

**Alchemy for Managers. Materiale de curs cu licență
transmisibilă disponibile membrilor ITOL**

360 Degree Assessment

A

**Action Learning
Appraisals
Assertiveness
Authors**

B

**Bereavement
Body Language
Bullying and Harassment
Business Writing**

C

**Change
Charisma
Client Account Management
Coaching
Coaching Yourself
Communicating Change
Competency Frameworks
Confidence
Conflict Resolution
Consultants
Corporate Social Responsibility
Creative Thinking
Customer Relations**

D

**Delegation
Difficult People
Disability
Discipline and Grievance
Dismissal
Diversity
Drugs and Alcohol
Dyslexia**

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E

E-learning
Emotional Intelligence
Employee Engagement
Employment Contracts
Empowerment
Ethics in Business
Event Management

F

Facilitation
Feedback
Financial Terms Glossary

G

Glossary
Goal Setting

H

Handling the Media
Health and Safety
Help
Humour

I

Influencing
Internal Communications
Interviewing - Getting That Job
Interviewing - Successful Selection
Intuition in Business

L

Leadership
Leading Beyond Authority
Learning
Learning Organisations
Listening Skills

M

Management Tools and Models
Managing Upwards
Managing Your Career
Marketing
Mediation
Meetings
Memory
Mental Toughness
Mentoring
Mind Mapping
Motivation

N

Negotiation
Networking
NLP
Nonviolent Communication

O

Organisation Development

P

Performance Manage People
Performance Management
Personal Brand
Personal Energy
Political Intelligence
Posture and Comfort
Presentations
Problem Solving
Process Improvement
Programme Management
Project Management
Psychological Contracts
Psychometric Testing
Public Relations

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Q

Quality
Questioning Skills

R

Rapport
Reading Efficiently
Recruitment
Redundancy - Getting it Right
Redundancy Survivors
Risk Management

S

Solutions Focus Approach
Storytelling for Business
Strategy
Stress Management
Succession Planning

T

Talent Management
Teambuilding
Telephone Skills
Time Management
Training - How to Make it Pay
Training Delivery
Transactional Analysis

V

Violence and Aggression
Vision and Mission
Voice Skills

W

Work-life Balance
Working From Home