

# Course List

February 2023

# Boost your business with FSB Training

Whether you're working for yourself or managing a team, training and development is vital for growing and running a successful business. Upskill your small business with over 685 CPD certified online training courses, starting from just £80 per person for a year's access. **Explore our range of courses below.**

Admin, Secretarial and HR	3
Business	3
Green and Environmental	5
Computing and Technology	5
Customer care	6
Education	6
Finance	7
Fitness	7
Health and Safety	8
Health and Social Care	9
Hobbies and Lifestyle	10
Hospitality and Tourism	10
Human Resources	11
Medical and Mental Health	11
Personal Development	12
Professional Development	12
Sales and Marketing	13
Teams and Management	14

## Admin/Secretarial/HR

*Stay organised in your business with an array of administration training courses that are suited to a range of businesses.*

### Most Popular

- Admin, PA and Secretarial Certification
- Business Administration Certification
- Executive Secretarial, Admin and PA Diploma – Accredited (Level 3)
- Minute Taking Certification
- Becoming an Executive PA Certification
- Dental Practise Administration Certificate
- Executive Admin and PA Certification Level 3

- Legal Secretary Certification Level 3
- Medical Receptionist Administration Certification
- Medical Secretary Certification
- Female Genital Mutilation, Honour-based Abuse and Forced Marriage Awareness Certificate
- Office and Reception Management Certification
- Organisational Skills for Administrators Certification
- PA Telephone Skills Certification
- Reception Skills Certification
- Touch Typing Shorthand Certification
- The Effective Secretary Certification

## Business

*From improving communication skills to getting up to speed with governance, choose from a selection of courses to level up your business.*

### Most Popular

- Cleaning Certification
- Communication Barriers in the Workplace Certification
- Environmental, Social and Governance Certification
- Facebook for Business Certification
- GDPR in The Workplace Certification
- LinkedIn for Business Certification
- Stress Management in the Workplace Certification
- UK Employment Law Certification

- Affiliate Marketing Certification
- Agenda Setting Certification
- Animal Physiotherapy Certification
- Business Letter Writing Certification
- Business Plan Writing Certification
- Business Report Writing Certification
- Call Centre Skills Certification
- Canine Communication Diploma
- Cattery Business Certification
- Communication Skills
- Conducting Rewarding Meetings Certification

- Connecting with Customers Certification
- Consequences of Careless Social Media Use in the Workplace Certification
- Consumer Rights Awareness Certification
- Costs, Volumes and Profits Certification
- Create an Online Business Certification
- Creating and Maintaining a Successful Organisation Certification
- Creating Lively and Effective Meetings Certification
- Data Analysis Certification
- Data Protection Certification
- Data Protection in the Workplace Certification
- Delegation of Authority Certification
- Delivering Useful Feedback in a Corporate Setting Certification
- Developing a Compensation & Benefits Package Certification
- Developing and Implementing New Admin Systems Certification
- Developing Employees Certification
- Disability Awareness Certification
- Document Presentation Certification
- Domestic and Commercial Cleaning Certification

- Email Etiquette Certification
- Email Management and Ethics Certification
- Employee Motivation Certification
- Extrinsic and Intrinsic Rewards Certification
- Fashion Design Diploma
- Foundation in Business Skills Certification
- From Business Ideas to Success Certification
- Front Desk Safety and Security Certification
- Gaining Customer Testimonials Certification
- GDPR Certification
- Global Anti-bribery and Corruption Certification
- How to Effectively Motivate your Employees Certification
- How to Handle Social Media Criticism Certification
- Importance of Good Housekeeping at Work Certification
- Interior Design Diploma
- International Massage Diploma
- Introduction to Animal Care Certification
- Introduction to Cat Behaviour Certification
- Introduction to Cat Grooming and Health Certification
- Introduction to Feline Care Certification
- Introduction to Kennel and Cattery Management Certification
- Introduction to Reptile Care Certification
- Key Account Management Certification
- Maintaining Employee Records Certification
- Makeup Artist Diploma
- Making Meetings Matter Certification
- Managing Emotions at Work Certification
- Managing People Certification
- Managing your Workload Certification
- Master Planning Certification
- Mindful Listening Certification
- Motivating Colleagues to Perform Certification
- Nail Technician Award Diploma
- Negotiation Skills Certification
- Office Etiquette Certification
- Online Reputation Management Certification
- Operations Management Certification Level 2
- Organising and Chairing Meetings Certification
- PCI DSS Certification
- PR Certification
- Preventing Workplace Discrimination Certification
- Professional Retail Management Certification
- Project Design Certification
- Project Development and Testing Certification
- Project Management Foundation (Small Projects) Certification
- Project Preparation Certification
- Proof Reading Basics Certification
- Rabbit Care Certification
- Rat/Mouse/Hamster Care Certification
- Remote Worker & Business Travel Certification
- Researching Certification
- Retaining your Best People Certification
- Selling your Arts and Crafts Certification
- Sexual Harassment Awareness Certification
- Skype for Business Certification
- Staff Retention Techniques Certification
- Starting an Ecommerce Business Certification
- Strategic Planning / Mission Statement Certification
- Stray and Feral Welfare Management Certification
- Tackling Sensitive Workplace Conversations Certification
- Telephone Etiquette Certification
- The Freedom of Information Act Certification
- The General Data Protection Regulation Certification
- The HMT Sanctions List Certification
- The Human Element of Fraud Certification
- The National Minimum Wage Certification
- The Office Layout Certification
- The Reception Workstation Certification
- Time and Priority Management at Work Certification
- Training Delivery and Evaluation Certification
- Twitter for Business Certification
- Unconscious Bias Certification
- Visual Merchandising Certification
- Wages and Benefits Certification
- Working with Aggressive People Certification
- Workplace Monitoring and Data Protection Certification
- Veterinary Assistant
- Oven Cleaning Business
- Kick Start your Career Certification
- Becoming a Personal Stylist Certification
- Information Governance

## Green/Environmental

*Go green and level up your sustainability credentials with courses designed to help your small business take steps to become more eco-friendly.*

- Carbon Reduction Measures and Becoming Green Certification
- Corporate Sustainability Certification
- Sustainable Business Certification
- Environmental, Social and Governance Certification

## Computing/Technology

*You'll be a whizz in no time with a choice of computing and technology courses tailored to small business needs, whether it's making Excel spreadsheets a breeze or brushing up on your Microsoft Teams skills.*

### Most Popular

- Microsoft Excel Certification Level 1
- Microsoft Excel Certification Level 1-3
- Microsoft Teams
- Google Analytics
- Zoom Certification
- Adobe Illustrator Certification Level 1
- Blog Creation Management Certification
- C++ Certification Level 1
- Coding Foundations Certification
- Computer Maintenance Certification
- Computers and Internet for Beginners Certification
- CSS Certification Level 1
- Digital Art Tools for Photoshop Certification
- Excel Macros Certification
- How to Earn Online Certification
- HTML 5 Certification Level 2
- HTML and CSS Certification Level 1
- Introduction to AutoCAD Certification
- Introduction to AWS Certification
- Introduction to Cloud Computing Certification
- Introduction to Gaining a Cisco Certification – Certificate
- Introduction to IoT-Internet of Things Certification
- Introduction to Link Building for SEO Certification
- Introduction to VoIP Certification
- IT Certification Level 2
- IT Security Certification
- Java Certification Level 1
- jQuery Certification Level 1
- Link Building for SEO Certification
- Microsoft Excel Certification Level 2
- Microsoft Excel Certification Level 3
- Microsoft Outlook Certification Level 3
- Microsoft Word Certification Level 3
- Mobile and Portable Device Security Certification
- Mobile App Marketing (ASO) Certification
- Online Security Certification
- Photoshop CS6 Certification Level 1
- PowerPoint Diploma
- Programming Certification Level 1
- Python Certification Level 1
- Sage 50 Certification Level 1
- Sage 50 Certification Level 2
- Sage 50 Certification Level 3
- Sage 50 Certification Levels 1-3
- Software Testing Certification
- Vlogging Certification
- Web Applications Certification
- Website Development Foundations Certification
- WordPress Certification
- Microsoft Mail Merge Certification
- Introduction to Graphic Design Certification

# Customer Care

*Delivering excellent customer services is something that every small business prides themselves in. Learn how you can give customers a great experience every time with customer service certifications.*

## Most Popular

- Complaints Handling Certification
- Customer Care Certification
- Customer Services Certification Level 3
- Dealing with Customer Complaints Certification
- Caring for Your Customers' Needs Certification
- Consumer Rights Awareness Certification
- Customer Relationship Management
- Customer Retention Certification
- Customer Service in Fashion Shops Certification

- Electronic Customer Service Certification
- Face to Face Customer Service Certification
- Helpdesk Support Analyst Certification
- Identifying and Exceeding Customer Expectations Certification
- Is the Customer Always Right Certification
- Managing and Improving Customer Service Process Certification
- Meeting and Greeting Customers Certification
- Rescuing Difficult Customers Certification
- Telephone Customer Services Certification

# Education

*Working in the education sector? Explore certifications to help your business stay compliant, including safeguarding, staying safe online and more.*

## Most Popular

- British Sign Language Certification
- Safeguarding Children L4 Including Internet Safety Certification
- SEND Certification
- Teaching Assistant Certification Level 2
- Anti-Bullying and Bullying Prevention Certification
- Essential Employment Skills Certification
- Art Therapy Certification
- Basic English Certification
- Basic Maths Certification
- Become an Online Tutor
- Becoming a Higher-Level Teaching Assistant Certification
- British Values Certification
- Bullying in Schools Awareness and Prevention Certification
- Child Attachment Certification
- Child Minding Certification
- Child Psychology Certification Level 3
- English Grammar – Improve Your English Certification
- EYFS Teaching Certification Level 3
- Home Education Certification
- Improving School Attendance Certification
- Learning Disabilities Awareness Certification
- Lesson Planning for Teachers Certification

- Lockdown training
- Managing Classroom Behaviour Certification
- Mental Health Training for Teachers
- Mindfulness for Children Certification
- Mindfulness for Children Training Programme Certification
- Nursery Assistant Certification
- Play Therapy Certification
- Positive Handling in Schools Certification
- Prevent Duty Certification
- Racism Awareness
- Safeguarding Children on the Internet Certification
- Safeguarding for Students Certification
- Safeguarding for Teachers Certification
- Selective Mutism Awareness Certification
- Speech Therapist Introduction Certification
- Staying Safe Online Certification
- Tackling Hate Crime Certification
- Tackling Obesity Certification
- Teaching Adults to Read Certification
- Teaching English to Speakers of Other Languages (TESOL) Certification
- Teaching Phonics Certification
- Teaching Phonics Level 2 Certification
- The Key Stages of the National Curriculum Certification
- What Can you Trust Certification
- Introduction to Maths

## Finance

*Make sure it all adds up with our finance courses designed just for small businesses. From budgeting basics to payroll processes, you'll find courses suited to a range of abilities to help you balance the books.*

### Most Popular

- Cash Flow Statements and Logistics Certification
- Fraud Management & Anti-Money Laundering Awareness Certification Level 2
- Introduction to Accounting Certification
- Xero UK Certification
- Investing in Gold and Silver Certification
- Payroll – How to Calculate Net and Gross Pay Certification
- Payroll Systems – The Basics Certification
- Payroll Systems and Management Certification Level 2
- Personal Finance Certification
- Property Development Certification
- Retail Banking Certification
- The Cash Flow Statement Certification
- The Financial Services and Markets Act Certification
- The Proceeds of Crime and Terrorism Acts Certification
- Understanding Mortgages and Personal Finance Certification
- Understanding The National Insurance Contributions System Certification
- Understanding the PAYE System Certification
- What is Money Laundering? Certification
- When Employees Pay Less than the NIC Certification
- Wills and Probate Certification
- Budgeting Basics Certification
- Budgeting Like a Boss Certification
- Cryptocurrency Certification
- Finance for Non-Finance Managers Certification
- Financial Documents 101 Certification
- Fraud Detection Certification
- Fundamental Concepts of Fraud Certification
- How to Run an Efficient Payroll Certification
- Identity Theft Awareness Certification
- Introduction to Tax Accounting Certification

## Fitness

*Looking for ways to boost workplace wellbeing? You and your team can learn skills to help you look after your mental and physical health, such as reducing stress or improving sleep.*

### Most Popular

- How to Improve your Mental Health Certification
- How to Improve your Physical Health Certification
- How to Improve your Sleep Certification
- Reducing Stress (Techniques to Relax) Certification
- Herbal Health Certification
- Holistic Health Certification
- How to Stop Smoking Certification
- Introduction to CrossFit
- Marketing Your Fitness Business Certification
- Meal Planning
- Reducing Stress with Meditation and Visualisation Certification
- Sports Psychology Certificate
- Sports Science and Therapy Certification
- The Benefits of Tai Chi Certification
- Training for Sport Certification
- Diets Explained- Facts, Trends, and Myths
- Exercising at Home & Outdoors
- Finding Motivation to Get Fit and Stay Fit
- Fitness Diploma (Personal Trainer / Fitness Instructor)
- Healthy Eating at Work Certification

# Health and Safety

Stay compliant with workplace health and safety regulations with a variety of essential health and safety courses, including food safety, manual handling, and first aid.

## Most Popular

- COSHH Awareness Certification
- Fire Marshall Certification
- Food Safety Level 2 Certification
- Health and Safety in the Workplace (UK) Certification
- Introduction to Asbestos Certification
- Manual Handling certification
- Working at Height Awareness Certification
- Abrasive Wheels Certification
- Alcohol at Work Awareness Certification
- Basic Fire Safety Awareness Certification
- Cable and Wire Management Certification
- Construction Design Management
- Carbon Monoxide Awareness Certification
- Coronavirus Awareness Certification
- Crowd Management Certification
- Dangers of Sleep Deprivation Certification
- Dangers of Working at Night Certification
- Dealing with Workplace Violence Certification
- Display Screen Equipment Awareness Certification
- Driver Safety Awareness Certification
- Electrical Safety in the Workplace
- Ergonomics – Steps to Reduce Workplace Related Injuries Certification
- Essential Health and Safety in the Workplace (UK)
- Eye Safety in the Workplace Certification
- Fires and Explosions in the Workplace Certification
- First Aid Appointed Person Certification
- Food Allergen Awareness Certification
- Food Psychology for Mind and Body Certification
- Food Safety Cross Contamination Certification
- Food Safety Level 1 Certification
- Food Safety Level 3 Certification
- Food Safety Level 4 Certification
- HACCP Certification
- Hazard Identification and Risk Control Certification
- Head Protection Certification
- Health & Safety for Homeworkers
- Health and Safety Basics and Essentials Certification
- Health and Safety for Events Certification
- Introduction to Emergency Procedures in the Workplace Certification
- Lockdown Training Certification
- Lone Working Certification
- Mental Health in Construction
- Mobile Phones and Driving Certification
- Noise and Hearing Protection Certification
- Noise and Vibration Awareness Certification
- Paediatric First Aid Certification
- Personal Safety Certification
- Preventing Slips and Trips in the Workplace Certification
- RIDDOR Certification
- Risk Assessment in the Workplace Certification
- Speeding on Site Awareness Certification
- Step Ladder Safety Awareness Certification
- The Dangers of Construction Dust Certification
- Travel Safety for Women Certification
- Understanding Fire Extinguishers Certification
- Working in Confined Spaces Certification
- Working with Lift Trucks Certification
- The Dangers of Texting While Walking Certification
- Health and Safety – We Are All Responsible Certification



# Health and Social Care

Discover sector-specific courses for the health and social care industry designed to help your business stay compliant and develop new skills.

## Most Popular

- Dealing with Stress, Anxiety, Depression and Violence in the workplace Certification
  - Emergency First Aid in the Workplace Certification
  - Mental Health First Aid Certification
  - Safeguarding Children Certification
  - The Care Certification
- ADHD Awareness Certification
  - Advanced Cognitive Behavioural Therapy Certification (CBT)
  - Anxiety Awareness Certification
  - Asperger Syndrome Awareness Certification
  - Assessing Mental Capacity Certification
  - Understanding Autism Certification
  - Bipolar Awareness Certification
  - Blood-borne Pathogens & Exposure Control Plan Certification
  - Borderline Personality Disorder Awareness Certification
  - Caring for the Elderly Certification
  - Cerebral Palsy Awareness Certification
  - Child Neglect Awareness Certification
  - Child Protection Certification
  - Child Protection in Sport Certification
  - Child Sexual Exploitation Awareness Certification
  - Cognitive Behavioural Therapy Certification (CBT)
  - Concussion Awareness Certification
  - Depression Awareness Certification
  - Deprivation of Liberty Safeguards Certification
  - Diabetes Awareness Certification
  - Dialectical Behaviour Therapy Certification
  - Disability Awareness Certification
  - Domiciliary Care Certification
  - Drug and Alcohol Addiction Awareness Certification
  - Duty of Care Certification
  - Dyslexia Awareness Certification
  - Eating Disorder Awareness Certification
  - End of Life Care Certification
  - Epilepsy Awareness
  - Health and Social Care Certification Level 3
  - Infection Control Certification
  - Introduction to Childcare Certification
  - Introduction to Educational Psychology Certification
  - Introduction to Independent Living Certification
  - Introduction to REBT: Rational Emotive Behaviour Therapy Certification
  - Introduction to Sports Nutrition Certification
  - Legionnaires Disease Awareness Certification
  - Nutrition and Hydration Certification
  - Nutrition Diploma
  - Nutrition for Diabetes Certification
  - Nutrition for Older Adults Certification
  - People Handling Certification
  - Plant-Based Nutrition Certification
  - PPE Awareness Certification
  - Preventing Falls in Older People Certification
  - Privacy and Dignity Certification
  - Recruiting Staff in the Healthcare Sector Certification
  - Safe Handling of Medicines Foundation Certification
  - Safeguarding Adults Certification
  - Safeguarding Vulnerable Adults Certification
  - Self-harm Awareness Certification
  - Sepsis Awareness Certification
  - Sharps Injuries Awareness Certification
  - Stroke Awareness Certification
  - Stress Management Certification
  - Suicide Prevention Certification
  - Supporting People with Physical Disabilities Certification
  - Trauma Awareness Certification
  - UTI Sepsis Certification
  - Workplace Hygiene Certification
  - Introduction to Midwifery

## Hobbies and Lifestyle

*Working in the creative or lifestyle industry, or simply want to try your hand at something new? There are a variety of diplomas and certifications available to expand your horizons.*

### Most Popular

- Canine Communication Certification
- Dog Grooming Diploma
- Floristry Academy Diploma
- Garden Design and Maintenance Diploma
- International Massage Diploma
- Makeup Artist Diploma
- Nail Technician Diploma Award

- Animal Physiotherapy Certification
- Cattery Business Certification
- Children's Story Writing Diploma
- Crime Writing Diploma
- Dog Training: Train Your Dog to Walk on a Treadmill Certification
- Exercising at Home or Outdoors Certification
- Fitting Room Advise Certification
- Horse Care and Stable Management
- How to Use Garden Herbs Certification
- Introduction to Animal Care Certification
- Introduction to Cat Behaviour Certification
- Introduction to Cat Grooming and Health Certification
- Introduction to Feline Care Certification

- Introduction to Feng Shui Certification
- Introduction to Kennel and Cattery Management Certification
- Introduction to Photography Certification
- Introduction to Reptile Care Certification
- Organic Gardening Certification
- Painting and Decorating Certification
- Pet Psychology Diploma
- Rabbit Care Certification
- Rat/Mouse/Hamster Care Certification
- Reflexology
- Kids Party Planner
- Full Body Massage
- Script Writing Certification
- Selling Your Arts and Crafts Certification
- Stray and Feral Welfare Management Certification
- Tarot Card Reading Certification
- Travel Writing Certification
- Urban Gardening
- Writing Skills Certification
- Zen Gardening Certification
- Reiki Certification
- Crystal Healing Certification
- Colour Therapy Certification
- Professional Aromatherapy Certification

## Hospitality and Tourism

*Whether it's compliance with alcohol licensing laws or learning skills for event management, you'll find courses suited to the fast-paced hospitality and tourism industry.*

### Most Popular

- Applying for Alcohol Licensing Certification
- Events Management Certification Level 2
- Restaurant Management Certification Level 2
- Working in the Service Industry Certification

- Bartending Certificate
- Being a Sommelier Certificate
- Event Management Logistics and Troubleshooting Certification

- Events Management UK Certification
- Hotel Management Certification Level 3
- Hotel Reception Administration Certification
- Hotel Reception Certification
- How to be a Successful Waiter/Waitress Certification
- Nightclub and Bar Security Certification
- Travel and Tourism Certification Level 2
- Kids Party Planner Certification

# Human Resources

*If you don't have the capacity to outsource HR, or you're looking to upskill your in-house employees, access HR certifications to help streamline processes in your small business.*

## Most Popular

- Equality, Diversity & Discrimination Awareness Certification
- Human Resources Certification Level 2
- Introduction to Employment Law Certification
- Onboarding Best Practices Certification

- Absence Management Certification
- Costs and Causes of Employee Turnover Certification
- Dealing with HMRC in Relation to New Employees Certification
- Defining HR Certification
- Developing a Compensation & Benefits Package Certification
- Discipline and Grievance Certification
- Ensuring Adequate Staff Levels Certification

- Hiring Employees Certification
- Hiring for a Diverse Workforce Certification
- HR: Creating an Employee Handbook Certification
- HR: Protecting Confidentiality Certification
- HR: Working with Vendors Certification
- Human Capital Management Certification
- Introduction to Contracts Of Employment Certification
- Modern Slavery Awareness Certification
- Onboarding Tools Certification
- Parental Rights Certification
- Recruitment Consultant Certification
- Recruitment Strategies Certification
- Safer Recruitment Certification
- Sick Leave Certification
- Termination of Employment Certification

# Medical and Mental Health

*Health and wellbeing are so important, no matter how small your business. Discover a range of health-related training courses.*

## Most Popular

- Depression Awareness Certification
- Mental Health Awareness Certification
- Mental Health First Aid Certification
- Mental Wellbeing in Children and Young People Certification
- Health and Wellbeing Certification

- Chinese Medicine Certification
- Concussion Awareness Certification
- Coronavirus Awareness
- Counselling Certification
- Criminal Psychology Certificate
- Dementia Awareness Certification
- Dental Care Certification
- Diabetes Awareness Certification

- Eating Disorder Awareness Certification
- Epilepsy Awareness
- Grief and Bereavement Counselling Certification
- Introduction to Child Counselling Certification
- Introduction to Psychology Certification
- Legionnaires' Disease Awareness Certification
- Medical Acupuncture Certification
- Naturopathy Certification
- Pharmacy Assistant Certification
- Professional Post-Traumatic Stress Disorder Counselling Certification
- Professional Relationship Counselling Certification
- Sepsis Awareness Certification
- The Self Care Certification
- UTI Sepsis Certification

# Personal Development

*Personal development skills are valuable for any business to have, regardless of your industry. Building these 'soft skills' is just as important when running and growing a successful business.*

## Most Popular

- Assertiveness Skills Certification
- LGBTQ Awareness Certification
- Listening Skills Certification
- Mindfulness Certification

- Advanced English Spelling Certification
- Anger Management Certification
- Body Language Certification
- Boost Your Concentration Certification
- Building Your Confidence and Self-Esteem Certification
- Commitment to Consistency Certification
- Communication Basics Certification
- Decoding Direct/Indirect Messages Certification
- Effective Decision-Making Certification
- EFT – Emotional Freedom Technique Certification
- Emotional Intelligence Certification
- Finding Your Perfect Career For Success and Enjoyment (CareerRadar) Certificate
- Handling Conflict in High-Value Relationships
- Handling Conflict in Low-Value Relationships Certification
- Hourly Planning and Habits Certification
- How to Build Resilience Certification
- How to Programme Your Mind for Success Certification
- How to Stop Procrastinating Certification
- Identifying Causes of Conflict Certification

- Improve Your Assertiveness Certification
- Improve Your Social Skills Certification
- Improving Personal Effectiveness Certification
- Interpersonal Skills Certification
- Learn Speed Reading Certification
- Learning Impressive Telephone Techniques Certification
- Learning Strategies Certification
- Learning to Learn Certification
- Life Hacks Certificate
- Master Talking to Anyone Certification
- Memory Enhancement Certification
- Mindful Listening Certification
- Motivation Skills Certification
- Myers–Briggs Theory and Test Certification
- Neuro-Linguistic programming Certification
- Neuroplasticity: Rewire Your Brain for Success Certification
- Preparing for an Exam Certification
- Problem Solving Certification
- Promoting Positive Behaviour Certification
- Success Habits Certification
- The Art of Persuasion Certification
- The Basics of Critical Thinking Certification
- The Importance of Ethics Certification
- The Power of the Mind Certification
- The Science of Happiness Certification
- The Secrets of Body Language Certification

# Professional Development

*Looking to boost staff retention? Offering professional development training opportunities can help your employees to grow in your business and take on management positions.*

## Most Popular

- Boost Your Work Efficiency Certification
- Dealing with Difficult People and Situations Certification
- Practical Leadership Skills Certification
- Presentation Skills Certification

- Career Planning Certification
- Confidence On Camera Certification
- Developing a Career Strategy Certification
- Establishing Credibility as a Speaker Certification
- Extremism and Terrorism Awareness Certification
- How to Handle Criticism at Work Certification

- How to Write Better Emails Certification
- Influencing People Certification
- Interviewing Skills and CV Writing Certification
- Interviewing Skills Certification
- Life Coaching Certification
- Mentoring and Coaching People Certification
- Note Taking Certification
- Prioritisation Certification
- Public Speaking Certification
- Punctuation Mastery Certification
- Questioning and Listening Techniques Certification
- Rational Decision Making Certification
- Win-Win Negotiations for Conflict Resolution Certification

# Sales/Marketing

*Finding new customers and leads is always top of the list when running a small business to make that all-important sale. Learn how to use new platforms to develop your digital presence or brush up on your marketing knowledge.*

## Most Popular

- Digital Marketing Certification Level 2
  - Introduction to Google Ads Certification
  - Marketing Certification Level 2
  - Sales Certification Level 2
  - SEO for Business Certification
  - Facebook Advertising
- Introduction to Reddit Marketing Certification
  - Social Media Careers Certification
  - Key Mistakes to Avoid When Marketing Certification
  - Make an Impression Every Time Certification
  - Making Your Sales Pitch Certification
  - Managing a Sales Team Certification
  - Marketing Plan Writing Certification
  - Negotiating and the Concept of the Three P's Certification
  - Networking for Sales Professionals Certification
  - Product Pricing and Sales Negotiation Certification
  - Reddit Marketing Certification
  - Retail Analytics Certification
  - Sales Funnels for Beginners Certification
  - Sales Pitching Certification
  - Sales Talk – Understanding the Jargon Certification
  - Sales Tools and Technology Certification
  - Skills to Succeed at Selling Certification
  - Social Media for Business Certification
  - Social Media Marketing Certification
  - The Four P's of Marketing Certification
  - The Power of Influence & Motivating People to Buy Certification
  - The Purpose of Advertising Certification
  - Writing Sales Proposals Certification
  - YouTube Channel Marketing Certification
  - YouTube Masterclass Certification

- Achieving Sales on the Telephone Certification
- Advertising and Marketing Certification Level 2
- Body Language as a Sales Tool Certification
- Buying and Selling Online Certification
- Closing Techniques Certification
- Cold Calling Certification
- Content Creation Certification
- Converting Leads into Sales Certification
- Copywriting Masterclass Certification
- Creating a Marketing Plan Certification
- Estate Agency – Scottish System Certification
- Evaluating a Marketing Plan Certification
- Handling Objections & Overcoming Barriers to Sales Certification
- How Retargeting Works Certification
- How to Become a Social Media Influencer Certification
- How to Close More Sales Certification
- Instagram Marketing Certification

# Teams and Management

*Make sure your team works efficiently and increase productivity in your business by undertaking training courses designed to improve teamwork and leadership.*

## Most Popular

- Communication Techniques for Managers Certification
- Essential Skills for First-Time Managers Certification
- Leading Effective 1-1 Meetings Certification
- Thomas-Kilmann Conflict Mode Instrument Certification
- Conducting Employee Appraisals Certification
- Conflict in the Workplace Certification
- Construction Management Certification Level 1-3
- Constructive Feedback Certification
- Designing Effective Teams Certification
- Facilities Management Certification Level 2
- How to Manage Virtual Teams Certification
- Inspirational Leadership Certification
- Key Tools and Knowledge for Team Leading Certification
- Leading Team Meetings Certification
- Managing Teams Certification
- Transport Management Certification Level 2
- Warehouse Management Certification Level 2
- Warehouse and Transport Management Certification
- Working in Teams Certification

## Start learning today

Get 12 months access to FSB Training's e-learning library, home to 685+ CPD certified courses, for as little as £80 per person.

[fsb.org.uk](https://fsb.org.uk)

 [facebook.com/federationofsmallbusinesses](https://facebook.com/federationofsmallbusinesses)

 [@FSB\\_Voice](https://twitter.com/FSB_Voice)

If you require this document in an alternative format please email [accessibility@fsb.org.uk](mailto:accessibility@fsb.org.uk)

**fsb**<sup>08</sup>

**Training**

in association with Staff Skills Training