

## BUSINESS SKILLS SERIES



The **Online Business Skills Series** of courses aims to improve your business management, time management, and negotiating skills, as well as developing other key business skills such as methods to improve customer service and build motivation.

When you sign up for the Business Skills Series you receive access to all of the courses listed below for only £200.00 for a one year Period. However, if you only want to study 1 course on the list then you can that course individually for £75.00.

### How do the courses work?

Shortly after you have signed up for the Series, we will email you with your start up information and your username and password.

All you then need to do is then go to the Course Log-In page and enter your information and you will get instant access to this wide range of exciting, engaging and successful e-learning courses. You then have one year to access the course materials online, so when you want to study, just Log in and off you go...

You can get a **Free Trial** of selected online lessons. Visit our [www.distance-learning-centre.co.uk](http://www.distance-learning-centre.co.uk) Website for further information.

### System Requirements:

All you need to complete these courses is an Internet Ready PC and Microsoft Internet Explorer. You are required to install Macromedia Authorware Player on accessing the course.

### Online Course Features:

- Flash-based instructional demonstrations applying course concepts.
- Instructional audio with graphics highlighting key points.
- Exercises allow learners to practice in the actual application being studied.
- Supplied sample files include sample documents, application files, programs, and programming code that enable learners to practice with these files, enhancing the learning experience.
- A Course Topics list contains active hyperlinks, permitting quick access to specific topics.
- Find-A-Word allows learners to look up an unfamiliar term in the Glossary, on the Web, or in a dictionary. In addition, it lets them find other occurrences of the term in the same course.
- Search text enables learners to rapidly search all text within a course to easily retrieve information required.
- Courses challenge the learner with a variety of question formats, including multi-step simulations, true/false, multiple choice, and fill-in-the-blank.
- Bookmarking tracks the learner's progress in a course.

**Price:**  
£200.00

**Instalment Options:**  
You can spread the payments for this course over 4 monthly payments. 1 initial payment of £80.00, followed by 3 monthly payments of £40.00.

**Course Format:**  
Online Courses

**Assessment:**  
Non-Assessed Exercises

**Approximate Study Time:**  
280 Hours of Self Study

When you sign up for this series, you will get access to the following online courses for a one-year period:

➤ **BASICS OF BUSINESS MATH COURSE**

This Course is designed for users who want to improve their basic math skills. It covers basic mathematical calculations commonly used in business settings. Courses cover computing fractions and decimals, the order of operations for combined computations, and solving equations and word problems. It includes the use of proportions, ratios, and percentages, and also provides instruction on the use of a calculator for business applications.

**The course covers the following Lessons:** Fractions; Decimals; Calculator; Equations; Percents; and Reports.

➤ **BUILDING RELATIONSHIPS COURSE**

The Business Ethics Course provides a common sense, practical approach to doing good work, emphasizing the need for people to prepare in advance for ethical dilemmas. The Course takes an honest, realistic view of how managers can help improve ethical behaviour in the rushed, output-driven business environment.

**The course covers the following Lessons:** Socialising at Work; Understanding Behavioral Intentions; and Choosing your Approach.

➤ **BUSINESS ETHICS COURSE**

This Course provides a common sense, practical approach to good working, emphasizing the need for people to prepare in advance for ethical dilemmas. The Course takes an honest, realistic view of how managers can help improve ethical behaviour in the rushed, output-driven business environment.

**The course covers the following Lessons:** Everyday Ethical Dilemmas; Ethical Dilemmas & the Law; Individual Values; Organisational Values; and What You Don't Know Can Hurt You.

➤ **CERTIFIED BUSINESS ANALYSIS PROFESSIONAL (CBAP v2) COURSE**

Prepare for your Certified Business Analysis Professional™ certification and learn everything you need to pass the exam on your first try! This study guide series is based on the BABOK® Guide v2.0, and topics include requirement planning, management, elicitation and analysis, solution assessment and validation, and underlying fundamentals. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

**The course covers the following Lessons:** Requirements Planning & Management; Requirements Elicitation; Requirements Communication; Enterprise Analysis; Requirements Analysis & Documentation; Solution Assessment & Validation; Underlying Fundamentals; Practice Exam 1; Practice Exam 2; Practice Exam 3; Practice Exam 4; and Practice Exam 5.

➤ **COMMUNICATING WITH POWER COURSE**

Most people's jobs include working with a lot of people who are co-workers from across the company (or even from other companies). Many times, doing your job properly depends upon other people doing the things or having the information you need. How can you persuade, influence, and inform other people in ways that will make things happen? This Course will talk about how to spark action and motivation from others, especially ones who are not in a direct line of command with you.

**The course covers the following Lessons:** Elements of Powerful Communication; Persuasive Appeals; Modes of Persuasion; Active Listening; Resolving Conflict; and Negotiation.

➤ **CUSTOMER SERVICE COURSE**

This Course is designed to help users create and maintain good customer services. Concepts covered include defining company-wide customer service and standards, strategies for effective communication, and effective problem resolution. The Course also provides an overview of creating a customer service department that useful tools for providing excellent customer service.

**The course covers the following Lessons:** Defining Service; Communicating; Fixing Problems; Building a Department; and Tools of the Trade.

## ➤ DEALING WITH DIFFICULT PEOPLE COURSE

This Course presents strategies for handling interpersonal tension in the workplace. In each course, learners will gain insight into analysing situations, determining the best courses of action, and resolving problems. Scenarios and examples include working with difficult people in any organisational situation – supervisors, peers and subordinates.

**The course covers the following Lessons:** Consideration; Attitude; Trust; Power; Communication; Responsibility; and Managing against the odds.

## ➤ DOING BUSINESS IN CHINA COURSE

In everyday business, it's more and more common to meet, hold conference calls, and travel overseas. When you're working with people from an unfamiliar country, how can you gain the knowledge to ensure smooth communication and to avoid an offensive faux pas? Our Doing Business In... courses will quickly give you the background to confidently reach across any cultural divide. In the Doing Business in China course, you will be introduced to the culture of China, including greetings, business meetings, and dining. The lesson includes a video overview to quickly present the most important facts.

**The course covers the following Lessons:** A Cultural Approach.

## ➤ DOING BUSINESS IN INDIA COURSE

In everyday business, it's more and more common to meet, hold conference calls, and travel overseas. When you're working with people from an unfamiliar country, how can you gain the knowledge to ensure smooth communication and to avoid an offensive faux pas? Our Doing Business In... courses will quickly give you the background to confidently reach across any cultural divide. In the Doing Business in India course, you will be introduced to the culture of India, including greetings, business meetings, and dining. The lesson includes a video overview to quickly present the most important facts.

**The course covers the following Lessons:** A Cultural Approach.

## ➤ E-MAILING YOUR WAY TO THE TOP COURSE

E-mail has become so prevalent in the workplace that we seldom think about it, and yet it is the medium co-workers see you through most often. How can your e-mails speak for you clearly, effectively, and potently? This Course will walk you through building e-mail subject lines and messages that are effective and respect office etiquette. You'll also learn about e-mail safety by avoiding threats like viruses and phishing, and how to think about email confidentiality and legal security.

**The course covers the following Lessons:** Managing Your Inbox; Writing Effective E-Mails; The Legal Face of E-Mail; and Becoming an Organisational Leader.

## ➤ EFFECTIVE BUSINESS COMMUNICATION COURSE

This Course teaches the writing skills learners will need to effectively communicate in a business setting. They'll learn how to prepare for a writing task, and about strategies and skills for effective word choice, sentence building, and paragraph design.

**The course covers the following Lessons:** The planning worksheet; Writing skills; Patterns of development; Letters; Memo's, E-mail and other communications; Reports; and Documentation.

## ➤ EFFECTIVE PRESENTATIONS COURSE

Public speaking is a frightening task to many people, but it's also a crucial tool in career success. This Course offers tips to help you prepare and deliver more powerful presentations.

**The course covers the following Lessons:** Preparing for a presentation; Developing an effective message; Improving delivery skills; and Using PowerPoint and other visuals.

## ➤ **FUNDAMENTALS OF BUSINESS MANAGEMENT COURSE**

This Course provides learners with basic theories, skills and tools they can use to improve their performance as managers.

**The course covers the following Lessons:** Management in Perspective; Functions of front-line management; and Managerial finance & accounting.

## ➤ **GRAMMAR COURSE**

This Course is designed for users who want to improve their grammar skills in a business setting. It examines sentence structure in detail, including parts of speech, subject/verb agreement, use of pronouns, and irregular verbs. Punctuation is discussed, including the proper use of apostrophes, quotation marks, capital letters, numbers, and abbreviations. Advanced topics include pronoun types, adjectives and adverbs, colons and semicolons, other punctuation, and modifiers.

**The course covers the following Lessons:** Fundamental Sentence Structures; Punctuation; Complex Sentence Structures; and Advanced Grammar.

## ➤ **INNOVATIONS WITHIN THE WORKPLACE COURSE**

Creativity can do more than just spark the next Big Idea for your organisation. It is also a critical skill for finding unique solutions to problems and new ways to improve on old processes. This Course will help you to build your creativity and encourage it in others in productive ways that help your organisations bottom line.

**The course covers the following Lessons:** Defining Innovation and Determining Your Point of View; and Identifying the Enemies of Ideas and Innovation.

## ➤ **INSTRUCTIONAL DESIGN COURSE**

This Course will teach the learner the basics of the instructional design process. Learners will discover how to identify the need for instruction and analyze the content to be taught. Best practices for designing, planning, implementing, and evaluating instruction will help prepare the learner to create instructional programs.

**The course covers the following Lessons:** Process Needs & Roles; Analysis & Objectives; Design Concepts; Planning & Implementation; and Evaluation.

## ➤ **MANAGEMENT SKILLS INTRODUCTION COURSE**

The Management Skills Introduction Course teaches learners core management skills. Learners will be able to apply their knowledge to the successful management of projects, people, and time.

**The course covers the following Lessons:** Ready! Set! Manage!; Motivating; Planning; Communication; Getting input; Dealing with challenging people and times; and Building success.

## ➤ **MANAGING CHANGE COURSE**

Change is an undeniable aspect of today's business world. The leaders of an organisation are called upon to guide their teams through the change process and to provide a critical bridge between the old way of doing things and new work practices. This Course shows managers the three major elements of leadership in times of significant change - the need to refocus yourself, to lead the team, and to work effectively with individual team members.

**The course covers the following Lessons:** Refocusing yourself; Leading the team; and Working with individuals.

## ➤ **MOTIVATION METHODS & STRATEGIES COURSE**

This Course provides insight for motivating team members in the workplace. Learners will understand principles for leading and coaching employees and will discover methods of motivating a team through rewarding top performers, correcting weaker performers, and building trust. Learners will also become familiar with established psychological theories that support these motivational strategies.

**The course covers the following Lesson:** Leading for commitment.

## ➤ MOTIVATION COURSE

This Course presents the concepts of providing motivation for employees. It discusses developing a vision, a common goal, and direction for workers. Topics covered include using effective communication, conducting effective meetings, and encouraging creative problem-solving. The Course also discusses rewarding effort and correcting mistakes without damaging motivation. Other topics examined include time and stress management, training and education and motivation, and building trust. This Course is designed for those interested in improving their skills in coaching and motivating employees.

**The course covers the following Lessons:** Leading with a Vision; Communicating; Rewarding and Correcting; Performance and Training; and Building Trust.

## ➤ NEGOCIATING COURSE

This Course presents strategies for negotiating in business and daily situations. It covers techniques for developing a negotiation plan, evaluating the opposition, and taking advantage of body language, props, timing, questions, and correspondence. It presents strategies for gaining control in negotiation situations, and effective methods of getting past obstacles and closing a negotiation. Several everyday negotiation scenarios are explored, with tips for effective negotiation techniques to apply to these situations.

**The course covers the following Lessons:** Negotiating Techniques; Gaining Control; Closing the Deal; and Everyday Negotiations.

## ➤ PROBLEM SOLVING THROUGH PRODUCTIVE THINKING COURSE

One of the greatest abilities of leaders - whether in management positions or on the front line - is the ability to see the root of problems and quickly enact effective solutions. This series will pass on some of the skills and tips that will help you to better identify problems, find their causes, and get their solutions under way.

**The course covers the following Lessons:** The Concept of Productive Thinking; Productive Thinking in Principle; The Productive Thinking Model; and Productive Thinking in Practice.

## ➤ PROJECT MANAGEMENT COURSE

This Course provides a detailed examination of project management concepts and strategies. It discusses the seven components of a management system and the five phases of the project life cycle, and looks at factors that affect cost and quality. The project manager's role is explored in detail, and strategies for defining the project are examined. Tasks such as developing the Work Breakdown Structure, estimating and scheduling resources, scheduling computations, and tracking project activities are discussed. The close-out phase of a project is also covered. Other topics include formalizing project management standards, developing a project team, and strategies for becoming a more effective project manager.

**The course covers the following Lessons:** Project Management Overview; Understanding the Project Manager's Role; Defining the Problem; Determining the Strategy; Developing the Work Breakdown Structure; Estimating and Scheduling Resources; Understanding Scheduling Computations; Tracking Project Activities; Closing Out the Project; Formalizing Project Management Standards; Developing Project Teams; and Ensuring Your Own Effectiveness.

## ➤ PROJECT MANAGEMENT FROM A PEOPLE PERSPECTIVE COURSE

This Course goes beyond the basic mechanics of project management and focuses on the people side of getting projects accomplished. It helps you develop a deeper understanding of interpersonal dynamics that can make you more effective in leading a project team. Look to this Course for topics such as building a team, leading a team, influencing team members across departments, communicating, documenting, and balancing multiple projects.

**The course covers the following Lessons:** Working Across Departments; Building and Leading a Team; Managing Project Stakeholders; Communicating Effectively; Key Documentation; and Balancing Multiple Projects.

## ➤ **PROJECT MANAGEMENT PROFESSIONAL CERTIFICATION 2005 COURSE**

This Course complements the Project Management Body of Knowledge (PMBOK) in preparing a learner for the Project Management Professional (PMP) certification exam. This Course will provide the learner with an understanding of the exam and how the Project Management Institute (PMI) views the topical areas associated with the initiation, planning, execution, monitoring and control, and closeout of projects.

**The course covers the following Lessons:** Project Management Framework and Initiating the Project; Project Planning Processes; Project Execution and Quality Management; Project Monitoring and Control; Project Closing; Professional Responsibility; and Practice Exams.

## ➤ **SARBANES-OXLEY ACT COURSE**

The Sarbanes Oxley Act of 2002 will have a long lasting impact on the governance and financial accountability of publicly held companies, particularly in America. This Course will provide the learner with an overview of the Act. Learners will master guidelines for making company policies, procedures, systems and controls Sarbanes-Oxley compliant. Learners will also examine management certification responsibilities and non-compliance penalties under the Act.

**The course covers the following Lessons:** Overview, Disclosures & Reporting; and Standards, Regulations & Penalties.

## ➤ **SEXUAL HARASSMENT IN THE WORKPLACE COURSE**

This Course works to educate employees about the causes and effects of sexual harassment in the work environment, It looks at the elements that define behaviour as harassment, methods that can be used to prevent it from occurring, as well as ways to deal with the situation if it happens.

**The course covers the following Lessons:** Defining Sexual Harassment; Preventing Sexual Harassment; Responding to Sexual Harassment; and Why Can't We All Just Get Along?.

## ➤ **STRESS MANAGEMENT COURSE**

Stress is among the most common and harmful issues facing people in the working world. The information, practices, and exercises in this Course will help you understand, control, and reduce stress.

**The course covers the following Lessons:** Stress on the job; Resisting stress; Assertiveness; and Coping with anger.

## ➤ **TEAMS THAT WORK COURSE**

This Course teaches the learner practical methods for establishing and maintaining teams that maximize the collective strengths of their members. Learners will also acquire valuable team leadership skills.

**The course covers the following Lessons:** Building effective teams; and Leading effective teams.

## ➤ **TIME MANAGEMENT FOR MAXIMUM PRODUCTIVITY COURSE**

It always seems like we could use an extra two hours (or more!) in the day. How can we manage our time and be truly productive in the office, and in life? This Course will introduce you to the most important rules of time management, including not just how to get more done, but how to choose the things you do to give your day the biggest impact possible.

**The course covers the following Lessons:** Taming Time; Prioritizing and Procrastinating; Establishing Goals; Managing Time Together; and Controlling Time Leaks.

## ➤ **TIME MANAGEMENT FUNDAMENTALS COURSE**

This Course describes specific time-management strategies that learners can apply to make their work time more efficient and productive.

The course covers the following Lessons: Evaluating & Improving Time Management; Organising Tasks & Creating Uninterrupted Time; Managing Meetings; Managing Workload; and Managing Time With Co-Workers.