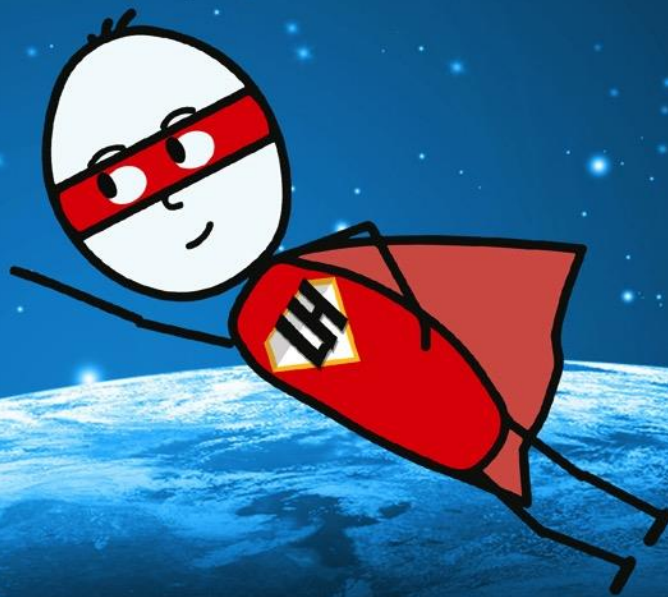


# LITMOS HEROES

Saving the world *from* boring learning



Release Notes  
12-February-2019

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# Personal Development

Code	Title	Duration	Region
LH10021	Helping Yourself and Others through Change	10 minutes	Global

***Description:***

Change can be hard and is often unwelcomed. But it doesn't have to be if approached with the correct mind-set. In this course we're going to show how you can help yourself and others through change. We'll show you how to think about change by examining the things you can control and the things you can't. We'll also show you some self-care tips to employ to keep your mind and body healthy during times of change. You'll be embracing change within 10 minutes!

# Customer Service

Code	Title	Duration	Region
LC30012	What Makes a Key Account Manager	5 minutes	Global

**Description:**

You've just about wrapped your head around Key Account Management and why it exists. But, what kind of person does it take to be one of these key account managers? What character traits should they have, and what things do they need to do to be great at their job? This quick, 5-minute course will give you the details you need to understand what the vital characteristics of a KAM are, the job role, and the key components a KAM should pay attention to.

# Sales Mastery

Code	Title	Duration	Region
LH60038	Negotiating Electronically	10 minutes	Global
LH60039	Handling Objections in Sales	15 minutes	Global

**Description:**

Sales can be a tricky job. There are many important topics a sales person should understand and know how to prepare for every possible outcome. Our Sales Mastery collection will prepare you with the knowledge you need to be the best sales person you can be; filling your toolbox with resources that will enable you to face every situation and create win-win situations for you, your company, and your clients.

# Human Resources

Code	Title	Duration	Region
LH70003	Right People Right Role (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. Recruitment is one of the most important aspects of your business – because your company is defined by its employees. This course can help you find the right people for the right role.

# Policy and Compliance

Code	Title	Duration	Region
LH40020	Right to Work (2019)	10 minutes	UK/EU
LH40008	Anti-Money Laundering (2019)	10 minutes	UK/EU

**Description:**

The regulations for policy and compliance 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 Policy and Compliance collection that could be critical to your business. These updated courses reflect any legislative changes, so you know that the information you are accessing is the most current and relative to your business.

# Care Certificate

Code	Title	Duration	Region
LH15019	Fire Safety (2019) - Care Certificate	20 minutes	UK/EU
LH15013	Introduction to Health and Safety - Care Certificate (2019)	10 minutes	UK/EU

**Description:**

We are working on updating courses in our library with current rules and regulations, so you can be assured you are accessing the most relevant content for your business. This month you will see updates to both Fire Safety and Introduction to Health and Safety – look for more updates to our library in the coming months.





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