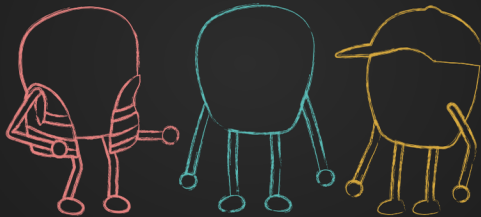


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From the initial introductory email, our experience with Peritus Learning has been outstanding. Their response times to my enquiries regarding the product was immediate.

Derek Goff - Learning & Development Manager at ARM Recruitment



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HEALTH & SAFETY

PEOPLE & RELATIONSHIPS

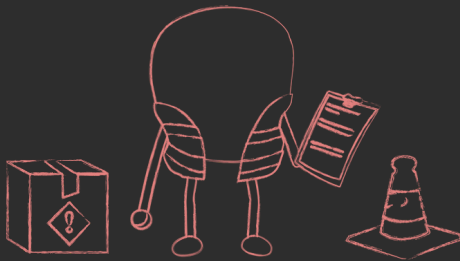
IT SKILLS

WORKING FROM HOME

SALES

PROJECT MANAGEMENT

COMPLIANCE



UK GDPR

18 minutes

Since the UK has left the EU, the GDPR has been kept in UK law as the UK GDPR. The aim of this course is to give you an understanding of what the UK GDPR is and how it could affect the way you work within your organisation.

PCI DSS

20 minutes

PCI DSS compliance and security is vital in any organisation that processes card payments. We will walk you through the key goals and requirements of PCI DSS, cover useful technology, and discuss examples of practical security measures you can take to keep your customer payment card data safe.

EQUALITY, DIVERSITY AND INCLUSION

12 minutes

It is everyone's responsibility in an organisation to help maintain an inclusive culture and guard against any individual being discriminated against. This course will cover the different elements of the Equality Act 2010 and what it means for you in your role.

MODERN SLAVERY

8 minutes

Slavery is often considered something consigned to the history books, but unfortunately it is a growing concern around the world. This course will help you understand what Modern Slavery is and what you should do if you spot any signs.

DEALING WITH SICKNESS ABSENCE

16 minutes

Sickness absence can have a significant impact on UK employers. This course will cover reasons for absence, absence management triggers, the sickness absence management process, phased return to work, and advice for employees who are off sick.

ALCOHOL & DRUGS AT WORK

9 minutes

It not only affects workplace productivity but workers who misuse alcohol or drugs are several times more likely to be involved in a workplace accident. This course will cover both your employer's and your own responsibilities to help keep everyone safe.

PAS 2060

13 minutes

This course looks at what PAS2060 is, its benefits, and what you can do to help your business reduce its carbon footprint.

SAFEGUARDING ADULTS

16 minutes

This course explains your safeguarding responsibilities surrounding vulnerable adults in the workplace. You will cover how to spot the signs and symptoms of abuse and the correct way to report any safeguarding concerns you may have. This course is suitable for all levels of staff working in any role where they may encounter vulnerable adults.

SAFEGUARDING CHILDREN

22 minutes

This course covers the core information for Safeguarding Children. It introduces safeguarding as a subject and covers key safeguarding topics and best practice. This training also covers how to identify the signs and symptoms of abuse and what you should do if you suspect a child is being abused or if they disclose information to you.

ANTI MONEY LAUNDERING

10 minutes

Businesses have a duty to ensure they are not used to further financial crime. This course explains what money laundering is, how to spot suspicious activity, how to report these suspicions, and the consequences of not reporting.

WHISTLEBLOWING

7 minutes

Whistleblowing can help to protect the public and ensure that organisations are operating in a fair and ethical manner with transparency and accountability for their actions. It can also encourage other people to speak up about wrongdoing. This course will cover what whistleblowing is and the legal protections surrounding it.

SEXUAL HARASSMENT AT WORK 2 VERSIONS - ANIMATED AND NON-ANIMATED

6 minutes

Sexual harassment is a form of discrimination that can have a devastating impact on individuals and organisations. It is important for everyone to understand what constitutes sexual harassment and how to prevent it.

WORKER PROTECTION ACT

11 minutes

The Worker Protection Act is an amendment to the Equality Act 2010 that places a stronger focus on preventing sexual harassment in the workplace, rather than just addressing complaints after they arise. This course is designed to help you understand the key changes in this legislation, how it affects workplaces, and the steps that employers need to take to comply with the new law.

ENVIRONMENTAL AWARENESS

8 minutes

All businesses in the UK have a legal obligation to meet environmental laws. Above meeting their legal obligations, it has never been more important for businesses to be sustainable or green. This course will help you understand how you can contribute to a greener workplace and the importance of sustainability.

CHALLENGE 25

6 minutes

Given the impact alcohol can have on the health and development of children, there are good reasons why buying alcohol is illegal for under-18s. That's why it's so important to be vigilant when it comes to supplying alcohol. This course will help you to understand what Challenge 25 is, and how to implement it in your organisation.

RETURN TO WORK MEETINGS

3 minutes

A return to work interview is a meeting between an employee and their manager that takes place after the employee has been absent from work for an extended period of time. This course covers the benefits of return to work interviews, how to prepare for return to work interviews, and the interview process.

PORTABLE APPLIANCE TESTING

18 minutes

Electricity has certain dangers that are not necessarily present with other types of equipment. As a result there is a particular need to ensure the safety of all people that use electrical equipment as part of their work. This course will cover the dangers of electricity, the different types of electrical equipment, and the different checks needed to ensure safety.

ANTI-BRIBERY AND CORRUPTION

9 minutes

Bribery and corruption can affect both organisations and individuals. This course will help you to understand the four offences under the Bribery Act, and identify what measures you need to take to prevent bribery and corruption in your organisation.

CYBER FUNDAMENTALS

13 minutes

This course will introduce you to Cyber Security and give you information on how to keep your business safe online.

FRAUD PREVENTION

11 minutes

Businesses have a legal responsibility to prevent and report fraud cases, and to train employees on fraud prevention, as well as personal data protection, IT security best practices and, where applicable, on payment card security procedures.

MALWARE & PHISHING

13 minutes

In the recent years, terms like ransomware, scareware, worms and trojan horses have been featuring heavily in the media across the world. This course will help you to understand what malware is, the dangers it carries, and what role you play in keeping your business safe.

INTERNET, EMAIL & SOCIAL MEDIA

10 minutes

This course covers internet, email and social media best practices and how to take responsibility for your online activity. It will also provide you with guidance on internet security precautions and ways of working with employees to keep your business safe.

ANTI-BRIBERY & CORRUPTION MANAGEMENT GUIDE

5 minutes

Your business can only defend itself against corruption and bribery charges if you take adequate, preventative measures. This course covers six principles outlined by The Bribery Act 2010, that should help you set up an appropriate anti-bribery policy and procedures.

CYBER FUNDAMENTALS MANAGEMENT GUIDE

5 minutes

Businesses of all sizes, all over the world, are being targeted more and more by criminals who want to get hold of important business information. This management guide will run through some best practices and top tips to help protect your business.

FRAUD PREVENTION MANAGEMENT GUIDE

6 minutes

Businesses have a legal responsibility to prevent and report fraud cases, and to train employees on fraud prevention, as well as personal data protection, IT security best practices and, where applicable, on payment card security procedures.

MALWARE & PHISHING MANAGEMENT GUIDE

5 minutes

The effect of a successful cyber-attack on your business could be crippling. This management guide will help you to understand what steps you can take to help keep your business safe as well as stay on the right side of the law.

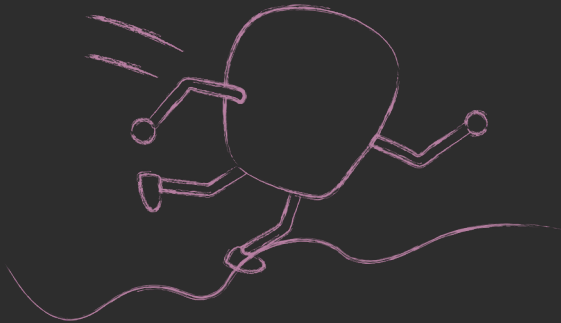
INTERNET, EMAIL & SOCIAL MEDIA MANAGEMENT GUIDE

3 minutes

This course will provide you with guidance on internet security precautions and ways of working with employees to keep your business safe.

**TEST QUESTIONS, THUMBNAILS, COURSE DESCRIPTIONS AND OBJECTIVES
ARE PROVIDED FOR ALL COURSES IN THE COMPLIANCE CATEGORY.**

HEALTH & SAFETY



MANUAL HANDLING

11 minutes

Manual handling occurs in almost every organisation. This course will show you easy to use best practices, as well as risk assessment methods, to help you minimise the risk of injury to yourself and others.

SLIPS, TRIPS & FALLS

6 minutes

This course provides an overview of the knowledge needed to prevent slips and trips in the workplace. It covers causes, injuries, flooring types and footwear.

FIRE SAFETY

15 minutes

The effects of fires or explosions can be devastating in terms of lives lost, injuries and damage to the environment. This Fire Safety Awareness course will cover key information that will help keep you and others safe.

FIRE SAFETY - EXTINGUISHERS

9 minutes

This Fire Extinguisher Use course will cover key information that will help keep you and others safe. By understanding the risks associated with different fire types and the type of equipment suitable for use to tackle them you can reduce the risk of injury to yourself and others around you.

DISPLAY SCREEN EQUIPMENT (DSE)

7 minutes

In this course we will cover ways to reduce the risk of injury and strain when using Display Screen Equipment; these regulations apply to those who use DSE daily, for continuous periods of an hour or more.

WORKING SAFELY

11 minutes

Knowing how to work safely is important because, despite the advances in workplace health and safety over the past few decades, people continue to get hurt. This course will help you understand your role in working safely as well as some of the key aspects of the current legislation.



WORKING AT HEIGHT

11 minutes

'Work at height' means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury. This course will help you to understand what you need to do to keep yourself and others safe when working at height.

COSHH ESSENTIALS

14 minutes

Employers are required to control your exposure to such substances under the Control of Substances Hazardous to Health regulations 2002, or COSHH for short. This course will help you to understand what a hazardous substance is and how you can keep both yourself and others safe.

RIDDOR

12 minutes

RIDDOR puts duties on employers, the self-employed and people in control of work premises to report certain serious workplace accidents, diseases and near misses. This course will help you understand what RIDDOR is and what your responsibilities are under it.

RISK ASSESSMENT TRAINING

13 minutes

Risk assessments are a legal requirement. Risks can stem from wet floors, dangerous work equipment, exposure to hazardous substances, fire hazards and more. This course will cover the five steps to the risk assessment process that involves identifying any hazards that could cause accidents, injuries or ill-health.

LONE WORKING

8 minutes

You're a lone worker if you work by yourself without close or direct supervision. This course will detail your employer's responsibilities towards you and help you consider what you can do to keep yourself safe when lone working.

STEPLADDER SAFETY

8 minutes

Working from any height can be dangerous. About 40% of all falls from height involve ladders or step ladders in the UK. This course will help you understand how to use stepladders in the workplace safely.

GOOD HOUSEKEEPING

3 minutes

Maintaining good standards of housekeeping is an essential part of our day to day working activities. This course will provide you with some simple steps to help maintain a clean and tidy working environment.

SHARPS

5 minutes

When we talk about sharps, we mean needles, blades or other medical instruments that could cause an injury by cutting or piercing the skin. This course will cover the steps to follow to keep yourself and others safe when working with sharps.

FIRST AID AWARENESS

8 minutes

As someone providing first aid your aims are to preserve life, prevent deterioration and promote recovery. This course will provide you with the steps to undertake both the Primary and Secondary Surveys.

DRIVER SAFETY AWARENESS

17 minutes

Under UK health and safety law, employers must take steps to manage the risks involved in driving for work. This course is designed to help you keep yourself and others safe on the road by following some safety tips and advice.

PPE AWARENESS

6 minutes

This course provides an overview of Personal Protective Equipment (PPE) to help keep you and others safe in your workplace. Get to know the different types of PPE, when to use them and some important do's and don'ts to help you along the way.

WORKPLACE HYGIENE

3 minutes

This course covers some easy to implement tasks to help you play your part in keeping yourself and others healthy in the workplace.



WORKING SAFELY - HAZARDS AND RISKS

6 minutes

This course will help you understand some of the key hazards and risks in the workplace and how to work safely.

MANAGING SAFELY

26 minutes

The aim of Health and Safety is to create a safe working environment, free from risk of injury or threat to our health and well-being. This course covers the basic principles and legal requirements for effective Health and Safety Management.

ASBESTOS AWARENESS

12 minutes

Asbestos is the largest single cause of occupational ill health, not just in the UK but throughout the world. This course is aimed at those who come across asbestos materials in their roles, or who work in buildings where asbestos is present.

FIRE WARDEN ESSENTIALS

6 minutes

Fire Wardens play a big part in helping us stay safe in our workplaces. This course covers general advice on fire safety as well as what a Fire Warden's role is.

ABRASIVE WHEELS

14 minutes

This course will provide you with the essential knowledge and skills needed for safe and efficient use of abrasive wheels. It covers crucial topics, such as selecting the correct wheel, mounting procedures, operating speeds, guard usage, eye protection, and proper maintenance.

ACCIDENT REPORTING

11 minutes

This course will help you understand what and who is covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (or RIDDOR, for short.) And it'll explain how to report and investigate accidents.

ELECTRICAL SAFETY

12 minutes

Electrical equipment poses unique hazards in the workplace, requiring special attention to ensure the safety of individuals using or exposed to such equipment. This course will cover the dangers of electricity, the legislation surrounding its use in the workplace, and how to perform checks of equipment.

CONFINED SPACES

29 minutes

This course provides comprehensive guidelines for working safely in confined spaces. It covers key areas including hazards, risk assessment, safe systems of work, permits, and emergency arrangements. Participants gain a thorough understanding of confined spaces, their associated risks, and the necessary precautions to ensure the well-being of individuals.

FOOD ALLERGY AWARENESS

22 minutes

Eating safely when living with a food allergy is a challenge. This course will help you understand the role you play in keeping people safe in relation to food preparation and service.

FOOD SAFETY AND HYGIENE AWARENESS

27 minutes

By law, anyone who handles, prepares or serves food understands their legal responsibilities and best practices to help keep people safe. This course will help you understand your responsibilities in food safety and provide simple to understand and follow guides and top tips.

FOOD SAFETY - CLEANING

5 minutes

This course will explain how to correctly clean your workstation and help to prevent the spread of bacteria and viruses.

FOOD SAFETY - PRESERVATION, STORAGE AND TEMPERATURE CONTROL

7 minutes

This course will explain how to correctly preserve and store food in order to control the spread of bacteria and contamination, and help prevent foodborne illness.

FOOD SAFETY - HAZARDS

6 minutes

This course will explain how to correctly preserve and store food in order to control the spread of bacteria and contamination, and help prevent foodborne illness.

FOOD SAFETY - FOODBORNE ILLNESSES

3 minutes

This course will help you understand some of the causes and symptoms of foodborne illnesses, and your legal responsibilities.

FOOD SAFETY - HACCP

4 minutes

This course will cover the HACCP plan, which helps to keep food safe from the different kinds of food safety hazards.

FOOD SAFETY - PERSONAL HYGIENE

4 minutes

This course will explain Personal Hygiene from a Food Safety perspective, and the different actions you must take to keep people safe.

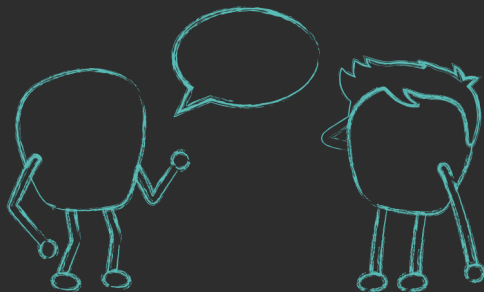
FOOD SAFETY - WASTE MANAGEMENT

3 minutes

This course will cover waste management and pest control, which help to prevent contamination and foodborne illnesses.

**TEST QUESTIONS, THUMBNAILS, COURSE DESCRIPTIONS AND OBJECTIVES
ARE PROVIDED FOR ALL COURSES IN THE HEALTH & SAFETY CATEGORY.**

PEOPLE & RELATIONSHIPS



WELLBEING

5 minutes

Wellbeing is defined as the state of being comfortable, healthy, or happy. This course will introduce some of the simple steps and actions that can be undertaken to improve your wellbeing.

TEAM WORKING

14 minutes

While teams of today face different pressures, their success still centres around some core foundations. This course will help you learn how to be a great team player and work together with those around you to succeed.

CUSTOMER SERVICE

11 minutes

As prices and products become standardised across most sectors in the today's modern world, the only true competitive edge is customer service. This course is designed to make you think about the role you play in delivering customer service, as well as give you some practical tips to try.

CUSTOMER SERVICE FOR SPECIFIC AREAS

HOSPITALITY

5 minutes

ONLINE CHAT

3 minutes

LOGISTICS

4 minutes

RECEPTION

2 minutes

OFFICE

3 minutes

RETAIL

4 minutes

ON SITE ENGINEERS

3 minutes



TIME MANAGEMENT

16 minutes

Being able to prioritise your workload and manage your time effectively are often seen as key skills in employees. This course will cover some key actions and practical tools to use which will help you improve your time management skills.

TIME MANAGEMENT - GETTING THINGS DONE

11 minutes

This course will cover some key actions and practical tools to use which will help you improve your time management skills.

TIME MANAGEMENT - PRIORITISATION

7 minutes

This course will cover some key actions and practical tools to use which will help you to prioritise and use your time efficiently.

BEING ASSERTIVE

13 minutes

We have all had moments when we wondered if we could have been a little more direct, forward or assertive. Within this course we will look at how assertive you are and the practical steps that you can take to improve this.

PROBLEM SOLVING & DECISION MAKING

15 minutes

Effective decision making has great benefits to both organisations and individuals alike. As an individual, you will be able to achieve more, gain confidence and develop your professional skills. Within this course we will focus on some proven processes and techniques that will help you improve your decision making.

NEGOTIATING & INFLUENCING

14 minutes

Negotiating is often considered something that is confined to big deals in the workplace. Whether you're discussing a new contract at work, assigning tasks with a colleague, or deciding which film to watch on a Saturday night you are using negotiation skills. In this course, we will look at some of the different approaches you can take when negotiating, how to prepare yourself and things to try and avoid.

MENTAL HEALTH AWARENESS

WHAT IS MENTAL HEALTH & WHY SHOULD WE TALK ABOUT IT

7 minutes

Mental illness can sometimes be hard to recognise and understand. In this course we will look at what mental health is and why we should talk about it.

STIGMA, DISCRIMINATION, AND THE IMPORTANCE OF LANGUAGE

5 minutes

Stigma is the perception that a certain attribute makes a person unacceptably different from others, leading to prejudice and discrimination against them.

HAVING MENTAL HEALTH CONVERSATIONS, PERSONAL SAFETY & SELF-CARE

9 minutes

This course looks spotting the signs and having conversations about mental health, as well as personal safety and self-care.

PRESENTATION SKILLS

13 minutes

Public speaking or giving a presentation is still considered one of the most daunting tasks. Approximately three quarters of people have reported some sort of anxiety associated with public speaking. Within this course we will focus on practical tips and techniques that will help you improve your confidence and presentation skills.

WORKING THROUGH THE MENOPAUSE

4 minutes

Menopause is a natural stage in a woman's life, but it can have a significant impact on her work. This course will cover what the menopause is, ways to help manage symptoms, and the steps employers can take to help menopausal employees thrive in the workplace.

EFFECTIVE RECRUITMENT

32 minutes

Effective recruitment and selection are about placing the right talent, in the right role, at the right time. The aim of this course is to explain what a recruitment strategy is and how to formulate and adopt one that fits your business.

HR COMPLIANCE ESSENTIALS

12 minutes

HR compliance in the UK is the process of ensuring that an organization's human resources (HR) practices meet all applicable laws and regulations. This is relevant to managing the employment relationship from recruitment to dismissal, including day to day employee relations, employee benefits and workplace safety. This course covers the different laws and regulations in these areas and tips for compliance.

MANAGING ANXIETY

4 minutes

Anxiety at work can have a significant impact on your job performance, relationships with co-workers, and overall well-being. This course will cover the effects of anxiety at work, and tips and strategies for managing anxiety.

UNDERSTANDING CONFLICT MANAGEMENT IN THE WORKPLACE

22 minutes

Conflict is a part of everyday organizational life (whether we try to avoid it or not). As managers/ supervisors, you need to be prepared to deal with any conflicts that arise. This course covers the causes of conflict and the different approaches that can be taken.

STRESS AWARENESS AND MANAGEMENT

6 minutes

Stress is a normal part of life but it can become a problem when it is excessive or prolonged. In this course we will help you to understand the causes of stress, recognize the signs and symptoms of stress, develop strategies for managing stress, and create a workplace that is supportive of employee mental health.

EMPLOYEE WELLBEING

13 minutes

When employees are well, they are more likely to be productive and engaged at work. This course will cover the different things employers can do to promote employee wellbeing, and how to reduce stress and absenteeism.

UNCONSCIOUS BIAS

7 minutes

Unconscious bias is a prejudice or stereotype that we hold about a person or group of people that is outside of our conscious awareness. This course will explain what unconscious bias is, and how we can reduce this in order to create a more inclusive workplace.

EMPLOYEE WELLBEING

14 minutes

This course covers crucial topics, such as what an appraisal is, the benefits of appraisals, the different processes, and stages of conducting effective appraisals.

HR FOR NON-HR

30 minutes

The effect of poor or inconsistent HR practices costs organisations in the UK billions of pounds a year. Whether you are an experienced manager or new to the role, this course will provide you with information to help you deal with your day to day HR challenges.

HR - ABSENCE MANAGEMENT

3 minutes

At some point during the course of their employment, employees are likely to have an absence from work. This course will cover the legalities and best practices surrounding employee absence in order to help you support employees and manage absence levels.

HR - DISCIPLINE AND GRIEVANCE

8 minutes

A grievance is a formal complaint that is raised by an employee towards an employer within the workplace. This may be regarding another employee or the organisation itself. Your organisation should have a documented grievance process, which details how an employee should raise a formal grievance.

HR - EMPLOYMENT CONTRACTS

3 minutes

An employment contract is a legal agreement between an employer and employee. This course will cover the different parts that make up a contract, and the information that you must include.

HR - HOLIDAYS

4 minutes

All employees are entitled to paid holiday regardless of whether they work full time, part time or are on a zero hours contract. This course will cover how to calculate holiday entitlement and pay, employees' rights, and legal requirements.

HR - RECRUITMENT

11 minutes

When recruiting new employees, it is vital to get the right person for the role, but also follow the law on discrimination. This course will explain the different kinds of discrimination and how to avoid it, while also covering legal requirements and best practice during recruitment.

IT SKILLS



EXCEL BEGINNERS, INTERMEDIATE, ADVANCED & ARRAY FUNCTIONS

BEGINNER

1 hr 37 minutes

29 modules that will assist you in becoming familiar with the layout and simple functions of Excel.

INTERMEDIATE

1 hr 40 minutes

25 modules covering further formatting options, more complex calculations and customising elements of Excel.

ADVANCED

1 hr 45 minutes

These 23 modules will take you through some final and more intricate functions of Excel.

ARRAY FUNCTIONS

44 minutes

These 9 modules cover array functions in Excel.

WORD BEGINNERS, INTERMEDIATE & ADVANCED

BEGINNER

1 hr 39 minutes

27 modules to introduce you to the locations and purposes of tools and other options within Word.

INTERMEDIATE

2 hrs 4 minutes

24 modules to direct you in using the more sophisticated utilities in Word to create interesting documents.

ADVANCED

2 hrs 7 minutes

These 28 modules will take you through some final and more intricate functions of Word.

OUTLOOK BEGINNERS, INTERMEDIATE & ADVANCED

BEGINNER

1 hr 8 minutes

25 modules to lead you to the essential tools within Outlook that can help you in creating and organising emails.

INTERMEDIATE

1 hr 6 minutes

21 modules detailing some of the more specific tools and their proper application when sending, receiving and organising the information within Outlook.

ADVANCED

1 hr 25 minutes

These 20 modules will take you through some final and more intricate functions of Outlook

POWERPOINT BEGINNERS, INTERMEDIATE & ADVANCED

BEGINNER

1 hr 39 minutes

24 modules to aid you in creating engaging and informative presentations within PowerPoint.

INTERMEDIATE

2 hrs 4 minutes

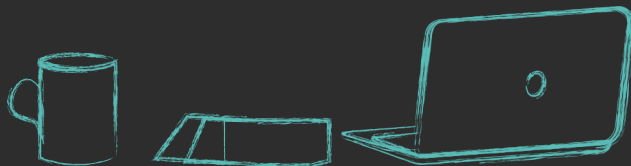
15 modules demonstrating the use of more innovative tools within PowerPoint, that can be used to enhance the experience of presenting information.

ADVANCED

2 hrs 7 minutes

These 22 modules will take you through some final and more intricate functions of PowerPoint.

WORKING FROM HOME



WFH MENTAL HEALTH

10 minutes

During unprecedented recent times many of us have had to cope with work and home pressures and stresses. This course focuses on simple to implement tips and information to help with your wellbeing.

DSE WORKING FROM HOME

3 minutes

During unprecedented recent times many of us have had to cope with work and home pressures and stresses. This course focuses on simple to implement tips and information to help with your wellbeing.

ONEDRIVE TOOLKIT

41 minutes

This course will show you how to use OneDrive. It provides practical tips, shortcuts and exercises to improve your understanding of Microsoft OneDrive which many of us are using for the first time while homeworking.

TEAMS TOOLKIT

58 minutes

This course will show you how to use Teams. It provides practical tips, shortcuts and exercises to improve your understanding of Microsoft Teams which many of us are using for the first time while homeworking.

ZOOM TOOLKIT

64 minutes

This course will show you how to use Zoom. It provides practical tips, shortcuts and exercises to improve your understanding of Zoom which many of us are using for the first time while homeworking.

SALES



CLOSING THE SALE

10 minutes

Mastering closing techniques will save a lot of time and disappointment, and being a skilled salesperson means confidently implementing these techniques during sales pitches. This course explores why, how, and when to close a sale, and explains the different techniques that should be used to maximise success.

OBJECTION HANDLING

18 minutes

Handling objections is a natural part of the selling process. But if you don't have the skills, knowledge and confidence to deal with them, they can be a significant roadblock in sealing the deal. This course will look at different forms of objections and provide you with some helpful hints and tips to overcome them.

RAPPORT BUILDING

17 minutes

Every successful salesperson must develop the ability to build rapport with a customer. The techniques covered in this course will help salespeople get started in building rapport.

BUILDING YOUR BRAND

16 minutes

In this comprehensive course, we delve into the concept of personal branding for sales professionals, providing you with a treasure trove of practical tips and techniques. By the end, you'll be armed with the knowledge and tools to develop a compelling personal brand that sets you apart in the sales world.



KEY ACCOUNT MANAGEMENT

10 minutes

In this course you will discover essential skills and strategies to effectively manage and nurture your most valuable accounts. Learn to build trusted relationships, create proactive plans, mitigate risks, and communicate effectively.

PERSONAL RESILIENCE

11 minutes

In this course, you'll learn practical strategies to overcome challenges and develop the resilience needed for sales success. From mastering the basics to building confidence and implementing resilience skills, you'll gain valuable insights and techniques to thrive in any sales environment.

PRESENTING WITH CONFIDENCE

39 minutes

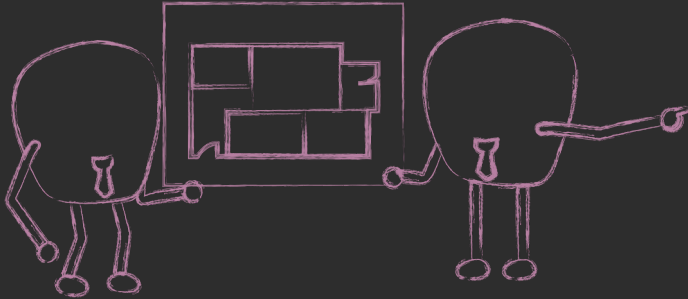
This course is designed to provide you with the core skills necessary to deliver persuasive and impactful sales presentations. You'll gain not only theoretical insights but also practical tools that enhance your ability to present with confidence and effectiveness.

REMOTE AND VIRTUAL SELLING

14 minutes

This course is an introduction to an important growing role within today's workplace - selling remotely to customers. It will cover the advantages and disadvantages of being remote, and how to adapt your selling techniques to overcome what you lose in not being face-to-face.

PROJECT MANAGEMENT



DMAIC BASIC

5 minutes

Projects that are meant to improve an existing process follow a road-map for success known as the DMAIC process. DMAIC is broken into five phases: Define, Measure, Analyse, Improve and Control. This course will explain each of these phases and teach you how to follow this process effectively.

INTRODUCTION TO DMAIC AND DMADV

19 minutes

Projects that are meant to improve an existing process follow a road-map for success known as the DMAIC process. Sometimes, though, a process might need to be completely replaced or redesigned rather than just improved. In such cases, teams can employ the DMADV method. This course will give you a basic understanding of how a project team approaches a problem or process improvement.

5S

9 minutes

5S is a Japanese Lean approach to organising a workspace. The method is based on five steps: Sort, Straighten, Shine, Standardise, Sustain. These result in increased profits and customer satisfaction, which are the overall goals of the Six Sigma methodology. This course will explain how to follow this approach in your own workplace.

THE 5 WHYS

11 minutes

5 Whys is a brainstorming tool that asks increasingly granular why questions about a problem or process, seeking to understand the root cause or actual problem. This course will teach you how to use this tool effectively.

ELEVATE LEARNING. UNLOCK POTENTIAL.

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