## **Gamification**

- Communication Skills
  - Bias Defined
  - Business Comms
  - Communication Factors
  - Communication Methods
  - O Do You Have a Smart Mouth?
  - Face-to-Face Comms
  - Handling Bias
  - Handling Objections
  - How to Win Friends
  - Nonverbal
  - o Proactive on a Team
  - Science of Bias
  - Start With Why
  - o Unconscious Bias
- Compliance/Safety
  - Active Shooter
  - Back Injuries
  - Civics Foundations
  - Cords & Power Strips
  - o COVID-19 F&B
  - o COVID-19: ServSafe
  - o Cuts & Burns
  - Emergency Eyewash
  - Extension Cords
  - o FCPA
  - FCPA Compliance
  - FCPA Elements
  - o FCPA Overview
  - o Fire Ext
  - Human Trafficking
  - Infection Control in HC: Safe Work Practices
  - Know Your Rights
  - Ladder Safety
  - Lockout & Tagout
  - o OSHA Standards
  - Slips, Trips, & Falls
- Customer Service/Hospitality
  - Customer Complaints
  - Front Desk
  - Greeting Customers
  - o Service 101
  - Service Basics
  - Service Recovery

- Room Service
- Digital Literacy
  - Computer Files
  - Computer Parts
  - o Excel
  - Google Docs
  - Google Meet
  - Google Sheets
  - Instant Messaging
  - Microsoft Teams
  - Microsoft Teams 2.0
  - Microsoft Word
  - Phishing
  - > PowerPoint
  - Protecting your Personal Info Online
  - Search Engines
  - Smartphone Basics
  - o Social Media
  - Tech Industry
  - The Digital Use Divide
  - Virtual Meetings
  - O What is a Computer?
  - What makes a computer, a computer?
  - o Zoom
  - o Zoom Advanced
- Emails
  - Answering Emails
  - o Effective E-mail
  - o Email Length
  - o Framing & Writing
  - o From & Subject Line
  - Tone & Formatting
- Financial Literacy
  - Balancing Checkbooks
  - o Credit Card Interest
  - Cryptocurrency
  - > FICO Scores
  - Finance Industry
  - Loans
  - Paychecks
  - Processing Credit Cards
  - Retirement Foundations
  - Saving & Budgeting

- Scams
- Taxes

## Food Industry

- Alcohol Service
- Bartending
- Cleaning Standards
- Closing
- Contact Etiquette
- Food Handler
- Food Safety
- Food Service
- o Franchising 101
- ServSafe Ops
- Spirits
- Wine

## Health Care

- Health Care Industry
- Health Science Occupations
- HIPAA
- Licensed Practical & Vocational Nurses
- Nursing Assistants
- Patient Confidentiality
- Registered Nurses

## Job Search/Interviewing

- Behavioral Interviews
- Interview Prep
- Interview Skills
- Networking
- Personal Branding
- Public Speaking
- o Relationship Pro
- o Resume Ready
- o Top 5 Questions to Ask
- Top Interview Tips
- Ultimate Interview Guide
- Virtual Etiquette
- Virtual Interview Prep

#### Leadership

- o 21 Laws of Leadership
- o Dare to Lead
- Deliver Powerful Feedback
- Effective Coaching
- o Effective Executive
- Effective Feedback
- Feedback Bias
- Giving Feedback
- Inclusive Culture

- Inclusive Leader
- Influence
- Lead & Communicate
- Lead with Care & Accountability
- Leadershift
- Leadership of Self
- Leading with Resiliency
- o Take Me to Your Leader
- The Coaching Habit
- o The Leader Habit

# • Management

- 1-Minute Manager
- Acknowledging Opinions
- Conflict Mgmt
- Difficult Convos
- Difficult Convos at Work
- Managing Diversity
- Managing Remote

#### Other

o Real Estate Biz

### Sales

- o #1 Seller
- Audiences
- Getting to Yes
- Negotiating
- Persuasion
- Prospecting
- Sales as a Career
- Science of Selling

## Workplace Skills

- o 7 Habits
- Active Listening
- Art of the Follow-Up
- Attitude First
- Being Proactive
- Beyond the Office
- Building Rapport
- Building Teams
- Collaboration
- Creating Habits
- Creative Thinking
- o Demonstrating Respect
- Dress for Success
- o Empathy Matters
- o EQ
- Etiquette 101
- Goal Setting
- Mindfulness

- o Positive Attitude
- Positive Mindset
- Reducing Stress
- Self Awareness
- o The Power of Habit
- o The Science of Accelerated Learning
- Time Management
- o Working Remote
- o Work-Life Balance
- Workspace