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Management Skills Online

Management Skills Online is a UK produced intranet deliverable range of 44 titles. The courses include text, graphics, quizzes, a high level of interaction and UK audio. No downloads or plug-ins are required.

The courses address the following occupational standards: NVQ, Small Firms Standards, Investors in People (IIP) and IIP Assessment Indicators.



Leadership and Team Development

- Section 1

- Understanding Leadership
- Developing Leadership
- The Effective Leader
- Team Building
- Performance Trouble Shooting
- Managing Meetings
- Appraisal Interviewing
- Selection Interviewing
- Project Management
- Do or Delegate
- Quality in Practice

Personal Development

- Section 2

- Managing Yourself
- Setting Objectives
- Making Objectives Happen
- Problem Solving
- Decision Making
- Time Management
- The Assertive Manager
- Negotiation Skills
- Working in Teams
- Planning your own Development

Customer Service

- Section 3

- Caring for your Customers
- Putting Customers First

Training & Facilitation Skills

- Section 4

- Coaching Skills
- Facilitation Skills
- Mentoring Skills
- One to One Training
- Training for Non-Trainers

Communication Skills

- Section 5

- Effective Writing
- Persuading with Numbers
- Working with Numbers
- Preparing Presentations
- Giving Presentations
- Report Writing

Understanding Budgeting & Finance

- Section 6

- Budgeting Basics
- Preparing Your Budget
- Managing your Budget
- Understanding Balance Sheets
- Understanding Profit & Loss

Literacy

- Section 7

- Punctuation
- Spelling
- The English Sentence
- Best Practice for Effective Business Writing

**Prices are based on the number of users and the number of courses required.
Please phone for a quotation.**

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