



Accountability

People who are personally effective are able to make the best use of their abilities. They are better able to manage their time and emotions, get along with their colleagues, deal with changing situations and challenges, solve problems, manage their personal performance and ultimately become strong ambassadors for their organisation.

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Accountability

Content type

3 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

- Managing Project Priorities
- Setting SMART Objectives
- Performance Management Achieving Team Success

Seat time

1.33 hours





Adaptability

Change is often unavoidable in the workplace and the ability to adapt is a vital skill for success in the modern work environment. It can be often be daunting, but these tips can help you develop your adaptability.

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Adaptability

Content type

3 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

- Adaptability in the Workplace
- Emotional Intelligence Essentials
- Emotional Intelligence - Perceiving Emotions

Seat time

1.33 hours





Commercial Awareness

Being commercially aware means you understand not only your own business, but also your customer's business and the competition around you.

These techniques will help you identify how to analyse the market to stay commercially astute.

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Commercial Awareness

Content type

3 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for Extended Learning

Topics

- Business and Customer Awareness
- Competitive and Market Analysis
- How to be Customer Driven

Seat time

1.08 hours





Decision-making

As a manager you will always need to make decisions. There will often be multiple options and it can be hard to decide on the correct choice without using the right decision-making technique. Following these techniques can help in identifying the best course of action for any decision.

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Decision-making

Content type

4 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

- Effective Decision-making
- Making a Decision
- Decision-making Techniques
- Critical Thinking on the Fly

Seat time

1.58 hours



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Managing Personal and Professional Development

Keeping a record of your professional development, your skills, knowledge and experience can help you succeed in your job role. As you progress through your career, the skills that you need to advance further change dramatically. Everyone learns in their own individual way; this is natural. Understanding your most effective learning style is vital in furthering your personal development.

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Managing Personal and Professional Development

Content type

4 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for Extended Learning

Topics

- Personal Development Planning (PDP)
- Continuing Professional Development (CPD)
- Understanding your Learning Style
- Building Your Career Skills

Seat time

1.58 hours





Managing Own Personal Performance

Progressing your career is not all about performing well - such performance needs to be recognised and acknowledged. 'Setting SMART Objectives' teaches you how to make your objectives 'SMART', so that you know what success looks like. Personal development is vital in achieving your full potential.

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Managing Own Personal Performance

Content type

4 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for Extended Learning

Topics

- Secrets of High Performance
- Setting Personal Goals
- Setting SMART Objectives
- 6 Ways to Progress Your Career

Seat time

1.58 hours





Negotiating and Influencing

Knowing how to negotiate is crucial for getting the best deal. Negotiation has a number of different approaches, and it can be difficult to know which approach would best suit each situation. Having an understanding of the different strategies will help you navigate any negotiating situation.

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Negotiating and Influencing

Content type

4 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for Extended Learning

Topics

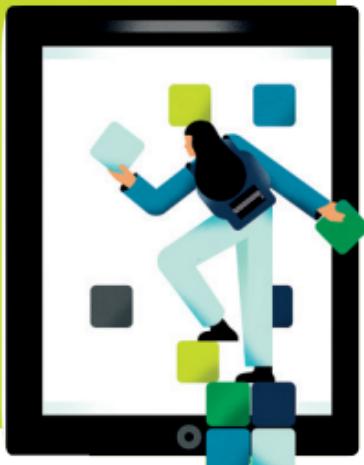
- How to Negotiate Effectively
- Stages of Negotiation
- Negotiation Strategies and Techniques
- Influence in Action

Seat time

1.58 hours



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Problem Solving

In any workplace you are going to encounter problems which need to be resolved. A good understanding of the different approaches to problem-solving can help you to navigate these challenges.

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Problem Solving

Content type

3 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

- Problem Solving Techniques for Tricky Business Challenges
- The Problem Solving Process
- Problem Solving Approaches

Seat time

1.08 hours



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The 4 Characteristics of Professionalism



1. Personal
Behaviours And

Conduct



2. Competence In
The Job Role



3. Communication
Skills



4. Personal
Appearance

Professionalism

Professionalism is an important part of any workplace and as such all employers will expect their employees to demonstrate professionalism.

However, it can be difficult to understand what professionalism really means as it varies depending on the organisation and the nature of the job. This is a helpful explanation of what professionalism is and why it is important.

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Professionalism

Content type

4 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

- What is Professionalism?
- Communicating Confidently with Empathy
- Writing Effective Emails
- Body Language - First Impressions

Seat time

1.58 hours



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Resilience

In the modern work climate being resilient is more important than ever. Here we will provide you with the emotional tools to build your inner strength and bounce back from the inevitable disappointments you will suffer in your career.

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Resilience

Content type

3 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

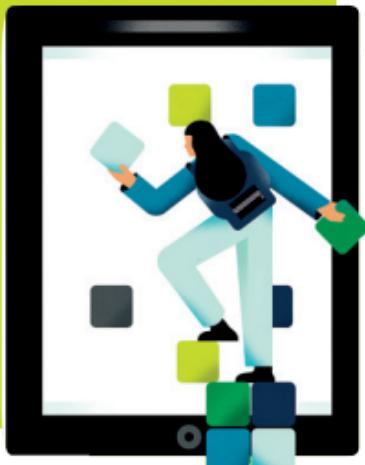
- Building Emotional Resilience
- Understanding your Personality Type
- Mindfulness: Coping with Stress

Seat time

1.33 hours



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Self Management

Your first management role is self-management. Without demonstrating that you can manage yourself, you will never be asked to manage others. Developing self-awareness to manage your emotions and reactions, recognise how and when you get stressed and being able to manage your time effectively are all important for effective self-management.

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Self Management

Content type

4 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

- How to Get the Best Out of Yourself
- Developing Self-awareness
- Recognise and Deal with Stress
- Managing your Time

Seat time

1.58 hours



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Teamwork

Everyone knows that good teamworking is key to your organisation's success, but it can be difficult to understand the role that each team member plays. Active listening is a crucial skill for any people manager. If you are working as part of a remote team, then you will be aware that it brings several challenges too. Navigating all of these aspects to build an effective team is critical to a manager's success.

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Teamwork

Content type

3 x Video Tutorials and Quizzes

2 x Worksheets

Additional Video Tutorial and Quiz for
Extended Learning

Topics

- Teamworking
- Use Active Listening to Build Understanding
- Working as Part of a Remote Team

Seat time

1.08 hours





Work Ethics

It is vital we project our best selves at work. Building trust, having a positive attitude on things and building your 'Personal Brand' are some of the ways you can demonstrate your professional work ethic.

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Work Ethics

Content type

4 x Video Tutorials and Quizzes

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Additional Video Tutorial and Quiz for
Extended Learning

Topics

- Build Trust with Ethics
- Building your Integrity
- Keeping a Positive Attitude
- Improving your Personal Brand

Seat time

1.58 hours

