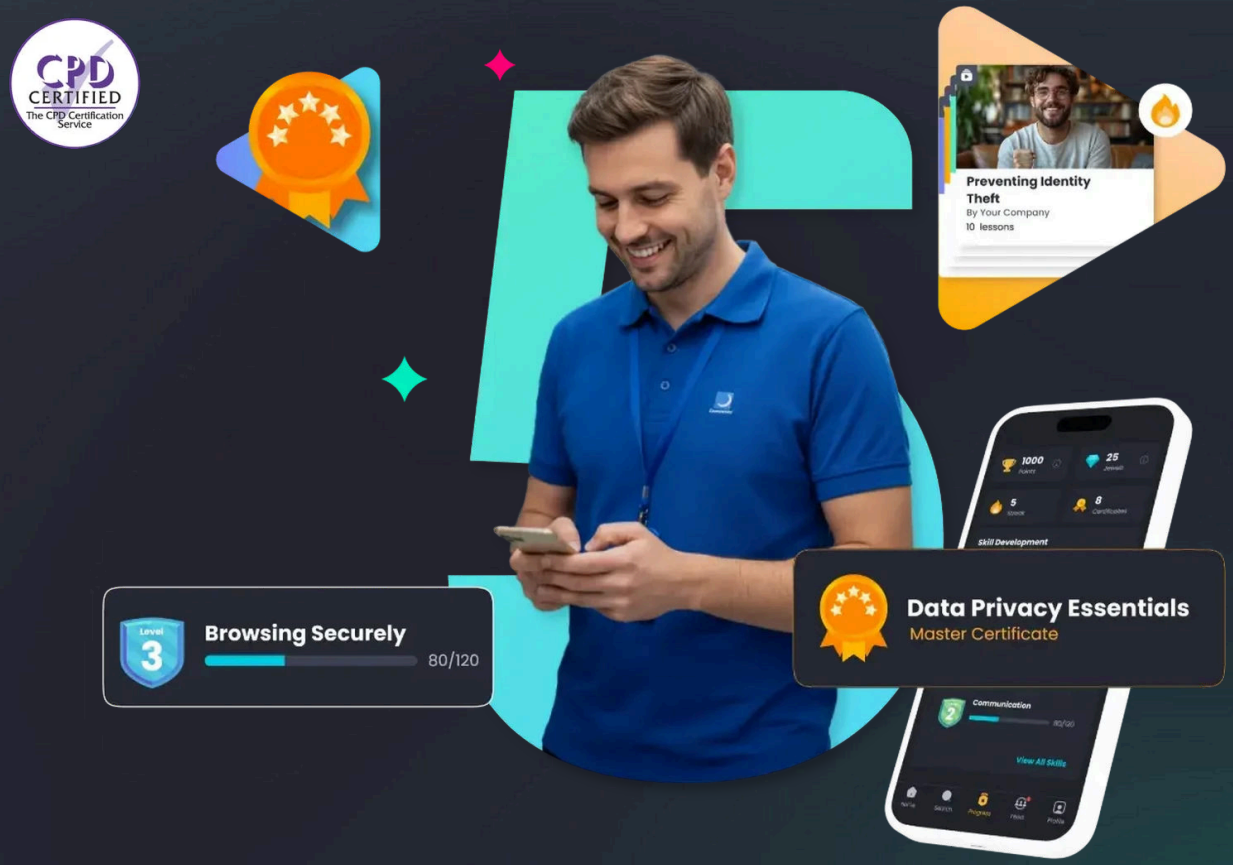
5Mins.ai

IT Services Training

Content Library





Achieve 100% Compliance in ⅓ of the Time

Stay ahead of regulatory demands with our CPD and RoSPA-accredited compliance training.

At 5Mins.ai, we make compliance effortless, fast, and engaging.

Achieve 100% Compliance in ⅓ of the Time
Thanks to microlearning, your team learns faster and retains more.

Aligned with the Latest Regulations
Always up-to-date with current government and industry standards.

Real-Time Monitoring
Assign courses, track progress, and send automated reminders with ease.

Engaging and Effective
Boost engagement by 6-10x with gamification and interactive content.

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1. IT Services Essentials

Sector training for managed service providers, IT consultancies, and technology support teams.

Clients trust IT service providers with their systems, networks, and data, and they expect proof that your people know how to protect them. These courses cover advanced cybersecurity practices, cyber resilience, malware and breach recovery, and cybersecurity essentials for IT managers, plus the EU's Digital Operational Resilience Act (DORA) for teams serving financial clients. Short microlessons fit between tickets and site visits, and completion records help you answer client security questionnaires with confidence.

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IT Services Essentials

1. Cybersecurity & Resilience

Protect client systems and recover fast when incidents hit.

Advanced Cybersecurity Practices (Global)
Cyber Resilience (Global)
Cybersecurity Essentials for IT Managers (Global)
Digital Operational Resilience Act (DORA) (EU)
Malware and Breach Recovery (UK)



2. Health, Safety & Wellbeing

Keep office teams and field engineers safe, healthy, and ready for the unexpected.

From display screen equipment and working from home to electrical safety, PAT testing, ladder safety, and working at height, these courses help office teams and field engineers spot hazards early and work safely. Coverage includes UK health and safety essentials, risk assessment, lone working, and accident reporting, alongside fire safety, first aid, and driver awareness. Mental health courses for employees and managers help leaders support wellbeing across on-call, remote, and hybrid teams.

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Health, Safety & Wellbeing

1. Health & Safety Essentials

Build safe working habits in the office and at home.

- Accident Reporting (UK)
- Behavioural Safety (UK)
- Display Screen Equipment (Global)
- Display Screen Equipment (UK)
- Health & Safety Essentials (EU)
- Health & Safety Essentials (Global)
- Health & Safety Working From Home (EU)
- Health & Safety: The Workplace (UK)
- Health & Safety: Working from Home (Global)
- Health and Safety Essentials (UK)
- Health and Safety Level 1 (UK)
- Health and Safety: Working from Home (UK)
- Lone Working (UK)
- Risk Assessment (UK)
- Slips, Trips & Falls (UK)

2. Fire, First Aid & Emergencies

Respond calmly and correctly when an emergency happens.

- Critical Incident Management (UK)
- Emergency First Aid at Work (UK)
- Fire Safety (Global)
- Fire Safety (UK)
- Fire Wardens (Global)
- Fire Wardens (UK)
- First Aid (UK)

3. Workplace Hazards & Equipment

Handle loads and equipment safely to prevent injuries.

- Driver Awareness (Global)
- Driver Awareness (UK)
- Electrical Safety (UK)
- Ladder Safety (UK)
- Manual Handling (EU)
- Manual Handling (UK)
- PAT Testing (UK)
- Working at Height (UK)

4. Wellbeing & Mental Health

Support mental health for employees and managers.

- Mental Health Awareness for Employees (UK)
- Mental Health Awareness for Managers (UK)
- Mental Health First Aid (UK)



3. Core Compliance

The foundational compliance every employee needs, wherever your business operates.

These global courses build the everyday compliance habits that clients expect from everyone in your business, not just the security team. Coverage spans cybersecurity, data privacy, and GDPR, anti-bribery and corruption, conflicts of interest, fraud awareness, gifts and hospitality, and modern slavery, alongside harassment prevention, equality, and inclusion. Governance courses add business continuity, ESG, intellectual property, and the EU AI Act. Real-world scenarios turn policy into practical decisions, so your people protect client data and spot red flags early.

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Core Compliance

1. Data Protection & Cybersecurity

Protect data, systems, and people from digital threats.

- Cybersecurity Essentials for Employees
- Data Privacy Essentials
- GDPR Essentials

2. Ethics, Fraud & Whistleblowing

Build a culture of integrity, transparency, and accountability.

- Anti-Corruption and Anti-Bribery
- Business Ethics
- Conflict of Interest
- Fraud Awareness & Prevention
- Gifts & Hospitality
- Modern Slavery

3. Workplace Conduct & Inclusion

Foster inclusive, respectful, and harassment-free workplaces.

- A Guide to Workplace Professionalism
- Conflict Management
- Creating Anti-Discrimination Workplaces
- Equality, Diversity & Inclusion in the Workplace
- Preventing Harassment in the Workplace for Employees
- Preventing Harassment in the Workplace for Managers
- Preventing Sexual Harassment
- Unconscious Bias in the Workplace

4. Governance, Risk & Business Practice

Run the business responsibly, from continuity to ESG.

- Business Continuity Planning
- Environmental, Social and Governance (ESG)
- Intellectual Property
- Understanding the EU AI Act



4. Regional Compliance

Local rules for the markets you support, from the UK and EU to the United States.

IT service providers often support clients in several countries, and each market has its own rulebook. These courses add the local requirements that sit alongside your sector training, from UK data law, PCI DSS, phishing awareness, and the Equality Act 2010 to EU whistleblowing and the Equality Directives, and US harassment prevention by state. Assign each course by region or role, so every team member learns the rules that apply where they work.

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4.1 UK Compliance

1. Data Protection & Cybersecurity

Protect data, systems, and people from digital threats.

- Browsing Securely
- Cybersecurity Essentials for Employees
- Electronic Communications
- PCI DSS
- Phishing Awareness
- Preventing Identity Theft
- UK GDPR & Data Law: The Data (Use and Access) Act 2025 Update

2. Ethics, Fraud & Whistleblowing

Build a culture of integrity, transparency, and accountability.

- Anti-corruption & Anti-bribery
- Competition Law
- Failure to Prevent Fraud Offence
- Fraud Awareness & Prevention
- Gifts & Hospitality
- Modern Slavery
- Whistleblowing

3. Workplace Conduct & Inclusion

Foster inclusive, respectful, and harassment-free workplaces.

- Creating Anti-Discrimination Workplaces
- Disability Awareness
- Employment Rights Act for HR
- Employment Rights Act for Managers
- Equality, Diversity & Inclusion in the Workplace
- Harassment Prevention for Managers and HR: Aligning with the Worker Protection Act 2024
- Neurodiversity Awareness
- Preventing Sexual Harassment in the Workplace for Employees
- Preventing Sexual Harassment: Managers and HR
- Preventing Workplace Harassment & Bullying for Employees
- Sexual Harassment in the Workplace: The October 2026 Legal Changes
- The Equality Act 2010
- Unconscious Bias in the Workplace
- Understanding Gender Identity & Expression

4. Governance, Risk & Business Practice

Run the business responsibly, from continuity to ESG.

- Records Management
- Supply Chain Management

4.2 EU Compliance

Training aligned with European Union rules for teams across the single market.

These courses cover the EU requirements that apply to every business with people in Europe: GDPR, PCI DSS, anti-corruption and anti-bribery, fraud awareness and prevention, modern slavery, whistleblowing, and the Equality Directives. Versions for the Netherlands and Spain reflect local practice, so teams in those markets get guidance that matches where they work. Pair them with the Digital Operational Resilience Act (DORA) course in IT Services Essentials.

EU courses

Data Protection & Cybersecurity

- GDPR Essentials
- PCI DSS

Ethics, Fraud & Whistleblowing

- Anti-Corruption and Anti-Bribery (Netherlands)
- Anti-Corruption and Anti-Bribery (Spain)
- Fraud Awareness & Prevention (Netherlands)
- Fraud Awareness & Prevention (Spain)
- Modern Slavery
- Whistleblowing

Workplace Conduct & Inclusion

- Equality Directives



4.3 US Compliance

1. Data Protection & Cybersecurity

Protect data, systems, and people from digital threats.

- HIPAA for Business Associates (all states)

2. Ethics, Fraud & Whistleblowing

Build a culture of integrity, transparency, and accountability.

- Foreign Corrupt Practices Act

3. Workplace Conduct & Inclusion

Foster inclusive, respectful, and harassment-free workplaces.

- Americans with Disabilities Act (ADA) for Employees
- Americans with Disabilities Act (ADA) for Employers
- Code of Conduct & Ethics
- Harassment Prevention Training - Illinois
- Harassment Prevention Training - Maine
- Harassment Prevention Training - Washington
- Prevención del Acoso Laboral: Empleados (EE.UU)
- Preventing Harassment: Employees (all states)
- Preventing Harassment: Employees (California) Refresher
- Preventing Harassment: Employees (Colorado)
- Preventing Harassment: Employees (Connecticut) Refresher
- Preventing Harassment: Employees (Delaware)
- Preventing Harassment: Employees (New York)
- Preventing Harassment: Supervisors/Managers (all states)
- Preventing Harassment: Supervisors/Managers (California) Refresher
- Preventing Harassment: Supervisors/Managers (Colorado)
- Preventing Harassment: Supervisors/Managers (Connecticut) Refresher
- Preventing Harassment: Supervisors/Managers (Delaware)
- Preventing Harassment: Supervisors/Managers (New York)
- Preventing Sexual Harassment: Employees (California)



5. Leadership & Management

Turn your best engineers into managers people want to work for.

Great service starts with great managers. These courses help new and experienced leaders build teams that thrive, set direction, coach people, and make performance a habit, from team leads to heads of service delivery. Practical microlessons also cover the hard moments, from difficult conversations and resolving conflict to leading people through change, so managers can apply what they learn the same day and keep technical teams engaged as the business grows.

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Leadership & Management

1. Grow as a leader

Build the mindset, presence, and core skills of a confident leader.

- Advanced leadership skills for experienced managers
- Building executive presence
- Confident Communication
- Confident, decisive leadership
- Core leadership competencies
- Developing EQ
- Emerging leaders pathway
- Exhibiting a Growth Mindset: Leading by Example
- From team member to team leader
- Getting the best from different personalities
- Know your leadership style
- Leading a customer-focused team
- Leading for innovation
- Leading with integrity and ethics
- Mastering Performance Conversations
- Navigating Conflict
- Setting and Achieving Goals
- Shared leadership: leading together
- Stepping Into Leadership
- The Art of People Management
- The fundamentals of great leadership
- The manager's playbook
- The Power of 1:1s
- Think Smarter: A Practical Guide to Critical Thinking
- Thinking like a leader
- Transformational leadership

2. Build teams that thrive

Create inclusive teams where people feel safe to speak up.

- Building inclusive teams
- Creating a Culture of Psychological Safety
- Creating a Positive Working Environment: A Leader's Guide
- Diversity, equity, and inclusion for leaders
- Emotionally intelligent leadership
- Growing your team from forming to performing
- Hiring and interviewing fairly
- How to Look After your Team's Wellbeing
- How to Motivate your Team
- Leading remote and hybrid teams
- Leading with empathy
- Master Your Time, Multiply Your Impact: A Leader's Guide
- Mastering Delegation: Leading with Clarity and Trust
- Personality-Driven Leadership: Leveraging Individual Strengths for Team Success
- Psychological safety: making it safe to speak up
- Setting Team Direction: From Vision to Victory
- Shaping a positive team culture
- Sharing the Vision: Leading Through Clear Direction
- Team leadership from beginner to expert
- Team meetings worth turning up to
- Team-building tools and activities
- The Culture Code: Creating a Collaborative Environment for Team Success
- The Empathetic Leader: Fostering Compassionate Leadership
- Trusted leadership: building credibility with your team
- Understanding and Managing Different Generations
- What high-performing teams do differently



Leadership & Management

3. Make performance a habit

Set goals, give feedback, and develop people all year.

A Leader's Guide to Holding Your People Accountable
Accountability without micromanaging
Delegation that frees up your time
Delivering tough feedback with care
Developing and keeping great people
Driving Team Performance: The Leader's Compass
Feedback that helps people grow
Foundations of Performance Management
Getting results through others
How to Give Uncomfortable Feedback
How to Have Effective 1-1s
Leading high-volume service teams
Managing performance all year round
Managing up, down, and across
Master Coaching Strategies for Optimal Performance
Mastering Feedback - Practical Models and Techniques
Mastering Performance Management
One-to-ones that move people forward
Performance conversations that land
Running fair and useful appraisals
Strategic Performance Management and Team Development
Succession planning that works
Tackling underperformance early and fairly
Talking careers with your team
Team goals and OKRs
The essentials of managing people
The performance review toolkit

4. Set direction and influence

Set a clear vision, make decisions, and bring people with you.

Big-picture thinking for leaders
Building a Leadership Mindset
Building a team of problem solvers
Commercial acumen for managers
Data-informed people decisions
From strategy to plan
Getting your message across as a leader
How to Influence Without Authority
How to Manage Meetings Efficiently
Influence without authority
Leaders who listen
Leadership Styles & Communication & Self-Awareness
Listen to Lead: The Power of Listening in Effective Leadership
Listen Up: Mastering the Art of Active Listening
Making the call: decision-making for leaders
Setting a clear vision and direction
Strategic leadership: scaling your impact
The Connected Leader: Managing Remote & Hybrid Teams
Top Communication Tips for Leaders



Leadership & Management

5. Lead through the hard moments

Lead with steadiness through change, conflict, and pressure.

- Difficult conversations for managers
- Leading AI-enabled teams
- Leading people through change
- Leading through uncertainty
- Managing a leader's workload
- Managing Mental Health for Leaders
- Managing Stress and Building Resilience as a Leader
- Resolving conflict in your team
- Staying well while leading others
- The adaptable leader

6. Coach and energize people

Coach, mentor, and motivate people to raise performance.

- Coaching mastery, step by step
- Coaching to raise performance
- Making mentoring work
- Motivating and engaging your team
- The coaching manager



6. Soft Skills

Build the client, sales, and everyday skills that grow accounts and help teams work better.

Technical skill fixes the problem. Soft skills keep the client. These courses build the skills service desk, account, and sales teams use every day, from clear writing and active listening to consultative selling, negotiation, and customer success. Learners also build personal effectiveness, resilience, and problem solving, so they stay productive under pressure, adapt to change, and work well with colleagues and clients across sites, cultures, and hybrid teams.



Soft Skills

1. Communicate so it lands

Write, speak, and present so your message is understood.

- Active listening skills
- Adapting to different communication styles
- Asking better questions
- Body language and tone
- Clear business and report writing
- Data storytelling for non-specialists
- People skills for specialist roles
- Presenting and public speaking with impact
- Soft skills starter kit
- Speak with clarity and conviction
- Storytelling that connects
- Working across cultures
- Workplace communication essentials
- Writing emails that get read
- Your elevator pitch in 60 seconds

2. Influence and serve

Persuade, negotiate, and serve clients and stakeholders well.

- Communicating with clients
- Delivering excellent customer service
- Handling difficult customers and complaints
- Negotiation skills for win-win outcomes
- Stakeholder management in practice
- Winning people over: persuasion skills

3. Work better with people

Build trust, handle tough conversations, and collaborate well.

- Building strong working relationships
- Building trust with colleagues
- EQ essentials: understanding emotions at work
- Facilitating productive discussions
- Giving and receiving feedback well
- Making a great first impression
- Meetings that get things done
- Raising awkward issues honestly
- Seeing it their way: practical empathy
- Small talk and conversation skills
- Thriving in hybrid work
- Tough conversations made easier
- Working better together
- Working through disagreements

4. Stay well under pressure

Manage stress, build resilience, and avoid burnout.

- Bouncing back: personal resilience
- Looking after your mental health
- Managing stress at work
- Mindfulness for a calmer workday
- Setting boundaries and avoiding burnout
- Sleep, nutrition, and energy for better work



Soft Skills

5. Sales Skills

Prospect, qualify, present, and close with confidence.

- A Quick Guide to Sales Forecasting & Planning
- Ask to Win: The Art of Consultative Questions
- B2B Sales Masterclass
- B2B Sales Unlocked
- Challenges & Pitfalls Playlist for AEs
- Cold Calling Playbook
- Communication & Relationship Building for Sales
- Consultative Selling Blueprint
- Data-Led Sales Techniques from Gong
- Discovery Calls: A Guide for Salespeople
- Making Effective Sales Proposals
- Master the Art of Sales Discovery
- Mastering Sales Presentation & Demos
- MEDDIC Blueprint For Qualification
- Objection Handling: The Ultimate Guide
- Position to Win: Outselling Your Competitors
- Powerful Prospecting and Sales Methods to Find and Win High-Value Clients
- Prospecting & Lead Generation
- Sales Conversations That Win
- Sales Negotiation & Closing
- Social Selling: Hack the Feed, Win the Deal
- Solution Selling Blueprint
- Storyteller's Edge: Captivate, Connect, Convert
- The Art of Customer Profiling
- The Closing Playbook
- The Path to Solution Selling: Playbook
- The Pipeline Management Playbook
- Top Leaders Breakdown RevOps
- Urgency Unleashed: Closing Strategies for Immediate Impact
- Using Empathy and Psychology in Negotiation
- Value Selling Blueprint: Crafting Irresistible Offers
- Winning Deals: Expert Negotiation Strategies



Soft Skills

6. Customer Service

Deliver service that keeps customers happy and coming back.

- Building Bridges: The Art of Customer Relationships
- Confident Communication: Difficult Conversations Made Easy
- Creating a Connection
- Customer Empathy Guide
- Customer Service Excellence: A Comprehensive Guide for Contact Centre Professionals
- Customer Service Toolbox For Leaders
- Dealing With Upset Customers
- Delight Every Customer Guide
- Delivering Digital Customer Service
- Mastering the Art of Tech Support and Customer Solutions
- Problem-Solving 101
- Transformative Tactics for Contact Centre Leaders
- Ultimate Customer Happiness: Communication & Listening

7. Customer Success & Account Management

Onboard, retain, and grow the clients you win.

- A Guide to Customer Experience
- A Guide to Customer Success Metrics, KPIs and Frameworks
- Boost Your Bottom Line: Pricing Strategy for Account Managers
- Customer Marketing to Drive Better Customer Experience
- Customer Success: How to Reduce Churn and Increase Retention
- Driving Business Success Through Customer Centric Leadership
- Managing Sales and Marketing Stakeholders
- Negotiate Like a Pro: Essential Techniques for Account Managers
- Onboard Accelerator: Customer Onboarding Best Practices
- Soft Skills to Succeed in Customer Success
- The Omnichannel CX Playbook
- Think Like Jeff Bezos: Innovate and Lead with Relentless Customer Focus
- Understand Your Customer With Customer Journey Mapping
- Winning Account Plans: Strategies for Account Management Success



Soft Skills

8. Think, solve and adapt

Think critically, solve problems, and adapt to change.

Creative thinking for everyday innovation
Critical thinking in practice
Design thinking for teams
Embracing change at work
Human judgement when using AI
Navigating ambiguity at work
Practical problem solving
Smarter everyday decisions

9. Own your momentum

Manage time, focus, and confidence to get the right things done.

Beating procrastination
Building habits that stick
Building self-confidence at work
Deep focus in a distracted world
Developing a growth mindset
Getting more done: personal productivity
Managing yourself: personal effectiveness
Overcoming the fear of failure
Owning your career growth
Professionalism at work
SMART goal setting for everyone
Speaking up assertively
Taking ownership at work
Taming your inbox
Time management and prioritization



7. AI Academy

Help every team use AI safely, confidently, and productively.

AI is changing how IT teams build, support, and secure technology. These courses build practical AI skills across the business, from AI fundamentals, prompt engineering, and responsible use to hands-on training in ChatGPT, Claude, Copilot, and Gemini, plus coding with GitHub Copilot and Cursor. Learners see how to evaluate AI outputs and protect privacy and data, while leaders learn about AI governance and risk, so your business can adopt AI with confidence and keep human judgment where it matters.



AI Academy

1. AI Fundamentals

Understand how AI works and use it responsibly and effectively.

A Short Guide to Using AI Responsibly
Advanced Prompt Engineering
AI 101: Prompt Engineering
AI Academy: Privacy & Stewardship
AI Academy: Problem Solving and Decision-Making with AI
AI Agents & Automation
AI Governance and Global Regulation
AI Literacy: Bias, Risk, and Responsibility
AI Literacy: Understanding How AI Works
AI Playbook 101
Claude 101
Develop a Critical Eye for AI
Evaluating AI Outputs
Privacy, Data Protection & IP in the Age of AI
Prompt Engineering & Effective AI Communication
Prompt Engineering Fundamentals
Understanding AI: Core Concepts Explained

2. AI Tools

Get hands-on with ChatGPT, Claude, Copilot, Gemini, and NotebookLM.

A Complete Guide to ChatGPT
A Guide to Claude for Non-coders
ChatGPT Top Tips, Agents & Automation
Claude Code Mastery
Copilot Fundamentals
Copilot in Excel
Copilot in Outlook
Copilot in Powerpoint
Copilot in Teams
Copilot in Word
Copilot Prompting Mastery
Gemini Fundamentals
Getting Started With NotebookLM
Mastering ChatGPT & Generative AI: Concepts to Applications
Work Smarter With Co-Pilot

AI Academy

3. Strategy & Business

Apply AI to strategy, customers, sales, finance, and HR.

AI Business Applications & Future Trends
AI Literacy for Leaders: Risk Management, Ethics, and Governance
AI Literacy: A Foundational Toolkit for Leaders
AI-Driven Business Development
ChatGPT & Generative AI for Creating Effortless CX
ChatGPT & Generative AI for Customer Experience
ChatGPT & Generative AI for HR
ChatGPT & Generative AI for L&D
ChatGPT & Generative AI for Ops & Strategy
ChatGPT & Generative AI for Sales
ChatGPT & Generative AI for Sales: Drive More Opportunities
Generative AI & ChatGPT for Winning Sales Strategies
Leveraging ChatGPT & Generative AI for Leaders
The Role of AI in Product Management
Using AI to Improve Your Learning Design

4. Research & Analysis

Use AI to analyze markets, feedback, and performance data.

AI-Driven Market Insights and Competitor Analysis
AI-Powered Survey & Performance Analysis That Saves 20+ Hours Per Month
Streamlining Feedback and Survey Analysis with AI

5. Creative Generation

Use AI to generate ideas, copy, images, and video.

AI in Branding & Copywriting
Enhancing Ideation and Innovation with AI
Gemini Image & Video Generation
Generative AI for Marketing: Revolutionize Your Strategies in Minutes
Mastering AI Copywriting: Transform Your Words into Impact

6. Development & Coding

Build apps and code faster with AI assistants.

Cursor AI for App Building
The GitHub Copilot Playbook

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