

# SKILLS FOR THE FUTURE



## eLearning Course Catalogue

## E-LEARNING WITH CONNECT BY NOVA

Not only do we offer bespoke professional careers advice, but we also provide the tools to put your skills to the test. Our eLearning package is here to deliver appropriate learning in the utmost effective manner. Our e-learning package covers everything needed for entry-level professionals looking to develop to established professionals looking to hone their skills further.

Our e-learning package is divided into the below six key categories:

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**PAGE 3 Workplace & Soft Skills** | 78 courses

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**PAGE 5 Mastering Tech Basics: Microsoft Office & Technical Basics** | 30 courses

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**PAGE 6 Mental Health & Wellbeing** | 42 courses, 5 short videos, 1 podcast

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**PAGE 12 Health & Safety** | 20 courses

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**PAGE 14 Compliance & Corporate Social Responsibility** | 22 courses

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**PAGE 17 Cyber Security Awareness Training** | 4 courses

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## GETTING STARTED

### Pricing

For candidates registered with our team, we proudly provide access to our training free of cost\*.

If you are interested in registering with our team, please reach out to [connect@nova.ky](mailto:connect@nova.ky) or [info@nova.ky](mailto:info@nova.ky) today for more information.

\*For organisations looking to offer training to their employees, please get in touch with our team to discuss corporate packages.

### Choosing Your Courses

We recommend starting small and adding more to your course curriculum as you complete your modules; that way, you don't bite off more than you can chew!

Read through the course categories in this catalogue and identify what modules seem of most interest to you and your career, and we will get you set up. Once completed, we can add more courses to your platform.

If you need help identifying courses that would benefit you, speak to a team member, and we can suggest a few based on your long-term career goals.

## WORKPLACE & SOFT SKILLS

72% of hiring managers state that soft skills are the most important skills when hiring, regardless of the job. Our practical and engaging Workplace & Soft Skills catalogue entails over 78 modules of in-demand professional and soft skills to help you achieve career success, regardless of your professional background or experience level.

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### Communication & Social Skills

15 minutes each

- Active Listening
- Asking the Right Questions
- Body Language
- Communicating with Emotional Intelligence
- Communicating Under Pressure
- Communication (45 mins)
- Effective Dispersed Teams
- Effective Research
- Effective Writing
- Expressing Yourself
- How to Be Assertive
- Planning Your Report
- Presenting Data
- Presenting with Confidence
- Spelling & Punctuation
- The English Sentence
- What's Not Being Said?
- Workplace Diplomacy
- Writing Your Report

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### Management & Leadership Skills

15 minutes each

- Performance Management
- Workplace Ethics
- Company Culture
- Conducting Annual Performance Reviews
- Project Management
- The Effective Leader
- Giving & Receiving Feedback
- Developing Leadership
- Training for Non-Trainers
- Challenging the Status Quo
- The Need for Strategy
- Change Management (40min)
- Hiring Right the First Time
- Taking Action
- Appraisal Interviews
- Planning & Monitoring Team Performance
- Motivation & Effective Feedback
- Managing Hybrid Working
- Flexible Leadership
- Inducting a New Team Member
- Coaching
- Mentoring
- Operational Agility
- Planning for a Crisis
- Taking the Lead
- Calm in Conflict: Managing a Conflict at Work
- How to Form and Mobilise a Team
- Succession Planning
- Psychological Safety
- Effective Meetings for Managers and Leaders

# WORKPLACE & SOFT SKILLS

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## Personal Development

15 minutes each

- Setting Objectives
- Negotiation Skills
- Planning Your Own Development
- Decision Making
- Confidence
- Making Objectives Happen
- Problem Solving
- Tips for the Interviewee
- First Impressions
- Networking
- Remote Working
- Managing Personal Finance
- Productivity
- Innovation
- Time Management (35 mins)

## Sales, Marketing & Customer Service

15 minutes each

- Email Etiquette
- Telephone Manner
- Maintaining Existing Customers
- Approaching New Customers
- Know Your Customer (KYC)
- Brand & Reputation
- A Balancing Act
- Handling Complaints
- A Positive Perspective
- Communicating with Respect
- Caring for Vulnerable Customers
- Managing Expectations

## Teamwork

15 minutes each

- Working in Teams
- Find Your Role
- Effective Delegation
- Effective Meetings
- Performance Troubleshooting
- Collaborative Working
- Calm in Conflict: Managing a Conflict at Work
- Digital Collaboration
- Teamwork

# MASTERING TECH BASICS

## Microsoft Office & Technical Basics

Our Microsoft Office catalogue covers the most prestige Microsoft business applications and basic tech skills. Inclusive to individuals at beginner, intermediate, and advanced levels, our program provides guided learning with case studies and example narratives.

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### Tech Basics

- Google Chrome
- Google Chrome Update
- Google Docs
- Google Sheets
- HTML – CSS Part 1
- Zoom

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### Microsoft 365 Suite

- Word
- Excel
- OneDrive
- OneNote
- Outlook
- PowerPoint

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### Microsoft (MS) Office Suite

- MS Access 2010, 2013, 2016 – Beginners
- MS Access 2010, 2013, 2016 – Intermediate
- MS Edge
- MS Excel 2010, 2013, 2016 – Beginners
- MS Excel 2010, 2013, 2016 – Intermediate
- MS Excel 2010, 2013, 2016 – Advanced
- MS Excel 2019 Basic Workbook Skills
- MS Excel 2019 Basic Worksheet Skills
- MS Excel 2019 Tools to Get You Going
- MS PowerPoint 2010, 2013, 2016 – Beginners
- MS PowerPoint 2010, 2013, 2016 – Intermediate
- MS Publisher Beginners
- MS Visio Basic Skills
- MS Windows 10
- MS Word 2010, 2013, 2016 – Beginners
- MS Word 2010, 2013, 2016 – Intermediate
- MS Word 2010, 2013, 2016 – Advanced

# MENTAL HEALTH & WELLBEING

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## Building Resilience

15 minutes each

- **Ambiguity**  
Explore the concept of ambiguity and learn to thrive in the unknown.
- **Building Healthy Boundaries**  
Healthy boundaries are important to our physical and emotional health. Learn ways to take charge of your life and set clearer rules with yourself, your family or assert your space when it comes to strangers.
- **Everyday Energy**  
Learn the four key areas of energy, physical, emotional, mental and spiritual; look at how these energy levels can be increased and maintained.
- **Resilience**  
Learn how to be resilient in the face of adversity, to become a 'boomerang' who bends with the pressure instead of breaking under it.
- **Positive Thinking**  
Recognise the negative aspects of a situation and focus on the opportunities instead; explore the power of positivity in the workplace and how it can be improved.
- **Changing Behaviours**  
Gain a better understanding of the scientific processes behind changing a behaviour. Learn how to establish new habits of your own.
- **Life Balance**  
Recognise the signs of an unhealthy life balance; discover the secrets of finding and sustaining a positive work-life balance. Look at how to encourage others to achieve a positive work-life balance.
- **Personal Agility**  
Personal agility focuses on your ability to make the most of a challenging situation by accepting the present reality and using the resources available to you to take the next step, moving forward towards a positive outcome.
- **Letting Go**  
This module explores the process of letting go, providing valuable tips to help you let go of the things which no longer serve you to make space for those that do so you can break the negative cycle caused by carrying emotional baggage.
- **Avoiding Burnout**  
Recognise the symptoms of burnout within themselves, outline the five stages someone may go through that can lead to burnout, and discover positive habits to prevent burnout.
- **Dealing with Stress**  
Explore why we get stressed and its impact on our lives. Dive deeper into how stress can develop in the workplace and at home. The module explores ways of supporting yourself when experiencing stress and ways to prevent stress from developing.

# MENTAL HEALTH & WELLBEING

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## Managing Emotions

15 minutes each

- **Curiosity**  
Explore and develop the skill of curiosity.
- **Value & Purpose**  
Explore how both value and purpose influence our professional lives; look at how you can add value to the lives of others.
- **Impact & Influence**  
Explore a range of strategies to help you impact people around you; discover techniques to help you influence the people around you.
- **Empathy**  
Have a better understanding of the different types of empathy. Learn how to develop your ability to empathise effectively with others.
- **Relationship Building**  
Look at how to both build and maintain positive working relationships. Learn how to handle conflict situations in the workplace.
- **Managing Emotions**  
Explore the different types of emotions, emotional triggers, and techniques for effectively managing your emotions in the workplace.
- **Mindset**  
Explore the different types of mindsets and how to modify your own to positively impact your life.
- **Great Conversations**  
Learn the importance of conversations in the workplace, techniques for starting a conversation, and how a combination of active listening, questioning techniques, and confidence can help to make you a great conversationalist.
- **Mindfulness**  
Focused on living in the present moment, mindfulness is a form of awareness that, over time and with a bit of practice, can improve an individual's physical and mental wellbeing and boost their performance at work.

# MENTAL HEALTH & WELLBEING

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## Mental Health Awareness

15-20 minutes each

- **Coping with Transition Post Lockdown**

The COVID-19 pandemic has changed the way we go about our lives and forced us to change the routines we've all developed over many years. This 20-minute module explores the different behaviours someone may experience when going through change and has several resources which can be used to support change .

- **Understanding Loneliness**

This 15-minute course is designed to give learners an awareness of loneliness and ways in which support can be offered. The five different learning sections act as individual nuggets of information that can be downloaded and used individually or as part of the module.

- **Understanding Trauma**

This 15-minute module explores trauma and how it can impact someone. Learners will also be able to explore different techniques and suggestions on how to support someone in the moment of feeling trauma and over a more extended period.

- **Understanding Grief & Loss**

This module explores what it means to experience grief and loss by looking at the five stages of grief set out by Elisabeth Kubler-Ross and the emotional impact loss can have on someone. Grief is the emotional suffering we feel when we've lost something or someone that has significance to us; it is a natural human reaction to loss.

- **Understanding Suicidal Thoughts and Feelings**

This 15-minute module explores the topic of suicide using a mixture of multimedia. Learners will discover what it means to feel or think about suicide and why someone might develop those thoughts and feelings. The module helps to dispel the misconceptions which often surround suicide.

- **Collective Grief**

This animation explores the idea of grief on a public scale and the impact that it can have on individuals. The topic is designed to get learners thinking about why those around them might be influenced by the loss of those in the public eye and why they are related to social movements such as BlackLivesMatter or the #MeToo movement.



# MENTAL HEALTH & WELLBEING

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## Holistic Health

15-20 minutes each

- **Digital Wellbeing**

Look into digital culture's effect on our lives and how we can participate while maintaining our wellbeing.

- **Financial Wellbeing**

Did you know that the state of your finances has a direct impact on your wellbeing? Explore the different ways you can look after your finances, the impact of financial difficulty, and the benefits of a healthy relationship with money on your overall wellbeing.

- **Fertility & the Workplace**

This 15-minute module will help to spread awareness of the impact fertility treatment can have on an employee's wellbeing. Contributors share their experience of fertility treatments, being at work, and the overall impact this had on their mental health and wellbeing.

- **Healthy Living**

Begin to understand the importance of a healthy diet, exercise, and sleep and the influence each can have on an individual's health and wellbeing.

- **Relaxation**

Explore different relaxation techniques and the benefits of rest and recovery from the stresses of everyday life.

- **Winter Wellbeing**

Remaining healthy during the winter months can be a challenge. This module will explore ways to stay physically and mentally fit during the winter.

- **Benefits of Good Sleep**

This 15-minute module explores why sleep is essential for your general health and wellbeing and helps to identify habits, behaviours, and environmental factors affecting your sleep.

- **How to Support Yourself and Others with Mental Health**

This 15-minute module will explore how most types of mental ill-health can be prevented by offering early intervention, and prevention is always better than cure.

- **Introduction to Mental Health**

This 15-minute module will explore the importance of recognising and treating mental health with the same emphasis as physical health.

## MENTAL HEALTH & WELLBEING

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### Holistic Health (continued)

15-20 minutes each

- **Let's Talk about Mental Health**

This 15-minute module explores how mental health is normalised and how stigmas can be tackled.

- **Recognising & Managing Anxiety**

This 15-minute module will explore practical ways to help you recognise and manage your anxiety.

- **Tackling Mental Health Stigmas & Discrimination**

This 15-minute module explores what you and your organisation can do to help tackle stigmas and discrimination relating to mental health.

- **Menopause**

This 20-minute course will cover the basics of what menopause is and what it means for women living through menopause. The module will also inform learners and businesses about what they can do to help support women during menopause.

- **Understanding Endometriosis**

Endometriosis is a medical condition which impacts many people. The condition can force employees into feeling like they need to reduce the work they do or in some cases give up working altogether. The module includes a podcast on the reality of living with endometriosis, and explores why it is a workplace issue and what employees should consider when supporting colleagues.

- **Personal Safety**

This module will inform the learner about the importance of personal safety when travelling.

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### Better Decision-Making Skills

15 minutes each

- **Critical Thinking**

This module explores critical thinking, the importance of taking an analytical and objective approach to problem-solving, and, ultimately, how to think smarter.

- **Creativity**

This module explores the importance of creativity in the workplace and how you can make it one of your top skills and support and encourage its development in others.

- **Better Judgement**

This module looks at how judgements are made, the barriers to better judgements and how they can be overcome by countering default bias, taking risks, and learning from experience.

## MENTAL HEALTH & WELLBEING

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### Mental Health Podcast

30 minutes

- **Resilience**

Join Stuart Parker as he talks to Jake Griffith – Personal Trainer and two-time Leukaemia survivor – as they discuss what it means to be resilient and maintain your mental health and wellbeing whilst undergoing treatment for a critical illness. They explore the benefits of a positive mindset and building up your resilience to help sustain your everyday energy.

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# HEALTH & SAFETY

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## Chemical Hazards

10 minutes

- **COSHH**

You may already know of many common substances in your workplace that are easily recognised as harmful (such as paint, cleaning products and solvents). Or it may be that hazardous substances (such as dust, fumes or waste) are created as part of your work process. Safety is key when working with any hazardous substances, regardless of how these substances may be encountered.

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## Food Safety & Hygiene

15 minutes each

- **Personal Hygiene**

In this 15-minute module, we will look at the importance of personal hygiene and the practices and procedures that must be followed when working with food.

- **Food Allergies**

This 20-minute course will help raise awareness of food allergies and educate your employees on the dangers and precautions required during food preparation and service.

- **Food Safety (Refresher)**

Food Safety is vitally important for keeping food safe during production, processing, preparation, delivery, and storage through to consumption. It is the responsibility of all involved to ensure its kept free from contamination and remains fit for consumption. If you are employed in the food industry, you must be aware of the relevant laws and how to maintain the correct levels of cleanliness.

# HEALTH & SAFETY

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## General Workplace Safety

- Work at Height
- Driving Safety
- DSE
- Electric Safety
- Fire Safety
- Vehicles In & Around the Warehouse
- First Aid
- Health & Safety Introduction
- Manual Handling
- Office Safety
- Slips, Trips, & Falls

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## Safeguarding

10 minutes each

- **Safeguarding Vulnerable Adults**

The activities in this pathway provide essential guidance on the policies and procedures that will help you be vigilant for potential signs of abuse and ensure the safety of vulnerable adults under your care.

- **Safeguarding Children**

The activities in this pathway provide essential guidance on the policies and procedures that will help you keep children safe from adults and other children who might pose a safeguarding risk. After completing all the activities in this pathway, you should be able to describe key concepts for safeguarding children, recognise the types of abuse children can encounter, respond to safeguarding concerns, and demonstrate appropriate safeguarding behaviours.

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# COMPLIANCE & CORPORATE SOCIAL RESPONSIBILITY

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## Diversity & Inclusion

15-20 minutes each

- **Pregnancy & Maternity**

In an employment situation, the Law provides women with extra protection during the Protected Period to safeguard against unfair or discriminatory treatment. This course defines the "Protected Period" and explores what protection there is during pregnancy for female workers. We will consider the ways in which a pregnant woman must be safeguarded from risks and hazards in the workplace. This course looks at the types of discrimination which can occur and the responsibilities of both the worker and the employer to prevent unfair or unsafe treatment during the Protected Period.

- **Unconscious Bias**

Unconscious bias occurs when you either favour or discriminate against one group or person without being aware of your actions. This module will help you better understand how unconscious bias can affect your behaviour and impact the workplace, recognising the nine different types of bias and discovering ways in which you can mitigate its influence. In this 15-minute course, you will understand how unconscious bias can affect your behaviour and impact the workplace; recognise the nine different types of bias; and discover ways in which you can mitigate the influence of bias.

- **Workplace Bullying**

This module explores bullying in the workplace. We will look at the signs and symptoms of bullying, the reporting process, and the responsibilities of employers concerning workplace bullying.

# COMPLIANCE & CORPORATE SOCIAL RESPONSIBILITY

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## Environmental Responsibility

15-20 minutes each

- **Sustainability**

This course explores the importance of sustainability and ways in which we can reduce our harmful impact on the environment to make a better world for future generations. It looks at the consequences of inaction and the importance of environmental awareness and looks to individuals, businesses and governments to bring about change.

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## Financial Responsibility

12-40 minutes each

- **Anti-Money Laundering**

In this 12-minute course, explore the act of money laundering and its implications, look at how proceeds of crime are hidden, and who is particularly vulnerable to becoming a victim of money laundering. Examine the relevant laws and the penalties for those caught in the act.

- **Budgeting Basics**

Budgeting is something all employees will be involved in to varying extents. Explore budgeting reasons, how organisations budget, key budgeting terms, and the steps involved in the budgeting process.

- **Insider Trading**

This 15-minute module explores both legal and illegal insider trading, the law and terminology related to insider trading, the investigative process, and the types of insiders and the impact their actions can have on an organisation, a market, and the economy.

- **Finance for Non-Financial Managers**

This 15-minute module explores the basic elements of an organisation's accounts, including how its trading activity is recorded on the Profit and Loss Statement, how those figures are then adjusted to reflect the amount of cash generated in the Cash Flow Statement, and how the final numbers appear on the Balance Sheet.

- **Payment Card Industry Data Security Standard (PCI DSS)**

This 35-minute module explores what information card thieves target, the types of security offered by the PCI DSS, how to demonstrate compliance with the regulations, and the penalties your organisation could face if it suffers a breach.

# COMPLIANCE & CORPORATE SOCIAL RESPONSIBILITY

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## Information Security

10-15 minutes each

- **UK General Data Protection Regulations (UK GDPR)**

The increasing use of information technology means that personal data is being collected, stored, and used by organisations more than ever before. This means that there is an ever-increasing risk of loss or misuse of data, which could have profound implications for individuals and organisations.

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## Corporate & Social Responsibility

15-40 minutes each

- **Anti-Slavery**

This 35-minute course explores what slavery is, the origins of slavery and the types of slavery that exist today, how to identify victims of slavery, and what action can be taken.

- **Workplace Security**

Examine the threats that today's businesses must prepare for, address how those threats can affect the company and the people who work there, and detail the various security measures that can protect you from those threats.

- **Fraud Awareness**

In this 15-minute course, understand the definition of fraud on both a legal and a practical basis, and examine some of the different forms fraud can take.

- **Supporting Wellbeing & Attendance**

This 15-min course provides learners with the knowledge that they need to proactively support wellbeing and attendance in the workplace, and sensitively and consistently respond to absences when they do occur, both short-term and long-term.



# CYBER SECURITY AWARENESS TRAINING

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## Keeping Safe Online

15 minutes

- **Social Media Protection**

Understand how to use social media securely and responsibly and where the boundary lies between personal and organisation information. This training contains an interactive 15-minute eLearning module plus a summary document (PDF). You will:

- Gain an understanding of how to appropriately share information on social media;
- Learn the risks involved when using social media and the types of attacks that can happen on social media; and
- Receive guidance on how to protect personal and sensitive information from being stolen or misused.

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## Managing Online Risks

10-15 minutes each

- **Cyber Security**

This course explores cybercrime and its consequences. We will look at effective risk management and what to do if you spot suspicious activity. We will provide you with some important guidance for staying safe and secure online.



[connect@nova.ky](mailto:connect@nova.ky) | +1 345 949-1345 | [www.connect.nova.ky](http://www.connect.nova.ky)