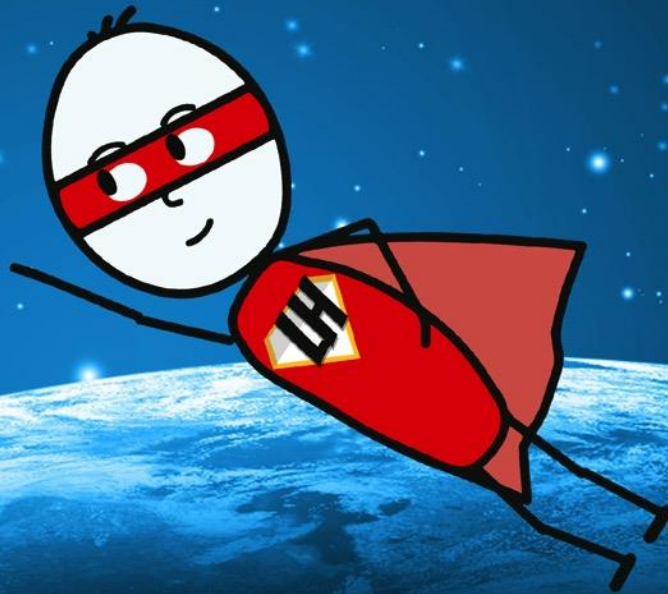


LITMOS HEROES

Saving the world *from* boring learning



Release Notes
9-January-2019

Table of Contents

Diversity and Inclusion	3
Policy and Compliance	4
Human Resources	5
Leadership and Management	6
Bloomberg Studios	7
Sales Mastery	8
Customer Service	9

Diversity and Inclusion

Code	Title	Duration	Region
LC10111	What is Diversity and Inclusion (2019)	20 minutes	Global

Description:

Have you ever wondered how your unique experiences and the perspectives they lend, make you an asset to your work environment? Maybe you've never considered that each person's uniqueness could be their most important resource when working on a team. In this course, you'll learn the effect of knowing your own unique value, as well as that of others.

Policy and Compliance

Code	Title	Duration	Region
LH40033	Overview of FCRA	15 minutes	Global
LC10208	Workplace Security: What You Need to Know (2019)	30 minutes	Global

Description:

It is safe to assume that almost everyone has some type of Internet connected device they use in their day-to-day work. Understanding digital technology and the regulations surrounding it are your first line of defense. The courses are updated to reflect current regulations and will arm you with the knowledge you need to protect your customer's, your organization, and yourself.

Human Resources

Code	Title	Duration	Region
LH70008	Effective Absence Management (2019)	5 minutes	UK/EU
LH70007	Discipline and Grievance (2019)	5 minutes	UK/EU
LH70009	Termination of Employment (2019)	10 minutes	UK/EU
LH70005	Performance Reviews (2019)	5 minutes	UK/EU

Description:

The regulations and expectations of Human Resource professionals are always changing and it's important to stay on top of it in order to stay compliant. That's why we're releasing new 2019 versions of the critical courses in the Human Resources collection. We're also working on updating the entire collection. Stay tuned for more information.

Leadership and Management

Code	Title	Duration	Region
LC25002	Constructive Feedback (2019)	5 minutes	Global
LC75320	Communication Skills all Managers Must Master (2019)	15 minutes	Global
LC25296	Designing Effective Teams (2019)	15 minutes	Global
LC25269	Managing Teams (2019)	10 minutes	Global
LC25204	Disabilities - Opening Doors to All Candidates (2019)	15 minutes	Global
LC25060	Become an Effective Leader, Part One (2019)	10 minutes	Global
LC25068	Become an Effective Leader, Part two (2019)	10 minutes	Global
LC25007	Developing Management Skills (2019)	10 minutes	Global
LC25046	Leadership versus Management (2019)	10 minutes	Global

Description:

There are many keys to becoming an effective leader. Understanding and identifying key components in leadership, will allow you to develop your employees and strengthen your team. These courses provide you with the tools you need to master the art of leadership, benefitting you, your employees, and the success of your company and have been updated to reflect current regulations.

Bloomberg Studios

Code	Title	Duration	Region
LHB1067	Bloomberg Studio 1.0 -Tumblr, David Karp	20 minutes	Global
LHB1062	Bloomberg Studio 1.0 - DropBox, Drew Houston	20 minutes	Global
LHB1065	Bloomberg Studio 1.0 - Pandora, Tim Westergren	20 minutes	Global
LHB1054	Bloomberg Studio 1.0 - Instagram - Kevin Systrom	20 minutes	Global
LHB1060	Bloomberg Studio 1.0 - YouTube, Susan Wojcicki	20 minutes	Global
LHB1063	Bloomberg Studio 1.0 - Hewlett Packard, Meg Whitman	20 minutes	Global
LHB1066	Bloomberg Studio 1.0 - PayPal, Max Levchin	20 minutes	Global
LHB1067	Bloomberg Studio 1.0 -Tumblr, David Karp	20 minutes	Global
LHB1051	Bloomberg Studio 1.0 - Stripe, Patrick & John Collison	20 minutes	Global
LHB1053	Bloomberg Studio 1.0 - Eventbrite, Julia and Kevin Hartz	20 minutes	Global
LHB1055	Bloomberg Studio 1.0 - Lyft, John Zimmer, President	20 minutes	Global
LHB1049	Bloomberg Studio 1.0 - Code.org - Ali & Hadi Partovi	20 minutes	Global

Description:

Have you ever wanted to get inside the head of one of the biggest business influencers of your time? Now's your chance! Our partnership with Bloomberg Media Group gives you access to interviews with some of the top industry trailblazers - who stand out above the rest. Learn where these great leaders came from, where they're going, and how they got there. (Please note: these courses are only for use within Litmos LMS or Litmos Launch LMS.)

Sales Mastery

Code	Title	Duration	Region
LH60037	Presenting for Salespeople	10 minutes	Global

Description:

You have a product or service. It's great. People buy it. If only it were that easy! We know that the sales cycle is a complicated process that requires attention and cultivation at each step. We've got you covered! These courses provide you the tools to improve your selling skills and grow your pipeline.

Customer Service

Code	Title	Duration	Region
LH30009	Cultural Awareness in Hospitality	10 minutes	Global
LH30010	Upselling in Hospitality	10 minutes	Global

Description:

To put it simply, every customer you meet is different. They each have their own certain views, preferences, and expectations. Recognizing and understanding the various needs of your customers will pave the path to great customer service and as a result, gain very happy customers. Our hospitality courses will give you the tools you need to provide exceptional customer service! Remember a happy customer is a repeat customer.



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