LEADERSHIP AND BUSINESS BOOKS

FEBRUARY 2022 RELEASES AND 90-DAY DEVELOPMENT PLAN

- **Skillsoft Leadership Development Program powered by MIT Sloan Management Review (English)**
  - **Books**

- MIT Sloan Management Review Article on Beyond Viral: Generating Sustainable Value From Social Media
- MIT Sloan Management Review Article on A Platform Greater Than Facebook
- MIT Sloan Management Review Article on A Framework for Innovation in the COVID-19 Era and Beyond
- MIT Sloan Management Review Article on All Together Now (or, Can Collective Intelligence Save the Planet?)
- MIT Sloan Management Review Article on Agents of Change
- MIT Sloan Management Review Article on 10 Things Your Corporate Culture Needs to Get Right
- MIT Sloan Management Review Article on Accelerating Supply Chain Scenario Planning
- MIT Sloan Management Review Article on A New Playbook for Diversified Companies
- MIT Sloan Management Review Article on 12 Essential Innovation Insights
- MIT Sloan Management Review Article on An Easy Way to Encourage Employees to Follow Company Rules
- MIT Sloan Management Review Article on 'Just Enough' Piracy Can Be a Good Thing
- MIT Sloan Management Review Article on A Three-Point Approach to Measuring Supply Chain Sustainability
- MIT Sloan Management Review Article on Aligning Business and Government on Climate Change
- MIT Sloan Management Review Article on A 'Whole Company' Approach for Justice and Equity
- MIT Sloan Management Review Article on Building Better Work Models for the Next Normal
- MIT Sloan Management Review Article on Choosing Scope Over Focus
- MIT Sloan Management Review Article on Companies Brace for Decade of Disruption From AI

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- MIT Sloan Management Review Article on Can We End the Crisis of Agency?
- MIT Sloan Management Review Article on Building a More Intelligent Enterprise
- MIT Sloan Management Review Article on Building a Winning Business Model Portfolio
- MIT Sloan Management Review Article on Breaking the Cycle of Bias That Works Against Women Leaders
- MIT Sloan Management Review Article on Bringing Research and Practice Together
- MIT Sloan Management Review Article on Can We Afford Sustainable Business?
- MIT Sloan Management Review Article on Being the Agile Boss
- MIT Sloan Management Review Article on Building the Link Between Learning and Inclusion
- MIT Sloan Management Review Article on Build a Diverse Team to Solve the AI Riddle
- MIT Sloan Management Review Article on Competition From the Inside Out
- MIT Sloan Management Review Article on Are You Ready to Lead Work Without Jobs?
- MIT Sloan Management Review Article on Architect Your Company for Agility
- MIT Sloan Management Review Article on Big Picture, Little Picture. We've Got You Covered.
- MIT Sloan Management Review Article on Are Negative Emotions Brewing in Your Workplace?
- MIT Sloan Management Review Article on Building Lasting Collaborations With Government and NGOs
- MIT Sloan Management Review Article on Can Your Supply Chain Hear Me Now?
- MIT Sloan Management Review Article on Companies Must Find the Courage to Back Up Statements on Climate Action
- MIT Sloan Management Review Article on Corporate Money in Politics Faces a Reckoning
- MIT Sloan Management Review Article on Avoiding the 'Cringe Factor' in Marketing to Gen Z
- MIT Sloan Management Review Article on Beat the Odds in M&A Turnarounds
- MIT Sloan Management Review Article on Craft Your Brand Strategy to Ensure Racial Justice
- MIT Sloan Management Review Article on Create Your Company's Future
- MIT Sloan Management Review Article on Creating Better Innovation Measurement Practices
- MIT Sloan Management Review Article on Creating Collaborative Ecosystems to Transform Customer Experience
- MIT Sloan Management Review Article on Cultivating a Culture of Cross-Functional Teaming and Learning at CarMax
- MIT Sloan Management Review Article on Cultivating an Inclusive Culture Through Personal Networks
- MIT Sloan Management Review Article on Defining 'Material' Climate Risks
- MIT Sloan Management Review Article on Developing Future-Ready Skills With Peer Coaching
- MIT Sloan Management Review Article on Developing Innovative Solutions Through Internal Crowdsourcing
- MIT Sloan Management Review Article on Developing Successful Strategic Partnerships With Universities
- MIT Sloan Management Review Article on Do Men Know More About Salaries?
- MIT Sloan Management Review Article on Do You Diagnose What Goes Right?
- MIT Sloan Management Review Article on Don't Get Caught in the Middle
- MIT Sloan Management Review Article on Driving Remote Innovation Through Conflict and Collaboration
- MIT Sloan Management Review Article on Easing the Invisible Burdens of Collaboration
- MIT Sloan Management Review Article on Effecting Real Progress in Executive Diversity and Inclusion
- MIT Sloan Management Review Article on Embrace Delegation as a Skill to Strengthen Remote Teams

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- MIT Sloan Management Review Article on Embracing a Strategic Paradox
- MIT Sloan Management Review Article on End Your Business Journey, Please
- MIT Sloan Management Review Article on Entrepreneurial Identity: A Leader's Superpower and Their Achilles' Heel?
- MIT Sloan Management Review Article on Entrepreneurship Is a Craft and Here's Why That's Important
- MIT Sloan Management Review Article on Ethics Should Precede Action in Machine Intelligence
- MIT Sloan Management Review Article on Executing the CEO's Agenda Through Targeted Learning
- MIT Sloan Management Review Article on Experiments and Data for Post-COVID-19 Work Arrangements
- MIT Sloan Management Review Article on Explaining the Business Case for Sustainability Again … and Again … and Again
- MIT Sloan Management Review Article on Don't Give Up on Corporate Culture
- MIT Sloan Management Review Article on Effective Innovation Begins With Strategic Direction
- MIT Sloan Management Review Article on Business Needs a Safety Net

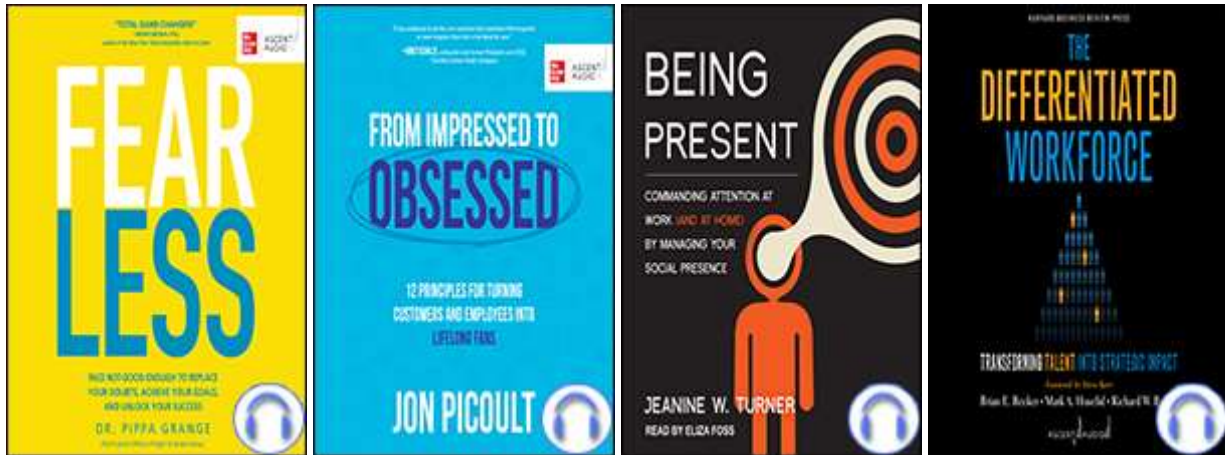**Business Skills (English)**
- **Books**

- Successful Construction Supply Chain Management: Concepts and Case Studies
- Boards That Dare: How to Future-proof Today's Corporate Boards
- Culture Shift: A Practical Guide to Managing Organizational Culture
- Direct and Digital Marketing in Practice
- Fully Connected: Surviving and Thriving in an Age of Overload
- How to Lead Others: Eight Lessons for Beginners
- Infinite Value: Accelerating Profitable Growth Through Value-based Selling
- Leadersmithing: Revealing the Trade Secrets of Leadership
- Leading Organizations: Ten Timeless Truths
- On Board: The Insider's Guide to Surviving Life in the Boardroom
- Press Start: Using gamification to power-up your marketing
- Reach the Top in Finance: The Ambitious Accountant's Guide to Career Success
- Relational Change: The Art and Practice of Changing Organizations

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- Retail Therapy: Why The Retail Industry Is Broken – And What Can Be Done To Fix It
- Rewire: A Radical Approach to Tackling Diversity and Difference
- Risky Strategy: Understanding Risk to Improve Strategic Decisions
- The Art of Judgment: 10 Steps to Becoming a More Effective Decision-Maker
- The Everyday Leader: How to Motivate, Empower and Influence Those Around You
- The Growth Director's Secret: Why Businesses Struggle to Grow – And What You Can Do to Change It
- The Inspired Leader: How leaders can discover, experience and maintain their inspiration
- The Leadership of Teams: How to Develop and Inspire High-performance Teamwork
- The Social CEO: How Social Media Can Make You A Stronger Leader
- Transforming Organizations: Engaging the 4Cs for Powerful Organizational Learning and Change
- You Can Sell: Results are Rewarded, Efforts Aren't
- You Can Win: A Step-by-Step Tool for Top Achievers
- Yours Truly: Staying Authentic in Leadership and Life
- Re-Entrepreneuring: How Organizations Can Reignite Their Entrepreneurial Spirit
- Share: How Organizations Can Thrive in an Age of Networked Knowledge, Power and Relationships
- The Business of Excellence: Building high-performance teams and organizations
- Humane Capital: How to Create a Management Shift to Transform Performance and Profit
- 10% Better: Easy ways to beat stress, think smarter, get healthy and achieve any goal
- The Gift of Intensity
- LoveWork
- Leadership Material
- Adventures in Coaching
- Breaking Through Bias
- Changemaker Playbook
- Coaching Questions for Every Situation
- Innovation is Everybody's Business
- Bridge the Culture Gaps
- 100 Things Successful People Do: Little Exercises for Sucessful Living
- The 12 Rules of Attention
- The Ultimate Leadership Book
- The Ultimate Negotiation Book
- The Ultimate Self Care Book
- Windows 11 in easy steps
- Microsoft Word in easy steps
- The Success Factor: Developing the Mindset and Skillset for Peak Business Performance
- The Good Retirement Guide 2022: Everything You Need to Know About Health, Property, Investment, Leisure, Work, Pensions and Tax
- Armstrong's Handbook of Performance Management: An Evidence-Based Guide to Performance Leadership
- AI Strategy for Sales and Marketing
- Supplier Relationship Management: Unlocking the Value in Your Supply Base
- Digital Branding: A Complete Step-by-Step Guide to Strategy, Tactics, Tools and Measurement
- Financial Management for Technology Start-Ups: How to Power Growth, Track Performance and Drive Innovation

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- The Handbook of Logistics and Distribution Management 7th edition
- Introduction to Employment Law: Fundamentals for HR and Business Students
- Managing Workplace Health and Wellbeing during a Crisis
- Words That Work: Communicate Your Purpose, Your Profits and Your Performance
- The Digital Marketing Handbook: Deliver Powerful Digital Campaigns
- Artificial Intelligence for HR: Use AI to Support and Develop a Successful Workforce
- Selling Through Tough Times: Grow Your Profits and Mental Resilience Through any Downturn
- From Impressed to Obsessed: 12 Principles for Turning Customers and Employees into Lifelong Fans
- The Widest Net: Unlock Untapped Markets and Discover New Customers Right in Front of You
- An Audience of One: Drive Superior Results by Making the Radical Shift from Mass Marketing to One-to-One Marketing
- Goals-Based Investing: A Visionary Framework for Wealth Management
- Unfear: Transform Your Organization to Create Breakthrough Performance and Employee Well-Being
- Capital Allocation: Principles, Strategies, and Processes for Creating Long-Term Shareholder Value
- Hustlers and Seekers: How to Crush It and Find Fulfillment—Without Losing Your Mind
- Hacking Digital: Best Practices to Implement and Accelerate Your Business Transformation
- No Explanation Required!: A Woman's Guide to Assert Your Confidence and Communicate to Win at Work
- The Automation Advantage: Embrace the Future of Productivity and Improve Speed, Quality, and Customer Experience Through AI
- We the Leader: Build a Team of Equals Who All Lead AND Follow to Drive Creativity and Innovation
- Branding Between the Ears: Using Cognitive Science to Build Lasting Customer Connections
- Exponential: Transform Your Brand by Empowering Instead of Interrupting
- QuickValue: Discover Your Value and Empower Your Business in Three Easy Steps
- Million Dollar Consulting, Sixth Edition: The Professional's Guide to Growing a Practice
- Stop. Think. Invest.: A Behavioral Finance Framework for Optimizing Investment Portfolios
- PMP Project Management Professional All-in-One Exam Guide
- The Internet of Things What Everyone Needs to Know
- What We Owe Each Other
- Becoming a Coach: The Essential ICF Guide
- The Price Advantage
- It Starts With Clients: Your 100-Day Plan to Build Lifelong Relationships and Revenue
- The Design Thinking Toolbox: A Guide to Mastering the Most Popular and Valuable Innovation Methods
- Knockout Networking for Financial Advisors and Other Sales Producers: More Prospects, More Referrals, More Business
- Artificial Intelligence for Managers: Leverage the Power of AI to Transform Organizations & Reshape Your Career

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Business Skills (English)

- **Audiobooks**

- Lean Six Sigma For Dummies, 4th Edition
- Being Present
- A Secret History of Brands
- How To Change Toxic Relationships
- LoveWork - Audio
- Practical Happiness
- Exchange-Traded Funds For Dummies, 3rd Edition
- Currency Trading For Dummies, 4th Edition
- Financial Security For Dummies
- 401(k)s & IRA For Dummies
- The Ultimate Book of Influence
- Just Not That Likable
- The Differentiated Workforce
- The Execution Premium
- Bulletproof Decisions
- Advice for a Successful Career in the Accounting Profession
- The Connected Leader
- Beyond Emotional Intelligence
- Smart Growth
- Winning on Purpose
- The Big Book of HR, 10th Anniversary Edition
- 8 Steps to High Performance
- Karmic Marketing
- Beyond Digital
- P.S. You're a Genius
- The Joe Biden Way
- Breakthrough
- Digital Customer Service: Transforming Customer Experience for An On-Screen World - Audio
- Resilience By Design
- Reframing Organizations: Artistry, Choice, and Leadership, 7th Edition audio
- Building Corporate Soul
- Strategic Advertising Management
- Crucial Conversations, Third Edition

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- Follow Up and Close the Sale
- No Explanation Required!
- Stop. Think. Invest.
- Fear Less
- Riding the Waves of Culture, Fourth Edition
- From Impressed to Obsessed
- Leading with AI and Analytics

Courses
- The Evolution of the Black Corporate Experience: Session Replay
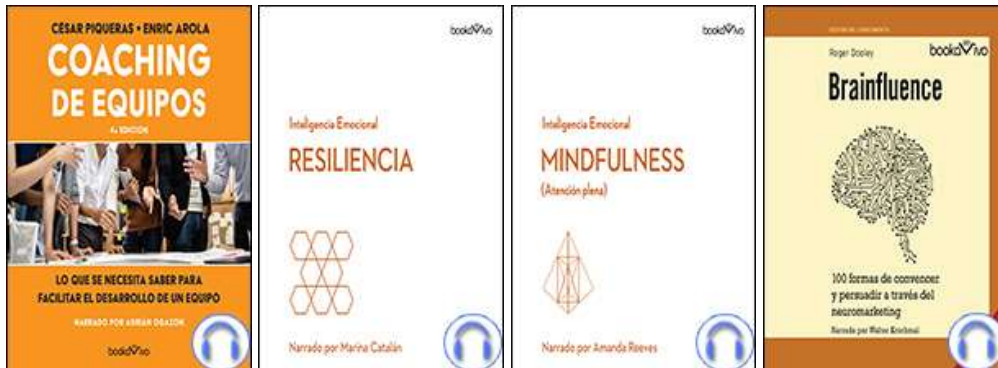- Final Exam: Business and Leadership for Software Architects

Skillsoft Book Summaries and Audio Summaries

- Leading from Anywhere: Unlock the Power and Performance of Remote Teams
- Suddenly Virtual: Making Remote Meetings Work
- What We Owe Each Other: A New Social Contract for a Better Society
- Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones
- Find Your Fierce: Interrupt Imposter Syndrome and Own Your Success
- Industry Overview: Credit Derivatives and Credit Risk

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Business Skills (Localized)

- **Spanish**
  - **AudioBooks**

- Ganarse al jefe o el arte de promocionarse (Managing Up)
- Los básicos de las finanzas (Finance Basics)
- Coaching de equipos (Coaching Teams)
- Ruta Hacia la Reinvención (The Road to Reinvention)
- Inteligencia emocional en el trabajo (Emotionally Intelligent Workplace)
- Atención plena (Mindfulness)
- Focus
- Resiliencia (Resilience)
- Saber escuchar (Mindful Listening)
- Equipos ideales (Ideal Team Player)
- El líder de alto potencial (The High-Potential Leader)
- Deje de Vender (Unselling)
- Experiencia del cliente (Customer Experience)
- Al frente del cambio (Leading Change)
- Creación de un plan de negocios (Creating Business Plans)
- Dirigir Reuniones (Running Meetings)
- Brainfluence
- El desafío del liderazgo (The Leadership Challenge, 6th Edition)
- ¡Tu cliente manda! (Your Custom Rules)
- Preguntas que valen oro (Powerful Questions)
- Cómo tratar con personas difíciles y problemáticas (How to Deal with Difficult People)

Courses

- Motivational Leadership
- Create a culture of successful business execution
- Shaping the customer experience with physical and digital channels
- Driving Change: A Best Practice Playbook for Digital Transformation
- Develop your critical thinking and cognitive flexibility
- Training Techniques to Motivate Practitioners
- Lead virtually
- Training and leadership of successful teams
- Leading through the challenge of change
- Conflict management in the workplace
- Work with data to make effective decisions

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- Manage your time so your time doesn't manage you
- Mastering digital transformation
- Virtual Collaboration Optimization
- Serving digital customers with omnichannel
- Understand the digital customer
- Embrace continuous learning
- Become a successful contributor
- Maintain tact and diplomacy under pressure
- Take the reins: activate your entrepreneurial potential
- Take advantage of mistakes
- How to sharpen your focus so you don't lose your way
- A difficult boss doesn't have to be a difficult problem.
- How to Like and Get Respect in the Workplace
- Set goals to save time
- How to learn effectively
- Conflict resolution in the workplace
- Development of diplomacy and tact
- Development of digital skills in organizations
- Reinvent your business model to support digital transformation

Business Skills (Localized)
- **German**

- Excel Pivot-Tabellen für Dummies
- Robust!. Wie Sie als Unternehmer unberechenbare Zeiten erfolgreich meistern
- Mehr Fokus, Motivation und Erfolg mit OKR. Grundlagen und Best Practices
- Das zahlt sich aus. Mitarbeiterbindung jenseits des Gehaltszettels

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- Handbuch Führung. Schnelle Unterstützung für dynamische Führungskräfte
- Modernes Homeoffice für Dummies
- Digitales Marketing für Dummies
- Content Marketing für Dummies
- Das Praxisbuch für den modernen Außendienst. Akquisitions-, Beratungs-, Verkaufs- und Entwicklungsprozesse kundenzentriert gestalten
- Virtual Selling. Der definitive Leitfaden für die Nutzung videobasierter Technologie und virtueller Kommunikationskanäle für den erfolgreichen Verkauf
- Modernes Projektmanagement in der Praxis. Mit System zum richtigen Vorgehensmodell
- GmbH-Geschäftsführung für Dummies
- Projektmanagement für Dummies, Fifth Edition
- Microsoft Teams für Dummies
- Zoom für Dummies
- Excel Makros für Dummies
- Power BI für Dummies

Courses

- Marketing: The process and features for building customer relationships
- Leading through motivation
- Creating a successful culture of doing business
- Development of critical thinking and cognitive flexibility
- Virtual tour
- Building and leading successful teams
- Leading through the challenge of change
- Horizon Scanning: Early identification of future opportunities
- How to learn effectively
- Save time with goal setting
- The four Ps: Crucial factors in marketing
- Brand building through people and planning

Digital Transformation (English)

- **MIT SMR Assets**

MITSloan Management Review — CIOs and the Future of IT

MITSloan Management Review — Can Data Drive Racial Equity?

MITSloan Management Review — Achieving Return on AI Projects

MITSloan Management Review — Competing on Platforms

- MIT Sloan Management Review Article on Automating Supply Chain Resilience Should Be High on Your Digital Agenda
- MIT Sloan Management Review Article on Digital Transformation Is a Misnomer
- MIT Sloan Management Review Article on AI and the 'Augmentation' Fallacy
- MIT Sloan Management Review Article on AI and the Need for Speed
- MIT Sloan Management Review Article on AI in the Boardroom: The Next Realm of Corporate Governance
- MIT Sloan Management Review Article on AI-at-Scale Hinges on Gaining a 'Social License'
- MIT Sloan Management Review Article on All Platforms Are Not Equal
- MIT Sloan Management Review Article on Buyer Beware! MLB Free Agents Underperform Their Contracts
- MIT Sloan Management Review Article on Fashion Forecasting: Arti Zeighami on Implementing AI at H&M Group
- MIT Sloan Management Review Article on 'The First Day Is the Worst Day': DHL's Gina Chung on How AI Improves Over Time
- MIT Sloan Management Review Article on Advancing Health Care With AI: Humana's Slawek Kierner Talks Synthetic Data and Real Lives
- MIT Sloan Management Review Article on Do Teams Need to Win to Sell Tickets?
- MIT Sloan Management Review Article on Can We Solve AI's 'Trust Problem'?
- MIT Sloan Management Review Article on Are AI Learning Scenarios Unpredictable Enough?
- MIT Sloan Management Review Article on Can Artificial Intelligence Replace Executive Decision Making?
- MIT Sloan Management Review Article on Artificial Intelligence Brings Out the Worst and the Best in Us
- MIT Sloan Management Review Article on Are You Taking the Wrong Approach to Digital Transformation?
- MIT Sloan Management Review Article on CIOs and the Future of IT
- MIT Sloan Management Review Article on Can Data Drive Racial Equity?
- MIT Sloan Management Review Article on Big Data and IT Talent Drive Improved Patient Outcomes at Schumacher Clinical Partners
- MIT Sloan Management Review Article on But Will the Algorithms Have Empathy?
- MIT Sloan Management Review Article on Blockchain and the Clean, Smart Grid
- MIT Sloan Management Review Article on Blockchain Is Changing How Media and Entertainment Companies Compete
- MIT Sloan Management Review Article on Augmentation Versus Automation: AI's Utility in the Workplace

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- MIT Sloan Management Review Article on Balance Efficiency With Transparency in Analytics-Driven Business
- MIT Sloan Management Review Article on Decarbonizing Our Toughest Sectors — Profitably
- MIT Sloan Management Review Article on Digital Maturity, Not Digital Transformation
- MIT Sloan Management Review Article on Digital Transformation on Purpose
- MIT Sloan Management Review Article on Don't Forget the Basics in Digital Transformation
- MIT Sloan Management Review Article on Don't Let Artificial Intelligence Supercharge Bad Processes
- MIT Sloan Management Review Article on Can We Escape the Technology Trap?
- MIT Sloan Management Review Article on A Comprehensive Approach to Cyber Resilience
- MIT Sloan Management Review Article on A Data-Driven Approach to Identifying Future Leaders
- MIT Sloan Management Review Article on A New Business Mandate for Ethical Technology
- MIT Sloan Management Review Article on Accelerate Access to Data and Analytics With AI
- MIT Sloan Management Review Article on Accelerate Digital Transformation With 'No-Code' Software Tools
- MIT Sloan Management Review Article on Achieving Return on AI Projects
- MIT Sloan Management Review Article on Business Scents: The Rise of Digital Olfaction
- MIT Sloan Management Review Article on Coming to Grips With Dangerous Algorithms
- MIT Sloan Management Review Article on Building a Robotic Colleague With Personality
- MIT Sloan Management Review Article on Competing on Platforms
- MIT Sloan Management Review Article on Avoid These Five Digital Retailing Mistakes
- MIT Sloan Management Review Article on Culture's Role in Successful Technology Transformation
- MIT Sloan Management Review Article on Design Your Work Environment to Manage Unintended Tech Consequences
- MIT Sloan Management Review Article on Digital Audits as a Tactical and Strategic Management Resource
- MIT Sloan Management Review Article on Digital Disruption Is a People Problem
- MIT Sloan Management Review Article on Digital Innovation Lights the Fuse for Better Health Care Outcomes
- MIT Sloan Management Review Article on Don't Let Digital Obsession Destroy Your Organization
- MIT Sloan Management Review Article on Embracing AI When Your Industry Is in Flux
- MIT Sloan Management Review Article on Execs Bullish on AI but Wary of Data Leadership
- MIT Sloan Management Review Article on EXPANDING AI'S IMPACT WITH ORGANIZATIONAL LEARNING
- MIT Sloan Management Review Article on Could the Big Technology Companies of Today Be the Financial Advisers of Tomorrow?
- MIT Sloan Management Review Article on Creating Valuable (and Trusted) Experiences With Digital Personas

Other Localized Courses

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Japanese

- Customer service: Clarify customer needs
- Customer service: Adjust to your signature
- Personal power and credit
- Form a culture that ensures business practices
- Optimize virtual collaboration
- Master digital transformation
- Perform time management that is not controlled by time
- Sharpen your concentration and get it on track
- Make the most of your mistakes
- Effective learning method
- Drive Transformation: Digital Transformation Best Practices Playbook
- Set goals and save time
- Power-up: Bring out the potential of self-starter
- Become a continuous learner
- Coaching techniques that inspire those who receive coaching
- Foster flexibility in your critical thinking and cognition
- Strategies for team cohesion
- Value proposition: Accurate pitch
- Building and Leading a Successful Team
- Command in virtual space
- Leading the challenge of change
- Listen to the other person's story even in situations where it is difficult to hear
- Build a team of creativity gurus
- Horizon Scanning: Identify future opportunities
- Leverage the power of analogical thinking
- Stay attentive and nimble under pressure
- Hone your attentiveness and wit skills
- Lead the workplace with motivation and engagement
- Become a favorite and respected person in the workplace
- Use systems thinking to solve problems in the workplace
- Build a customer obsession
- Proven method of technical communication
- Tell a business story
- Effective Communication with Stakeholders of Technology Experts
- Customer Service: Understanding Customer Service Priorities
- Customer Service: Become a great chat agent
- Customer service: cultivate the idea of service
- Customer Service: Build Bonds with Customers

Dutch

- Adopting an inclusive mindset in the workplace
- Becoming a DEI ally and driver
- Transition from bias to inclusion in your DEI journey
- Putting diversity, equality and inclusion in the workplace into action
- Recognizing and tackling micro-behavior in the workplace

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Hungarian

- Learn about data visualization
- Business Analysis Overview
- Analytical knowledge for business professionals

Greek

- The art and science of communication
- Communicating with confidence
- Build trust through effective communication
- Exercise with non-linguistic communication

Polish

- Customer service: shaping the attitude towards customer service
- Making Change: A Digital Transformation Best Practice Handbook

Turkish

- Bringing Change to Life: Best Practices Handbook for Digital Transformation

Chinese – Mandarin

- Customer Service: Become a Chat Master
- Customer Service: Strengthen Your Service Skills
- Leading the team's motivation
- Create a culture of successful business strategy execution
- Personal power and prestige
- Customer Service: Interacting with Customers
- Customer Service: Provide Effective Solutions
- Lead a virtual team
- Stay focused
- Training techniques to motivate the trainee to take action
- Value Proposition: The Right Pitch
- Develop critical thinking and cognitive flexibility
- Build and lead successful teams
- Leading teams to change challenges
- Listen carefully even when it is difficult
- Customer Service: Make adjustments based on customer prompts
- Customer Service: Cultivating a Service Mindset
- Customer Service: Deciphering Customer Service Priorities
- Customer Service: Discovering Customer Needs

Czech

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- Development and support of agile thinking

Brazilian Portuguese

- Personal power and credibility
- Create a culture of successful business execution
- Reinvent your business model to support digital transformation
- Domain of digital transformation
- Implementing Change: A Best Practices Playbook for Digital Transformation
- Strategies for building a cohesive team
- The Value Proposition: Getting the Hands Right in Your Presentation
- Coaching techniques that inspire coachees to take action
- Create and lead successful teams
- The art of staying focused
- How to encourage team communication and collaboration
- How to collaborate with others
- Leading with Workplace Motivation and Engagement
- How to be a continuous learner
- Manage Time So He Doesn't Manage You
- How to improve focus and not go off the rails
- Set goals to save time
- Developing diplomacy and tact
- How to deal with conflict in the workplace
- Keeping tact and diplomacy under pressure
- A tough boss doesn't have to be a tough problem.
- Turning on the Power: How to Unleash Your Entrepreneurial Potential
- Be liked and respected in the workplace
- How to really learn
- How to take advantage of a mistake that was made
- How to deal with conflict in the workplace
- Proven techniques for technical communications
- Effective stakeholder communications for technology professionals
- Tell a business story
- How to resolve conflicts at work

Italian

- Driving Change: Digital Transformation Best Practice Handbook

French

- Lead by motivation
- Introduction to Project Management (PMBOK® Guide Sixth Edition)
- Methodologies and quality standards for project managemen
- Project Basics (PMBOK® Guide Sixth Edition)
- Creating the Project Budget (PMBOK® Guide Sixth Edition)
- Risk Management Planning (PMBOK® Guide Sixth Edition)
- Planning and Obtaining Resources (PMBOK® Guide Sixth Edition)

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- Stakeholder Engagement Planning (PMBOK® Guide Sixth Edition)
- Risk Responses (PMBOK® Guide Sixth Edition)
- Quality Management and Control (PMBOK® Guide Sixth Edition)
- Supply Planning (PMBOK® Guide Sixth Edition)
- Risk Analysis (PMBOK® Guide Sixth Edition)
- Risk Identification (PMBOK® Guide Sixth Edition)
- Ways to keep the project on budget (PMBOK® Guide Sixth Edition)
- Planning and Managing Communications (PMBOK® Guide Sixth Edition)
- Quality Management Planning (PMBOK® Guide Sixth Edition)
- Project Communications Mastery (PMBOK® Guide Sixth Edition)
- Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition)
- Process Groups (PMBOK® Guide Sixth Edition)
- Mastering the Project Schedule (PMBOK® Guide Sixth Edition)
- Creating a Project Workflow Chart (PMBOK® Guide Sixth Edition)
- Validation and control of the scope (PMBOK® Guide Sixth edition)
- Project Planning and Scoping (PMBOK® Guide Sixth Edition)
- Defining and Sequencing Activities (PMBOK® Guide Sixth Edition)
- Collection, analysis and use of feedback from a project
- Strategy-driven project management
- Project Changes and Closure (PMBOK® Guide Sixth Edition)
- Project Initialization and Planning (PMBOK® Guide Sixth Edition)
- Project Work Management (PMBOK® Guide Sixth Edition)
- Creating the Project Schedule (PMBOK® Guide Sixth Edition)
- Driving Change: Best Practices Guide for Digital Transformation
- Develop digital dexterity in companies
- Reinvent your business model to support digital transformation
- Become an emotionally intelligent leader
- Coaching techniques that inspire coachees to take action
- Develop your critical thinking and cognitive flexibility
- Lead virtually
- Building and leading effective teams
- Accompany the challenge of change

Romanian

- Management of incidents and complaints brought to the attention of the Customer Service

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90-DAY CONTENT DEVELOPMENT SCHEDULE (FEBRUARY - APRIL)

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Skillsoft Leadership Development Program powered by MIT Sloan Management Review (English)

- **MIT SMR Assets**
  - **Books**
    - MIT Sloan Management Review Article on Selling Solutions Isn't Enough

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- MIT Sloan Management Review Article on A More Profitable Approach to Product Returns
- MIT Sloan Management Review Article on Why the Data Marketplaces of the Future Will Sell Insights, Not Data
- MIT Sloan Management Review Article on Why Companies Need a New Playbook to Succeed in the Digital Age
- MIT Sloan Management Review Article on Changing Culture Is Central to Changing Business Models
- MIT Sloan Management Review Article on Why Culture Is the Greatest Barrier to Data Success
- MIT Sloan Management Review Article on The Benefits of Framing Culture as a Management System
- MIT Sloan Management Review Article on Measuring Culture In Leading Companies
- MIT Sloan Management Review Article on How Large Companies Can Grow Their Data and Analytics Talent
- MIT Sloan Management Review Article on Reimagine Your Next Chapter With Resources From MIT SMR
- MIT Sloan Management Review Article on Addressing Racism, Word by Word
- MIT Sloan Management Review Article on Making the Most of Conflicting Advice From Mentors
- MIT Sloan Management Review Article on Ethics or Compliance in a Crisis?
- MIT Sloan Management Review Article on Bringing Lessons From #MeToo to the Boardroom
- MIT Sloan Management Review Article on Four Ways to Get Your Innovation Unit to Work
- MIT Sloan Management Review Article on The Digital Change Your Company Needs
- MIT Sloan Management Review Article on How Previous Generations Influence Our Decisions
- MIT Sloan Management Review Article on Are Innovative Companies More Profitable?
- MIT Sloan Management Review Article on How a Group of NASA Renegades Transformed Mission Control
- MIT Sloan Management Review Article on Leading With Your Head and Your Heart
- MIT Sloan Management Review Article on The Enabling Power of Trust
- MIT Sloan Management Review Article on 12 Essential Insights for Managing Teams
- MIT Sloan Management Review Article on What Does an AI Ethicist Do?
- MIT Sloan Management Review Article on Invest In People to Best Manage Through Disruption
- MIT Sloan Management Review Article on How Digital Leaders Inspire Engagement
- MIT Sloan Management Review Article on Lessons From the Maker Movement
- MIT Sloan Management Review Article on Partner With Entrepreneurs Inside and Out
- MIT Sloan Management Review Article on The Power of a Clear Leadership Narrative
- MIT Sloan Management Review Article on The Ability to Navigate the In-Between Spaces
- MIT Sloan Management Review Article on The Keys to Successful Digital Experimentation
- MIT Sloan Management Review Article on Can IT Be Too in Sync With Business Strategy?

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- MIT Sloan Management Review Article on Digital Is About Speed — But It Takes a Long Time
- MIT Sloan Management Review Article on The New Role for Managers in Workplace Learning
- MIT Sloan Management Review Article on How Effective Leaders Drive Digital Change
- MIT Sloan Management Review Article on Closing the Gender Gap Is Good for Business
- MIT Sloan Management Review Article on Making Corporate Venture Capital Work
- MIT Sloan Management Review Article on Make Gender Equality a Value, Not a Priority
- MIT Sloan Management Review Article on Dodging Digital Blind Spots
- MIT Sloan Management Review Article on Act Like a Startup
- MIT Sloan Management Review Article on Let Talent Drive Digital Maturity
- MIT Sloan Management Review Article on How Cisco Encourages Innovation and Digitization
- MIT Sloan Management Review Article on Shift From Corporate Training to Continuous Learning
- MIT Sloan Management Review Article on No One Knows Your Strategy — Not Even Your Top Leaders
- MIT Sloan Management Review Article on Is There a Generation Gap in Business?
- MIT Sloan Management Review Article on Disruption 2020: An Interview With Clayton M. Christensen
- MIT Sloan Management Review Article on Fighting the Gravity of Average Performance
- MIT Sloan Management Review Article on Making It Easier to Manage and Scale Digital Projects
- MIT Sloan Management Review Article on What Does It Mean to Lead?
- MIT Sloan Management Review Article on What We Publish, and Why
- MIT Sloan Management Review Article on The 2019 Richard Beckhard Memorial Prize
- MIT Sloan Management Review Article on Digital Success Requires Breaking Rules
- MIT Sloan Management Review Article on How Shared Responsibility Can Shape a Compelling Vision
- MIT Sloan Management Review Article on How to Lead Effective Cross-Functional Teams
- MIT Sloan Management Review Article on REDEFINING PERFORMANCE MANAGEMENT AT DBS BANK
- MIT Sloan Management Review Article on How to Lead the Charge With Gender Balance
- MIT Sloan Management Review Article on Ethics as Conversation: A Process for Progress

- **Audiobooks**
  - MIT Sloan Management Review Article on Can We Escape the Technology Trap?
  - MIT Sloan Management Review Article on Humanity: A Leader's Secret Weapon
  - MIT Sloan Management Review Article on Leading Through a Crisis Day by Day
  - MIT Sloan Management Review Article on Making Remote Work Work
  - MIT Sloan Management Review Article on The Secret to Supporting Your Workforce in Critical Times
  - MIT Sloan Management Review Article on How Digital Changes the Role of Leaders
  - MIT Sloan Management Review Article on Overcoming Cultural and Technical Debt

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Business Skills (English)

- **Books**
  - Planning and Managing Public Relations Campaigns: A Strategic Approach, 5th ed
  - Critical Infrastructure Risk Assessment: The Definitive Threat Identification and Threat Reduction Handbook
  - Crisis Counsel: Navigating Legal and Communication Conflict
  - Business Continuity Exercises: Quick Exercises to Validate Your Plan
  - Well-Being in the Workplace: Governance and Sustainability Insights to Promote Workplace Health
  - Marketing in 4 Weeks: The Complete Guide to Success: Teach Yourself
  - When Bad Teams Happen to Good People: Your Complete Repair Guide for Successful Teamwork
  - Performance Appraisal in Modern Employment Relatio: An Interdisciplinary Approach
  - Transformational Culture: Develop a People-Centered Organization for Improved Performance
  - Can We Talk?: Seven Principles for Managing Difficult Conversations at Work
  - Asymmetric Dependence in Finance: Diversification, Correlation and Portfolio Management in Market Downturns

- **Audiobooks**
  - Betrayed by Work: Women's Stories of Trauma, Healing and Hope after Being Fired
  - Working with Difficult People, Second Revised Edition: Handling the Ten Types of Problem People Without Losing Your Mind
  - The Zombie Business Cure
  - The Leader of the Future 2: Visions, Strategies, and Practices for the New Era
  - Listen! The Art of Effective Communication
  - The 9 Secrets to Time Mastery: How to Save at Least 1 Hour Every Day
  - Making a Difference: Twelve Qualities That Make You a Leader
  - Personality at Work: The Drivers and Derailers of Leadership
  - Dance of Change
  - Faster
  - Making a Good Brain Great
  - Gung Ho!
  - The Power of Your Subconscious Mind: The Original Classic
  - The Science of Getting Rich
  - Time Management Skills That Work
  - The Wolf in CIO's Clothing: A Machiavellian Strategy for Successful IT Leadership
  - The Respectful Leader: Seven Ways to Influence Without Intimidation
  - Learn or Die: Using Science to Build a Leading-Edge Learning Organization
  - The Medici Effect: What Elephants and Epidemics Can Teach Us About Innovation
  - The Workplace Engagement Solution
  - The Secrets Of Closing The Sale: Bonus: Selling With Emotional Logic
  - Duct Tape Marketing (Revised And Updated): The World's Most Practical Small Business Marketing Guide
  - Who Are You? What Do You Want?: A Journey For The Best Of Your Life
  - What The Luck?: The Surprising Role Of Chance In Our Everyday Lives
  - The Road to Ruin: The Global Elites' Secret Plan for the Next Financial Crisis

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- Brain Rules (Updated and Expanded): 12 Principles for Surviving and Thriving at Work, Home, and School
- Wisdom Walk
- Start Right Where You Are
- Hacking of the American Mind
- American Kingpin
- Leadership
- 48 Laws of Power
- All Hands on Deck
- Live with Intent: Creating Your Future
- Persuade: The 7 Empowering Laws of the SalesMaker
- Unrelenting Innovation: How to Create a Culture for Market Dominance
- The Color of Law: A Forgotten History of How Our Government Segregated America
- Work. Pump. Repeat.: The New Mom's Survival Guide to Breastfeeding and Going Back to Work
- Cracking the Code to a Successful Interview: 15 Insider Secrets from a Top-Level Recruiter
- Tiny Noticeable Things: The Secret Weapon to Making a Difference
- The Five Tool Negotiator: The Complete Guide to Bargaining Success
- Belonging: The Key to Transforming and Maintaining Diversity, Inclusion and Equality at Work
- The Art of Influence: Your Competitive Edge audiobook
- How Do You Fight a Horse-Sized Duck?: Secrets to Succeeding at Interview Mind Games and Getting the Job You Want
- The Handbook of Conflict Resolution: Theory and Practice 3rd Edition
- The Wealth of Nations

- **Skillsoft Book Summaries**
  - Decisive Intuition: Use Your Gut Instincts to Make Smart Business Decisions
  - How to Listen and How to Be Heard: Inclusive Conversations at Work
  - Lead with Speed: Fire Up Your Team, Power Your Engines of Development, and Make Your Organization Soar
  - Accelerated Leadership Development: How to Turn Your Top Talent into Leaders
  - Rapid Growth, Done Right: Lead, Influence and Innovate for Success.
  - Stand Out! Building Brilliant Brands for the World We Live In
  - The Connection Quotient: How a Culture of Understanding Transforms Teams and Organizations
  - The Business of Getting Business: The Digital Marketing Guide for Small Business
  - Teal Dots in an Orange World: How to organize the workplace of the future
  - 7 Lenses: Learning the Principles and Practices of Ethical Leadership
  - Coach to Coach: An Empowering Story about How to Be a Great Leader
  - The Coffee Bean: A Simple Lesson to Create Positive Change
  - The Motive: Why So Many Leaders Abdicate Their Most Important Responsibilities
  - Lifescale: How to Live a More Creative, Productive, and Happy Life
  - Scaling Leadership: Building Organizational Capability and Capacity to Create Outcomes that Matter Most
  - Trust Agents: Using the Web to Build Influence, Improve Reputation, and Earn Trust, 10th Anniversary Edition

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- The Joy in Business: Innovative Ideas to Find Positivity (and Profit) in Your Daily Work Life
- Strategic Doing: Ten Skills for Agile Leadership
- Accountable Leaders: Inspire a Culture Where Everyone Steps Up, Takes Ownership, and Delivers Results
- Enterprise Artificial Intelligence Transformation
- Not Everyone Gets a Trophy: How to Manage the Millennials, Revised and Updated
- Communicate with Mastery: Speak With Conviction and Write for Impact
- The Program: Lessons from Elite Military Units for Creating and Sustaining High Performance Leaders and Teams
- Your 168: Finding Purpose and Satisfaction in a Values-Based Life
- Listen Up! How to Tune In to Customers and Turn Down the Noise
- Transitioning to Virtual and Hybrid Events: How to Create, Adapt, and Market an Engaging Online Experience
- Think for Yourself: Restoring Common Sense in an Age of Experts and Artificial Intelligence
- Quiet is a Superpower: The Secret Strengths of Introverts in the Workplace
- The Leadership Skills Handbook: 100 Essential Skills You Need to be a Leader
- The Power of Company Culture: How any business can build a culture that improves productivity, performance and profits
- Digital Learning in Organizations: Help your Workforce Capitalize on Technology
- Strategy Beyond the Hockey Stick: People, Probabilities, and Big Moves to Beat the Odds
- Empowering Differences: Leveraging Your Differences to Impact Change
- Uncomfortable Conversations with a Black Man
- The Essential Diversity Mindset: How to Cultivate a More Inclusive Culture and Environment
- Evergreen Talent : A Guide to Hiring and Cultivating a Sustainable Workforce
- At the Heart of Leadership: How To Get Results with Emotional Intelligence, 4th Edition
- Work Better Together: How to Cultivate Strong Relationships to Maximize Well-Being and Boost Bottom Lines
- The Burnout Fix: Overcome Overwhelm, Beat Busy, and Sustain Success in the New World of Work
- Equity: How to Design Organizations Where Everyone Thrives
- The Long Game: How to Be a Long-Term Thinker in a Short-Term World
- Change on the Run: 44 Ways to Survive Workplace Uncertainty
- Find Your Fierce: Interrupt Imposter Syndrome and Own Your Success
- Black Box Thinking: The Surprising Truth About Success
- Speaking Up: Surviving Executive Presentations
- Key Person of Influence: The Five-Step Method to Become One of the Most Highly Valued and Highly Paid People in Your Industry
- The Thought Leaders Practice
- Out of Office: The Big Problem and Bigger Promise of Working from Home
- Doughnut Economics: Seven Ways to Think Like a 21st Century Economist.
- Crucial Conversations, 3rd Edition
- Never Eat Alone: And Other Secrets to Success, One Relationship at a Time
- No Explanation Required! A Woman's Guide to Assert Your Confidence and Communicate to Win at Work

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- Hacking Digital: Best Practices to Implement and Accelerate Your Business Transformation
- How to Be an Ally: Actions You Can Take for a Stronger, Happier Workplace
- Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones
- What We Owe Each Other: A New Social Contract for a Better Society
- The High Five Habit: Take Control of Your Life with One Simple Habit
- Speed & Scale: An Action Plan for Solving Our Climate Crisis Now
- My Life in Full: Work, Family, and Our Future
- Effortless: Make It Easier to Do What Matters Most
- A World Without Email: Reimagining Work in an Age of Communication Overload
- Post Corona: From Crisis to Opportunity
- Steve Jobs
- Invention: A Life
- High Conflict: Why We Get Trapped and How We Get Out
- The Power of Ethics: How to Make Good Choices in a Complicated World
- Impact Players: How to Take the Lead, Play Bigger, and Multiply Your Impact
- Arriving Today: From Factory to Front Door—Why Everything Has Changed About How and What We Buy
- Remote, Inc.: How to Thrive at Work . . . Wherever You Are
- Remote Work Revolution: Succeeding from Anywhere
- All Are Welcome: How to Build a Real Workplace Culture of Inclusion that Delivers Results
- The Pursuit of Excellence: The Uncommon Behaviors of the World's Most Productive Achievers
- Connectable: How Leaders Can Move Teams From Isolated to All In
- Chatter: The Voice in Our Head and How to Harness It

Business Skills (Localized)

- **French**
  - **Books**
    - Manuel Pratique Pour Les Ados Bien Dans Leur Peau
- **German**
  - **Books**
    - Dein nächstes großes Ding

  - **Audiobooks**
    - Ohne Freiheit ist Führung nur ein F-Wort: Mitarbeiter entfesseln - Kunden begeistern - Erfolge feiern

- **Spanish**
  - **Books**

    - Leadershift (Los cambios en liderazgo)
    - Un Cuaderno Autoguiado Para Adolescentes Altamente Efectivos

Digital Transformation (English)

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- **MIT SMR Assets**

  - **Books**
    - The AI Dilemma: A Leadership Guide to Assess Enterprise AI Maturity & Explore AI's Impact in Your Industry (English Edition)

  - **Audiobooks**
    - Computational Thinking

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