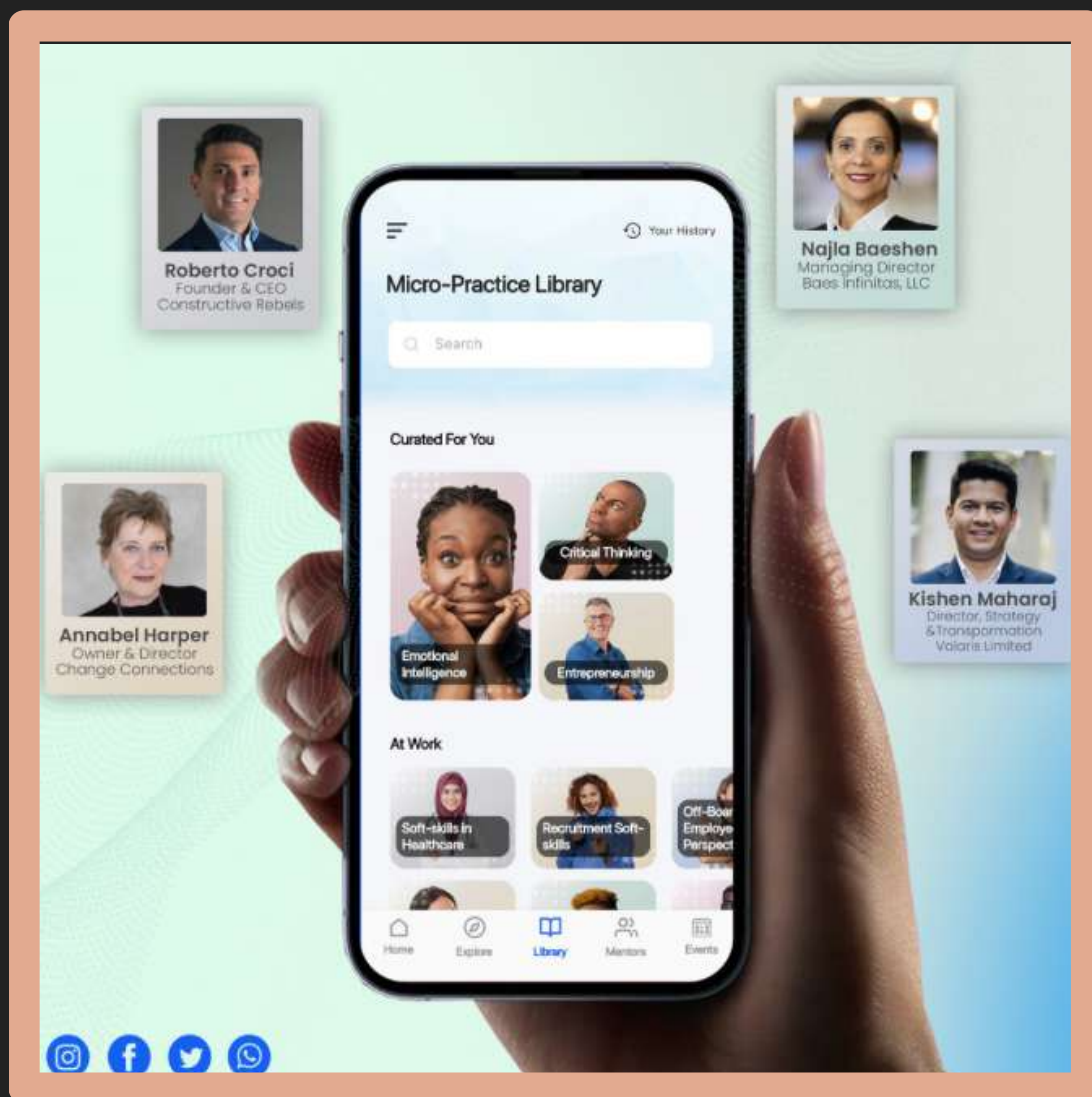


MICRO-PRACTICE HUMAN SKILLS CATALOGUE

Each micro-practice is accompanied by insights from industry experts on their approaches to handling these scenarios.



GLEAC

2024

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+++ LOTS MORE

01



1. Investigation for Problem Solving
2. Unconscious Bias

3.

System Thinking for Data Analysis



4. Discarding a SILO mentality
5. Strategic Thinking for Risk Management

6.

Innovative Mindsets for Data Gathering

GLEAC MICRO-PRACTICE LIBRARY

DATA ORIENTATION
(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Self-Awareness For Short and Long Term Goals
8. Avoid Judgment by Thinking Without Bias

9. Boosting Innovation with Flexibility
10. Time Management to Boost Performance

11. Persistence in a Leader
12. Challenging Confirmation Bias as Data Scientists

13. Solving Customer Issues with Data
14. Fact from Opinion



15. Boosting Work Productivity with Mindfulness
16. Self-management for Better Productivity

17. Appreciative Inquiry for Enhancing Creativity
18. Leading by Example

19. Responsiveness and Preparedness

20. Unwavering Commitment and Focus
21. Self Regulation for Data Scientists

22. Managing Stressful Work
23. Innovative And Vibrant Data Team

24. Consumer Insight for Better Productivity
25. Creative Problem Solving

25



01



1. Effective Internal Communication
.....
2. Dealing with Complaints Against Team Members

3.

Motivating Employees Through Feedback



4. Promoting Innovation & Forecasting Financial Trends
.....
5. Enhancing Manager-Employee Relationship

6.

Respecting and Valuing Others

GLEAC MICRO-PRACTICE LIBRARY

FINANCIAL TECHNOLOGY
(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Open Mindedness
.....
8. Internal Relationship Building to Meet Goals

9. Discarding a SILO mentality
.....
10. Innovative and Vibrant FinTech Team

11. Effectively using Objective and Efficient Judgement
.....
12. Enhancing Decision Making in FinTech Business

13. Unwavering Customer Support
.....
14. Time Management to Enhance Performance as Financial Technologists



15. Self-management for Better Productivity
.....
16. Strategic Thinking for Financial Risk Management

17. Boosting Work Productivity with Mindfulness
.....
18. Responsiveness and Preparedness

19.

Fact from Opinion

20. Managing Stressful Work
.....

22. Fairness
.....

24. Efficiency with Adaptive Thinking
.....

25



21. Creative Problem Solving in FinTech

23. Defining a Problem

25. Challenging Confirmation Bias in Cybersecurity

American University
accredited Courses

SOFT SKILLS for FRONTLINE MEDICAL PROFESSIONALS

Length: Version 1: 10 weeks (60 hours)

ACE[®] American
Council on
Education[®]

The objective of the course are:

- To manage one's own stress and emotional experiences for effective patient care management.
- To develop personal effectiveness and self-awareness to achieve work-life balance.
- To build a collaborative approach towards colleagues for a healthy team-work and improved patient care outcomes.
- To earn appropriate verbal and non-verbal ways of listening and communicating effectively.
- To collaborate seamlessly and resolve conflicts for better outcomes.

Learning Outcomes:

- Develop personal effectiveness in managing emotions of self and others, managing stress and establishing work-life balance.
- Make effective decisions and responses by reducing the impact of personal biases and cognitive errors.
- Collaborate effectively for collective success in patient care.
- To connect with patients, their families and coworkers more effectively by using active listening, empathy and appropriate questioning techniques.
- To deal with interpersonal conflict in the workplace and learning to use intercultural fluency to boost collaboration.

Skills that a

HEALTHCARE

Professional Must Have

Here are some of the main skills that you need to have to be effective in the job:

- 1 Well-coordinated to work with others
- 2 Excellent communication skills
- 3 Flexibility and adaptability
- 4 Compassion and responsiveness
- 5 Management skills

To register, fill up the form at www.gleac.com/register

If you have any questions or concerns, please contact yourvoice@gleac.com

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University accredited
Course Offering

BUILDING DIVERSE & Inclusive Organizational Culture

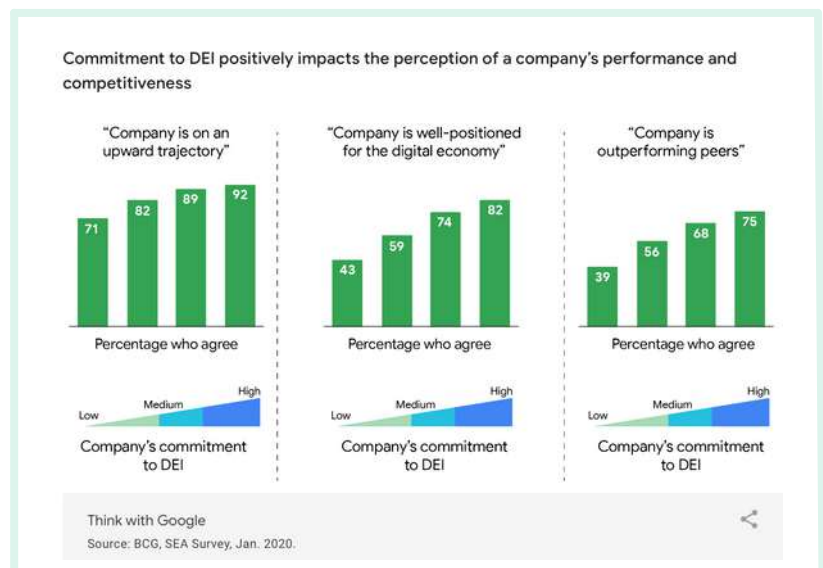
Length: Version 1: 5 weeks (24 hours)

The objective of the course are:

- To sensitize and enable learners to actively promote diversity and inclusion.
- To systematically help learners to focus inward and learn to detect and overcome their biases and prejudices.
- To learn to appreciate the importance of diversity and recognize impact of actions on inclusion.
- To know more about the creation of appropriate strategies to lead beyond traditional methods
- To focus on communicating and collaborating with diverse global teams, understanding and appreciating individual differences.

Learning Outcomes:

- Develop an understanding of "diversity inclusion" and related concepts and their importance at workplace.
- Identify personal response patterns towards diverse individuals.
- Communicate respectfully with individuals with diverse characteristics or background.
- Demonstrate more emotionally intelligent behaviors toward diverse coworkers, clients and stakeholders
- Understand and illustrate inclusive organizational practices; and evaluate your own organization's practices for inclusiveness



To enroll in upcoming sessions starting May 11, 2022 and August 23rd, 2022, email: liana@gleac.com

If you have any questions or concerns, please contact yourvoice@gleac.com

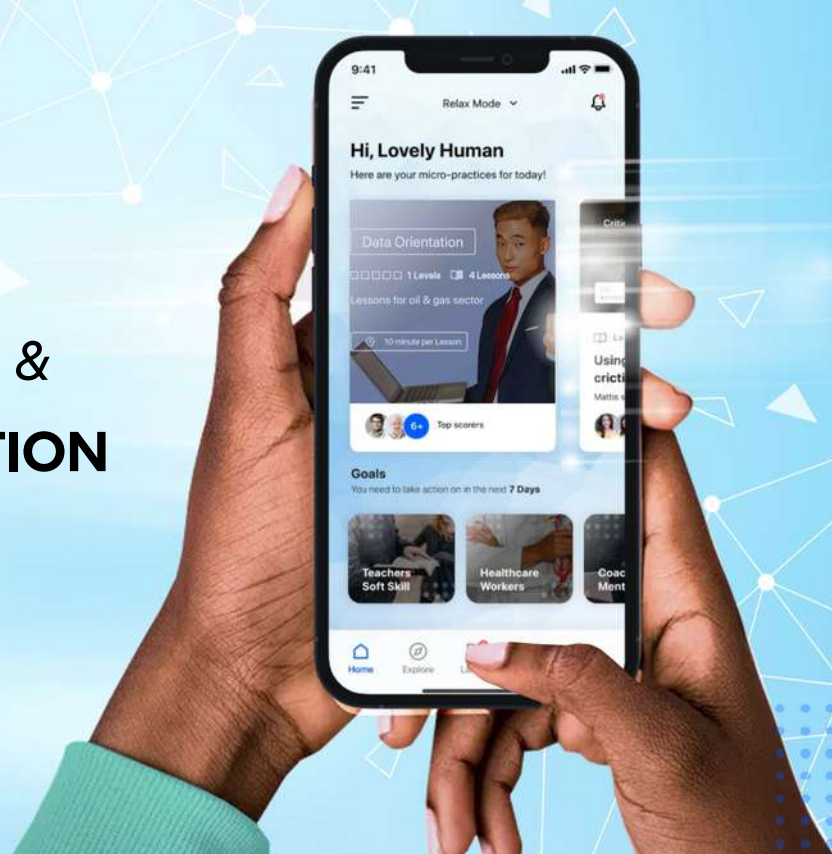
Follow us:     

University accredited Course Offering

Leading in an **AGE OF DATA** & DIGITAL TRANSFORMATION

Length: Version 1: 6 weeks (40 hours)

Accredited by:



The objective of the course are:

- To equip learners with the fundamental approaches and tools to lead and drive transformation in the digital age.
- To leverage acquired skills and build competence for ensuring success in an uncertain, challenging environment.
- Expanding knowledge to promote the development of innovative mindsets; the creation of appropriate strategies to lead beyond traditional methods.
- The creation of appropriate strategies to lead beyond traditional methods.
- Applying systems thinking approaches to better utilize data to predict and address future business outcomes.

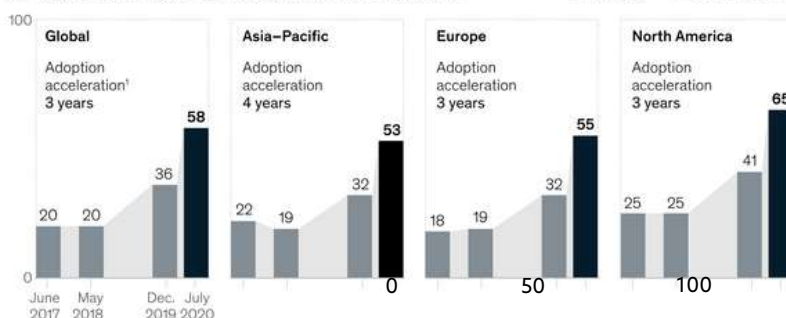
Learning Outcomes:

- Develop the right mindset to lead change in the new digital age.
- Understand the essentials of trust and behavior alignment.
- Evaluate gaps within teams and implement restructuring initiatives to create an empowered, diverse, virtual team.
- Select and apply appropriate strategies to create a high-performing innovative and dynamic learning environment.
- Synthesize systems thinking approaches and apply to data sets to improve predictability analysis and reporting.

The COVID-19 crisis has accelerated the digitization of customer interactions by several years.

Average share of customer interactions that are digital, %

■ Precrisis ■ COVID-19 crisis



*Years ahead of the average rate of adoption from 2017 to 2019.

McKinsey
& Company

To register, fill up the form at www.gleac.com/register

If you have any questions or concerns, please contact yourvoice@gleac.com

Follow us:     

01



1.
System Thinking

.....

2.
Overcoming fear
of change

3.

Increasing Retail
Conversion



4.
Recovering from
Setbacks

.....

5.
Boosting Work
Productivity with
Mindfulness

6.

Innovative
Mindsets

GLEAC MICRO-PRACTICE LIBRARY

SUSTAINABILITY FOR GREEN SKILLS

(25 MODULES | 5 LEVELS | 4-6 HOURS)



7.

Time Management
to Boost
Performance

.....

8.
Boosting
Innovation with
Flexibility

9.
Crisis
Management

.....

10.
Reframing
Company Culture

11.
Strategic Thinking
for Diversity

.....

12.
Challenging
Confirmation Bias

13.
Self Regulation

.....

14.
Fairness



15.

Promoting Gender
Inclusion

.....

16.
Self-management
for Better
Productivity

17.
Responsiveness and
Preparedness

.....

18.
Planning for
Business Strategies

19.

Managing
Stressful Work

20.
Investigation for
Problem Solving

.....

21.
Consumer Insight
for Better
Productivity

22.

Ethical Leadership

.....

23.
Strategic Thinking
for Risk
Management

24.
Creative Problem
Solving

.....

25.
Risk Assessment

25



01



1. Time Management to Boost Performance
2. Continuous Adaptation to New Technologies

3.

Overcoming Fear of Change



4. Reframing Company Culture

5. Adaptive Skills in the New Business World of Web3

6.

Preventing Complaints through Design Thinking

GLEAC MICRO-PRACTICE LIBRARY

WEB3 AND THE METAVERSE
(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Setting Trends through System Thinking
8. System Thinking for Innovation

9. Boosting Innovation with Flexibility
10. Creative Problem Solving

11. Building Partnerships for Better Collaboration
12. Divergent and Convergent thinking in the Untapped Market

13. Strategic Thinking for Diversity
14. Crisis Management



15. Meeting Customer Needs with Design Thinking
16. Developing Resilience in the Metaverse

17. Self-regulation for Leading Net Zero
18. Self-Awareness For Short and Long Term Goals

19. Empathy a Key Factor of Emotional Intelligence

20. Managing Stressful Work

21. Strategic Thinking for Risk Management

22. Risk Assessment

23. Investigation for Problem Solving

24. The Significance of being Proactive

25. Strategic Thinking for a Competitive Edge

25



01



1. Conflict in Collaboration
.....
2. Conflict Prevention

3. Effective Internal Communication
.....
4. Managing Toxic Employees



5. Conflict Management
.....
6. Promoting Divergent Thinking

7. Enhancing Manager-Employee Relationship

GLEAC MICRO-PRACTICE LIBRARY

MANAGING PEOPLE
(25 MODULES | 5 LEVELS | 4-6 HOURS)



8. Eliminating disruptive work environments
.....
9. Giving feedback for work productivity

10. Promoting Innovation and Forecasting Trends

11. Problem Solving Issues
.....
12. Adaptive Skills for Unexpected Situations

13. Managing Difficult Employees
.....
14. Handling Employee Absenteeism



19. Making Mistakes as a Manager
.....
20. Understanding your Management Style

17. Making Effective Decisions
.....
18. Ethical leadership when managing

15. Managing Discrimination
.....
16. Managing Stress

21. Setting Ethical Standards
.....
22. Managing Employee Turnover

23. The Importance of Internal Communication

24. The Art of Delegating Tasks
.....
25. Self-Management

25



01



1. Managing Toxic Co-Workers
.....
2. Dealing With Unreasonable Refunds

3. Active Listening For Customer Complaints



4. Viable Solutions For Online Customers
.....
5. Unethical Customer Service

6. Divergent Thinking to Solve Customer Issues

GLEAC MICRO-PRACTICE LIBRARY

CUSTOMER FACING ROLES (25 MODULES | 5 LEVELS | 4-6 HOURS)

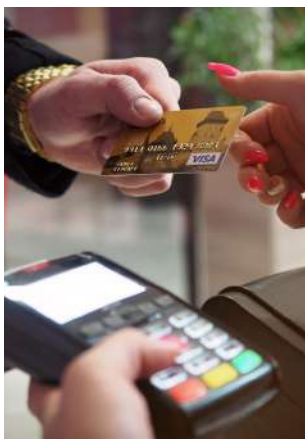


7. Handling Customer Support Emails
.....
8. Critical Thinking For Customer Complaints

9. Management Skills For Boosting Performance
.....
10. Effective Customer Handling

11. Providing Customer Service Stress-Free
.....
12. Language Barrier Issues

13. Maintaining Your Health
.....
14. Co-Browsing with Customers



19. Impact Customers Positively
.....
20. Mistakes To Avoid In Customer Service

17. Identifying Friendly Fraud
.....
18. Handling Customer Queries

15. Effective Writing For Customer Inquiries
.....
16. Handling Informal Chats with Customers

21. Handling Work-Life Problems
.....
22. Major Issues Regarding Products Or Services

23. Motivation And Work Ethics
.....
24. Avoiding Promises to Customers

25. Managing Overwhelming Work Situations

25



01



1. Unconscious Bias in Sales
.....
2. Taking Action in Decision-Making

3. Divergent Thinking with Innovative Solutions



4. Active Listening to Boost Sales
.....
5. Motivation through challenges.

6. Relentless Solution Focus to Handle Complaints

GLEAC MICRO-PRACTICE LIBRARY

SALES VOL 1.
(75 MODULES | 15 LEVELS | 12-16 HOURS)



7. Communication through Body language
.....
8. Thinking without Bias

9. Conscious Competence in Performance
.....
10. Adaptive Skills to Cope with Stress

11. Collaborating with Marketing
.....
12. Design Thinking for Customer Satisfaction

13. Creativity in Problem Solving
.....
14. Non-verbal Communication for Better Customer Service



18. Positive Social Interdependence in Sales
.....
19. Empathy in Handling Customer Complaints

17. Internal Relationship Building to Meet Goals

15. Empathy and Returns in Sales
.....
16. Collaboration Vs Competition

20. Active listening and Customer Satisfaction
.....
21. Building Partnerships for Collaboration

22. Customized Experiences through CRMS
.....
23. Different Strategies in Conflict Resolution

24. Intercultural Fluency in Sales
.....
25. Interdependence for Boosting Sales Productivity

25



26



26.
Active Listening
for Angry
Customers
.....

27.
Body Language
with Irate
Customers

28.

Preventing
Complaints
through Design
Thinking



29.

Creative Problem
Solving (CPS) for
Customer Issues
.....

30.

Non-assertive
clients

31.

Resources
for CPS
.....

32.

Problem Solving
with Angry
Customers

GLEAC MICRO-PRACTICE LIBRARY

SALES VOL 2.

(75 MODULES | 15 LEVELS | 12-16 HOURS)



33.

Overcoming
Creative Blocks
to Solve
Customer Issues

34.

Self Regulation
to Control
Distractions
.....

35.

Do Not Judge
by Customers
Looks

36.

Handling
Emotional
Clients
.....

37.

Active listening
for Handling of
Refunds

38.

Providing
Unwavering
Customer
Support



43.

Critical Thinking
to Meet Client
Expectations
.....

44.

Emotional
Intelligence to
Promote Sales

41.

Self Management
for Better
Performance
.....

42.

Communication
in Handling
Returns

39.

Mindfulness
in Sales
.....

40.

Self Awareness
to Avoid
Distraction

45.

Flexibility to
Gain Customers
.....

46.

Feedback to
Make Better
Decisions

47.

Objectivity of
Using Client
Data
.....

48.

Personalized
Customer
Service

49.

Self direction
through SMART
Goals
.....

50.

Motivation in
Stressful
Situations

50



51



51.

Helping Co-Workers in Challenging Situations

52.

Vitality of a Team Player

53.

Self-Development with Constructive Feedback



54.

Responding to Customer Emails

55.

Handling Phone Complaints

56.

Bettering Communication with Foreign Customers

GLEAC MICRO-PRACTICE LIBRARY

SALES VOL 3.

(75 MODULES | 15 LEVELS | 12-16 HOURS)



57.

Adaptive Thinking in Stressful Scenarios

58.

Dealing with Irrational Customers

59.

Developing Influential Skills

60.

Securing Loyal Customers

61.

Stress Management with Work-life balance

62.

Making Young Buyers Feel Comfortable

63.

Self-regulation During Time Away

64.

Controlling Stress in Sale Seasons



68.

Meditation to De-Stress

69.

Quick Mindful Meditations at Work

67.

Avoiding the Risk of Standing too Long

65.

Tackling Unconscious Biases

66.

Addressing Vulnerabilities to Stay Motivated

70.

Mindful Self-attention to Meet Sales Goals

71.

Self-identity for Growth

72.

Commitment to Sales Goals

73.

Self-management for Better Productivity

74.

Dealing with Indecisive Customers

75.

Treating Customers Equally

75



01



1. Nonverbal Communication in an Interview
2. Internal Communication for Informed Decisions

3.

Seeking Out Essential Skills Before Hiring



4. Using Probing Questions
5. Unbiased in the Recruitment Process

6.

Effective Communication for Successful Interviews

GLEAC MICRO-PRACTICE LIBRARY

RECRUITMENT

(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Success in a Virtual Interview
8. Active Listening for Recruitment

9. Empathy to Understand Candidates
10. Crafting Interview Questions.

11. Secure Diversity when Recruiting
12. Structured vs. Unstructured Interview

13. Interview Evaluation Forms
14. Appreciative Inquiry for Studying Top Performers



18. Handling Stress in Recruitment
19. Interview Red Flags

16. Assessing Candidates Fairly
17. Effective Situational Questions

15. Preparing Typical Responses to Interview Questions

20. Mistakes to Avoid as a Recruiter
21. Walking Into the Interview Unprepared

22. Removing Unqualified Candidates
23. Overqualified Candidates

24. Overcoming Biases in Interviews
25. Objectivity in an Interview

25



01



1. Importance Of Asking Questions
2. Kinds of Situational Questions

3.

Interview Prohibited Words



4. Types Of Interviews
5. Hiring Procedure

6.

Emotional Intelligence in Creating Resumes

GLEAC MICRO-PRACTICE LIBRARY

INTERVIEWING

(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Mistakes as an Interviewee
8. Stressful Interviews

9. Questioning in the Interview
10. Good Graces of the Recruiter

11. Visually Attractive Resumes
12. Empathy For Recruiter

13. Preparing for Online Interviews
14. Influential Skills in the Interview



19. Adaptive Skills to Cope with Stress in the Interview Process

17. After the Interview
18. Social Media Cleanup

15. Managing Stress Before the Interview
16. Strategic Acting

20. Preparing Efficiently for Self- Direction
21. Vague Answers

22. Wrong Non-Verbal Cues
23. Exercising Active Listening For Interviews

24. Behavioral Interview Questions
25. Acing your Non-verbal Communication

25



01



1. Exit Interviews

3. Terminating the Employee

5. Virtual Employee Off-Boarding

2. Dealing with Troubled Employees

4. Termination Meeting

6. Immediate Terminations

7. Off-boarding Process

9. Right Communication when Off-Boarding

8. Avoiding Significant Missteps

10. Ways to Deal with Toxic Employees

GLEAC MICRO-PRACTICE LIBRARY

OFF-BOARDING: EMPLOYER PERSPECTIVE + EMPLOYEE PERSPECTIVE (2* 10 MODULES | 4 LEVELS | 3-4 HOURS)



1. Fired From your Previous Job

3. Self-Analysis when on a Job Search

4. Exploring Options

2. Anxiety Due to Job loss

5. Handling Being Laid-off

6. Coping with the Stress of Losing a Job

8. Overcoming Problems with Negative Feedback

9. Staying Positive

10. Self Care After being Laid Off

7. Good Reference From A Previous Employer

10



01



1.

Active Listening
by Targeting
Conversations

2.

Understanding
Non-verbal Cues



3.

Bias Awareness



4.

Managing
Conflict



GLEAC MICRO-PRACTICE LIBRARY

**TEACHERS SOCIO-
EMOTIONAL LEARNING**
(32 MODULES | 7 LEVELS | 6-8 HOURS)

5.

Developing
Influential Skills



6.

Self-
regulation



7.

Intention,
Attention, and
Attitude



02





1. Dealing with difficult parents
.....
2. Dealing with biases

3. Boosting Self confidence during stressful situations



4. Developing goals and priorities
.....
5. Handling instructional situations

6. Increasing stress management skills

GLEAC MICRO-PRACTICE LIBRARY

TEACHERS SOCIO-EMOTIONAL LEARNING (32 MODULES | 7 LEVELS | 6-8 HOURS)



7. Helping a colleague
.....
8. Importance of active listening

9. Practicing meditation
.....
10. Increasing critical thinking skills

11. Risk management strategies
.....
12. Receiving feedback for development

13. Using adaptive skills
.....
14. Tackling the unconscious bias



19. Interdependence for boosting productivity

17. Time Management
.....
18. Working with other teachers and instructors

15. Developing objectivity
.....
16. Intercultural fluency

20. Appropriate body language
.....
21. Healthy Professional Career

22. Interpersonal Conflicts
.....
23. Healthy Work-Life Balance

24. Goals and Priorities
.....
25. Decision Making as a Teacher



01



1. Active listening
-
2. Enhancing creativity

3.

Transfer of Knowledge



4. Mentor-mentee relationships
-
5. Better collaboration

6.

Conflict Resolution

GLEAC MICRO-PRACTICE LIBRARY

COACHES & MENTORS
(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Better collaboration

8. Developing conscious competence

9. Goals and priorities

10. Decision making

11. Enhancing critical thinking

12. Stop stereotyping

13. Stress management skills

14. Motivating mentees



18. Tackling unconscious biases

19. Adaptive skills

16. Self-regulation

17. Strategic thinking

15. Handling emotional mentees

20. Positive body language
-
21. Boosting collaboration

22. Difficult mentees

23. Mentees from different cultures

24. Increasing mentee cooperation
-
25. Non-assertive mentees

25



01



1.
Using medical
data efficiently

.....
2.
Appropriate Body
Language

3.

Tackling the
unconscious bias



4.
Supporting a
struggling
colleague
.....
5.
Sharpening your
team player
attitude

6.

Increasing stress
management
skills

GLEAC MICRO-PRACTICE LIBRARY

HEALTHCARE WORKERS
(22 MODULES | 5 LEVELS | 4-6 HOURS)



7.
Practicing
meditation

.....
8.
Managing
your time
right

9.
Risk
management
strategies
.....
10.
Interdependence



11.
Handling
stressful medical
situations
.....
12.
Growing Adaptive
Skills

17.
Feedback for
self-development
.....
18.
Effective
Decision Making
Approach



15.
Demonstrating
empathy
.....
16.
Dealing
Interpersonal
Conflict

13.
Critical
thinking skills
.....
14.
Importance of
active
listening

19.
Creating a
work-life
balance
.....
20.
Dealing With
Biases



21.
Boosting
productivity
.....
22.
Healthy
Professional
Career

22



01



1. Using Appropriate Body Language
2. Demonstrating Empathy

3. Providing Fast and Convenient Customer Support



4. Using Adaptive Skills
5. Actionable Customer Feedback

6. Developing Conscious Competence of your Products / Services

GLEAC MICRO-PRACTICE LIBRARY

CUSTOMER SUCCESS
(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Exceeding expectations by prioritization
8. Self-Awareness of strengths & weaknesses

9. Unwavering focus to adhere to timelines
10. Effective Approach to Decision Making

11. Reframing to Resolve Customer Issues
12. Intention, Attention, Attitude

13. Fine-tuning Collaborative Skills
14. Resolving Interpersonal Conflicts with Colleagues



18. Body-scan Meditation to Rejuvenate
19. Creating a Healthy Work-Life Balance

16. Intercultural Fluency
17. Improving Performance

15. Working Efficiently as a Team to Boost Productivity

20. Healthy Professional Career.
21. Dealing with Biases

22. Design Thinking for Enhanced Customer Exp.
23. Setting SMART Goals

24. Tackling Biases with Foreign Customer
25. Risk Management Strategies

25



01



1. Incorporating Diversity and Inclusion
.....
2. Mental Illness

3.

Addressing Negative Attitudes



4. Addressing Unconscious Bias
.....
5. Tackling the Unconscious Bias

6.

Tackling the Stigma Towards Disability

GLEAC MICRO-PRACTICE LIBRARY

DIVERSITY & INCLUSION
(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Addressing your Own Biases
.....
8. Retaining Diverse Talent

9. Promoting Gender Inclusion
.....
10. Promoting an Age-Diverse Workforce



11. Progression to an Inclusive Workforce
.....
12. Better Employees Understanding

19. Practicing Inclusive Recruitment
.....
20. Managing Diversity

17. Understanding Diversity in Policing
.....
18. Identifying Disability Discrimination

15. Anti-Discrimination Policies
.....
16. Establishing a Disability Inclusion Program

13. Accommodating Religious Diversity
.....
14. Open-Mindedness

21. Different Elements of Diversity
.....
22. LGBTQ+ Community

23. Assessing Your Company
.....
24. Preventing Discrimination

25. Diversity and Inclusion in the Police Force

25



01



1.

Change is
Good

2.

Spot the
Need for
Change



3.

Adapting
to Change

4.

Helping
Others Accept
Change

GLEAC MICRO-PRACTICE LIBRARY

CULTURE SET MICRO-PRACTICES INSPIRED BY ZAPPOS' CULTURE

(1 MODULE | 3 LEVELS | 2-4 HOURS)



5.

Change
Leadership

6.

Building
Relationships
Through
Collaboration



7.

Empathy for
Lasting
Relationships

11.

Setting
Goals That
Propel

10.

Open &
Honest
Communication

9.

Honest and
Palatable
Feedback

8.

Expressing
Dissent
Productively

12.

Finding
Passion in
Work

13..

Perseverance

14.

Being
Dedicated to
Our Work

14



01



1. Need for Organizational Change
..... 2. Drive Change for Competitive Advantage

3. Transparent & Two-Way Communication



4. Coaching for Change & Reskilling
..... 5. Authentic Leadership to Drive Change

6. Creating a Motivated Workforce for Enhancing Productivity

GLEAC MICRO-PRACTICE LIBRARY

ORGANIZATION TRANSFORMATION (25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Becoming a Change Champion
..... 8. Demonstrating Empathy to Manage Dissatisfaction

9. Creating a Feedback Loop
..... 10. Appreciating Individual Differences



11. Sense of Urgency for Change Management
..... 12. Dealing with Ambiguity in the Workplace

19. Building Psychological Resilience
..... 20. EQ for change champions

17. Conflict Management
..... 18. Creating High Engagement During Change

15. Openness to Change
..... 16. Honing Collaborative Skills in a Changing Workplace

13. Communication and Change Implementation
..... 14. Leveraging Technology for Better Business Outputs

21. Failure Management
..... 22. Enabling Personal Change Through Adaptive Thinking

23. Solution Orientation to Overcome Hurdles
..... 24. Enhancing Risk-Taking for a Competitive Edge

25. Leveraging Critical Thinking for Growth and Development

25



01



1. Cost Reduction Methods
.....
2. Presentation skills

3.

Planning for Business Strategies



4. Social Media Marketing
.....
5. Meeting Customer Requirements

6.

Time Management in High Pressure Situations

GLEAC MICRO-PRACTICE LIBRARY

ENTREPRENEURSHIP
(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Employer Branding
.....
8. Importance Of Delegation

9. Adaptive Skills in the New Business World
.....
10. Validation of Ideas

11. Getting in the Right Mindset
.....
12. Effective On boarding Programs

13. Mistakes to avoid when building an MVP
.....
14. Responsiveness and Preparedness



18. Developing Resilience
.....
19. Effectively Reaching Goals

16. Target Market
.....
17. Delegating Time Management

15. Divergent and Convergent thinking in the Untapped Market

20. Designing for Continuous Adaptation
.....
21. Customer Loyalty in Crises

22. Marketing Channels
.....
23. Employee Turnover

24. Virtual Interviews and its Importance
.....
25. Entrepreneurial Stress Management

25



01



1. Enhancing Customer Experience
.....
2. Ethical Decision Making

3. Being Proactive Rather than Reactive



4. Bias Awareness to better your Business
.....
5. Objectivity in Using Client Data

6. Objective And Efficient Judgment Used Effectively

GLEAC MICRO-PRACTICE LIBRARY

JUDGMENT AND DECISION-MAKING

(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Challenging Confirmation Bias
.....
8. Unethical Customer Service

9. Consumer Insight for Better Productivity
.....
10. Risk Assessment

11. Judging and Recruiting
.....
12. Appealing Company Ethics

13. Addressing Unconscious Biases to Succeed
.....
14. Strategic Thinking for Risk Management



18. Objectivity in Effective Decisions
.....
19. Strategic Thinking for a Competitive Edge

16. Securing Customer Loyalty
.....
17. Decision Making: Enhanced

15. Avoiding Vague Responses for Better Understanding of Candidate Insight

20. Ethical Leadership
.....
21. Strategic Acting

22. Judging Your Customers
.....
23. Ethically Dealing with Non-assertive Clients

24. Emotional Clients and Returns
.....
25. Unwavering Customer Support

25





1. Dealing with Complaints Against Team Members
.....
2. Motivating Employees Through Feedback

3. Customer Satisfaction
.....
4. Better Communication with Unspoken Words



5. Handling Complaints with Empathy
.....
6. Addressing Complaints on Email

7. Active Listening to Exceed Client Expectations
.....
8. Effectively Dealing with Negative Feedback

GLEAC MICRO-PRACTICE LIBRARY

COMMUNICATION
(25 MODULES | 5 LEVELS | 4-6 HOURS)



9. Defusing Anger with Non-Verbal Communication

10. Diversity and Inclusion
.....
11. Active Listening by Targeting Conversations

12. Effective Sales Through Non-Verbal Communication

13. Utilizing Customer Feedback
.....
14. Essential Remedy for Complaints



18. Retaining Customers
.....
19. Success in Cold Calling

17. Increased Customer Satisfaction Due to Active Listening

15. Providing Improved Sales Services.
.....
16. Understanding Non-verbal Cues

20. Strategic Thinking for Diversity
.....
21. Attentively Listening to Complaints

22. Empathy in Problem Returns
.....
23. Communication for Disruption

24. Non-verbal Communication with Returns
.....
25. Diversity for a Broad Clientele



01



1. Bouncing Back from Setbacks
.....
2. Listening to employees

3. Value System
.....
4. Freedom style of Leadership



5. Change In Business
.....
6. Confident Leaders

7. Good Example for Employees
.....
8. Dealing with Customers Effectively

GLEAC MICRO-PRACTICE LIBRARY

LEADERSHIP
(25 MODULES | 5 LEVELS | 4-6 HOURS)



9. Eliminating Toxicity in the Workplace
.....
10. Grit and Humility

11. Flexible Management Styles
.....
12. Overcoming Personal Weaknesses

13. Avoiding Rejecting Overqualified Candidates

14. Overcoming Personal Weaknesses
.....
15. Reducing Turnover



20. Understanding your Leadership Style

18. Retail Conversion
.....
19. Persistence in a Leader

16. Predictable Work Environments
.....
17. Difficult Employees

21. Delegating Tasks Effectively for Lower Stress Levels

22. Employee Absenteeism
.....
23. Managing People Older Than You

24. Mistakes to Be Avoided as a Leader
.....
25. Crisis Management

25



01



1. Resolve Issues with Design Thinking
.....
2. Simplify Customer Lives with Divergent Thinking

3. Innovative Approaches to Problem Solving



4. Reframing Company Culture
.....
5. Setting Trends through System Thinking

6. Meeting Customer Needs with Design Thinking

GLEAC MICRO-PRACTICE LIBRARY

CREATIVITY

(25 MODULES | 5 LEVELS | 4-6 HOURS)



7. Divergent thinking for Innovative Solutions
.....
8. Reframing in Sales

9. Innovative Mindsets
.....
10. System Thinking to Predict

11. Getting Creative to Solve Issues
.....
12. Design Thinking for Customer Satisfaction

13. Crafting Effective Interview Questions
.....
14. Diversity through Recruitment



18. Creative Problem Solving
.....
19. Creative Blocks

16. Formal Interviews
.....
17. Creatively Using Resources to Solve Issues

15. Providing Customized Services through Divergent Thinking

20. Preventing Complaints through Design Thinking
.....
21. Solving Customer Issues with Data

22. Promoting Divergent Thinking
.....
23. Targeted Marketing for Luxury Customers

24. Seek Essential Job Skills
.....
25. Interview Evaluation

25



01



1.
Fairness

.....

2.
Fact from
Opinion

3.
Stop your
Stereotyping

.....

4.
Defining a
problem



5.

Avoid Judgment
by Thinking
Without Bias

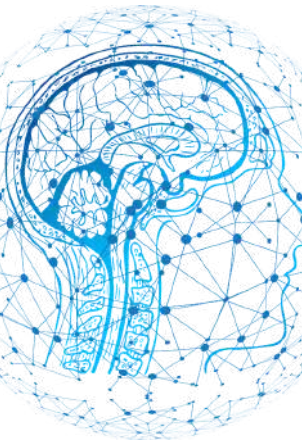
6.

Appreciative
Inquiry for
Enhancing
Creativity

GLEAC MICRO-PRACTICE LIBRARY

CRITICAL THINKING

(25 MODULES | 5 LEVELS | 4-6 HOURS)



7.

Critically Dealing
with Angry
Clients

.....

8.

Reaching your
Full Potential
without Bias

9.

Investigation
for Problem
Solving

.....

10.

Adaptive Thinking
for Difficult
Scenarios

11.

Coping with
Stressful Situations
by Adapting

.....

12.

Meeting Client
Expectations

13.

Following Up
After and
Interview

.....

14.

Management to
Boost
Performance



18.

Preparing for the
Screening
Interview

.....

19.

Critically Handling
Customer
Complaints

16.

Customer
Email Support

.....

17.

Efficiency with
Adaptive
Thinking

15.

Problem Solving
when Dealing
with Angered
Customers

20.

The Right Tone
for Your
Customers

.....

21.

CRMs For
Sales
Boosting

22.

Inadequate or
Adequate
Responses

.....

23.

Examples of
Situational
Questions

24.

Probing For
Insight

.....

25.

Situational
Interviews

25



01



1.
Collaborating
with Respect

.....

2.
Collaboration
or Competition

3.
Open
Mindedness

.....

4.
Effective Virtual
Collaboration



5.
Respecting and
Valuing Others

.....

6.
Collaboration to
Boost Sales

7.
Discarding a
Silo mentality

.....

8.
Developing
Conscious
Competence

GLEAC MICRO-PRACTICE LIBRARY

COLLABORATION

(25 MODULES | 5 LEVELS | 4-6 HOURS)



9.
Interdependence
to Boost
Productivity
through
Collaboration

10.
Conflict at the
Workplace

.....

11.
Building
Partnerships for
Better Collaboration

12.
Defined Goals
for Conflict
Management
and Resolution

13.
Intercultural
fluency

.....

14.
Internal
Relationship
building



18.
Dealing with the
Language Barrier
over the Phone

.....

19.
Helping Your Co-
Workers

17.
Understanding
Various
Cultures for
Better
Collaboration

15.
Positive Social
Interdependence

.....

16.
The Importance
of Being a Team
Player

20.
Intercultural
Fluency For
Collaboration

.....

21.
Stores
Collaboration

22.
Collaboration
for Higher
Performance

.....

23.
Eliminating
Disruptive
Behavior

24.
Managing Conflict
for Employee
Retention

.....

25.
Internal Relationship
Building to Meet
Goals

25



01



1.
Mindful Of Your
Emotions

.....

2.
Boosting Work
Productivity

3.

Dealing with
Difficult
Emotions



6.
Developing
presentation
skills

7.

Body Scan
Meditation

4.
Having a Sense
of Control

.....

5.
Short mindful
meditations

GLEAC MICRO-PRACTICE LIBRARY

MINDFULNESS

(25 MODULES | 5 LEVELS | 4-6 HOURS)



8.
Handling
Customer
Queries

.....

9.
Addressing our
vulnerabilities

10.
Objectivity in an
interview

.....

11.
Mindful self-
attention

12.
Standing for too
Long

.....

13.
Self-Awareness

14.
Intention,
Attention, and
Attitude



19.
Constructive
Feedback

.....

20.
Essential
Marketable Skills

17.
Good Mental And
Physical health

.....

18.
Anxiety Post
Lockdown

15.
Removing
Unqualified
Candidates

.....

16.
Overcoming
Biases in
interviews

21.
Spiritual
Awakening For
Better Resilience

22.

Putting things
into perspective

23.
Blessings And
Opportunities

.....

24.
Ridding Negative
Influence

25.
Self-
Awareness For
Short-
Term/Long
Term Goals

25



01



1.
Managing Stressful
Work
Environments
.....
2.
Self-regulations to
Resolve Conflict

3.

Becoming a
World Citizen to
Increase Sales

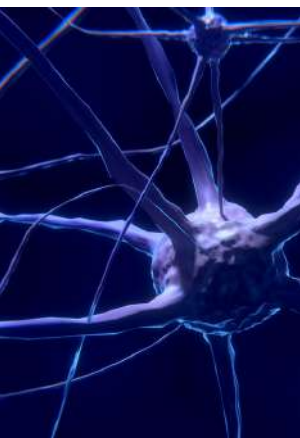


4.
Successful
Handling of
Upset Customers
.....
5.
Positively
Influencing
Consumers

6.
Cultural
Awareness to
Expand Globally
.....
7.
Effectively
Dealing with
Stress

GLEAC MICRO-PRACTICE LIBRARY

EMOTIONAL IQ
(25 MODULES | 5 LEVELS | 4-6 HOURS)



8.
Taking Advantage
of Time Away
.....
9.
Empathetically
Handling
Customer
Complaints

10.
Intrapreneurial
Startup Mindset
.....
11.
Staying Calm
when Dealing with
Irrational
Customers

12.
Influential Skills
for Repeat Sales
.....
13.
Global Citizenship
to Secure
Customers

14.

Controlling
Stress during
Busy Sale
Seasons



19.
Self-regulation
for Fewer
Distractions
.....
20.
Influential Skills
Used in an
Interview

17.
Bettering Stress
Management for
Work-Life Balance
.....
18.
Making Younger
Buyers
Comfortable

15.
Avoiding
Mistakes when
Interviewing
.....
16.
CPS to Overcome
Customer Issues



21.
Emotional
Intelligence When
Creating your
Resume
.....
22.
Handling Stress
when Recruiting

23.
Improving Empathy
.....
24.
Building an
Emotional
Understanding

25.

Empathy as
the Key Factor
of Emotional
Intelligence

25

01



1. Self-Actualization
.....
2. Developing Grit and Maintaining It

3. Self-Awareness of Strengths and Weaknesses



4. Being Responsible for Your Mistakes
.....
5. Understanding Intrinsic and Extrinsic motivation

6. Active Listening for what is Unsaid
.....
7. Being Solution Focused

GLEAC MICRO-PRACTICE LIBRARY

SELF-DIRECTION
(25 MODULES | 5 LEVELS | 4-6 HOURS)



8. SMART Goals for Better Work Performance
.....
9. Managing Commitments

10. Staying Motivated for Higher Performance
.....
11. Viable Solutions for Online Customers

12. Self-identity for Growth
.....
13. Unwavering Commitment and Focus

14. Self-management for Better Productivity



19. Self-Awareness when Overwhelmed
.....
20. Treating Customers Equally

17. Unreasonable Refund Requests
.....
18. Mistakes Prevalent in Customer Service

15. Dealing with Indecisive Customers
.....
16. Virtual Toxic Behaviors

21. Handling Problems for Uninterrupted Workflow
.....
22. Faulty Products or Services

23. Work Ethics
.....
24. Lack of Commitment

25. Walking in Unprepared for an Interview

25



01



1. Building an AI-Friendly Culture
2. AI and Organizational Structure

3.

Implementing AI Solutions



4. Introducing Artificial Intelligence
5. The Future with AI

6. AI and Employee Retention
7. AI and Employee Development

GLEAC MICRO-PRACTICE LIBRARY

AI-ENABLED SKILLS ACROSS THE WORKPLACE (25 MODULES | 5 LEVELS | 4-6 HOURS)

8. AI and Performance Management
9. AI and Team Effectiveness

10. The AI Ready Workplace
11. AI and Business Differentiation

12. Balancing AI Risks and Innovation
13. Ethics and Fairness in AI Adoption

14. Ethical Considerations of AI

19. Innovative Mindset for AI Integration
20. Customer Experience and Artificial Intelligence

17. The Benefits of AI for Customers and Businesses
18. Limitations of Artificial Intelligence for Customer Success

15. Ethical Use of AI and Building Trust
16. Analyzing Customer Sentiments Using Artificial Intelligence

21. AI-Powered Personalization
22. Leveraging Artificial Intelligence in Lead Generation

23. Enhancing Customer Engagement Through Artificial Intelligence
24. Predictive Analytics Using Artificial Intelligence

25. Optimizing Mindset for Successful AI Implementation in Marketing and Sales

25





THANK YOU

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