

E-learning

for team leaders, supervisors
and managers



fundamentals

20 bite size modules

Adaptive modules available
singly or in bundles.
Accessed via our Svelte
platform or for upload to your
own LMS.



Great Communication

Head in the sand?
It's what you don't say
Two ears; one mouth
I like talking to you



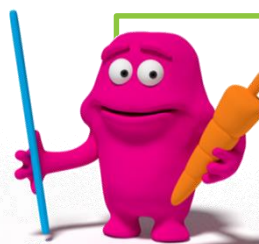
Great Influencer

Sway this way
Tug of war
Seal the deal!



Personal Development

Act smart
Assert yourself
Where did the day go?
What first?



Management and Leadership

A matter of style
I prefer the carrot
Let Stan do it



Team Development

From form to perform
Strength far and wide



Great Meetings

Chair in control
Minutes matter



Great Presentations

Perfect prep
On the edge of their seats



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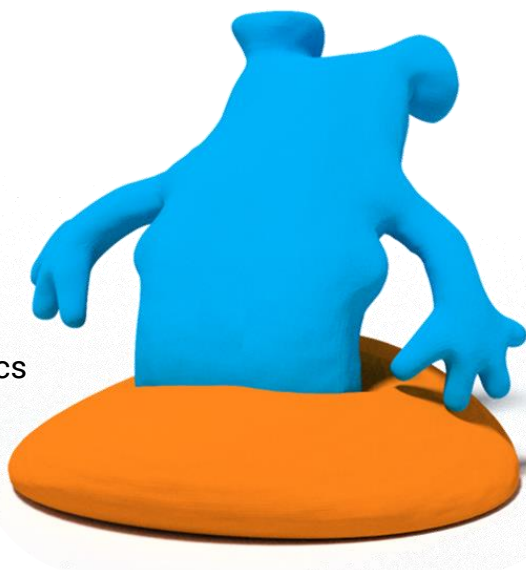
Tired of avoiding difficult conversations?


Does not having them stress you out?

This topic will help you to uncover your avoidance tactics and REAP the rewards of hitting the conversations you dread head on.

This Ready to Go fundamentals topic will help you:

- Define “difficult conversations” with examples
- Prepare for difficult conversations
- Follow a process for having a difficult conversation
- Describe the key skills required to have a successful conversation
- Identify the most common mistakes when having difficult conversations





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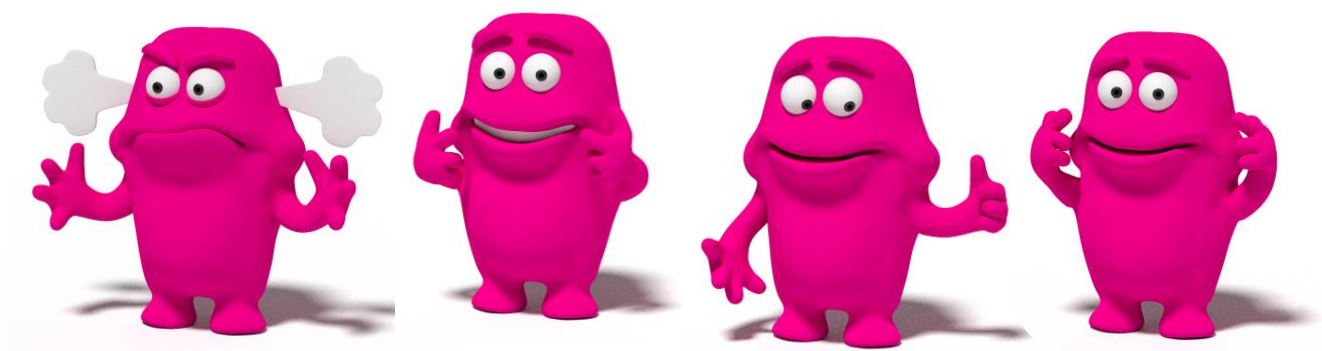
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It's what you don't say

The way we move our body and the way we say things adds meaning and emphasis to the words we speak.

Want to tap into the power of non-verbal communication?



This Ready to Go **fundamentals** topic will help you:

- Identify the different types of non-verbal communication
- Describe why non-verbal communication matters both in general and in the workplace
- Explain the role of non-verbal communication
- Promote self-awareness and understand how to manage non-verbal communication
- Explain how to read non-verbal communication in other people



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Two ears; one mouth

In our fast-paced world we may not believe there's time to listen.

But listening effectively can save a lot of wasted time. Try this topic to find out the listening mistakes you make and how to put them right.



This Ready to Go fundamentals topic will help you:

- Explain why it is important to listen effectively
- Identify specific strengths and weaknesses in listening skills
- Know the four elements of effective listening
- Describe an appropriate environment for effective listening
- Identify the correct thinking style for effective listening
- Describe the emotional aspects of effective listening
- Describe the key actions that result in effective listening



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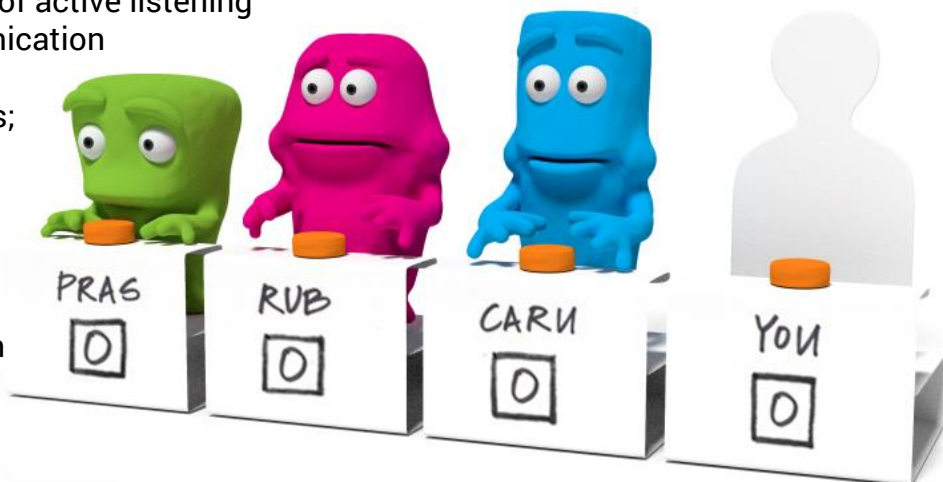


I like talking to you

Compete against three other contestants to uncover the five top tips for building an immediate rapport with people you've never met before.

This Ready to Go fundamentals topic will help you:

- Describe the benefits of building rapport in a range of contexts
- Explain how to make a positive first impression
- Describe ways to find common ground
- Explain the importance of active listening and non-verbal communication
- Promote self-awareness; understand how your emotions and reactions can influence others
- Explain how and when to lead the conversation



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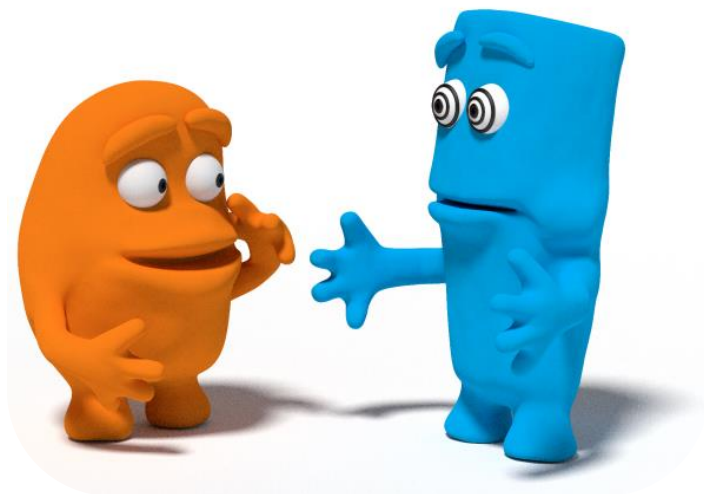
Sway this way

Want to bring one or more people
around to your way of thinking?

Take this topic to learn how to do the
ground work and pick your moment.

This Ready to Go fundamentals topic
will help you:

- Explain why being a good influencer is a positive skill (WHY)
- Define your goal and negotiating range (WHAT)
- Identify the optimum time to use influencing skills (WHEN)
- Describe the environment in which influencing skills will be most effective (WHERE)
- Practise five core influencing skills (HOW)



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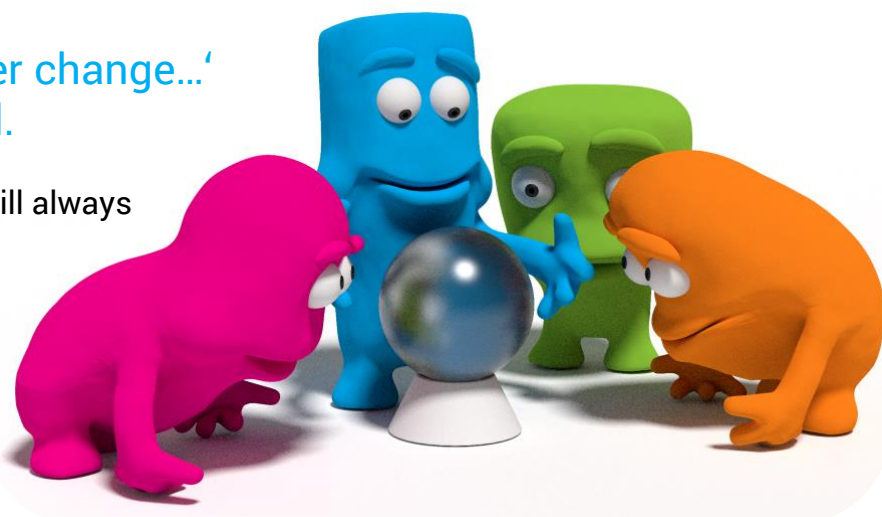


Tug of war

'Some people will never change...'
but don't feel defeated.

Where there's change there will always
be resistance - but 'I evolve
very slowly' doesn't always
mean what it says.

Take this topic
to find out more.



This Ready to Go fundamentals topic will help you:

- Describe the benefits of overcoming resistance to change
- Identify those who are most likely to be resistant to change
- Explain how to manage the expectations of change
- Explain why vision is important when managing change
- Explain how strategy influences successful change management



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Seal the deal

How comfortable do you feel in a bargaining situation?

Do you give in too often and come away the loser?

Then try this topic to pick up tips to improve your bargaining confidence and competence.



This Ready to Go fundamentals topic will help you:

- Explain how to value assets realistically
- Describe how to find trade-offs when bargaining
- Identify your ideal outcome when bargaining
- Explain the effect of power balance when bargaining
- Explain how to manage commitment to the deal



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Act smart

Set objectives that take you places.

If you often say you want to improve your personal or professional life but never see these good intentions come to fruition, then it's time to think and act SMART. This short topic will help you get started.

This Ready to Go fundamentals topic will help you:

- State the benefits of using SMART objectives
- Explain what the SMART acronym stands for
- Recognise a SMART objective
- Construct a SMART objective



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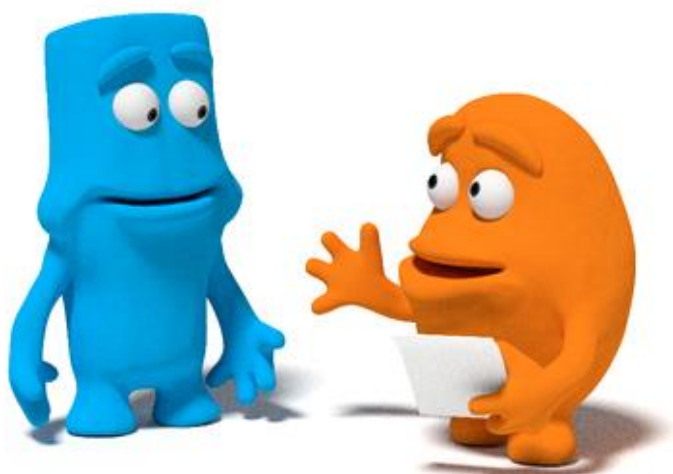
Assert yourself

Stand up for your own needs
and opinions.

Do you walk on egg shells and sacrifice
your own best interests to avoid conflict?

Would you like to be able to express your
opinion confidently, without losing your cool?

No longer shy away from assertiveness as this topic will encourage you out of the
shadows – to express your opinions and needs without negative consequences.



This Ready to Go fundamentals topic will help you:

- Explain the difference between assertive and aggressive behaviour
- Describe how to say no without feeling guilty
- Explain the importance of clarifying exactly what you want
- Give some examples of how body language can reflect inner confidence
- Describe how to communicate your feelings and needs assertively



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Where did the day go?

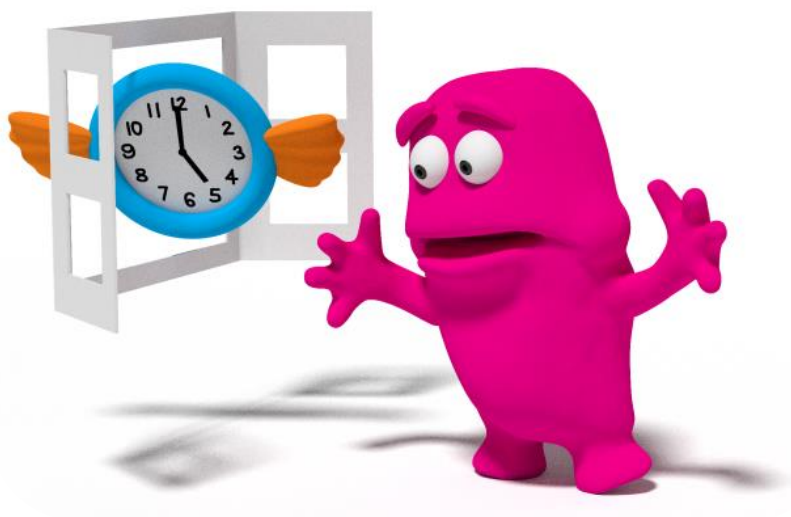
How many times have you thought,
'There just aren't enough hours in a day?'

In our fast-paced world it seems that there's always so much to do and never enough time to do it all in.

This topic won't magically increase the number of hours in a day - but it will help you to get the most out of the time you have.

This Ready to Go fundamentals topic will help you:

- Describe the importance of personal motivation and attitude in managing your time effectively
- Describe the importance of environment in time management
- Explain a simple time management process
- Describe a set of strategies for managing interruptions and distractions



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What first?

The art of prioritisation.

Got so much to do and don't know
where to start?

This topic looks at the art of prioritisation and offers some basic principles to help get yourself organised and keep those people demanding your time happy.



This Ready to Go **fundamentals** topic will help you:

- Describe the importance of a 'to do' list
- Explain the difference between an important task and an urgent task
- Assess task importance and urgency against a specific goal
- Prioritise 'to do' tasks to optimise productivity and improve time management practice



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A matter of style

How does it feel to have a manager or leader who interferes when you don't need them to or who is unavailable when you really need their help or guidance?

Do the words frustrated, unproductive or demoralised spring to mind?

A matter of style challenges leaders to ask two simple questions and use the answers to continually assess and adapt their leadership style.

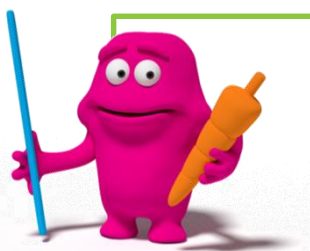
This Ready to go fundamentals topic will help you:

- State the four key leadership styles
- Describe the common behaviours associated with each leadership style
- Explain why it is important to vary leadership style
- Describe when each style of leadership should be used



Management and Leadership

A matter of style
I prefer the carrot
Let Stan do it



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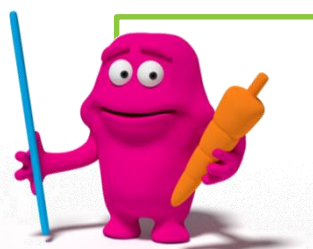
Not getting the best from your team?

Try this topic and take a different look at workplace
needs and motivation.



This Ready to Go **fundamentals** topic will help you:

- Describe why motivation is important for life
- Explain how reward and recognition motivates individuals and teams
- Describe the consequences of poor reward and recognition
- State the benefits of effective reward and recognition initiatives for a) employers and b) employees
- List some of the best ways to reward and recognise great contribution



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Let STAN do it

The art of successful two-way delegation

No one can do everything, yet that's exactly what some of us try to do.

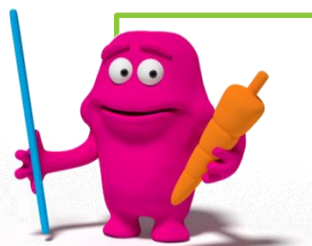
Despite there being lots of capable support around us, we don't always recognise it or know how to use it effectively.

Do you make excuses not to delegate?

Is it because you're not sure how to go about it successfully?

If so, consider this Ready to Go fundamentals topic which will help you to:

- Recognise reasons why people don't delegate
- Identify when and what to delegate, why and to whom
- Delegate the STAN way



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From form to perform

The four stages of team development.

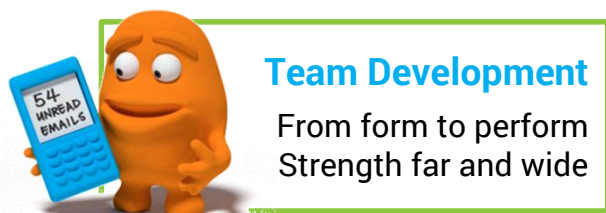
First there's the getting to know you when everyone is on their best behaviour. But this is just the calm before the storm...

Discover the characteristics of a typical team as they learn to work together – and find out what it takes for a team to excel.

This Ready to Go **fundamentals** topic will help you:



- State all the stages of team development
- Describe the characteristics of a forming team
- Explain the challenges a storming team may face and why these can lead to failure of the team
- Explain the advantages of a team that reaches the norming stage
- Describe the characteristics of a performing team and why these teams succeed
- Describe why some teams experience an adjourning stage



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Strength far and wide

Want to increase the effectiveness of your virtual team?



This topic will help you to close the miles between you and beat the barriers that difference in language, time and culture can pose.

This Ready to Go **fundamentals** topic will help you:

- Describe the benefits of a virtual team to both the employer and team member
- State the barriers that can prevent virtual team success
- Explain how to overcome barriers to success
- Recognise the early warning signs of ineffective team work and know how to mitigate them
- Apply best practice hints and tips to your specific context



Team Development

From form to perform
Strength far and wide

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Chair in control

The key to chairing effective meetings.

These days meetings take up a lot of our precious time so need to be succinct and efficiently managed.

If you are new to chairing meetings or want to lead productive meetings that make the best use of everyone's time, then this topic will point you in the right direction.

This Ready to Go fundamentals topic will help you:

- Describe why good preparation is important
- Explain how to encourage participation
- List the benefits of impartiality
- Describe how to keep a meeting on track
- Explain why listening effectively is important
- Explain how to sum up at the end of a meeting
- List ways to ensure the meeting starts and finishes on time



Great Meetings

Chair in control
Minutes matter

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Minutes matter

The art behind meaningful minutes.

Minutes, an integral part of every meeting, need not be a chore. Well-executed minutes can save time, effort and prevent oversights or duplication. Discover the simple rules of capturing and issuing effective minutes in this short topic.



This Ready to Go fundamentals topic will help you:

- Explain the importance of effective minute-taking
- Outline the preparation required before taking minutes
- Describe the characteristics of effective minutes
- Differentiate between essential and non-essential minute content



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Perfect prep

PERFECT your preparation before your presentation.

Is everything covered?

Do you know your content?

Have you considered your
audience?



This topic points out everything you can do to ensure the success of your presentation before you even stand up to say those first words.

This Ready to Go fundamentals topic will help you:

- Explain the importance of establishing the purpose of the presentation
- State why empathy with your audience is essential
- Explain how to build, refine and enhance the content of the presentation
- Identify the most practical form of memory aid
- State aspects of the venue to consider in advance



Great Presentations

Perfect prep
On the edge of their seats

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On the edge of their seats

Grab your audience's attention and keep it.

You know the content of your presentation is great so you don't want your delivery to let you down.

Audiences can be unpredictable and demanding so it's crucial to keep them on side.

This topic explores how to gain and sustain their interest.

This Ready to Go fundamentals topic will help you:

- Explain how to control initial nerves
- State the ways of gaining an audience's attention
- Describe how to sustain your audience's engagement throughout
- Explain the importance of staying on track



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