

LEUM SOLUTIONS

COURSE CATALOG

Available and customizable learning modules for stronger teams, better systems, and measurable performance.

CORPORATE

EDUCATION

PUBLIC SECTOR

NGOs & DEVELOPMENT

2026 EDITION | PROGRAM OVERVIEW

About this catalog

Leum Solutions provides practical, outcome-focused learning experiences designed to strengthen organizational capacity, accelerate role readiness, support compliance, and improve service delivery. Courses can be delivered as standalone modules or assembled into tailored learning pathways.

The 56 modules below are a proposed catalog framework. Course durations, delivery formats, and assessments are recommendations and can be adapted during client scoping.

Learning pathways

- Onboarding & Role Readiness
- Compliance & Risk
- Customer Service Excellence
- Leadership & Management
- Digital Transformation & Process Adoption
- Digital Pedagogy & Teacher Professional Development
- Employability & Workforce Readiness

Delivery options

Facilitator-led workshops • Virtual instructor-led sessions • Self-paced digital modules • Blended learning journeys • Coaching, practice labs, and team-based projects.

Typical measurement options

Pre- and post-assessments, practical demonstrations, knowledge checks, learner feedback, supervisor observation, and post-training performance indicators.

01 | Onboarding & Role Readiness

ONB-101 | Effective Workplace Onboarding

A structured introduction to organizational expectations, ways of working, and early performance.

Learning outcomes: Navigate role expectations; use essential workflows; build a 30-day action plan.

Ideal for: New hires and onboarding cohorts Suggested duration: 2-4 hours

ONB-102 | Role Clarity & Accountability

Translate job descriptions into clear deliverables, service standards, and ownership.

Learning outcomes: Define responsibilities; prioritize outcomes; clarify escalation paths.

Ideal for: New employees and supervisors Suggested duration: 3 hours

ONB-103 | Workplace Communication & Collaboration

Develop productive habits for meetings, handoffs, written communication, and feedback.

Learning outcomes: Communicate clearly; collaborate across functions; manage handoffs.

Ideal for: All staff Suggested duration: 4 hours

ONB-104 | Productivity, Time & Priority Management

Build repeatable systems for planning, focus, and dependable execution.

Learning outcomes: Prioritize work; manage competing deadlines; improve follow-through.

Ideal for: Individual contributors and teams Suggested duration: 3-4 hours

ONB-105 | First 90 Days: Performance & Growth

Plan structured milestones, feedback loops, and early wins for a successful transition into a new role.

Learning outcomes: Set 30/60/90-day goals; identify support needs; track early performance.

Ideal for: New hires and line managers Suggested duration: Half-day

ONB-106 | Cross-Functional Collaboration & Handoffs

Strengthen shared ownership across teams through reliable handoffs and effective coordination.

Learning outcomes: Clarify dependencies; document handoffs; reduce collaboration breakdowns.

Ideal for: Operations and cross-functional teams Suggested duration: 3-4 hours

ONB-107 | Business Writing & Professional Etiquette

Build consistent professional communication habits across workplace interactions.

Learning outcomes: Write concise messages; choose appropriate channels; manage workplace etiquette.

Ideal for: Early-career employees and general staff Suggested duration: Half-day

ONB-108 | Remote & Hybrid Team Readiness

Establish practical routines for distributed teamwork, communication, and accountability.

Learning outcomes: Use asynchronous practices; manage visibility; coordinate hybrid work.

Ideal for: Remote and hybrid teams Suggested duration: 3 hours

02 | Compliance & Risk

CMP-201 | Workplace Ethics & Professional Conduct

Scenario-based training on integrity, conflicts of interest, and responsible decisions.

Learning outcomes: Recognize ethical dilemmas; apply policies; report concerns appropriately.

Ideal for: All employees Suggested duration: 2-3 hours

CMP-202 | Data Privacy & Information Security Awareness

Everyday safeguards for sensitive information and digital work practices.

Learning outcomes: Recognize phishing and privacy risks; protect data; follow reporting procedures.

Ideal for: All staff and managers Suggested duration: 2-3 hours

CMP-203 | Risk Identification & Incident Reporting

A practical introduction to spotting, documenting, and escalating operational risks.

Learning outcomes: Identify hazards; assess likelihood and impact; document incidents.

Ideal for: Operations, supervisors, administrators Suggested duration: 3-4 hours

CMP-204 | Policy Implementation & Compliance Culture

Move policies from documents into everyday routines and accountable behavior.

Learning outcomes: Translate requirements into actions; monitor adherence; reinforce standards.

Ideal for: Managers, compliance teams Suggested duration: Half-day

CMP-205 | Anti-Bribery, Fraud & Conflict-of-Interest Awareness

Explore common fraud indicators, ethical boundaries, and appropriate escalation routes.

Learning outcomes: Identify red flags; disclose conflicts; respond to suspected misconduct.

Ideal for: All employees and procurement teams Suggested duration: Half-day

CMP-206 | Workplace Respect & Anti-Harassment

Promote respectful interactions through scenario-based discussion and clear reporting expectations.

Learning outcomes: Recognize unacceptable conduct; intervene appropriately; use reporting channels.

Ideal for: All staff and people managers Suggested duration: Half-day

CMP-207 | Business Continuity & Operational Resilience

Prepare teams to respond consistently when incidents interrupt essential services.

Learning outcomes: Identify critical processes; define response roles; test continuity actions.

Ideal for: Operations leads and administrators Suggested duration: Half-day

CMP-208 | Safeguarding & Duty of Care Fundamentals

Introduce protective practices, concern recognition, documentation, and escalation duties.

Learning outcomes: Recognize concerns; follow safeguarding procedures; support safe environments.

Ideal for: Education, NGO and program staff Suggested duration: Half-day

03 | Customer Service Excellence

CSE-301 | Foundations of Exceptional Customer Experience

Core service behaviors that create trust and consistent customer interactions.

Learning outcomes: Apply service standards; demonstrate empathy; manage customer expectations.

Ideal for: Customer-facing teams Suggested duration: Half-day

CSE-302 | Complaint Handling & Service Recovery

Tools to de-escalate difficult interactions and restore confidence after service failures.

Learning outcomes: Listen and diagnose; resolve complaints; document follow-up.

Ideal for: Frontline teams and supervisors Suggested duration: Half-day

CSE-303 | Professional Communication Across Channels

Deliver clear, consistent service by phone, email, chat, and in person.

Learning outcomes: Adapt tone; write effective responses; maintain service continuity.

Ideal for: Contact centers and service teams Suggested duration: 3-4 hours

CSE-304 | Service Quality Measurement & Continuous Improvement

Turn customer feedback and service data into targeted improvement.

Learning outcomes: Select service indicators; interpret feedback; build improvement actions.

Ideal for: Service managers and team leads Suggested duration: Half-day

CSE-305 | Service Design & Customer Journey Mapping

Examine end-to-end experiences to identify moments of friction and service opportunities.

Learning outcomes: Map journeys; identify pain points; recommend service changes.

Ideal for: Service leaders and experience teams Suggested duration: 1 day

CSE-306 | De-escalation & Handling Difficult Conversations

Practice calm, respectful responses to emotionally charged customer interactions.

Learning outcomes: Recognize escalation signals; use de-escalation language; set boundaries.

Ideal for: Frontline service and support teams Suggested duration: Half-day

CSE-307 | Hospitality Mindset & Personalized Service

Develop attentive service habits that make customer interactions memorable and consistent.

Learning outcomes: Anticipate needs; personalize interactions; deliver reliable follow-through.

Ideal for: Hospitality, retail and guest-facing teams Suggested duration: Half-day

CSE-308 | Customer Retention & Relationship Building

Use follow-up practices, trust-building, and feedback to strengthen long-term relationships.

Learning outcomes: Identify retention drivers; conduct proactive follow-up; plan service recovery.

Ideal for: Account managers and service teams Suggested duration: Half-day

04 | Leadership & Management

LDM-401 | Essential Skills for New Managers

A practical foundation for transitioning from individual contributor to people leader.

Learning outcomes: Set expectations; delegate; conduct effective one-to-ones.

Ideal for: New and aspiring managers Suggested duration: 1 day

LDM-402 | Coaching, Feedback & Performance Conversations

Build confidence in developmental coaching and constructive accountability.

Learning outcomes: Deliver feedback; coach for growth; document action plans.

Ideal for: Managers and supervisors Suggested duration: Half-day

LDM-403 | Leading Teams Through Change

Support people and sustain performance during organizational transitions.

Learning outcomes: Communicate change; address resistance; reinforce adoption.

Ideal for: Team leads and project owners Suggested duration: Half-day

LDM-404 | Decision-Making & Problem Solving

Structured methods for diagnosing issues and choosing defensible solutions.

Learning outcomes: Frame problems; evaluate options; monitor results.

Ideal for: Managers and project teams Suggested duration: Half-day

LDM-405 | Emotional Intelligence for Leaders

Apply self-awareness and empathy to improve trust, communication, and team relationships.

Learning outcomes: Recognize emotional triggers; manage reactions; respond with empathy.

Ideal for: Team leads and managers Suggested duration: Half-day

LDM-406 | Strategic Planning & Execution

Translate strategic priorities into clear operating goals, ownership, and practical measures.

Learning outcomes: Set priorities; define measurable outcomes; monitor execution.

Ideal for: Department heads and senior managers Suggested duration: 1 day

LDM-407 | Conflict Resolution & Difficult Conversations

Develop fair, constructive approaches to disagreements and performance tensions.

Learning outcomes: Diagnose conflict; facilitate productive dialogue; agree next steps.

Ideal for: Managers and supervisors Suggested duration: Half-day

LDM-408 | Building High-Performing Teams

Strengthen team norms, psychological safety, alignment, and shared accountability.

Learning outcomes: Establish team agreements; improve collaboration; use performance check-ins.

Ideal for: People leaders and project leads Suggested duration: 1 day

05 | Digital Transformation & Process Adoption

DIG-501 | Digital Literacy & Workplace Tools

Improve confidence with collaborative applications, digital workflows, and safe practices.

Learning outcomes: Use core tools; collaborate digitally; manage information responsibly.

Ideal for: Cross-functional staff Suggested duration: Half-day

DIG-502 | Process Mapping & Workflow Improvement

Find bottlenecks, remove unnecessary steps, and improve process reliability.

Learning outcomes: Map current-state processes; identify waste; propose future-state workflows.

Ideal for: Operations and process owners Suggested duration: 1 day

DIG-503 | Change Adoption for New Systems

Prepare teams to adopt new software, processes, and ways of working.

Learning outcomes: Identify adoption barriers; create user support plans; measure uptake.

Ideal for: Transformation teams and managers Suggested duration: Half-day

DIG-504 | Responsible AI for Workplace Productivity

Practical, risk-aware uses of AI to support drafting, analysis, and repetitive tasks.

Learning outcomes: Identify appropriate use cases; review outputs; protect confidential data.

Ideal for: Knowledge workers and team leads Suggested duration: Half-day

DIG-505 | Data Literacy & Dashboard Interpretation

Use basic data concepts and visual reports to support everyday decisions.

Learning outcomes: Interpret dashboards; ask useful data questions; communicate insights.

Ideal for: Managers and operational staff Suggested duration: Half-day

DIG-506 | No-Code Automation & Workflow Basics

Identify repeatable tasks and design simple automations using approved workplace tools.

Learning outcomes: Spot automation opportunities; outline workflows; assess controls.

Ideal for: Operations staff and team leads Suggested duration: Half-day

DIG-507 | Digital Project Collaboration & Documentation

Create consistent digital practices for tracking decisions, tasks, and project knowledge.

Learning outcomes: Structure shared workspaces; track actions; maintain project records.

Ideal for: Project teams and administrators Suggested duration: Half-day

DIG-508 | Digital Transformation Leadership

Lead a practical transformation agenda from sponsorship through adoption and improvement.

Learning outcomes: Build a transformation roadmap; align stakeholders; track value realization.

Ideal for: Executives, managers and transformation leads Suggested duration: 1 day

06 | Education & Teacher Professional Development

EDU-601 | Digital Pedagogy & Blended Instruction

Use digital tools purposefully to improve engagement and learning outcomes.

Learning outcomes: Design blended activities; align tools to objectives; evaluate learning.

Ideal for: Teachers and instructional leaders Suggested duration: 1 day

EDU-602 | Assessment Literacy & Data-Informed Instruction

Use formative and summative evidence to identify gaps and plan targeted support.

Learning outcomes: Analyze learning data; group learners; plan instructional responses.

Ideal for: Teachers and academic leads Suggested duration: 1 day

EDU-603 | Differentiation & Inclusive Classroom Practice

Plan accessible instruction responsive to varied learner readiness and needs.

Learning outcomes: Adapt tasks; scaffold learning; monitor student participation.

Ideal for: K-12 educators Suggested duration: 1 day

EDU-604 | Professional Learning Communities: Response to Data

Build collaborative routines for examining evidence and improving instruction.

Learning outcomes: Facilitate data discussions; agree interventions; track results.

Ideal for: School leaders and teacher teams Suggested duration: Half-day + follow-up

EDU-605 | Lesson Planning for Active Learning

Design purposeful lessons that connect standards, instructional tasks, and evidence of learning.

Learning outcomes: Write aligned objectives; plan active tasks; assess understanding.

Ideal for: Classroom teachers and instructional coaches Suggested duration: 1 day

EDU-606 | Classroom Management & Positive Learning Culture

Establish consistent classroom expectations, routines, and proactive behavior supports.

Learning outcomes: Set routines; reinforce expectations; respond to disruptions constructively.

Ideal for: K-12 teachers Suggested duration: 1 day

EDU-607 | Literacy Across the Curriculum

Integrate reading, writing, and academic vocabulary strategies into subject teaching.

Learning outcomes: Scaffold disciplinary reading; teach key vocabulary; design writing tasks.

Ideal for: K-12 subject teachers Suggested duration: 1 day

EDU-608 | Instructional Coaching & School Leadership

Build coaching cycles that connect observation, feedback, planning, and teacher growth.

Learning outcomes: Use evidence-based observations; lead coaching dialogue; monitor growth.

Ideal for: School leaders and instructional coaches Suggested duration: 1 day + coaching

07 | Employability & Workforce Readiness

WRK-701 | Career Readiness & Professionalism

Develop the habits, expectations, and workplace behaviors that support employment.

Learning outcomes: Demonstrate professionalism; prepare career goals; navigate workplace norms.

Ideal for: Students, graduates, job seekers Suggested duration: Half-day

WRK-702 | CV, Interview & Job Search Skills

Practical preparation for communicating skills and securing opportunities.

Learning outcomes: Tailor a CV; practice interviews; organize a search strategy.

Ideal for: Early-career participants Suggested duration: Half-day

WRK-703 | Workplace Problem Solving & Teamwork

Use collaborative methods to address real-world work challenges.

Learning outcomes: Define problems; contribute in teams; present practical solutions.

Ideal for: Workforce development cohorts Suggested duration: Half-day

WRK-704 | Entrepreneurial Thinking & Initiative

Introduce opportunity recognition, customer needs, and practical initiative.

Learning outcomes: Test ideas; communicate value; create a basic action plan.

Ideal for: Young professionals and entrepreneurs Suggested duration: Half-day

WRK-705 | Workplace Digital Skills for Employability

Build confidence using common productivity tools and professional digital communication.

Learning outcomes: Manage documents; collaborate online; practice safe digital behavior.

Ideal for: Students, job seekers and new hires Suggested duration: Half-day

WRK-706 | Critical Thinking & Decision-Making at Work

Apply structured reasoning to common workplace challenges and competing priorities.

Learning outcomes: Evaluate information; compare options; justify recommendations.

Ideal for: Students and early-career employees Suggested duration: Half-day

WRK-707 | Personal Branding & Networking

Articulate professional strengths and build meaningful career connections.

Learning outcomes: Develop an introduction; strengthen professional profiles; network effectively.

Ideal for: Job seekers and young professionals Suggested duration: Half-day

WRK-708 | Financial Literacy for Early-Career Professionals

Introduce budgeting, savings, responsible borrowing, and financial goal setting.

Learning outcomes: Build a spending plan; compare financial choices; set savings goals.

Ideal for: Students and workforce development cohorts Suggested duration: Half-day

Custom learning solutions

Every organization has different priorities. Leum Solutions can combine modules into role-based academies, sector-specific learning journeys, leadership cohorts, onboarding programs, and targeted performance-improvement initiatives.

Sample program structures

New Employee Readiness Pathway | ONB-101 + ONB-102 + ONB-103 + CMP-201

Service Excellence Pathway | CSE-301 + CSE-302 + CSE-303 + CSE-304

First-Time Manager Pathway | LDM-401 + LDM-402 + LDM-403

School Improvement Pathway | EDU-602 + EDU-604 + EDU-603

Digital Adoption Pathway | DIG-501 + DIG-502 + DIG-503

How an engagement works

1. Discover: Clarify audience, performance needs, and organizational context.
2. Design: Select or customize modules, outcomes, and delivery methods.
3. Deliver: Facilitate learning, practice, and assessment.
4. Evaluate: Review learner evidence and performance indicators to guide follow-up.

Request a tailored catalog or proposal

Share your sector, audience size, priority capabilities, preferred delivery format, and target timeline. Leum Solutions can develop a scoped learning plan and commercial proposal.

LEUM SOLUTIONS

Building Capacity. Strengthening Instruction. Improving Student Outcomes.

Note: This is a proposed course catalog. Modules, durations, and program availability are subject to confirmation and customization.