



Professional Development & Compliance Training



Meet GO1

GO1 has been internationally recognised as a world leader in employee training. As the world's largest aggregator of online training, GO1 brings all of the world's top training providers under the same roof, providing customers with a one stop shop for all things training.

- World's largest aggregator of training
- Marketplace of over 400,000 courses
- Access to the world's top training providers
- Training compatible with any 3rd Party LMS
- Turn-key training solutions

Making training easier at:



Introducing GO1 Premium

GO1 has partnered with the world's best training providers to create GO1 Premium.

GO1 Premium provides your team with a scalable training solution with full access to a growing suite of over 1000 off-the-shelf courses that can be used in any third party SCORM compliance LMS.

GO1 Premium covers everything from **compliance through to professional development** and provides customers with a cost and time effective means to reduce risk and nurture professional development within teams.



1000+ Courses

Courses for almost any topic in any industry



Off The Shelf Training

Off-the-shelf compliance & soft skills courses



Use In Any LMS

Courses able to use in any SCORM compliant LMS



Up-to-Date

Kept current and regularly updated by expert authors

Full Coverage

1,000+ Courses (and growing!)

GO1 Premium covers everything from compliance through to professional development or soft skills training, for teams of any size across any industry.

- Compliance
- Health & Safety
- Human Resources
- Manager Courses
- Leadership
- Business Skills
- Finance
- Communication
- Sales
- Customer Service
- I.T. Skills
- Project Management
- Professional Development
- Personal Development

Some of Our Course Partners



Course Catalogue

GO1 Premium includes access to a suite of off-the-shelf professional development and soft-skill training courses covering key training topics applicable to almost any business in any industry.

COMPLIANCE

Bullying And Harassment For Employees
Bullying And Harassment For Managers And Supervisors
Equal Employment Opportunity For Employees
Equal Employment Opportunity For Managers And Supervisors
Alcohol And Other Drugs In The Workplace
Identifying Poor Performance, Misconduct And Absenteeism
Social And Digital Media And The Workplace
Managing The Discipline Process
Anti-money Laundering
Fraud And Corruption Awareness And Prevention
National Information Privacy Awareness
Dealing With Other Businesses
Food Handler Course - Non Accredited
Participate In Safe Food Handling Practices - Non-accredited
Competition And Consumer Law: An Introduction
Bullying, Harassment And Sexual Harassment
Compliance - Equal Employment Opportunity And Diversity
Compliance - Ergonomics
Compliance - Hazard Management
Compliance - Internet & Email Policies
Compliance - Manual Handling
Compliance - Privacy Awareness
Compliance Suite
Compliance Training - Anti Money Laundering
Information Security Awareness
Bribery Act
Equality Essentials
Managing Social Media In The Workplace
Preventing Discrimination & Harassment, Managers (US)
Preventing Discrimination And Harassment For Employees
Preventing Discrimination And Harassment For Managers
Preventing Workplace Bullying
Preventing Sexual Harassment
Financial Crimes, IP And Copyright
Fraud And Corruption Awareness
Diversity And Equal Employment Opportunity
Drug And Alcohol Awareness
Compliant Trading
Code Of Conduct
Aboriginal And Torres Strait Islander Cultural Appreciation
Records Awareness
Privacy And Personal Information
Organise And Maintain Work Areas

Social Media In The Workplace
Managing Workplace Information
Minimise Theft
Apply Safe Working Practices
Contractor Safety Management
Privacy
Equal Employment Opportunity
Internet And Social Media
Workplace Bullying
Sexual Harassment
Dealing With Consumers Part 1
Dealing With Consumers Part 2
Security Awareness Essentials Theme
Security Awareness Fundamentals Theme
Human Firewall Theme: Security Awareness and Literacy
Human Firewall Theme (Adaptive TestOut/Analytics)
Strongest Link Theme: Security Awareness and Literacy
Strongest Link Theme: (with Adaptive TestOut/Analytics)
Phishing
Defeating Social Engineers (Standard or Advanced)
Working Remotely
Password Management
Physical Security
Email Security & Instant Messaging Security
Cloud Security
Internet of Things" & Home Security
Incident Reporting
In-Person Social Engineering
Social Engineering – How It Works
Online and Targeted Social Engineering
Social Engineering - Countermeasures and Incident Response
Appropriate Use of Social Media
Secure Use of Social Media
Social Media Best Practices
Outwitting Internet Phishers
Outwitting Spear Phishers
An Introduction to Insider Threats
Protecting Kids From Cyberbullying
Protecting Mobile Devices and Data
Additional Best Practices for Mobile Devices
Ransomware: How to Defend Yourself
Protecting Against Malicious Insiders
Preventing Malware (Mobile Devices)
The Malware Threat

Security Awareness for Managers
Information Security for Executives
Privileged User Security
Baseline Information Security Training for IT Professionals
Introduction to the OWASP Top 10
PCI Essentials for Cardholder Data Handlers and Supervisors
PCI Requirements Overview for I.T. Professionals
Privacy and Data Protection
Data & Records Retention
GDPR: Introduction and Overview
GDPR: Key Principles of the GDPR
GDPR: Transfers of Data Outside of the EU
Human Firewall Theme: Basic Security Awareness - Part 1
Human Firewall Theme: Advanced Security Awareness – Part 2
Strongest Link Theme: Basic Security Awareness - Part 1
Strongest Link Theme: Advanced Security Awareness - Part 2
A Day In the Life Theme: Security Awareness
Day In The Life Theme: Basic Security Awareness - Part 1
A Day In The Life Theme: Advanced Security Awareness - Part 2
A Day In the Life Theme: (with Adaptive TestOut/Analytics)
HIPAA/HITECH Privacy for Business Associates
HIPAA/HITECH Privacy for Covered Entities
HIPAA/HITECH Information Security
Medicare Fraud, Waste, and Abuse

HEALTH & SAFETY

Work Health And Safety Fundamentals
Occupational Health And Safety Fundamentals
Work Health And Safety Harmonisation
Duty Of Care For Workers
Duty Of Care For Managers And Supervisors
Risk Management For Workers
Risk Management For Managers And Supervisors
Injury Management For Workers
Injury Management For Managers And Supervisors
Incident Investigation
General Evacuation Training
Warden Training
Office Ergonomics
Driver Safety
Armed Robbery Safety Awareness
South Australian Work Health And Safety Legislation
Working Safely With Hazardous Chemicals In The Workplace



Course Catalogue

HEALTH & SAFETY CONTINUED...

Hazardous Chemicals For Managers And Supervisors
Managing And Controlling Asbestos In The Workplace
Manual Tasks For Workers
Manual Handling Hazard Guide
Slips And Trips Hazard Guide
Noise Hazard Guide
Electrical Risks Hazard Guide
Underground Utilities Hazard Guide
Working At Heights Hazard Guide
Hazardous Chemicals And Dangerous Goods Hazard Guide
Minimising Risk Using Personal Protective Equipment Hazard Guide
Excavations Hazard Guide
Hand Operated Power Tools Hazard Guide
Confined Spaces Hazard Guide
Biological Hazards Hazard Guide
Work Health And Safety
Slips Trips And Falls
From Risk Assessment To Accident Investigation
Hazards, Controls And Safe Practices
Manual Tasks
Apply Knowledge Of WHS Legislation In The Workplace
Work Health And Safety

HUMAN RESOURCES

Introduction To Effective Workplace Relationships
Introduction To Workplace Learning
Implementing Continuous Improvement
Facilitate And Empower Work Teams
Facilitate And Promote Learning
Monitor And Improve Learning Effectiveness
Monitoring Performance And Professional Development
Measuring And Managing Performance
Communicate In The Workplace
Acquiring Human Resources
Acquiring Physical Resources
Effective Work Plans
Employment Contract Fundamentals
Rewards And Recognition
Types Of Teams
Team Roles And Relationships
Grievance Procedures
Dealing With Workplace Conflict
Building Employee Skills
Capture And Share Best Practices
Clear Work Expectations
Conducting Performance Development Conversations
Conducting Professional Interviews

Connecting Team Work To The Strategy
Create A Conflict Management Culture
Create A Safety Culture
Creating A Conflict Resolution Mindset
Creating A Great Work Situation
Creating A Strong Team Culture
Current Performance Review
Decreasing Employee Turnover
Employee Career Aspirations
Employee Reactions To Performance Evaluations
Employees Monitor Personal Performance
Energizing Work
Essential Stay Interview Skill #1: Listening
Essential Stay Interview Skill #2: Take Notes
Essential Stay Interview Skill #3: Probing
Essential Stay Interview Skill #4: Taking Responsibility
Evaluating Candidate Responses
Evaluating Performance In The Right Way
Exploring Company Job Opportunities
Exploring Professional Development
Finding Employee Development Opportunities
First Week's Deliverables
Getting Ready For Performance Development Conversations
Giving Employee Feedback
Giving Remote Feedback
Goal Setting At Three Levels
Going Above And Beyond
Great Work Situations For New Hires
Help Groups Resolve Conflict
Helping Employees Manage Conflict
Helping Others Achieve Goals
How Employees Support Organization Goals
Increase The Level Of Challenge At Work
Integrity Expectations
Integrity Review
Keep Your Top Talent
Keeping Your Employees
Keys To Remote Accountability
Linking Performance And Rewards
Manage Conflict With Others
Market Range Compensation
Maximizing Employee Talents
Perform A Departure Review
Perform A Performance Review
Performance And Rewards
Performance Development For Remote Employees
Performance Development For Star Performers
Performance Development For Struggling Performers
Performance Measures For Performance
Preparing To Conduct Stay Interviews

Recognize Accomplishments And Contribution
Recognize Employees Each And Every Day
Support Employee Development
Supporting Employees
Team And Company Policies
Team Integrity
Team Involvement In Planning
Team Members Introduce Themselves
Team Resource Needs
Team Satisfaction
Team Work-life Balance
Teams Improve Efficiency Of Resources
Teams Monitor Performance
Teams Share With New Hires
The Blended Interview Process
The Company Career System
The Great Things Employees Do
The Importance Of Safety
The Legal Aspects Of Interviewing
The Performance Development Mindset
The Right Workload For Employees
The Unique Aspects Of The Virtual Work Environment
Three Month Work Objectives
Understand The Expectations Of A New Role
Using The Reporting Process
Valuing Employees
What Employees Need
What Excites You At Work?
What The Team Loves About The Company
Work And Challenges In The Future
Work Place Rules And Policies
Work-life Balance For The Team
Working With A Diverse Team
Working With Others Within The Company
Implement And Monitor Environmentally Sustainable Work Practices
Dealing With Conflict
Disability Confident
Maternity And Paternity
Trans Awareness
Trans-friendly Workplace A Manager's Guide
Gender Bias
Performance Appraisals - Manager's Guide To Performance Review
Creating A Working Environment Based On RESPECT
Disciplinary Matters
Age
Race
Religion And Belief
EIA Foundation
EIA Advanced
Get That Job
Challenging Behaviour



Course Catalogue

MANAGEMENT & LEADERSHIP

Motivating Your Employees
Communicating Vision To Your Employees
Leading Through Positive Influence
Leveraging Emotional Intelligence
Key Elements Of Business Execution
Building Innovation Cultures And Leaders
Leading Your Team Through Change
Building A Leadership Development Plan
Aligning Unit Goals And Imperatives
Positive Atmosphere: Establishing An Engaged Workforce
Positive Atmosphere: Establishing A Positive Work Environment
Positive Atmosphere: How Organizational Learning Drives Positive Change
Becoming An Inspirational Leader
Assessing Your Own Leadership Performance
Gender And Leadership
Choosing To Lead As A Woman
Career And Family Challenges For Women Leaders
The Reality Of Being A First-time Manager
Facing Challenges As A First-time Manager
Effectively Directing And Delegating As A Manager
Managing Employee Development
Facing Management Challenges Of Difficult Behavior & Diverse Teams
Being A Fair And Caring Manager
Keeping Top Performers Challenged
Planning An Effective Performance Appraisal
Creating A Plan For Performance Management
Detecting And Dealing With Performance Problems
Gauging Your Organization's High-performing Potential
Managing For Cross-functionality
Managing Your Company's Talent
Managing The Unique Needs Of Experts
Fostering Mentoring Relationships
Maintaining A Cohesive Multigenerational Workforce
Managing Multigenerational Employees
Being An Effective Manager When Times Are Tough
Managing Motivation During Organizational Change
How To Manage Difficult Conversations
Taking Your Team To The Next Level With Delegation
Leadership Approaches And Theories
Manage Difficulties To Achieve Positives
Preparing To Implement The Operational Plan
Tools For Continuous Improvement
Working With Information And Ideas
Introduction To Leadership
Motivation Concepts For Managers
Being A Leader
A Leader's Thoughts On Strategy

A New Supervisor's First Performance Development Conversation
Accelerate Goal Achievement
Accelerate The Acceptance Of Organization Change
Applying Coaching Remotely
Assist Employees Facing Challenges
Balance Your Leadership And Employee Roles
Be A Powerful And Inspirational Role Model
Become A Reliable Leader With Integrity
Building Trust With Employees
Career Plans For Your Employees
Classic Leadership With A Virtual Twist
Coaching After Mistakes
Coaching Employees To Manage Conflict
Coaching New Hires
Coaching Others-the Basics
Collaborative Goal Setting At A Distance
Creating Accountability For Business Results
Creating Challenging Work
Delegating To Others
Delegating With Clear Expectations
Effective Decision Making
Feedback For Great Results
Feedback For New Hires
Find Others To Provide Team Recognition
Getting Buy-in When Delegating
Giving Feedback To Your Customer Service Agents
Increase Employee Innovation
Inform And Inspire Your Team
Inspiring And Motivating Customer Service Agents
Know Who's Really Contributing
Know Your Employees
Know Your Skills And Gaps
Know Your Team's Experience And Background
Leadership Through Delegation
Leading A Virtual Meeting
Managerial Listening Skills
Managing Remote Customer Service Teams
Managing Remote Teams
Managing Team Resources
Managing The Stay Interview
Navigate Within The Organization Structure
New Hire Expectations Of A Manager
New Hire Performance Review
New Hires Build A Professional Network
New Hires Build New Skills
New Hires Get Coaching From Others
Receive Feedback From Your Employees
Required Employee Resources

Six Step Coaching Model
The Most Important Growth Metric
One On Ones With Your Boss
The Power Of Positive Feedback
Self Leadership: Developing Yourself
Manager Zen: Acceptance
3 Steps 2 Easy 1 On 1s
Boss Power Vs Authority
Developing Your Employees: Action Steps
Essential Management Skills
Critical Thinking & Problem Solving
Leadership & Management

BUSINESS BASICS

Operations Management Functions And Strategies
Strategic Product And Service Management
Supply Chain Management Basics: Cutting Costs & Optimizing Delivery
Inventory Management: Aligning Inventory With Production & Demand
Optimizing Operations Using Demand Forecasting And Capacity Mgmt.
Using Lean To Perfect Organizational Processes
Using Lean To Improve Flow And Pull
Using Lean To Reduce Waste And Streamline Value Flow
Applying Value Stream Mapping In Lean Business
Facilitating Sustainable Change
Moving Forward With Change Planning
Making Change Stick
Six Sigma And Lean Foundations And Principles
Six Sigma Team Basics, Roles, And Responsibilities
Six Sigma Quality Tools
Six Sigma Metrics
Identifying Six Sigma Projects
Six Sigma Project Management Basics
Basic Statistics For Six Sigma
Data Types And Data Collection In Six Sigma
Six Sigma And Measurement System Analysis
Lean Tools And FMEA In Six Sigma
Six Sigma Data Analysis And Root Cause Analysis
Basics Of Correlation, Regression, And Hypothesis Testing For Six Sigma
Six Sigma Improvement Techniques
Control Tools And Documentation In Six Sigma
Six Sigma And Organizational Goals
Lean Principles And Six Sigma Projects
Design For Six Sigma And FMEA
Six Sigma Project Identification
Voice Of The Customer In Six Sigma
Basics Of Six Sigma Project Management

Course Catalogue

BUSINESS BASICS CONTINUED...

Six Sigma Management And Planning Tools
Performance Metrics For Six Sigma
Six Sigma Project Team Dynamics And Performance
Process Documentation And Analysis In Six Sigma
Probability And Statistical Distributions In Six Sigma
Data Classification, Sampling, And Collection In Six Sigma
Business Analysis Overview
The BA Planning And Monitoring Knowledge Area
The BA Elicitation And Collaboration Knowledge Area
The Requirements Life Cycle Management Knowledge Area
RADD Knowledge Area: Part 1
RADD Knowledge Area: Part 2
The Solution Evaluation Knowledge Area
Business Continuity
Treating, Monitoring And Reporting Risks
Analyse, Assess And Prioritise Risks
Establishing The Context And Identifying Risks
Risk Management: Overview
Perform Stock Control Procedures
Business Ethics
Change Management Process
Business Analysis
Business Finance
Business Maths
Business Writing
Strategy & Business Models

FINANCIAL SKILLS

Basic Accounting Concepts For Non-financial Professionals
Basic Budgeting For Non-financial Professionals
Comprehending Financials: A Guide To Financial Statements
Financial Statement Analysis For Non-financial Professionals
Key Accounting Concepts And Principles
Recording, Posting, And Balancing The Books
Preparing Financial Statements And Closing Accounts
Accounting For Stock Transactions
Monitor And Control - Review And Evaluate Finances
Plan And Implement Financial Management Approaches
Report On Financial Activity
Financial Literacy For Managers

COMMUNICATION SKILLS

Verbal Communication
Communication Targets
Consulting Communication Skills
Non-verbal Communication
Assessing Personality Types At Work
Basic Written Communication For The Workplace
Developing An Effective Business Case
Writing Effective E-mails And Instant Messages
Sending E-mails To The Right People
Organizing Your E-mail
Keeping Business Calls Professional
Using The Parts Of Speech
Getting The Details Right: Spelling Basics
Abbreviating, Capitalizing, And Using Numbers
Using Punctuation Marks
Creating Well-constructed Sentences
Troublesome Words & Phrases: Common Usage Mistakes In Writing
Planning An Effective Presentation
Building Your Presentation
Ensuring Successful Presentation Delivery
Improving Your Technical Writing Skills
The Art And Science Of Communication
Making An Impact With Non-verbal Communication
Trust Building Through Effective Communication
Choosing The Right Interpersonal Communication Method To Make Your Point
Become A Great Listener
Do We Have A Failure To Communicate?
Personal Power And Credibility
Building Personal Power Through Influence
Influence Others With Political Savvy
Difficult People: Why They Act That Way & How To Deal With Them
Difficult People: Can't Change Them, So Change Yourself
Difficult People: Strategies To Keep Everyone Working Together
The Essentials For Anger Management
How Culture Impacts Communication
Using Communication Strategies To Bridge Cultural Divides
Capturing The Attention Of Senior Executives
Planning Meetings Fit For Purpose
Running Meetings In Better Directions
Audience And Purpose In Business Writing
Clarity And Conciseness In Business Writing
Editing And Proofreading Business Documents
The Many Approaches To Facing Workplace Conflict
Facing And Resolving Conflict In The Workplace
The First Steps In Negotiating
Negotiating The Best Solution
Navigating Your Own Emotions

Navigating Other People's Emotions
Navigating The Workplace With Emotional Intelligence
Listening Even When It's Difficult To Listen
Using Active Listening In Workplace Situations
Polishing Your Feedback Skills
Gaining A Positive Perspective On Feedback
Quality Conversations - Etiquette And Compliance
Quality Conversations - General Interest Statements
Quality Conversations - Listening Skills
Quality Conversations - Maintaining A Useful Attitude
Quality Conversations - Pacing And Leading
Quality Conversations - Preparing For A Customer Service Call
Quality Conversations Elearning Suite
Cautious Communication Style
Clear And Concise Emails
Communicating Key Messages
Communicating Positive Expectations
Communicating With Different Audiences
Communication Techniques For Web-based Presentations
Conduct Effective Meetings
Do You Overreact?
Dominant Communication Style
Effective Business Communication
Effective Emails
Effective Middle And Closing Paragraphs
Forecasting Subject Lines
Getting Ready For Your Virtual Presentation
Identifying Ineffective Writing Styles
Interviewing Basics
Manners And Courtesy At Work
Most Common Business Writing Model
Negotiating With Difficult People
Nonverbal Communication
Planning A Virtual Meeting
Prepare For Any Meeting
Selecting The Best Writing Model
Separating Readers' And Writers' Needs
Seven Components Of Great Presentations
Team Communication Expectations
Team Communication Feedback
Team Listening
The Pitfalls Of Web-based Meetings
Write Effective Opening Paragraphs
Writing Model For Reports And Documents
Writing Style And Tone
Active Listening
How To Be Assertive
Body Language
What's Not Being Said

Course Catalogue

COMMUNICATION SKILLS CONTINUED...

Expressing Yourself
Presenting With Confidence
Dealing With Sensitive Issues
Impact Of Microbehaviours
Types Of Problem Behaviour
Understanding Problem Behaviour
Six Steps To Productive Meetings
Solution Focused Brief Therapy (SFBT)
Handling Difficult Conversations With Skills And Confidence 2017
The Write Way
Communication, Influence & Teams

SALES

Quality Conversations - Discovering Customer Wants And Needs
Quality Conversations - Recommending Benefits And Solutions
Quality Conversations - Responding To Questions
Quality Conversations - Sales - At The End Of A Sales Call
Quality Conversations - Sales - During A Sales Call
Quality Conversations - Sales - Holding A Sales Call
Quality Conversations - Sales - Preparing For A Sales Call
Quality Conversations - Sales - The Sales Call Flow
Quality Conversations - The QC Call Flow
Quality Conversations - The Transforming Instant
Quality Conversations - Trial Closing
Customer Engagement - Present, Secure And Support Sales Solutions
Customer Engagement - Provide Sales Solutions To Customers
Promote Products And Services
Sell Products And Services
A Framework For Inbound Lead Generation
Building An Outbound Team
Building Customer Rapport
Closing And Forecasting
Common Marketing Failures
Communicate Clear And Concise Messages
Conducting Online Sales Demos And Calls
Create A Vision Branding Statement
Don't Jump To Solutions
Introducing Online Sales Demos And Calls
Know And Meet Customer Needs
Know The Competition
Lifetime Customer Value
Maintaining An Outbound Team
Outbound Prospecting: The Business Case
Preparing For Online Sales Demos And Calls
Sales Tools And Technology

Seeds And Word Of Mouth
Why Sales People Shouldn't Prospect
How To Triple Your Sales

CUSTOMER SERVICE

Interacting With Customers
Communicating Effectively With Customers
Controlling Conflict, Stress & Time In A Customer Service Environment
Dealing With Customer Service Incidents And Complaints
Polishing Your Skills For Excellent Customer Service
Rapport Building In Customer Service
Providing On-site Customer Service
Providing Telephone Customer Service
Providing Effective Internal Customer Service
Facing Confrontation In Customer Service
Designing A Customer Service Strategy
Overview Of The ITIL® Service Lifecycle
ITIL® Service Strategy Concepts
ITIL® Service Strategy Processes
ITIL® Service Design Concepts
ITIL® Service Design Processes
ITIL® Service Transition Concepts And Processes
ITIL® Service Operation Concepts
ITIL® Service Operation Processes
ITIL® Continual Service Improvement
Customer Engagement - Conduct Customer Engagement
Customer Engagement - Deliver And Monitor A Service To Customers
Customer Engagement - Develop Product And Service
Customer Engagement - Process Customer Complaints
Customer Engagement - Use Multiple Information Systems
Customer Engagement - Work Effectively In Customer Engagement
Customer Engagement - Work Effectively With Others
Customer Engagement Elearning Suite
Quality Conversations - Angry And Upset Customers
Quality Conversations - Building Rapport
Quality Conversations - During A Customer Service Call
Quality Conversations - Holding A Customer Service Call
Quality Conversations - The Eight Step Process
Quality Conversations - Handling Objections
Quality Conversations - Introduction - Markets Are Conversations
Quality Conversations - The End Of A Customer Service Call
Quality Customer Service Skills
The Quality Customer Service Process
Apply Point-of-sale Handling Procedures
Interact With Customers
Operate Retail Technology
Work Effectively In A Retail Environment
Introduction To Quality Customer Service

The Consultative Service Process
Introducing Consulting And Handling Complaints
Advise On Products And Services
Balance Conflicting Customer Priorities
Customer Feedback And Insight
Customer Service Coaching
Customer Service Confrontation And Conflict
Customer Service Over The Phone
Customer Service Quality
Customer Success And Growth
Handling Customer Complaints
Keeping Customers Informed
Listening To Your Customers
Meeting Customer Needs
Onboarding New Customer Service Agents
Shaping The Direction Of Customer Service

IT SKILLS

Working With The Interface And Performing Basic Tasks In Word 2016
Formatting Text In Word 2016
Customizing Options And Using Document Views In Word 2016
Creating And Formatting Tables In Word 2016
Headers, Footers, Page Numbering, And Layout In Word 2016
Using The Navigation Pane And Creating Lists In Word 2016
Using Illustrations, Styles, And Themes In Word 2016
Designing And Formatting Illustrations In Word 2016
Advanced Table Customization In Word 2016
Maintaining, Protecting, And Reviewing Documents In Word 2016
References, Proofing, Mail Merges, And Forms In Word 2016
Sharing And Collaborating On Documents In Word 2016
Creating, Editing, And Saving Excel 2016 Workbooks
Formatting Excel 2016 Data
Data Presentation Strategies Using Excel 2016
Formulas And Functions In Excel 2016
Excel 2016 Charts, Tables, And Images
Customizing Views, Styles, And Templates In Excel 2016
Creating Custom Visual Effects In Excel 2016
Working With Excel 2016 Data
Macros And Advanced Queries In Excel 2016
Excel 2016 Pivottables And Advanced Charts
Share, Review, And Collaborate In Excel 2016
MS Excel 2016 Advanced: Apps And What-if Analysis
MS Excel 2016 Advanced: Powerpivot, Custom Formatting, Fills & Forms
MS Excel 2016 Advanced: Accessibility, Transforming Data & Errors
Access 2013 Advanced
Access 2013 for Beginners

Course Catalogue

IT SKILLS CONTINUED...

Access 2016 Advanced
Access 2016 for Beginners
Advanced Excel 2007/2010 PC
Advanced Excel 2013 PC
Advanced Excel 2016 PC
Advanced VBA
Digital Collaboration with Office 365
Effective Outlook 2007/10
Effective Outlook 2013
Excel 2003 PC
Excel 2007/10 PC
Excel 2013 PC
Excel 2016 PC
Introduction to Data Science
Mac Excel 2011
Mac Excel 2016
Microsoft Access 2013 - Advanced
Microsoft One Note
Microsoft Project
Microsoft SharePoint
Microsoft Visio
Microsoft Windows 10
Mindfulness at Work
Photoshop Element
Power BI
PowerPoint 2007/10
PowerPoint 2013
PowerPoint 2016
VBA
Word 2007/10 PC
Word 2013
Word 2016

PROJECT MANAGEMENT

Introduction To Project Management (PMBOK® Guide Fifth Ed.)
Project Fundamentals (PMBOK® Guide Fifth Ed.)
The Process Groups (PMBOK® Guide Fifth Ed.)
Project Initiation And The Project Charter (PMBOK® Guide Fifth Ed.)
Managing Project Work (PMBOK® Guide Fifth Ed.)
Change Control And Project Close-out (PMBOK® Guide Fifth Ed.)
Using Lessons Learned For Continuous Improvement
Managing Projects For Strategic Alignment
Collect Requirements And Define Scope (PMBOK® Guide Fifth Ed.)
Create Work Breakdown Structure (PMBOK® Guide Fifth Ed.)
Validate And Control Scope (PMBOK® Guide Fifth Ed.)
Define And Sequence Activities (PMBOK® Guide Fifth Ed.)

Estimate Resources And Durations (PMBOK® Guide Fifth Ed.)
Develop And Control The Schedule (PMBOK® Guide Fifth Ed.)
Creating A Project Budget (PMBOK® Guide Fifth Ed.)
Keeping Your Project On Budget (PMBOK® Guide Fifth Ed.)
Planning Project Quality (PMBOK® Guide Fifth Ed.)
Perform Quality Assurance & Quality Control (PMBOK® Guide Fifth Ed.)
Quality Management And Continuous Improvement
Putting Together The Team (PMBOK® Guide Fifth Ed.)
Develop And Manage Your Team (PMBOK® Guide Fifth Ed.)
Managing Project Communications (PMBOK® Guide Fifth Ed.)
Controlling Communications (PMBOK® Guide Fifth Ed.)
Risk Planning (PMBOK® Guide Fifth Ed.)
Risk Identification (PMBOK® Guide Fifth Ed.)
Risk Analysis (PMBOK® Guide Fifth Ed.)
Risk Control (PMBOK® Guide Fifth Ed.)
Procurement Planning (PMBOK® Guide Fifth Ed.)
Procurement Management (PMBOK® Guide Fifth Ed.)
Project Stakeholders (PMBOK® Guide Fifth Ed.)
Stakeholder Engagement (PMBOK® Guide Fifth Ed.)
Ethics And Project Management
Ethical Standards And PMI® Core Values
Agile Principles And Methodologies
Agile Project Planning
Agile Project Scheduling And Monitoring
Agile Stakeholder Engagement And Team Development
PRINCE2® Project Management Overview (2009-aligned)
PRINCE2® Project Planning And Risk Management (2009-aligned)
PRINCE2® Project Quality Planning And Control (2009-aligned)
PRINCE2® Project Start Up, Initiation, And Direction (2009-aligned)
PRINCE2® Project Control, Management, And Closure (2009-aligned)
Tailoring PRINCE2® For Your Project Environment (2009-aligned)
Finding Your Bearings As A Project Manager
Getting The Big Picture By Defining The Project's Scope And Team
Mastering The Details Of A Project's Schedule And Budget
Managing A Project To Minimize Risk And Maximize Quality
Navigating Through Changes And Conflicts In Projects
Taking Final Steps To Bring A Project To Its Close
Project Management Introduction (PMBOK® Sixth Edition)
Project Fundamentals (PMBOK® Guide Sixth Edition)
The Process Groups (PMBOK® Guide Sixth Edition)
Project Initiation And Planning (PMBOK® Guide Sixth Edition)
Managing Project Work (PMBOK® Guide Sixth Edition)
Project Changes And Closing (PMBOK® Guide Sixth Edition)
Capturing, Analysing, And Using Project Lessons Learned
Strategically Focused Project Management
Collect Requirements And Define Scope (PMBOK® Guide Sixth Ed.)
Create Work Breakdown Structure (PMBOK® Guide Sixth Ed.)
Validate And Control Scope (PMBOK® Guide Sixth Ed.)

Define And Sequence Activities (PMBOK® Guide Sixth Ed.)
Develop The Project Schedule (PMBOK® Guide Sixth Ed.)
Control The Project Schedule (PMBOK® Guide Sixth Ed.)
Creating A Project Budget (PMBOK® Guide Sixth Ed.)
Keeping Your Project On Budget (PMBOK® Guide Sixth Ed.)
Planning Project Quality (PMBOK® Guide Sixth Ed.)
Perform Quality Assurance & Quality Control (PMBOK® Guide Sixth Ed.)
Quality Management And Continuous Improvement
Putting Together The Team (PMBOK® Guide Sixth Ed.)
Develop And Manage Your Team (PMBOK® Guide Sixth Ed.)
Managing Project Communications (PMBOK® Guide Sixth Ed.)
Control Project Communications (PMBOK® Guide Sixth Ed.)
Risk Management (PMBOK® Guide Sixth Ed.)
Risk Identification (PMBOK® Guide Sixth Ed.)
Risk Analysis (PMBOK® Guide Sixth Ed.)
Risk Control (PMBOK® Guide Sixth Ed.)
Procurement Planning (PMBOK® Guide Sixth Ed.)
Procurement Management (PMBOK® Guide Sixth Ed.)
Project Stakeholders (PMBOK® Guide Sixth Ed.)
Stakeholder Engagement (PMBOK® Guide Sixth Ed.)
PRINCE2® Project Management Overview (2017 Update)
PRINCE2® Project Planning And Risk Management (2017 Update)
PRINCE2® Project Quality Planning And Control (2017 Update)
PRINCE2® Project Start Up, Initiation, And Direction (2017 Update)
PRINCE2® Project Control, Management, And Closure (2017 Update)
Project Lifecycle - Introduction, Initiation And Definition
Manage And Review Projects
Monitoring The Implementation
Plan To Achieve Team Outcomes
Planning And Risk Management
People Skills In A Project Setting
Reporting Back On Implementation
Essential Project Plan Components
Objectively Evaluate Proposals
Planning Tools And Resources
Potential Project Risks
Project Plan Updates
Project Teams Rely On Each Other
Providing The Right Resources
Responding To Project Risk
The Likelihood Of Project Risk
Project Management

Course Catalogue

PROFESSIONAL DEVELOPMENT

Bridging The Diversity Gap
Your Role In Workplace Diversity
Unleashing Personal And Team Creativity
Verifying And Building On Creative Ideas
Developing A Plan To Further Your Career
Getting Your Career On The Right Track
Using Performance Appraisals To Advance Your Career
Cultivating Relationships With Your Peers
Building Your Professional Network
Building Rapport With Your Boss
Developing Your Business Ethics
Writing And Preparing An Effective Speech
Conquering The Challenges Of Public Speaking
Managing Pressure And Stress To Optimize Your Performance
Aligning Goals And Priorities To Manage Time
Make The Time You Need: Get Organized
The Art Of Staying Focused
Uncovering And Utilizing Your Talents And Skills
Self-improvement For Lifelong Success
Establishing Self-confidence For Life
Procrastination: Admitting It Is The First Step
Beating Procrastination By Boosting Your Creativity And Drive
Improving Your Memory Skills
Improving Your Reading Speed And Comprehension
Understanding Unconscious Bias
Overcoming Your Own Unconscious Biases
Overcoming Unconscious Bias In The Workplace
Taking Stock Of Your Work/Life Balance
Staying Balanced In A Shifting World
Take A Deep Breath And Manage Your Stress
Organizations Change So Get Ready
Redefining Yourself After Organizational Change
Organize Your Physical And Digital Workspace
Avoid Procrastination By Getting Organized Instead
Maximize Your Productivity By Managing Time And Tasks
Achieve Productivity In Your Personal Life
Forging Ahead With Perseverance And Resilience
Reaching Goals Using Perseverance And Resilience
The Building Blocks Of Building Trust
Becoming An Accountable Professional
Becoming Your Own Best Boss
Becoming More Professional Through Business Etiquette
Developing A Personal Accountability Framework
Focusing On The Bottom Line As An Employee
Managing With A Cost-control Mindset
Getting To The Root Of A Problem
Defining Alternative Solutions To A Problem
Choosing And Using The Best Solution

Confronting Your Assumptions
Investigating Arguments
Reaching Sound Conclusions
Acting With Appropriate Speed To Problems
Advocate For Interests
Align Resources To Strategic Priorities
An Ethics And Integrity Discussion
An Introduction To Performance Development
Analyse Key Experiences For Lessons Learned
Analyse The Pros And Cons Of Key Decisions
Appreciating Contribution And Results
Are Your Actions Consistent With Your Values?
Articulate The Attributes Of Your Ideas
Ask Your Boss For Feedback
Avoiding Stay Interview Meeting Traps
Avoiding Stay Interview Post Interview Traps
Avoiding Stay Interview Preparation Traps
Balance Public And Private Recognition
Be A Significant Meeting Member
Be Open To Different Solutions
Being Consistent With Company Values
Benefits Discussion
Brand And Promote What You Do
Brand And Promote Your Project
Branding Yourself
Build Your Network
Building A Personal Network
Building An Employee's Professional Network
Building Trust In The Virtual Environment
Building Trust With Remote Teams
Career Plans And Employee Expectations
Conflict Management Expectations
Connecting Goals To Vision
Connecting Work Projects To The Vision
Connecting Work To Company Objectives
Connecting Work To The Organization
Contributing To The Organization Strategy
Control Vs. Influence
Creating Work Autonomy
Developing A Stay Plan
Developing An Attitude To Learn
Developing Your Customer Focus
Diagnose Resistance To Change
Differences Make A Stronger Team
Empathy For Others
Ensure Strategy Alignment
Fairness With Others
Focus On The Issues Vs. Individuals

Four Types Of Feedback
Getting To Know Your Peers
Giving Clear Work Priorities
Identify All Outcomes Of A Potential Decision
Improve The Feedback You Give Others
Improve The Quality Of Feedback You Give
Improving How Things Get Done
Increase The Quantity Of Work
Increase Your Objectivity
Increase Your Personal Engagement
Increase Your Personal Performance
Increase Your Personal Success
Information For Success
Innovation Norms And Expectations
Inspiring Communication Style
Internal Customer Service
Introduction To The Stay Interview
Involving Others For Great Decisions
Involving Others In Problem Solving
Learn About The Company And Customers
Learn From A Conflict Management Expert
Learning From Co-workers
Listening To Other's Ideas And Opinions
Making An Impact
Maximizing Virtual Tools
Meeting Behaviour Expectations
Meeting Goals And Achieving The Strategy
Minimize The Consequences
Monitor Project Status
More Than One Solution
One Resource For Success
Organizing Information For Productivity
Organizing Your Workspace
Overall Satisfaction At Work
Persevere During Setbacks
Problem Solving Expectations
Recognizing Your Boss For Personal Achievements
Reconcile Insufficient Career Opportunities
Reconnect Employees To Individual Work
Reinforce Great Teamwork
Remove Yourself As A Source Of Threat
Requirements For Success
Resources And Customer Needs
Resources For Success
Respect Through Resources
Responding To Issues And Concerns
Right Information At The Right Time
Seek Out The Ideas And Opinions Of Others
Seeking Out Cutting Edge Ideas

Course Catalogue

PROFESSIONAL DEVELOPMENT CONTINUED...

Serving Customers In The Field
Share What You Think Is Best
Share Your Knowledge And Expertise
Sharing Essential Project Information
Sharing Problems Right Away
Show Good Judgment Regarding Creative Ideas
Six Month Work Priorities
Skill Development Opportunities
Skill Development Plan
Soliciting Ideas And Opinions
Solving Problems In The Right Way
Sources Of Feedback
Speaking Freely With Others
Speaking Your Mind
Status Reporting Expectations
Stay Focused In Meetings
Stay Productive While Waiting For Answers
Strengthen Job Required Skills
Struggling To Meet Commitments
Support The Company Mission And Vision
Support The Organization's Vision And Strategy
Support Your Team For Performance
Supporting Company Values
Supportive Communication Style
Talk About And Promote The Company Vision
Team Norms And Expectations
The Right Level Of Challenge
Trust Others To Drive The Strategy
Trusting Others To Innovate
Understand Customer Needs
Understand Past Project Issues
Understanding Body Language
Understanding Financial Management
Use A Resource Management Agenda Item
Using An Employee's Best Skills And Abilities
We Wish We Had Known
Web-based Presentation Basics
When Agreements Are Broken
When Are You Most Creative?
Who Needs Better Work-life Balance?
Your Own Requirements To Stay
Feedback From New Hires
Customer Engagement - Promote Innovation In A Team Environment
Customer Engagement - Undertake E-learning
Improving Your Organisation
Liaise With Management
Networks And Positive Workplace Relationships

Problem-solving And Decision-making
The Internet As A Workplace Tool
The Fundamentals Of Change
Time And Stress Management
Emotional Intelligence: Relationship Management
Emotional Intelligence: Self-management
Provide Opportunities For Further Improvement
Quality And Continuous Improvement
Emotional Intelligence: Self-awareness
Emotional Intelligence: Social-awareness
Creative Problem-solving
Influence And Persuasion In Negotiation
Interests And Intelligence
Knowledge And Networks
Maintaining Positive Relationships And Managing Conflict
Negotiating Yourself
Overcoming Resistance To Change
Confidence
Working In Teams
Find Your Role
Effective Delegation
Effective Meetings
Performance Troubleshooting
Making Objectives Happen
Setting Objectives
Problem Solving
Challenging The Status Quo
Making The Change
The Need For Strategy
Experiencing Change
Thriving In Change
Seeing Change Through
Time Management
Dealing With Stress
Planning Your Own Development
Decision Making

PERSONAL DEVELOPMENT

Building Relationships With Colleagues
Building Skills And Capabilities
Building Skills For Your Career
Building Trust With Others
Best Professional Organizations For You
Company Jobs And Opportunities
Compensation Rule Of Thumb
Create A Career Plan
Creating The Mindset For Your New Role

Discuss Your Work-life Balance Needs
Discussing Your New Leadership Role
How Inspiring Are You?
Identify Potential Career Opportunities
Identify Your Skill Gaps
Learn Workplace Technology
Learning A New Role
Motivation For Change
Personal Expectations And Your Workload
Personal Skill Development Plan
Potential Career Opportunities
Recognize Your Peers
Recognizing Behaviour Responses
Work-life Balance For Each Person
Work-life Balance For You
Manage Personal Stress In The Workplace
Organise Personal Work Priorities & Development
Advancing Your Career
Mental Health Good Practice
Mental Health Overview
The Diversity Challenge
Understanding Bias Part 1
Understanding Bias Part 2
Assert Yourself - Master The Benefits Of Assertive Behaviour
Unconscious Bias Part 1 Multiple-languages
Unconscious Bias Part 2 Multiple-languages
Resilient Mindset
Under Pressure

RETAIL EXCELLENCE

Retail Excellence - Angry And Upset Customers
Retail Excellence - Critical Thinking
Retail Excellence - Customer Interaction
Retail Excellence - Customer Motivation
Retail Excellence - Discovery Questioning
Retail Excellence - Features And Benefits
Retail Excellence - Handling Objections
Retail Excellence - Listening Skills
Retail Excellence - Matching And Mirroring
Retail Excellence - Pacing
Retail Excellence - Personal Development
Retail Excellence - Problem Solving
Retail Excellence - Successful Recommendations
Retail Excellence - The Importance Of Rapport
Retail Excellence - Trial Closing
Retail Excellence - E-learning Suite
Retail Excellence - State Of Mind

How We Work

1) Catering for Your Training Needs

After understanding your training needs we can help you determine which training courses from GO1 Premium or our marketplace can meet your training requirements.

2.) Getting Your New Training Into Your System

All GO1 courses can be used in GO1's own online training platform or shared into third party LMS systems using LTI (Learning Tools Interoperability) or as SCORM files that can be used in any modern LMS. With access to your system, our customer success team may also be able to assist you with uploading your new courses into your system for you to begin delivering to your teams.

3) Becoming Your Training Partner

If you need new or additional courses, simply reach out to GO1 to add more licenses or source new courses for new teams, skillsets or subject areas.

1

Find Great Training

Find courses through GO1's marketplace of over 400,000 Courses with over 1,000 pre-vetted pre-packaged courses (GO1 Premium)

2

Get Courses Into Your System

Add courses into your own LMS/ online training system via LTI or with courses presented in SCORM format.

3

Start Training

Simplify training and deliver courses via your own preferred LMS/ online training.



GO1 Training Assist

Access to GO1's Training Assist is included as part of your GO1 Premium subscription. Whether it be face to face leadership or sales training through to first aid workshops or project management training, a **GO1 Training Assistant** provides managers with a simple one stop shop to book any kind of training.

Your team of GO1 Training Assistants is there to help you book any kind of training and is included as part of your GO1 Premium subscription. Simply reach out to your training assist team via phone, chat or email to book your face to face team training with recognised local training providers.



Step 1: Contact Us

Reach out via phone, email **or chat** and talk to your GO1 Training Assistant available 24/7 and let us know about the training you require.



Step 2: Pick Your Course

Let us take the hassle out of sourcing your training and receive a quote from multiple providers **with a price match guarantee.**



Step 3: Train Your Team

Let us do the hard work for you. Your Training Assistant will take the hassles out of the booking and enrolment process and **manage it all for you.**



NEXT STEPS:

At GO1 we aim to ensure our project scoping and proposals are as comprehensive as possible.

We are flexible and understand that getting things right from the start is one of the most important steps to making any project a success.

Whether it be scope, price or delivery— if we have missed something let us know.