

Business Skills

Whether you want to get ahead in business or start your own company you should find a course here that will help you to develop the skills you need. The courses are divided into topic areas to help you quickly find the right one.



Business Skills

Communication

Active Listening

Sharpen up your active listening skills.

Level: *Beginner*

Time to complete: 40 Minutes

Advanced Business Communications: Business Writing for Results

Learn about writing reports, proposals, and case reports with the audience in mind. Students will cover how to effectively use visual support, including tables, graphs, drawings, and diagrams. In addition, students will learn about planning, preparing, and delivering business presentations and speeches.

Level: *Advanced*

Time to complete: 2-4 Hours

Advanced Business Communications: Enhancing the Communication Process

Shows the types of messages you should master for effective communications and suggests some guidelines for developing your communications approach within the organisation.

Level: *Advanced*

Time to complete: 2-4 Hours

Advanced Business Communications: Guidelines for Effective Communications

Looks at the world of business communication in general and introduces you to areas that are fundamental to effective business communication today. You will learn about typical barriers to effective communication and guidelines for overcoming them. You will also learn about steps in the communication process, uses of information technology, managing, planning, and conducting executive-level meetings. In addition, you will learn about giving guidelines for creating audience-centred messages, and about the use of transitions.

Level: *Advanced*

Time to complete: 2-4 Hours

Advanced Interpersonal Communication: Communicating with Co-workers

Communicate effectively with co-workers peers, supervisors, subordinates, and customers/vendors.

Level: *Advanced*

Time to complete: 2-4 Hours

Aggressive and Passive Behaviour

Illustrates the differences between aggressive and passive behaviours and gives you the skills and strategies with which to deal with them in other people and in yourself.

Level: *Beginner*

Time to complete: 40 Minutes

Business Awareness

The objective of this module is to help you understand and describe the nature of business operations including the concepts of profit and profitability and recognise reasons for change in an organisation.

Level: *Beginner*

Time to complete: 90 Minutes

Business Writing: The Fundamentals

The Business Writing series provides professionals with the skills necessary to write effectively in the business environment. Business considerations such as, tone, paragraph structure, writing positive and negative messages effectively and proposal writing are key topics covered in this series.

Level: *Beginner*

Time to complete: 2-3 Hours

Care for Your Customers

This course will teach you how to establish effective customer relationships.

Level: *Beginner*

Time to complete: 1 Hour

Communicating With Difficult People: Communicating With Your Manager

Offers the student an overview of the information required to identify a difficult manager, approach a difficult manager, and confront difficult manager behaviour. The program describes the proper methods to interpret difficult personalities, the various options to cope with a difficult manager, and the appropriate steps to provide unsolicited feedback.

Level: *Intermediate*

Time to complete: 2-4 Hours

Communicating With Difficult People: Working With Difficult Employees

Offers the student information on how to define difficult co-workers, cope with their difficult behaviour, and resolve conflict caused by the negative behaviour. The program describes the proper methods to address each difficult personality type, the appropriate techniques to use to cope with and manage difficult behaviour, and the steps that create the conflict resolution process.

Level: *Intermediate*

Time to complete: 2-4 Hours

Conducting Meetings: Effective Meeting Communication

This course will teach you how to effectively use verbal and non-verbal communication to conduct a meeting.

Level: *Intermediate*

Time to complete: 2-4 Hours

Consultative Meetings

The objective of this module is to identify key actions to improve the structure, processes and communication within consultative meetings.

Level: *Intermediate*

Time to complete: 1 Hour

Credit Control Letters

The course will teach you how to write clear and effective credit control letters that get results without harming customer relationships.

Level: *Intermediate*

Time to complete: 17 Minutes

Dealing with a Complaint Assertively

This course takes you through the process of identifying appropriate strategies for dealing with a complaint assertively.

Level: *Beginner*

Time to complete: 20 Minutes

Decision Making and Problem Solving: Decision Making Fundamentals

This course teaches you a variety of decision making techniques. You will develop the skills that are necessary to make important decisions with various people and ensure the results of your decisions.

Level: *Beginner*

Time to complete: 2-4 Hours

Business Skills

Communication

Decision Making and Problem Solving: Problem Solving Fundamentals

Learn how to solve problems effectively. No matter what job you do, or how senior a position you hold, one thing is certain – you will regularly be confronted with problems that have to be solved. This course will enable you to use a combination of analytical and creative skills to solve problems using a simple step-by-step process that can be used in any problem situation. By using a systematic approach to solving problems you will transform your skills in finding their root cause.

Level: *Beginner* Time to complete: 1.5-2 Hours

Editing Your Writing

This course will teach you how to edit your business writing effectively.

Level: *Intermediate* Time to complete: 12 Minutes

Effective Call Handling

Provides learners with the skills they need to work efficiently and effectively with telephones in a customer service role or call centre environment.

Level: *Beginner* Time to complete: 2.5 Hours

Effective Communication

The objective of this module is to identify methods to improve communication, particularly within consultative structures in organisations.

Level: *Intermediate* Time to complete: 90 Minutes

Effective Presentations: Essentials of Persuasion

This course will teach you how to persuade your audience.

Level: *Advanced* Time to complete: 2-4 Hours

Effective Presentations: Planning a Presentation

This course teaches you how to plan a presentation and use supporting materials effectively.

Level: *Intermediate* Time to complete: 2-4 Hours

Effective Presentations: The Presentation Process

This course will teach you how to deliver a presentation effectively.

Level: *Beginner* Time to complete: 2-4 Hours

Effective Questioning

This course will teach you to use strategic questioning techniques effectively in a variety of situations.

Level: *Beginner* Time to complete: 65 Minutes

Encouraging Productive Responses

The objective of this module is to identify guidelines to facilitate productive responses from employees and colleagues with regard to change in organisations.

Level: *Intermediate* Time to complete: 1 Hour

eSoftSkills

Designed to help learners be understood at work, especially if they have an IT background, and offers an insight into the communication skills required in the workplace. The best ideas in the world can only be transformed into reality when they are shared and understood. The four modules cover core expertise that will help learners, especially those new to the workplace, to work more effectively. The modules are:

- Effective Communication
- Presentation Skills
- Team Working
- Project Management

Level: *Beginner* Time to complete: 8 Hours

Essential Phone Communication Skills

This course will teach you to use the phone naturally and effectively.

Level: *Beginner* Time to complete: 65 Minutes

Excellence in Service: Communicating with Your Customers

This course teaches you how to communicate effectively with customers.

Level: *Beginner* Time to complete: 2-4 Hours

Faxes

It is important to understand how to use faxes as a communication tool, how to write one to include the different pieces of information you need to convey, and then send it to the recipient.

Level: *Beginner* Time to complete: 30 Minutes

Following-up a Meeting

This course will teach you how to successfully follow up meetings.

Level: *Beginner* Time to complete: 20 Minutes

Four Additional Assertiveness Skills

This course introduces you to four additional assertiveness skills and will show you how to recognise these skills and use them appropriately.

Level: *Intermediate* Time to complete: 35 Minutes

Gaelic for Arts & Festivals

This course aims to make you feel confident enough to speak a little Gaelic.

Level: *Beginner* Time to complete: 2 Hours

Gaelic for Food Services

This course aims to make you feel confident enough to speak a little Gaelic specifically related to food services.

Level: *Beginner* Time to complete: 2 Hours

Gaelic for Managers

This course aims to make you feel confident enough to speak a little Gaelic specifically for managers.

Level: *Beginner* Time to complete: 2 Hours

Business Skills

Communication

Gaelic for Marketing

This course aims to make you feel confident enough to speak a little Gaelic specifically related to marketing.

Level: *Beginner* Time to complete: 2 Hours

Gaelic for Outdoor Workers

This course aims to make you feel confident enough to speak a little Gaelic specifically for outdoor workers.

Level: *Beginner* Time to complete: 2 Hours

Gaelic for Receptionists

This course aims to make you feel confident enough to speak a little Gaelic specifically for business/reception workers.

Level: *Beginner* Time to complete: 2 Hours

Gaelic for Retail Workers

This course aims to make you feel confident enough to speak a little Gaelic specifically for retail workers.

Level: *Beginner* Time to complete: 2 Hours

Gaelic for TIC Workers

This course aims to make you feel confident enough to speak a little Gaelic specifically aimed at staff working in a Tourist Information Centre.

Level: *Beginner* Time to complete: 2 Hours

Gaelic for Travel Workers

This course aims to make you feel confident enough to speak a little Gaelic for travel and tourism.

Level: *Beginner* Time to complete: 2 Hours

Getting Ready to Write

This course will teach you the basics for solid persuasive writing.

Level: *Beginner* Time to complete: 65 Minutes

Giving and Getting Information by Phone

This course will help you use the phone naturally and competently. It will help you to prepare to give or receive information by phone and give you some practical tips and hints for communicating information clearly. It will help you develop your phone power so that when business calls you'll be ready.

Level: *Beginner* Time to complete: 1 Hour

Handling Difficult Co-workers

This course offers the student information on how to define difficult co-workers, cope with their difficult behaviour, and resolve conflict caused by the negative behaviour.

Level: *Beginner* Time to complete: 2-4 Hours

Harassment

In this course you can examine what constitutes harassment, the damaging effects it can have on an organisation and what you can do about it, whether you're the person being harassed or someone working in an organisation where harassment is tolerated.

Level: *Beginner* Time to complete: 17 Minutes

Inter-office Communications

This course will teach you the basics of inter-office communications.

Level: *Beginner* Time to complete: 15 Minutes

Interpersonal Communication: Communicating to Build a Positive Culture

Gives an overview of the dimensions of organisational culture and how communication perpetuates an organisation's culture.

Level: *Intermediate* Time to complete: 2-4 Hours

Interpersonal Communication: Effective Communication

This course teaches you how to improve your communication skills.

Level: *Intermediate* Time to complete: 2-4 Hours

Interpersonal Communication: Telephone Skills

This course will teach you how to use the telephone effectively.

Level: *Beginner* Time to complete: 2-4 Hours

Introduction to Clear Layout

This course will teach you how to create professional looking documents.

Level: *Beginner* Time to complete: 15 Minutes

Making a Request Assertively

This course shows how to make assertive requests and the common mistakes to avoid.

Level: *Beginner* Time to complete: 20 Minutes

Making Your Contribution to a Meeting

This course will teach you how to make your contribution at meetings as productive as possible.

Level: *Beginner* Time to complete: 1 Hour

Making Your Point Positively

This course will teach you the art of getting heard and putting your point across.

Level: *Beginner* Time to complete: 25 Minutes

Meetings

This course will help you with the tools required to run a meeting successfully, whether you are leading it or participating. It will provide you with templates for setting up agendas and minutes and give you handy tips to follow.

Level: *Beginner* Time to complete: 30 Minutes

Business Skills

Communication

Negotiating: Advanced Negotiation Tactics

This course will teach you how to conduct a performance appraisal.

Level: *Advanced*

Time to complete: 2-4 Hours

Planning a Meeting

This course will teach you how to make the most of every business meeting through planning and preparation.

Level: *Beginner*

Time to complete: 40 Minutes

Problem Management

The objective of this module is to identify the key strengths and weaknesses within various processes of problem management.

Level: *Intermediate*

Time to complete: 90 Minutes

Self Development: Developing Rapport Through Communication

This course offers the student an overview of the information required to develop communication fundamentals, enhance connections, and create impact with his or her language. The program details how to communicate effectively in writing, in one-to-one and one-to-many conversations, and through nonverbal cues. The program also details how to make a good first impression, build rapport, establish credibility, and make a message memorable.

Level: *Intermediate*

Time to complete: 3 Hours

Team Conflict: Overcoming Conflict with Communication

This course teaches you how to deal effectively with conflict in a team.

Level: *Intermediate*

Time to complete: 2-4 Hours

Team Conflict: Working in Diversified Teams

This course teaches you how to be an effective member of a diverse team.

Level: *Beginner*

Time to complete: 2-4 Hours

Team Participation: Team Communication

This course will teach you how to communicate effectively within a team.

Level: *Beginner*

Time to complete: 2-4 Hours

What is Assertiveness?

This course introduces various definitions of assertiveness and gives examples of using assertiveness to counter passive and aggressive behaviour.

Level: *Beginner*

Time to complete: 20 Minutes

Writing Business Letters

This course will teach you how to achieve results through writing effective business letters.

Level: *Beginner*

Time to complete: 30 Minutes

Writing Direct Mail

This course will teach you how to achieve results through direct mail.

Level: *Beginner*

Time to complete: 35 Minutes

Writing Long Documents

This course will teach you how to outline and structure longer documents and create an executive summary.

Level: *Beginner*

Time to complete: 30 Minutes

Writing Meeting Minutes

The course will teach you both formal and informal minute writing.

Level: *Beginner*

Time to complete: 35 Minutes

Writing to Complain

This course will teach you how to write concise and effective complaint letters that get results.

Level: *Beginner*

Time to complete: 15 Minutes

Writing Your Presentation

This course will guide you in structuring and writing a presentation, from the vital opening words all the way through to the high impact close.

Level: *Beginner*

Time to complete: 65 Minutes

Business Skills

Customer Service

Ending a Call and Following-up

Covers the tactics you can use to steer a call to the conclusion you've planned. It also shows you how important it is to keep your records and appointment book up to date. It will help you develop your phone power so that when business calls you'll be ready.

Level: *Beginner*

Time to complete: 1 Hour

Excellence in Service: Building a Customer Service Team

This course will teach you how to build a successful customer service team.

Level: *Beginner*

Time to complete: 2-4 Hours

Excellence in Service: Communicating with Your Customers Virtually

Learn how to adapt your telephone behavioural styles to your customers over the telephone. You will also learn how to project professionalism over the phone using various verbal techniques. In addition, you will be able to provide quality customer care by learning how to manage customer communication via the phone or e-mail.

Level: *Intermediate*

Time to complete: 2-4 Hours

Excellence in Service: Creating Customer Loyalty

This course will teach you how to build an effective relationship with customers.

Level: *Intermediate*

Time to complete: 2-4 Hours

Excellence in Service: Establishing Service Standards

This course teaches you how to establish effective customer service standards.

Level: *Beginner*

Time to complete: 2-4 Hours

Excellence in Service: Providing Superior Customer Service

This course will teach you how to provide the best service to your customers.

Level: *Advanced*

Time to complete: 2-4 Hours

Excellence in Service: Working with Upset Customers

The course will teach you how to deal effectively with upset or abusive customers.

Level: *Intermediate*

Time to complete: 2-4 Hours

First Impressions

This course will help you lay the foundations to exceeding your customers expectations by creating a good first impression.

Level: *Beginner*

Time to complete: 30 Minutes

Handling Angry Callers

The course will teach you to deal with angry callers effectively.

Level: *Intermediate*

Time to complete: 30 Minutes

Handling Angry Customers

This course will provide you with strategies to cope with angry customers and build your confidence in dealing with them.

Level: *Intermediate*

Time to complete: 30 Minutes

Handling Customer Complaints

This course shows you how to deal with difficult customer situations.

Level: *Beginner*

Time to complete: 40 Minutes

Making Difficult Calls

This course will teach you how to use the phone naturally and competently when making difficult calls.

Level: *Beginner*

Time to complete: 20 Minutes

Negotiating on the Phone

This course will teach you to use the phone naturally and competently for concluding negotiations on the phone.

Level: *Intermediate*

Time to complete: 10 Minutes

Preparing for a Call

This course will teach you to prepare for making phone calls both physically and mentally.

Level: *Beginner*

Time to complete: 35 Minutes

Preparing for Customer Contact

This course will help you prepare for effective contact with customers.

Level: *Beginner*

Time to complete: 40 Minutes

Resolving Written Complaints

This course will teach you how to deal with written complaints.

Level: *Beginner*

Time to complete: 25 Minutes

Taking and Leaving Phone Messages

This course will give you guidance on giving and taking messages, that people can act on successfully.

Level: *Beginner*

Time to complete: 20 Minutes

Transferring Calls

This course will reveal how best to deal with calls on behalf of others.

Level: *Beginner*

Time to complete: 20 Minutes

Who are Your Customers?

In today's volatile business environment, organisations recognise that customer service is the key differentiator that makes their products and services tower above the competition. Recognise that it's no longer enough to give satisfactory service that meets customers' expectations. To get customers coming back time after time, you must exceed their expectations.

Level: *Beginner*

Time to complete: 15 Minutes

Business Skills

Customer Service

Why Care for Customers?

This course will help you understand why customer care is important to you.

Level: *Beginner*

Time to complete: 25 Minutes

Business Skills

Finance

Allocating Indirect Costs

Simplify the problem of managing a wide variety of indirect costs in a business by following the 3 simple steps of allocation, apportionment and absorption.

Level: *Intermediate*

Time to complete: 40 Minutes

Balance Sheet

This byte deals with a special form of performance measurement – balance sheets. A balance sheet is a snapshot of the business at one moment in time as opposed to forecasting and setting targets for achievement. It tests the health of the business and you will look at a number of ratios that can be used to check different aspects.

Level: *Beginner*

Time to complete: 30 Minutes

Budgeting for Different Business Conditions

Understand how to use budgets as a management tool: for solving problems, taking smart decisions and improving teamwork and communication.

Level: *Beginner*

Time to complete: 35 Minutes

Decision Making

One of the most useful skills to acquire in business involves how to use the information from the Profit and Loss Account and Profit Forecast to help make decisions. The financial decision making module described in this byte (5 points of financial control) will help you to decide which way to go forward, it will help you to monitor the results of your decisions and therefore is an effective tool which can be used on a month-to-month basis.

Level: *Beginner*

Time to complete: 30 Minutes

Identifying Budget Variances

This course will help you understand how to use budgets as a management tool: for solving problems, taking smart decisions and improving teamwork and communication.

Level: *Beginner*

Time to complete: 20 Minutes

Interpreting Budget Variances

This course will help you understand how to use budgets as a management tool: for solving problems, taking smart decisions and improving teamwork and communication.

Level: *Intermediate*

Time to complete: 1 Hour

Introducing the Money Cycle

This course will help you get to grips with the tools and techniques you need to analyse, plan, monitor and control the financial side of your work.

Level: *Beginner*

Time to complete: 85 Minutes

Managing Working Capital

This course will provide you with the skills and knowledge you need to improve your company's cash flow.

Level: *Intermediate*

Time to complete: 50 Minutes

Preparing a Budget

This course will provide you with a structured approach for budgeting effectively and a range of practical tips.

Level: *Beginner*

Time to complete: 1 Hour

The Importance of Money in Business

The course will help you to understand what relevance money has to you, how it affects all aspects of your job and how understanding it can help you do your job more effectively.

Level: *Beginner*

Time to complete: 45 Minutes

Understanding Working Capital

This course will help you get to grips with the tools and techniques you need to analyse, plan, monitor and control the financial side of your work.

Level: *Intermediate*

Time to complete: 30 Minutes

Using a Budget to Manage

This course will help you understand how to use budgets as a management tool: for solving problems, taking smart decisions and improving teamwork and communication.

Level: *Intermediate*

Time to complete: 40 Minutes

Using Cash Flows to Manage

This course helps you understand why cash flow forecasts are important tools when it comes to making viable business decisions.

Level: *Intermediate*

Time to complete: 40 Minutes

What is a Budget?

This introductory course will help you understand how to use budgets as a management tool: for solving problems, taking smart decisions and improving teamwork and communication.

Level: *Beginner*

Time to complete: 35 Minutes

Business Skills

Health & Safety

CPR Essentials

Designed to give the theoretical knowledge needed to provide cardio-pulmonary resuscitation in the event of an emergency where a casualty has stopped breathing and does not have a pulse. If basic cardio-pulmonary resuscitation is not given, a casualty will die within four minutes. These techniques can keep a casualty alive until qualified medical attention arrives.

Level: *Beginner* Time to complete: 30 Minutes

Dangerous Substances

Exposure to dangerous substances is a likely occurrence as nearly every workplace uses dangerous substances, some more dangerous than others. This course is an overview of the topic.

Level: *Beginner* Time to complete: 25 Minutes

Dealing with Emergencies

This course will provide a basic introduction in how to act in an emergency situation.

Level: *Beginner* Time to complete: 38 Minutes

Electrical Safety

Highlights the dangers of electricity and shows you how you can work safely with it.

Level: *Beginner* Time to complete: 25 Minutes

Employer Essentials

Basic obligations for a small to medium sized business.

Level: *Beginner* Time to complete: 5 Minutes

Evacuation Essentials

Learn how to evacuate a building safely.

Level: *Beginner* Time to complete: 10 Minutes

Fire Safety

This course looks at the causes of fires and how they can be prevented. It also looks at examples of fire fighting equipment, how they are used and what for.

Level: *Beginner* Time to complete: 1 Hour

Fire Safety Essentials

This course is about fire safety at work.

Level: *Beginner* Time to complete: 40 Minutes

Handling Essentials

This course introduces you to the basic things you need to know in order to help you avoid injury from manual handling. Manual handling is moving anything when human force is required.

Level: *Beginner* Time to complete: 45 Minutes

Improving Safety

This course will enable you to use your resources effectively and to establish and ensure safe working practices.

Level: *Intermediate* Time to complete: 40 Minutes

Safety in Industry

This course looks at health risks associated with industrial work, steps you can take to keep yourself in good health, the safety aspects of working in industry and warning signs you may encounter in industry.

Level: *Beginner* Time to complete: 25 Minutes

Security Procedures

This course will help you to understand the importance of confidentiality and security in your workplace.

Level: *Beginner* Time to complete: 25 Minutes

Seven Steps to Managing Safety in the Workplace

A very short animated filmstrip with audio, suitable as an introduction to a workshop on health and safety.

Level: *Beginner* Time to complete: 2 Minutes

Slips, Trips and Falls

After you have completed this course, you will have a heightened awareness of how easy it is for an accident to occur, know what hazards to look out for, and understand how you can reduce the chance of an accident happening to you.

Level: *Beginner* Time to complete: 10 Minutes

Stress Essentials

This course introduces you to the essentials of stress awareness and stress management.

Level: *Beginner* Time to complete: 50 Minutes

Stress Management: Fundamentals for Employees

This course will teach you how to identify and reduce stress.

Level: *Beginner* Time to complete: 2-4 Hours

Using IT – Health and Safety

After you have completed this course, you will understand what you know about your company's safety, first aid and fire policies.

Level: *Beginner* Time to complete: 40-60 Minutes

Workstation Essentials

An introduction to the essentials of using your computer workstation safely.

Level: *Beginner* Time to complete: 35 Minutes

Disability Discrimination Act / SENDA

Provides an overview of the law covered by the Disability Discrimination Act and Special Educational Needs Discrimination Act (SENDA), with example scenarios to illustrate how the law is interpreted and applied, and signposting to additional information. This content will enable you to be more aware of legislative requirements and where a company might be in breach of the law, though is not intended as a substitute for professional legal advice.

Level: *Beginner*

Time to complete: 90 Minutes

Employment Law

Provides an overview of the law covered by Employment legislation, with example scenarios to illustrate how the law is interpreted and applied, and signposting to additional information. This content will enable you to be more aware of legislative requirements and where a company might be in breach of the law, though is not intended as a substitute for professional legal advice.

Level: *Beginner*

Time to complete: 90 Minutes

Equal Opportunities Act

Provides an overview of the law covered by the Equal Opportunities Act, with example scenarios to illustrate how the law is interpreted and applied, and signposting to additional information. This content will enable you to be more aware of legislative requirements and where a company might be in breach of the law, though is not intended as a substitute for professional legal advice.

Level: *Beginner*

Time to complete: 90 Minutes

Freedom of Information Act

Provides an overview of the law covered by the Freedom of Information Act, with example scenarios to illustrate how the law is interpreted and applied, and signposting to additional information. This content will enable you to be more aware of legislative requirements and where a company might be in breach of the law, though is not intended as a substitute for professional legal advice.

Level: *Beginner*

Time to complete: 90 Minutes

Health and Safety at Work

Provides an overview of the law covered by the Health and Safety at Work Act, with example scenarios to illustrate how the law is interpreted and applied, and signposting to additional information. This content will enable you to be more aware of legislative requirements and where a company might be in breach of the law, though is not intended as a substitute for professional legal advice.

Level: *Beginner*

Time to complete: 90 Minutes

Business Skills

People Management

Agreeing Objectives

Suitable for anyone in a management or supervisory role who is involved in agreeing objectives with their team members, first line managers, project managers and team leaders looking to refresh their skills.

Level: *Intermediate*

Time to complete: 35 Minutes

Appraisal Interviewing

This course is one of the key management techniques for evaluating and monitoring people's performance at work. Most organisations have their own formal appraisal interviewing system. This course supplies a comprehensive guide to developing your skills in appraisal interviewing whatever the formal system adopted by your organisation.

Level: *Beginner*

Time to complete: 45 Minutes

Appraisals

Understand the importance of appraisals to your business. Communicating with staff regarding business objectives and their contribution to the business. This course will provide you with an insight into how to communicate your business objectives and aims to colleagues and staff. Remember, tell staff where you want to go, then they have a chance to help you to get there.

Level: *Beginner*

Time to complete: 30 Minutes

Are You a Leader?

This course helps you to look at yourself and analyse your own strengths, weaknesses, motivations and qualities to be an effective leader.

Level: *Beginner*

Time to complete: 35 Minutes

Change and Consultation

Designed to help you understand some key factors that drive change and affect businesses. It is also designed to explain how to effectively consult people when change is introduced.

Level: *Beginner*

Time to complete: 90 Minutes

Coaching For Success

This byte is useful for managers and members of staff responsible for training within their organisation, to think about the skills they will need to bring to coaching staff "on the job", i.e. in their own working environment. Learn how to effectively pass on skills, that you already have, to staff who need them.

Level: *Intermediate*

Time to complete: 30 Minutes

Coaching Skills

Effective organisations ensure their employees' skills are continuously expanded and enhanced. Coaching makes an important contribution to this process. This Coaching Skills course shows how to assess a learner's needs, draw up a learning plan, assess competence and review progress. It also looks at the various roles and skills required by a Coach to encourage Learners to learn.

Level: *Beginner*

Time to complete: 45 Minutes

Consulting Skills: Building Consulting Relationships

This course explains how to determine whether your organisation could benefit from a consultant's services. It also teaches how to manage internal resistance to consultants, how to communicate effectively with consultants, and what to include in a legally binding consulting contract.

Level: *Intermediate*

Time to complete: 2 Hours

Consulting Skills: Serving as an Internal Consultant

This course explains consulting roles and the skills required to succeed as an Internal Consultant. It identifies the processes for resolving conflict, making ethical decisions, and overcoming resistance to change as an Internal Consultant.

Level: *Advanced*

Time to complete: 2 Hours

Consulting Skills: The Consulting Process

This course explains your responsibilities throughout the seven-step consulting process. It identifies the processes for selecting a problem resolution, implementing the solution, and closing the consulting contract.

Level: *Intermediate*

Time to complete: 2 Hours

Correcting Performance Problems: Addressing Performance Problems

This course will teach you how to address performance problems and give feedback.

Level: *Intermediate*

Time to complete: 2-4 Hours

Correcting Performance Problems: Disciplining Employees

This course will teach you how to conduct a disciplinary meeting.

Level: *Advanced*

Time to complete: 2-4 Hours

Correcting Performance Problems: Identifying Performance Problems

This course will teach you how identify the causes and approach performance problems.

Level: *Beginner*

Time to complete: 2-4 Hours

Creativity and Innovation – Fostering a Creative Environment

This course will teach you how to develop a creative culture within your organisation.

Level: *Advanced*

Time to complete: 2-4 Hours

Creativity and Innovation – Increasing Personal Creativity

This course will teach you how to become more creative.

Level: *Intermediate*

Time to complete: 2-4 Hours

Creativity and Innovation – Promoting Team Creativity

This course will teach you how to develop a creative team.

Level: *Advanced*

Time to complete: 2-4 Hours

Business Skills

People Management

Creativity and Innovation – Thinking Creatively

This course will help develop your creative thinking skills and use them effectively.

Level: *Intermediate* Time to complete: 2-4 Hours

Delegation

This course will teach you the importance of delegation and provide you with a strategy for practicing it effectively and analysing your own performance in terms of delegation.

Level: *Intermediate* Time to complete: 1 Hour

Developing Your Team

This course will explain why it's better to lead a team rather than a group of people.

Level: *Intermediate* Time to complete: 1 Hour

Do or Delegate

Explore the barriers to effective delegation, the benefits from delegating more, what should be delegated and what shouldn't. This course also examines the choice of who you should delegate to. As a result of this course you will want to delegate more.

Level: *Beginner* Time to complete: 45 Minutes

Employee Performance: Managing Difficult People

This course will teach you how to understand, communicate and work with difficult people.

Level: *Intermediate* Time to complete: 2-4 Hours

Employee Performance: Providing Feedback

This course will teach you how to provide constructive feedback.

Level: *Beginner* Time to complete: 2-4 Hours

Employee Performance: Resolving Conflict

This course will teach you how to resolve conflict and create a more productive work environment.

Level: *Advanced* Time to complete: 2-4 Hours

Essentials of Management: Creating a Positive Workplace

This course will teach you how to create a positive working environment and address negative attitudes.

Level: *Intermediate* Time to complete: 2-4 Hours

Essentials of Management: Maintaining a Productive Workforce

This course will teach you how to improve workforce productivity.

Level: *Intermediate* Time to complete: 2-4 Hours

Essentials of Management: Succeeding as a New Manager

This course will teach you how to be a successful new manager.

Level: *Intermediate* Time to complete: 2-4 Hours

Facilitation: Facilitating Challenging Situations

This course will teach you how to confront and resolve team resistance.

Level: *Advanced* Time to complete: 2-4 Hours

Facilitation: The Effective Facilitator

This course will teach you how to become an effective facilitator.

Level: *Intermediate* Time to complete: 2-4 Hours

Facilitation: The Facilitation Process

This course will teach you the correct way to prepare for the facilitation process.

Level: *Beginner* Time to complete: 2-4 Hours

Giving Feedback and Praise to Your Team

This course will help you understand why timely feedback is vital.

Level: *Intermediate* Time to complete: 45 Minutes

Improving Working Relationships

This course will teach you to analyse your behaviour and that of your team.

Level: *Intermediate* Time to complete: 35 Minutes

Induction Essentials

This course raises awareness of Health & Safety issues and how they effect you in the workplace.

Level: *Beginner* Time to complete: 30 Minutes

Interpersonal Communication: Building Relationships

Gives an overview of the dimensions of organisational culture and how communication perpetuates an organisation's culture. This program also defines what a cultural network is and offers guidelines for using the cultural network to your advantage. Steps for empowering employees are also offered in this program.

Level: *Intermediate* Time to complete: 2-4 Hours

Interpersonal Communication: Listening Skills

This course teaches you how to improve your communication skills.

Level: *Beginner* Time to complete: 2-4 Hours

Interviewing Skills: Conducting an Interview

This course teaches you how to conduct an interview and follow it up effectively.

Level: *Intermediate* Time to complete: 2-4 Hours

Interviewing Skills: Preparing for an Interview

This course will teach you how to effectively approach an interview and make well-informed decisions.

Level: *Intermediate* Time to complete: 2-4 Hours

Business Skills

People Management

Leadership Development: Delegation

This course will teach you how to use the delegation process to achieve organisational success.

Level: *Advanced*

Time to complete: 2-4 Hours

Leadership Development: Goal Setting

This course will teach you how to set manageable goals for your employees.

Level: *Beginner*

Time to complete: 2-4 Hours

Leadership Development: Leading the Way

This course helps you develop an understanding of the characteristics a leader should possess. You will use your leadership skills to unite followers and successfully complete an expansion project for your organisation.

Level: *Intermediate*

Time to complete: 2-4 Hours

Leadership Development: Motivation

This course will teach you how to increase motivation amongst your team.

Level: *Intermediate*

Time to complete: 2-4 Hours

Leading a Meeting

This course will teach you how to make the most of every business meeting.

Level: *Intermediate*

Time to complete: 1 Hour

Managerial Leadership: Creating a Vision

This course will teach you how to use organisational leadership in guiding your organisation towards vision fulfilment.

Level: *Advanced*

Time to complete: 2-4 Hours

Managerial Leadership: Leading Through Change

This course teaches you how to use the three phases of planned change and the importance of planning changes before implementing them.

Level: *Intermediate*

Time to complete: 2-4 Hours

Managerial Leadership: Motivating Employees

This course will teach you how to evaluate and motivate employees.

Level: *Advanced*

Time to complete: 2-4 Hours

Managing Change: Managing Yourself Through Change

Learn what the three phases of the transition processes are and how to determine which phase a person is experiencing. You will also learn about the exploration phase of transition, including what emotions are commonly felt during this phase. Then the teaching moves to the new beginnings phase of transition, including what needs people have and what information is crucial during this phase. Finally, you will learn how to manage the new beginnings phase and what guidelines you should follow when communicating during this phase.

Level: *Beginner*

Time to complete: 2 Hours

Managing Change: Overcome Change Objectives

Learn about the obstacles you may encounter while implementing change. Specifically, you will learn about resistance, complacency, and crises, three main obstacles to change. Why a commitment to change is important, and how best to communicate during a change, are also covered in this course, as is the importance of change teams and the different types of change teams that exist.

Level: *Advanced*

Time to complete: 2 Hours

Managing High Performers: Creating a Retention Strategy

This course will teach you how to attract and retain high performers.

Level: *Advanced*

Time to complete: 2-4 Hours

Managing High Performers: Defining and Finding High Performers

This course will teach you how to identify and recruit high performers.

Level: *Beginner*

Time to complete: 2-4 Hours

Managing High Performers: Implementing Recognition Programmes

This course will teach you how to train, manage and reward high performers.

Level: *Intermediate*

Time to complete: 2-4 Hours

Managing Performance: Establishing a Performance Plan

This course will teach you how to plan and document a performance plan.

Level: *Advanced*

Time to complete: 2-4 Hours

Managing Performance: Overcoming Performance Appraisal Challenges

This course will teach you how to deal effectively with performance appraisal challenges.

Level: *Intermediate*

Time to complete: 2-4 Hours

Managing Performance: The Performance Appraisal Process

This course will teach you how to conduct a performance appraisal.

Level: *Beginner*

Time to complete: 2-4 Hours

Measuring and Recording Performance

The course will teach you what you can appraise, what you can realistically hope to achieve and what you can't appraise.

Level: *Beginner*

Time to complete: 75 Minutes

Mentoring Skills

By the end of the course you'll be able to: Define the mentor's role in developing individuals. State the benefits of a mentoring relationship. Identify the key personal characteristics of an effective mentor. Describe the phases of a typical mentoring relationship. Use a range of key skills to ensure the protégé's development.

Level: *Beginner*

Time to complete: 45 Minutes

Business Skills

People Management

Motivating Your Team

This course will help you understand what motivates members of your team.

Level: *Intermediate* Time to complete: 50 Minutes

Preparing for a Formal Appraisal

This course will help you understand how to prepare for appraisal.

Level: *Beginner* Time to complete: 50 Minutes

Recruitment

This byte tells you all about the effective recruitment of staff, because gut feeling is seldom a reliable recruitment tool. The reasons for this will be obvious when you look at a few simple techniques to improve your recruitment processes.

Level: *Beginner* Time to complete: 30 Minutes

Resolving Team Conflicts

This course helps you act to resolve conflict and to channel the energy into finding effective solutions.

Level: *Beginner* Time to complete: 20 Minutes

Self-Development: Motivating Yourself to Perform

In this course managers and employees learn how to apply strategies that enable them to overcome procrastination. They also learn how to apply self-discipline and practice self-leadership concepts in order to foster motivation and perform at a high level.

Level: *Intermediate* Time to complete: 2.5-3 Hours

Self-Development: Positively Influencing Others

This course offers the student an overview of the information required to influence others through nonverbal communication and language, and covers how to use influence to empower people. The program details how the student can enhance his or her level of influence by listening actively, understanding Satir modes and sensory systems, building rapport, and responding appropriately to verbal attacks. In addition, the program details the process for empowering others.

Level: *Advanced* Time to complete: 2.5-3 Hours

Staffing

This byte deals specifically with staffing issues in a learning centre but the advice can equally be adapted to any area where staffing is an issue for your organisation. There are many different staffing roles and you can learn more about them in this byte.

Level: *Beginner* Time to complete: 30 Minutes

Strengthening Your Position as a Leader

This course will help you understand your sources of leadership authority so that you can use your leadership position positively to get results.

Level: *Intermediate* Time to complete: 50 Minutes

Stress Management: Fundamentals for Managers

This course will teach you how to identify stress amongst employees and how to help the affected individuals.

Level: *Beginner* Time to complete: 2-4 Hours

Team Conflict: Resolving Team Conflict

This course teaches you how to identify and resolve team conflict.

Level: *Advanced* Time to complete: 2-4 Hours

Team Leadership: Conducting Productive Team Meetings

This course will teach you how to develop agendas and conduct effective team meetings.

Level: *Intermediate* Time to complete: 2-4 Hours

Team Leadership: Developing a High Performance Team

This course teaches you how to create and lead a high-performance team.

Level: *Beginner* Time to complete: 2-4 Hours

Team Leadership: Promoting Your Team's Effectiveness

This course teaches you how to lead an effective team.

Level: *Advanced* Time to complete: 2-4 Hours

Team Participation: Decision Making in Teams

This course will teach you how to actively participate in teams.

Level: *Intermediate* Time to complete: 2-4 Hours

Team Participation: Resolving Conflict in Teams

This course will teach you how to recognise and resolve conflict within teams.

Level: *Advanced* Time to complete: 2-4 Hours

The Appraisal Interview

This course will teach you how to structure the interview, keep tabs on your relationship and concentrate on your main aim, improving performance.

Level: *Intermediate* Time to complete: 80 Minutes

The Effective Leader

Become a more effective leader, whether you are responsible for leading a project, a team, a unit, a department or even a company. This course focuses on action one can take to ensure people follow you so you get results.

Level: *Beginner* Time to complete: 45 Minutes

What's Behind Appraisal?

This course will teach you how the appraisal process works, and how to involve people in it.

Level: *Beginner* Time to complete: 50 Minutes

Business Writing: Writing Effective Proposals

The Business Writing series will provide professionals with the skills necessary to write effectively in the business environment. Business considerations such as, tone, paragraph structure, writing positive and negative messages effectively and proposal writing are key topics covered in this series.

Level: *Intermediate*

Time to complete: 2-3 Hours

Conducting Meetings: Managing a Meeting

This course will teach you how to become an effective leader of meetings.

Level: *Advanced*

Time to complete: 2-4 Hours

Conducting Meetings: The Meeting Process

This course will teach you how to plan, participate in and close a meeting successfully.

Level: *Beginner*

Time to complete: 2-4 Hours

E-learning Essentials Part 1: E-learning and Successful Strategy

Covers the broad offerings within the scope of e-learning and the various challenges that arise in implementing an e-learning solution. It places e-learning within the context of learning and knowledge management and the role of e-learning in harnessing an organisation's intellectual and human assets. The course covers the importance of a clear and effective strategy in successfully implementing an e-learning solution, the need to link the strategy to organisational business goals, and pointers that direct translating the strategy into an action plan.

Level: *Beginner*

Time to complete: 2-3 Hours

E-learning Essentials Part 2: Marketing to Key Players

Covers the aspects of marketing that are essential to marketing an e-learning solution within an organisation. It focuses on the required change of organisational mindset to one that supports anytime, anywhere learning.

Level: *Intermediate*

Time to complete: 2-3 Hours

E-learning Essentials Part 3: Deploying & Measuring Your Solution

Focuses on issues of deployment and measurement of an e-learning solution. Regarding deployment, technological, interoperability and multi-site challenges are addressed, as well as using the Internet, choosing the right platform, managing learners and learning objects.

Level: *Advanced*

Time to complete: 2-3 Hours

ISO 9001:2000: Implementing Standards

This course will teach you about the ISO Clauses, which are summarised and explained in real-world situations, enabling you to achieve the maximum benefit from experiencing a quality management system operate most efficiently.

Level: *Intermediate*

Time to complete: 2-4 Hours

ISO 9001:2000: Overview of Standards

This course will teach you about the ISO Clauses, which are summarised and explained in real-world situations, enabling you to achieve the maximum benefit from experiencing a quality management system operate most efficiently.

Level: *Beginner*

Time to complete: 1 Hour

ISO 9001:2000: The Auditing Process

This course will teach you the ISO auditing process.

Level: *Advanced*

Time to complete: 1 Hour

Managing Change: Implementing the Change Process

Learn why change is important and what benefits it offers. You will learn why developing a change vision is important, as well as the steps you can take to develop one. In addition, you will learn what guidelines you can follow to communicate a change vision to your employees. By learning the four steps of the change process, you will be able to transition through change in a controlled, logical manner. You will learn the processes you must follow to analyse a situation, prepare a plan for change, implement action, and monitor the progress of a change.

Level: *Intermediate*

Time to complete: 2-4 Hours

Managing Meetings

Ensure meetings are successful and productive. Explore different types of meeting. Examine the skills involved in running successful meetings. Look at ways you can improve your meeting.

Level: *Beginner*

Time to complete: 45 Minutes

Measuring Performance

This byte aims to help you decide on what aspects of your business you need to know about in order to measure the success of your operation. You will also learn how to keep track of these indicators and how to use the information to judge how successful your business really is.

Level: *Beginner*

Time to complete: 30 Minutes

Organisational Learning: Deploying a Knowledge Management System

This course will teach you how to deploy a knowledge management system.

Level: *Advanced*

Time to complete: 3-4 Hours

Organisational Learning: Developing a Knowledge Management System

This course will teach you how to develop a knowledge management system.

Level: *Intermediate*

Time to complete: 3-4 Hours

Organisational Learning: Transferring Knowledge within an Organisation

This course will teach you how to transfer knowledge within an organisation.

Level: *Beginner*

Time to complete: 2-4 Hours

Business Skills

Project Management

Organisational Skills: Managing Information

This course will teach you how to manage information effectively and increase productivity.

Level: *Intermediate* Time to complete: 2-4 Hours

Organisational Skills: Time Management

Develop the skills you need to manage your time effectively in Organisational Skills: Time Management. You will use various time management techniques to meet your own deadlines as well as help your employees meet theirs.

Level: *Intermediate* Time to complete: 2-4 Hours

Project Leadership: Communicating Within a Project Team

This course will teach you how to communicate effectively, conduct meetings and present project documents.

Level: *Beginner* Time to complete: 2-4 Hours

Project Leadership: Leading the Project Team

This course will teach you how to lead a project team in a way that ensures project success.

Level: *Intermediate* Time to complete: 2-4 Hours

Project Leadership: Overcoming Obstacles

This course will teach you the benefits of initiating change, how to reduce team stress and deal with team conflict.

Level: *Advanced* Time to complete: 2-4 Hours

Project Management: Contracts, Procurement, and Closure

This course will teach you the nature and importance of project contracts and procurement.

Level: *Intermediate* Time to complete: 2-4 Hours

Project Management: Project Costs and Budgets

This course will teach you how to approximate, cost and control projects.

Level: *Intermediate* Time to complete: 2-4 Hours

Project Management: Project Initiation

This course will teach you how to manage a project from start to finish.

Level: *Intermediate* Time to complete: 2-4 Hours

Project Management: Project Planning and Quality

This course will teach you how to effectively plan a project from start to finish.

Level: *Intermediate* Time to complete: 2-4 Hours

Project Management: Risk, Health and Safety

This course will teach you the fundamentals of risk management and how to respond to them.

Level: *Beginner* Time to complete: 2-4 Hours

Project Management: The Fundamentals

This course will teach you how to be an effective project manager and develop a quality project team.

Level: *Beginner* Time to complete: 2-4 Hours

Project Management: The Project Management Process

This course will teach you how successful project management involves an integration of skills within overlapping project stages.

Level: *Beginner* Time to complete: 2-4 Hours

Project Management: The Project Team

This course will teach you the importance of the project manager and how to lead and interact with the project team.

Level: *Beginner* Time to complete: 2-4 Hours

Project Management: Time and Resource Management

This course will teach you how to effectively manage time and resources.

Level: *Intermediate* Time to complete: 2-4 Hours

Sharing Information

Effective running of a project requires well informed staff. In this byte you can learn how to ensure staff have up-to-date and relevant information using the following tools: staff meetings, e-mail bulletins, staff newsletters, memos, bulletin boards and team meetings.

Level: *Beginner* Time to complete: 10 Minutes

Strategic Management

You should always be aware of internal and external factors which are having an effect on your business. This byte makes you aware of the need to check these factors constantly to ensure that you are matching current expectations.

Level: *Beginner* Time to complete: 30 Minutes

Time Management: Developing a Plan

This course will teach you how to plan and use your time efficiently.

Level: *Beginner* Time to complete: 2-4 Hours

Time Management: Overcoming Challenges

This course will teach you how to control time in order to become more productive.

Level: *Advanced* Time to complete: 2-4 Hours

Business Skills

Project Management

Time Management: Planning Your Day

This course teaches you how to manage your time effectively on a day-to-day basis.

Level: Intermediate

Time to complete: 2-4 Hours

Business Skills

Sales & Marketing

Brand Management: Managing Brand Equity

Explains how brand management affects other functions in an organisation, how marketing mix components can help build brand equity, and how to position a brand effectively in the marketplace. The program also details the stages for developing brand equity, the benefits brand equity provides, and the importance of maintaining brand equity.

Level: *Intermediate*

Time to complete: 2-4 Hours

Cold Calling and Selling by Phone

This course will help you use the phone naturally and competently in selling situations.

Level: *Intermediate*

Time to complete: 30 Minutes

Essentials of Management: Expert Negotiating

This course will teach you the skills needed for basic types of negotiations.

Level: *Advanced*

Time to complete: 2-3 Hours

Sales Letters and Proposals

The course will show you how to write sales follow-up letters and proposals that meet the customers' needs and get results.

Level: *Intermediate*

Time to complete: 15 Minutes
