

Business Processes and Skills

There are certain skills and processes which every business benefits from. Keep on top of your finances, manage change effectively and perfect the art of attracting and retaining customers, and watch your business go from strength to strength.



Budgeting

Accurately prepared, well-managed budgets can contribute a great deal to the financial stability of your business. These practical eCourses provide a comprehensive overview of the budget process – from preparing an initial draft or submitting a final budget, to monitoring and managing it over time.

Budgeting Basics 1 hr - Managing Your Budget 1 hr- Preparing Your Budget 1 hr- Working To a Budget 3 hrs

Customers and Quality

Did you know it takes 3–5 times as much effort to find a new customer as it does to retain an existing one? Are you confident that your external facing employees are giving customers the attention and respect they deserve. This selection of eCourses will help improve the customer focus of your business. Caring For Your Customers 1 hr Effectiveness & Efficiency 3 hrs - Putting Customers First 1 hr - Steps to Success: Professional Customer Service Skills 7 hrs - Understanding Customers 3.5 hrs

Finance

Demystify business finance and help your staff become more financially astute. Covering the effects of assets, liabilities and capital, this range of eCourses demonstrates how to use profit and loss accounts and help you develop a better understanding of the relationship between profit, expenditure and revenue. Explore the finer points of cash flows and balance sheets, find out how to perform a cost-benefit analysis, and investigate your business' financial environment. Anti-Money Laundering 1 hr - Cash Accounting for the Small Rural Business 7 hrs - Cost-Benefit Analysis 3 hrs Financial Environment 4 hrs - Fraud Prevention 30 mins - Staying Afloat – A

Guide To Cash Flow 3 hrs Understanding Balance Sheets 1 hr -
Understanding Profit and Loss 1 hr

Growing and Developing Your Business

Are you thinking of, or in the process of growing or diversifying your business? If so, these eCourses will help you develop the skills you need. If you want to grow your business through public sector contracts, the 'Winning the Contract' course is designed to help you understand the tendering process to win contracts, so you can profit from a market that continues to grow each year.

Make or Break 2 – Growing Your Business 5 hrs Winning the Contract 4 hrs
Planning and Change Management

These courses will provide you and your managers with a range of valuable planning skills. Whether you need help planning work, or you are responsible for implementing change, learn how to achieve more in less time, plan effectively for change and improve the efficiency of your business.

Implementing Change 4 hrs - Planning Change 4.5 hrs- Planning Work 3.5 hrs

Presenting Information and Research

The ability to present information and represent your business clearly and accurately cannot be underestimated. This selection of eCourses will help to ensure that you and your managers can gather background information, structure the document, communicate numerical information clearly and incorporate visual material to make a greater impact in any presentation or communication. Whether you are responsible for analysing information or producing reports, these eCourses can help you to improve your presentation technique. And if you'd like to develop the computer skills to match, learn how to create professional presentations with the PowerPoint eCourse.

Analysing Information 3 hrs- Maintaining Information Systems 3 hrs -
Presentations 1: Preparing For The Presentation 45 mins- Presentations 2:
The Presentation 45 mins Producing Project Reports 3 hrs- Using Information
For Decisions 4 hrs- Written Communications 3.5 hrs

Sales and Marketing

Effective sales and marketing can help your business win and retain loyal customers. These eCourses explore the four Ps – Product, Price, Place and Promotion – and the basic principles of both selling and marketing to help you make the most of your business. Marketing 5 hrs - Marketing –
Unleashing The Potential Of Your Business 15 hrs- Steps To Success –
Professional Sales Skills 8 hrs

Starting Your Business

It's a big decision setting up your own business. Finding out what you need to know can be the most important first step. Make Or Break 1 – Starting Your Business 5 hrs