skillalibrary

the most innovative eLearning library in
TRAINING PILLS
dedicated to soft skills
and mandatory training

PERSONAL EFFECTIVENESS
Organize your life and work better

SELF-MOTIVATION AND SELF-ESTEEM (PCEN0001)

PL05EN00030 – MOTIVATION AND SELF-MOTIVATION
PL05EN00031 – BUILDING A PERSONAL MISSION
PL05EN00032 – SET REALISTIC GOALS
PL05EN00033 – EXPLOIT YOUR OWN RESOURCES

PERSONAL GROWTH AND EFFECTIVENESS (PCEN0002)

PL05EN00034 – THE NEED AND DESIRE TO LEARN
PL05EN00035 – AN INDIVIDUAL DEVELOPMENT PLAN
PL05EN00060 – DEALING WITH CHALLENGES
PL05EN00099 – LEARNING FROM ACHIEVEMENTS

HOW TO THINK AND ACT (PCEN0003)

PL05EN00038 – FLEXIBILITY
PL05EN00039 – SYSTEMIC VIEW
PL05EN00076 – STRATEGIC THINKING
PL05EN00058 – OPTIMISM

RESULT ORIENTATION (PCEN0004)

PL05EN00036 – RESULT ORIENTATION
PL05EN00047 – PLANNING TO REACH THE GOAL
PL05EN00048 – CHECKING TO REACH YOUR OBJECTIVES
PL05EN00037 – PROACTIVITY

TIME: ORGANIZATION AND MANAGEMENT (PCEN0005)

PL05EN00041 – TIME: INSTRUCTIONS FOR USE
PL05EN00042 – ORGANISING YOUR OWN ACTIVITIES
PL05EN00069 – WHAT TO DELEGATE
PL05EN00070 – HOW TO DELEGATE

PROJECT MANAGEMENT (1 PART) (PCEN0006)

PL05EN00043 – WHAT IS A PROJECT?
PL05EN00044 – PROCESS MANAGEMENT
PL05EN00045 – WORKING ON PROJECTS
PL05EN00046 – TOOLS FOR MANAGING A PROJECT

skilla
a brand of
amicucci formazione

PROJECT MANAGEMENT (PART 2) (PCEN0007)

PL05EN00168 – THE LIFE CYCLE OF A PROJECT
PL05EN00169 – THE PITFALLS TO AVOID IN MANAGING PROJECTS
PL05EN00170 – THE PROJECT TEAM

PROJECT MANAGEMENT TOOLS (PART 1) – new! (PCEN0008)

PL05EN00256 – SCOPE AND SCOPE STATEMENT
PL05EN00257 – TARGET SETTING
PL05EN00258 – WORK BREAKDOWN STRUCTURE
PL05EN00259 – SCHEDULING
PL05EN00260 – RESOURCE PLANNING

PROJECT MANAGAMENT TOOLS (PART 2) – new! (PCEN0009)

PL05EN00261 – COSTS
PL05EN00262 – RISKS
PL05EN00263 – MONITORING & CONTROL
PL05EN00264 – CLOSURE
PL05EN00265 – PROJECT MANAGER SKILLS

PROBLEM SOLVING (PCEN0010)

PL05EN00094 – PROBLEM SOLVING
PL05EN00095 – RECOGNISING PROBLEMS
PL05EN00096 – THE RULES OF BRAINSTORMING
PL05EN00097 – CREATIVE PROBLEM SOLVING

STUDY METHODS (PCEN0011)

PL05EN00137 – MEMORY TECHNIQUES
PL05EN00138 – STUDYING BETTER AND IN LESS TIME
PL05EN00159 – MULTIPLE INTELLIGENCES
PL05EN00054 – ANXIETY (how to manage and transform it)

WORK: HOW TO FIND IT, HOW TO CREATE IT (PCEN0012)

PL05EN00167 – HOW TO WRITE A CURRICULUM VITAE
PL05EN00139 – THE BUSINESS PLAN: FROM IDEA TO STRATEGY
PL05EN00160 – THE BUSINESS PLAN – POSITIONING
PL05EN00225 – JOB INTERVIEW *ready in 2017*

PERSONAL COMMUNICATION
Improve relationships and dialogue with others

MANAGING RELATIONSHIPS (PCEN0013)

PL05EN00005 – GETTING ALONG WITH OTHERS
PL05EN00006 – UNDERSTANDING RELATIONSHIPS
PL05EN00007 – PERCEPTION IN RELATIONSHIPS
PL05EN00049 – MANAGING EMOTIONS

HOW TO COMMUNICATE (PCEN0014)

PL05EN00004 – THE INGREDIENTS OF COMMUNICATION
PL05EN00008 – NO PROBLEM COMUNICATION
PL05EN00135 – NON-VERBAL LANGUAGE
PL05EN00017 – A GUIDE TO STRATEGIC CONVERSATION

ASSERTIVENESS (PCEN0015)

PL05EN00001 – ASSERTIVE COMMUNICATION
PL05EN00002 – BEING ASSERTIVE AT WORK
PL05EN00003 – MAKE REQUESTS ASSERTIVELY
PL05EN00050 – JOY (strategies for a good mood)

LEARN HOW TO LISTEN (PCEN0016)

PL05EN00009 – THE ART OF LISTENING
PL05EN00010 – LISTENING TO OURSELVES
PL05EN00011 – LISTENING IN MEETINGS

PUBLIC SPEAKING; THE ART OF INSTRUCTION (PCEN0017)

PL05EN00012 – PUBLIC SPEAKING
PL05EN00013 – SPEAKING IN PUBLIC: CONQUERING FEAR
PL05EN00014 – SPEAKING IN PUBLIC: COMMUNICATE TO INVOLVE
PL05EN00141 – THE ART OF DELIVERING A LESSON

STRATEGIES OF PERSUASION (PCEN0018)

PL03EN00015 – PERSUASIVE STRATEGY
PL03EN00016 – HOW TO PERSUADE WHILE LISTENING
PL03EN00018 – PERSUASION: OBSTACLES AND RESISTANCE FROM THE OTHER PARTY
PL03EN00019 – THE OUTCOME OF A PERSUASIVE STRATEGY

INTERCULTURALITY (PART 1) – new! (PCEN0019)

PL05EN00200 – FOSTERING INTERCULTURALITY
PL05EN00202 – LEARNING ABOUT CHINESE CULTURE
PL05EN00201 – LEARNING ABOUT INDIAN CULTURE
PL05EN00204 – LEARNING ABOUT RUSSIAN CULTURE

INTERCULTURALITY (PART 2) – new! (PCEN0020)

PL05EN00203 – LEARNING ABOUT BRAZILIAN CULTURE
PL05EN00286 – LEARNING ABOUT UNITED ARAB EMIRATES CULTURE
PL05EN00287 – LEARNING ABOUT FRENCH CULTURE *ready in May*
PL05EN00288 – LEARNING ABOUT JAPANESE CULTURE

● WELLNESS
Take care of your physical, mental and emotional health

PHYSICAL FITNESS (PCEN0021)

PL05EN00063 – EXERCISES FOR WELLBEING (4 pills path)
PL05EN00164 – SAFE DRIVING
PL05EN00253 – RESILIENCE *ready in 2016*

FROM STRESS TO PROSPERITY (PCEN0022)

PL05EN00163 – WORK-RELATED STRESS
PL05EN00061 – HOW TO FIND THE ENERGY
PL05EN00062 – HOW TO RECOGNISE AND COUNTERACT FATIGUE
PL05EN00059 – RESISTING STRESS

SUCCESSFUL TEAMS
Discover strategies to create confident and successful teams

WORKING WELL AS A TEAM (PCEN0023)

PL05EN00081 – TEAM VALUE
PL05EN00082 – TEAM ROLES
PL05EN00083 – THE TEAM AND ITS DYNAMICS
PL05EN00084 – IT'S NOT MY FAULT!

EFFECTIVE MEETINGS (PCEN0024)

PL05EN00085 – MEETING PARTICIPATION
PL05EN00086 – LEADING A MEETING
PL05EN00087 – A MEETING WITH SIX HATS
PL05EN00088 – THE MEETING. THE "BEFORE AND AFTER"

CONFLICT AND NEGOTIATION (PCEN0025)

PL05EN00077 – MANAGING CONFLICT
PL05EN00078 – INTEGRATIVE NEGOTIATION
PL05EN00066 – ENCOURAGING COLLABORATION
PL05EN00051 – MANAGING RAGE

SOCIAL VALUES AND RESPONSIBILITY (PCEN0026)

PL05EN00089 – PERSONAL QUALITY
PL05EN00090 – RESPONSIBILITY AND COMMITMENT
PL05EN00091 – RESPONSIBLE COMMUNICATION
PL05EN00093 – TAKING CARE OF THE LITTLE THINGS

DIVERSITY MANAGEMENT – AGE (PART 1) – new! (PCEN0027)

PL05EN00220 – DIVERSITY MANAGEMENT
PL05EN00267 – AGE DIVERSITY
PL05EN00268 – DIGITAL NATIVES
PL05EN00223 – REVERSE MENTORING

DIVERSITY MANAGEMENT (PART 2) – new! (PCEN0028)

PL05EN00092 – OVERCOMING PREJUDICES AND ENHACING DIVERSITY
PL05EN00221 – DEVELOPING GENDER INCLUSION DYNAMYCALLY
PL05EN00289 – DEVELOPING A DIVERISTY-INCLUSIVE CORPORATE CULTURE
PL05EN00155 – PARENTING AS AN OPPORTUNITY *ready in 2016*

DIGITAL SKILLS
Be familiar with and take advantage of the great opportunities of digital technology

WEB 2.0 (PCEN0029)

PL05EN00103 – THE BLOG
PL05EN00104 - THE WIKI
PL05EN00024 – WRITING FOR THE WEB

DIGITAL CULTURE – MANAGING INFORMATION – new! (PCEN0033)

PL05EN00275 – SEARCH, FILTERING AND ASSESSMENT OF INFORMATION
PL05EN00276 – DOCUMENTS FILING AND RECOVERY *ready in March*
PL05EN00277 – INFORMATION AND CONTENT SHARING *ready in March*
PL05EN00278 – LEARNING ON LINE *ready in March*

DIGITAL CULTURE – COMMUNICATION AND SHARING – new! (PCEN0034)

PL05EN00279 – HOW TO PARTICIPATE IN PROFESSIONAL NETWORKS ONLINE *ready in February*
PL05EN00280 - NETIQUETTE – RULES OF DIGITAL BEHAVIOR
PL05EN00281 - SELF BRANDING – HOW TO MANAGE YOUR OWN ONLINE IMAGE
PL05EN00297 - HOW TO LOOK FOR JOBS ONLINE *ready in 2016*

DIGITAL CULTURE – IMPROVING YOUR PRODUCTIVITY – new! (PCEN0035)

PL05EN00282 - SAFETY – DATA SAFETY
PL05EN00283 – BEING A BEARER OF INNOVATION
PL05EN00284 – DIGITAL TOOLS FOR BE MORE EFFICIENT
PL05EN00285 – HOW TO CREATE DIGITAL CONTENT *ready in March*

LEADERSHIP
Develop your leadership potential

COORDINATING A TEAM (PCEN0036)

PL05EN00064 – THE CARDS OF A WINNING TEAM
PL05EN00065 – MANAGEMENT OF ROLES
PL05EN00071 – THE COACH MANAGER
PL05EN00074 – DECISION MAKING

PEOPLE MANAGEMENT – BECKONING PEOPLE – new! (PCEN0071)

PL05EN00229 – RECRUITMENT *ready in 2017*
PL05EN00230 – JOB INTERVIEW – HOW TO CONDUCT IT *ready in 2016 in collaboration with Manpower*
PL05EN00231 - INDUCTION *ready in 2017*
PL05EN00232 - EMPLOYER BRANDING *ready in 2017*

TRAIN THE TRAINER
The new skills of a trainer

TRAINER'S STANDARD KIT – new! (PCEN0066)

PL05EN00211 – ANDRAGOGY PRINCIPLES *ready in 2016*
PL05EN00300 – THE TRAINING PROCESS *ready in 2016*
PL05EN00301 – CLASSROOM MANAGEMENT TECHNIQUES *ready in 2016*
PL05EN00302 – HOW TO CREATE USEFUL TRAINING MATERIALS *ready in 2016*

BLENDED LEARNING – new! (PCEN0067)

PL05EN00216 – HOW TO PLAN A BLENDED LEARNING *ready in 2017*
PL05EN00217 – THE SKILLS OF A TRAINER 2.0 *ready in 2017*
PL05EN00214 – HOW TO STIMULATE SELF-LEARNING *ready in 2017*
PL05EN00215 – RATING AND SELF-RATING *ready in 2017*

BEYOND THE CLASSROOM – new! (PCEN0068)

PL05EN00212 – DIGITAL SOCIAL LEARNING *ready in 2017*
PL05EN00218 – GAMIFICATION *ready in 2017*
PL05EN00219 - VIRTUAL CLASSROOM / WEBINAR *ready in 2017*
PL05EN00213 – HOW TO INVOLVE STUDENTS AND TO COMMUNICATE WITH THEM *ready in 2017*

skilla
a brand of
amicucci formazione

PERFORMANCE MANAGEMENT
Use evaluations as an opportunity for growth

ASSIGNING GOALS, PROVIDE MOTIVATION AND FEEDBACK (PCEN0037)

PL05EN00067 – GOAL SETTING
PL05EN00068 – THE MEETING TO ASSIGN OBJECTIVES
PL05EN00072 – GUIDE TO USING FEEDBACK
PL05EN00073 – MOTIVATING

GETTING FEEDBACK (PCEN0038)

PL05EN00079 – THE MEETING WITH THE BOSS
PL05EN00080 – THANKS FOR THE FEEDBACK!
PL05EN00055 – EMBARRASSMENT
PL05EN00053 – FEAR (how to cope with and transform it)

CREATIVITY, INNOVATION AND CHANGE
View change as an opportunity

CREATIVITY AND INNOVATION (PCEN0039)
PL05EN00098 – CHANGE AS OPPORTUNITY
PL05EN00075 – MAKING TOUGH DECISIONS
PL05EN00100 – TO BE INNOVATIVE
PL05EN00101 – INNOVATE THROUGH YOUR IMAGINATION

skilla
a brand of
amicucci formazione

PROFESSIONAL WRITING
Write in a clear, simple and convincing manner

WRITING IN A COMPANY (PCEN0040)

PL05EN00020 – COMMUNICATING VIA E-MAIL
PL05EN00021 – BUSINESS WRITING
PL05EN00022 – VERBA VOLANT: THE ABCS OF WRITTEN COMMUNICATION
PL05EN00023 – WRITING CLEARLY

BUSINESS WRITING (PCEN0041)

PL05EN00025 – TECHNICAL WRITING: WHAT IS IT?
PL05EN00026 – TECHNICAL WRITING: TRICKS OF THE TRADE
PL05EN00027 – TECHNICAL WRITING: FROM THE READER'S POINT OF VIEW!
PL05EN00028 – WRITING A TECHNICAL PAPER

MARKETING, SALES AND SERVICE QUALITY
Put the customer at the centre, create value, increase business

PREPARING FOR SALES (PCEN0054)

PL05EN00117 – PREPARING FOR SALES: THE STRATEGY
PL05EN00118 – PREPARING FOR SALES: MANAGING YOUR AGENDA
PL05EN00119 – PREPARING FOR SALES: TACTICS
PL05EN00121 – SALES TECHNIQUES: THE SEARCH FOR INFORMATION

SALES TECHNIQUES (PCEN0055)

PL05EN00120 – SALES TECHNIQUES: APPROACHING THE CLIENT
PL05EN00122 – SALES TECHNIQUES: OFFERING THE PRODUCT/SERVICE
PL05EN00123 – SALES TECHNIQUES: GETTING PAST OBJECTIONS
PL05EN00124 – SALES TECHNIQUES: CLOSING AND RESULT

POST SALES (PCEN0056)

PL05EN00125 – SALES TECHNIQUES: THE SEARCH FOR A POSITIVE REFERRAL
PL05EN00126 – POST SALES: MANAGEMENT OF CONFLICTS AND COMPLAINTS
PL05EN00127 – POST SALES: FOLLOW UP
PL05EN00128 – POST SALES: CUSTOMER CARE

CUSTOMER ORIENTATION (PCEN0057)

PL05EN00105 – CUSTOMER ORIENTATION
PL05EN00106 – UNDERSTANDING CUSTOMER NEEDS
PL05EN00107 – ACTIVE AND EMPATHETIC LISTENING
PL05EN00108 – THE TEN DIMENSIONS OF SERVICE QUALITY

FRONT LINE (PCEN0058)

PL05EN00109 – THE FRONT LINE: WELCOMING CUSTOMERS
PL05EN00110 – THE FRONT LINE: TAKING CARE OF THE CUSTOMER
PL05EN00111 – THE FRONT LINE: MANAGING DIFFICULT CASES
PL05EN00113 – THE FRONT LINE: HOW TO LEAVE QUALITY MEMORIES

USING THE PHONE FOR BUSINESS (PCEN0059)

PL05EN00129 – THE ABC OF PROMOTIONAL TELEPHONE CALLS
PL05EN00130 – A CHECKLIST FOR PROMOTIONAL TELEPHONE CALLS
PL05EN00131 – COMMERCIAL PHONE CALLS: HOW TO HANDLE COMPLAINTS AND OBJECTIONS
PL05EN00112 – THE TELEPHONIC FRONT LINE

TERRITORIAL MARKETING (PCEN0060)

PL05EN00165 – THE STRATEGIC ROLE OF MARKETING
PL05EN00114 – TERRITORIAL MARKETING: STAKEHOLDERS AND CUSTOMERS
PL05EN00115 – TERRITORIAL MARKETING: HOW TO UNDERSTAND A TERRITORY
PL05EN00116 – TERRITORIAL MARKETING: THE COMPANY AND NETWORKING

LEADING A SALES TEAM (PCEN0061)

PL05EN00040 – COORDINATION SKILLS
PL05EN00132 – COORDINATING A SALES TEAM
PL05EN00133 – PLANNING THE ACTIVITIES OF THE SALES TEAM
PL05EN00134 – INITIATING AND MONITORING THE WORK OF THE SALES TEAM

IMPROVE YOUR COMPANY
From management to company communication

TOOLS FOR QUALITY – new! (PCEN0062)

PL05EN00172 – 5S (METHODOLOGY) *ready in 2017*
PL05EN00173 – PARETO *ready in 2016*
PL05EN00174 – ISHIKAWA *ready in 2017*
PL05EN00176 – KANO *ready in 2017*

BASICS OF ECONOMIC MANAGEMENT (PCEN0063)

PL05EN00152 – THE BALANCE SHEET
PL05EN00162 – THE PROFIT AND LOSS ACCOUNT
PL05EN00166 – BUSINESS MANAGEMENT AND ADMINISTRATION
PL05EN00153 – TOOLS OF ECONOMIC MANAGEMENT *ready in 2017*

WHEN AN ORGANIZATION COMMUNICATES (PCEN0064)

PL05EN00142 – INTERNAL COMMUNICATION
PL05EN00143 – THE COMMUNICATION PLAN
PL05EN00029 – ORGANISATIONAL COMMUNICATION
PL05EN00299 – COMPANY ON THE WEB – COMMUNICATION STRATEGIES *ready in 2017*

SMART AND FLEXIBLE WORKING – new! (PCEN0065)

PL05EN00271 – SMART WORKING, FLEXIBLE WORKING *ready in March*
PL05EN00272 – SMART WORKING – REMOTE WORKING AND COLLABORATION *ready in March*
PL05EN00273 – SKILLS FOR SMART WORKING *ready in March*
PL05EN00274 – HAPPY WORKING IN AN OPEN SPACE *ready in March*