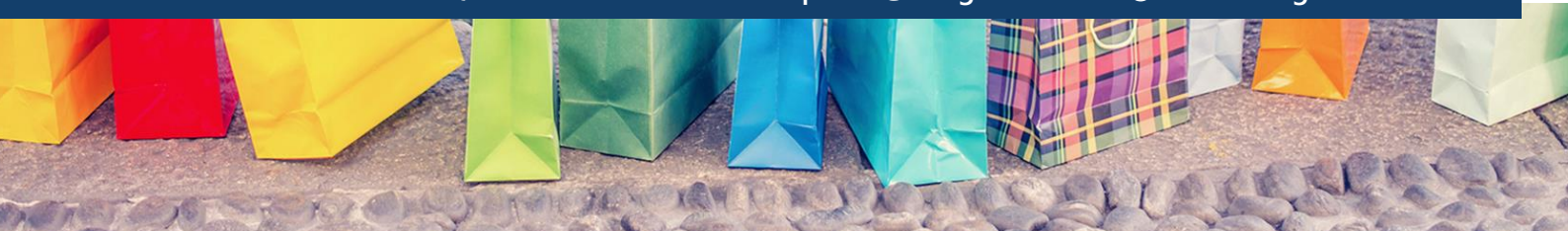
### Problem Solving & Decisions

- Decision Making and Problem Solving
- Advanced Brainstorming
- Got a Smelly Problem? The Fishbone Diagram
- Make Decisions Like a Fighter Pilot
- Make Great Decisions - The Vroom-Yetton-Jago Decision Model
- Problem Solving
- Problem Solving Techniques

## 2. Communication

### Theory & Practice

- Ask Better Questions
- Barriers to Communication
- Become a Better Communicator Using the LAER Method
- Communicate More Effectively with the Communication Cycle
- Communicating with People with Dementia
- Create Understanding and Trust - The Johari Window
- Giving Critical Feedback
- How to Get the Attention of Busy People
- How to Have a Difficult Conversation
- Online networking - Getting started
- Planning a Business Blog







- Reading Body Language
- Sound Successful! Improve the Quality of Your Voice
- Stop Playing the Blame Game
- Successful Networking
- The 7 C's of Great Communication
- The Rule of Three - The Secret to Successful Communication
- Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
- Turning Business Cards into Business Relationships
- Understand Your Unconscious Bias
- Watch Your Language! The Power of Positive Words!
- What Should You Do with An Elephant in the Corner?
- Why Don't You Write the Way You Talk?
- Writing Effective Emails

### Conflict

- Anger Management
- Conflict at Work
- Managing Conflict and Difficult Situations
- Stop Playing the Blame Game!
- The Eight Causes of Conflict
- What is your Conflict Management Style?

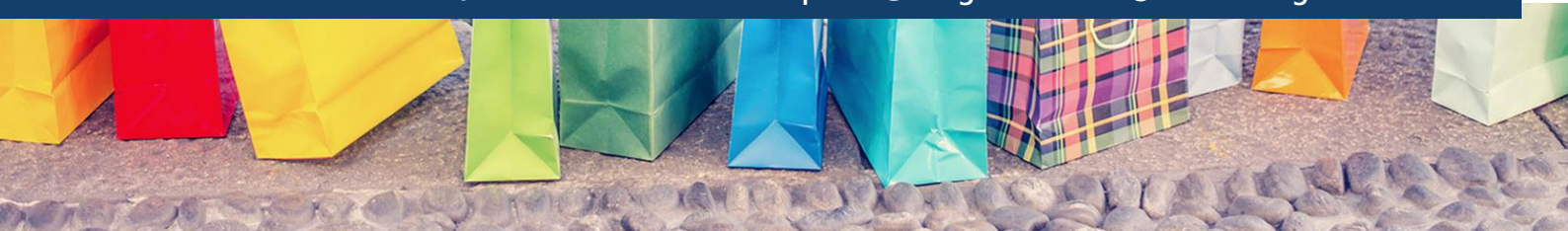
### Presentations

- Presentation Skills
- Presenting Information Clearly

## 3. Managing Other People

### Appraisal

- Making the Most of Your Annual Appraisal
- Appraisals - Giving Feedback
- Delivering Better Appraisals
- Get the Most from Your High Achievers

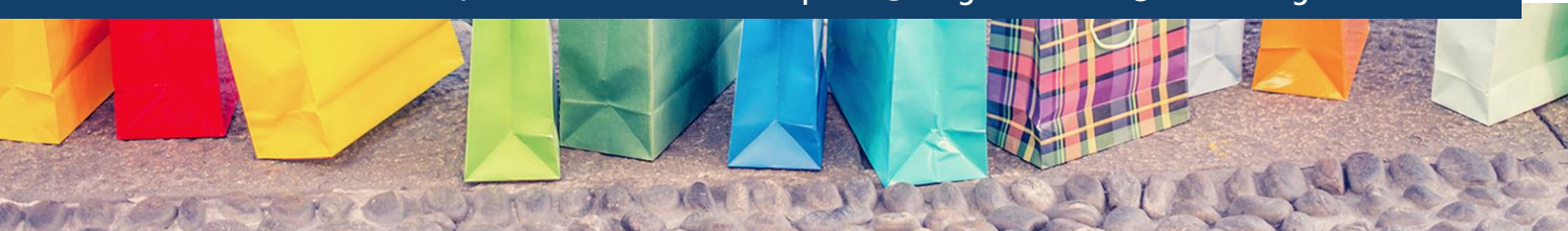




- Give Your Feedback Technique a BOOST
- Giving Critical Feedback
- How SMART Are Your Objectives?
- How to Conduct an Effective and Enjoyable Appraisal
- Introduction to Appraisal Techniques
- Managing performance in appraisals
- What Makes a Good Appraisal?

## Coaching

- Develop Your Coaching Skills
- Developing Others
- A Coaching Approach to Feedback
- Coach with PRACTICE
- Coaching for Performance
- Developing Others - Six Categories of Intervention
- Developing Others - Six Ways to Train on the Job
- Do You Want to Boost Results By Up To 40%? Understand The Pygmalion Effect
- Facilitating Peer-to-Peer Learning
- Get the Most from Your Summer Intern
- He missed the deadline! - a coaching opportunity
- Helping People to GROW - A Coaching Model
- How good a coach are you?
- How to Ensure They 'Get It'
- Need People to Learn? Understand Their Learning Style!
- No Opt Out - A Questioning Technique for Teachers and Trainers
- Stretch It - A Questioning Technique for Teachers and Trainers
- The Accelerated Learning Cycle
- Understanding Learning Styles
- What is CPD?
- What is the Right Question?
- Writing Effective Learning Outcomes





## Diversity

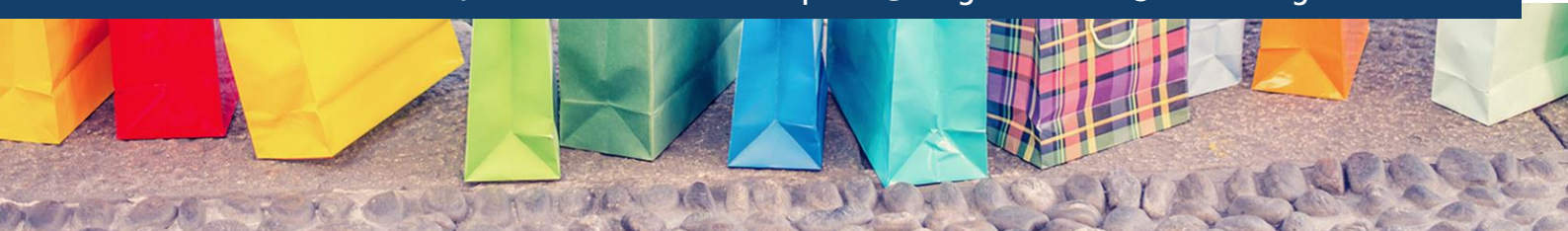
- Diversity in the Workplace
- A Manager's Introduction to Discrimination
- Anti-Bullying and Harassment
- Managing Equality and Diversity for Senior Managers
- Promoting Diversity
- Understand Your Unconscious Bias

## From Good to Great Manager

- From Good to Great Manager
- Are You A Well-Rounded Manager?
- Are You the Entrepreneurial Type?
- Avoid Incompetence - Understanding The Peter Principle
- Avoid the Dangers of Groupthink
- Avoiding the pitfalls of micro-management
- Change Someone's Life - Become a Great Mentor
- Effectively Manage Virtual Teams
- Get the Most from Your High Achievers
- How to Effectively Manage Discipline and Grievance
- How to Get More Done - Delegate!
- How to retain your talent
- Managing Average Performers
- Managing by Wandering Around
- Managing Poor Performance
- Managing Unambitious People
- Overcome Resistance to Change
- Performance Management
- Set High Expectations and Improve Performance
- Setting Objectives
- Using Pressure to Maximise Productivity

## Interviewing

- How to Recruit the Best People
- How to Hire the Right Person





- Safer Recruitment

### Motivating

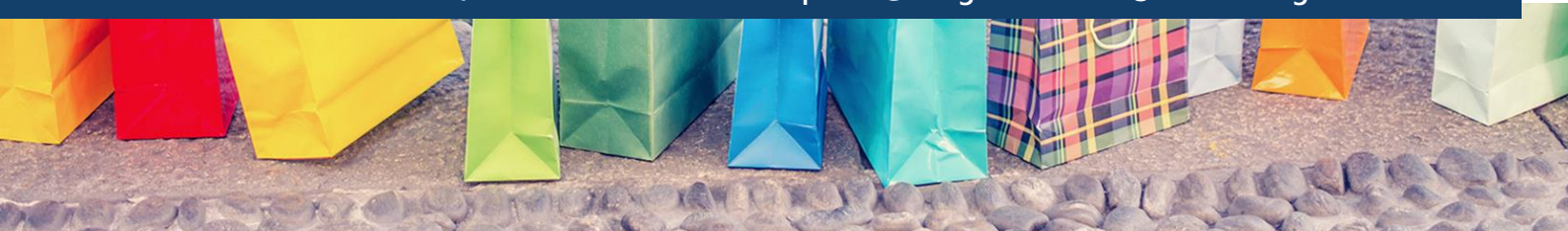
- Does Happiness = Productivity?
- Engaging Your Employees
- Motivate for a Happy Workforce
- Motivating Others - A Powerful New Theory
- Motivating Others - Herzberg's Two Factor Theory
- Motivating to Improve Poor Performance
- Set High Expectations and Improve Performance

### New Manager

- How to Get More Done - Delegate!
- Leading Your First Team
- Learning to Supervise People
- Managing by Wandering Around
- Managing Former Peers
- New Manager
- New Job? Flying Start!
- New Manager - Getting It Right from the Start
- Set High Expectations and Improve Performance
- Supervisory Skills
- That'll never work! - How to Manage Negative People
- What Difference Do Managers Make?

### Teams & Leadership

- Effective Leadership Skills
- Leading Your First Team
- A high performing team - How to build one!
- Are You Using the Right Leadership Style?
- Become a Transformational Leader
- Conduct an Effective Team Briefing
- Do You Want to Transform Your Leadership Capability?
- Effective Teamwork - Understanding Team Roles







- Forming, Storming, Norming, Performing
- Great Team Building Exercises
- Health and Safety - A Manager's Overview
- Increase Your Influence
- Leadership Style - The Blake Mouton Managerial Grid
- Successful Leadership in an Economic Downturn
- Successful Leadership in Difficult times
- Team Building Exercises to Improve Communication
- Unleash the Power of Centred Leadership
- What is Leadership?
- What Type of Leader are You?
- What's the difference between Power and Influence?
- Why do Teams Fail to Perform?
- Winning Hearts and Minds - Motivational Leadership

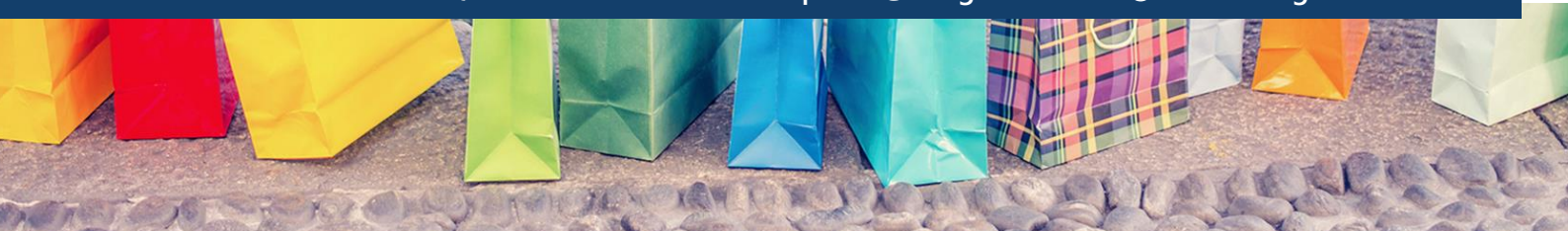
## 4. Managing Your Business

### Change Management

- Managing Change
- Managing People through Times of Change
- Managing Change
- Eliminate Wasted Work - Process Mapping
- Assess Your Organisation - Weisbord's Six Box Model
- Force Field Analysis - Understanding Change
- Make Change Less Painful - Understand what People are feeling
- Managing Change Successfully - Kotter's 8 Step Approach
- Melting the Ice Cube - Lewin's Framework for Change
- Understanding Power - The Five Forces

### Project Management

- Microsoft Project 2013
- The Iron Triangle - the Truth about Project Management





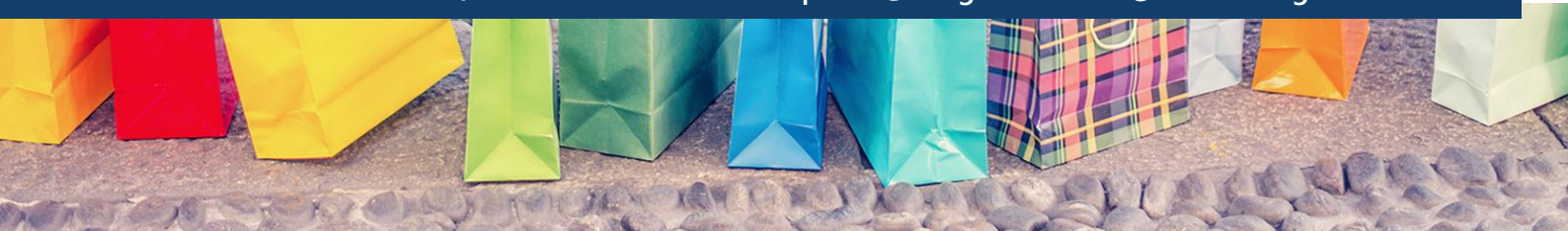
## Strategy & Risk

- Commercial Awareness
- Key Skills for Entrepreneurs
- 10 Ways to Save Your Business Money
- Assess Your Organisation - Weisbord's Six Box Model
- Being an Entrepreneur
- Boost Productivity with 5S
- Bribery Act 2010 - What You Need to Know
- Business Strategy? SWOT you need.
- Exceed Expectations - Kotter and Keller's 5 Product Levels
- Get Efficient with Kanban
- Is 2.9 the Magic Number?
- Maximise Future Profits - The Boston Matrix
- Prioritising Risk - The Risk Impact/Probability Matrix
- Strategy for Success
- Successful Business Strategy - The 3C's Model
- The Key Steps of Risk Analysis
- Understand Your Organisation - The McKinsey 7S Framework
- What is Your Plan B? The Four Stages of Contingency Planning

## 5. Written English

### Business Writing

- Business Writing
- Report Writing
- Written English - Avoid Common Confusions
- Written English - Improve Your Punctuation
- Written English - Improve Your Writing Style
- Could You Improve Your Proofreading?
- Logical, Emotional and Professional Writing
- Report Style
- Use AIDA Marketing - Get Your Message Across
- Using Apostrophes Correctly

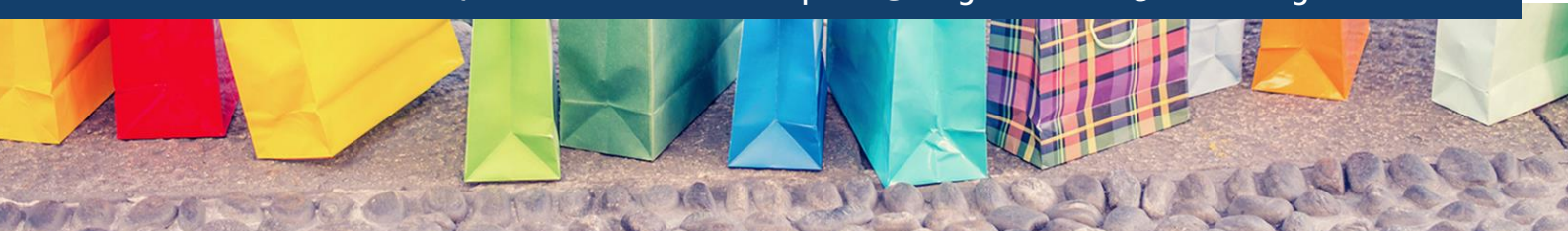




- Using Information Technology
- Using Language Suitable for Your Audience
- Why Don't You Write the Way You Talk?
- Would Somebody Please Think of the Reader!
- Writing Business Letters
- Writing in Plain English

### Writing Skills

- Excellent Written English
- Written English - Avoid Common Confusions
- Written English - Improve Your Punctuation
- Written English - Improve Your Writing Style
- Accept or Except?
- Affect or Effect?
- Avoid Common Spelling Mistakes
- Avoid Pleonasm - Writing Clearly and Concisely
- Business Writing Style
- Could of, Would of or Should of?
- Dangling Participles
- Double Negatives
- Fewer or Less?
- Getting the Right Tone
- How to Plan and Write a Document
- How to Write in Sentences
- i.e. versus e.g.
- Improve Your Grammar & Writing Skills
- Improve Your Grammar & Writing Skills
- Improve Your Grammar & Writing Skills
- Improving Your Grammar & Writing Skills
- Its or It's?
- Lets or Let's
- Like or As?
- Maybe and Anyway
- Me or I?





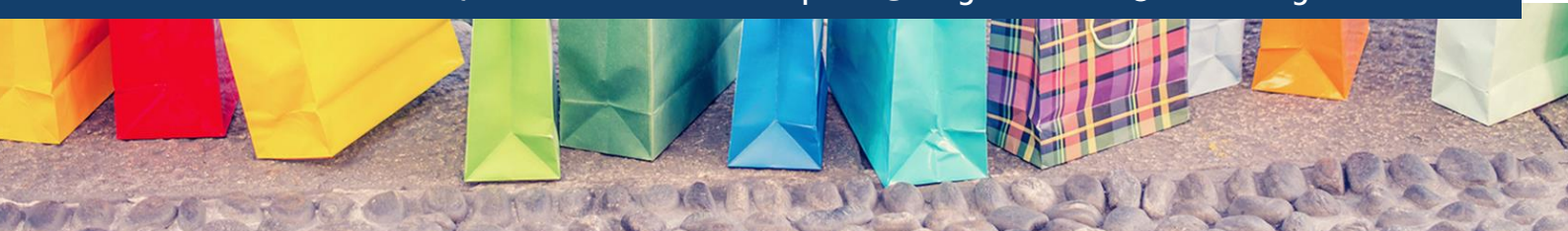
- Practice or Practise?
- Presenting Information Clearly
- Punctuating Quotations
- Split Infinitives
- Their, There or They're?
- Then or Than?
- To, Too or Two?
- Using -ible and -able
- Using Apostrophes Correctly
- Using Capitals
- Using Colons
- Using Commas
- Using Paragraphs
- Using Parenthesis
- Using Semi-Colons
- We're, Where or Were?
- Who or Whom?
- Whose or Who's?
- Why Don't You Write The Way You Talk?
- Writing Numbers
- Your or You're?

### Reading Skills

- Can You Read Faster!
- Could You Improve Your Proofreading?
- Sharpen Your Concentration Skills

### Typing

- Improve Your Typing Speed - Touch Typing
- Writing Effective Learning Outcomes







## 6. IT Skills

### Computer Safety

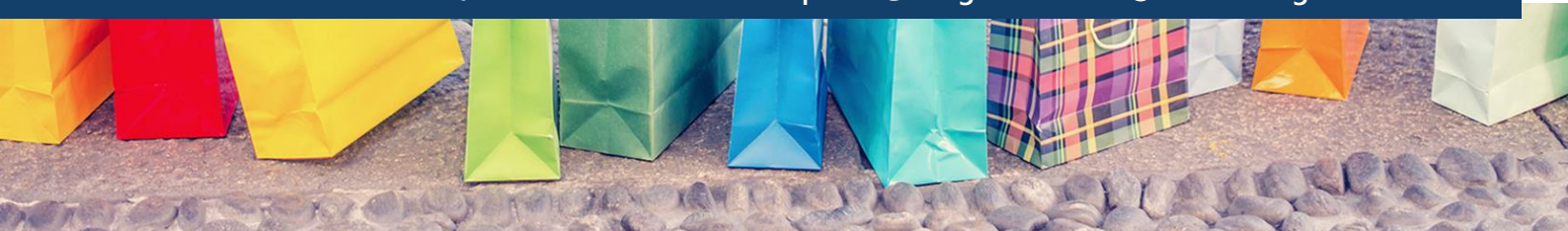
- Computer Safety - Protect you, your files and your computer
- Email Spam, Phishing and Viruses - Everything You Need To Know!
- The Importance of Passwords - Protect Your Information!
- Viruses and Spyware - Get Informed!

### Office 2007

- Using MS Excel 2007 More Effectively
- Logical Functions
- MS Excel 2007 - Autosum and Conditional Formulas
- MS Excel 2007 - Formulas
- MS Excel 2007 - Goal Seek
- MS Excel 2007 - Importing Text Files
- MS Excel 2007 - Nested IF Statements
- MS Excel 2007 - Pivot Tables
- MS Excel 2007 - Scenarios
- MS Excel 2007 - Sorting and Filtering
- MS Excel 2007 - Using Conditional IT Statements
- MS Outlook 2007 - Adding a Signature
- MS Outlook 2007 - Appointments
- MS Outlook 2007 - References
- MS Outlook 2007 - Rules
- MS Powerpoint - Slide Transitions
- MS Word 2007 - Find and Replace
- MS Word 2007 - Pictures and Images
- MS Word 2007 - Tables and AutoFit
- MS Word 2007 - Using Macros

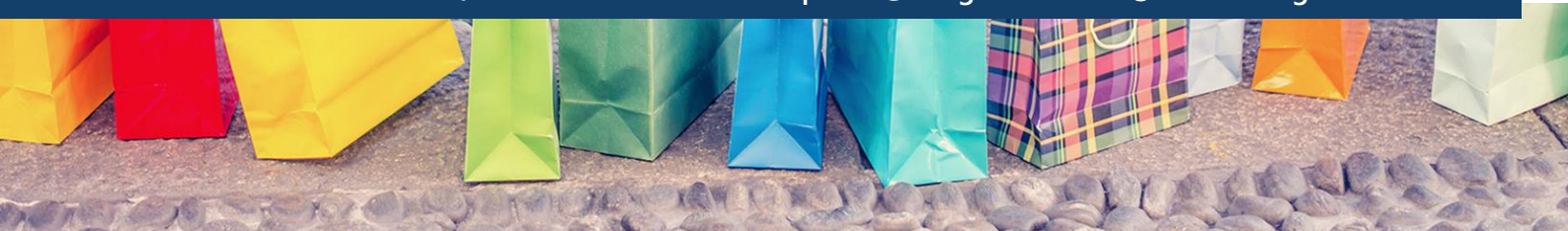
### Office 2010

- Microsoft Excel 2010 - Beginners
- Microsoft Excel 2010 - Intermediate

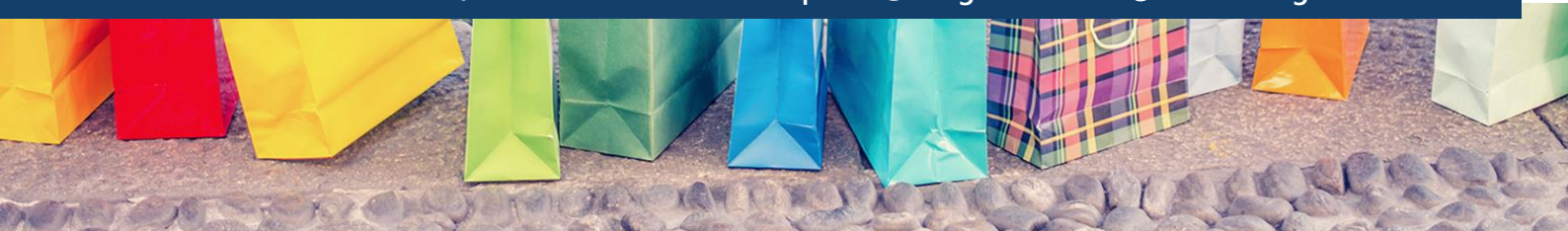




- Microsoft Outlook 2010 - Beginners
- Microsoft Outlook 2010 - Intermediate
- Microsoft PowerPoint 2010 - Beginners
- Microsoft PowerPoint 2010 - Intermediate
- Microsoft Word 2010 - Beginners
- Microsoft Word 2010 - Intermediate
- Microsoft Excel 2010 (Beginners) - AutoFill
- Microsoft Excel 2010 (Beginners) - AutoSum
- Microsoft Excel 2010 (Beginners) - Formatting Cells
- Microsoft Excel 2010 (Beginners) - Formatting Numbers
- Microsoft Excel 2010 (Beginners) - Headers & Footers
- Microsoft Excel 2010 (Beginners) - Introduction to Formulas
- Microsoft Excel 2010 (Beginners) - Printing
- Microsoft Excel 2010 (Beginners) - Rows & Columns
- Microsoft Excel 2010 (Beginners) - Using the Ribbon
- Microsoft Excel 2010 (Beginners) - Workbooks and Worksheets
- Microsoft Excel 2010 (Intermediate) - Charts
- Microsoft Excel 2010 (Intermediate) - Goal Seek
- Microsoft Excel 2010 (Intermediate) - IF Statements
- Microsoft Excel 2010 (Intermediate) - Importing CSV Files
- Microsoft Excel 2010 (Intermediate) - Linking Workbooks
- Microsoft Excel 2010 (Intermediate) - Logical Functions
- Microsoft Excel 2010 (Intermediate) - Nested IF Statements
- Microsoft Excel 2010 (Intermediate) - PivotTables
- Microsoft Excel 2010 (Intermediate) - Popular Functions
- Microsoft Excel 2010 (Intermediate) - References
- Microsoft Excel 2010 (Intermediate) - Scenarios
- Microsoft Excel 2010 (Intermediate) - Slicers
- Microsoft Excel 2010 (Intermediate) - Sorting & Filtering
- Microsoft Excel 2010 (Intermediate) - Sparklines
- Microsoft Excel 2010 (Intermediate) - Using the Ribbon
- Microsoft Outlook 2010 (Beginners) - Attachments
- Microsoft Outlook 2010 (Beginners) - Calendar
- Microsoft Outlook 2010 (Beginners) - Composing a Message



- Microsoft Outlook 2010 (Beginners) - Contacts & Distribution Lists
- Microsoft Outlook 2010 (Beginners) - Organising email messages
- Microsoft Outlook 2010 (Beginners) - Receiving & Replying to emails
- Microsoft Outlook 2010 (Beginners) - Setting Up an Account
- Microsoft Outlook 2010 (Intermediate) - Advanced Settings
- Microsoft Outlook 2010 (Intermediate) - Appointments and Scheduling Meetings
- Microsoft Outlook 2010 (Intermediate) - Archiving Data
- Microsoft Outlook 2010 (Intermediate) - Instant Search
- Microsoft Outlook 2010 (Intermediate) - Quick Steps
- Microsoft Outlook 2010 (Intermediate) - Rules and Alerts
- Microsoft Outlook 2010 (Intermediate) - Signatures
- Microsoft Outlook 2010 (Intermediate) - Tasks and Task Reminders
- Microsoft Outlook 2010 (Intermediate) - Views
- Microsoft PowerPoint 2010 (Beginners) - Font Styles and Colours
- Microsoft PowerPoint 2010 (Beginners) - Line Spacing and Paragraph Alignment
- Microsoft PowerPoint 2010 (Beginners) - Navigation
- Microsoft PowerPoint 2010 (Beginners) - Presentations & Slides
- Microsoft PowerPoint 2010 (Beginners) - Slide Transitions
- Microsoft PowerPoint 2010 (Beginners) - Text Boxes
- Microsoft PowerPoint 2010 (Beginners) - Undo, Redo and Repeat
- Microsoft PowerPoint 2010 (Intermediate) - Animating Screen Elements
- Microsoft PowerPoint 2010 (Intermediate) - Charts
- Microsoft PowerPoint 2010 (Intermediate) - Clips, Images and Pictures
- Microsoft PowerPoint 2010 (Intermediate) - Format Text Boxes
- Microsoft PowerPoint 2010 (Intermediate) - Notes & Handouts
- Microsoft PowerPoint 2010 (Intermediate) - Shapes
- Microsoft PowerPoint 2010 (Intermediate) - Tables
- Microsoft PowerPoint 2010 (Intermediate) - Templates
- Microsoft PowerPoint 2010 (Intermediate) - Themes
- Microsoft PowerPoint 2010 (Intermediate) - Working with Multimedia and the Internet
- Microsoft Word 2010 (Beginners) - Find & Replace
- Microsoft Word 2010 (Beginners) - Formatting Fonts
- Microsoft Word 2010 (Beginners) - Getting Started
- Microsoft Word 2010 (Beginners) - Headers & Footers





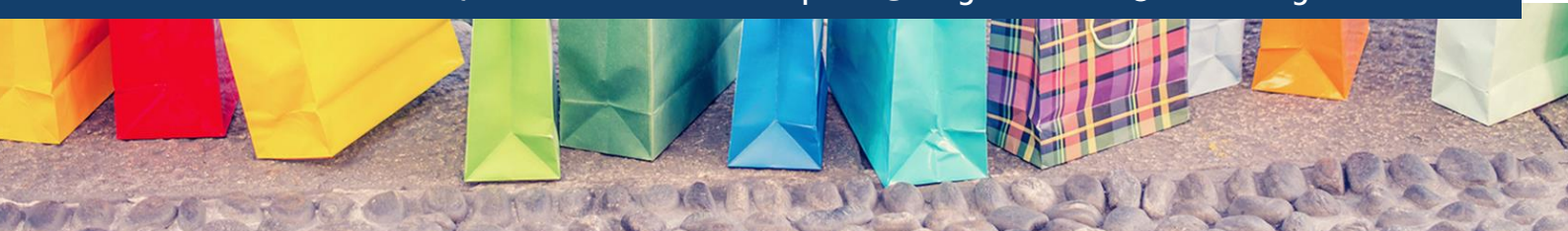
- Microsoft Word 2010 (Beginners) - Paragraphs
- Microsoft Word 2010 (Beginners) - Save & Printing
- Microsoft Word 2010 (Beginners) - Spelling & Grammar
- Microsoft Word 2010 (Intermediate) - Borders & Shading
- Microsoft Word 2010 (Intermediate) - Document Themes
- Microsoft Word 2010 (Intermediate) - Mail Merge
- Microsoft Word 2010 (Intermediate) - Navigation Pane
- Microsoft Word 2010 (Intermediate) - Pictures & Images
- Microsoft Word 2010 (Intermediate) - SmartArt
- Microsoft Word 2010 (Intermediate) - Sorting
- Microsoft Word 2010 (Intermediate) - Tables and Autofit
- Microsoft Word 2010 (Intermediate) - Templates
- Microsoft Word 2010 (Intermediate) - Track Changes

#### Office 2016/365

- Microsoft Excel 2016
- Microsoft Excel 2016
- Microsoft PowerPoint 2016
- Microsoft PowerPoint 2016
- Microsoft Word 2016
- Microsoft Word 2016

#### Programming and Coding

- Learn and Understand Programming (Universal Concepts)
- How to Write a Web Page - HTML Part 1
- How to Write a Web Page - HTML Part 2
- How to Write a Web Page - HTML Part 3
- Introduction to Writing a Web Page (2017) - Part 1
- Introduction to Writing a Web Page (2017) - Part 2
- Introduction to Writing a Web Page (2017) - Part 3







## 7. Sales and Service

### Customer Service

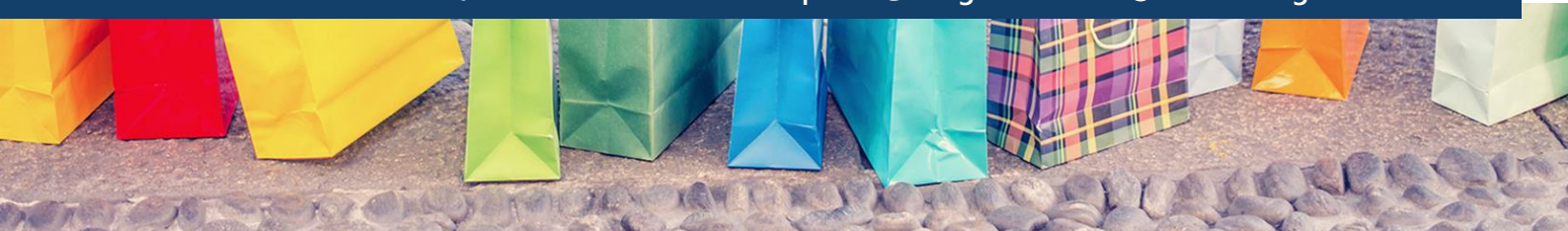
- Customer Service Management
- Delivering Fantastic Customer Service
- Competing Through Customer Service
- Customer Retention Strategies
- Customer Service Excellence
- Customer Service - Phrases to Avoid
- Delivering Fantastic Customer Service
- Develop a Great Customer Service Attitude
- Great Telephone Customer Service
- Presenting Information Clearly
- Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling

### Negotiation Skills

- Negotiating
- Negotiating - A Game
- Negotiating Styles
- Preparing for negotiation
- The negotiating toolkit
- What is negotiation?
- Negotiation Skills

### Sales

- Introduction to Selling
- 6 Ways to Close a Sale
- Developing a USP
- Energise Your Selling Technique
- FAB – Identifying Features, Advantages, and Benefits
- Improve Your Selling Technique – The AIDA Model
- Motivate Your Sales Team Without Spending Money
- Negotiating - A Game
- Overcoming Sales Objections





- The 3 Rs of Selling
- The 4 P's of Marketing
- The 8 Steps Selling Process
- The Selling Cycle
- Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
- Turning Business Cards into Business Relationships

## 8. Finance

### Accounts

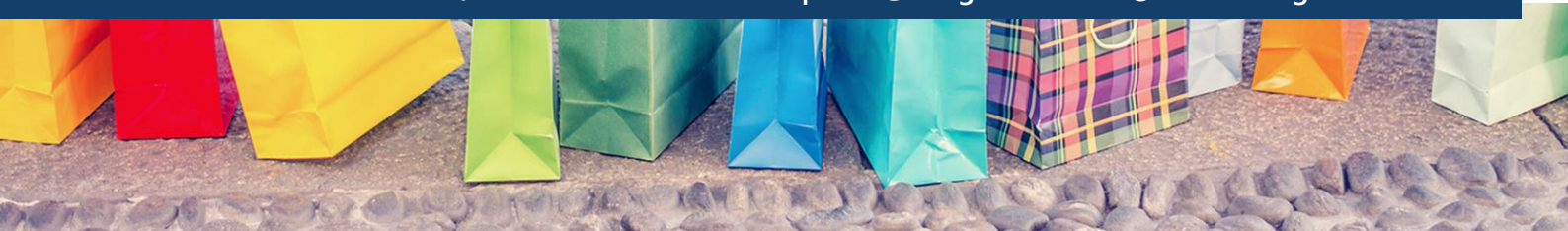
- Finance for Non-Financial Managers
- An Introduction to Opportunity Cost
- How to Read a Balance Sheet
- Introduction to Double Entry Bookkeeping
- Introduction to Profit and Loss
- Producing a Balance Sheet
- The Price Earnings Ratio
- Understanding Discounted Cash Flow
- Understanding Net Present Value
- Understanding Return on Investment

### Credit Management

- Credit Management - How to get paid on time

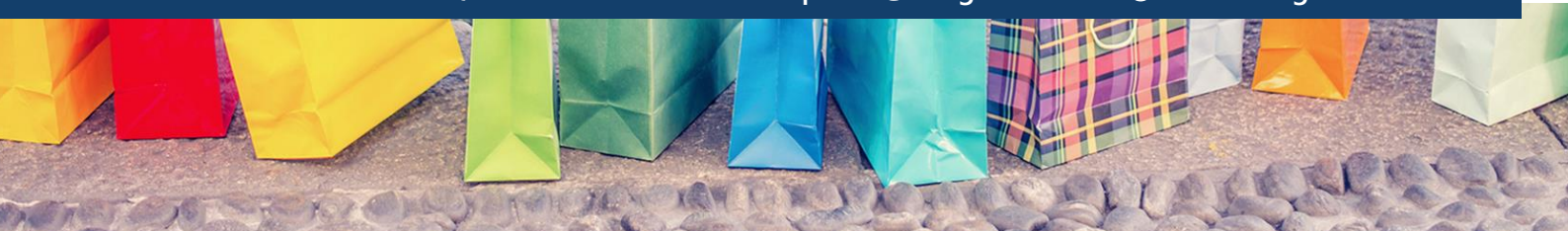
### Financial Manager

- The Financial Manager



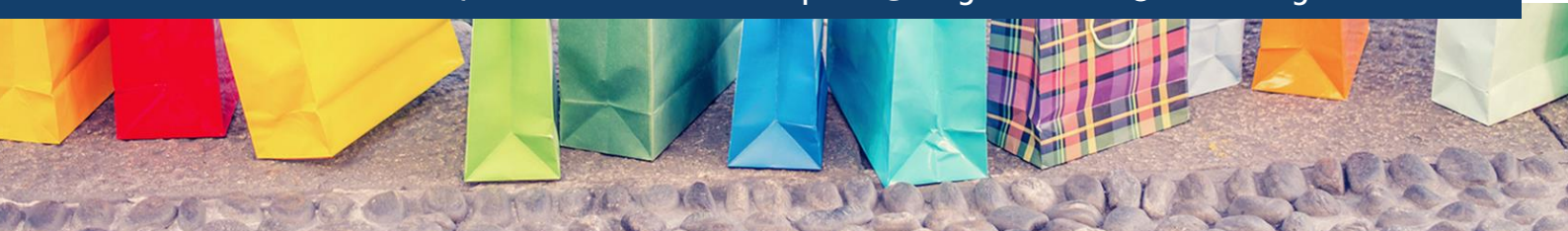
## Optional Sector Specific Library: Teaching and Learning

- Activating Prior Knowledge in Teaching
- Advance Organisers
- Co-operative Learning
- Cold Calling - A Questioning Technique for Teachers and Trainers
- Effective Use of Praise
- Engage Learners with Assertive Questioning
- Engaging Starts in Teaching
- Evidence Based Teaching
- How to Teach with Graphic Organisers
- Is Your Teaching Up To PAR?
- No Opt Out - A Questioning Technique for Teachers and Trainers
- Peer Assessment
- Reciprocal Teaching
- Self-Assessment Techniques
- Selling Relevance and Importance in Teaching
- Setting Challenging Goals in Teaching
- Setting Up Teaching Activities
- Stretch It - A Questioning Technique for Teachers and Trainers
- Teaching with Spoof Assessments
- The Accelerated Learning Cycle
- What is the Right Question?
- What Sort of Intelligence Do You Have?



## Optional Sector Specific Library: Housing

- Arm's Length Management Organisations (ALMOs)
- Buying a Housing Association Home
- Counter Fraud
- Dealing with Rent Arrears
- Dealing with Rent Arrears in Scotland
- Governance: The Role of the Board Member
- Housing Association – Applying for a House
- Housing Association – Residents on the Board
- Housing Association – Tenancy Agreements
- Housing Association - Swapping Your Home
- Housing Association – The Regulatory Framework for ALMOs
- Housing Association - The Regulatory Framework for Housing Associations
- Introducing Tenancy Management
- Introduction Social and Sheltered Housing
- Introduction to Anti-social Behaviour, Crime and Policing Act 2014
- Introduction to Leasehold
- Introduction to Managing Financial Risk for Housing Associations
- Introduction to Professional Boundaries
- New Governance and Financial Viability Changes
- Safety for Lone Workers (Housing Association)
- Tackling Antisocial Behaviour in Scotland
- The Construction (Design and Management) Regulations 2015
- Understanding Domestic Abuse
- Understanding Hate Motivated Behaviour
- Understanding How Tenants Get into Rent Arrears







## Optional Sector Specific Library: Care

### Certificates

- Essential Health and Safety for Care Workers
- Communication in The NHS Certificate

### Tutorials

- Adult Support and Protection (Scotland) Act
- Adults with Incapacity (Scotland) Act
- Communicating with People with Dementia
- Dementia Awareness (for senior staff)
- Infection Prevention and Control
- Introduction to Dementia Awareness
- Introduction to Professional Boundaries
- Manual Handling (for Care)
- Mental Health Awareness
- Privacy in Practice
- Recognising Abuse
- Safety for Lone Workers (Care Worker)
- The Care Act 2014
- The Mental Capacity Act
- Understanding Duty of Care
- Understanding Person-Centred Care

