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## **Professional Management Series**

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## Range Features

The Professional Management series delivers highly focused and flexible learning covering key business skills and competences. The series provides a library of modular training programmes to meet the demands of today's learners and organisations. With 9 modules containing 52 learning objects the series provides over 35 hours of media-rich training. With input from respected subject matter experts such as Professors John Adair and Cary Cooper and other authorities, the Professional Management series offers an engaging learning experience.

## Endorsed by leading industry experts

The material provides innovative content endorsed by leading industry experts including Professors' John Adair and Cary Cooper.

## Map the core competencies to your organisations needs

The material has 21 generic competencies, 229 behaviours and 700 learning outcomes. The series is designed to link in to your existing Learning and Development strategy, programme and competency framework.

## Flexibility to adjust to your IT infrastructure

These programmes can be used in various formats from stills and text through to high quality video and include a low bandwidth option for increased accessibility

## Ability to monitor learning and analyse its effectiveness

The Professional Management Series is compliant with most leading Learning Management Systems to enable you to track and monitor learners use and realise the return on your investment

**Who will benefit?** The series will be of benefit to all busy managers, supervisors and team leaders involved in oral and written communication, both internal and external, at any level within an organisation. Specific courses are designed to help managers and supervisors in their management of both themselves and their relationships with others as well as their team management. The learning content has been developed to both refresh existing learning and guide new managers in areas which may be unfamiliar to them.



## Managing Yourself

Taking on a new role, extending your responsibilities or managing a new team involves developing skills in management and communication. But first, that means managing yourself. This learning programme explores the important elements of self-management including planning, time management and dealing with stressful and unforeseen circumstances. Examples demonstrate what differentiates a good manager from an exceptional one. Emphasis is placed on the learner, their values and the importance of these skills to the organisation.

### Key Learning Areas:

Managing your time  
Managing stress  
Where are you going?  
Work-Life balance

Training duration: 4-5 hours



## Essential Communication

Communication is a key skill. Getting the right message across can be a challenge. Using practical examples, this programme shows effective and poor communication practices. The scenarios demonstrate best practice and show the importance of effective communication in situations including motivating and leading a team, managing performance and managing meetings. Also included is the importance of listening, using and reading body language and questioning. The programme provides practical steps to help in the development of the key communication skills.

### Key Learning Areas:

- Speaking and hearing
- Active listening
- Using active body language
- Reading body language
- Questioning

Training duration: 3-4 hours



## Smarter Communication

In business smarter communication is a skill that characterises the difference between the good manager and an exceptional one. This learning programme builds on its predecessor, Essential Communication, and explores the key skills in being able to communicate smarter. Using typical management scenarios, the content highlights the need to plan communications properly, showing ways of getting the message across by taking account of the audience, the situation and the content. The programme also looks at using communication and interpersonal skills to influence others. The "Getting the Right Message" across theme is used throughout the programme, providing practical examples and demonstrations that can be used in any situation.

### Key Learning Areas:

- How to be persuasive
- Planning to communicate
- Expressing yourself
- What is influencing?
- Skills which support influencing
- Influencing techniques

Training duration 4-5 hours



## Advanced Communication

Successful organisations thrive on managers with smart communication skills. Building on concepts introduced in Essential Communication and Smarter Communication programmes, this course explores the advanced interpersonal skills demanded of a successful manager. Credible management scenarios illustrate the techniques at work, dealing with the tools and techniques required for complex interpersonal situations, assertiveness, negotiation and conflict management. An invaluable course for senior-level personnel.

### Key Learning Areas:

- Skills which support assertive behaviour
- Conflict management skills and techniques
- Negotiating step by step
- Negotiating tactics

Training duration: 4-5 hours



## Improving Individual Performance

An organisations success critically depends upon the performance of its people. Your managers need to ensure their teams are contributing positively to the organisation's business objectives. This programme shows how to improve performance - both as individuals and collectively as a team. Using a 'cradle to grave' approach to managing the team performance, the course reveals the best practice, skills and tools available to engender success.

### Key Learning Areas:

- Setting standards
- Monitoring performance
- Appraising
- Training and developing
- Coaching and mentoring
- Career planning
- Recruiting
- Succession planning
- Disengaging

Training duration: 3-4 hours



## Problem Solving for Decision Makers

Managers solve problems and make decisions - major and trivial - all the time. But how effectively do they do it, and do they always reach the 'best' decision? The first step is to recognise that a problem or issue exists and then to quantify its actual or potential impact. The programme then follows the process of gathering, sifting and analysing information, possibly in a variety of forms and from a range of sources. The decision-making process can then be based on an objective assessment of all relevant data. Finally, a plausible case must be constructed and presented, taking into account any likely objections and the overall effect of the decision on the organisation, staff and stakeholders. Practical examples in typical management arenas are provided so that users can apply the skills and techniques.

### Key Learning Areas:

- Recognising the problems
- Gathering and analysing information
- Making your decisions
- Constructing and presenting your solution

Training duration 3-4 hours



## Managing a New Team

Managing a new team can appear daunting, especially when taking over from a predecessor. This programme explores the importance of team dynamics and highlights what makes teams tick. Providing practical steps and exercises to help take on the role of team leader, it shows the role behind nurturing and improving team performance. Scenarios considered include conflict, generating trust and team motivation. Learners discover how to make the best possible start with a new team: by establishing good working relationships, introducing efficient working practices and creating a positive working environment.

### Key Learning Areas:

- Getting to know your new team
- Good working relationships
- Establishing individual responsibilities
- Agreeing team tasks
- Tracking performance
- A positive working environment
- How to support a positive working environment

Training duration: 4-5 hours



## Creating Positive Working Relationships

The success of an organisation centres on two things - the performance of the people who make up that organisation and the value that the organisation places on its people. Both of these depend on positive working relationships. This learning programme shows learners how to build and maintain good working relationships by exploring individual differences, team dynamics and diversity. Using practical examples, the content reveals how your own style might help or hinder working relationships. It also explores how to get the best from a team, by aligning the team working style with an individual member's skills. By illustrating a useful group of relationships, the programme shows how positive networking can flourish inside and outside the organisation

### Key Learning Areas:

How individuals differ

Understanding and developing your own ability to work with others

Understanding and working with other people's personal style and skills

What to do when a relationship stops working

Understanding groups

Understanding team working

Developing and maximising team working

Creating a network

Using a network to maximise business opportunities

Training duration: 4-5 hours



## How to Make Agreements Work

Successful completion of any task requires a clear understanding of who has agreed to do what, in terms of deliverables, timescales, budget and so on. For tasks which involve multiple contributors, cross-departmental working or use of external suppliers, a proper agreement is advisable; and that may range from a conversation, memo or e-mail through to a formal written contract. This learning programme - which deliberately avoids complex legalese - describes the key elements of a contract or agreement, how to agree requirements and how to negotiate and maintain an agreement. Practical examples are provided and typical management scenarios are used to demonstrate the issues in different sets of circumstances.

### Key Learning Areas:

Types of agreement, contract and key constituents

Identifying risks

Agreeing a specification

The customer-supplier relationship

Negotiating and reaching agreement

Dealing with issues and problems

Monitoring and maintaining an agreement

Training duration: 3-4 hours