



upLVL Business Skills Courses
Fall, 2023

Any or all of these courses can be added to your upLVL EaaS™ white-label or enterprise platform.

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| A Healthy Manager is a Good Manager | Career Planning | Customer Relationships |
| Accounting Ethics | Carrying and Ending a Conversation | Customer Service Coaching |
| Achieving Clarity | CBD Smart | Customer Service is not a Cost Center |
| Active Shooter | CCT Certified Retail Staff Training | Customer Service through Social Media |
| Activity and Resource Planning | Celebrating Differences and Diversity | Data Breaches |
| Adapting to Innovation | Celebrating Success | Data Literacy |
| Adopting a 'Customer First' Mindset | Changing Negative Habits | Data Ownership |
| Agile in Practice | Choosing the Right Project Methodology | Data Ownership: The Importance of Data Accuracy |
| AI-Powered Copy | Closing a Project | Data Protection |
| Anti-Bribery Practices | Closing Difficult Deals | Dealing With Business Continuity and Disaster Recovery |
| Anti-Corruption | Coaching Retail Employees | Dealing with Consumer Fraud |
| Anti-Money Laundering | Code of Conduct - Working Well with Everyone | Dealing with Difficult Personalities |
| Anticipating Customers' Needs | Coding and Cybersecurity | Dealing with Grief |
| Approaching People and Introductions | Collaboration | Dealing with Nerves |
| Asking the Right Questions | Collaboration and Developing EQ in Teams | Dealing with Sales Fear |
| Assertive Communication | Commercial and Product Awareness | Dealing with Stress |
| Attention to Detail | Commercial Cultivation Essentials with Krysta Jones and Sanja Ganja | Dealing with Stressful Situations |
| Automating Sales Processes | Common Networking Pitfalls | Dealing with Uncertainty |
| Avoiding Distractions | Communicating Openly | Deep Reinforcement Learning |
| Becoming a Master Orator | Communicating under Stress | Defining Learning Objectives |
| Becoming an Inclusive Leader | Communicating with a Millennial | Delegation and Empowerment |
| Being Adaptable | Compliance in Recruitment | Designing your Sales Dashboard |
| Being Authentic | Conflict Management | Developing a Budget |
| Being Brave | Conflict Management Using EQ | Developing a Contingency Plan |
| Being Confident | Conflict of Interest | Developing Product Knowledge |
| Being Curious | Confronting Discrimination | Developing Research Skills |
| Being Positive | Connecting with Customers | Developing Your Marketing Strategy |
| Being Prepared to Fail | Content Communities | Digital Accessibility |
| Being Punctual | Content Management Systems | Digital Disruption |
| Being Resourceful | Content Marketing | Digital Marketing: LinkedIn and Social Media |
| Being Self-Aware | Contractor Management | Digital Optimization |
| Birchmount Gift Cards for Cannabis Businesses | Creating a Learning Strategy | Disclosure of Dismissals |
| Brand Ambassadors | Creating a Retail Experience - Not just Shopping | Discovering Your Strengths and Weaknesses |
| Breathing Techniques to Relax | Creating Accountability | Do Your Research |
| Building a Culture of Adaptability | Creating an Inclusive Environment for the Hybrid Workforce | Don't Avoid Low Performance |
| Building a Proactive Safety Culture | Creating High-Value Content | Don't Speed on Site |
| Building Benefits | Creating Robust HACCP Plans | Don't Walk and Text |
| Building Relationships and Networking | Creating Your Pipeline | Driving and Using Your Phone |
| Building Trust and Rapport | Creative Thinking | Driving Innovation |
| Building Trust and Respect | Creativity and EQ | Drug & Alcohol Abuse - Employee Version |
| Building Trust and Respect | Critical Observation | Drug and Alcohol Abuse |
| Building Trust at a Distance | Cross-selling and Up-selling | Eating Healthily |
| Building your Personal Brand | Cross-Selling, Upselling and Account Growth | Effective Exit Meetings |
| Bullying and Violence | Curating the Right Content | Effective Meetings |
| Cable Management | Customer Insights and Analysis | Effective Presentations |
| Campaign Management | Customer Loyalty | Effective Problem Solving |
| Cannabis Care Team: Introduction to Cannabinoids | | Effective questioning for One-to-One Meetings |
| Cannabis Processing - An Introduction | | |

Email Etiquette
 Email Marketing
 Embracing Risk and Uncertainty
 Emotional and Cultural Intelligence
 Emotional Intelligence for Sales Success
 Emotional Intelligence: Empathy
 Emotional Intelligence: Motivation
 Emotional Literacy
 Employee Engagement
 Empowering Customer Service
 Encouraging Different Opinions
 Encouraging Employee Stretch
 Engagement Summaries & Salesforce
 Calendar Scheduling
 Engaging Remote Workers
 Ensuring Customer Satisfaction
 Environmental, Social & Corporate Governance
 Equality and Diversity
 Establishing a Coaching Culture
 Ethical Retail
 Ethics and Artificial Intelligence
 Executing a Project
 Facilitating Results
 Fall Prevention
 Feeling Lonely
 Finance Roles - Pre-Employment Checks
 Financial KPIs - Measuring Performance
 Financial Ratios
 Financial Regulation Frameworks
 Financial Risk Management
 Finding Happiness Within Yourself
 Finding your Purpose and Passion
 Fire Safety Awareness
 Fire Warden: Roles & Responsibilities
 First Impressions
 Flexible and Remote Working
 Following up with Your Connections
 Food Allergy Awareness
 Food Fraud Prevention
 Food Safety - The Last Mile
 Food Safety and Cross Contamination
 Food Safety Management Systems
 Fostering Peak Performance
 Free Business Skills Training
 From Remote To Hybrid Working: The Role of Leadership
 GDPR
 GDPR in a Retail Environment
 Gender Inclusion
 Getting Hands-On with Google Ads
 Gifts & Hospitality
 Giving Advice
 Giving Effective Feedback
 Going beyond customer service
 Going Remote
 Good Money Habits: Personal Budget Management
 Google Suite Overview & Google Calendar
 Greenwashing
 Greeting Customers
 Growth Mindset
 Handling Complaints – Taking Ownership
 Handling Complaints Gracefully
 Handling Disciplinary
 Handling Food Safely
 Harnessing the Power of AI
 Having a Constructive Conversation About Low Performance
 Having Tough Conversations
 High-Touch Customer Service
 Hiring Right, First Time
 How to Build Rapport
 How to Sell Ethically
 How to take good notes in a Meeting
 HR for Non-HR Managers
 HTML Development for Everyone
 Humility
 Hybrid Working: Managing Employee Experiences
 Hyper-Personalization & Hyper-Localization
 Identifying Employees' Personal Goals
 Identity Theft
 Implementing a Performance Plan
 Importance of Onboarding
 Importance of Sharing Sales Feedback
 Improving your EQ
 Inbound vs. Outbound Marketing
 Incident Management and Response
 Influencer and Affiliate Marketing
 Information Security
 Information Security Governance
 Initiating a Project
 Innovation in Packaging
 Inspiring Others
 Internal Interview Preparation
 Internet of Things Attacks
 Interpreting Body Language
 Interview Skills
 Introduction to Business Emergency Preparedness Planning
 Introduction to Coaching
 Introduction to Diversify Portland
 Introduction to Excel - Advanced Formulas
 Introduction to Excel - Basic Formulas
 Introduction to Excel - Basic Navigation
 Introduction to Excel - Basic Navigation
 Introduction to Excel - Basic Navigation
 Introduction to Excel - Conditional Formatting
 Introduction to Excel - Data Tools
 Introduction to Excel - Data Visualization
 Introduction to Excel - Pivot Tables
 Introduction to Excel - Review & Comment
 Introduction to Excel - VLOOKUP Function
 Introduction to Gmail
 Introduction to Google Docs Parts 1 - 5
 Introduction to Google Drive
 Introduction to Google Meet
 Introduction to Google Sheets
 Parts 1 -5
 Introduction to Google Slides
 Parts 1 - 4
 Introduction to Marketing Automation
 Introduction to PowerPoint - Basic Navigation
 Introduction to PowerPoint - Inserting Objects
 Introduction to PowerPoint - Tables & Charts
 Introduction to PowerPoint - Working with Templates and Transitions
 Introduction to Word - Basic Navigation
 Introduction to Word - Formatting Text
 Introduction to Word - Formatting Text
 Introduction to Word - Inserting Objects
 Introduction to Word - Page Layouts, Review & Comment
 Is Digital Transformation Just Change?
 IT Disaster Recovery and Fallback
 JavaScript for Everyone
 Kanban in Practice
 Keeping Prospects Engaged
 Keeping Your Data Safe
 Keeping Your Mobile Safe
 Keeping Your Mobile Safe
 Key Financial Statements
 Key Traits of a Successful Networker
 Kicking Bad Habits
 Know Your Customers
 Knowing when you're wrong
 KYC - Know Your Customer
 Leading a Digital Transformation
 Leading by Example
 Leading Remote Teams
 Leading with Commitment
 Leading with Empathy
 Leading with Energy
 Leading with Respect and Respecting Others
 Learning and Employee Engagement
 Learning Culture in the Workplace
 Learning ROI
 Learning Styles
 Learning through Self-Correction
 Learning to Let Go
 Learning to Let your Best People Leave
 Learning to Save
 Learning to Stay Calm
 LGBTQ+ Awareness and Inclusion
 LinkedIn - Using your Best Profile to Promote your Business
 LinkedIn and Social Media Networking
 Living in the Moment
 Maintaining Composure
 Maintaining Customer Service Across Channels
 Making Deals
 Making Decisions
 Manager vs. Coach vs. Mentor
 Managers vs. Leaders
 Managing Anger

Managing Business Resilience
 Managing Change
 Managing Customer Expectations
 Managing Project Risk
 Managing Remote Customer Service Teams
 Managing Short & Long-Term Sickness
 Managing Supply Chain Compliance
 Managing Up
 Managing your own Decisions
 Managing Your Pipeline
 Manual Handling
 Marijuana Software - Point of Sale for Budtenders
 Marijuana Software for Product Managers
 Mastering Cold Calling
 Mastering Cold Emailing
 Meeting Deadlines
 Millennials and Technology
 Mindfulness
 Monitoring a Project
 Monitoring Progress
 Motivating Others
 Multitasking and Being Organized
 Near Misses and Workplace Safety
 Network Security and Cloud Computing
 Nurturing Customer Relationships
 Obstacles to Decision-Making
 Obtaining Commitment
 Online Stores in Offline Spaces
 Oregon OSHA Heat Rules
 Organizing and Motivating a Team
 OSHA Severe Injury Reporting and Record Keeping
 OSHA Worker Rights and Protection
 Overcoming Resistance to Shared Responsibility
 Overcoming Shyness
 PCI DSS
 Penetration Testing
 Performance Management
 Persistence and Resilience
 Personal Development Plans and Sticking to Them
 Personal Protective Equipment
 Phishing and Anti-Spam Software
 PHP for Everyone
 Planning a Project
 Planning Campaigns
 Power Posing
 Practicing Positivity
 Practicing Situational Leadership
 Preparing for a One-to-One Meeting
 Preparing for a One-to-One Meeting
 Preparing to Network
 Presentations and The Magic of Stories
 Presenting with Power: Hints and Tips
 Prioritizing Prospects
 Problem-Solving
 Producing Reports
 Project Management Methodologies Part 1
 Project Management Methodologies Part 2
 Promoting Health and Well-being at Work
 Promoting Social Learning
 Promoting Talent
 Questioning Skills
 Raising Low Self-Esteem
 Recognizing and Rewarding Others
 Recognizing Your Privilege
 Reducing Sales Friction
 Relaxation through Meditation
 Remote Goal Setting
 Remote Team Communication
 Removing the Barriers to Learning
 Report Writing: The Power of Visuals
 Reporting a Hazard
 Researching Your Prospect
 Resilience in Sales
 Responding to a Ransomware Attack
 Retail & Augmented Reality
 Return-to-Work Compliance
 Risk and Decision-Making
 Roles and Responsibilities
 Roles and Responsibilities
 Running an Effective One-to-One Meeting
 Running One-to-One Meetings Remotely
 Sales Listening Skills
 Sales Methodologies
 Sales Strategies - The Power of Resellers
 Scrum in Practice
 Secure Remote Working
 Securing inventory at end of day
 Security and Compliance Audits
 Self-Awareness
 Self-Limiting Beliefs
 Self-Management
 Self-Regulation
 Self-Service Customer Management
 Selling the Proposed Solution
 SEO and PPC
 Service at the Cash Register
 Service with a Smile
 Setting Common Goals
 Setting Financial Goals
 Setting Stretch Goals
 Setting up for Successful Presentations
 Setting your Career Goals
 Sexual Harassment
 Sexual Harassment - Employer Version
 Shortening your Sales Cycle
 Show, Don't Tell
 Situational Leadership - Delegating Leadership
 Situational Leadership - Participating Leadership
 Situational Leadership - Selling Leadership
 Situational Leadership - Telling Leadership
 Slips, Trips and Falls
 Social Commerce
 Social Engineering
 Social Media - Hints and Tips
 Social Skills
 Staying Motivated
 Stress, Fear and Panic
 Structuring your Presentations
 Synchronous vs. Asynchronous Learning
 Tackling Debt
 Taking Accountability
 Taking Calculated Risks
 Talent Management and Development
 Tax Evasion
 Technology
 Tetragram
 The 5 Cs of Report Writing
 The 7 Skills of Critical Thinking
 The Art of Breathing
 The Art of Listening
 The Art of Storytelling
 The Basics of Accounting
 The Basics of Business Writing
 The Basics of Commercial Awareness
 The Basics of Financial Management
 The Basics of MBTI & Career Development
 The Consequences of poor Health and Safety Practices
 The Correct Way to Dismiss an Employee
 The Danger of Viruses and Malware
 The Dangers of Sitting Down
 The Design Thinking Mindset
 The Desire to Help Others
 The Different Content Marketing Strategies
 The Entrepreneurial Mindset
 The Five Ps: Persistence, Patience, Purpose, People & Profits
 The Flipped Classroom
 The Flow of Money
 The Four Types of Digital Transformation
 The Four Types Of Leader
 The Four Types Of Leader
 The Impact of Training on Digital Change
 The Importance of a Good Work-life Balance
 The Importance of a Mentor
 The Importance of Brand
 The Importance of Cash Flow
 The Importance of Exercise
 The Importance of Food Labeling
 The Importance of Goal Setting
 The Importance of Pensions
 The Importance of Planning
 The Importance of Procedures
 The Importance of Sleep
 The Importance of Store Windows
 The Importance of Training
 The Importance of Workplace Housekeeping
 The Incident Manager's Tool Kit
 The Key Values of Equality, Diversity and Inclusion
 The Marketing Funnel - From the Top to the Bottom

The Perfect Hybrid Working Policy
 The Power of a Strong Password
 The Power of Analysis
 The Power of Big Data
 The Power of Data Visualization
 The Power of Imagination
 The Power of Influence
 The Power of Microlearning
 The Power of Networking
 The Power of Patience
 The Power of Pillar Pages
 The Power of Self-Reflection
 The Power of Silence
 The Power of Social Media
 The Power of Teamworking
 The Power of User-Generated Content
 The Psychology of Learning
 The Purpose of UX and UI in Learning
 The Remote Leadership Model
 The Rewards of Taking Risks
 The Right Way to use Social Media
 The Risks of Ransomware
 The Role of Hygiene in the Workplace
 The Role of Partnerships
 The Sales Pitch
 The Science and Art of Budgeting
 The Self-Service Experience
 The Stages of Report Writing: Investigating, Planning, Writing and Revising
 The Value of Budgeting
 The Value of Diversity and Inclusion in the Workplace
 The Value of Diversity and Inclusion in the Workplace
 Thinking Logically
 Threat Surveillance
 Time Management
 Time Management in Projects
 Tone of Voice
 Tracking and Improving the Customer Experience
 Trade Surveillance & Rogue Trading
 Training Millennials
 Trenching and Excavation
 Turning Ideas into Action
 Types of Discrimination
 Unconscious Bias
 Understand Why Deals are Lost
 Understanding APIs
 Understanding Customer Types
 Understanding Emotions
 Understanding your Health and Safety Responsibilities
 Understanding your Health and Safety Responsibilities
 Unlocking Your Potential
 Updating AR Report
 Use of External Drives
 Use the Handrail
 Using Authority and Power
 Using Blended Learning
 Using Body Language
 Using Coaching Models
 Using Humor
 Using Positive Visualization
 Using Process Automation in Food Safety
 Using the Right Language
 Using the Weekly Sales Dashboards
 Using your Initiative
 Value-Based Selling
 Viral Marketing
 Virtual Networking
 Virtual Selling
 Visualizing Data
 Vulnerable Customers and Finance
 Washing your Hands
 Waterfall in Practice
 Well-being and Productivity
 What is a Digital Transformation Strategy?
 What is a Millennial?
 What is Adaptive Leadership?
 What is Artificial Intelligence?
 What is Behavioral Safety?
 What is Coding?
 What is Digital Transformation?
 What is EQ?
 What is Hybrid Working?
 What is Machine Learning?
 What is Networking?
 What is Safety Leadership?
 What Makes a Good Presentation?
 Whistleblowing
 Whistleblowing - The Business Version
 Why Do You Need a Digital Culture?
 Wi-Fi Security
 Working Smart
 Working Under Pressure
 Workplace Inspections
 Workstation Ergonomics
 Your Personal Brand Story
 Your Personal Elevator Pitch
 Your Shop Window, Your Website