

Litmos Heroes **Release Notes**



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New Products

California Sexual Harassment Prevention for Employees 1.0 (US)

This course, we'll look at the importance of sexual harassment policies to make sure you work somewhere you feel safe and can maintain healthy relationships with co-workers. It is every employee's responsibility to prevent harassment, deal with it accordingly, in accordance with federal and California state laws.



Duration: 60 minutes

Category: Human Resources

American Disabilities Act 1.0 (US)

The Americans with Disabilities Act, signed into law in 1990 and amended in 2008, offers broad protection to disabled individuals in the workplace, in public spaces, and in academia. Among the most significant is the broad scope of protection, by expanding the definition of the term "disability."



Duration: 45 minutes

Category: Diversity and Inclusion

Promote Your Service Value 1.0 (Global)

Every company has its own service value. And so do all of us. It's what sets us apart from the rest. What makes us different, or special. Think about it, why do certain businesses keep you coming back?



Every company needs a USP – a unique selling point. This course will get you thinking about your own company's service value, And give you some ideas about how to differentiate yourself. So, let's figure out what sets you apart.

Duration: 10 minutes

Category: Customer Service

Soft Selling in Hospitality 1.0 (Global)

Nobody wants a pushy salesperson bothering them as they sit down for a delicious meal or checking in to a hotel to relax. So, how does a hospitality employee push a product without appearing too pushy? Soft selling is a more passive style of selling where, instead of bombarding someone with every option, service, or deal available, you listen to what they're looking for and make recommendations accordingly.



Duration: 10 minutes

Category: Hospitality

New Products

Customer Expectations 1.0 (Global)

Customer service' is a pretty broad term. What do we actually mean when we say it? Well, generally, we're referring to the experience we are given by a business. It's how



they treat us, how they handle complaints or issues, and how they leave us feeling after an interaction. And these days, it's increasingly important to get it right.

Duration: 10 minutes

Category: Hospitality

Updated Products

Global Anti-Bribery and Corruption 2.0 (US)

Each one of us has an obligation to act responsibly and with integrity when doing business. Businesses and officials must maintain controls and assessments to prevent corruption.

This is done by keeping fair and accurate record keeping. Laws are also in place to ensure businesses and officials maintain the highest ethical standards.

Duration: 30 minutes

Category: Human Resources

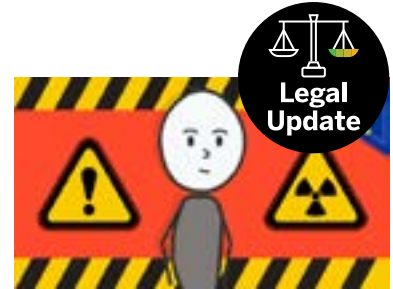


Manual Handling 2.0 (UK/EU)

Manual handling occurs in almost all working environments. In fact research shows that 35% of all workers are exposed to the risk of carrying or moving heavy loads for at least a quarter of their working time. This course can help teach you about proper manual handling.

Duration: 15 minutes

Category: Health and Safety



Lone Working 2.0 (UK/EU)

As someone who works alone, you face the same hazards in your daily work as other workers, but the potential for harm is often greater due to the simple fact that you are alone or isolated. Employers have a legal responsibility to keep lone workers safe and some tasks are too difficult or dangerous to be carried out by a lone worker.

Duration: 5 minutes

Category: Health and Safety



Asbestos Awareness 2.0 (UK/EU)

Asbestos is bad news. You were probably already aware of that. This course is more to give you an increased awareness of the nature and properties of asbestos and its effects on your health. And, importantly, what to do if you come across them.

Duration: 40 minutes

Category: Health and Safety



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While the legal content hasn't changed, we recommend you assign learners to the new versions to provide a better user and learning experience.

Updated Products

Working Safely and Securely - Care Certificate 2.0 (UK/EU)

Whether your workplace is big or small, good security measures are essential forms of protection that help stop intruders and prevent individuals from becoming victims of crime. Wherever you work, it's important to know how to work safely. Take this course and find out how you can work safely.



Duration: 5 minutes

Category: Care Certificate

Privacy and Dignity 2.0 (UK/EU)

Privacy and dignity are two things we all value and have come to expect in our daily lives, and it should be no different for people receiving care and support. It's important that people feel like they matter and that their values, beliefs, and personal relationships are respected. As a health and social care worker, you must recognize how important these values are.



Duration: 10 minutes

Category: Care Certificate



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