



MANAGEMENT SKILLS ONLINE

Courses contain UK audio

Courses map to IIP and NVQ standards

Management Skills Online is a portfolio of 40+ training courses that cover a comprehensive range of management, communication, personal, financial, literacy and business skills. Courses last about 90 minutes each and are entirely browser-based for easy integration into standard networks and intranets.

The emphasis of this range of courses is on high quality written and spoken content, and thought provoking questions. All the content in KnowledgePool courses is written by a panel of subject matter experts, who ensure that the theories and models used are in line with standard and up-to-date management thinking and terminology. For this reason the courses provide a level of objectivity not achievable with most books or training courses.

At the end of the course the user will be able to take a full test. This course test reinforces the learning experience. If there are areas of weakness, then these can be quickly identified and addressed. When the test is complete, the final score is given. If a Learning Management Systems (LMS) is being used, then these scores can be recorded.

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Leadership and Team Development

Understanding Leadership

This course is based on John Adair's '3 Circles Model' of effective leadership. It will enable you to understand the three main approaches to leadership: The Qualities Approach, The Situational Approach and The Functional Approach.

Self test

Course duration 1hr 30 min

Developing Leadership

This course is based on Professor John Adair's work on leadership and looks at the eight key leadership functions that you will have to perform, or manage, as a leader.

Self test

Course duration 1hr 30 min

The Effective Leader

Explains the principles of effective leadership using John Adair's 3 circle diagram. This shows how task needs, individual needs and team needs are all interrelated and interdependent. This model is then used to explain issues such as motivation, choosing leadership styles and maintaining awareness of oneself and others.

Self test

Course duration 1hr 30 min

Team Building

This course is based around the '10 Essential Team Needs' from Fran Rees' book, 'How to Lead Work Teams'. The course explains how to recognise and ensure as far as possible that these needs are met. Examples of these needs are; Acceptance of Differences, Maintenance of Individual Self Esteem, Constructive Conflict Resolution and Mutual Trust.

Self test

Course duration 1hr 30 min



Performance Troubleshooting

This course is all about identifying causes and solving performance problems at work. To solve a problem, first you must be able to describe it. This course gives a systematic and highly effective approach to describing and analysing performance problems at work. It's called the Human Performance System, or HPS.

Self test

Course duration 1hr 30 min

Managing Meetings

Explores different types of meeting, examines the skills involved in leading successful meetings, and looks at ways you can improve your meetings. The course also uses scenarios to explain how to deal with specific situations such as 'The Over-Contributor' and 'Individuals Who Want to Reopen Issues'.

Self test

Course duration 1hr 30 min

Appraisal Interviewing

Looks at all aspects of appraisal interviewing such as preparation, questioning techniques, listening techniques, verbal and non-verbal signals, as well as setting actions, deadlines and follow-up meetings. Many of the skills covered can be used in other interview situations.

Self test

Course duration 1hr 30 min

Selection Interviewing

Looks at all aspects of selection interviewing such as preparation, techniques for opening and closing the interview, summarising and sign-posting, questioning techniques, listening techniques and how to identify and act on non-verbal signals.

Self test

Course duration 1hr 30 min



Project Management

Bringing in projects on time and in budget is for many people the most crucial measure of success at work. This course covers the essential steps in managing projects to achieve this success, including agreeing the brief, overview planning, detailed planning, implementation and tracking and reviewing the project.

Self test

Course duration 1hr 30 min

Do or Delegate

Explores the barriers to effective delegation, the benefits from delegating more, what should be delegated and what shouldn't. It also examines the choice of who you should delegate to.

Self test

Course duration 1hr 30 min

Quality in Practice

Whether your organisation's quality initiatives are based on Total Quality , ISO9000 or IIP, this course will prove useful as an introduction to what quality is and isn't, as well as a guide to what YOU can do to IMPROVE quality in your immediate work area.

Self test

Course duration 1hr 30 min



Personal Development

Managing Yourself

Presents a range of techniques for improving your performance at work. The techniques outlined in this course will enable you to take responsibility for your performance at work, develop your expertise in self-management techniques and above all get things done.

Self test

Course duration 1hr 30 min

Setting Objectives

Shows how to recognise different types of objectives and their key characteristics, then how to write precise and measurable objectives for yourself or others, following a step-by-step objective setting Action Plan.

Self test

Course duration 1hr 30 min

Make Objectives Happen

Explains a four-step plan that ensures sound objectives are set, followed through to completion and then analysed and measured.

Self test

Course duration 1hr 30 min

Problem Solving

This course will enable you to use a combination of analytical and creative skills to solve problems using a simple, systematic, step-by-step process that finds and addresses the root cause.

Self test

Course duration 1hr 30 min



Decision Making

Shows you how to increase the effectiveness of the decisions you make at work using a structured and proven methodology, which should eventually become second nature.

Self test

Course duration 1hr 30 min

Time Management

This course begins with a brief self-assessment. It then shows you how to identify where your time based problems originate, analyse which time based problems are whose responsibility, understand how to organise your time more effectively and use a range of time management techniques to help you gain control of your time.

Self test

Course duration 1hr 30 min

The Assertive Manager

Gives guidance on how to use assertive behaviours to express your ideas, beliefs and feelings and responsive behaviours to find out what others think, believe and feel. It will also help you understand the way aggressive and submissive behaviours operate and gives practical advice on how to deal with them.

Self test

Course duration 1hr 30 min

Negotiation Skills

The overall aim of this course is to improve your skills in concluding successful negotiations. That is, reaching agreements which both parties are committed to honour and which benefit your organisation. It covers preparation, observational, strategic and tactical skills.

Self test

Course duration 1hr 30 min



Working in Teams

How to work better as a member of a team. This course covers techniques for handling the interpersonal problems, focus and driving factors of a team, as well providing insight into why teams succeed and fail.

Self test

Course duration 1hr 30 min

Planning Your Own Development

This course is about you and your own development. By the end of the course you'll have an action plan for your development as far into the future as you choose. Although you'll focus on your working life, many lessons apply equally well to your personal life too.

Self test

Course duration 1hr 30 min



Understanding Budgeting & Finance

Budgeting Basics

Explores some basic questions about budgeting: What is a budget? Why are budgets necessary? What's involved at each stage of the budgeting process?

Self test

Course duration 1hr 30 min

Preparing Your Budget

A structured approach for budgeting effectively, plus a range of practical tips. It explains how departmental costs impact an organisation's master budget, how to work out monthly figures for each budget item, justify the budget to your boss and cope with budget cuts.

Self test

Course duration 1hr 30 min

Managing Your Budget

A structured approach for managing your budget. It shows how to review your budget to identify the key elements, monitor actual expenditure against budgeted figures and so control costs.

Self test

Course duration 1hr 30 min

Understanding Profit and Loss

The course will answer the following questions: How is profit generated? How is it measured? How do individual managers contribute to profit? What happens to it?

Self test

Course duration 1hr 30 min

Understanding Balance Sheets

An Introduction to some basic yet essential financial principles to enable you to understand your own role in your company's financial well being, as well as be able to gauge a company's overall financial health.

Self test

Course duration 1hr 30 min



Training & Facilitation Skills

Coaching Skills

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.

Self test

Course duration 1hr 30 min

Facilitation Skills

Facilitation is a powerful approach to team development. This course explains how facilitation differs from other team development approaches. The course outlines a range of modes in which a facilitator can operate: Hierarchical Mode, Co-operative Mode and Autonomous Mode.

Self test

Course duration 1hr 30 min

Mentoring Skills

Explains how to ensure mentoring is effectively implemented in your organisation. It will enable you to define the mentor's role in developing individuals within your organisation, the phases of a typical mentoring relationship and how to use a range of key skills to ensure the protégé's development.

Self test

Course duration 1hr 30 min

One-to-One Training

This course shows you how to teach as a one-to-one trainer, passing on your skills and knowledge to someone new to the job. Rather than an in-depth look at training theory, we'll show you a range of simple techniques and give you some practical tips for an effective one-to-one training session.

Self test

Course duration 1hr 30 min



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Training for Non-Trainers

You don't have to become a professional trainer, but the techniques covered in this course will ensure you can achieve the right results when you are required to provide a training session. The course covers needs analysis, preparation and training techniques for multiple situations.

Self test

Course duration 1hr 30 min

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Communication Skills

Effective Writing

This course gives you a range of practical techniques for writing effectively for every type of business document. It explains how to plan, draft and then edit, consistent with the reader's needs.

Self test

Course duration 1hr 30 min

Report Writing

This course explores some of the key factors that make a report effective. It provides a step-by-step guide to writing a report, from planning through to revising/editing. You will find the course valuable whether you are using a word processing package, or pen.

Self test

Course duration 1hr 30 min

Persuading with Numbers

This course concentrates on useful shortcuts rather than "classroom theory" to solve numerical problems that underlie many everyday activities. This course also aims to build your confidence with numbers, as well as explore the different uses of numbers at work.

Self test

Course duration 1hr 30 min

Working with Numbers

This course concentrates on useful shortcuts rather than "classroom theory" to solve numerical problems that underlie many everyday activities. This course also aims to build your confidence with numbers, as well as explore the different uses of numbers at work.

Self test

Course duration 1hr 30 min



Preparing Presentations

Covers the basics of preparing presentations stage by stage. By following our guidelines you will avoid common pitfalls and ensure your message is clear and professional. The course also covers developing visual aids and effective training notes.

Self test

Course duration 1hr 30 min

Giving Presentations

Learn how to improve the effectiveness of your presentations by concentrating on the issues of actually presenting. It also explains how to identify what type of speaker you are, structure and develop presentation materials and manage a questions session effectively.

Self test

Course duration 1hr 30 min



Customer Service

Caring for Your Customers

This course involves actively establishing a relationship, where customers feel valued, understood and special, using face-to-face or telephone techniques. Questioning, listening and appropriate body language techniques are covered.

Self test

Course duration 1hr 30 min

Putting Customers First

This course will help ensure your customers have positive feelings about you and your organisation and so build customer loyalty. The course explains the importance, requirements and benefits of effective customer service, using techniques such as spotting 'moments of truth'.

Self test

Course duration 1hr 30 min



Literacy

The English Sentence

This course is a refresher in the science of constructing proper sentences. It covers the basic types of words and how they go together in sentences. Covers: Nouns, Pronouns, Verbs, Adjectives, Adverbs, Prepositions, Conjunctions and Sentences

Self test

Course duration 1hr 30 min

Punctuation

Explains how to use correct punctuation as an important part of ensuring business letters convey their meaning, and achieve their objectives. Covers: Full stops and commas, Apostrophes, Colon and semi-colon, and other Punctuation

Self test

Course duration 1hr 30 min

Spelling

This course shows you the common pitfalls in spelling and will help you to learn commonly mis-spelt words. Covers: The importance of spelling, Spot the Spelling Mistakes, 'i before e' and commonly mis-spelt words.

Self test

Course duration 1hr 30 min

Best Practice for Effective Business Writing

This course is about basic sentence structure that will enable you to write effective English. Covers: Best word, Good English, Meaning and Sentence Length.

Self test

Course duration 1hr 30 min