Making Training Easy

gci

Unlimited access to thousands of courses covering compliance, professional development and more



go1.com



Making training easier for users all over the world

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.

Making training easier for staff at:





Introducing GO1 Premium

GO1 Premium is like Spotify for education.

You will have access to a growing library of content, from the top providers around the world, allowing you to find the right courses across different topics and content. All courses can be used in any third party SCORM compliance LMS.



GO1 Training Assist

Your team of GO1 Training Assistants is here to help you book any kind of training and 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 one-stop shop for all things training.

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We're on call

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



Pick your course

Let us do the hard work of sourcing your training and receive a quote from multiple providers with a price match guarantee.



Experience for Web D

Done!

Your Training Assistant will do the hard work of booking and enrolment process and will manage it all for you.

Covering all your training needs

Thousands of courses (and growing!)

Business Basics	>
Communication Skills	>
Compliance	>
Customer Service	>
Finance	>
Health and Safety	>
Human Resources	>
IT Skills	>
Management and Leadership	>
Personal Development	>
Professional Development	>
Project Management	>
Retail Training	>
Sales	>

Some of our partners across Premium and **Training Assist** CATALYST enspark filtered Ginspired eLearning Learn iT! LearnNowOnline **MeLearning RDT** Sentrient **Skill** Boosters skillshub vado

Business Basics

The world of business is competitive, which means it takes more than just determination to succeed – there's also certain skills you need to possess to make it to the top. This is where business eLearning courses come in. GO1 offers a large selection of business skills content.

Content includes:

0	Basic statistics

- Basics of correlation, regression, and hypothesis testing
- Business ethics
- Business finance
- Business maths
- Business writing
- Establishing the context and identifying risks
- Facilitating sustainable change
- Financial literacy for managers
- o Inventory management
- Making change stick
- Management of value
- Moving forward with change planning
- Operations management functions and strategies
- Optimizing operations using demand forecasting and capacity management
- Perform stock control procedures
- o Performance metrics

"The range of the Premium courses, combined with our bespoke content and the ability to put everything into an Award then roll it out to a specific team, is just fantastic."

Mariana Valle, Learning and Development Coordinator at ASG



Planing and implementing financial 0 management approaches Project management basics 0 Reporting on financial activity 0 Review and evaluate finances 0 Risk management overview 0 Six sigma improvement techniques 0 Strategic product and service management 0 Supply chain management basics 0 Team basics, roles, and responsibilities 0 The requirements life cycle management 0 knowledge area + More courses available and regularly added

Communication Skills

Effective communication is an important skill, whether it's in a written email, a meeting, presentation, or simply a conversation with a co-worker. GO1 offers a large selection of communication content.

Content includes:

0	Body language	0	Interviewing basics
0	Clear and concise emails	0	Listening skills
0	Communicating effectively with customers	0	Navigating the workplace with emotional intelligence
0	Communicating key messages	0	Non-verbal communication
0	Communicating positive expectations	0	Polishing your feedback skills
0	Communicating with different audiences	0	Preparing for a customer service call
0	Communication techniques for web-based presentations	0	Presenting with confidence
0	Dealing with sensitive issues	0	The essentials for anger management
0	Designing a customer service strategy	0	Troublesome words and phrases: common usage mistakes in writing
0	Difficult people: why they act that way and how to deal with them	0	Verbal communication
0	Editing and proofreading business documents	+	More courses available and regularly added
0	Effective business communication		^
0	Facing and resolving conflict in the workplace		mprove on-boarding
0	Gaining a positive perspective on feedback		reate onboarding programs by
0	How culture impacts communication	У	ombining premium training with our own custom training and
0	How to be assertive		ocuments. Then automatically ssign programs to new employees.
0	Improving your technical writing skills		

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Compliance

Whether you're a small business or a large global company, all organisations need to make sure that they stay compliant and up-to-date with the regulations of their industry. GO1 offers a large selection of compliance training content.

Content includes:

0	Anti money laundering	0
0	Apply safe working practices	0
0	Baseline information security training for IT professionals	0
0	Bullying, harassment and sexual harassment	0
0	Code of conduct	0
0	Compliant trading	0
0	Contractor safety management	0
0	Drug and alcohol awareness	0
0	Equal employment opportunity	0
0	Incident reporting	0
0	Information security awareness	0

Minimise compliance risk

Whether it's workplace health and safety, first-aid or specific local regulations. Our verified courses and notifications will ensure your staff are always up to date with current regulations.

Managing workplace information Manual handling hazard guide Medicare fraud, waste, and abuse Minimise theft Organise and maintain work areas Password management Phishing Preventing discrimination and harassment for employees Preventing workplace bullying Privacy and data protection Privacy and personal information Privileged user security 0 Security awareness for managers 0 Social media in the workplace 0 Working remotely 0 Workplace health and safety 0

More courses available and regularly added

Customer Service

Going that extra mile with your company's customer service will set you apart from your competition. GO1 offers a large selection of customer service content that can provide your staff with the knowledge and skills they need to deliver good customer service.

Content includes:

0	Angry and upset customers
0	Apply point-of-sale handling procedures
0	Balance conflicting customer priorities
0	Building rapport
0	Customer engagement elearning suite
0	Customer service over the phone
0	Customer service quality
0	Customer success and growth
0	Deliver and monitor a service to customers
0	Develop product and service
0	Handling customer complaints
0	Handling objections
0	Holding a customer service call
0	Interact with customers
0	Keeping customers informed
0	Listening to your customers
0	Meeting customer needs

"Our business intent is to share our knowledge, methods and practices of better organisational design, talent management and leadership with as many people as possible. GO1 helps us achieve that aim by reaching more people in and efficient and effective way."

Tim Levett, The Working Journey



0	Operate retail technology
0	Quality customer service skills
0	Shaping the direction of customer service
0	The consultative service process
0	The eight step process
0	The end of a customer service call
0	The quality customer service process
0	Use multiple information systems
0	Work effectively in a retail environment
0	Work effectively in customer engagement
+	More courses available and regularly added

Finance

Finance is an essential component of any business or organisation, so it's valuable for employees to have a good grounding in the principles of finance.

Content includes:

0	Accounting for stock transactions	0	Financial statement analysis for non- financial professionals
0	Basic accounting concepts for non-financial professionals	0	Key accounting concepts and principles
0	Basic budgeting for non-financial professionals	0	Preparing financial statements and closing accounts
0	Comprehending financials: a guide to financial statements	ο	Recording, posting, and balancing the books

+ More courses available and regularly added

"We use the GO1 modules mainly for our frontline development. These modules are particularly useful for our newly appointed frontline managers and provide them with a solid foundational awareness of key leadership and customer service concepts,"

Greg Flood, National Learning and Development Manager at Thrifty



Health and Safety

The risk of accidents and injuries is present in every workplace, by raising awareness and promoting health and safety courses, you can limit the number of accidents that happen in your business. GO1 offers a large selection of health and safety content.

Content includes:

0	Apply knowledge of WHS legislation in the workplace		0	Hazards, controls and safe practices
0	Armed robbery safety awareness	6	0	Injury management
0	Biological hazards hazard guide		0	Managing and controlling asbestos in the workplace
0	Confined spaces hazard guide		0	Manual tasks
0	Driver safety		0	Minimising risk using personal protective equipment hazard guide
0	Duty of care for workers		0	Noise hazard guide
0	Electrical risks hazard guide		0	Occupational health and safety fundamentals
0	Excavations hazard guide		0	Office ergonomics
0	From risk assessment to accident investigation		0	Risk management
0	General evacuation training		0	Slips and trips hazard guide
0	Hand operated power tools hazard guide		0	Work health and safety legislation
			0	Underground utilities hazard guide
Improve employee 🏠			0	Warden training
Once employees are onboarded,			0	Work health and safety fundamentals
we recognise it's important to keep them engaged and growing. Our			0	Working at heights hazard guide

• Working safely with hazardous chemicals in the workplace

More courses available and regularly added

interests them.

premium content can do just that;

assign training when needs arise, or

allow employees to find training that

Human Resources

The management of employees – a company's human resources – is central to the success of any organisation, as a business is only as good as its people! GO1 offers a large selection of human resources content.

Content includes:

0	Building employee skills
0	Conducting professional interviews
0	Creating a strong team culture
0	Current performance review
0	Dealing with workplace conflict
0	Decreasing employee turnover
0	Disability confident
0	Employee reactions to performance evaluations
0	Employees monitor personal performance
0	Employment contract fundamentals
0	Facilitate and promote learning
0	Get that job
0	Goal setting at three levels
0	Grievance procedures
0	Implement and monitor environmentally sustainable work practices
0	Maternity and paternity
0	Monitoring team performance

Promoting active learning

Our training courses are designed to meet the learning needs and expectations of your employees, helping to make HR training more engaging for staff with plenty of animated videos and quizzes.

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Performance and rewards 0 Religion and belief 0 Supporting employees 0 The importance of safety 0 Trans awareness 0 Using the reporting process 0 Valuing employees 0 Work place rules and policies 0 Work-life balance for the team 0 Working with a diverse team 0 More courses available and regularly added

IT Skills

We live in the digital age where technology is everywhere, including in the workplace. With the help of IT Skills courses, your workforce can excel and beat the competition, as well as develop employees for the future. GO1 offers a large selection of IT skills content.

Content includes:

	0	Advanced Excel 2016 PC		0	Microsoft Project
l	0	Advanced VBA	2	0	Microsoft Sharepoint
	0	AWS		0	Microsoft Visio
	0	Azure		0	Microsoft Windows 10
	0	Cobit foundation		0	Photoshop Element
	0	Customizing views, styles, and templates in Excel 2016		0	Powerpoint 2016
	0	Data presentation strategies using Excel 2016		0	Robotics Process Automations (RPA) using Ulpath
	0	Digital collaboration with Office 365		0	Share, review, and collaborate in Excel 2016
	0	Excel 2016		0	Word 2016
	0	Word 2016		0	Working with and performing basic tasks in Word 2016
	0	IGC data science machine learning		+	More courses available and regularly added
		IGC data science machine learning			Note courses available and regularly added
	0	IGC data science professional		•	
	0	-		"W ha	le also employ a lot of people who ave come from a trade background,
		IGC data science professional		"W ha ar qu	Ve also employ a lot of people who ave come from a trade background, ad with the GO1 platform, they can uickly and easily enrol in online
	0	IGC data science professional		"W ha ar qu co	/e also employ a lot of people who ave come from a trade background, ad with the GO1 platform, they can
	0	IGC data science professional Introduction to data science Iot CCC certification		"W ha ar qu co sk Ma	Ve also employ a lot of people who ave come from a trade background, ad with the GO1 platform, they can uickly and easily enrol in online ourses to brush up on their computer
	0 0 0	IGC data science professional Introduction to data science Iot CCC certification Macros and advanced queries in Excel 2016 Maintaining, protecting, and reviewing		"W ha ar qu co sk Ma	Ve also employ a lot of people who ave come from a trade background, ad with the GO1 platform, they can alickly and easily enrol in online ourses to brush up on their computer ills, such as Microsoft Office," arcelle McGrath, Claim Central's Head of

Management and Leadership

Leadership is more than just giving out orders and assigning tasks. It's about using your passion to motivate your fellow colleagues and inspiring them to work towards a common goal with you. GO1 offers a large selection of management and leadership content.

Content includes:

0	A leader's thoughts on strategy	1	0	Communicating vision to your employees
0	Accelerate goal achievement	10	0	Creating a plan for performance management
0	Aligning unit goals and imperatives		0	Effective decision making
0	Applying coaching remotely		0	Essential management skills
0	Assessing your own leadership performance		0	How to manage difficult conversations
0	Become a reliable leader with integrity		0	Inform and inspire your team
0	Boss power vs authority		0	Keeping top performers challenged
0	Building innovation cultures and leaders		0	Leveraging emotional intelligence
0	Building trust with employees		0	Managerial listening skills
0	Career and family challenges for women leaders		0	Managing for cross-functionality
0	Choosing to lead as a woman		0	Managing motivation during organizational change
0	Collaborative goal setting at a distance		0	Motivating your employees
			0	New hire performance review
	acrosco productivity		0	One on ones with your boss
Increase productivity Increase skills, engagement and				Establishing a positive work environment

capability of teams without the high costs.

- Six step coaching model
- More courses available and regularly added

Personal Development

Personal development courses are excellent resources for uncovering an individual's potential and helping them discover new skills that will enhance their work and personal life. GO1 offers a large selection of personal development content.

Content includes: Advancing your career 0 Assert yourself - master the benefits of 0 assertive behaviour Best professional organizations for you 0 Building relationships with colleagues 0 Building skills and capabilities 0 Building trust with others 0 Compensation rule of thumb 0 Company jobs and opportunities 0 Create a career plan 0 Creating the mindset for your new role 0 Discuss your work-life balance needs 0 Discussing your new leadership role 0 How inspiring are you? 0 Identify potential career opportunities 0 Identify your skill gaps 0 Learning a new role 0

• Manage personal stress in the workplace

"Our products are new and evolving, GO1 was the only service of its type with the level of flexibility required to cater for our client's unique needs."

Tom Scash, Director at Training Ahead



0	Mental health good practice
0	Motivation for change
0	Organising personal work priorities and development
0	Personal expectations and your workload
0	Recognize your peers
0	Recognizing behaviour responses
0	Resilient mindset
0	The diversity challenge
0	Unconscious bias
0	Under pressure
+	More courses available and regularly added

Professional Development

Expand your knowledge and equip yourself with the best resources to excel in your professional environment. GO1 offers a large selection of professional development content that can help you to be on top of any situations and aspects of the working life.

Content includes:

0	Beating procrastination by boosting your creativity and drive
0	Becoming an accountable professional
0	Branding yourself
0	Bridging the diversity gap
0	Building an employee's professional network
0	Building trust with remote teams
0	Building your professional network
0	Connecting goals to vision
0	Creating work autonomy
0	Developing your business ethics
0	Getting to know your peers
0	Giving clear work priorities
0	Improving your memory skills
0	Improving your organisation
0	Innovation norms and expectations
0	Maintaining positive relationships and managing conflict
0	Meeting behavior expectations

0	Persevere during setbacks	
0	Problem-solving and decision-making	
0	Promote innovation in a team environment	
0	Reaching goals using perseverance and resilience	
0	Reinforce great teamwork	
0	Setting objectives	
0	Speaking your mind	
0	The internet as a workplace tool	
0	Time and stress management	
0	Undertake eLearning	
0	When agreements are broken	
+	More courses available and regularly added	

Get the content you need!

Add courses from the best content creators in the world directly to your portal. $\widehat{\mathbf{v}}$

Project Management

New projects take more than just an idea to get off the ground – they need strategy, planning and execution to be successful. GO1 offers a large selection of project management content that can give employees a head start in the process.

Content includes:

0	AGILE
0	AGILE project planning
0	Creating a project budget
0	Develop and manage your team
0	Essential project plan components
0	Ethics and project management
0	Keeping your project on budget
0	Managing project communications
0	Managing projects for strategic alignment
0	Navigating through changes and conflicts in projects

"It's changed the way that we talk about, think about, and promote learning so that people are starting to build habits around continuing self-development because the content is there for them to access whenever they have the time to learn, as opposed to having to wait for a scheduled program,"

Renee McCoy, HESTA's Capability Consultant.



- o Objectively evaluate proposals
- People skills in a project setting
- Planning project quality
- PMBOK[®] Guide Fifth Edition
- PRINCE2[®] Project Management
- Project lifecycle
- Project planning and risk management
- Project stakeholders
- o Project teams rely on each other
- Providing the right resources
- o Putting together the team
- Quality management and continuous improvement
- Reporting back on implementation
- Risk analysis, management and planning
- SCRUM
- Using lessons learned for continuous improvement
- More courses available and regularly added

Retail Training

Retail staff are the frontline of your retail business, with the right training you can make sure staffs are performing at their optimum level. GO1 offers a large selection of retail training content that can develop their skills in sales and customer interactions.

Content includes:

0	Angry and upset customers					
0	Critical thinking			One-stop 🗘 🖒		
0	Customer interaction		With customised staff training, selling courses, and our extensive			
0	Customer motivation		course marketplace, we've got all your training needs covered.			
0	Discovery questioning					
0	eLearning suite		0	Problem solving		
0	Features and benefits		0	State of mind		
0	Handling objections		0	Successful recommendations		
0	Listening skills		0	The importance of rapport		
0	Matching and mirroring		0	Trial closing		
0	Pacing		+	More courses available and regularly added		

Sales

Being successful in sales is more than just numbers – you need to know how to connect with customers, communicate, negotiate and close the deal. GO1 offers a large selection of sales content that can significantly hone your skills and increase your performance and sales.

0	A framework for inbound lead generation	1	0	Provide sales solutions to customers		
0	At the end of a sales call	6	0	Promote products and services		
0	Building an outbound team		0	Recommending benefits and solutions		
0	Building customer rapport		0	Responding to questions		
0	Closing and forecasting		0	Sales tools and technology		
0	Common marketing failures		0	Seeds and word of mouth		
0	Create a vision branding statement		0	The qc call flow		
0	Discovering customer wants and needs		0	The sales call flow		
0	Don't jump to solutions		0	The transforming instant		
0	During a sales call		0	Trial closing		
0	Holding a sales call		0	Why sales people shouldn't prospect		
0	How to triple your sales		+	More courses available and regularly added		
0	Introducing online sales demos and calls					
0	Know the competition			24 Hour Support \checkmark		
0	Outbound prospecting: the business case		Get the help that you need when you need it with our live help service so you don't lose any time waiting for a response.			
0	Preparing for online sales demos and calls					
0	Present, secure and support sales solutions					

How GO1 can help your business



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.



Getting your new training into your system

All GO1 courses can be shared into third party LMS systems. Our customer success team can assist you with uploading your new courses into your system.



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.

Add courses to your system

All GO1 courses can be used in GO1's own online training platform or shared into third party LMS systems;

by 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. Some of our LMS partners





SAP SuccessFactors 📿

cornerstone

moodle





