

Business E-ssentials



Contents

Appraisals

- Appraisal & Performance management (Competence Assessment).....5
- An Overview of Appraisals & Performance Management.....5
- Preparing for the Appraisal Discussion..6
- The Appraisal Discussion7
- On-going Appraisal.....7

Body Language

- A Background to Body Language8
- Silent Speech Understanding Body Language8
- Using Body Language in the Workplace9
- Silent Selling - Using Body Language in Sales9
- The Role of the Coach10

Delegation

- Delegation (Competence Assessment) 11
- Delegation11

Listening

- Listening Skills (Competence Assessment).....12
- An Introduction to Listening12
- Removing the Barriers to Listening13
- Becoming a Better Listener.....13

Meetings

- Meetings (Competence Assessment)...14
- An Introduction to Meetings & Types of Meetings.....14
- Meeting Planning & Preparation.....15
- Conducting Effective Meetings.....15
- Meeting Behaviour & Dealing with Problem Characters16
- Virtual Meetings16

Negotiation

- Negotiation (Competence Assessment).....17
- An Introduction to Negotiation17
- Negotiation Strategies: The Basics18
- Negotiation Strategies: Psychological Strategies18

Objectives

- Creating SMARTER Objectives19
- SMARTER Objectives for Managers.....19

Persuasion

- Persuasion (Competence Assessment).....20
- An Introduction to Persuading and Influencing20
- The Persuasion Process.....21

Contents (continued)

Presentations

- Presentations (Competence Assessment).....22
- Preparing for the Presentation.....22
- The Presentation23

Questioning

- Questioning Skills (Competence Assessment).....24
- Why are Questions Important?.....24
- Using Open Questions25
- Using Closed Questions.....25
- Using Probing Questions.....26
- Unproductive Questions.....26

Recruitment

- Recruitment and Selection (Competence Assessment).....27
- The Recruitment Process: An Overview27
- Writing Job Descriptions & Person Specifications.....28
- Attracting Candidates & Producing Job Advertisements.....28
- Shortlisting Candidates & Interview Techniques29
- Candidate References & Selection.....29

Time Management

- Time Management (Competence Assessment).....30
- The Purpose and Goals of Time Management.....30
- Organising Your Time31
- Planning Your Time.....31
- Dealing with Time-Wasting Situations32
- Time Saving Tips & Technology32

Other

- Technical Specifications and e-learning Benefits33
- Aftersales Care.....34
- Learning Management System35

Appraisal & Performance Management (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- The structure and benefits of appraisals
- Overcoming preconceptions of appraisals
- The benefits of a good appraisal scheme
- Appraiser and appraisee preparations
- Performance objectives and assessing performance
- Recording the appraisal discussions
- 'Appraisal Speak'
- Handling difficulties
- Appraisal follow-through
- On-going feedback

While this assessment will not assess your practical experience, it will give you an indication of your strengths and weaknesses and thereby enable you to focus your time on the specific knowledge and skills that you need to acquire.

An Overview of Appraisals & Performance Management

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Your approach to appraisals may be influenced by your organisation's culture and sometimes by the type of work undertaken by the organisation. There are, however, effective practices that are common to all successful appraisal schemes. In this course you will look at the purpose and structure of appraisals and how they should incorporate a formal annual appraisal discussion. You will also learn how performance objectives and development needs are reviewed, how to monitor progress during the appraisal and how to agree on post-appraisal action.

Course Content

- The benefits of an effective appraisal scheme
- The structure of good appraisals
- How to successfully introduce an appraisal scheme
- How to overcome negative perceptions of appraisals

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Preparing for the Appraisal Discussion

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

It is vital to allow adequate preparation for an appraisal discussion so that both the appraiser and the appraisee are fully involved in the setting of objectives and in assessing performance. This is best done by reviewing your organisation's current appraisal guidelines and collecting all the relevant facts regarding the appraisee's job and performance. This information should be collected from anyone who comes into contact with the jobholder or who relies on the tasks done by the jobholder. In this course you will look at the preparation needed by both the appraiser and the appraisee and the importance of setting and assessing performance objectives.

Course Content

- The importance of appraisal preparation
- The need to gather all relevant appraisal information
- The criteria that performance objectives need to meet
- How to describe and agree on performance objectives

The Appraisal Discussion

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The discussion during an appraisal and performance review is at the heart of the appraisal process because everything related to the appraisal can be discussed, reviewed and future actions agreed. Getting the most from appraisal discussions relies on structuring the discussion, agreeing on the outcomes and being mutually open and honest. In this course you will look at every aspect of the appraisal discussion from planning and recording the discussion to handling difficult situations.

Course Content

- The structure of the appraisal discussion
- How to record the discussion
- How to avoid "appraisal speak"
- How to handle difficulties

On-going Appraisal

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Between one appraisal and the next, there needs to be an on-going cycle of discussion, review and follow-up action. In this course you will look at the importance of following through on the appraisal discussion and learn how to improve the appraisal process by collaborating with your staff and encouraging two-way communication. You will learn how to follow through on promises made in the appraisal discussion and how to use a full range of training and development opportunities.

Course Content

- Following through on the promises made in the appraisal discussion
- Using a full range of training & development opportunities
- Avoiding bias
- Keeping the process open and two-way
- Encouraging on-going feedback and review



For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

A Background to Body Language

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Most people know when another person is giving out vibrations ('vibes'). This knowledge often leads one to believe that the other person is feeling or thinking in a particular way which may be unconnected to what they are saying. Some people are also given to feelings of 'intuition' about another person. For reasons we do not understand, we make instant judgments about likeability, attitude or honesty. The vibes projected by other people and the intuition that we possess are usually influenced by the body language that we observe in others. This course will introduce you to the subject of body language and explain why we frequently have intuitive reactions. It will also enable you to identify how interpretive skills can improve your interpersonal communication. Understanding why you have intuitive reactions towards others can make you more observant and sensitive to the body language of others. This, in turn, will develop your skills in interpreting and using body language to increase the effectiveness of your interpersonal communication.

Course Content

- What body language is
- Practical aspects of body language
- Body language and intuition
- An overview of posture, gestures and proxemics

Silent Speech - Understanding Body Language

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course looks in detail at the postures, gestures and proxemics that, when interpreted correctly, provide an invaluable insight into how someone is feeling regardless of what they may be saying. Your ability to interpret body language will help you to adapt to situations according to how the other person is feeling. You will also be prepared for a reaction that might otherwise take you by surprise and you will be able to gauge how well an interaction is going. By controlling your own body language you will be able to control the exposure of your own feelings and attitudes. If you are able to read and use the 'silent speech' of body language, you will be seen by others as empathetic and a good communicator. Equally, you will be perceived as someone who 'sees beyond words' and as one who is able to uncover unspoken dishonesty or deceit.

Course Content

- Posture, gestures and proxemics
- The benefits of interpreting feelings and attitudes
- Open and closed attitudes
- Agreement and conflict
- Honesty and dishonesty
- Interest and boredom
- Confidence and insecurity

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinesstraining.co.uk w. www.prestigebusinesstraining.co.uk

Using Body Language in the Workplace

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The structure and methodology of this course is different to that of the others in the Body Language series. This course is intended as a guide to using body language in the workplace; it contains a self-assessment to see how well you have absorbed the learning contained in the two other courses, 'An Introduction to Body Language', and 'Silent Speech – Understanding Body Language'. As a result, you will have a clear idea of the extent to which you are able to interpret and use body language. You will also be able to evaluate your effectiveness in identifying and using body language skills. This course is a running assessment exercise that places you in the role of a manager conducting a performance review. The assessment requires you to interpret the interviewee's body language and to take appropriate action and to indicate the body language that you feel is appropriate for the interviewer.

Silent Selling - Using Body Language in Sales

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

An experienced salesperson will confirm that customers and prospects have a habit of not meaning what they say or saying what they mean! This duplicity happens for a number of reasons varying from a wish not to offend to an instinct for self-preservation when confronted by a predatory salesperson!

Body language skills in sales are important because a customer's feelings, attitude and truthfulness will influence the salesperson's strategy. At any point in the sales process, the salesperson needs to know whether the customer likes them, is feeling positive towards them, is feeling under pressure or is being truthful. Traditional sales training focuses on scripts and processes. Although a structure is essential to a successful sale, the sales process will remain artificial and inflexible unless the salesperson can make an objective judgment of the customer's feelings, emotions and behaviour at any point in the sales process. Being able to interpret and use body language will give you this ability as well as ensure that you maximise the chances of success by the use of appropriate body language.

Course Content

- Greeting a customer
- Identifying customer needs
- Making a sales presentation
- Closing a sale

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

The Role of the Coach

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

For an organisation to operate successfully, it is essential that its employees, particularly those in key positions, are able to “think outside of the box”, make decisions and operate independently. Effective coaching encourages people to adopt a mind-set towards their own development that fosters these qualities and positive behaviours. A “coaching culture” creates a workforce that is able to support the demanding needs of a modern, constantly changing organisation.

This course will help you to understand the critical role that a coach plays in the coaching process. In particular, you will appreciate how the role differs from that of a trainer or mentor. You will also recognise the benefits that result from adopting an appropriate role when acting as a coach.

Course Content

- What does a coach do?
- Key coaching behaviours
- The benefits of coaching
- Desired coaching outcomes
- Deciding the coaching goals



For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Delegation (Competence Assessment)

ASSESSMENT DURATION:

- 10 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- The benefits of delegation
- How delegation and coaching can work in harmony
- Why delegation is under-used or avoided
- The key elements of successful delegation
- When to delegate
- Managing delegation

While this assessment will not assess your practical experience, it will give you an indication of your strengths and weaknesses and thereby enable you to focus your time on the specific knowledge and skills that you need to acquire.

Delegation

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Many managers claim that they have:

- Insufficient time to manage effectively
- Colleagues who are demotivated and feel undervalued
- Teams that cannot function without constant supervision
- Under-skilled individuals

One of the main reasons for these situations is a lack of “delegation”. Team members can undertake many non-critical tasks and feel valued if they are given the added responsibilities that arise from being delegated to. Providing that the tasks are appropriate, an additional benefit of delegation is that team members will develop new skills and become more self-reliant from newly found confidence.

If a manager is delegating successfully, the benefits to the organisation are significant.

Course Content

- The benefits of delegation
- How delegation and coaching work together
- Why delegation is under-used or avoided
- The key elements of successful delegation
- When to delegate
- Managing delegation

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Listening Skills (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- The difference between hearing and listening
- The human communication process
- What is meant by a barrier to listening
- Internal and external barriers to listening
- Verbal and non-verbal behaviours

While this assessment will not assess your practical experience, it will give you an indication of your strengths and weaknesses and thereby enable you to focus your time on the specific and skills that you need to acquire.

An Introduction to Listening

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Most people think that they are a good listener. The fact is, however, that most people 'hear', but do not 'listen'. By understanding what is meant by 'listening,' you will develop your listening skills and improve your communication skills. An understanding of the human communication process will help you to appreciate the part that listening plays in communication and the consequences of ineffective listening. Effective listening is crucial to good communication and good communication is a critical element of personal and professional success.

Course Content

- The difference between hearing and listening
- The benefits of good listening to the individual, the manager and the organisation
- The human communication process

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Removing the Barriers to Listening

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The failure to listen effectively is often a result of 'barriers to listening'. If you know what these barriers are and the adverse effects that they have on listening, you will be able to remove them. Most people are keen to communicate effectively but are frustratingly inept at it and usually don't know why. With knowledge and practice, everyone can become an effective listener.

Course Content

- What is a barrier to listening?
- Barriers to listening caused by a listener's mental processes
- Environmental barriers to listening

Becoming a Better Listener

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course looks in detail at the various skills and behaviours that will move you further towards your goal of becoming a good listener. You will become more competent and confident in situations that require you to gather information, seek opinions or identify attitudes.

The successful completion of this course, in tandem with the other two in the Listening series, will help you to become a highly effective listener. Good listeners who also possess good questioning skills are good communicators, and good communicators are instrumental in being 'change agents' within organisations.

Course Content

- Behaviours that demonstrate active listening and encourage communication
- How effective listening leads to better results
- How observation helps to interpret intentions

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinesstraining.co.uk w. www.prestigebusinesstraining.co.uk

Meetings (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- The importance of good meetings
- Reducing on unnecessary meetings
- Setting objectives for meetings
- The various types of and alternatives to meetings
- Selecting the most appropriate meeting structure
- Attitude and commitment
- Taking into account participants and their preparation
- Planning, writing and controlling the agenda
- Planning, preparing, timing and closing the meeting
- What is needed from the chairperson and participants
- Effective questioning and making decisions
- Effective minute taking and ensuring post-meeting follow-up
- Problem participants, group dynamics and handling conflict
- The benefits and good practice of virtual meetings

An Introduction to Meetings & Types of Meetings

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Meetings are an important part of our working life. This course highlights how meetings can be the most efficient method of broadcasting and making decisions and it will show you how good meetings can create dynamic interaction between you and other participants which will enable you to achieve more as a team than could have been achieved alone. The course contains an interactive simulation that is highly engaging and checks your understanding and competency by setting a series of tasks to be completed within a fixed timescale.

Course Content

- The importance of good meetings
- When to have a meeting
- What makes a bad meeting
- When meetings are necessary
- What wastes time in a meeting
- How to cut down on unnecessary meetings
- Different types of meetings
- Formal & informal meeting roles

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Meeting Planning and Preparation

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Without proper planning, meetings are a waste of time. This course will show you how to get the best from every meeting in which you participate. It will show you the importance of planning the meeting whether in a formal or informal setting and when using modern meeting alternatives.

Course Content

- Defining your meeting role
- Setting objectives for the meeting
- Considering alternatives
- Considering attitude and commitment
- Selecting the best structure
- Selecting participants
- Preparing participants
- Timing the meeting
- Preparing the venue and materials
- Planning and writing the agenda

Conducting Effective Meetings

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Successful meetings occur when the chairperson gets the most productive contribution from each of the participants. This course will identify the qualities needed by an effective chairperson and how to control the agenda and the participants. As a participant you should be aware of what it takes to be a good participant. It is very important that every participant is focused on important issues and remains involved, attentive and an active listener. The course also covers the role of the chairperson who, as a leader, guides the participants in a positive and productive manner to achieve a meeting's goals.

Course Content

- How to be an effective chairperson
- How to be a good participant
- Starting the meeting on time
- Controlling the agenda and the participants
- Methods of encouraging discussion
- Questioning techniques
- The art of making decisions
- Closing the meeting
- Following-up meetings
- Taking minutes at meetings

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Meeting Behaviour & Dealing with Problem Characters

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

To deal with problems that occur in meetings you need to understand how groups and individuals work together. This course addresses different types of “meeting behaviour” so that you can manage problem behaviour that fails to move the meeting towards its goals and encourage the type of behaviour that does. Problem people can interrupt a good discussion. Sometimes group members will take care of the matter but it’s your role as the chairperson to keep the situation under control.

Course Content

- “Meeting behaviour”
- Problem participants such as moaners, blamers, bores, rambler, jokers, non-stop talkers, egotists, know-it-alls, whisperers and quiet or shy participants
- Group dynamics
- The various stages of group communication
- How to manage conflict

Virtual Meetings

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Virtual meetings are held via remote computers, telephones or video links, and are increasingly used in combination with or as alternatives to, conventional meetings. Whether the meeting’s goal is to get remote employees together for decision making or problem solving or is aimed at selling or negotiating, the virtual meeting may be a cost-efficient alternative to traditional meetings. This course will introduce you to alternative types of meeting so that should the opportunity arise, you can reduce travel and time costs.

Course Content

- Types of Virtual meetings
- Teleconferencing
- Data conferencing
- Videoconferencing
- Web conferencing
- The advantages and disadvantages of virtual meetings
- Good practice in a virtual meeting

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Negotiation (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- Your negotiating skills
- The principles of negotiation & negotiation behaviour
- Negotiation preparation & timing
- The negotiation process & applying negotiation strategies
- The win/win approach
- Ethics in negotiation
- The importance of establishing rapport
- Telephone negotiations
- Negotiation in relation to culture & gender
- Fake authority & fake reciprocity
- The good guy/bad guy scenario
- The 'bottom line'
- How to deal with threats & intimidation
- Psychological warfare and how to respond to it
- Deception strategies & how to create competition

Introduction to Negotiation

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Negotiation is a skill that is used throughout one's personal and professional life. Whether buying a car, discussing a business deal or getting children to do their homework, you will be negotiating! This course will guide you through the negotiation processes including listening, bargaining, debating, discussing and mediating. These activities, when effectively conducted, will lead to a satisfactory transaction between two or more parties. The course also explores your attitude to negotiation and how that attitude can affect your negotiation behaviour and success.

Course Content

- What negotiation is
- How to review your negotiation skills
- Preparing for negotiation
- The principles of negotiation
- Negotiation behaviour
- The importance of information
- The negotiation process
- The win/win approach
- Negotiation timing

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Negotiation Strategies: The Basics

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

There are a number of strategies you can use during negotiations to help reach preferred outcomes. This course will show you how to apply good negotiating strategies to your advantage and emphasises the importance of understanding your 'tradeables', how to ask the right questions, and make sure you are negotiating with the person who has the knowledge, authority and expertise to agree to a deal. You will also be given guidelines on cultural and gender differences that can affect negotiations and the importance of timing and concessions.

Course Content

- Applying negotiation strategies
- The value of 'tradeables'
- Ethics in negotiation
- Basic strategies
- Negotiations by telephone
- Negotiation & culture
- Negotiation & gender
- How to start the negotiation

Negotiation Strategies: Psychological Strategies

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

There are a number of psychological strategies that can be used in negotiations and it is important to recognise, deal with and control them. You may not be aware that the fundamental human needs of security, economic well-being, belonging, recognition, and control over one's life, are also at play in negotiation. Couching your proposals in terms of satisfying these and any other identified needs of the other party, may make it easier and quicker for them to say 'Yes'. It is important to keep the negotiation process "human" and to establish rapport as early as possible. Appearing dumb or appearing to have a weak position or using silence can be strengths in negotiation. This course will show you how to use effective questioning to counter unfair tactics without giving offence and how to respond to psychological warfare as well as how to deal with negotiators who falsely claim to have the authority to strike a deal.

Course Content

- Dealing with fake authority
- Silence as a weapon
- The good guy/bad guy scenario
- The 'bottom line'
- Threats & intimidation
- Psychological warfare and how to respond to it
- Deception strategies
- Creating competition
- Establishing rapport

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Creating SMARTER Objectives

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course will help you to improve your job performance, develop your existing skills and knowledge and work effectively towards career goals through the creation of practical and effective personal objectives. All organisations set themselves objectives which lead them towards aspirational goals.

Almost all, however, rely on their human resources to provide the skills, knowledge and attitudes necessary to realise those goals. It is therefore essential that all employees have personal objectives that align with those of the organisation.

Course Content

- The Role of Objectives.
- The Benefits of Objective setting.
- Getting started with Objective setting.
- Analysing Objectives.
- Writing “smarter” Objectives that are...
 - Specific
 - Measurable
 - Achievable
 - Relevant
 - Time-Limited
 - Extending
 - Rewarding

SMARTER Objectives for Managers

COURSE DURATION:

- 40 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course will help you to understand the role of objectives within your organisation, particularly the relevance of managing by objectives. The course also looks in detail at what is meant by “smarter” objectives, why each of the criteria is important and how to create objectives that meet them.

Successful people set goals and objectives and in most cases the achievement of these goals will make an organisation successful. Managers who are able to set and agree SMARTER objectives will ensure that their team is engaged in activities that are developmental and relevant to the achievement of organisational goals.

Course Content

- The Role of Objectives.
- Management by Objectives.
- Types of Objectives.
- Barriers to Objective Setting.
- Creating SMARTER Objectives.

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinesstraining.co.uk w. www.prestigebusinesstraining.co.uk

Persuasion (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- What persuasion and influence are
- The uses of persuasion
- The persuasion process
- The behavioural basis of persuasion and influence (GLARCS):
 - Group confirmation
 - Liking
 - Authority
 - Reciprocity
 - Commitment
 - Scarcity
- Selling ideas to higher management
- Using persuasion for leadership

While this assessment will not assess your practical experience, it will give you an indication of your strengths and weaknesses and thereby enable you to focus your time on the specific knowledge and skills that you need to acquire.

An Introduction to Persuading and Influencing

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Persuasion and influence are important social and work tools. They can improve your relationships and help you to get others to do what you want while making them want to do it! With the right persuasive techniques you can exert a powerful and beneficial influence on other people. Persuasion is used in many activities: marketing, advertising, counselling, sales, training, management and politics for example. This course can help you to develop your persuasive skills and widen your sphere of influence. You will learn techniques to analyse, organise, and present information in a logical, persuasive manner and to influence and motivate others to accept your proposals, use your services, buy your products, accept your ideas, hire or promote you. This course will also give you the persuasion skills to think creatively so you can solve problems, create improvements, transform apathy into enthusiasm and gain acceptance. You can use these skills as a management tool to improve the flow of good ideas and to stop the flow of bad ideas as well as to improve your personal and social life, cut down on arguments and make people feel more positive towards you.

Course Content

- What persuasion and influence are
- The uses of persuasion
- Persuasion is a management tool
- The behavioural basis of persuasion and influence: Group confirmation, Liking, Authority, Reciprocity, Commitment, Consistency, Scarcity

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

The Persuasion Process

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Persuasion involves the same fundamental process, whether you are addressing one person or a large audience. The process you go through to sell an idea, a request or a plan, is the same process you go through when shopping. During the buying process a person begins with a need which has to be sufficiently important to act upon. Once that person believes that the need has to be filled, they begin the search, the active part of the buying process. This involves a shopping trip, browsing the Internet or looking at catalogues for example. Your job is to guide them through this process to your advantage and this course will show you how to do this. If you don't learn to persuade, then the best that you can achieve is compliance which does not lead to long-term relationships. Many brilliant ideas fail because they aren't presented in a well-organised, concise and persuasive manner and the audience isn't motivated to accept them. This course will help you avoid these pitfalls and show you how to use persuasion as a leadership skill and as a tool to sell ideas.

Course Content

- The persuasion process
 - the preparation
 - establishing audience needs
 - proposing a plan of action
 - describing the beneficial results
 - committing the audience to action
- Selling ideas to management
- How a leader persuades



For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Presentations (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment program will test you and give you feedback on your skills and knowledge relating to:

- Oral communication theory
 - the importance of the visual aspect
- Personal preparation
 - building confidence and overcoming fear
 - mental preparation
 - vocal preparation
 - speaking skills
- Content preparation
 - presenting a subject
 - notes, outlines and bullet point cards
 - time restrictions
- Resources preparation
 - audio visual aids, equipment and the room
- Presentation style
 - common mistakes
 - finding and balancing your style
- Presentation structure
 - introducing, detailing, summarising
 - linking to audience needs
 - variety
- Good use of presentation resources
- Dealing with difficult audiences

Preparing for the Presentation

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Successful presentations require good preparation. For many people, a public presentation is one of the most nerve-racking experiences they can think of but good preparation can make the event productive, positive and enjoyable. Communication theory tells us that the visual aspect will help most audiences to assimilate information. Getting the balance right between oral and visual communication is important in maintaining an audience's attention, and the personal preparation techniques outlined in this course will help you to build your confidence and to be assertive during a presentation. The right mental and vocal preparation and good use of basic speaking skills will ensure that your message is delivered convincingly and articulately. The course also shows you how to prepare your content so that you can deliver it in a logical and succinct manner and in a way that suits your audience. You will also learn how to prepare presentation equipment and set up the room that you will be using.

Course Content

- Oral communication theory – the importance of the visual aspect
- Techniques of personal preparation
 - building confidence and overcoming fear
 - mental preparation
 - vocal preparation
 - basic speaking skills
- Skills in content preparation
 - presenting a subject
 - notes, outlines and bullet point cards
 - time restrictions
- Requirements of resource preparation
 - audiovisuals, equipment and the room

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

The Presentation

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Learning how to present information in an interesting, entertaining and informative manner will ensure that you successfully get your message across. This course will help you to examine your presentation style and will point out common mistakes to avoid so as to achieve a balanced style that will hold your audience's attention. The course will also show you how to structure a presentation so that your audience can follow from one point to the next and how to link your message to your audience's needs and introduce variety into your presentation. You will see how to avoid common mistakes when using audiovisual aids and other presentation equipment and how to deal with difficult audiences and questions.

Course Content

- Presentation style
 - common mistakes
 - finding and balancing your style
- Presentation structure
 - introducing, detailing, summarising
 - linking to audience needs
 - introducing variety
- The good use of presentation resources
- Dealing with difficult audiences



For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Questioning Skills (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- The nature of information and the value of being able to gather it
- Why being able to establish views, opinions and feelings is important
- How questions can be used to control situations
- The functions of open questions
- Types of open questions
- How to ask open questions
- The function of probing questions
- The difference between open and closed questions
- The results of asking unproductive questions
- How to avoid unproductive questions

While this assessment will not assess your practical experience, it will give you an indication of your strengths and weaknesses and thereby enable you to focus your time on the specific knowledge and skills that you need to acquire.

Why are Questions Important?

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Everyone asks questions and most people don't think about them once the questions have been asked and they assume that they have good questioning skills. The truth is that the ability to ask questions effectively is a key to good oral communication, something that few people possess! Having completed this course you will know the value of skillful questioning and understand how asking the right questions can make you more effective in your professional life. You will also be able to identify basic question types and when they can be used effectively. People who know the importance of asking questions and which questions to ask are more likely to make fewer mistakes and perform more effectively.

Course Content

- The nature of information and the value of being able to gather it
- Why being able to establish views, opinions and feelings is important
- Using questions to control situations

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinesstraining.co.uk w. www.prestigebusinesstraining.co.uk

Using Open Questions

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Many jobs require the gathering of facts and information. Equally, many jobs require the ability to deal with people and understand how they feel and why they react the way they do. Many managerial roles require these skills. Becoming competent in using open questions will make you better at your job; if you are able to gather information effectively you will make fewer mistakes and enjoy higher productivity. An ability to seek opinions will lead to better quality decisions and greater motivation.

Course Content

- The purpose of open questions
- Types of open questions
- How to ask open questions

Using Closed Questions

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

When you are selling, persuading or negotiating, it is important to gain commitment from the person you are dealing with. In these situations, open and probing questions are of little use since they let the respondent provide information rather than commitment. This course will teach you how to avoid protracted and unnecessary discussion and how and when to seek commitment to a fact, decision or course of action. Time can be saved resulting in shorter meetings, more succinct discussions and decisiveness.

Course Content

- The difference between open and closed questions
- Dealing with avoidance behaviour
- Gaining commitment
- Using closed questions effectively

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Using Probing Questions

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Open questions are effective at gathering information, identifying emotions and seeking opinions. However, when people do not volunteer a full response to open questions it can lead to frustration for the questioner. This course will teach you how to 'open up' reluctant respondents and find what lies behind an initial and perhaps superficial answer. Being skilled in asking probing questions increases the competence of those who are able to use open questions.

Course Content

- The purposes of probing questions
- Five types of probing questions and how to use them

Unproductive Questions

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

We learn to ask questions from an early age but get into bad habits. These bad habits take the form of unproductive questions that either elicit little useful information or do actual harm. From this course you will learn to avoid such questions and ensure that you obtain accurate information without offending, intimidating or confusing other people. A manager or staff member who asks unproductive questions is probably more of a liability than the one who asks no questions at all! Unproductive questions confuse and annoy other people and produce inaccurate and potentially harmful data. Avoiding and eliminating unproductive questions is essential if mistakes are to be avoided and people are to remain motivated.

Course Content

- Four types of unproductive questions
- The effects of unproductive questions
- Avoiding unproductive questions

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Recruitment & Selection (Competence Assessment)

ASSESSMENT DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- Preparing for recruitment
- The four stages of the recruitment process
- Equal opportunities in recruitment
- Writing an effective job description & person specification
- Avoiding stereotyping
- Attracting a suitable field of candidates
- Producing effective job advertisements
- Good short listing techniques
- The benefits of good application forms
- Short listing, tests & interviews
- Collecting and assessing candidate references
- Making the final selection

While this assessment will not assess your practical experience, it will give you an indication of your strengths and weaknesses and thereby enable you to focus your time on the specific knowledge and skills that you need to acquire.

The Recruitment Process: An Overview

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

A successful recruitment exercise consists of four stages:

1. Preparation: understanding the aims and scope of the recruitment process.
2. Attracting candidates: through advertising, recruitment agencies or directly approaching organisations such as schools and job centres.
3. Short listing candidates: using a combination of applications, CVs, telephone screening, interviews and tests.
4. Selecting candidates: collecting references, writing up the selection process and sending out job offer letters.

As you progress through each of these stages you will be shown how to reduce the number of candidates and refine the suitability of the applicant pool to ensure that the final candidate is the right one.

Course Content

- What to consider before recruiting
- Preparing for the recruitment exercise
- The four stages of the recruitment process: preparation, attracting candidates, short listing, selecting
- What affects the way you recruit
- Equal opportunities and the recruitment process

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Writing Job Descriptions & Person Specifications

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course will show you how to conduct an objective job analysis and write a clear and comprehensive job description which are the essential first steps in the process of producing a "Person Specification." These specific documents can also be used for appraisals. Guidelines are given in this course on writing the job criteria in a way that ensures objectivity, specificity and in a way that can be assessed by standards of required behaviour. This is done by collecting information on the job, by your own observation and by talking to those who have some connection or familiarity with the job.

Course Content

- Job analysis
- Gathering information on the job
- Writing an effective job description & person specification
- Avoidance of Stereotyping

Attracting Candidates & Producing Job Advertisements

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Where and how you advertise for jobs will reveal a lot about your organisation. People may make assumptions about the kind of person you are looking for if you restrict the placement of advertisements. In this course you will learn the two most important features of advertising: placement and content.

Where you place an advertisement and what you write will affect the response you get. This course will help you to attract suitable candidates by producing effective job advertisements and by using the media that is best suited to filling the vacancy that is on offer.

Course Content

- A range of sources for candidates
- The best media for finding candidates
- Making advertising work for and not against you; getting placement and content right
- Producing a positive image of your organisation
- Attracting the most suitable candidates and conducting self-screening

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinesstraining.co.uk w. www.prestigebusinesstraining.co.uk

Shortlisting Candidates and Interview Techniques

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Shortlisting is the process of reducing a large number of applicants to the most suitable candidates. The process starts from the time you begin receiving responses to the job advertisement. This course will teach objective short listing techniques that can ensure that candidates are reduced in number to the most suitable and how to prepare thoroughly for the interview, ask appropriate questions and listen effectively.

Course Content

- Dealing with applications
- Using short listing techniques
- Developing effective tests
- Conducting effective interviews

Candidate References & Selection

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

References are an important confidence building part of the selection process because they help you to validate your final selection. To make the final selection you need to carefully assess all of the information that you have collected. From this course you will learn when and how to ask for references and the advantages of oral and written references. Legal considerations are also addressed. You will learn how to keep recruitment records that reflect objectivity and fairness and how to collect and assess candidate references.

Course Content

- Confirming and clarifying written references
- Obtaining oral references using structured & specific questions
- Verifying educational qualifications
- Reviewing over interview notes
- Matching suitability to the person specification
- Coming to a consensus on the suitability
- Making the final decision
- Writing-up the selection process
- Keeping recruitment records

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Time Management (Competence Assessment)

COURSE DURATION:

- 15 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This multiple-choice self-assessment will test you and give you feedback on your skills and knowledge relating to:

- The purpose and goals of time management
- Whether you need time management
- Keeping a time log
- Identifying if and how you waste your time and other people's time
- Organising yourself and your workspace
- Changing bad habits
- Taking control of the telephone
- Planning, prioritising and scheduling tasks
- Avoiding procrastination, management by crisis and trying to do too much
- Delegating effectively
- Using technology to save time

The Purpose and Goals of Time Management

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

With universal expectations of ever higher productivity and the stress arising from intense competition, staff reductions and rapid change, we need to use time as efficiently as possible. This course aims to improve your efficiency and effectiveness in managing time and concentrates on efficiency so that you have the time to be more effective, ensuring that tasks are done correctly the first time. The course contains an interactive simulation that checks your understanding and competence by setting a series of tasks to be completed within a fixed timescale.

Course Content

- The purpose of time management
- Time management goals
- Whether you need time management
- Taking stock by keeping a time log
- Identifying where you waste time
- Identifying whether you waste other people's time
- Changing bad habits

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Organising Your Time

COURSE DURATION:

- 35 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The aim of this course is to teach you how to organise yourself and your workspace. A chaotic desk and work area can decrease productivity, increase missed deadlines and distractions which can lead to longer working hours, increased stress and lower morale.

Course Content

- Clearing your desk
- Cutting down on paperwork
- Setting up effective and efficient filing
- Reading and writing effectively and efficiently
- Taking control of the telephone

Planning Your Time

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

It is essential to do the right things at the right time so that you get as much done in the time that is available. The aim of this course is to highlight the problems that you may experience with planning such as over reliance on experience, failing to plan or rushing urgent or priority work. The course also covers the importance of setting aside time for yearly, monthly, weekly and daily planning.

Course Content

- Identifying the main planning problems
- Using proper planning skills
- Setting goals
- Defining and scheduling tasks
- Setting priorities
- Taking advantage of your 'prime time'
- Avoiding over-commitment
- Using a master planner/scheduler
- Organising your 'To Do' list

For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Dealing with Time-Wasting Situations

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The aim of this course is to identify the major causes of time wastage and how to deal with them. You may find yourself delaying activities which results in having to think about them more often and this is time-wasting. It is important to question your motives for delaying a task. If your reason is a 'positive delay,' this is not procrastination. There can be good reasons for putting off a task if, for example, you lack the information or skills to do it efficiently, feel it is a low priority or when you are upset, angry or tired to do it effectively.

Course Content

- Avoiding procrastination
- Avoiding management by crisis
- Delegating effectively
- Being assertive - learning to say 'No'
- Recognising difficult people
- Dealing with interrupters
- Avoiding time-wasting meetings
- Not losing time on projects
- Dealing with confused responsibility and authority

Time Saving Tips & Technology

COURSE DURATION:

- 30 minutes

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course outlines many time-saving tips such as email, electronic schedulers, mobile phones, meeting and presentation software, teleconferencing and videoconferencing and the course offers practical advice on business travel. It covers how to make time for yourself which is crucial because you can only really work effectively and efficiently when you are in good health and unstressed.

Course Content

- Using technology time savers
- Making the best use of travel time
- Staying healthy to be at your best
- Being aware of time management considerations

Technical Specifications and e-Learning Benefits

Technical Specifications

It is recommended that client computers that are used to access the e-learning in this catalogue, meet the following minimum hardware and software operating system requirements:

- Windows 2000, XP or Vista.
- Internet Explorer version 5.5 or later.
- Flash Player version 6 or later.

E-learning Benefits

- Fits easily into your work schedule.
- Study and test yourself at any time
- Day release from work is not required.
- No need to wait for a scheduled class.
- Study at your own pace.
- Re-study the learning as often as you like.
- Use the software for refresher training at no extra cost.



Aftersales Care

Every client who takes out a license for Ivy's e-learning, receives free software installation guidance and telephone technical support from qualified personnel during the licence term. Many clients, however, take advantage of a Service Level Agreement which offers comprehensive care for an entire organisation at nominal cost and includes...

- On- site software installation assistance.
- On-site installation of new and updated software.
- On-site technical support.
- Training on how to use and benefit from the Ivy software.
- Matching of organisational competencies to Ivy's e-learning.
- Assistance with promotional events and materials.
- Usage audits and cost analysis.
- Strategic and tactical e-learning implementation plans.
- Presentations to supervisors and managers.
- Awareness training throughout the organisation.

“ I am very happy with Ivy. Staff are on the ball and the service provided is fantastic. The after sales care is top of the range, really second to none. ”
Southern Water



For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinessstraining.co.uk w. www.prestigebusinessstraining.co.uk

Learning Management System

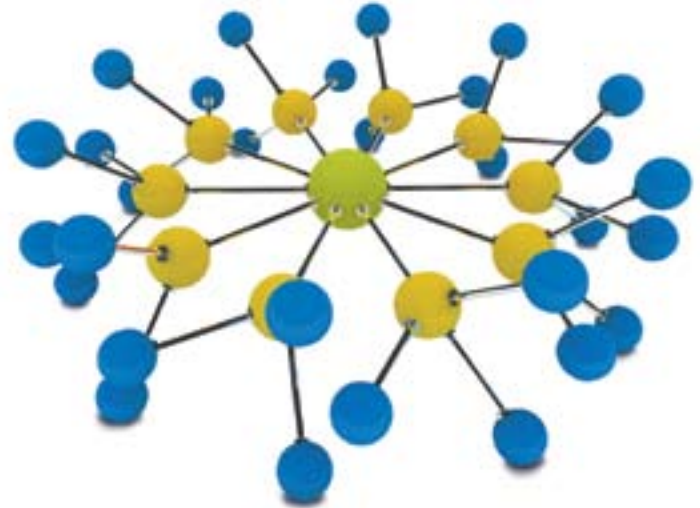
The Ivy Learning Management system (LMS) is available to clients at nominal cost.

It is a highly effective, standards-based product capable of managing learners in an effective, hierarchical manner and organising, delivering and tracking both online web-based courses and offline content such as books and videos.

The LMS has been designed to be easy to use for both learners and administrators. It is fully web-based and can be deployed across a corporate Intranet, the Internet or, in the case of small learning centres, it can be accessed using a personal web server that is installed on one of the centre's computers.

Features of the LMS include...

- User Management.
- Content Assignment.
- Tracking and Reporting.
- Content Integration Utility.
- Training Needs Analysis.
- Learning Methods Analysis.
- Learning Priorities Analysis.
- Risk Assessment Reporting.
- User Import Utility.



For further information, product demonstrations and evaluations, please contact Prestige Business Training.

t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinesstraining.co.uk w. www.prestigebusinesstraining.co.uk



Every care has been taken to ensure that the information in this publication is accurate.

Prestige Business Training would be grateful to learn of any errors but cannot accept responsibility for loss thereby caused.

e-learning available from
Prestige Business Training:

Health & Safety

Business E-ssentials

Diversity & Equal Opportunities

Desktop Applications

Leadership & Management

Social Care & Health

Prestige Business Training

Fabriam Centre • Cobalt Business Park
Cobalt Park Way • Silverlink
Newcastle upon Tyne
Tyne & Wear • NE28 9NZ

T: 0845 190 4708

F: 0845 190 4709

Email:

enquiries@prestigebusinessstraining.co.uk

Website:

www.prestigebusinessstraining.co.uk



in partnership with

