Cornerstone Content Anytime
Subscription Overview
Cornerstone's **data-driven curation methodology**

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*Consumption Data*
We leverage 20 years of client data to make smart content decisions.

*Client Feedback*
We listen to our clients to ensure our subscriptions are meeting needs.

*Cornerstone Employees*
We activate our global field to offer feedback and substantiate our vision.

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*Content Partners*
We learn from our partners and make adjustments accordingly.

*Subject-Matter Experts*
We engage with the best to develop and validate our approach.

*Industry Analysts*
We follow the critical industry research to ensure we're on-trend.
Content Anytime Professional Skills

Upskill employees while investing in their growth

600+ courses
11 content vendors
5 languages

Communication
- Active Listening
- Presentation Skills
- Public Speaking
- Written Communications

Teamwork
- Conflict Management
- Emotional Intelligence
- Feedback
- Meeting Management
- Relationship Management
- Team Development & Collaboration
- Workplace Influence & Authority

Digital Tools
- Adobe Creative Suite
- Google Suite
- Microsoft Office Suite

Productivity & Personal Development
- Accountability
- Career Development
- Goal Management
- Learning Strategies
- Personal Productivity
- Resilience
- Stress Management
- Time Management
- Work-Life Balance

Business Acumen
- Critical Thinking
- Decision Making
- Finance Management
- Project Management
## 1. Basic Business Acumen Every Professional Should Know
- The surprising ingredient that makes businesses work better: Marco Alverà
- Creating Great Customer Conversations: Nilofer Merchant
- Got a meeting? Take a walk: Nilofer Merchant
- Project Management Essentials: Part A
- When to take a stand — and when to let it go: Ash Beckham
- Business Analysis
- Effective Communication in the Workplace
- How To Listen
- Budgeting Basics Module
- Chad Troutwine: How to use empathetic awareness to build great culture at a growing company

## 2. Get Ahead at Work with These Top Professional Skills
- Embracing otherness, embracing myself: Thandie Newton
- Concerned Conversations: Daniel Goleman
- Why aren’t we more compassionate?: Daniel Goleman
- 10 ways to have a better conversation: Celeste Headlee
- How to speak up for yourself: Adam Galinsky
- Why don’t you like the sound of your own voice: Rébecca Kleinberger
- The Energy Bus
- Teamwork
- A Quick Guide to Emotional Intelligence
- Brain Bites: Time Management
- Active Listening
- What’s Not Being Said
- Why it’s worth listening to people you disagree with: Zachary R. Wood

## 3. Keep it Going by Building Resilience in Extreme Environments
- Take “the Other” to lunch: Elizabeth Lesser
- Clear Communication is Inclusive Communication
- 3 rules to spark learning: Ramsey Musallam
- Project Risk Management
- Become a SuperLearner V2: Learn Speed Reading & Advanced Memorization
- Enable Everyday Learning
- Three Quick Tips to Encourage Everyday Learning
- Christy Haubegger: How to clearly pitch a business idea to an angel investor

## 4. Make Yourself Known With the Art & Science of Reputation Management
- Why the Most Diverse Companies Use Data
- The Five Most Common Diversity Gaps
- Uncover the Story Hiding in Your Diversity Data
- Practice Inclusion Through Collaboration
- Feedback is a Gift
- Establish Feedback Loops When Delegating

## 5. How to Take Ownership of Your Work
- What Does It Mean to Take Ownership?
- What Is the Difference Between Ownership and Accountability?
- Demonstrate Value by Owning Your Outcomes
- Demonstrate Ownership by Following Through
- Why Should I Take Ownership Now?
- Build a Case for Your Next Opportunity
- Contribute to a Culture of Ownership
- Why Should I Advocate for Myself?
- Connect Your Effort to Its Impact
- Measure and Describe the Impact of Your Work
- Take Ownership of Your Manager Relationship
- Think Critically at Work
- Take Ownership of Your Career
- Use Feedback to Grow
- Tie Your Team’s Work to Company Goals
- Write a Purpose Statement
- Look for Career Opportunities that Connect Your Work to Your Purpose
- The Advantages of a Purpose Mindset

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Content Anytime | Professional Skills Learning Playlists
Content Anytime
Leadership & Management

Strengthen managers and leaders across your organization

Setting Direction
- Goal Management
- Innovation
- Motivation & Engagement
- Organizational Culture
- Workplace Influence & Authority

Team Dynamics & Growth
- Career Development
- Coaching & Mentoring
- Conflict Management
- Feedback
- First-Time Managers
- Inclusive Leadership
- Leadership Development
- Onboarding
- Talent Management
- Team Development & Collaboration

Day-to-Day Team Management
- Delegation
- Finance Management
- Performance Management
- Problem Solving

350+ courses
8 content vendors
5 languages
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<th>Leadership &amp; Management Learning Playlists</th>
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<td>• Change Behaviors and the Numbers Will Follow</td>
<td>• Seven Tips for New Leaders – Avoiding Common Mistakes</td>
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<td>• Create a Positive Work Environment</td>
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<td>• Keep Your People Honest</td>
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<td>• Starting with Why: Become Responsible for the People Who Are Responsible for the Results</td>
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<td>• Starting with Why: Build Trusting Teams</td>
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<td>• Create A Continuous Improvement Culture Management</td>
<td>• Connect to Your Team as a Leader</td>
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<td>• Sarah Lewis: Embrace the near win</td>
<td>• Find Quick Wins as a New Manager</td>
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| **3. How to Handle Conflict On Your Team** | **4. Motivating & Engaging Employees** |
| • Managing Objections — Level 1 | • Engaging with a Sense of Purpose: Improve Employee Engagement, a Case Study of TELUS |
| • Managing Objections — Level 2 | • Extending Your Influence: engage to Transform |
| • Managing Objections — Level 3 | • Foster Employee Motivation |
| • Create a Safe Space for Disagreement | • Motivate Your talent: Harness the Brain Power Within |
| • Guide Difficult Conversations in 3 Steps | • The Science of Productivity: Strengthen Motivation in Yourself and Others |
| • How to Lead a Difficult Conversation with an Employee | • Understand What Drives People |
| • Why Difficult Conversations Matter | • Use Goal Setting to Increase Motivation |
| • Managing Conflict | • Motivating Employees with Recognition |
| • How to train employees to have difficult conversations | • Understanding Employee Motivation |
| • Tameka Mizladi Smith | • How to Motivate Employees [So That Productivity Increases]! |
| | • Keeping Employees energized |
| | • Drive Employee Performance with Inspiration |
| | • How a Sense of Purpose Drives Engagement |
| | • Motivation |
| | • Nurturing Your Staff |
| | • Dan Pink: The puzzle of motivation |

| **5. How to Improve Your Executive Presence** |
| • The Observable Behaviors That Make Up Executive Presence |
| • Why You Should Evaluate Your Own Executive Presence |
| • Common Mistakes People Make with Their Posture |
| • Adjust Your Posture to Increase Your Executive Presence |
| • What People with Executive Presence Do with Their Hands |
| • Common Mistakes People Make with Their Movement |
| • Adjust Your Movement to Increase Your Executive Presence |
| • Common Mistakes People Make with Their Language |
| • Use Connected Language with Your Audience |
| • How People with Executive Presence Use Their Voices |
| • Adjust Your Voice to Increase Your Executive Presence |
| • What Your Face Says About Your Executive Presence |
| • Why You Need Executive Presence |
| • Common Misconceptions About Executive Presence |
| • Why Executive Presence Starts with Attitude |
| • How the Stories We Tell Ourselves Affect Our Executive Presence |
Content Anytime
Sales & Customer Relationships

Help your workforce work smarter, not harder with proven Sandler sales training

Sandler Selling System
The Sandler Selling System
Bonding & Building Rapport
Setting Up-Front Contracts
Questioning Strategies
Uncovering Your Prospect’s Pain
Talking Budget with Your Prospect
Your Prospect’s Decision Process
Closing the Sale
Advanced Techniques in Sales
Adopting a Sales Mindset

Negotiation
Negotiation Mastery

Prospecting
Prospecting

100+ courses
1 content vendor
1 language
### 1. The Sandler System
- Rethink the Sales Profession
- The Central Conflict of the Typical Sales Relationship
- How Can I Create a Collaborative Sales Relationship?
- The Sandler Selling Philosophy
- Commit to Transforming Your Sales
- The Sandler Selling System
- Building and Sustaining a Sales Relationship
- Qualifying a Sales Opportunity
- Closing a Sale

### 2. Building and Sustaining Relationships
- Lay the Foundation for a Strong Sales Relationship
- Build Rapport with Connect Questions
- Build Trust with Relevant Questions
- Actively Listen to Your Prospect
- What Am I Communicating to My Prospect?
- Practice Connecting to a Sales Prospect
- Put Your Prospect at Ease
- What’s Your Communication Style?
- Determine Your Prospect’s Communication Style
- Adapt to Your Prospect’s Communication Style
- Practice Communicating Clearly with Your Prospect
- Lay the Foundation for a Strong Sales Relationship
- Build Rapport with Connect Questions
- Build Trust with Relevant Questions
- Actively Listen to Your Prospect

### 3. Setting Up-Front Contracts with Prospects
- The Power of Shared Goals
- Ask for Your Prospect’s Permission
- The Components of a Strong Up-Front Contract
- When Should I Use an Up-Front Contract?
- Practice Setting an Up-Front Contract
- Overcome Obstacles to Setting Up-Front Contracts
- Respond to a Breach of an Up-Front Contract
- Use Up-Front Contracts to Address Fears

### 4. Questioning Strategies
- How Questions Help You Qualify Faster
- Break Down Prospect Barriers with Questions
- The Reverse: Answer a Question with a Question
- Balance Questions with Nurturing Statements
- Clarify Your Prospect’s Intentions
- Expose Your Prospect’s Real Issues
- Handle Stalls and Objections
- Prepare for Common Prospect Questions
- Use Negative Reversing to Take the Pressure Off the Prospect
- When Should I Stop Asking Questions?
- Practice Uncovering a Prospect’s Intentions

### 5. Uncovering a Prospect’s Pain
- No Pain, No Sale: Why Prospect Pain Matters
- How Does Your Solution Relieve Pain?
- Uncover the Three Levels of Pain
- Use the Sandler Pain Funnel to Uncover Real Pain
- Guide Prospects to Reveal the Symptoms of Their Pain
- Uncover Real Pain
- Practice: Use the Pain Funnel with a Prospect
- Review and Summarize Pain
- Is the Prospect Ready to Address Their Pain?
- Qualify an Opportunity Based on Pain
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<td>Negotiation Tactics: Respond to Emotional Prospects</td>
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11. Advanced Techniques in Sales

• How Psychological Awareness Can Give You an Edge in Sales

• Recognize Ego States in Your Sales Conversations

• Follow Your Prospect Through Their Evolving Ego States

• Diagnose Your Dominant Ego States in the Sales Process

• Apply Your Knowledge of Ego States to Your Sales Conversations

• Practice Applying Your Knowledge of Ego States

• Guide Your Prospects with Negative Reverse Selling

• Get Results with Negative Reverse Selling

• Avoid the Pitfalls of Negative Reverse Selling
Content Anytime
Digital Fluency

Support digital transformation by becoming digitally fluent

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Data Fluency
• Big Data
• Data Analytics & Visualization
• Data Privacy
• Data Security

Change Readiness
• Change Management

Interpersonal Skills
• Digital Etiquette
• Multigenerational Workforce
• Remote Work
• Social Media

Technical Knowledge
• Artificial Intelligence
• Cloud Computing
• Digital Currency
• Digital Marketing
• Machine Learning

Entrepreneurial Drive
• Creativity
• Design Thinking
• Entrepreneurship
• Idea Generation
• Innovation
• Problem Solving
• Prototyping
## Content Anytime | Digital Fluency Learning Playlists

### 1. Befriend the Machines: Human Machine Collaboration
- What happens when our computers get smarter than we are?: Nick Bostrom
- How computers are learning to be creative: Blaise Agüera y Arcas
- The jobs we’ll lose to machines -- and the ones we won’t: Anthony Goldbloom
- 4 ways to build a human company in the age of machines: Tim Leberecht
- How AI can bring on a second Industrial Revolution: Kevin Kelly
- How we’ll earn money in a future without jobs: Martin Ford
- Introduction to Digital Etiquette
- Manage Your Workflow in the Digital Age
- 3 myths about the future of work (and why they’re not true): Daniel Susskind

### 2. Build Your Tribe
- Realize Design Thinking for Problem Solving
- How to Use Design Thinking
- The Stages of a Design Thinking Workshop
- Facilitate a Design Thinking Workshop
- The first secret of design is ... noticing: Tony Fadell
- Hasnain Zaidi: Focusing on long-term impact in business relationships
- The revolutionary power of diverse thought: Elif Shafak
- Multi-Generational Leadership (GenX and Next)
- Build Work Relationships Remotely
- Build Strong Team Commitment
- Foster Collaborative Meetings
- Get Your Team to Trust Each Other
- Get Individual and Team Goals Aligned
- What is Team Commitment?

### 3. Make Sense of Loopy Complex Systems
- How the blockchain will radically transform the economy: Bettina Warburg
- Idea Generation | Coming up with killer business ideas
- Creating a Mind Map
- Scooter Braun: Deciding how to proceed when selling a new concept that might go against the status quo

### 4. Drive Innovation with Design Thinking
- What Does It Mean to Prototype?
- Test a Prototype
- How to Improve on a Prototype
- Why You Need to Understand Problems Before You Solve Them
- Get to the Root of a Problem
- Prioritize the Problems You Need to Solve
- Investigate Surface-Level Causes of Problems
- Practice: Get to the Root of a Problem
- Use Design Thinking to Iterate on Solutions
- Practice: Solve a Problem with Design Thinking
- Practice: Use the Five Whys to Identify Root Causes
- Practice: Prototype and Test a New Idea
- Solve Any Problem with Design Thinking
- Use Design Thinking to Better Understand Problems
- Brainstorm Multiple Solutions to Problems

### 5. How to Harness the Power of KPI’s
- Use the Best KPI Data for Your Goals
- Find the KPI Data that You Need
- Draw Insights from Your KPI Data
- Identify Cause and Effect with KPI Data
- What Does an Effective KPI Dashboard Look Like?
- Find the Story in Your KPI Data
- Use Visuals to Communicate Your KPIs
- Communicate KPIs to Different Audiences
- Why Measure Outcomes and Performance?
- What is a KPI?
- How to Use KPIs Effectively
- Use KPIs to Make More Effective Business Decisions
- Select What to Measure with KPIs
- Ask Key Performance Questions to Define Your KPIs
- Use the Balanced Scorecard Approach to KPIs
- Use Customers’ KPIs to Provide Better Service
Content Anytime
Modern Compliance

Improve workplace culture with modern compliance training

420+ courses
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1 language

Diversity & Inclusion
- Diversity & Inclusion
- Unconscious Bias

Harassment, Discrimination & Safety
- Employee Health & Well-Being
- Employment Benefits
- Employment Discrimination
- Employment Harassment
- Fair Labor Standards Act (FLSA)
- Family and Medical Leave Act (FMLA)
- Hiring and Terminating Employees
- OSHA
- Workplace Safety

Data Security & Privacy
- Data Privacy
- Data Security
- General Data Protection Regulation (GDPR)
- HIPAA

Business Ethics & Corruption
- Anti-Corruption & Anti-Bribery
- Antitrust & Competition Law
- Ethics and Code of Conduct
- Environmental Health and Safety (EHS)
- Foreign Corrupt Practices Act (FCPA)
- Fraud Prevention
- Insider Trading

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### 1. Interviewing Job Candidates
- Inclusive Recruitment Includes Managers
- When to Stop Looking for Candidates
- Don’t Interview the Right People the Wrong Way
- Are Your Job Postings Excluding Great Candidates?
- Hiring Remote Team Members
- Inclusive Teams Are Better Teams
- Conduct a Successful Phone Screen
- How to Hire Your Top Candidate

### 2. Behavior Based Interviewing
- Validate Your Interview Questions and Rating Scale
- Include Competencies in Your Job Analysis
- The Advantages of a Behavior-Based Interview
- Practice Writing Behavior-Based Interview Questions
- Get Everyone Involved in the Behavior-Based Interview Process
- Use the BARS Method to Rate Interviewees
- Write Behavior-Based Interview Questions
- What Happens in a Behavior-Based Interview
- Perform a Job Analysis to Define a New Role
- Why You Need to Use Structured Interviews
- Break Down Job Competencies into Behaviors
- Create a Behaviorally Anchored Rating Scale to Use During Interviews
- Apply Structure to Your Interview Process
- Prepare for a Behavior-Based Job Interview

### 3. Building a Pipeline of Job Candidates
- Use Networking to Build a Talent Pipeline
- Recognize the Key Components to Include in a Job Description
- Why Do You Need a Pipeline Strategy Plan?
- Make Your Job Postings Inclusive
- Develop a Strong Job Description
- The Trait That Signals a Great Candidate
- Determine Fair Compensation for New Hires
- Source Candidates Through Digital Channels
- Partner with Stakeholders on Your Team to Hire Talent

### 4. Prevent Discrimination in Hiring
- Recognize Bias in Recruitment
- Get Ahead of Potential Discrimination in Hiring
- The Legal Risks of Hiring Discrimination
- Eliminate Discrimination in Recruitment
- Ask Relevant Questions to Potential Candidates
- Be Aware of Potential Discrimination Claims in Hiring
- Make a Fair Salary Offer
- Recognize Bias in Recruitment
- Get Ahead of Potential Discrimination in Hiring

### 5. Multi-generational Workforce
- What Does Age-Inclusive Leadership Look Like?
- Embrace Age Diversity as a Team
- The Myth of Generational Traits™
- The Value of the Multigenerational Workforce
- Build an Age-Inclusive Team Culture
- Lead a Team That’s Older Than You
- Common Signs of Ageism at Work
- What Does Age-Inclusive Leadership Look Like?
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- The Myth of Generational Traits™
- The Value of the Multigenerational Workforce
- Build an Age-Inclusive Team Culture
- Lead a Team That’s Older Than You
- Common Signs of Ageism at Work
6. Diversity & Inclusion for Employees
- Address Microaggressions with Your Peers
- What to Do if You Spot a Microaggression
- What Are Your Biases?
- Practice: You Microaggressed, Now What?
- The Simple Power of Sorry
- Practice: Respond to a Microaggression
- How to Use Amplification to Combat Microaggressions
- The Big Impacts of Little Actions
- Stop Microaggressions Before They Start
- Practice: Find Your Biases

7. Diversity and Inclusion for Managers
- How Can Managers Promote Inclusion on Their Teams?
- Encourage Authenticity as a Manager
- Run Inclusive Meetings
- Communicate Across Language Barriers on Your Team
- Set an Inclusive Tone as a Manager
- Manage a Multicultural Team
- Recognize the Challenges of Cross-Cultural Communication
- What Sets Inclusive Managers Apart?
- Manage Across Lines of Difference
- Run Inclusive Meetings as a Manager
- How Active Listening Promotes Inclusive Leadership
- Encourage Individuality on Your Team
- Bridge the Gender Gap as a Manager
- What Does Inclusion Really Mean?
- Encourage Diverse Work Styles as a Manager
- Practice Inclusion Through Collaboration
- Identify Practices That Hamper Inclusion on Your Team
- Clear Communication is Inclusive Communication
- Practice Authenticity as a Manager
- Use Inclusive Communication as a Manager

8. Unconscious Bias
- How Do Biases Shape Our Sense of Normal?
- How Does Unaddressed Bias Impact You, Your Work, and the World?
- What Types of Bias Exist?
- What Is Unconscious Bias?
- What Does Bias Look Like?
- How Do I Examine My Own Bias?
- Take the Next Step
- What Does It Mean To Address Bias?
- Impact of Bias On Decision Making
- The Science of Bias
- Why Is It Hard To Talk About Bias?
- What's the Difference Between Bias and Instincts?
- How Do I Keep Bias from Influencing My Work?
- What Does It Take To Change Our Brains?
- What Does It Take To Change Our Actions?
- How Do I Identify My Biases?
- Key Triggers to Search for Unconscious Bias
- Overcome Your Unconscious Bias
- Avoid the Pitfalls of Diversity Efforts
- How Do Bias Feel?

9. Workplace Discrimination
- Speak Up About Issues of Discrimination with Your Peers
- How to Be an Ally in Preventing Discrimination
- What Is Discrimination?
- Combat Discrimination at the Source
- What to Do When You Witness Discrimination
- Speak Up About Issues of Discrimination with Your Supervisor
- How Do You Report Issues of Discrimination in Difficult Conditions?
- Spot Discrimination When It Happens
- The Impact of Discrimination
- What Do You Do When You Experience Discrimination?

10. Workplace Discrimination for Managers
- Go Beyond Check the Box® Discrimination Compliance™
- How Do You Encourage Employees to Speak Up About Discrimination?
- Examine Norms and Policies for Discrimination
- Avoid Discrimination in Your Management Style
- How Do You Respond to an Employee Who Has Been Discriminated Against?
- How Does a Manager Affect Discrimination Culture?
- How Do You Respond to an Employee Who Is Being Discriminatory?
- Prevent Discrimination Across the Employee Life Cycle
### 11. Ethical Leadership
- **Your Responsibilities as an Ethical Leader**
- **How to Lead Your Team Ethically by Example**
- **Prevent Unethical Behavior from Happening on Your Team**
- **Respond to Reports of Unethical Behavior**
- **Use Company Values for Ethical Management Decisions**
- **What Are the Ethical Risks of Being a Manager?**
- **What Ethical Leadership Looks Like**
- **Respond to Unethical Behavior That You Witness**

### 12. Fundamental Business Ethics
- **What Is Ethical Behavior at Work?**
- **Apply an Ethical Framework**
- **How an Ethical Framework Can Help You**
- **Responding to Unethical Behavior**
- **The Impact of Ethics on Business Success**
- **Apply GDPR to Customer Data**
- **What Does a GDPR Compliant Website Look Like?**
- **Adapt Your Data Practices for GDPR Compliance**
- **Identify Data Security Risks Under GDPR**
  - **Budgeting for GDPR Compliance**
  - **Apply GDPR to Patient Data**
  - **Does My Non-EU Company Need to Be GDPR Compliant?**
  - **The Importance of Protecting Personal Data**
  - **Getting Started with GDPR Compliance**
  - **Apply GDPR to Employee Data**
  - **Audit Data Practices for GDPR Compliance**
  - **Apply GDPR to IT and Software Development**
  - **What is the General Data Protection Regulation (GDPR)?**

### 13. Information Security Basics
- **Responsibly Store Sensitive Data**
- **Securely Share Sensitive Data**
- **What Are the Two Categories of Cyber Attacks?**
- **Protect Against Physical Security Threats**
- **What Is Phishing?**
- **What to Do When You Lose a Work Device**
- **The Goal of Information Security**
- **Recognize Phishing Attempts**
- **Secure Access to Your Data**
  - **Recognize Common Fire Hazards**

### 14. OSHA Basics
- **Be Proactive In An Emergency**
- **What Are the Common Workplace Safety Hazards?**
- **What is OSHA?**
- **Know Your Organization’s Emergency Action Plan**
- **Know Your Organization’s Fire Plans**
- **Operate a Fire Extinguisher Safely**
- **Keep Well in the Office**
- **Reduce Eye Strain**
  - **Recognize Common Fire Hazards**

### 15. Balance the Demands of Work and Childcare
- **What Is Work-Life Integration?**
- **Respond to Stress as a Working Parent**
- **Plan Your Parental Leave with Your Team**
- **The Importance of Planning Your Parental Leave**
- **How Parental Leave Works Under the FMLA**
- **Ask for Support from Your Colleagues**
- **Create a Parent-Friendly Culture on Your Team**
- **Inform Your Employer That You Are Expecting**
- **Return from Parental Leave with Confidence**
- **Know Your Employees’ Rights Under the FMLA**
- **What Is a Parent-Friendly Work Environment?**
- **Employer Rights and Responsibilities Under the FMLA**
- **Balance the Demands of Work and Childcare**
- **Set Expectations with Employees Who Are Expecting**
- **Find Out Your State and Company’s Parental Leave Policies**
- **What Is the Family and Medical Leave Act (FMLA)?**
### 16. Workplace Safety
- Recognize the Risk Factors for Violence at Work
- Your Role in Preventing Slips, Trips, and Falls at Work
- Spot Hazards of Slips, Trips, and Falls at Work
- How to Prevent Slips, Trips, and Falls at Work
- Contribute to a Culture of Violence Prevention
- Your Team’s Emergency Response Plan
- Prepare for an Earthquake at Work
- The Warning Signs of Potentially Violent Individuals
- Know Your Response to an Active Shooter
- Stay Safe during Winter Weather and Power Outages
- How to Respond to Hostile Behavior at Work
- Prepare for Hurricanes and Floods at Work
- When Should I Escalate an Issue to the Police?
- The Power of a Moment: Responding to Workplace Violence
- Why People Don’t Prepare for Natural Disasters
- Recognize the Risk Factors for Violence at Work

### 17. Mental Health in the Workplace
- Help Your Employee Recover From Burnout
- Self-Assess Your Mental Wellness
- Support an Employee on Mental Health Leave
- When To Take a Mental Health Day
- Know Your Rights for Mental Health
- Talk to Your Manager About Mental Illness
- Support Colleagues Struggling with Mental Health
- Why Care About Mental Health at Work?
- The Value of Mental Health in the Workplace
- Identify Your Workplace Triggers
- Why Social Interactions Matter For Mental Wellness
- Normalize Mental Health On Your Team
- Monitor the Mental Wellness of Your Team
- Recover From Burnout
- The Costs of the Stigma Around Mental Illness at Work
- Contribute to a Work Culture of Mental Wellness
- Recognize Warning Signs of a Mental Illness
- Identify the Signs of Burnout
- What Is Mental Illness?
- Help Your Employee Recover From Burnout

### 18. The Global Workforce
- Use CQ to Adapt to a Multicultural Workplace
- Recognize Differences in Communication Styles Across Cultures
- Demonstrate Cultural Intelligence with Global Clients and Customers
- Address Language Barriers Through Cultural Intelligence
- Motivate Your Cross-Cultural Team
- Build Your Cultural Intelligence with the CQ Model
- Use Cultural Intelligence to Preempt Disagreements on Your Cross-Cultural Team
- Avoid the Risks of Low Cultural Intelligence
- Put Your CQ Action into Action
- What Is Cultural Intelligence?
- Develop Your CQ Strategy to Plan for Multicultural Interactions
- Recognize How Your Multicultural Team Views Leadership
- Apply Communication Strategies When Working with Cross-Cultural Teams
- Examine Your Cultural Intelligence
- Contribute to Culturally Inclusive Meetings
- Approach Multicultural Interactions with Enthusiasm and Confidence