



CAC Business Seminars Catalogue

*Coaching As an **Art**...*

CAC MMC | 37 Subhi Salayev Street | info@cac.az | www.cac.az



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General Business Skills

Time Management

Information Management

Problem Management

Goals Management

Consulting Skills

Presentation Skills

Facilitation Skills

Effective Time Management

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + articulate your goals.
- + analyze how you are currently allocating your most precious resources: energy and time.
- + identify elements of your personal work style that contribute to your effective use of time.
- + assemble a collection of time-management tools and strategies that you can use to take control of your time.
- + create an action plan for your time-management process and identify ways to evaluate and improve your efforts.

Course Outline

Lesson 1: Defining Goals

- ✓ Define Time Management
- ✓ Describe Your Dreams
- ✓ Identify Regrets
- ✓ Articulate Goals

Lesson 2: Analyzing Energy Allocation

- ✓ Identify How Energy Is Spent
- ✓ Analyze Tasks
- ✓ Analyze Time Usage
- ✓ Analyze Energy Flow

Lesson 3: Identifying Personal Style

- ✓ Review a Successful Day or Project
- ✓ Analyze Your Preferences
- ✓ Identify Personal Strengths
- ✓ Identify Personal Motivators
- ✓ Reduce Time Wasters

Lesson 4: Assembling the Toolbox

- ✓ Negotiate for Success
- ✓ Delegate Tasks
- ✓ Choose Tools that Work for You

Lesson 5: Creating an Action Plan

- ✓ Create the Action Plan
- ✓ Evaluate the Time-Management Process



Course Details

Duration – 1 day

Description - Time is a form of currency, and the ways that we talk about it illustrate its value: we say “Time is money,” and “My time was well spent,” or “It’s a waste of time.” Like most professionals, you’ve probably struggled with managing this resource effectively. In this course, you will practice techniques that will help you achieve more effective use of your time so that you can direct your energy towards the activities that will further your professional and personal goals.

Objectives - You will identify effective time-management strategies, including defining personal and professional goals, establishing priorities, and identifying the tasks that will be critical to achieving those goals. You will create a personal time-management action plan.

Target Audience - Professionals in a variety of fields who are seeking improved time-management skills so that they can perform more effectively.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Presentation Skills

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + listen in an active, engaged manner and take good notes.
- + participate in, organize, and conduct a meeting.
- + organize, write, and deliver a professional presentation.

Course Outline

Lesson 1: Listening and Taking Notes

- ✓ Listen Effectively
- ✓ Take Good Notes

Lesson 2: Participating in and Conducting a Meeting

- ✓ Participate in a Meeting
- ✓ Decide to Meet
- ✓ Prepare for a Meeting
- ✓ Run a Meeting
- ✓ Conduct an Online Meeting

Lesson 3: Delivering Presentations

- ✓ Organize Material
- ✓ Write a Presentation
- ✓ Prepare Visuals
- ✓ Deliver a Presentation
- ✓ Respond to Questions

Appendix A: Business Letter Speech

Appendix B: Truck Rollover Agenda

Appendix C: Notes on Japanese Negotiation

Appendix D: Outline on Japanese Negotiation



Course Details

Duration - 1 day

Description - Without a dynamic and coherent presentation, even stellar ideas can fail to convince your audience. In this course, you will learn active listening skills to facilitate the exchange of ideas in meetings and presentations. You will also organize your ideas to create coherent and convincing oral presentations, while also utilizing available visual aids and using public-speaking techniques to strengthen your delivery. You will also prepare strategies for business meetings and learn to conduct meetings efficiently.

Objectives - You will effectively participate in and conduct meetings, as well as deliver professional presentations.

Target Audience - This course is designed for individuals who need to present information effectively in a professional environment.

Prerequisites - To ensure your success, we recommend you first take the following Element K courses or have equivalent knowledge:

Business Writing: From Email to Business Proposals

Grammar Essentials

Microsoft Office Word 2003: Levels 1, 2, and 3

Microsoft Office Outlook 2003: Levels 1, 2, and 3

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Managing Information Effectively

Performance-Based Objectives

- + acquire information.
- + optimize information.

Course Outline

Lesson 1: Acquiring Information

- ✓ Design Your Information System
- ✓ Capture Information
- ✓ Catalog Information

Lesson 2: Optimizing Information

- ✓ Maintain Information
- ✓ Retire Information
- ✓ Improve Your Information System



Course Details

Duration – 1 day

Description - As a business professional, you are surrounded by information and rely on it to do your job. Some information comes to you because you ask for it; other times it literally seems to come “at” you. Other people may rely on and ask you for information, and there are times when you send it to them without their asking. Being able to manage information effectively is one of the most basic skills you must have to do your job well. In this course, you will apply important principles and skills to manage the information you have to do your job.

Objectives - You will practice skills and apply principles for managing information so that you can quickly find the information you need and use it with ease.

Target Audience - Business professionals who are seeking to improve their information management skills.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Internal Customer Service and Definition

Performance-Based Objectives

- + Identify internal customers in one's own work
- + Describe the interrelated organizational relationships in the Libraries
- + Analyze the components of the helping relationship model and its connection to customer service
- + Apply the helping relationship model to their work with internal customers
- + Describe the components that contribute to effective interpersonal dynamics
- + Review the principles of active listening
- + Practice using active listening skills

Course Outline

Lesson 1: Defining the Internal Customer

- ✓ Understanding Organizational Structure
- ✓ Manager / Employee / Colleague / Customer

Lesson 2: The Helping Relationship

- ✓ Benefits of Collaboration
- ✓ Corporate Relationships Diagram
- ✓ Healthy Business Environment

Lesson 3: Effective Interpersonal Dynamics

- ✓ Leadership Skills Overview
- ✓ Basics of Conflict Resolution
- ✓ Group Problem Solving Techniques

Lesson 4: Active Listening

- ✓ Transferring Positive Statement
- ✓ Body Language
- ✓ Questioning Techniques



Course Details

Duration – 1 day

Description - An **internal customer** is “anyone you count on or rely upon to complete a task or a function or to provide you with information so that you can get your job done...and anyone who counts on *you* to complete a task or function or to provide *them* with information so that they can get their job done”. This Training Course shall help you to identify the internal customer his needs and concerns to improve team performance through internal communications and collaboration.

Target Audience – Delegates are representatives of organization with extended/complex organizational chart, staff members whose duties is to continuously work with internal customers (HR, Accounting, QHSE, etc), individuals with lowered motivation caused by communication problems within organization frames.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Problem-Solving Skills

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + describe strategies for solving problems logically.
- + examine strategies for defining the true issue of a problem.
- + identify strategies for solving problems methodically.
- + examine business strategies for acquiring decision acceptance when problem solving.

Course Outline

Lesson 1: Starting to Solve Problems

- ✓ The Problem-Solving Process
- ✓ The Nature of Groups
- ✓ Tools for Problem Solving
- ✓ Problem-Solving Approaches

Lesson 2: Identifying the Problem

- ✓ Determine the Problem
- ✓ Investigate the Problem

Lesson 3: Determining the Solution

- ✓ Analyze Problems Creatively
- ✓ Consider Alternate Solutions
- ✓ Choose the Best Solution
- ✓ Solutions to Group Problems

Lesson 4: Accepting a Decision

- ✓ Sell Your Solution
- ✓ Implement Decisions



Course Details

Duration - 1 day

Description - Regardless of the specific organization or position, your skills and previous training have allowed you to gain employment in the corporate world. One thing that you may not be adequately prepared for, however, is dealing with problems. In a corporate environment, using specialized groups to solve problems is becoming more and more common. Being able to work in groups to solve problems will enhance your business knowledge and value to the organization. This course will show you the fundamentals of problem-solving skills—from defining your problem, to presenting it to the key decision makers in your organization.

Objectives - You will investigate strategies to help you clearly define your problem, determine and present your solution, and monitor the results.

Target Audience - Business professionals who would like to learn effective group problem-solving techniques.

Prerequisites - There are no prerequisite skills for this course. However, you might be interested in the following related courses: Advanced Communication Skills, Negotiating Skills, Business Presentations, and Business Writing: From E-mail to Proposals.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Effective Facilitation Skills

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + identify methods of planning a facilitated meeting.
- + facilitate different kinds of meetings.
- + facilitate remote sessions.

Course Outline

Lesson 1: Planning the Meeting

- ✓ Clarify the Purpose of the Meeting
- ✓ Familiarize Yourself with the Meeting Subject Matter
- ✓ Create the Agenda

Lesson 2: Facilitating the Meeting

- ✓ Lead a Session Effectively
- ✓ Manage a Brainstorming Session
- ✓ Facilitate Difficult Sessions

Lesson 3: Facilitating Remote Sessions

- ✓ Manage Remote Sessions
- ✓ Facilitate International Sessions



Course Details

Duration - 1 day

Description - Effective facilitators know how to take charge of work sessions and lead groups toward successfully completing their work objectives. In this course, you will strategically plan work sessions and create formal agendas, lead groups to generate new ideas through brainstorming events, and help people work through facilitated difficult sessions. You will also further develop your facilitation skills by leading remote work groups and even moderating international sessions.

Objectives - You will identify methods of effectively facilitating meetings and group work sessions.

Target Audience - Business professionals.

Prerequisites - Comfort speaking in front of a group, leading others, and working within a team.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Managing Organizational Goals

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + refine goals for your team.
- + develop action plans and contingency plans for achieving your team goals.
- + manage your team and work with stakeholders in your organization to achieve the action plan.

Course Outline

Lesson 1: Establishing Team Goals

- ✓ Clarify General Team Goals
- ✓ Create a Goal Map
- ✓ Translate General Goals into Tactical Goals

Lesson 2: Developing a Team Plan

- ✓ Create Action Plans for Achieving Goals
- ✓ Develop a Contingency Plan

Lesson 3: Achieving the Team Plan

- ✓ Implement the Action Plan
- ✓ Evaluate Success

Appendix A: Creating the Action Plan: Notes

Appendix B: Evaluating Success: Notes



Course Details

Duration - 1 day

Description - As a manager, you are responsible for setting the goals for your team and for managing their work. Organizational goals can often get lost in layers of management and not get communicated to the individual contributors. In the absence of goals, employees can feel unmotivated or can even set their own goals for achievement, which will result in poor and conflicting team performance. In this course, you will develop skills needed to establish tactical goals for your team based on organizational directives and general goals from your manager and create and manage action plans to achieve these goals.

Objectives - You will develop skills needed to establish tactical goals for your team based on organizational directives and general goals from your manager, and create and manage an action plan to achieve these goals.

Target Audience - This course is intended for the professional employee who is a team leader.

Prerequisites - Prior to taking this course, the student should have knowledge of corporate goals. Other courses that may be helpful are What Good Managers Do: The First 100 Days, Negotiating Skills, and Delegating.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Consulting Skills

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Identify what consulting is and recent industry trends that you can use to your advantage as you work in the consulting field.
- + Examine the importance of establishing and maintaining healthy client relationships, including how to conduct a successful first meeting with a client, and then how to continue to build that relationship into a partnership. You will delve even further into the topic of client relationships by identifying how to continuously improve your client relationships and how to manage those relationships after contracts end. Knowing how to expand your market will help you acquire new clients and build your customer base.

Course Outline

Lesson 1: The Basics

- ✓ Consulting Basics
- ✓ Develop Skills for Success
- ✓ Be Aware of Business Trends

Lesson 2: Marketing, Building, and Expanding

- ✓ Market Yourself
- ✓ Foster Healthy Client Relationships
- ✓ Expand Your Market
- ✓ The Ethics of Consulting
- ✓ Exude Professionalism



Course Details

Duration – 0.5 Days

Objectives - You will develop the necessary skills to be a successful consultant, by learning from the best: industry expert Elaine Beich. You will explore the basics of consulting and how it may affect your work and your organization. In addition, you will examine the ethics of consulting, marketing your consulting business, and how to interact with clients and other consultants.

Target Audience - This course is intended for business professionals starting out in any branch of the consulting field.

Prerequisites – N/A

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Creating and Maintaining Life Balance

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + investigate the different costs of stress, assess your own level of stress, and explore the various warning signs of stress that you need to be aware of.
- + discover how to fight stress by taking better care of your body and using simple relaxation techniques that can be used practically anywhere.
- + discover the benefits of a positive attitude and staying organized at work.
- + explore the difference in personality types, and ways to adjust each type to reduce stress.

Course Outline

Lesson 1: Measuring Stress

- ✓ The Cost of Stress
- ✓ Assess Your Level of Stress

Lesson 2: Simple Solutions for Stress

- ✓ Take Care of Your Body
- ✓ Natural Ways to Combat Stress

Lesson 3: Stress-Relieving Habits

- ✓ Get Positive About Life
- ✓ Develop Good Working Habits
- ✓ Plan Your Life

Lesson 4: Devising a Stress Control Plan

- ✓ Be Assertive
- ✓ Improve Your Behavior
- ✓ Develop a Stress-Busting Plan

Appendix A: The Life Change Index



Course Details

Duration - 1 day

Description - How has stress affected you in the past? Have you had to take time away from work or your family because you have felt stressed out? You, like millions of others, may have difficulty managing stress in your life. Fortunately, there are techniques you can use to better manage stress, and possibly even lessen the amount of stress you encounter on a daily basis. In this course, you will learn ways of improving your physical and mental well-being, and methods of handling stress in an effective and productive manner.

Objectives - You will discover methods of preventing and dealing with stress at work and at home.

Target Audience - This course is intended to help those who are looking for ways to better manage stress in their lives. However, you do not already need to be suffering from stress to benefit from taking this course.

Prerequisites - There are no prerequisite skills for this course, however, you might be interested in the following related courses: Advanced Communication Skills, Negotiating Skills, Business Presentations, and Business Writing: From Email to Proposals.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Personal Effectiveness Boost

Performance based objectives

Upon successful completion of this course, students will be able to:

- + Clearly and accurately communicate your message
- + Listen, question and understand
- + Set realistic goals
- + Write good reports and plans
- + Value assertive behavior
- + Manage time wisely
- + Rise self-confidence and motivation level

Course Outline

Day 1

Lesson 1: Self-Awareness

- ✓ Personality and Character
- ✓ Emotional Intelligence
- ✓ Life Orientation
- ✓ Attitude Management

Lesson 2: Consciousness

- ✓ Critical Thinking
- ✓ Must Questions of Times
- ✓ Importance evaluation
- ✓ Priorities
- ✓ Consciousness Sources

Lesson 3: Strategy

- ✓ Action List
- ✓ Fundamentals
- ✓ Setting up Strategy
- ✓ Strategy Visualization



Day 2

Lesson 1: Time Theory

- ✓ Time Vs Action
- ✓ Time Value
- ✓ Conscious Time Consume
- ✓ Your Optimal Life Schedule
- ✓ Time Tools

Lesson 2: Goal Setting

- ✓ Planning
- ✓ Motivation
- ✓ Resource Management

Lesson 3: Communication

- ✓ Why We Communicate?
- ✓ Choosing Communication Profile
- ✓ Listening Skills
- ✓ Business Communication
- ✓ Assertive Behavior

Lesson 4: Business Writing Skills

- ✓ Email Etiquette
- ✓ Report Generation



Course Details

Duration - 2 days

Description – To be personally effective we need to learn how to measure effectiveness. To measure our effectiveness we need to be conscious. To be conscious we need understand how our decisions affect our time. This course provides orientation and workflow on these effectiveness matter topics.

Objectives - You will learn to measure your personal effectiveness.

Target Audience – Anyone to motivational, behavioral, or goal disorientation.

Prerequisites - N/A.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Getting the Results Without the Authority (Includes Business Simulation)

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + build relationships with associates.
- + justify the business need, navigate your company's culture, and develop a resolution strategy.
- + get what you need from business associates to complete your task.
- + complete a task or project without assistance.

Course Outline

Lesson 1: Building Relationships

- ✓ Lay Groundwork
- ✓ Establish Rapport With Associates by Helping Them
- ✓ Establish Your Credibility

Lesson 2: Creating a Strategy to Get Results

- ✓ Justify a Business Need
- ✓ Build a Plan Around Your Company's Culture

Lesson 3: Getting What You Need from Others

- ✓ Prepare to Approach Others for Help
- ✓ Ask for What You Need
- ✓ Orchestrate Your Plan
- ✓ Reward Contributors

Lesson 4: Completing the Project by Yourself

- ✓ Justify Completing the Project by Yourself
- ✓ Manage the Consequences of Completing the Project by Yourself

Course Details

Duration - 1 day

Description - In today's business culture, there are circumstances in which a person who possesses no formal authority is required to accomplish a task or complete a project. Perhaps you will recognize a problem or a business need, and you will assume responsibility to resolve the issue. Or your manager may direct you to complete a task in which you will need to solicit the help of others in order to complete the task. This course offers strategies to build relationships, identify the key people you will need to help complete your project, ask them for the assistance that you need, and orchestrate the process of moving your project forward to completion.

Objectives - You will get results without the authority.

Target Audience - Team Leaders, Project Managers, Project Leads, and anyone else who needs to accomplish results without having formal chain-of-command authority.

Prerequisites - N/A.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Leading From the Front: Being a Leader in All You Do

Performance-Based Objectives

- + apply seven leadership fundamentals.

Course Outline

Lesson 1: Applying Seven Leadership Fundamentals

- ✓ Meet and Exceed Performance Standards for Great Success
- ✓ Project Confidence by Realizing Your Capabilities
- ✓ Make Decisions to Make Progress
- ✓ Meet the Needs of Those Around You
- ✓ Inspire Others by Becoming Accountable
- ✓ Harness Your Emotions for Success
- ✓ Reveal Your Best, Authentic Self



Course Details

Duration – 1 day

Objectives - You will apply the seven fundamental leadership practices of Lead Star.

Target Audience - The target audience for this course is anyone who wants to develop or improve their leadership skills and influence outcomes more effectively in their organization, home, or community.

Prerequisites - There are no prerequisite skills needed for this course. Students only need the desire to become more effective at influencing outcomes and inspiring others.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Management Skills

People Management

Performance Management

Problem Management

Leadership Skills

Business Planning Skills

Effective Management

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + determine the roles that a manager must fill on a team, and explore the key areas of personal development.
- + discover how to detect silent messages through body language and other means of nonverbal communication. You will also bolster your listening skills through active listening.
- + discover ways of identifying problems, prioritizing problems, and implementing solutions effectively.
- + empower your workgroup through delegation and coaching.
- + discover the stages of team development and examine the need for regular team meetings.

Course Outline

Lesson 1: Developing as a Manager

- ✓ The Role of an Effective Manager
- ✓ Personal Skills Development

Lesson 2: Communicating Successfully

- ✓ Speak Without Talking
- ✓ Manage Better By Listening
- ✓ Assert to Achieve

Lesson 3: Creating Successful Solutions

- ✓ Identify the Core Problem
- ✓ Solve Problems Creatively
- ✓ Implement Solutions Decisively

Lesson 4: Empowering Your Workgroup

- ✓ Delegate For Results
- ✓ Coach for Achievement
- ✓ Evaluate Staff Performance

Lesson 5: Cultivating Great Teams

- ✓ Create an Invincible Team
- ✓ Inspire Team Success
- ✓ Team Briefings for Success
- ✓ Resolve Conflicts Positively

Appendix A: Project Roles

Appendix B: Updated Team

Appendix C: Delegating for Results—Task List

Appendix D: Email Conflict



Course Details

Duration - 1 day

Description - The world of business is increasingly becoming centered about the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. In order to perform the job well, the manager must understand the different roles of everyone involved in the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface. This course will help you gain an understanding of the basic fundamentals of becoming an effective manager for your team.

Objectives - You will explore the fundamental concepts of effective management.

Target Audience - Business professionals who are either at the managerial level, or are interested in becoming team leaders.

Prerequisites - There are no prerequisite skills for this course; however, you might be interested in the following related courses: Problem-Solving Skills, Negotiating Skills, Business Presentations, Advanced Communication Skills, and Creating and Maintaining a Life Balance.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Applying Leadership Principles

Performance-Based Objectives

- + develop critical leadership skills.
- + build great business relationships.

Course Outline

Lesson 1: Developing Critical Leadership Skills

- ✓ Identify Characteristics of Great Leaders
- ✓ Develop Effective Communication Skills
- ✓ Become a Problem Solver

Lesson 2: Building Great Business Relationships

- ✓ Build Your Reputation
- ✓ Build a Storehouse of Good Will



Course Details

Duration – 1 day

Objectives - You will identify the principles of effective leadership and practical strategies to apply on the job to improve your performance as a leader within your work group or organization.

Target Audience - This course is intended for a wide range of managers, team leaders, and individual contributors who seek practical guidance regarding leadership strategies.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Practical Leadership

Performance-Based Objectives

- + describe the transition from your role of individual contributor to that of a leader.
- + develop an effective team.
- + identify techniques for leading diverse groups to achieve business results.
- + identify skills required to focus and lead your team to achieve business results.

Course Outline

Lesson 1: Transitioning from Individual Contributor to Leader

- ✓ Define Leadership
- ✓ Identify Your Leadership Style
- ✓ Redefine Your Role

Lesson 2: Developing an Effective Team

- ✓ Develop an Effective Team
- ✓ Coach for Performance
- ✓ Influence for Results
- ✓ Empower Your Team Members
- ✓ Lead Your Team Through Organizational Change

Lesson 3: Leading Different Types of Teams

- ✓ Work with Different Types of Teams
- ✓ Overcome Communication Barriers
- ✓ Overcome Issues Among Team Members

Lesson 4: Aligning Your Strategy for Business Results

- ✓ Identify Core Values
- ✓ Write a Vision Statement
- ✓ Establish a Mission
- ✓ Develop Goals



Course Details

Duration – 1 day

Description – Up to this point in your career, you have been a successful employee or individual contributor, or have recently been promoted to manager. You have developed skills to be successful in your field. In this course, you will learn the practical skills you need to be an effective leader in your organization.

Objectives - You will learn practical leadership skills.

Target Audience – New managers and individual contributors seeking to develop or enhance leadership abilities with practical skills.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Managing Multigenerational Teams

Performance-Based Objectives

- + Conduct behavioral interviews to identify ideal candidates.
- + Conduct situational interviews and use other employee selection techniques to identify ideal candidates. You will also evaluate candidates and hire your preferred candidate.
- + Integrate new team members onto your team.

Course Outline

Lesson 1: Handling Intergenerational Workplace Issues

- ✓ Map Your Own Generational Attitudes
- ✓ Reinforce Performance Expectations
- ✓ Communicate Effectively with Your Team
- ✓ Motivate Your Team

Lesson 2: Promoting the Skills of Multigenerational Teams

- ✓ Adapt to Multigenerational Teams
- ✓ Maximize the Potential of Generations
- ✓ Collaborate with Generations
- ✓ Coach Generations on Your Team
- ✓ Interview Multigenerational Job Candidates
- ✓ Retain Intergenerational Employees

Lesson 3: Negotiation Matrix



Course Details

Duration – 1 day

Description – You're the manager of a team of people from different generations and you need them to cooperate, collaborate, and deliver maximum performance.

Objectives - You will recognize how generational differences affect your team's performance and conduct, and you will change problematic behavior, leverage generational assets, and hire and retain members of a specific generation to complement your team.

Target Audience – Managers of multigenerational teams who need to resolve problems and lead their members to deliver peak performance.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Effectively Managing Technical Teams

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + establish a technical team.
- + develop technical teams.
- + solve problems within technical teams.

Course Outline

Lesson 1: Establishing a Technical Team

- ✓ Transition to a Technical Manager Role
- ✓ Manage Your Team's Work Styles
- ✓ Communicate With Your Team

Lesson 2: Developing Technical Teams

- ✓ Select Technical Team Members
- ✓ Develop Career Paths

Lesson 3: Solving Problems Within Technical Teams

- ✓ Promote Sound Decision Making
- ✓ Encourage Creativity
- ✓ Handle Interpersonal Conflict



Course Details

Duration – 1 day

Description – N/A

Objectives - You will acquire the skills and knowledge necessary to effectively manage technical teams.

Target Audience – This course is designed for team leads, middle managers, and first time managers of technical teams who have basic team leadership skills and knowledge.

Prerequisites - It is recommended that you have basic team leadership skills and knowledge prior to taking this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Leading Virtual Teams

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + put together a virtual team poised for success.
- + create a virtual work environment that supports vteam culture.
- + respond to external influences so vteam contributions are relevant and understood.
- + ensure vteam success so the team can achieve its potential for high performance.

Course Outline

Lesson 1: Putting Together a VTeam

- ✓ Establish VTeam Priorities
- ✓ Obtain VTeam Resources
- ✓ Identify Cultural Differences
- ✓ Establish VTeam Culture

Lesson 2: Creating a VTeam Work Environment

- ✓ Choose Technology
- ✓ Train a VTeam

Lesson 3: Responding to External Influences

- ✓ Be a VTeam Ambassador
- ✓ Manage Reactions to External Sources of Change

Lesson 4: Ensuring VTeam Success

- ✓ Manage VTeam Performance
- ✓ Celebrate VTeam Success



Course Details

Duration – 1 day

Description – You have the general leadership skills you need to lead a team. You may even have successfully led a team. Now, though, you’ve been asked to lead a virtual team. In this course, you will develop the knowledge and skills you need to lead a high-performance virtual team.

Objectives - You will practice skills and apply principles for leading virtual teams so your team can achieve high-performance status.

Target Audience – This course is intended for team leads, managers, and first-time managers with no virtual team experience.

Prerequisites - The prerequisites for this course are general team leadership skills.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Strategic Planning Skills

Performance-Based Objectives

- + prepare for the strategic planning process.
- + develop a mission statement, define a vision for your organization, and conduct an assessment of internal and external factors that influence your business.
- + apply the information you have gathered and work to apply the values of your company's mission with its vision to create a successful strategy for your business operations.
- + put the plan into action and work toward the vision. You will implement and monitor the plan to gauge its effectiveness.

Course Outline

Lesson 1: Preparing for the Strategic Planning Process

- ✓ Set the Parameters for the Strategic Planning Process
- ✓ Establish a Committee
- ✓ Gather Operational Data

Lesson 2: Initiating the Strategic Planning Process

- ✓ Develop a Mission Statement
- ✓ Develop a Vision Statement
- ✓ Assess Internal/External Environments
- ✓ Perform SWOT Analysis

Lesson 3: Developing the Strategic Plan

- ✓ Prioritize What the Strategic Plan Will Address
- ✓ Set Goals and Objectives
- ✓ Develop Strategy for Achieving Goals
- ✓ Draft the Strategic Plan

Lesson 3: Executing the Plan

- ✓ Assign Responsibility and Authority
- ✓ Establish a Monitoring System



Course Details

Duration – 1 day

Description – Up to this point in your career, you have been a successful employee or individual contributor, or have recently been promoted to manager. You have developed skills to be successful in your field. In this course, you will learn the practical skills you need to be an effective leader in your organization.

Objectives - You will develop an approach to the formulation of strategic programs and initiatives critical for effectively leading and managing an organization.

Target Audience – Executives, managers, consultants, and other business professionals who are responsible for strategic planning in an organization.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance Management

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Plan ways of effectively harnessing engagement with the individuals on your team. You will identify methods of becoming a manager of choice within your workplace by establishing your reputation as a manager who invests time, energy, and effort in the team members and in committing to performance-management strategies on the job.
- + Plan strategies for aligning the performance management goals for the individuals on your team with the established needs of your business. You will work with your team members to optimize their behavior in order to yield better results for the company, collaborate with team members to establish performance goals, ensure those goals are in alignment with business needs, discuss performance appraisals with your team members, and deliver coaching and feedback as necessary.
- + Learn strategies for creating performance and development plans for individuals. You will create creative, instructive development plans for team members seeking career growth and strategic development plans to help team members who are seriously struggling to meet their job requirements.

Course Outline

Lesson 1: Becoming the Manager of Choice

- ✓ Develop Talent
- ✓ Harness Engagement
- ✓ Onboard New Team Members

Lesson 2: Using Performance Management Skills to Improve Performance

- ✓ Identify Individual Performance Goals
- ✓ Discuss a Performance Appraisal
- ✓ Use Effective Interviewing Skills
- ✓ Provide Appropriate Feedback and Coaching

Lesson 3: Creating Performance and Development Plans

- ✓ Initiate the Performance Plan
- ✓ Create an Improvement Plan for Performance Problems
- ✓ Create a Development Plan for Career Growth



Course Details

Duration - 1 day

Description - New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to lead the individuals on your team effectively by conducting ongoing performance appraisals; delivering helpful and instructive feedback, training, and coaching; and designing and implementing performance standards. You also want to develop talent within your team by employing effective performance-management strategies on the job. This course will give new managers essential performance-management skills.

Objectives - You will explore basic performance-management techniques. You will identify methods of developing talent, harnessing the engagement of team members, and offering training and coaching to individual team members through performance-management strategies. You will develop and implement performance standards, conduct performance appraisal conversations, and give appropriate feedback and coaching to individuals for their edification and the benefit of the team, department, and company.

Target Audience - This course is intended for a wide range of first-time managers.

Prerequisites - There are no prerequisites for this course. Taking the Coaching Essentials course is recommended.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance Under Pressure

Performance-Based Objectives

- + manage stress in the workplace.
- + learn how to work well under pressure.
- + learn how to deal with various types of stressors.

Course Outline

Lesson 1: Managing Stress in the Workplace

- ✓ Understand the Role of Stressors
- ✓ Manage a Stressful Workplace
- ✓ Manage the Stressed-Out Employee

Lesson 2: Working Well Under Pressure

- ✓ Practice Optimal Energy Management
- ✓ Practice Optimal Perception
- ✓ Achieve Optimal Performance
- ✓ Make SBRT a Habit

Lesson 3: Dealing with Stressors

- ✓ Deal with Stressors
- ✓ Deal with Anger Pressure
- ✓ Deal with People Pressure
- ✓ Deal with Fatigue Pressure
- ✓ Deal with Evaluation Pressure



Course Details

Duration – 1 day

Objectives - You will identify ways to lead your team to perform well under pressure.

Target Audience - Managers, supervisors, and team leaders who seek advanced skills in leading a team to perform well under pressure.

Prerequisites – N/A

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Appraising Performance

Performance-Based Objectives

- + Establish performance expectations so that desired work results are achieved in accordance with the organization's values and quality standards.
- + Write a performance appraisal so that it reflects an objective evaluation of the individual's work performance.
- + Prepare for a performance appraisal discussion so that there are no barriers for an effective discussion.
- + Conduct a performance appraisal so that mutual understanding and cooperation is achieved and a realistic development plan to improve future performance is prepared.
- + Follow up on a performance appraisal so that future performance meets expectations.

Course Outline

Lesson 1: Establishing Performance Expectations

- ✓ Appraise Performance
- ✓ Manage Performance
- ✓ Establish Performance Expectations

Lesson 2: Writing a Performance Appraisal

- ✓ Avoid Common Performance Rating Errors
- ✓ Gather Appraisal Information
- ✓ Rate Performance
- ✓ Ensure Legal Compliance

Lesson 3: Preparing for the Appraisal Discussion

- ✓ Prepare the Individual
- ✓ Arrange the Logistics
- ✓ Prepare Yourself

Lesson 4: Conducting the Performance Appraisal Discussion

- ✓ Discuss Your Ratings and Comments
- ✓ Resolve Performance Problems
- ✓ Cope with Discussion Difficulties
- ✓ Plan for the Future

Lesson 5: Following Up

- ✓ Evaluate the Effectiveness of the Appraisal Discussion
- ✓ Communicate Frequently
- ✓ Provide Ongoing Feedback and Coaching

Appendix A: Works Cited



Course Details

Duration - 1 day

Description - Appraising Performance provides an overview of the basics of conducting performance appraisals. It provides guidelines and best practices for evaluating and improving the work performance of employees, thereby increasing quality and productivity.

Prerequisites - There are no prerequisites for this course.

Delivery Method - This course is designed for instructor-led, group paced classroom-delivery, providing students with structured hands-on activities.

Giving and Receiving Performance Feedback

Performance-Based Objectives

- + prepare themselves to give feedback.
- + leverage performance feedback for professional growth.

Course Outline

Lesson 1: Preparing Yourself to Give Feedback

- ✓ Assess Your Skill Level
- ✓ Make Performance Feedback Meaningful

Lesson 2: Leveraging Performance Feedback for Professional Growth

- ✓ Give Negative Feedback
- ✓ Get the Most Out of Self-Directed Feedback



Course Details

Duration – 0.5 day

Objectives - You will give and receive performance feedback.

Target Audience - This course is intended for a wide range of managers who seek practical guidance regarding giving and receiving performance feedback.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Change Management for Managers

Performance-Based Objectives

- + plan for change.
- + learn to communicate change.
- + manage the impact of change on your team members.
- + successfully implement changes at work.

Course Outline

Lesson 1: Planning for Change

- ✓ Analyze the Process of Change
- ✓ Identify Barriers to Change
- ✓ Determine Available Support

Lesson 2: Communicating Change

- ✓ Utilize Adopters of Change
- ✓ Communicate Change

Lesson 3: Managing the Initial Impact of Change

- ✓ Educate Employees on the Change Process
- ✓ Implement Strategies to Deal with Stress
- ✓ Cope with Fear

Lesson 4: Implementing Change

- ✓ Engage Employees
- ✓ Capitalize on the Change Process
- ✓ Maximize the Benefits of Change
- ✓ Reframe Change
- ✓ Label Milestones
- ✓ Troubleshoot Issues
- ✓ Report Results



Course Details

Duration – 0.5 day(s)

Description - With constantly shifting global economies and technological developments, businesses are constantly changing to exploit opportunities. Companies no longer have the luxury of remaining the same. Therefore, managers must constantly prepare for and implement change, guiding their employees through periods of transition.

Objectives - You will implement and manage change.

Target Audience - This course is intended for middle management, especially those with direct reports, who are responsible for managing organizational change and maintaining employee performance.

Prerequisites – N/A

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Creating a Winning Management Style

Performance-Based Objectives

- + learn to adopt the best management style.
- + learn to build a competent team.

Course Outline

Lesson 1: Adopting the Best Management Style

- ✓ Management Theories
- ✓ Recognize the Winning Management Style
- ✓ Adopt an Effective Communication Style
- ✓ Adopt a Personal Style

Lesson 2: Building a Competent Team

- ✓ Encourage Collaborative Decision Making
- ✓ Improve Team Performance
- ✓ Reward and Promote People
- ✓ Build Self-Esteem and Trust



Course Details

Duration – 1 day

Objectives - You will learn to adopt the best practices for a winning management style and to build an effective team.

Target Audience - This course is geared toward new and seasoned managers and team leaders who seek to learn best practices related to general management duties.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Managing Conflict

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + develop skills to assess a conflict situation and monitor your reaction to the conflict.
- + utilize effective communication techniques to manage conflict in a proactive manner.
- + resolve conflict through identifying it's source, and determining and implementing the best solution.

Course Outline

Lesson 1: Recognizing Conflict

- ✓ Identify Your Personal Reaction to Conflict
- ✓ Develop a Healthy Attitude Toward Conflict
- ✓ Assess the Situation
- ✓ Avoid Conflict Escalation

Lesson 2: Responding to Conflict

- ✓ Actively Listen
- ✓ Communicate Effectively
- ✓ Respond to Negative Tactics

Lesson 3: Resolving Conflict

- ✓ Identify the Source of the Conflict
- ✓ Determine the Best Solution
- ✓ Implement the Solution



Course Details

Duration - 1 day

Description - This course will assist you in understanding and implementing strategies that will help to manage conflict effectively.

Objectives - You will identify the sources of conflict and how to manage conflict effectively.

Target Audience - Any business professional who encounters conflict in the workplace.

Prerequisites - There are no prerequisite skills for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Emotional Intelligence for Managers

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + evaluate your emotional intelligence.
- + develop strategies for effectively applying emotional intelligence in the workplace.

Course Outline

Lesson 1: Evaluating Emotional Intelligence

- ✓ Assess Your Self-Understanding
- ✓ Determine Your Ability to Regulate Your Emotions
- ✓ Evaluate Your Social Recognition Skills
- ✓ Assess Your Social Regulation Skills

Lesson 2: Applying Emotional Intelligence In A Business Environment

- ✓ Improve Your Emotional Intelligence By Understanding Your Emotions
- ✓ Regulate Your Emotions
- ✓ Improve Your Social Recognition and Regulation Skills
- ✓ Build An Emotionally Intelligent Team



Course Details

Duration - 1 day

Description - In this course, you will assess your current emotional intelligence capabilities, determine your strengths, and identify areas for improvement. You will examine how emotions affect behavior and how those behaviors impact your relationships with others. You will also develop strategies for managing the emotional energy in yourself and others.

Objectives - You will evaluate your current emotional intelligence abilities and apply strategies to improve your emotional intelligence.

Target Audience - This course is designed for the emerging manager or mid-level manager.

Prerequisites - Prior to beginning this course, you should have experience in managing people.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Interviewing Skills for Management

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Prepare to interview.
- + Conduct an interview and complete the interview process.

Course Outline

Lesson 1: Preparing to Interview

- ✓ Define the Position Requirements
- ✓ Select a Strategy
- ✓ Choose Candidates for Interviews

Lesson 2: Interviewing a Candidate and Completing the Interview Process

- ✓ Begin the Interview
- ✓ Interview the Candidate
- ✓ Select the Candidate
- ✓ Reconsider the Search



Course Details

Duration - 1 day

Description - Every manager knows that to be successful, a company needs to build teams of employees who are the top in their field, work well together, and are happy in the company. However, it is often difficult for managers to find and hire the best people. In this course, you will practice techniques that will empower you to do just that—to hire the best candidate every time through strategies that will improve your success in interviewing. This can reduce or even eliminate significant turnover and allow your company to focus instead on achieving production goals.

Objectives - You will examine guidelines and strategies for making effective hiring decisions.

Target Audience - Managers and supervisors who need practical interviewing skills.

Prerequisites - It is extremely important that you check with your Human Resources department to become aware of both your company's hiring policies and procedures as well as the legalities involved in the interviewing process.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Mentoring

Performance-Based Objectives

- + Identify their mentoring goals.
- + Develop mentor relationships.
- + Identify methods of closing the mentor relationship.

Course Outline

Lesson 1: Identifying Your Mentoring Goals

- ✓ Identify Your Goals for Mentoring Others
- ✓ Identify Your Goals for Seeking a Mentor

Lesson 2: Developing Mentoring Relationships

- ✓ Benefits of Collaboration
- ✓ Corporate Relationships Diagram
- ✓ Healthy Business Environment

Lesson 3: Effective Interpersonal Dynamics

- ✓ Begin the Mentor Relationship
- ✓ Develop the Mentor Relationship
- ✓ Nurture Untapped Talent

Lesson 4: Closing the Mentor Relationship

- ✓ Share What You Know
- ✓ Leverage Your Networks
- ✓ Close the Mentor Relationship



Course Details

Duration – 1 day

Description – As you continue to grow and develop as a professional, you will increasingly be expected to use mentoring skills to help others reach their fullest potential, enhance their capabilities, and accomplish more work with fewer resources. In this course, you will identify your mentoring goals and clarify what you hope to accomplish through mentoring. You will determine the type of mentoring method that will best suit your goals, identify methods of getting started either as a protégé or mentor, and identify ways of nurturing others' hidden talents, and you will explore methods of formally closing a mentor relationship.

Objectives - You will identify your mentoring goals and clarify what you hope to accomplish through mentoring, determine the type of mentoring method that will best suit your goals, explore ways of nurturing others' hidden talents, and consider some of the best methods for formally closing a mentor relationship.

Target Audience – Managers, supervisors, and team leaders who want to use mentoring skills for enhanced professional growth.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Coaching Essentials

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + establish the coaching relationship.
- + identify methods of conducting the initial coaching conversation.
- + execute an action plan.

Course Outline

Lesson 1: Establishing the Coaching Relationship

- ✓ Observe Performance Before Beginning to Coach
- ✓ Initiate the Coaching Relationship

Lesson 2: Conducting the Initial Coaching Conversation

- ✓ Practice Active Listening Skills
- ✓ Determine the Coaching Approach
- ✓ Have the Initial Coaching Conversation

Lesson 3: Executing the Action Plan

- ✓ Create the Action Plan
- ✓ Modify the Action Plan
- ✓ Recognize That Goals Have Been Met



Course Details

Duration - 1 day

Description - As a leader in your organization, you are expected to help people meet or exceed expectations and to help ensure productivity and profitability for the organization. Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course, you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful.

Objectives - You will establish a coaching relationship with the coachee, use appropriate skills for conducting the coaching conversation, and be able to create, monitor, and modify the coaching action plan.

Target Audience - Managers, supervisors, team members, team leaders, project managers, mentors and anyone who needs to coach and give feedback as part of his or her job and who wants to learn how to apply the coaching process in order to successfully improve the performance of others.

Prerequisites - There are no prerequisite skills for this course, however, you might be interested in the following related courses: Motivating Employees, Change Management for Managers, Managing Conflict, Performance Management: and Communication Techniques.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Developing Yourself as a Leader

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + assess your leadership capabilities.
- + establish your leadership development plan.

Course Outline

Lesson 1: Assessing Yourself as a Leader

- ✓ Assess Your Leadership Characteristics
- ✓ Assess How Others See Your Leadership
- ✓ Assess Your Environment

Lesson 2: Establishing Your Leadership Development Plan

- ✓ Identify Your Destination
- ✓ Establish Your Road Map
- ✓ Build a Leadership Development Plan



Course Details

Duration – 1 day

Description - This course will provide the methods to perform a personal assessment so that new managers can identify areas for improvement and apply strategies to develop and grow their leadership capabilities.

Objectives - You will identify strategies that will help you develop as an effective leader.

Prerequisites - There are no prerequisite skills needed for this course. Suggested courses include Practical Leadership, Leading and Managing Teams, and Emotional Intelligence for Managers.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Hiring Outstanding Teams

Performance-Based Objectives

- + Attract the right candidates.
- + Conduct behavioral interviews to identify ideal candidates.
- + Conduct situational interviews and use other employee selection techniques to identify ideal candidates. You will also evaluate candidates and hire your preferred candidate.
- + Integrate new team members onto your team.

Course Outline

Lesson 1: Attracting the Right Candidates

- ✓ Assess Team Capabilities and Needs
- ✓ Initiate the Hiring Process
- ✓ Screen Candidates

Lesson 2: Conducting Behavioral Interviews

- ✓ Prepare for a Behavioral Interview
- ✓ Conduct the Behavioral Interview

Lesson 3: Conducting Situational Interviews and Other Employee Selection Techniques

- ✓ Conduct a Situational Interview
- ✓ Conduct Blended Interviews
- ✓ Evaluate Candidates
- ✓ Hire the Candidate

Lesson 4: Integrating New Team Members

- ✓ Integrate the New Associate Into Your Team
- ✓ Evaluate Your New Employee



Course Details

Duration – 1 day

Description – You're a first-time manager who has to create a new team or complete an existing team. You want to locate and interview great candidates, hire the most qualified, and smoothly integrate them into the team.

Objectives - You will assess your team needs, attract candidates, interview them, select and hire the ideal candidate, and integrate the employee into your team.

Target Audience – First-time managers who need to build a team.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Hiring Top Performers

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Initiate the hiring process.
- + Handle interviews.
- + Conclude the hiring process.

Course Outline

Lesson 1: Initiating the Hiring Process

- ✓ Prepare to Recruit
- ✓ Attract the Right Candidates

Lesson 2: Handling Interviews

- ✓ Prepare for the Interview
- ✓ Conduct the Interview

Lesson 3: Concluding the Hiring Process

- ✓ Select the Right Candidate
- ✓ Orient and Retain the New Employee



Course Details

Duration – 1 Day

Objectives - You will learn proven methods for hiring people who will be a great match for your team or department.

Target Audience - This is a course for managers, supervisors, and team leaders with recruitment responsibilities who need to develop strong skills related to making great hiring choices.

Prerequisites – N/A

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Motivating Your Employees

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + **Identify employee motivation levels and needs.**
- + **Apply strategies to help motivate employees.**
- + **Apply strategies that create self-motivated employees.**

Course Outline

Lesson 1: Understanding Motivation

- ✓ Recognize the Importance of Motivation
- ✓ Assess Employee Motivation Levels
- ✓ Meet Employee Motivational Needs

Lesson 2: Motivating Employees

- ✓ Retain Good Employees
- ✓ Communicate Effectively
- ✓ Clarify Expectations
- ✓ Provide Effective Feedback
- ✓ Establish Goals
- ✓ Choose Rewards

Lesson 3: Encouraging Self Motivation in Employees

- ✓ Encourage Self Motivation
- ✓ Create a Bond with the Organization
- ✓ Provide Professional Growth Opportunities
- ✓ Build a Sense of Accomplishment
- ✓ Encourage Enthusiasm



Course Details

Duration - 1 day

Description - This course will assist you in understanding and implementing strategies that will help to motivate your work force.

Objectives - You will identify motivation and the factors that influence it. You will also implement managerial strategies to increase employee motivation, to improve job performance, and ultimately to create a self-motivated work force.

Target Audience - This course is intended for new managers, especially those with direct reports, who are responsible for increasing employee motivation and job performance.

Prerequisites – N/A.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Harnessing Innovation Within Teams

Performance-Based Objectives

- + be an innovator within your team and workplace.
- + generate ideas using innovative practices.
- + put innovative ideas into practice.
- + manage innovation and innovators within your workplace.

Course Outline

Lesson 1: Being an Innovator

- ✓ Identify Creativity
- ✓ Attain an Innovative Mindset
- ✓ Evaluate the Issue from Multiple Perspectives

Lesson 2: Generating Ideas

- ✓ Brainstorm Ideas
- ✓ Collaborate Creatively

Lesson 3: Putting Ideas Into Practice

- ✓ Experiment with New Ideas
- ✓ Implement a Proven Idea

Lesson 4: Managing Innovation

- ✓ Establish an Innovative Environment
- ✓ Hire Innovators
- ✓ Sustain a Learning Organization



Course Details

Duration – 1 day

Objectives - You will create and maintain a business environment that capitalizes on the innovation and creativity of your team members.

Target Audience - Managers new to their role who want to inspire and capitalize on innovations within their team and workplace.

Prerequisites – N/A

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Positive Work Environment

Performance-Based Objectives

- + overcome a negative work environment.
- + create a positive work environment.

Course Outline

Lesson 1: Overcoming a Negative Work Environment

- ✓ Identify a Negative Work Environment
- ✓ Troubleshoot Specific Problems
- ✓ Overcome Negativity

Lesson 2: Creating a Positive Work Environment

- ✓ Implement Positive Strategies
- ✓ Build a Positive Team
- ✓ Play to People's Strengths



Course Details

Duration – 0.5 day

Description - A negative work environment interferes with the productivity of staff, while a positive work environment positions everyone to achieve their highest potential. In this course, you will apply methods of overcoming a negative work environment and creating a positive work environment.

Objectives - You will apply methods of overcoming a negative work environment and creating a positive work environment.

Target Audience - Managers, supervisors, and team leaders who want to increase productivity and employee satisfaction by promoting a positive work environment.

Prerequisites – N/A

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Employee Relations

Performance-Based Objectives

- + identify how to communicate to enhance employee relations.
- + identify different ways to satisfy employees.
- + learn about various employment laws and how to comply with them.

Course Outline

Lesson 1: Communicating for Effective Employee Relations

- ✓ Policies and Procedures
- ✓ Communicate Effectively
- ✓ Conduct Satisfaction Surveys

Lesson 2: Satisfying Employees

- ✓ Resolve Disputes
- ✓ Retain Employees Through Satisfaction

Lesson 3: Understanding Employment Laws

- ✓ Examine Employment Laws
- ✓ Comply with Employment Laws



Course Details

Duration – 0.5 day

Objectives - You will identify strategies for maintaining effective employee relations.

Target Audience - Managers and leaders at every level within the organization.

Prerequisites – N/A

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Managing Innovation and Creativity

Performance-Based Objectives

- ✓ manage the creative environment.
- ✓ examine the process of moving from idea to implementation.

Course Outline

Lesson 1: Managing the Creative Environment

- ✓ Support Creativity
- ✓ Manage a Creative Team
- ✓ Troubleshoot the Creative Environment

Lesson 2: Moving from Idea to Implementation

- ✓ Choose the Best Project for Implementation
- ✓ Refine Ideas
- ✓ Decide to Implement or Abandon an Idea
- ✓ Troubleshoot During the Implementation Phase



Course Details

Duration – 0.5 day

Description - Businesses are constantly looking for innovative ideas that will put them one step ahead of their competitors. In order to arrive at a truly new idea, a team leader or manager must understand how to manage the innovation process. This course offers effective managerial strategies that address the organizational aspects of managing a creative team, supporting that creativity, moving an idea to implementation, and troubleshooting ideas to help guide a team through the innovation process.

Objectives - You will identify how a creative team works and what your role is as team leader. You will explore how to lead a creative team from idea to implementation and how to troubleshoot problems in the innovative process.

Target Audience - Any manager or team leader who wants to guide a team of creative individuals to maximum productive innovation.

Prerequisites - Recommended courses: Business Writing, Presentations and Practical Leadership.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Knowledge Management

Performance-Based Objectives

- + examine the basics of knowledge management.
- + examine how knowledge management aids organizational learning.
- + identify how to implement knowledge management.

Course Outline

Lesson 1: Basics of Knowledge Management

- ✓ Knowledge Management: Why Now?
- ✓ Examine the Knowledge Pyramid
- ✓ Identify the Classes of Knowledge

Lesson 2: Knowledge Management and Organizational Learning

- ✓ Examine the Knowledge Management Process
- ✓ Examine the RICE Model
- ✓ Build a Knowledge Culture

Lesson 3: Implementing Knowledge Management

- ✓ Implement Knowledge Management Initiatives
- ✓ Institute Best Practices



Course Details

Duration – 1 day

Objective - You will understand the importance of the greatest business asset—knowledge—and the aspects of how to manage it well.

Target Audience - This course is intended for senior managers, managers, and supervisors in any type of company.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

What Good Managers Do: The First 100 Days

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + make the transition from team member to manager by gathering critical information, familiarizing yourself with workplace priorities and requirements, holding meetings with key players, establishing trust and credibility, and managing the basic elements of work.
- + identify methods of coaching great performances from your team members, resolving the everyday conflicts that arise, and working within the corporate structure by managing up.

Course Outline

Lesson 1: Making the Transition

- ✓ Position Yourself for Success
- ✓ Begin the Transition
- ✓ Manage the Basic Work Elements

Lesson 2: Building A Winning Team

- ✓ Coach for Great Performance
- ✓ Resolve Conflict within the Team
- ✓ Represent Your Team



Course Details

Duration - 1 day

Description - This course will give new managers the basics of effective management for their first 100 days on the job. Professionals who have achieved success as individual contributors often transition into management roles. New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to conduct performance appraisals, monitor work processes, communicate effectively with team members, build an internal network of supportive colleagues, and avoid common management pitfalls. You also want to be able to resolve conflicts that arise, coach people to give great performances, and serve as an advocate for your team within the wider corporate structure.

Objectives - You will effectively navigate the first 100 days on the job as a manager.

Target Audience - This course is intended for a wide range of first-time managers and staff members who are considering transitioning to management roles.



Communication Skills

Communication

Body language

Negotiation



Fundamentals of Communication.

Performance-Based Objectives

- + Communicate formally and informally in business so there is a mutual understanding between the sender and the receiver.
- + Write clear, concise business communication so that it has a positive and meaningful impact on the reader and achieves the desired result.
- + Use graphics in business communication so that facts, processes, and summaries are effectively designed to convey visual and textual information.
- + Use verbal and non-verbal communication appropriately in business so that there are no barriers to mutual understanding in culturally diverse organizations.
- + Use electronic communication in business so that you observe proper etiquette and ensure professionalism to send and receive messages.

Course Outline

Lesson 1: Understanding Business Communication

- ✓ Identify Basic Communication Techniques
- ✓ Describe Formal and Informal Communication

Lesson 2: Communicating in Writing

- ✓ Write Effective Business Documents
- ✓ Write Effective Business Letters
- ✓ Write Effective Memos
- ✓ Write Effective Reports

Lesson 3: Communicating with Graphics

- ✓ Create Graphics for Business Communication
- ✓ Communicate Static Information
- ✓ Communicate Dynamic Information

Lesson 4: Using Verbal and Non-verbal Communication

- ✓ Describe Verbal and Non-verbal Communication
- ✓ Identify Elements of Effective Meetings
- ✓ Identify Elements of Effective Presentations
- ✓ Read Body Language

Lesson 5: Communicating Electronically

- ✓ Using Voice Communication in Business
- ✓ Using Internet Communication in Business

Appendix A: Works Cited

References and Works Cited



Course Details

Duration - 1 day

Description - Fundamentals of Communication provides an overview of the basic principles of business communication. It provides guidelines and best practices for effectively communicating in the workplace, thereby improving productivity and mutual understanding in culturally diverse business organizations.

Prerequisites - Microsoft Word 2000: Level 1 or equivalent knowledge.

Delivery Method - Instructor-led, group-paced, classroom-delivery learning model with structured hands-on activities.



Advanced Communication Skills

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + determine the content of your message.
- + determine the best way to prepare and deliver your message verbally.
- + examine the basics of building a well-structured presentation.
- + examine the mechanics of delivering a successful presentation.

Course Outline

Lesson 1: Write to be Understood

- ✓ Determine When to Write
- ✓ Plan Your Message
- ✓ Perfect Your Style and Mechanics
- ✓ Writing in the Workplace

Lesson 2: Speak to be Heard

- ✓ Prepare Your Message
- ✓ Deliver Your Message

Lesson 3: Plan for High Impact

- ✓ The Importance of Planning
- ✓ Outline Your Presentation
- ✓ Develop Your Script
- ✓ Add Visual Aids

Lesson 4: Captivate Your Audience

- ✓ Make Final Preparations
- ✓ Basics of Delivery
- ✓ The Question-and-Answer Session
- ✓ Assess the Presentation

Course Details

Duration - 1 day

Objectives - You will examine the components of good written and verbal communication.

Description - In any profession, you will find yourself in a situation where you need to relay information to another colleague. When such situations arise, good communication skills are an essential part of getting your message across clearly. This course will show you how to apply advanced verbal and written communication techniques in your workplace.

Target Audience - Business professionals who are interested in learning effective written and verbal communication techniques.

Prerequisites - There are no prerequisite skills for this course, however, you might be interested in the following related courses: Problem-Solving Skills, Negotiating Skills, Business Presentations, and Business Writing: From Email to Proposals.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Using Data to Communicate

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + organize data.
- + present data in visual form to effectively communicate your message.

Course Outline

Lesson 1: Organizing Data

- ✓ Interpret Your Data
- ✓ Build Your Case with Data
- ✓ Persuade Your Audience

Lesson 2: Presenting Data

- ✓ Determine Appropriate Visuals
- ✓ Deliver Your Message
- ✓ Deal with Bad News
- ✓ Adjust Your Approach

Appendix A: Interpreting Your Data

Appendix B: Determining the Appropriate Visuals

Course Details

Duration - 1 day

Description - This course will provide you with the methods necessary to prepare and present data to effectively inform or persuade your audience.

Objectives - You will identify how to prepare and present data for effective communication.

Target Audience - This course is intended for a wide range of managers and staff members who need to effectively use data to communicate.

Prerequisites - There are no prerequisite skills needed for this course. Suggested courses: Communication Skills, Business Presentations and Business Writing.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Communicating Across Cultures

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + examine differences between cultures, identify methods of communicating effectively and appropriately with people from different cultures, and describe cultural differences in business protocol.
- + identify methods for creating high-performing, cross-cultural teams, describe strategies for conducting successful multicultural negotiations, and explore ways of effectively resolving conflict in other cultures.

Course Outline

Lesson 1: Communicating Across Cultures

- ✓ Recognize Cultural Differences
- ✓ Communicate in Other Cultures
- ✓ Follow Business Protocol in Other Cultures

Lesson 2: Working with Other Cultures

- ✓ Work in Teams in Other Cultures
- ✓ Negotiate in Other Cultures
- ✓ Resolve Conflict in Other Cultures

Course Details

Duration - 1 day

Description - Increasingly, businesses around the world have become more interconnected, and companies have to think more globally in order to succeed. Despite economic ties with foreign nations, countries can be ill-prepared for doing business abroad, lacking the knowledge and sensitivity to adjust their business behavior to different cultural contexts. This course will provide you with strategies to communicate effectively across cultures.

Objectives - You will communicate and conduct business effectively across cultures.

Target Audience - This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.

Prerequisites - There are no prerequisites for this course. You may find the following Element K courses beneficial:

Negotiating Skills

Managing Conflict

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Negotiating Skills

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + prepare to negotiate in a business environment.
- + initiate negotiations and follow through on their results.
- + negotiate with your partner.
- + follow through on a completed business negotiation.
- + negotiate in unique business circumstances.

Course Outline

Lesson 1: Preparing to Negotiate

- ✓ Establish a Successful Mindset
- ✓ Research the Other Party
- ✓ Determine the Value of the Item Being Negotiated
- ✓ Determine Where You'd Like Negotiations to Take Place
- ✓ Establish Your Best- and Worst-Acceptable Outcomes
- ✓ Research Your Best Alternative to a Negotiated Agreement (BATNA)

Lesson 2: Initiating Negotiation: Establishing the Ground Rules

- ✓ Establish Rapport
- ✓ Establish Your Status
- ✓ Choose the Communication Method for Negotiation
- ✓ Establish the Rules of Engagement
- ✓ Set a Timeline
- ✓ Establish How Negotiation Results Will Be Communicated and Implemented

Lesson 3: Negotiating

- ✓ Encourage the Other Party to Issue the First Proposal
- ✓ Make the First Proposal
- ✓ Counter the Offer or Proposal
- ✓ Accept an Offer or Abort Negotiations
- ✓ Work Through an Impasse

Lesson 4: Following Through

- ✓ Evaluate the Success of the Negotiation
- ✓ Follow Up on the Relationship

Lesson 5: Negotiating in Special Circumstances

- ✓ Cross-Cultural Negotiation
- ✓ Cross-Generational Negotiation
- ✓ Negotiation with Supervisors and Subordinates



Course Details

Duration - 1 day

Description - Objectives - You will perform the basic steps in a business negotiation.

Target Audience - Business professionals who may or may not be in a supervisory position and want to learn negotiating skills.

Prerequisites - There are no prerequisite skills for this course, however, you might be interested in the following related courses: Communication Skills, Business Presentations, and Business Writing: From Email to Proposals.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Customer Service and Troubleshooting

Customer Service

Call Center

Hotline

Trouble Customers

Stress Management

Fundamentals of Customer Service

Course Outline

Lesson 1: Understanding Customer Service

- ✓ Describe Customer Service
- ✓ Identify Customer Expectations
- ✓ Commit Yourself to Providing Excellent Customer Service

Lesson 2: Focusing on the Customer

- ✓ Create a Positive First Impression
- ✓ Identify and Help Meet the Customer's Needs
- ✓ Create a Positive Last Impression

Lesson 3: Handling Complaints

- ✓ Make it Easy for Customers to Complain
- ✓ Resolve the Problem
- ✓ Cope with Upset and Difficult Customers

Lesson 4: Delivering Excellent Customer Service on the Telephone

- ✓ Answer the Telephone
- ✓ Project a Positive Image Using Your Voice
- ✓ Transfer Calls
- ✓ Take Meaningful Messages

Lesson 5: Coping With Stress

- ✓ Describe Stress
- ✓ Take Preventive Measures
- ✓ Overcome Stress
- ✓ Appendix A: Works Cited
- ✓ References and Works Cited



Course Details

Duration - 1 day

Description - Fundamentals of Customer Service provides an overview of the basics of customer service. It provides guidelines and best practices for providing excellent customer service that will enable frontline associates and service staff in back-up and support roles to build, maintain, and increase a loyal customer base.

Prerequisites – Microsoft Word 2000: Level 1

Delivery Method - Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities.

Customer Service

Performance-Based Objectives

- + acquire tools to provide quality customer service and make lasting impressions on customers.
- + explore how customers define the success of your company, as well as a customer's emotional behaviors, and how that sensitivity influences his or her decision making.
- + discover techniques to increase customer satisfaction through your behavior, sensitivity, and respect.
- + examine the techniques for providing service through face-to-face contact, the factors that contribute to the success of that contact, and the benefits of actively listening to your customers.
- + identify the stages of customer management and recognize who your internal customers are. You will also explore value chain management and how to make positive long-term decisions that add value to your company.
- + identify the guidelines for dealing with unreasonable and irate customers.
- + take action to increase the loyalty of the customers you serve.
- + increase sales via customer service.

Course Outline

Lesson 1: The Value of Customer Care

- ✓ Understand Customer Care
- ✓ Customer Care and Motivation
- ✓ Standing Out with Customer Care

Lesson 2: Customers Define Success

- ✓ Trends in Customer Service
- ✓ The Customer Care Equation

Lesson 3: You Make the Difference

- ✓ The Human Touch
- ✓ Applying the Human Touch

Lesson 4: Customer Relationships

- ✓ Face-to-Face Contact
- ✓ Service Face to Face
- ✓ Benefits of Active Listening
- ✓ The Value of Complaints
- ✓ The Service Recovery Process

Lesson 5: Who Is the Customer?

- ✓ Customer Relationship Management
- ✓ Internal Customers
- ✓ Value Chain Management

Lesson 6: Engage Difficult Customers



- ✓ The Unreasonable Customer
- ✓ The Angry Customer
- ✓ The Unhelpful Colleague

Lesson 7: Increasing Customer Loyalty

- ✓ Moments of Truth
- ✓ Analyze Moments of Truth

Lesson 8: Increase Sales via Service

- ✓ Sales Orientation
- ✓ Features and Benefits
- ✓ The Nature of Persuasion



Course Details

Duration – 1 day

Objectives - You will explore the background and techniques of customer interactions.

Target Audience - This course is intended for customer service professionals with any level of experience who want to expand their knowledge, improve their skill set, and increase the understanding of customer benefits.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Customer Service Via Phone and Email

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + manage the customer's initial contact.
- + address the customer's issues.
- + close communications with the customer once all issues have been resolved.

Course Outline

Lesson 1: Managing the Customer's Initial Contact

- ✓ Accept a Customer Contact
- ✓ Address a Customer's Emotional State
- ✓ Address Your Own Emotional State

Lesson 2: Addressing Customer Issues

- ✓ Assess Customer Issues
- ✓ Develop Solutions
- ✓ Negotiate to Reach a Solution

Lesson 3: Closing Communications

- ✓ Upsell Additional Products
- ✓ Conclude Customer Contact
- ✓ Follow Up
- ✓ Release Stress

Course Details

Duration - 1 day

Description - You need to respond to customer service queries via a remote system such as email or the telephone. In order to do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will learn important principles and skills you can utilize as a remote customer service representative.

Objectives - You will practice skills and apply principles for providing customer service remotely, via telephone and the web.

Target Audience - New employees in a telephone or electronic-based customer service role in any industry, or current employees in this role in need of developing these skills.

Prerequisites - Written communication and typing skills; familiarity with telephone, email, and web-based communication tools.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Excellence in Technical Customer Service

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + meet the customer.
- + diagnose the customer's issue.
- + deliver solutions.

Course Outline

Lesson 1: Meeting the Customer

- ✓ Be a “People Person”
- ✓ Represent Your Company
- ✓ Relate to the Customer

Lesson 2: Diagnosing Issues

- ✓ Deal with a Customer's Misrepresentations
- ✓ Determine the Customer's Need
- ✓ Troubleshoot the Customer's Problem

Lesson 3: Delivering Solutions

- ✓ Finalize the Solution
- ✓ Educate the Customer
- ✓ Deliver Bad News
- ✓ Achieve Performance Standards
- ✓ Close the Contact



Course Details

Duration - 1 day

Description - As a provider of customer service in a technical field, you need to interact with customers to address their technical concerns. To do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will apply important principles and skills you can use as a technical customer service representative.

Objectives - You will practice skills and apply principles for providing face-to-face customer service to customers with technical issues.

Target Audience - Customer service professionals providing technical support or service, on-site or by way of call center or email.

Prerequisites - Customer Service Skills

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Dealing with Challenging Customer Interactions

Performance-Based Objectives

- + learn to establish a solid relationship with the customer, so that you may proceed with the interaction in a positive direction.
- + learn to overcome communication issues when dealing with customers.
- + learn to resolve challenging situations with customers.

Course Outline

Lesson 1: Establishing a Solid Customer Relationship

- ✓ Review Customer Service Basics
- ✓ Recognize a Difficult Situation
- ✓ Work Within Your Company's Parameters
- ✓ Handle Simultaneous Customer Contacts
- ✓ Handle a Difficult Customer Interaction

Lesson 2: Overcoming Communication Issues

- ✓ Adapt to the Customer's Personality Style
- ✓ Identify the Customer's Issue
- ✓ Overcome Communication Issues

Lesson 3: Resolving Challenging Situations

- ✓ Educate the Customer
- ✓ Focus on the Issue
- ✓ Overcome Negativity
- ✓ Redirect the Customer
- ✓ Follow Up on a Challenging Situation



Course Details

Duration – 1 day

Objectives - You will explore methods for dealing with common difficult customer interactions.

Target Audience - This course is intended for customer service representatives and any client-facing employee who needs to cope with challenging customer situations, either directly or indirectly. This course is also highly useful to customer service managers, who need to be aware of the potential difficult situations in the field and have a standard means of addressing them.

Prerequisites - To ensure your success, we recommend you first take the following courses, or have equivalent knowledge:

Customer Service Via Phone and Email

Emotional Intelligence

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.





Business Writing Skills

Logic

Reports

Emails

Memos



Logic In Writing Thinking And Problem Solving

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Think creatively, reason lucidly, and express ideas with clarity
- + Writing effective speeches.
- + Compiling properly build business emails
- + Assess your ideas and recognize their relative importance
- + Structure your reasoning into a coherent and transparent argument
- + Analyze your argument to confirm its effectiveness.

Course Outline

Lesson 1: Logic In Writing

- ✓ Why a pyramid structure
- ✓ The substructures within the pyramid
- ✓ How to build a pyramid structure
- ✓ Fine points of introductions
- ✓ Deduction and induction: the difference
- ✓ How to highlight the structure

Lesson 2: Logic in Thinking

- ✓ Questioning the order of a grouping
- ✓ Questioning the problem-solving process
- ✓ Questioning the summary statement
- ✓ Putting it into readable words

Lesson 3: Problem Solving

- ✓ Monitor. Assess. Analyze.
- ✓ Facts. Cause. Consequences.
- ✓ Problem Solving Techniques.

Course Details

Duration – 1 day

Description – The clear communication of ideas, whether to clients, colleagues or the management board, is a key factor in determining personal success. Applying the Pyramid Principle will enable you to present your thinking so clearly that the ideas move off the page and into the reader's mind with a minimum of effort and a maximum of effect.

Objectives - Bring your ideas to life.

Target Audience – This course is intended for managers, team leads, technical writers, sales and services specialists.

Prerequisites – N/A.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Effective Business Writing

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + organize and write clear and concise email and instant messages that are appropriate to your company's business culture.
- + write effective business communications.
- + write letters that are clear, precise, and appropriate to your audience.
- + organize and write a business proposal, complete with visuals, and an executive summary that employ effective strategies of persuasion.

Course Outline

Lesson 1: Writing Email and Other Electronic Communication

- ✓ Organize Your Materials
- ✓ Write an Email
- ✓ Write Instant Messages

Lesson 2: Writing Effective Business Communication

- ✓ Analyze Your Audience
- ✓ Write an Internal Announcement
- ✓ Write an Email Responding to Routine Requests
- ✓ Write an Email to Respond Positively to Customer Complaints
- ✓ Write Bad-News Messages

Lesson 3: Writing a Business Letter

- ✓ Write a Business Letter
- ✓ Write a Thank-You Letter

Lesson 4: Writing Business Proposals

- ✓ Persuade Your Audience
- ✓ Write an Executive Summary
- ✓ Use Visuals

Course Details

Duration – 1 day

Description – Though businesses increasingly rely on technology, technological skills alone do not guarantee success in the workplace. You must still develop your ideas, express them clearly, and persuade others of their viability. This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.

Objectives - You will organize and write effective business documents.

Target Audience – This course is for individuals who need to write clearly and concisely in a professional environment.

Prerequisites - To ensure your success, we recommend you first take the following Element K course or have equivalent knowledge:

- + Grammar Essentials
- + Microsoft Office Word
- + Microsoft Office Outlook

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Advanced Business Writing

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + focus your document.
- + communicate to your audience effectively.

Course Outline

Lesson 1: Focusing Your Document

- ✓ Determine Your Purpose
- ✓ Determine Your Audience

Lesson 2: Communicating to the Audience Effectively

- ✓ Planning the Writing Project
- ✓ Using Informative and Persuasive Techniques

Course Details

Duration – 1 day

Description – As a first-time manager, you will have the responsibility to write business documents that will help support the goals of your company. In order to successfully create a variety of business documents, you need to thoroughly understand which documents work best for specific situations and how to produce them. In this course, you will learn how to choose the best document to use and prepare to write the document to help you achieve your business goals.

Objectives - You will identify specific presentation techniques for various business documents, including business plans, proposals, project plans, contracts, strategic plans, reports, procedures, and policies, and the methods of preparing those documents for your intended audience.

Target Audience – First-time managers who want to build their skills to write well-organized and convincing business documents.

Prerequisites - Business Writing

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Business Case Writing

Performance-Based Objectives

- + demystify business case writing by identifying all the required elements of a business case.
- + examine a sample business case.

Course Outline

Lesson 1: Demystifying Business Case Writing

- ✓ Identify the Elements of a Business Case

Lesson 2: Debriefing a Sample Business Case

- ✓ Debrief a Sample Business Case

Appendix A: Business Case Template

Appendix B: Sample Business Case

Course Details

Duration – 0.5 day

Objectives - You will identify the elements of a business case, find out how to gather and present all the critical information, and make a compelling argument in favor of funding. You will also learn about the relationship building that underlies the most effective business cases, and find out how you can partner with others in your organization to build a better business case.

Target Audience - This course is geared toward business professionals who are new to business case writing or who seek guidance on best practices related to business case writing.

Prerequisites – None

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Writing for a Global Audience

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + create a localization strategy, analyze content to identify problem areas, and write content suitable to be localized.

Course Outline

Lesson 1: Preparing Content for Localization

- ✓ Prepare to Localize Content
- ✓ Identify Cultural Language Patterns
- ✓ Write for Localization

Course Details

Duration – 1 day

Description – You are a content developer with a project to localize content into other languages. You have already written the text, or you are planning to write it, and you want to have the content localized as cost effectively as possible. You need to identify and eliminate cultural language patterns from your source content, so that you can effectively and efficiently localize the content. In this course, you will prepare content for localization

Objectives - You will prepare content for localization.

Target Audience – This course is intended for content developers, trainers, marketing professionals, writers of documentation and technical specification, and product developers who need to create content that is effective and appropriate for a global audience.

Prerequisites - Understanding of business processes with experience in practical leadership, leading and managing teams, and managing change.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Project Management Skills

Project Management

Delegation Authority

Project Teams

Project Management Fundamentals: (Second Edition)

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + identify the key processes and requirements of project management.
- + initiate a project.
- + plan for time and cost.
- + plan for project risks, communication, and change control.
- + manage a project.
- + execute the project closeout phase.

Course Outline

Lesson 1: Getting Started with Project Management

- ✓ Describe a Project
- ✓ Describe the Project Management Life Cycle
- ✓ Identify the Role of a Project Manager

Lesson 2: Initiating a Project

- ✓ Determine the Scope of a Project
- ✓ Identify the Skills for a Project Team
- ✓ Identify the Risks to a Project

Lesson 3: Planning for Time and Cost

- ✓ Create a Work Breakdown Structure
- ✓ Sequence the Activities
- ✓ Create a Project Schedule
- ✓ Determine Project Costs

Lesson 4: Planning for Project Risks, Communication, and Change Control

- ✓ Analyze the Risks to a Project
- ✓ Create a Communication Plan
- ✓ Plan for Change Control

Lesson 5: Managing a Project

- ✓ Begin Project Work
- ✓ Execute the Project Plan
- ✓ Track Project Progress
- ✓ Report Performance
- ✓ Implement Change Control

Lesson 6: Executing the Project Closeout Phase

- ✓ Close a Project
- ✓ Create a Final Report



Course Details

Duration - 1 day

Description - Successfully managing a project requires effective planning and adherence to the industry's best practices in every step of the process. By understanding the fundamentals of project management, you will be better prepared to initiate a project in your organization and position it for success. In this course, you will identify effective project management practices and their related processes.

Objectives - You will examine the elements of sound project management and apply the generally recognized practices to successfully manage projects.

Target Audience - This course is designed for individuals whose primary job is not project management, but who manage projects on an informal basis. Also, anyone who is considering a career path in project management and desiring a complete overview of the field and its generally accepted practices can take up this course.

Prerequisites - To ensure your success, it is recommended that you first take the following Element K courses: Word 2000, Word 2002, Word 2003, or Microsoft® Office Word® 2007: Level 1; or have equivalent knowledge. Some on-the-job experience in participating in managed projects would be preferable.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Project Management Professional (PMP®) Certification

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + describe professional project management.
- + initiate a project.
- + plan project work.
- + develop project schedules.
- + develop cost estimates and budgets.
- + plan project quality, staffing, and communications.
- + analyze risks and plan risk responses.
- + plan project procurement.
- + manage project procurement.
- + execute project work.
- + monitor and control project work.
- + monitor and control project schedule and costs.
- + monitor and control project quality, staffing, and communications.
- + monitor and control project risk and contracts.
- + close the project.

Course Outline

Lesson 1: Professional Project Management

- ✓ Project Management Processes
- ✓ Professional and Social Responsibilities

Lesson 2: Initiating a Project

- ✓ Project Management Context
- ✓ Project Selection
- ✓ Prepare a Project Statement of Work
- ✓ Create a Project Charter
- ✓ Develop a Preliminary Project Scope Statement

Lesson 3: Planning Project Work

- ✓ The Elements of the Project Management Plan
- ✓ Create a Scope Management Plan
- ✓ Create a Scope Statement
- ✓ Develop a Work Breakdown Structure

Lesson 4: Developing Project Schedules

- ✓ Create an Activity List
- ✓ Create a Project Schedule Network Diagram
- ✓ Estimate Activity Resources
- ✓ Estimate Activity Durations
- ✓ Draft a Project Schedule
- ✓ Identify the Critical Path
- ✓ Optimize the Project Schedule

Lesson 5: Developing Cost Estimates and Budgets



- ✓ Estimate Project Costs
- ✓ Estimate the Preliminary Cost Baseline
- ✓ Reconcile Funding and Costs

Lesson 6: Planning Project Quality, Staffing, and Communications

- ✓ Create a Quality Management Plan
- ✓ Document the Project Roles, Responsibilities, and Reporting Relationships
- ✓ Acquire the Project Team
- ✓ Create a Communications Management Plan

Lesson 7: Analyzing Risks and Planning Risk Responses

- ✓ Create a Risk Management Plan
- ✓ Identify Project Risks and Triggers
- ✓ Perform Qualitative Risk Analysis
- ✓ Perform Quantitative Risk Analysis
- ✓ Develop a Risk Response Plan

Lesson 8: Planning Project Procurement

- ✓ Prepare a Contract Statement Of Work
- ✓ Prepare a Procurement Document

Lesson 9: Managing Project Procurement

- ✓ Request Seller Responses
- ✓ Select Sellers

Lesson 10: Executing Project Work

- ✓ The Direct and Manage Project Execution Process
- ✓ Execute a Quality Assurance Plan
- ✓ Develop the Project Team
- ✓ Distribute Project Information
- ✓ Establish a Schedule Baseline
- ✓ Develop a Change Control System

Lesson 11: Monitoring and Controlling Project Work

- ✓ The Monitor and Control Project Work Process
- ✓ Utilize the Change Control Process
- ✓ Review Deliverables and Work Results
- ✓ Control the Project Scope

Lesson 12: Monitoring and Controlling Project Schedule and Costs

- ✓ Control the Project Schedule
- ✓ Control Project Costs

Lesson 13: Monitoring and Controlling Project Quality, Staffing, and Communications

- ✓ Perform Quality Control
- ✓ Manage the Project Team
- ✓ Report on Project Performance
- ✓ Manage Stakeholder Relationships and Expectations

Lesson 14: Monitoring and Controlling Project Risk and Contracts

- ✓ Monitor and Control Project Risk
- ✓ Administer a Contract

Lesson 15: Closing the Project



- ✓ Close the Project Administratively
- ✓ Close Project Contracts

Appendix A: PMP Certification Mapping



Course Details

Duration – 40 hours (5.0 day)

Description - Your ability as a project manager to demonstrate best practices in project management—both on the job and through professional certification—is becoming the standard to compete in today's fast-paced and highly technical workplace.

Objectives - You will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI®) to successfully manage projects.

Target Audience - This course is designed for experienced project managers who want to increase their project management skills, apply a standards-based approach to project management, and prepare for Project Management Institute, Inc. (PMI®) Project Management Professional (PMP®) Certification.

Prerequisites - To ensure your success, we recommend you first take the following Element K courses or have equivalent knowledge:

Microsoft Word 2000, 2002, 2003 or Microsoft Office Word 2007, Level 1

You should also have some work experience in the area of project management and be familiar with general project-management terms and concepts.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Project Management Skills for Non-Project Managers

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + plan the project and its parameters, including its scope, requirements, resources, and constraints.
- + implement the project plan, which includes putting the work of the project in motion and delegating tasks, and then monitoring the progress of the project and managing changes as they arise.

Course Outline

Lesson 1: Planning the Project

- ✓ Define the Project Requirements
- ✓ Create Your Project Plan

Lesson 2: Implementing the Project Plan

- ✓ Execute the Project Plan
- ✓ Monitor the Progress of the Project
- ✓ Negotiate for Success
- ✓ Evaluate the Process



Course Details

Duration – 1 day

Description - Although you are not formally employed as a project manager, you may occasionally be called on to lead a small- to medium-sized project for your company. In this course, you will strategically plan a project so that you can achieve the desired results on time and on budget. You will identify its requirements and the resources you have to work with, monitor the project's progress, and mitigate the related obstacles so that you can lead a team in bringing the project to a successful completion. This course will give you the basics on the project management process and the tools needed to manage small- to medium-size projects.

Objectives - You will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives.

Target Audience - This course is intended for a wide range of managers and staff members who need to successfully manage small- to medium-sized projects.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Managing Project Teams

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Get to know your team.
- + Manage your team.

Course Outline

Lesson 1: Knowing Your Team

- ✓ Identify Elements of a Team
- ✓ Interaction Within a Team
- ✓ Communicate with the Team
- ✓ Identify Standards

Lesson 2: Managing Your Team

- ✓ Identify Management Needs
- ✓ Provide Feedback
- ✓ Maintain Team Momentum
- ✓ Identify Management Challenges
- ✓ Close Out a Project



Course Details

Duration – 1 day

Description - You want to create and maintain a successful team. Learning how to effectively manage a team is the first step to realizing your goal. In this course, you will determine how to manage the team so that it remains effective.

Objectives - You will identify ways of building a team, apply strategies for managing a working team, and identify ways of effectively decommissioning a team.

Target Audience - This course is intended for individuals charged with successfully leading a team.

Prerequisites - It is recommended that you have familiarity with the use of teams in the workplace and complete the following courses prior to taking this course:

Practical Leadership

Motivating Your Employees

Change Management

Delivery Method - Instructor-led, group-paced, classroom-delivery learning model with structured hands-on activities.

Project Management for Technical Teams

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Plan the project and its parameters, including its scope, requirements, resources, and constraints.
- + Implement the project plan, which includes putting the work of the project in motion and delegating tasks, and then monitoring the progress of the project and managing changes as they arise.

Course Outline

Lesson 1: Planning the Project

- ✓ Define the Project Requirements
- ✓ Create Your Project Plan

Lesson 2: Implementing the Project Plan

- ✓ Execute the Project Plan
- ✓ Monitor the Progress of the Project
- ✓ Negotiate for Success
- ✓ Evaluate the Process



Course Details

Duration – 1 day

Description – N/A

Objectives - You will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives.

Target Audience – This course is intended for a wide range of managers and staff members who need to successfully manage small- to medium-sized projects.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Managing Outsourced Projects as an IT Vendor

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + recognize the fundamentals of outsourcing.
- + discuss vendor selection, pricing models, and the contracting process.
- + describe the importance of work transition and people management.
- + examine how to manage an outsourced operation.
- + describe client relationship management and program governance.
- + describe best practices for the financial management of outsourced projects and project closure.

Course Outline

Lesson 1: Understanding the Fundamentals of Outsourcing

- ✓ Examine the Basics of Outsourcing
- ✓ Examine the Models of Outsourcing
- ✓ Examine the Outsourcing Life Cycle

Lesson 2: Examining Negotiations and Contract Management

- ✓ Identify the Steps in Vendor Qualification and Selection
- ✓ Examine the Pricing Models
- ✓ Implement Contracting

Lesson 3: Managing Transition and People

- ✓ Examine Transition Management
- ✓ Examine People Management

Lesson 4: Managing Outsourced Operations

- ✓ Implement Project Management Practices in Outsourcing
- ✓ Implement Configuration, Risk, and Change Management
- ✓ Examine Issue Management

Lesson 5: Examining Client Relationships and Program Governance

- ✓ Implement Client Relationship Management
- ✓ Examine Program Governance

Lesson 6: Managing Finances and Project Closure

- ✓ Examine the Financial Management of Outsourced Projects
- ✓ Explore Knowledge Transition and Management During Project Closure



Course Details

Duration – 1 day

Description - You are familiar with the management of IT projects. Outsourced IT projects need to be managed a bit differently than regular IT projects. In this course, you will examine the management of outsourced projects as an IT vendor.

Objectives - You will examine the management of outsourced projects as an IT vendor.

Prerequisites - The following CAC courses are recommended but are not mandatory:

Project Management for Technical Teams

Basics of Effective Communication (Second Edition)

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Sales Training

Selling Skills

CRM



Fundamentals of Selling:

Performance-Based Objectives

Select a sales approach so that it matches the sales situation and the needs of the buyer.

- + Prepare for each sales encounter and sell using the sales cycle so that increased sales are achieved.
- + Find and qualify a sales prospect so that the prospect is likely to benefit from and buy the product or service being sold.
- + Make a sales presentation and close the sale so that the customer is satisfied with the deal.
- + Follow up after a sales call so that a successful ongoing sales relationship is built with the buyer.

Course Outline

Lesson 1: Selling Basics

- ✓ Identify Buyer Motivations
- ✓ Identify Types of Selling
- ✓ Select a Sales Approach
- ✓ Communicate with Prospective Customers

Lesson 2: Preparing to Sell

- ✓ Prepare Yourself to Sell
- ✓ Sell Using the Sales Cycle

Lesson 3: Finding and Qualifying Prospects

- ✓ Identify Potential Sources for Finding Sales Leads
- ✓ Develop an Ideal Customer Profile
- ✓ Qualify Sales Prospects

Lesson 4: Making the Presentation and Closing the Sale

- ✓ Get to Know Your Prospect
- ✓ Plan Your Presentation
- ✓ Give Your Presentation
- ✓ Close the Sale

Lesson 5: Following Up After the Sales Call

- ✓ Determine the Appropriate Follow-up Method
- ✓ Develop a Customer Service Program

Appendix A: Works Cited

References and Works Cited Topic

Course Details

Duration - 1 day

Description - Fundamentals of Selling provides an overview of the basics of selling with an emphasis on the different stages of the sales cycle. It provides guidelines and best practices for preparing to sell, finding and qualifying prospects, making sales presentations, negotiating the close, and following up after the sale. By applying the tools and techniques presented in this course, sales professionals will benefit by increasing their sales efficiency and effectiveness.

Prerequisites - There are no prerequisites for this course.

Delivery Method - This course is designed for instructor-led, group paced classroom-delivery, providing students with structured hands-on activities.



Client Relationship Management

Performance-Based Objectives

- + manage client relationships during the project initiation and planning.
- + manage client relationships during project implementation and close-out.
- + manage interaction-based causes of project failure.

Course Outline

Lesson 1: Managing Relationships During Initiation and Planning

- ✓ Understand the Project Life Cycle
- ✓ Maximize Client Satisfaction
- ✓ Manage the Four Dimensions of Relationships
- ✓ Build Relationships During the Project Initiation
- ✓ Develop Relationships During Project Planning

Lesson 2: Managing Relationships During Execution and Close-Out

- ✓ Manage Interactions During Project Implementation
- ✓ Perform a Close-Out to Extend Relationships
- ✓ Exceed a Client's Expectations with a Service Plan

Lesson 3: Managing Interaction-Based Causes of Project Failure

- ✓ Examine Interaction-Based Causes of Project Failure
- ✓ Manage the Failure of an Unclear Definition
- ✓ Overcome Problems with Risk Management
- ✓ Deal with the Failures of Poorly Managed Handoffs
- ✓ Manage the Failure of Untested Assumptions
- ✓ Manage a Lack of Sound Communication

Course Details

Duration – 1 day

Objectives - You will manage client relationships during various phases of a project's life cycle.

Target Audience - This course is intended for managers, supervisors, team leaders, and individual contributors that need to manage relationships with critical customers.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Global Marketing

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + analyze your global markets.
- + position your global product.

Course Outline

Lesson 1: Analyzing Your Global Market

- ✓ Determine the Degree of Political Risk
- ✓ Analyze Your Global Markets
- ✓ Develop a Global Distribution Strategy
- ✓ Develop a Foreign-Market Entry Strategy

Lesson 2: Positioning Your Global Product

- ✓ Analyze Cultural Barriers to Market Entry
- ✓ Position Your Global Product
- ✓ Price Your Global Product
- ✓ Brand Your Global Product

Course Details

Duration – 1 day

Description – When it comes to trade, national borders have eroded. Increasingly, maintaining an isolationist position as a country has become difficult for corporations as well as nation-states. An ambitious company may not only distribute its goods globally, it may establish production facilities abroad, agree to joint ventures, and strive to integrate itself into foreign markets. In many respects, global marketing obeys the basic marketing principles you use domestically, but the global scope presents a number of unique problems. In this course, you will learn the essentials of global marketing.

Objectives - You will learn how to construct a global marketing strategy.

Target Audience – This course is designed for business people with knowledge of basic marketing practices, as well as inexperienced marketing professionals.

Prerequisites - To ensure your success, we recommend you first take the following Element K courses or have equivalent knowledge:

- + Project Management Skills for Non-Project Managers
- + Getting the Results Without the Authority
- + Marketing Essentials

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with



HR and Development

Optimization

Recruiting

Talent Development

Trainers Development

Corporate Culture

HR Optimization

Performance-Based Objectives

- + create and maintain a talented workforce.
- + manage employees.
- + create a development plan.
- + communicate effectively..

Course Outline

Lesson 1: Creating and Maintaining a Talented Workforce

- ✓ Hire Quality Employees
- ✓ Create a Diverse Workforce
- ✓ Compensate Employees
- ✓ Create a Benefits Package

Lesson 2: Managing Employees

- ✓ Measure Human and Organizational Capital
- ✓ Manage Change
- ✓ Manage Performance

Lesson 3: Creating Development Plans

- ✓ Improve HR Processes
- ✓ Build Development Plans
- ✓ Develop Leadership Skills

Lesson 4: Communicating Effectively

- ✓ Communicate Clearly
- ✓ Foster Cooperative Employee Relations
- ✓ Position Human Resources

Appendix A: Affirmative Action Decisions

Appendix B: Learning Options

Appendix C: Senior Management Job Rating Scales

Appendix D: Senior Management Personal Ratings

Appendix E: History of Human Resources



Course Details

Duration – 1 day

Description – N/A

Objectives - You will optimize your human resources practices.

Target Audience – Human resources personnel, as well as first-time managers.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Strategic Development of Talent

Performance-Based Objectives

- + develop a strategic development plan.
- + analyze your organization's development needs.
- + develop a learning organization.

Course Outline

Lesson 1: Creating a Strategic Development Plan

- ✓ Build a Strategic Business Plan
- ✓ Formulate a Training Purpose Statement
- ✓ Choose a Talent Development Approach
- ✓ Identify Job Competencies

Lesson 2: Choosing a Development Strategy

- ✓ Conduct a Comprehensive Needs Assessment
- ✓ Collect Employee Data
- ✓ Scan the Environment
- ✓ Choose an Organizational Strategy
- ✓ Educate Employees

Lesson 3: Developing a Learning Organization

- ✓ Develop Your Organization
- ✓ Develop Non-Employees
- ✓ Develop a Training Curriculum



Course Details

Duration – 1 day

Description – N/A

Objectives - You will strategically develop talent in your organization.

Target Audience – This course is intended for training developers and human resource personnel, although it also provides valuable information to executives interested in sponsoring training programs.

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Developing and Presenting Successful Training for Non-Training Professionals / New Trainers

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + identify the training needs of your audience and the business requirements of your sponsor.
- + develop your training.
- + present your training

Course Outline

Lesson 1: Identifying the Training Needs

- ✓ Establish the Training Charter
- ✓ Perform a Needs Analysis

Lesson 2: Creating Content

- ✓ Develop Classroom Content
- ✓ Write Engaging Instructional Material
- ✓ Develop Activities
- ✓ Develop Assessments
- ✓ Develop Visuals

Lesson 3: Presenting Your Training

- ✓ Assess Your Strengths as a Trainer
- ✓ Present Your Classroom Training
- ✓ Manage Your Classroom Training
- ✓ Present Your Remote Training
- ✓ Improve Your Training

Appendix A: Activity: Establishing Your Training Charter

Appendix B: Needs Analysis Report Template

Appendix C: Sample Training Outline

Appendix D: Activity: Writing Engaging Instructional Material

Appendix E: Activity: Developing Activities

Appendix F: Activity: Presenting Your Training

Appendix G: Activity: Presenting Your Remote Training



Course Details

Duration - 1 day

Objectives - You will perform the basic steps in a business negotiation.

Description – You may have spent years honing your skills and developing expertise in a subject area. Your colleagues recognize the depth of your knowledge and your keen ability to zero in on problems and elegantly resolve them. But now you've been thrust into a training role—you are not only required to exercise your skills, but communicate your knowledge to others. For many who assume a training role, that transition is not easy. Training involves a specific set of skills that an expert in a particular field may not possess. In this course, you will learn how to develop and present successful training.

Target Audience - Anyone expected to provide training to an audience, especially those who may not have previous training experience.

Prerequisites – To profit the most from this course, you should be familiar with common word processing and presentation software packages. In addition, you should consider completing the following Element K business skills courses: Emotional Intelligence, Presentation Skills, and Basics of Effective Communication.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Корпоративная Культура Организации

Основные Оценочные Параметры:

- + Определение основ правил корпоративных отношений и культуры общения;
- + Раскрыть природу этики корпоративных отношений, сущность и основные принципы;
- + Усиление единого корпоративного духа;
- + Установление корпоративных правил.

Краткое Содержание Тренинга

Урок 1: Типы корпоративной культуры

- ✓ Задачи службы управления персоналом по развитию корпоративной культуры
- ✓ Стили управления
- ✓ Виды Корпоративной культуры

Урок 2: Анализ имеющейся корпоративной культуры

- ✓ Корпоративная и организационная структура,
- ✓ Определение слабых сторон в устоявшейся системе корпоративных правил, методы анализа и оценки,
- ✓ «Писанные» и «неписанные» правила;

Урок 3: Формализация корпоративной культуры

- ✓ Определение и разработка документов для внедрения корпоративной культуры, корпоративный кодекс, внутренние правила и стандарты,
- ✓ «Паспорт» для сотрудников;

Урок 4: Внедрение корпоративной культуры

- ✓ Цели, миссия, политика компании, «борьба с устоями»,
- ✓ Внутрикорпоративный PR
- ✓ Корпоративное позиционирование, планирование
- ✓ Организация и управление корпоративными мероприятиями,

Полученные результаты

- + Знания и навыки в определении корпоративных правил,
- + Стратегии и способы внедрения Корпоративной Культуры,
- + Развитие, поддержание и актуализация Сложившейся Культуры;



Детали Тренинга

Продолжительность – 8 часов

Описание – В любой компании, любого возраста есть сложившаяся Корпоративная Культура. Но зачастую она существует отдельно от целей, миссии и политики компании, тем самым тормозя или нарушая сам процесс деятельности. Этот тренинг рассчитан на выявлении слабых, определение необходимых сторон Корпоративной Культуры, внедрение инструментов направляющих жизни деятельность Компании в необходимое русло.

Цель Тренинга: Вы научитесь создавать здоровую атмосферу в компании, направлять сотрудников на достижение необходимых для компании целей.

Целевая Аудитория – Сотрудники отдела по работе с персоналом, менеджмент задействованный в стратегическом управлении персоналом

Формат Тренинга – Презентация, кейсы, групповая работа над практическими заданиями.

Язык тренинга – Русский.

Change Management for Employees

Performance-Based Objectives

- + describe change in the workplace, and effective strategies for change management.
- + define the POISS Model of change analysis, and identify the steps of analyzing change.
- + define anticipating and embracing change, and identify best practices for both.

Course Outline

Lesson 1: Understanding Change

- ✓ Assess Your Reaction to Change
- ✓ Cope with Stress
- ✓ Cope with Fear
- ✓ Conduct Informational Interviews

Lesson 2: Analyzing Change

- ✓ Conduct a Change Analysis
- ✓ Study the Competition

Lesson 3: Embracing Change

- ✓ Anticipate Change
- ✓ Identify Best Practices for Reframing Change
- ✓ Identify Best Practices for Embracing Change



Course Details

Duration – 0.5 day(s)

Description - Everyone who works in the business world today is faced with constant changes and is expected to adapt. In this course, students will identify methods for solving problems resulting from workplace changes. Students will define change management and identify strategies for effectively preparing for change, coping with reaction to change, and becoming an agent of change in their working lives.

Objectives - You will identify ways to solve problems related to change on the job, including recognizing, anticipating, and effectively managing change. You will also define change management, identify change-management strategies, define the psychological process of moving through change, identify ways of preparing for change, and explore ways to embrace change on an ongoing basis.

Target Audience – This course is for any professional who is experiencing or anticipating change within the work environment.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Recruiting the Workforce of the Future

Performance-Based Objectives

- + evaluate current credential requirements and develop new ones to reflect the changing times.
- + develop a compelling recruiting message.
- + develop their recruiting campaigns.
- + select the right employee based on skill and performance measures.

Course Outline

Lesson 1: Profiling the Employee of the Future

- ✓ Reassess Traditional Credential Requirements
- ✓ Develop Skill and Performance Criteria

Lesson 2: Developing a Compelling Recruiting Message

- ✓ Brand Yourself as an Employer
- ✓ Understand the Eight Essential Factors
- ✓ Create Your Message

Lesson 3: Planning Your Recruiting Campaign

- ✓ Dissect Recruiting Campaigns
- ✓ Target Your Market
- ✓ Execute the Campaign
- ✓ Manage the Campaign

Lesson 4: Selecting the Right Employee

- ✓ Develop a Selection Process
- ✓ Conduct the Interview

Appendix A: Critical Skills to Look for in the Workforce of the Future



Course Details

Duration – 1 day

Objectives - You will develop the skills you need to develop the right-sized workforce for today's business needs. You will explore traditional hiring criteria and create new, more appropriate employee profiles. You will also creatively develop a compelling message to attract applicants. Additionally, you will plan a successful recruiting campaign. Your capstone activity in this course and in recruiting will be to select the right employee to complete the task at hand.

Target Audience - This course is intended for human resource professionals with some level of experience with recruiting who want to position their companies for success through strategic recruiting initiatives.

Prerequisites – None.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Specialized Business Functions

Information technologies

e-Business Solutions

Material Control

Security



Logistics and Materials Management Training

Performance-Based Objectives

Course Outline

Lesson 1: Business Organization

- ✓ Types of Activities
- ✓ Reasons for Organization
- ✓ Organization Structure
- ✓ Organization's Objectives
- ✓ Business Processes
- ✓ Operating Environment

Lesson 2: Supply Chain as part of Business Organization

- ✓ Supply Chain Concept
- ✓ Information and Materials Flow
- ✓ Internal Business relations and communications
- ✓ External Business relations and communications
- ✓ Project Planning
- ✓ Resources, Materials and Services Demand
- ✓ Purchasing and Procurement
- ✓ Distribution

Lesson 3: Logistics and Materials Management as part of Supply Chain

- ✓ Introduction to Logistics and Materials Management
- ✓ Resources, Equipment and Materials Planning
- ✓ Master Scheduling
- ✓ Forecasting
- ✓ Inventory Management
- ✓ Warehouse
- ✓ Materials Movements
- ✓ Transportation
- ✓ Associated Costs Control

Course Details

Duration – 1 day

Description –

Objective –

Target Audience – Logistics and Materials specialists

Prerequisites - There are no prerequisites for this course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



Strategic IT Planning Skills

Performance-Based Objectives

- + prepare for the strategic IT planning process.
- + initiate the strategic IT planning process.
- + develop a strategic IT plan.
- + execute the plan

Course Outline

Lesson 1: Preparing for the Strategic IT Planning Process

- ✓ Overview of Strategic IT Planning
- ✓ Establish a Strategic IT Planning Committee
- ✓ Establish a Strategy Project Plan

Lesson 2: Initiating the Strategic IT Planning Process

- ✓ Establish Strategic Foundations
- ✓ Scan the External Environment
- ✓ Scan the Organization
- ✓ Scan the IT Department

Lesson 3: Developing a Strategic IT Plan

- ✓ Derive IT Goals
- ✓ Convert Goals into an Action Plan
- ✓ Identify Requirements
- ✓ Perform an Investment Analysis

Lesson 4: Executing the Plan

- ✓ Document the Plan
- ✓ Assign Responsibility and Authority
- ✓ Establish a Monitoring System

Course Details

Duration – 1 day

Description – N/A

Objectives - You will develop an approach to formulate strategic IT programs and initiatives critical for effectively leading and managing an organization.

Target Audience – The Target Audience for this course is an IT manager and other senior professionals responsible for strategic IT planning in an organization.

Prerequisites - Understanding of business processes with experience in practical leadership, leading and managing teams, and managing change.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



E-Business: Enterprise Wide Planning

Performance-Based Objectives

Performance-Based Objectives help students learn the material and enable the instructor to observe that the objective has been successfully completed by each student. Upon completion of this course, students will be able to:

- + Write vision and mission statements for your E-Business and select planning strategies to carry out those statements.
- + Perform a market analysis to help shape your E-Business plan.
- + Select an E-Business model(s), Web site model(s), and Web strategies for your own E-Business.
- + Evaluate and make decisions regarding the internal operation functions for your E-Business.
- + Create a marketing strategy for your E-Business.
- + Develop a financial plan for your E-Business.
- + Write an E-Business plan using the components of a traditional business plan.

Course Outline

Lesson 1: Planning and Strategies

- ✓ Company Vision and Mission Statements
- ✓ E-Business Strategies
- ✓ E-Business Planning Strategies

Lesson 2: Market Analysis

- ✓ Essential Data

Lesson 3: E-Business Model Considerations

- ✓ The E-Business Models
- ✓ Web Site Models

Lesson 4: Operation Plan

- ✓ Operation Plan Essentials

Lesson 5: Marketing Plan

- ✓ Comparing Web Marketing to Traditional Marketing
- ✓ Determining the Marketing Program

Lesson 6: Financial Plan

- ✓ Essential Financial Plan Elements
- ✓ Financial Benefits of an E-Business

Lesson 7: Components of a Business Plan

- ✓ The Elements That Make Up a Business Plan

Course Details

Duration – 1 day

Description – Creating an E-Business entails much more than establishing a Web site. It requires careful and thorough planning. E-Business: Enterprise Wide Planning shows students how to plan an E-Business. Topics such as planning strategies, market analysis, E-Business models, and financing are among the pertinent areas of planning for an E-Business that are explored in this course. Students will learn how to apply planning techniques in these areas in order to use when creating their own E-Businesses.

Objectives - After taking this course, students will be better equipped to plan their own E-Businesses.

The next course in the Business & Strategy path is E-Business: Enterprise Wide Project Implementation and Management

Target Audience – The Target Audience for this course is a decision-making businessperson who wants to establish an E-Business.

Prerequisites - To ensure your success, we recommend you first take the following Element K course or have equivalent knowledge:

E-Business : Fundamentals of E-Commerce , E-Business : Practical Applications , E-Business : Fundamentals of Enterprise Wide Infrastructure

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



E-Business: Fundamentals of E-Commerce

Performance-Based Objectives

Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to:

- + Discuss fundamental aspects of E-Commerce, a brief history of the Internet and its influence on E-Commerce, the validity of popular E-Commerce myths, and why E-Commerce is increasingly being integrated into the business model.
- + Discuss customer relationship management, enterprise resource planning, supply chain management, e-procurement, and knowledge management.
- + Discuss common implementation costs, transactions and security concerns, staffing issues related to E-Commerce, and the international marketplace.
- + Discuss different planning, risk management, and metric identification techniques for measuring the success of E-Commerce initiatives.
- + Review marketing statistics on Internet user behavior, different types of marketing communications pieces, and visibility-raising marketing strategies for an E-Commerce presence on the World Wide Web.
- + Research information about E-Commerce-related software, hardware, and service providers.

Course Outline

Lesson 1: Overview of E-Commerce

- ✓ Defining E-Commerce
- ✓ History of the Internet and E-Commerce
- ✓ Dispelling E-Commerce Myths
- ✓ Why E-Commerce?

Lesson 2: The E-Commerce Domain

- ✓ Customer Relationship Management (CRM)
- ✓ Enterprise Resource Planning (ERP)
- ✓ Supply Chain Management (SCM)
- ✓ E-Procurement
- ✓ Knowledge Management

Lesson 3: Facing Challenges in E-Commerce

- ✓ Costs Involved in E-Commerce
- ✓ Internet Transactions
- ✓ Security Concerns
- ✓ Staffing Concerns
- ✓ The International Marketplace

Lesson 4: Achieving Goals in E-Commerce

- ✓ Planning Techniques for Implementing E-Commerce Solutions
- ✓ Evaluating Risk in E-Commerce Planning
- ✓ Measuring the Success of E-Commerce Initiatives

Lesson 5: Developing E-Commerce Marketing Strategies

- ✓ Internet Statistics: A Reference
- ✓ Marketing Communication's on the Web: A Reference
- ✓ Marketing on the Internet: A Reference
- ✓ Topic title

Lesson 6: E-Commerce: Hardware, Software, and Service Providers

- ✓ Identifying Software Involved in E-Commerce
- ✓ Identifying Hardware Involved in E-Commerce
- ✓ Identifying Service Providers Involved in E-Commerce



Course Details

Duration – 1 day

Description – E-Business: Fundamentals of E-Commerce is an introductory-level course designed to provide the student with a basic understanding of some of the fundamental concepts related to E-Commerce.

Objectives - By taking E-Business: Fundamentals of E-Commerce, you will begin the study of foundation coursework in the CAC E-business curriculum. The next course, E-Business: Practical Applications, examines E-Business case studies in a problem-solution format. Once these two courses are completed, you are ready to follow the Business; Strategy path or the Technology; Implementation path, depending on your job role and interest. The Business; Strategy path is geared toward business decision makers and project managers. The Technology & Implementation path focuses on development and is geared toward developers and programmers.

Target Audience – The Target Audience for this course is a business professional interested in obtaining some introductory knowledge of E-Commerce.

Prerequisites –

- + Technical Introduction to the Internet (suggested)
- + Familiarity with basic Internet-related activities, such as using a Web browser and sending email.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

E-Business: Fundamentals of Enterprise Wide Infrastructure

Performance-Based Objectives

Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to:

- + Discuss the main differences between E-Commerce and E-Business, review several E-Business trends, discover the impact of E-Business on creating a business plan, and discuss E-Business architecture.
- + Discuss CRM core competencies, organizational challenges, CRM implementation trends, and common CRM implementation planning strategies.
- + Define selling-chain management's core competencies, SM business drivers, and aspects of SM infrastructure.
- + Discuss business drivers for implementing ERP, core aspects of ERP infrastructure, common ERP applications in industry, and common ERP implementation planning strategies.
- + Discuss SCM core competencies, planning and execution processes, supply chain fusion, management issues, and common SCM implementation planning strategies.
- + Discuss E-Procurement business drivers, operating resource procurement, common E-Procurement business problems, buy-side and sell-side applications, and common E-Procurement implementation planning strategies.
- + Discuss core knowledge management application classes, business drivers for KM, core KM architectural characteristics, and common KM implementation planning strategies.

Course Outline

Lesson 1: Moving Toward an E-Business Infrastructure

- ✓ Turning E-Commerce into E-Business
- ✓ Spotting Trends
- ✓ Designing E-Business: It's More than Technology
- ✓ Building E-Business: It's All about Architecture

Lesson 2: Integrating Customer Relationship Management Processes

- ✓ Supporting Requirements for CRM Core Competencies
- ✓ Meeting Organizational Challenges to CRM Implementation
- ✓ Spotting Trends Related to CRM Infrastructure Implementation
- ✓ Plotting a Course for Implementing the CRM Infrastructure

Lesson 3: Integrating Selling-chain Management Processes

- ✓ Defining Selling-chain Management
- ✓ Business Drivers for Selling-chain Management
- ✓ The Selling-chain Management Infrastructure

Lesson 4: Integrating Enterprise Resource Planning Processes

- ✓ Business Drivers for ERP
- ✓ Determining ERP Architecture and Its Effect on the Company



- ✓ ERP Applications in Industry
- ✓ Approaches to Implementing ERP
- ✓ Future Trends in ERP

Lesson 5: Integrating Supply Chain Management Processes

- ✓ Internet-based SCM: The Extended Enterprise
- ✓ Internet-based SCM: Supply Chain Planning and Execution
- ✓ Internet-based SCM: Supply Chain Fusion
- ✓ Managing SCM
- ✓ Plotting a Course for Implementing the SCM Infrastructure

Lesson 6: Integrating E-Procurement Processes

- ✓ Business Drivers for E-Procurement
- ✓ Defining Operating Resource Procurement
- ✓ Solving the Procurement Business Problem
- ✓ Buy-side, Sell-side, All around the Web
- ✓ Plotting a Course for Implementing an E-Procurement Infrastructure

Lesson 7: Integrating Knowledge Management Processes

- ✓ Emerging Knowledge Management Classes
- ✓ Drivers for Knowledge Management Integration
- ✓ The Architectural Framework for Knowledge Management Processes
- ✓ Plotting a Course for Implementing a Knowledge Management Infrastructure

Course Details

Duration – 1 day

Description – E-Business: Fundamentals of Enterprise Wide Infrastructure is an intermediate course that provides an understanding of the main functional areas of E-Business applications for the business professional.

Objectives - By taking E-Business: Fundamentals of Enterprise Wide Infrastructure, you will continue in the study of coursework in the CAC E-Business curriculum. The next course, E-Business: Enterprise Wide Project Implementation and Management, examines the application of project management techniques to E-Business implementation projects.

Target Audience – The Target Audience for this course is a business professional interested in obtaining some intermediate knowledge of E-Business.

Prerequisites –

- + E-Business: Fundamentals of E-Commerce
- + E-Business: Practical Applications
- + Familiarity with basic Internet-related activities, such as using a Web browser and sending email.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



E-Business: Small Business Site Planning and Development

Performance-Based Objectives

Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to:

- + Establish an E-Commerce plan, identify E-Commerce equipment requirements, identify E-Commerce software requirements, evaluate Internet connection devices, and understand how to use the Web to get help for your small business.
- + Understand the difference between using an Internet Service Provider (ISP), an online mall, or a Web hosting service that provides you with complete E-Commerce solutions.
- + Develop a Web site design plan, create an online catalog, and create an electronic storefront environment.
- + Identify methods of payment, enable credit card purchases, use online payment systems, and track finances.
- + Identify how to create a secure environment and discuss legal issues involved with creating an E-Commerce business.
- + Discuss the importance of marketing, register with search engines, and discuss other Internet marketing techniques.
- + Use Customer Relationship Management (CRM) to establish relationships with existing customers and use CRM to enhance relationships with existing customers.

Course Outline

Lesson 1: Planning Your E-Commerce Site and Gathering the Necessary Equipment

- ✓ Establishing an E-Commerce Plan
- ✓ E-Commerce Equipment Requirements
- ✓ E-Commerce Software Requirements
- ✓ Internet Connection Devices
- ✓ Using the Web to Get Help for your Small Business

Lesson 2: Choosing a Web Hosting Service

- ✓ Using an Internet Service Provider (ISP)
- ✓ Using an Online Mall
- ✓ Using a Web Hosting Service that Provides Complete E-Commerce Solutions

Lesson 3: Creating Your E-Commerce Storefront

- ✓ Developing a Web Site Design Plan
- ✓ Creating an Online Catalog
- ✓ Creating an Electronic Storefront Environment

Lesson 4: Enabling E-Commerce on Your Site

- ✓ Payment Methods
- ✓ Accepting Credit Card Purchases
- ✓ Using Online Payment Systems
- ✓ Tracking Your Finances

Lesson 5: Site Security and Legal Issues for Your E-Commerce Storefront

- ✓ Creating a Secure Environment
- ✓ Your E-Commerce Business and the Law

Lesson 6: Marketing Your Site

- ✓ The Importance of Marketing
- ✓ Registering With Search Engines
- ✓ Other Internet Marketing Techniques

Lesson 7: Customer Relationship Management for the E-Commerce Small Business

- ✓ Using CRM to Establish Relationships with Existing Customers
- ✓ Using CRM to Enhance Relationships with Your Customers



Course Details

Duration – 1 day

Description – Students will learn how to plan and develop an E-Commerce small business.

Objectives - Students will learn how to plan and develop an E-Commerce small business.

Target Audience – This course is targeted to the small business owner, manager, or equivalent who wishes to conduct E-Commerce transactions via the Internet. Students enrolling in this course should understand basic E-Commerce and Internet concepts, and have an idea of what products and/or services they wish to sell.

Prerequisites - Students should have a fundamental knowledge of computers, business operations, E-Commerce, and the Internet. In addition, you will need printers if you want to print the data files created in the course.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Logistics and Incoterms

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Be able to describe the principles of logistics and determine the appropriate logistical arrangements for a range of requirements
- + Understand the need for insurance and the types of coverage available
- + Understand the pros and cons of different Incoterms and the appropriate use of Incoterms
- + Know about loss prevention, means and actions to put in place to minimize or prevent loss
- + Know about customs procedures and documentation and the most common documents required for export/import
- + Be able to decide on methods of shipment depending on various factors
- + Understand the functions of the Air Waybill (AWB) and Bill of Lading (B/L) Course Outline

Course Outline

Lesson Topics:

- ✓ Principles of logistics and supply chain management
- ✓ Logistical arrangements
- ✓ Incoterms 2010 and their appropriate use
- ✓ Packing & marking
- ✓ Modes of transportation
- ✓ Shipping documentation
- ✓ Insurance
- ✓ Freight forwarding arrangements
- ✓ Customs clearance procedures and documentation



Course Details

Duration – 2 day

Objectives - To provide course participants with:

- ✓ A clear understanding of the principles of effective logistical arrangements and to understand methods of mitigating risks and to optimize the organization's logistical activities
- ✓ The capability to plan, implement and evaluate a logistical exercise appropriate to the value/risk of the goods being transported.

Target Audience – This course is designed for those working in the public sector who are interested in gaining a comprehensive overview of appropriate logistical arrangements, documentation and Incoterms.

Specifically, it is relevant to those new to the procurement function or logistics, or those who have worked in the function for some time, but have not previously undertaken formal training. Additionally, those working in functions that include close interaction with the procurement or logistics function, such as program and project staff who would like a closer understanding of logistical activities would find this course relevant.

Prerequisites – N/A.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Green IT Foundations

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + describe climate change and initiatives to address its effects on the environment.
- + describe the basics of green IT and green alternatives.
- + describe the external and internal drivers for adopting green IT initiatives.
- + describe how to manage green procurement.
- + describe the management of IT consumables.
- + describe the methods used for IT asset disposal.
- + identify the steps involved in the implementation of a green IT strategy in an organization.
- + describe a green IT action plan and its constituents.
- + describe green auditing and finance.
- + analyze green accounting methods.
- + identify the importance of data centers in the IT industry, their impact on the environment, and the metrics related to green data centers.
- + describe some important considerations when designing a green data center.
- + describe the role of resource consolidation and virtualization in greening a data center.
- + describe ways to green the data backup infrastructure.
- + describe the practices to green the office premises and reduce e-waste.
- + describe the international initiatives, standards, and laws governing climate change and greening.

Course Outline

Lesson 1: Identifying Global Climatic Changes and Its Countermeasures

- ✓ Identify Changes to the Global Climate
- ✓ Examine Carbon Emissions and Carbon Footprints
- ✓ Examine the Initiatives to Address Climate Change

Lesson 2: Examining the Basics of Green IT and Green Alternatives

- ✓ Overview of IT
- ✓ Describe the Basics of Green IT
- ✓ Identify the Challenges and Benefits of Green IT
- ✓ Identify Greenwash
- ✓ Examine IT Waste
- ✓ Examine Green Alternatives

Lesson 3: Examining the Drivers of Green IT Initiatives

- ✓ Identify External Drivers for the Adoption of Green IT Initiatives
- ✓ Reduce Overhead and Energy Consumption
- ✓ Enhance the Organization's Reputation
- ✓ Implement a Sustainable Business Strategy



Lesson 4: Managing Green Procurement

- ✓ Describe Green Procurement
- ✓ Incorporate a Green IT Procurement Framework
- ✓ Identify the Significance of a Green Supply Chain

Lesson 5: Managing IT Consumables

- ✓ Describe Energy Management
- ✓ Describe Temperature Management
- ✓ Examine Document Management
- ✓ Identify Hardware Management

Lesson 6: Managing IT Asset Disposal

- ✓ Describe IT Asset Disposal
- ✓ Identify Recycling Compliance Organizations

Lesson 7: Executing a Green IT Strategy

- ✓ Choose a Green IT Strategy
- ✓ Plan for a Green IT Strategy
- ✓ Implement a Green IT Strategy

Lesson 8: Examining a Green IT Action Plan

- ✓ Identify a Green IT Action Plan
- ✓ Engage and Manage Employees and Stakeholders
- ✓ Manage Risks and Changes in a Green IT Action Plan

Lesson 9: Examining Green Auditing and Finance

- ✓ Examine Green Auditing
- ✓ Examine Green Finance and Accounting

Lesson 10: Analyzing Green Accounting Methods

- ✓ Identify Techniques for Calculating Carbon Footprints
- ✓ Calculate Life Cycle Cost
- ✓ Calculate Total Cost of Ownership
- ✓ Calculate Payback Period

Lesson 11: Introducing Green Data Centers

- ✓ Examine Conventional Data Centers
- ✓ Describe Green Data Centers
- ✓ Assessment of Data Centers

Lesson 12: Determining the Design of Green Data Centers

- ✓ Examine the Design of Green Data Center Buildings
- ✓ Describe Green Data Center Power and Cabling
- ✓ Implement Temperature Control in Green Data Centers
- ✓ Describe Refrigerants and Fire Suppressants
- ✓ Introduce Green Hardware in Data Centers

Lesson 13: Consolidating and Virtualizing the Resources

- ✓ Introduce Resource Consolidation and Virtualization
- ✓ Apply Virtualization of Servers and Desktops
- ✓ Describe Consolidation and Virtualization of Storage and Networks

Lesson 14: Greening the Data Backup Infrastructure

- ✓ Describe Conventional Backup and Recovery Methods
- ✓ Identify Green Methods for Data Backup and Recovery

Lesson 15: Greening the Office Premises

- ✓ Green the Office Equipment
- ✓ Minimize E-Waste in the Office
- ✓ Introduce Paperless Offices

Lesson 16: Examining the International Initiatives, Standards, and Laws

- ✓ Describe the International Initiatives for Climate Change Mitigation
- ✓ Describe International Standards and Certifications for Greening Businesses
- ✓ Describe the Voluntary Green IT Initiatives
- ✓ Describe the Existing North American Laws
- ✓ Describe the Existing Laws in Other Regions



Course Details

Duration – 3 days

Objectives - You will establish a framework from which an effective green IT strategy can be built.

Target Audience - An IT administrative manager, finance manager, or a senior manager of an organization who needs to become more aware of “Green IT”, its related terminology, and an understanding of best practices to facilitate the establishment and implementation of green IT in an organization.

Prerequisites - This course does not require any prerequisite knowledge of Green IT. However, students should be familiar with fundamental management practices such as planning, creating, and implementing organizational strategies. A base knowledge of management of people and finance and specific knowledge of challenges involved in reducing equipment and operational costs of the IT department in an organization may be helpful.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Information Management Fundamentals

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- + Seek knowledge and data
- + Extract data from knowledge.
- + Gather information
- + Filter information.
- + Understand database concept.
- + Manage information.
- + Understand information transfer barriers.
- + User data/information management tools
- + Build data query.
- + Visualize Data.
- + Report information.

Course Outline

Lesson 1: Etymology

- ✓ Knowledge
- ✓ Data
- ✓ Information
- ✓ Decision Making

Lesson 2: Introduction to Data

- ✓ Data Sources
- ✓ Data Types
- ✓ Data Collection Methods Data Basic Collections

Lesson 3: Data Storing

- ✓ Database
- ✓ Data Structure
- ✓ Database design concept

Lesson 4: Data Management Tools

- ✓ Data sorting/filtering/querying
- ✓ Data Management Applications
- ✓ Document Management / data sharing Data Security

Lesson 5: Generating Reports

- ✓ Data report types
- ✓ Data Visualization Methods Forecasting/Survey/Analytics

Lesson 6: Information Transfer

- ✓ Communication



- ✓ Information transfer barriers
- ✓ Transfer methods, types, styles and forms
- ✓ Presenting Information
- ✓ Presentation Types



Course Details

Duration - 16 hours (2 days) **Certification** – N/A

Description – This course describes relationships between knowledge, data and information. You will learn to gather, store, manage and share data, to build queries and data reports, to effectively communicate and present information.

Course Objective –You will work with raw data and manage it through application and tools. You will generate various reports.

Target Student -This course was designed for persons who gather, analyze, and report data.

Delivery Method - Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.