

Courses Breakdown

End User Business Skills Development

Contents

Basics of Business Math Series	1
Business Communication Series.....	3
Business Management Series	4
Customer Service Series.....	6
Grammar Series	8
Motivation Series	9
Negotiating Series.....	10
Project Management Series.....	11
Sexual Harassment Series	13
Time Management Series.....	15

Basics of Business Math Series

Total Time: 19 hours

Basics of Business Math: Fractions

4 hours

MATH01

Basics of Business Math: Fractions provides instruction and practice in basic business math skills for the area of fractions.

- Basics of Fractions
- Equal Fractions
- Adding and Subtracting Fractions
- Mixed Numbers
- Multiplying Fractions and Mixed Numbers
- Dividing Fractions
- Combined Computations
- Course Review

Basics of Business Math: Decimals

4 hours

MATH02

Basics of Business Math: Decimals teaches how to add, subtract, multiply, and divide using decimals. It also shows the order in which to do this for combined computations.

- Overview
- Adding and Subtracting
- Multiplying Decimals
- Dividing with Decimals
- Combined Computations
- Course Review

Basics of Business Math: Calculator

3 hours

MATH03

Basics of Business Math: Calculator provides instruction and practice in using a calculator for business math.

- Fundamentals
- Other Basic Operations
- The Percent Key
- More Special Keys
- Combined Operations
- Combined Formulas
- Course Review

Basics of Business Math: Equations

4 hours

MATH04

Basics of Business Math: Equations discusses equations and ratios. It teaches what equations and ratios are and how to use them to solve many different word problems.

- Equations and Formulas
- Inverse Operations
- Word Problems
- Ratios
- Proportions
- Course Review

Basics of Business Math: Percents

2 hours

MATH05

Basics of Business Math: Percents teaches how to calculate percents. It explains how to convert decimals to percents, percents to decimals, fractions to percents, and percents to fractions. This course also teaches how to solve word problems involving percentages by using formulas.

- Introduction to Percents
- Reviewing Conversion Rules
- Converting to and from Percents
- Percentages
- Word Problems
- Course Review

Basics of Business Math: Reports

2 hours

MATH06

Basics of Business Math: Reports provides instruction in evaluating and analysing basic statistics and graphs used in business reports.

- Simple Averages
- Weighted Averages
- Identifying Graphs and Charts
- Reading Graphs
- Selecting Graphs

Business Communication Series

Total Time: 12 hours

Business Communication: Writing Skills	4 hours	BCSC01
<i>Business Communication: Writing Skills explains how to plan for a business-writing task. It also addresses common writing problems, including commonly misused words and incorrect sentence grammar.</i>		
<ul style="list-style-type: none">• A Planning Worksheet• Word Choice	<ul style="list-style-type: none">• Sentence Building• Paragraph Design	

Business Communication: Forms of Writing	4 hours	BCSC02
<i>Business Communication: Forms of Writing reviews some of the most common forms of written communication and the best style of composition for each.</i>		
<ul style="list-style-type: none">• Patterns of Development• Letters	<ul style="list-style-type: none">• Memos, Proposals, and Other Shorter Forms• Reports	

Business Communication: Documentation	4 hours	BCSC03
<i>Business Communication: Documentation provides a systematic, step-by-step overview of the process of planning, building, and creating good documentation.</i>		
<ul style="list-style-type: none">• Planning the Project• Gathering Information• Organizing Information	<ul style="list-style-type: none">• Writing Your Documentation• Finalizing Your Document	

Business Management Series

Total Time: 18 hours

Business Management: Pressure

3 hours

BUSM01

Business Management: Pressure provides the user with an introduction to the three common responses to pressure.

- A New Model of Behaviour
- The Type C Experience
- The Three Performance Zones
- Your Performance Zone Profile
- Obstacles to C Zone Performance

Business Management: The Three C's

3 hours

BUSM02

Business Management: The Three C's shows users how to reach success through the principles of commitment, confidence, and control.

- Commitment
- Confidence
- Warning Signals
- Control
- The Can-Do Attitude

Business Management: Visualization

3 hours

BUSM03

Business Management: Visualization shows users how to use visualization to program yourself for C Zone performance. The methods include reviewing their personal highlight film, previewing the perfect performance, ideal modelling, and editing the mistakes in their mental movie.

- Your Highlight Film
- Mental Exercises
- Physical Performance
- Type C Conditioning
- Relieving Stress

Business Management: Stress Management

3 hours

BUSM04

Business Management: Stress Management introduces users to various coping strategies and techniques for dealing with stress. Users will be able to understand the characteristics of different personality types, how people react to stress differently, and how a good stress management program should include practicing a balanced nutrition plan, a regular exercise regimen, and relaxation techniques.

- What Is Stress?
- Stress Responses
- Personality and Stress
- Coping Strategies
- Nutrition and Exercise

Business Management: Project Management

3 hours

BUSM05

Business Management: Project Management provides an introduction to the terms, concepts, and procedures involved in project management. Users will learn about the components of the project management process, how to build a work breakdown structure (WBS), how to write effective goals and objectives, and useful techniques for scheduling project tasks.

- Projects and Project Management
- Project Results
- Defining the Scope of Work
- Project Objectives
- Developing the Schedule
- Scheduling Techniques

Business Management: Project Resources

3 hours

BUSM06

Business Management: Project Resources show users how conduct resource planning. Users will examine how and by whom tasks will be accomplished. They will learn how to study data to determine the effects costs and schedules will have on the project. Users will study tools that can help with project planning.

- Allocating Resources
- Cost Planning
- Cost Baseline Plans
- Monitoring the Project
- Controlling the Project
- Managing with Microcomputers

Customer Service Series

Total Time: 20 hours

Customer Service: Defining Service	4 hours	CUSC01
<i>Customer Service: Defining Service explains the concept of company-wide customer service and standards.</i>		
<ul style="list-style-type: none">• Understanding "Customers" and "Service"• Bringing the Customer Back• Making the Mission a Priority• Getting Everyone Involved• Service from the Top Down	<ul style="list-style-type: none">• Creating Service Standards• Implementing Service Standards• Customer Segments• Segmenting Your Customers	

Customer Service: Communicating	4 hours	CUSC02
<i>Customer Service: Communicating presents strategies for understanding customer problems, resolving conflict, and writing effective correspondence, instructions, and manuals.</i>		
<ul style="list-style-type: none">• Getting Your Message Across• Using the Right Words• Matching the Customer's Style• Using Questions• Dealing with Angry Customers	<ul style="list-style-type: none">• Resolving Conflict• Writing Letters to Customers• Breaking Bad News in a Letter• Giving Written Instructions• Writing Helpful Manuals	

Customer Service: Fixing Problems	4 hours	CUSC03
<i>Customer Service: Fixing Problems explains how to answer common questions, find customers' needs and problems, and resolve the root cause of those problems.</i>		
<ul style="list-style-type: none">• Using Complaints• Frequently Asked Questions• Answering Employee Questions• Finding What Customers Want	<ul style="list-style-type: none">• Using Surveys• Finding (the Real) Problems• Finding Solutions	

Customer Service: Building a Department

4 hours

CUSC04

Customer Service: Building a Department provides users with an overview of creating a Customer Service department and hiring talented customer service people.

- Forming a Customer Service Organization
- Building Teams
- Hiring Service Pros
- Motivating Service People
- Helping the Good Get Better
- Creating a Productive Environment
- Getting Help to Customer Service
- Good Service for Your Employees
- International Customer Service

Customer Service: Tools of the Trade

4 hours

CUSC05

Customer Service: Tools of the Trade explains the concept of company-wide customer service and standards.

- Talking to Customers
- Using the Phone
- Phone and Fax Lines
- Electronic Mail
- Communicating with Electronic Mail
- The Internet
- Presenting a Web Site

Grammar Series

Total Time: 9 hours

Grammar: Sentence Structures	2 hours	GRAM01
<i>Grammar: Sentence Structures provides instruction and practice in basic business grammar skills for the area of sentence structures.</i>		
<ul style="list-style-type: none">• Verbs• Prepositional Phrases• Subject-Verb Agreement	<ul style="list-style-type: none">• Pronouns• Irregular Verbs• Transitive and Intransitive Verbs	

Grammar: Punctuation	2 hours	GRAM02
<i>Grammar: Punctuation provides an overview of the use of business grammar skills and how to use it to punctuate sentence structures.</i>		
<ul style="list-style-type: none">• Apostrophes• Quotations	<ul style="list-style-type: none">• Capital Letters• Numbers and Abbreviations	

Grammar: Complex Sentences	3 hours	GRAM03
<i>Grammar: Complex Sentences provides an overview of the use of business grammar skills.</i>		
<ul style="list-style-type: none">• Types of Sentence Fragments• More Sentence Fragments• Run-On Sentences	<ul style="list-style-type: none">• Correcting Run-Ons• Commas• Faulty Parallelism	

Grammar: Advanced Grammar	2 hours	GRAM04
<i>Grammar: Advanced Grammar provides an overview of advanced grammar and how to use pronouns, adjectives, adverbs, special punctuation, and modifiers.</i>		
<ul style="list-style-type: none">• Pronoun Types• Adjectives And Adverbs• Colons and Semicolons	<ul style="list-style-type: none">• More Special Punctuation Marks• Misplaced And Dangling Modifiers	

Motivation Series

Total Time: 15 hours

<p>Motivation: Leading with a Vision 3 hours MOTC01</p> <p><i>Motivation: Leading with a Vision explains how to provide a clear direction to a team to encourage their performance.</i></p> <ul style="list-style-type: none">• Directing People's Motivation• Being a Leader Instead of a Boss• Encouraging Commitment from Workers• Sharing a Vision
<p>Motivation: Communicating 3 hours MOTC02</p> <p><i>Motivation: Communicating shows how to take advantage of language, meetings, and problem-solving to build better communication and performance with employees.</i></p> <ul style="list-style-type: none">• Speaking in Pictures• Speaking Simply and Effectively• Making Meetings Valuable• Making Meetings Efficient• Helping Workers Solve Problems
<p>Motivation: Rewarding and Correcting 3 hours MOTC03</p> <p><i>Motivation: Rewarding and Correcting shows how to effectively reward work, encourage teamwork and cooperation, and correct mistakes without damaging motivation.</i></p> <ul style="list-style-type: none">• Work That Reinforces Itself• Choosing Effective Rewards• Coaching and Cooperation• Correcting Mistakes with Motivation
<p>Motivation: Performance and Training 3 hours MOTC04</p> <p><i>Motivation: Performance and Training provides an introduction to time and stress management, and to education to encourage you and your employees.</i></p> <ul style="list-style-type: none">• Avoiding Time Management Traps• Using Time Strategically• Reaching the Right Level of Stress• Reducing Stress• Educating Effectively
<p>Motivation: Building Trust 3 hours MOTC05</p> <p><i>Motivation: Building Trust explains how to encourage trust from and in your employees.</i></p> <ul style="list-style-type: none">• Opening Communication• Communicating through Difficulties• Sharing Trust• Learning from the Worst• Meeting Workers' Desires

Negotiating Series

Total Time: 16 hours

<p>Negotiating: Negotiating Techniques</p> <p><i>Negotiating: Negotiating Techniques shows how to communicate and evaluate the competition in a negotiating situation.</i></p> <ul style="list-style-type: none">• Developing a Plan• Assessing the Opposition• Opening the Negotiation• Using Language• Using Body Language and Props	<p>4 hours</p>	<p>NGOC01</p>
<p>Negotiating: Gaining Control</p> <p><i>Negotiating: Gaining Control outlines the different types of opponents commonly faced in negotiations. It also explains how to appeal to the emotions of these opponents, how to use goodwill to succeed, and how to gain and use negotiating power. Finally, this course covers some good and bad negotiating habits and some methods of controlling the negotiating process.</i></p> <ul style="list-style-type: none">• Identifying Your Opponent's Type• Appealing to Your Opponent• Appealing to Emotions• Building Goodwill	<p>4 hours</p>	<p>NGOC02</p>
<p>Negotiating: Closing the Deal</p> <p><i>Negotiating: Closing the Deal explains how to get past emotional blocks into the final stages of offers and counteroffers to close a negotiation.</i></p> <ul style="list-style-type: none">• Dealing with Anger• Dealing with Fear• When Things Get Personal	<p>4 hours</p>	<p>NGOC03</p>
<p>Negotiating: Everyday Negotiations</p> <p><i>Negotiating: Everyday Negotiations examines some common negotiating situations to apply general negotiating techniques.</i></p> <ul style="list-style-type: none">• Buying or Selling a Home• Buying or Selling Real Estate• Agreeing on a Lease• Buying or Selling a Car	<p>4 hours</p>	<p>NGOC04</p>

Project Management Series

Total Time: 24 hours

Project Management: Project Management Overview

2 hours

PROJ01

Project Management: Project Management Overview provides an overview on the nature of projects as well as project management.

Project Management: Understanding the Project Manager's Role

2 hours

PROJ02

Project Management: Understanding the Project Manager's Role explains the role of the project manager and the traits and abilities he or she must have to be effective.

Project Management: Defining the Problem

2 hours

PROJ03

Project Management: Defining the Problem describes the importance of specifically narrowing down the problem statement. In addition, it explains the detrimental impact that bypassing this step has. It also distinguishes between different types of problems and possible methods for identifying them. Finally, it describes the Project Charter and how to create it.

Project Management: Determining the Strategy

2 hours

PROJ04

Project Management: Determining the Strategy defines strategy, describes methods to generate and rank a strategies list, and explains the importance of risk and contingency planning.

Project Management: Developing the Work Breakdown Structure

2 hours

PROJ05

Project Management: Developing the Work Breakdown Structure describes how to create and organize project tasks by developing the work breakdown structure and a network diagram.

Project Management: Estimating and Scheduling Resources

2 hours

PROJ06

Project Management: Estimating and Scheduling Resources explains estimating and scheduling concepts, provides guidelines for estimating and scheduling, and describes the advantage of project management tools such as Microsoft Project.

Project Management: Understanding Scheduling Computations

3 hours

PROJ07

Project Management: Understanding Scheduling Computations explains how to perform forward and backward computations to determine the critical path in a project network diagram and shows how an activity-on-node network diagram can be changed to make an activity-on-arrow diagram and a bar chart.

Project Management: Tracking Project Activities

1 hours

PROJ08

Project Management: Tracking Project Activities describes the control phase of a project and provides guidelines on how to effectively control a project.

Project Management: Closing Out the Project

2 hours

PROJ09

Project Management: Closing Out the Project explains the close-out phase of a project and describes the activities that must be performed during this phase.

Project Management: Formalizing Project Management Standards

2 hours

PROJ10

Project Management: Formalizing Project Management Standards provides an overview on the nature of projects as well as project management.

Project Management: Developing Project Teams

2 hours

PROJ11

Project Management: Developing Project Teams describes project team dynamics and provides guidelines on how to effectively build a project team.

Project Management: Ensuring Your Own Effectiveness

2 hours

PROJ12

Project Management: Ensuring Your Own Effectiveness gives tips on how to be a more effective project manager.

Sexual Harassment Series

Total Time: 18 hours

Sexual Harassment: Understanding the Issues

3 hours

HARA01

Sexual Harassment: Understanding the Issues provides an overview of sexual harassment in the workplace, including an introduction to the causes and effects of harassment, the legal definition of harassing behaviour, and steps that can be taken to resolve problem situations.

- Defining Sexual Harassment
- Identifying the Causes
- Understanding the Effects
- Understanding the Law
- Responding to Harassment

Sexual Harassment: Understanding the Law

3 hours

HARA02

Sexual Harassment: Understanding the Law examines the legal definition of harassing conduct and explains how to determine whether specific workplace behaviour meets this definition.

- Identifying Sexual Conduct
- Identifying Unreasonable, Severe Conduct
- Identifying Unwelcome Conduct
- Determining Employer Liability

Sexual Harassment: Assessing Problem Situations

2 hours

HARA03

Sexual Harassment: Assessing Problem Situations helps users apply their knowledge of sexual harassment law to individual workplace situations.

- Perceptions and Experiences
- Office Romance and Other Grey Areas
- Pin-ups, Jokes, and Innuendos

Sexual Harassment: Responding Effectively

2 hours

HARA04

Sexual Harassment: Responding Effectively helps users identify appropriate responses to sexually harassing behaviour.

- Deciding Whether to Act
- Confronting a Harasser
- Strategies for Harassed Workers
- Special Procedures for Some Employees

Sexual Harassment: Designing Policies and Procedures

3 hours

HARA05

Sexual Harassment: Designing Policies and Procedures helps users construct policies and procedures to prevent sexual harassment within their organization.

- Advantages of Workplace Policy
- Evaluating Your Workplace
- Designing an Effective Policy
- Implementing Complaint Procedures
- Training Employees

Sexual Harassment: Federal and State Law

2 hours

HARA06

Sexual Harassment: Federal and State Law helps users understand the process through which sexual harassment claims are handled at the federal and state level, and helps them determine what federal regulations apply to their own organizations.

- The Civil Rights Act
- Counting Employees
- Filing a Claim with the EEOC
- Action by the EEOC
- State Fair Employment Practices Laws

Sexual Harassment: Common Law Tort Actions

3 hours

HARA07

Sexual Harassment: Common Law Tort Actions helps users identify common-law actions that may be filed by harassed workers.

- Circumstances of Tort Actions
- Tort Actions Related to Criminal Charges
- Tort Actions Related to Employment Law
- Other Tort Actions
- Protection for Employers

Time Management Series

Total Time: 16 hours

Time Management: Introduction

4 hours

TMSC01

Time Management: Introduction provides an overview of gauging how time is being spent and how to better organize and use time more efficiently.

- The Problem of Managing Time
- Looking for Time
- Organizing Tasks
- Increasing Effectiveness

Time Management: Meetings

4 hours

TMSC02

Time Management: Meetings explains how to control the length and effectiveness of meetings.

- Small Meetings
- Large Meetings

Time Management: Managing Work

4 hours

TMSC03

Time Management: Managing Work explains how to efficiently manage everyday tasks like paperwork, telephone conversations, and electronic mail.

- Chasing Paper
- Phone Time
- E-Mail
- Putting It Off

Time Management: Co-Workers

4 hours

TMSC04

Time Management: Co-Workers explains how to maximize time spent communicating with co-workers.

- Communicating Clearly
- Protecting Your Time