



## Workplace Skills

### Course List

Purpose & Goals of Time Management  
 Organising Your Time  
 Planning Your Time  
 Dealing with Time-Wasting Situations  
 Time Saving Tips & Technology  
 Introduction to Meetings & Meeting Types  
 Meeting Planning and Preparation  
 Conducting Effective Meetings  
 Meeting Behaviour Dealing with Problem Characters  
 Virtual Meetings  
 An Overview of Appraisals & Performance Management  
 Preparing for the Appraisal Discussion  
 The Appraisal Discussion  
 On-Going Appraisal  
 The Recruitment Process – An Overview  
 Writing Job Descriptions & Person Specification  
 Attracting Candidates & Producing Job Advertisements  
 Short-listing Candidates & Interview Techniques  
 Candidate References and Selection  
 Introduction to Negotiation  
 Negotiating Strategies – Strategy Basics  
 Negotiating Strategies – Psychological Strategies  
 An Introduction to Persuading and Influencing  
 The Persuasion Process  
 Presentations 1 - Preparing for a Presentation  
 Presentations 2 - The Presentation  
 Delegation  
 Why are Questions Important?  
 Using Open Questions  
 Using Probing Questions  
 Using Closed Questions  
 Unproductive Questions  
 An Introduction to Listening  
 Removing the barriers to Listening  
 Becoming a better listener  
 Silent Speech – Understanding Body Language  
 Using Body Language in the Workplace  
 Silent Selling – Using Body Language in Sales  
 A Background to Body Language  
 The Role of the Coach

UK produced range of high quality intranet / web deliverable work support courses, covering a variety of management and work place skills. These comprehensive `Learning Objects` include Testing, Student tracking and Book marking, Online printable course notes, Search facility, and UK audio and non-audio versions. Courses are AICC/SCORM and can be run via a conformant Learning Management System.

Duration is approximately 30 minutes per title.



Prices are for the Full Library of 40 titles and include Free Updates during the Licence Period.

Number of Users	100	300	750	1000	2000	2000+
Price per Annum	£1995	£3950	£4950	£5950	£8450	POA

Stand-alone CD-ROM Licence is £2500 per annum.