



eCademy

550+ Online Courses



Essentials Suite – 43 Courses <i>1-3 hour interactive courses, featuring questions and tests delivered in a modular style</i>		
<p>Communication Skills</p> <ul style="list-style-type: none"> • Effective Writing • Giving Presentations • Persuading with Numbers • Preparing Presentations • Report Writing • Working with Numbers <p>Customer Service</p> <ul style="list-style-type: none"> • Caring for Your Customers • Putting Customers First • Quality in Practice <p>Leadership and Team Development</p> <ul style="list-style-type: none"> • Appraisal Interviewing • Developing Leadership • Do or Delegate • Managing Meetings • Performance Troubleshooting 	<ul style="list-style-type: none"> • Project Management • Selection Interviewing • Team Building • The Effective Leader <p>Understanding Leadership</p> <p>Literacy Skills</p> <ul style="list-style-type: none"> • Best Practice for Effective Business Writing • Punctuation • Spelling • The English Sentence <p>Personal Development</p> <ul style="list-style-type: none"> • Decision Making • Make Objectives Happen • Managing Yourself • Negotiation Skills • Plan Your Own Development • Problem Solving 	<ul style="list-style-type: none"> • Setting Objectives • The Assertive Manager • Time Management • Working in Teams <p>Training and Facilitation Skills</p> <ul style="list-style-type: none"> • Coaching Skills • Facilitation Skills • Mentoring Skills • One-to-One Training • Training for Non Trainers <p>Understanding Budgeting and Finance</p> <ul style="list-style-type: none"> • Budgeting Basics • Managing Your Budget • Preparing Your Budget • Understanding Balance Sheets • Understanding Profit and Loss

Pathways Suite – 51 Courses <i>30 minute short courses with unique reflective feature to enable users to retain key information</i>		
<p>Leadership Skills</p> <ul style="list-style-type: none"> • Introduction to Report Writing • Preparation for Report Writing • Email • Writing Your Report <p>Coaching</p> <ul style="list-style-type: none"> • Alternative Support • Coaching Behaviours • Coaching Moments • Coaching Styles and Skills • The Coaching Journey • The Goals of Coaching • Why Coaching is Crucial <p>Developing Performance</p> <ul style="list-style-type: none"> • Challenging Performance • Giving and Receiving Feedback • Improving Performance • Levels of Performance • Monitoring performance • Rewarding Performance • Setting Goals 	<p>Leadership Skills</p> <ul style="list-style-type: none"> • Accentuate the Positive • Address Your Time Stealers • Decide What You Want • Identify Your Priorities • Improve Your Time Effectiveness • Lead by Example • Recognise Your Style • Take Responsibility <p>Managing Change</p> <ul style="list-style-type: none"> • Brand and Reputation • Challenging the Status Quo • Difficult Decisions • Exploring the Options • Gaining Buy-in • Leading Others Through Change • Make the Change • Organisational Culture • Seeing Change Through 	<ul style="list-style-type: none"> • Strategy and Business Environment • Taking Action • The Personal Change Journey • Thriving in Change <p>Team Development</p> <ul style="list-style-type: none"> • Assertiveness • Building Teams • Climate for Performance • Communicating a Shared Purpose • Conflict • Creating the Team • Empowering the Team • Influencing Behaviours • Leading Diverse Teams • Non-verbal Communication and Body Language • Succession Planning • Team Types

Shapers Suite – 54 Courses <i>1-2 hour audio rich courses, utilising video scenarios to illustrate key learning points</i>		
<p>Advanced Communication</p> <ul style="list-style-type: none"> Assertiveness Skills and Techniques Conflict Skills and Techniques Negotiating Step by Step Negotiation Skills and Techniques What is Assertiveness? What is Conflict Management? What is Negotiating? <p>Creating Positive Working Relationships</p> <ul style="list-style-type: none"> Creating and Using a Network Developing Teamwork How Individuals Differ If a Relationship Stops Working Inducting a New Team Member <p>Essential Communication</p> <ul style="list-style-type: none"> Active Body Language Active Body Language Part 2 Active Listening Questioning Speaking and hearing 	<p>How to Make Agreements Work</p> <ul style="list-style-type: none"> Identifying and Agreeing Requirements Maintaining the Agreement Negotiating and Reaching an Agreement What is a Contract? <p>Improving Individual Performance</p> <ul style="list-style-type: none"> Career Planning Coaching and Mentoring Disengaging Monitoring and Appraising Performance Recruiting Setting Standards Succession Planning Training and Developing <p>Managing a New Team</p> <ul style="list-style-type: none"> Agreeing Team Tasks Communication Creating a Positive Environment Encouraging Participation Establishing Responsibilities 	<ul style="list-style-type: none"> Getting to Know Your Team Supporting a Positive Environment Trust and Motivation Why Teams? <p>Managing Yourself</p> <ul style="list-style-type: none"> Dealing with Stress Making Time People Recognising Stress Time Management and You Where are you Going? <p>Managing a New Team</p> <ul style="list-style-type: none"> Decision Making Making Sense of Information Presenting the Solution Problem Analysis Recognising Problems <p>Managing a New Team</p> <ul style="list-style-type: none"> Expressing Yourself Influencing Techniques Planning to Communicate What is Influencing?

Insights – 7 Courses <i>15-30 minute videos based courses using high quality clips to deliver key learning points.</i>		
<ul style="list-style-type: none"> Active Body Language Giving a Presentation Influencing Skills 	<ul style="list-style-type: none"> Preparing for Presentations Questioning Skills 	<ul style="list-style-type: none"> Supporting Skills for Influencing Speaking and Listening

Sales Skills – 6 Courses <i>15-30 minute videos based courses using high quality clips to deliver key learning points.</i>		
<ul style="list-style-type: none"> Communicating with the Customer Creating Your Sales Plan Managing Yourself and Enhancing Your Sales Performance 	<ul style="list-style-type: none"> Progressing and Closing the Sale Starting the Sale 	<ul style="list-style-type: none"> Understanding Your Customer

Management Excellence Suite – 53 Courses

Comprehensive e-learning courses lasting 1 – 5 hours.

Covering the following topics:

Coaching Skills

- Learning Toolkit
- Assessment Techniques and their Purpose
- Communication Skills
- Constructive Feedback
- Individual Development and Teams
- Managing diversity and promoting equality
- Non-Verbal communication
- OSKAR

Leadership

- Leaders and Organisations
- Leadership styles
- Leading your team
- Personal Development Plan

Leadership & Management

- Developing Successful Business Teams
- Developing Yourself and Others
- Focus on Leadership
- Leadership Skills
- Leading Teams
- Making Professional Presentations
- Management and Leadership Distinctions
- Managing Conflict

- Managing Stress
- Managing a workplace project
- Principles of Leadership & Management

Managing Information

- Effective Information Gathering for Managers
- Investigate Cost, Cost Control & Breakeven Analysis

Organisations

- Organisational Communication
- Organisations and their cultures
- The Organisation's Vision and Mission Statements

People Management

- Building positive relations at work (Part 1)
- Building positive relations at work (Part 2)
- Coaching for improved performance (Part 1)
- Coaching for improved performance (Part 2)
- Developing people through mentoring (Part 1)
- Developing people through mentoring (Part 2)
- Know how to Deal with Conflict in a Team

- Meetings that work (Part 1)
- Meetings that work (Part 2)
- Solving problems and making decisions (Part 1)
- Addressing Performance Issues
- Effective Working Relationships
- Improving Team performance; Issues that affect performance
- Planning and Managing work
- Resolving performance issues

Resource Management

- Getting the best from your resources (Part 1)
- Getting the best from your resources (Part 2)
- Organisational Finance
- Changing Resource Requirements
- Continual improvements to meet stakeholder needs
- Planning to meet Stakeholders Requirements
- Preparing a case for change
- Quality and the Organisation
- Quality and the Team
- Quality Standards

Health and Safety – 8 Courses

Health and Safety is one of the most important subjects that needs to be addressed in the workplace. Each course takes approximately 1½ to 2 hours to complete and comes with a test so the learner can demonstrate their knowledge.

Dangerous Substances
Display Screen Equipment
Electricity
Fire
First Aid
Health and Safety
Manual Handling
Slips, Trips and Falls

IT Skills Suite (Impetus) – 7 Courses

Comprehensive European Computer Driving Licence (ECLD v4) courses, where learners will gain Microsoft Office 2003 and general computer skills. Courses are approximately 6 hours long and are broken down into manageable modules.

Computer Environment
First Steps with Databases
General Concepts
The Internet
Using the Application - Presentation
Using the Application - Spreadsheets
Using the Application - Word Processing

The Workplace – 2 Courses

Comprehensive range of simulation driven Microsoft applications

Bribery Act 2010	This course focuses on the Bribery Act and its implications.
Sustainability	Understand what sustainable development is, recognise how it relates to your organisation and have confidence in applying your principles to your work

Express Suite – 217 Courses

Short learning objects lasting 5 to 15 minutes. Acting as reminders and prompts.

Covering the following topics:

Appraisal Interviewing

- Listening to and Observing the Appraisee
- Opening the Appraisal Interview
- Questioning the Appraisee
- Structuring the Interview
- What's the Point of Appraisals?

Assertive Manager

- Aggressive and Submissive Behaviour
- Assertive Behaviour
- Basic Concepts
- Responsive Behaviour

Best Practice For Effective Business Writing

- Best Word
- Good English
- Meaning
- Sentence Length

Budgeting Basics

- Accounting Conventions
- How Organisations Budget
- The Budgeting Process
- What is a Budget?

Caring For Your Customers

- Assisting
- Doing Something Extra
- Greeting
- Knowing Your Customers
- Listening

Coaching Skills

- Assessing Competence
- Assessing the Learner's Needs
- Developing a Learning Plan
- Reviewing Progress
- What's Coaching About?
- Why Coach?

Decision Making

- A Decision Making Process
- Deciding What To Decide
- Evaluating Options
- How To Decide
- What Could Go Wrong?

Managing Yourself

- Getting a Perspective
- Getting Things Done

- Managing Information
- Managing the Phone
- Setting Priorities

Mentoring Skills

- A Helping Hand
- Before You Accept The Role of Mentor
- Nobody's Perfect
- The Mentoring Relationship
- What Makes a Good Mentor?
- Types of Objectives
- What are Objectives

Negotiation Skills

- Bargaining
- Closing the Negotiation
- Exploring Each Other's Position
- Opening the Negotiation
- Preparing to Negotiate
- Testing Potential Agreement
- The Basic Concept

One-to-one Training

- Explain and Show
- Good and Bad Training
- Preparation
- Trying It Out

Performance Troubleshooting

- Case Study
- Feedback
- Introduction
- The Impact of Work
- The Individual
- The Working Environment
- Using the HPS
- Persuading With Numbers
- Basic Concepts
- Constructing Charts/Graphs
- Figures Summed Up
- Interpreting Bar Charts
- Interpreting Graphs
- Plan Your Own Development
- Planning Your Route
- The Journey
- The Resources You'll Need
- Where Are You Now?

- Where Do You Want To Go?
- You the Traveller
- Preparing Presentations
- Final Preparation
- Preparing Your Subject
- The Basics of Preparing Presentations
- Using Visual Aids
- Preparing Your Budget
- Doing the Groundwork
- Getting the Numbers Right
- Getting the Right Format
- Handling Cuts
- Presenting your Case
- Problem Solving
- Analyse the Problem in Detail
- Background to Problem Solving
- Define Actual Causes
- Identify Likely Causes
- Setting the Problem Statement

Project Management

- Agreeing the Brief
- Detailed Planning
- Implementation and Tracking
- Overview Planning
- Reviewing the Project
- What is a Project?

Punctuation

- Full Stops and Commas
- Miscellaneous Punctuation
- The Apostrophe
- The Semi-Colon and Colon

Putting Customers First

- Moments of Truth
- Satisfying Customer Needs
- That's All Very Well, But...
- Why Put the Customer First?
- Conform and Improve

Quality In Practice

- Identify Requirements
- Quality Matters
- Satisfy Requirements
- The Future

<p>Report Writing</p> <ul style="list-style-type: none"> • Anatomy of a Report • Drafting • Numbering • Preparing • Revising • Visuals • Why Reports? <p>Selection Interviewing</p> <ul style="list-style-type: none"> • Asking Questions • Closing and Follow up • Listening To and Observing the Candidate • Starting the Selection Interview • Structuring the Interview <p>Setting Objectives</p> <ul style="list-style-type: none"> • Characteristics of Objectives • Layout and Writing Tips • Objective Setting Action Plan <p>Spelling</p> <ul style="list-style-type: none"> • Commonly Mis-Spelt Words • 'I' Before 'E' • The Importance of Spelling 	<p>Team Building</p> <ul style="list-style-type: none"> • From Control to Facilitation • Roles and Stages in Development • Team Building Techniques • What Makes Teams Work? • Why Teams? • The Effective Leader • Adapting your Style to Individuals • Areas of Need • Awareness of Self and Others • Leadership Styles • The Leader as Motivator • The Leader as Organiser • The English Sentence • Adjectives • Adverbs • Conjunctions • Nouns • Prepositions • Pronouns • Sentences • Verbs • Time Management • Avoiding Unnecessary Demands on Time • Overview - Strategies for Increasing Discretionary Time • Ownership of Time Problems • Sources of Time Based Problems • Time Planning • Training For Non-trainers • Good Practice • Identifying Training Needs • Preparation Express • The Lesson Plan • Training Methods 	<p>Understanding Balance Sheets</p> <ul style="list-style-type: none"> • Good Health • Interpreting a Balance Sheet • Money to Hand • Owning and owing • Presenting a Balance Sheet • The Ever-Changing Balance <p>Understanding Leadership</p> <ul style="list-style-type: none"> • Leadership Qualities • Situational Leadership • The Functional Approach <p>Understanding Profit and Loss</p> <ul style="list-style-type: none"> • Costs and Revenue • Profit in Perspective • The Profit and Loss Account • The Trading Statement <p>Working in Teams</p> <ul style="list-style-type: none"> • How Teams Succeed • How Teams Work • Improving Your Team • Why Teams Fail <p>Working with Numbers</p> <ul style="list-style-type: none"> • Adding and Subtracting • Multiplying and Dividing Percentages
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Nudges – 67 Courses

One slide reminders to reinforce knowledge and understand.

Covering the following topics:

Business Skills

- DISC - A Model of Behaviour (N)
- Giving a Presentation (N)
- Preparation Points (N)
- Reports Checklist (N)
- Running a Meeting (N)
- Style Points (N)
- Writing E-mails (N)

Business Skills

- Active Listening (N)
- Alternatives to Coaching (N)
- Barriers to Coaching (N)
- Coaching Styles (N)
- Coaching You (N)
- Questioning (N)
- The GROW Model of Coaching (N)

Developing Performance

- Average Performers (N)
- Building Trust Objectives (N)
- CSMART for Business and Personal Objectives
- Delegating (N)
- Empowering Poor Performers (N)
- Empowering Your Team (N)
- Giving Feedback (N)
- Monitoring and Appraising Performance
- Motivating (N)
- Playing to Team Strengths (N)
- Responses to Feedback (N)
- Rewards (N)

Leadership Skills

- Centring: Relaxing and Thinking Clearly (N)
- Clarifying Your Goals (N)
- Dealing with Interruptions (N)
- Developing Leadership Talent (N)
- Leadership Traits (N)
- Leading by Example (N)
- Life Preservers (N)
- Positive Visualisation (N)
- Present Your Brand (N)
- Prioritising Your Time: Urgent vs. Important (N)
- Putting Things Off (N)
- Reframing Your Life Story (N)
- Setting Personal Goals (N)
- Stress Management (N)
- Time Planning (N)

Managing Change

- Building Personal Resilience (N)
- Force-fields and Change (N)
- Kotter's Eight Steps to Change (N)
- Making Adaptable Decisions (N)
- Mind Shower (N)
- Moving Forward (N)
- Roadblocks to Change (N)
- SCAMPER for Increased Creativity (N)
- Supporting the Strategy (N)
- Taking Decisions (N)
- The Change Curve (N)
- The Reputation Quotient (N)
- Using the DO IT Technique (N)

Team Development

- Communication Channels (N)
- Dealing with Aggression (N)
- Dealing with an Impasse (N)
- Dealing with Conflict (N)
- Leading a Remote Team (N)
- Overcoming Inertia (N)
- Planning for Team Succession (N)
- Resolving Conflict (N)
- Team Climate (N)
- Team Development Stages: The Leadership Challenges (N)
- Telling Stories (N)
- Unconscious Signals (N)
- Working with Different Types of People (N)