

Management and People Skills

Increase the productivity of your business by getting the best out of your staff. Take the time to understand your employees' development needs and you will increase their motivation, earn their loyalty, reduce staff turnover and minimise work related stress.

Appraisals

Never underestimate the importance of recognising and valuing your employees' contribution to the success of your business! Praise their efforts and address their development needs and you will considerably improve the morale and productivity of your business. Use this series of eCourses to provide the skills employees need to plan and perform regular staff

appraisals. On-going Appraisal 45 mins - Overview of Appraisals & Performance 45 mins - Preparing for the Appraisal Discussion 45 mins- The Appraisal Discussion 45 mins



Communication and Interpersonal Skills

Sometimes even the most capable of people suffer from an inability to communicate with colleagues, customers and suppliers. This can have a negative effect on the performance of your business, so it's vital to ensure that you and your staff are equipped to communicate as effectively as possible. These communication courses will help everyone in your business become better listeners, ask effective questions, interpret non-verbal cues and improve the way they interact with others. An Introduction to Listening 45 mins

Briefing Skills 3 hrs - Communications Media 3 hrs- Communications Process 3 hrs - Introduction to Persuading & Influencing 45 mins- Questioning Skills – Why are Questions Important? 45 mins - The Persuasion Process 45 mins

Managing Staff & Investors in People

Every business knows just how tricky staff management issues can be. This comprehensive package of staff management eCourses will help you and your managers become more effective at building and leading teams, delegating work, motivating staff and dealing with stress or conflict when it arises. Absence Management 2 hrs- Building the Team 3.5 hrs- Coaching 3 hrs- Delegation 45 mins- Giving & Receiving Feedback 3 hrs- Investors in People 1 hr- Leadership 3.5 hrs- Managing & Handling Stress at Work 4 hrs- Minimising Stress 3 hrs - Motivation 4.5 hrs- Performance Indicators 3 hrs- Resolving Conflict 3.5 hrs- Supporting Individuals 3 hrs- Training 2 hrs 50 mins

Meetings

Business meetings can either change the direction of your organisation and generate award winning ideas, or be time-consuming, frustrating and unproductive. Preparation, time management and leadership are often major factors in the success or failure of a meeting. These eCourses will help you get more out of meetings in less time and help you make the meeting experience as productive, informative and motivating as possible. Conducting Effective Meetings 45 mins - Introduction to Meetings & Meeting Types 45 mins- Meeting Behaviours & Problem Characters 45 mins- Meeting Planning & Preparation 45 mins- Virtual Meetings 45 mins

Negotiation

Give your staff the confidence to negotiate in a variety of business environments by enrolling them on a negotiation eCourse today. Tackling the entire negotiation process – from ensuring you are negotiating favourable outcomes – these eCourses will provide you with an introduction to negotiation and a number of negotiating strategies to help you ensure that both sides enjoy a win-win experience. Introduction to Negotiation 45 mins- Negotiation Strategies 1: Strategy Basics 45 mins- Negotiation Strategies 2:- Psychological Strategies 45 mins

Recruitment, HR & People Management

The success of your business hinges on the quality of the people you employ so it's crucial to select and recruit the right individuals. Whatever your level of experience, enrol on one or more of our recruitment eCourses to get the full range of HR essentials under your belt. Attracting Candidates & Producing Job Advertisements 45 mins- Candidate References & Selection 45 mins- Short listing Candidates & Interview Techniques 45 mins- Writing Job Descriptions & Person Specifications 45 mins

Self Development for Business

Equip your employees with the skills and confidence to deal effectively with stress, solve problems and make difficult and routine decisions easily, and you will instantly improve their ability to contribute fully to your business goals. These eCourses will help your staff identify their self development needs, improve their problem solving skills and familiarise themselves with the persuasion process. Identifying Self Development Needs 3 hrs- Manage Own Stress 3 hrs- Problem Solving Skills 5 hrs

Time Management

Poor time management at work can damage both the performance of the business itself and the morale of its staff. People who have learnt to plan, delegate, organise, direct and control their use of time are likely to bring the most benefit to your business. These proven tips and techniques will help your staff get more out of their working day and make time work harder for you and your business. Dealing with Time Wasting Situations 45 mins- Organising Your Time 45 mins- Planning Your Time 45 mins- The Purpose &- Goals of Time Management 45 mins- Time Management 3 hrs- Time Saving Tips & Technology 45 mins