



## **E-Business courses**

### **Change Management**

Every organisation needs to adapt to survive and grow, but many are not fully prepared for change. If you are responsible for planning, implementing or managing organisational change, these eCourses will help you ensure that the process runs smoothly and you meet your planned objectives.

Courses include:

- Planning Change
- Implementing Change
- Jamie's school dinners: managing and living with change
- Harvard Manage Mentor.

### **Communication Skills**

Our communication eCourses will help your employees improve how they interact with others by becoming better listeners, asking effective questions, and developing robust briefing and negotiation skills.

Courses include:

- Written Communications
- Put It in Writing: The Complete Communicator - The Art of Influence
- Communication Process
- Straight Talking: The Art of Assertiveness
- Assert Yourself: Learning to Be Assertive
- Negotiating: Tying the Knot
- Report Writing: The Art of Writing a Good Report
- Producing Project Reports
- I Wasn't, Prepared for That: Overcoming the Fear of Making Presentations
- Presentations 1:, Preparing for the Presentation
- Presentations 2 - The Presentation
- Briefing Skills
- The Grapevine: Communicating in a World of Change and Written Communications

### **Computers and Software**

eCourses in Computers & Software give you instant access to the skills you need. With no paperwork or advance booking you can start straight away and because courses are delivered in bite-size modules you dictate the pace, letting you fit training into your working day.

Courses include:

- Microsoft Word 2010 Beginners and Intermediate
- Microsoft Excel 2010 Beginners and Intermediate
- Microsoft Access
- Microsoft Project
- Microsoft Outlook 2010 Beginners and Intermediate
- Microsoft PowerPoint 2010 Beginners and Intermediate
- ECDL Syllabus 5 2003
- ECDL Syllabus 5 2007
- Keyboard & Typing Skills
- Web Development
- Professional IT and IT Applications.

## **Customer Service**

Covering all aspects of customer service, from identifying customer needs and expectations to building relationships and addressing customer concerns, this selection of eCourses will help you improve the customer focus of your business, leading to increased sales and customer loyalty.

Courses include:

- Steps To Success - Professional Customer Service
- Demanding Customers: Customer Care Made PERFECT
- Telephone Behaviour: The Rules of Effective Communication
- On the Receiving End: Making Call Centres More Effective
- If Looks Could Kill: Controlling Your Behaviour
- Difficult Customers (course bundle)
- Who Sold You This
- Then? Effective After-Sales Service
- Complaints and Quality
- Management: Quality through Customer Service
- No Complaints? Complaints and the Customer
- An Inside Job: Meeting Internal Customer Needs and Understanding Customers.

## **e-Commerce**

These eCourses cover how to build a successful online business, how to market your products and services online, and how to make sure your online business practices meet the current legal requirements. You will receive clear guidance on making the most of the internet, which could potentially open up new opportunities and a huge global market for your business.

Courses include:

- Building Blocks for e-Business
- Legalities of Online Business
- e-Marketing.

## **Employment Law**

Our range of eCourses will provide you and your staff with an understanding of the key legislation operating in the UK workplace. It includes a general introduction to employment law and more subject-specific courses covering age, race, gender, and disability legislation.

Courses include:

- Age Awareness
- Flexible Working
- Diversity Challenge
- Disability Confident
- Sexual Orientation
- Gender Matters
- Religion and Belief
- Ex-Offenders Legislation

## **Financial Management**

Our range of eCourses will help you understand the relationship between profit, expenditure and revenue, as well as showing you how to assess your financial environment, understand profit and loss accounts, and prepare and manage budgets.

We also offer a practical and engaging management resource from Harvard Business School Publishing, which gives you access to tools and resources in Marketing, as well other areas such as Leadership and Management, Communication and Financial Management.

Courses include:

- Sage Instant Accounts
- Sage 50 Accounts
- Sage Bookkeeping Stage 1
- The Balance Sheet Barrier: The Basics of Business Finance
- Understanding Accounts
- Sage Bookkeeping 1 & 2
- Harvard ManageMentor
- Financial Environment
- Working to a Budget
- Cost-Benefit Analysis
- Staying Afloat - A Guide To Cash Flow
- Cash Accounting for the Small Rural Business
- Sage Bookkeeping 1 PLUS Sage Instant Accounts
- Sage Bookkeeping 1 PLUS Sage 50 Accounts

## **Food Hygiene**

If you work with food as part of your job, or you're looking to work in the food industry, then you'll need training in food safety. This course is endorsed by the Highfield Awarding Body for Compliance (HABC) and supports the legal requirement for any staff handling food to be appropriately trained. It provides an overall introduction into food safety, covering topics such as hygiene, bacteria, food poisoning and contamination.

Courses include:

- HABC Foundation Food Safety.

## **Growing and Developing your Business**

Learn how to plan the future growth and development of your business and minimise the risks associated with expansion. Our eCourses help you learn to identify new business opportunities and improve your knowledge of the public sector procurement process.

Courses include:

- Make Or Break 2 - Growing Your Business
- Make Or Break 1 - Starting Your Business
- Make or Break 1 & 2
- Winning the Contract

## **Health and Safety**

This range of online health and safety eCourses cover some of the key areas you and your business need to be aware of, from popular introductory courses through to specific courses on manual handling and stress.

Courses include:

- Health and Safety Induction
- Office Safety
- Intro to Health & Safety at Work
- Health & Safety - Law & Practice
- Intro to Managing Health and Safety
- Risk Assessment
- Stress Management for Employees
- Stress Management for Managers
- Manual Handling
- Fire Safety
- Preventing Accidents
- Managing & Handling Stress at Work
- Avoiding Slips
- Trips & Falls and Computer Safety.

## **Leadership and Management**

Our comprehensive range of leadership and management eCourses will help you recruit the right people, motivate your team and understand staff development needs, as well as develop key skills like effective delegation, problem solving and time management.

We also offer a practical and engaging management resource from Harvard Business School Publishing, which gives you access to tools and resources in Leadership and Management, as well other areas such as Communication, Financial Management and Marketing.

Courses include:

- Leadership
- Managing People
- Time Management and Delegation
- Coaching and Training
- Performance and Appraisal
- Recruitment and Selection
- Feedback
- Teamwork
- Meetings
- Self Development

## **Managing Information**

These eCourses explain why businesses record, store and analyse information, how to develop and maintain effective systems for storing and accessing information and how to analyse information to help you make the right business decisions.

Courses include:

- Analysing Information
- Using Information for Decisions
- Maintaining Information Systems

## **Protecting your Business**

These eCourses will help your business safeguard its people, property and information, as well as making you alert to threats such as theft, fraud and computer hacking.

Courses include:

- Security
- Freedom of Information Act.

## **Sales and Marketing**

Our Sales and Marketing eCourses will help you develop, promote and deliver the right product, at the right price and the right time. Providing a simple introduction to sales and marketing, these courses will teach you how to identify and focus on your customers' needs, to shape your products and services accordingly.

Courses include:

- Marketing
- e-Marketing
- Marketing: Unleashing The Potential of Your Business
- Steps To Success - Professional Sales Skills
- The Apprentice: Selling, Pitching and Presenting
- Call to Order: Converting Telephone Enquiries into Sales
- Sell It to Me: Essential Skills for All Salespeople
- The Art of Selling: Sales with Service.

## **Starting your Business**

Providing practical advice on all aspects of starting a business, our courses guide you through the entire start-up process, from drawing up a business plan to marketing your products, financing your business and dealing with business laws and regulations.

Courses include:

- Make Or Break 1 - Starting Your Business
- Make Or Break 2 - Growing Your Business
- Make or Break 1 & 2
- Building Blocks for e-Business
- Legalities of Online Business

## **The Apprentice**

**Based on the award-winning BBC TV series, The Apprentice, this range of DVD-ROM courses cover topics that are vital to business success, including Negotiation, Leadership and Management and Selling, Pitching and Presenting.**

Entertaining and fast-paced, the DVDs use clips from the TV series to illustrate the learning – so you can learn from the candidates' mistakes, as well as the tasks they completed successfully. You can even try out interactive 'business challenges' in the style of the TV show.

Courses include:

- Leadership and Management
- Negotiating To Win
- Selling
- Pitching and Presenting
- The Collection (All 3 courses in one package).

## **Video Arts**

This range of entertaining self-study courses feature a compelling blend of structured e-learning enhanced with video. All of these courses are delivered online, giving instant access to effective and enjoyable learning.

Courses include:

- Absence Minded: Managing Absenteeism
- An Inside Job: Meeting Internal Customer Needs
- Assert Yourself: Learning to Be Assertive
- Behavioural Interviewing: Taking the Guesswork out of Recruitment
- Call to Order: Converting Telephone Enquiries into Sales
- Can You Spare a Moment? Counselling Skills for Managers
- Complaints and Quality Management: Quality through Customer Service
- Demanding Customers: Customer Care Made PERFECT
- First among Equals: Leading a Team
- Going to a Meeting: Constructive and Effective Participation
- How am I Doing?: The Perfect Appraisal Interview
- I Wasn't Prepared for That: Overcoming the Fear of Making Presentations
- I'd Like a Word With You: The Discipline Interview
- If Looks Could Kill: Controlling Your Behaviour
- It's Your Choice: Selection Skills
- Jamie's kitchen: Fifteen lessons on leadership
- Jamie's kitchen: Fifteen lessons on teamwork
- Jamie's school dinners: managing and living with change
- Making Time: Priorities, People and Procedures at Work
- Managing Performance Every Day: Beyond the Appraisal
- Managing Stress: Managing your behaviour
- Meetings, Bloody Meetings: Making Meetings More Productive
- More Bloody Meetings: The People Side of Meetings
- Negotiating: Tying the Knot
- No Complaints? Complaints and the Customer
- On the Receiving End: Making Call Centres More Effective
- Pass It On: Coaching Skills for Managers
- Performance Matters: The Importance of Praise
- Performance Matters: The Need for Constructive Criticism
- Performance Review: Every Appraisee's Dream
- Performance Review: Every Manager's Nightmare
- Project Management: Leading a Project Team
- Put It in Writing: The Complete Communicator - The Art of Influence
- Report Writing: The Art of Writing a Good Report
- Sell It to Me: Essential Skills for All Salespeople
- Straight Talking: The Art of Assertiveness
- Team Spirit? How to Be an Effective Team Member
- Telephone Behaviour: The Rules of Effective Communication
- The Art of Selling: Sales with Service
- The Balance Sheet Barrier: The Basics of Business Finance
- The Best of Motives: Informing and Involving
- The Dreaded Appraisal: Both Sides of the Appraisal Interview
- The Grapevine: Communicating in a World of Change
- The Helping Hand: Coaching Skills for Managers
- The Paper Chase: Cutting Back on Paperwork
- The Unorganised Manager: Organising Others

- The Unorganised Manager: Organising Yourself
- Valuing Diversity: Equal Opportunities for All
- Who Sold You This, Then? Effective After-Sales Service
- You'll Soon Get the Hang of It: The Techniques of One-to-One Training

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