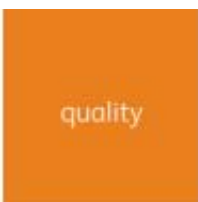


# Online Academy E-Learning Course Catalogue



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# Chartered Management Institute

## Course Catalogue

Course Title	Duration
<b>Developing Individuals and Teams</b>	
Appraising Performance	45-60mins
Making Plans	45-60mins
Managing Performance	45-60mins
Meeting Needs	45-60mins
The Need for Team Development	45-60mins
<b>Improving Team Performance</b>	
Disciplinary and Grievance	45-60mins
Managing Behaviour	45-60mins
Understanding Conflict	45-60mins
The Need for Team Development	45-60mins
<b>Improving Team Performance</b>	
Disciplinary and Grievance	45-60mins
Managing Behaviour	45-60mins
Understanding Conflict	45-60mins
<b>Maintaining Quality Standards</b>	
Measuring Quality	45-60mins
Quality Systems	45-60mins
Your Team and Customers	45-60mins
<b>Management Communication</b>	
Approaches to Information	45-60mins
Communicating With and Advising Others	45-60mins
Holding Meetings	45-60mins
Writing a Management Report	45-60mins
<b>Managing and Communicating Information</b>	
Collecting, Selecting and Storing Information	45-60mins
Identifying Trends and Patterns	45-60mins
Systems and Methods	45-60mins
Using Information	45-60mins
<b>Managing in a Small Business Environment</b>	
Assessing Business Potential	45-60mins
Identifying Business Opportunities	45-60mins
Managing the Business	45-60mins
<b>Meeting Stakeholder Needs</b>	
Implementing and Maintaining Changes	45-60mins
Keeping Things Running	45-60mins
Making a Case for Improvement	45-60mins

Processes' and Added Value	45-60mins
Stakeholder Focus	45-60mins
<b>Personal Development as a First Line Manager</b>	
Goals and Priorities	45-60mins
Health and Safety	45-60mins
Personal Development	45-60mins
Supporting Others	45-60mins
Time Management	45-60mins
<b>Recruitment and Selection</b>	
Checking Your Staffing Needs	45-60mins
Finding Candidates	45-60mins
The Interview	45-60mins
The Person Specification	45-60mins
Where Are You in all of This	45-60mins
Working Within the Law	45-60mins
<b>Resource Planning</b>	
Financial Resources	45-60mins
Team Performance and Resources	45-60mins
The Basic Principles of Resource Planning	45-60mins
The Nature of Resources	45-60mins

Course Title	Duration
<b>Business Processes</b>	
Customer Service	3 hrs 30 mins
Delivering Quality	3 hrs
Statistical Process Control	2 hrs 50 mins
Understanding Quality	3 hrs 30 mins
<b>Communication Skills</b>	
Communication Process	3 hrs
Communications Media	3 hrs
Effective Communication	3 hrs
Giving and Receiving Feedback	3 hrs 30 mins
Meetings	3 hrs 30 mins
Non-Verbal Communication	2 hrs 50 mins
One-to-One Communication	3 hrs
Written Communication	3 hrs 30 mins
<b>Developing People</b>	
Assessing Performance	3 hrs 10 mins
Building the Team	3 hrs
Coaching	3 hrs
Delegation	3 hrs
Induction	2 hrs 50 mins
Planning Development	4 hrs 30 mins
Supporting Individuals	3 hrs
Training	2 hrs 50 mins
<b>Europe/International</b>	
European/International Context	40 mins
<b>Financial Management</b>	
Cost-Benefit Analysis	3 hrs
Preparing & Working to a Budget	N/A
Understanding Costs	3 hrs 30 mins
Working to a Budget	3 hrs
<b>Health and Safety</b>	
Preventing Accidents	3 hrs
<b>Info and Comms Technology</b>	
IT Applications	5 hrs
Maintaining Information Systems	3 hrs
<b>Legislation</b>	
Health and Safety - Law and Practice	4 hrs

The Environment	3 hrs
<b>Managing Change</b>	
Continuous Improvement	3 hrs 30 mins
Forces for Change	2 hrs 45 mins
Implementing Change	4 hrs
Managing the Consequences of Change	2 hrs 40 mins
Planning Change	4 hrs
Promoting Change	3 hrs
<b>Managing Information</b>	
Analysing Information	3 hrs
Gathering Valid Information	3 hrs
Presenting Information	2 hrs 55 mins
Questionnaire Design and Analysis	3 hrs
Sources of Information	2 hrs 55 mins
Using Information for Decisions	4 hrs
<b>Managing People</b>	
Leadership	3 hrs 30 mins
Maintaining Discipline	3 hrs 30 mins
Managing Creativity and Innovation in the Workplace	N/A
Managing Performance	4 hrs 30 mins
Minimising Stress	2 hrs 55 mins
Motivation	4 hrs 30 mins
People as a Resource	3 hrs
Planning to Recruit	4 hrs
Resolving Conflict	3 hrs 30 mins
Selecting the Right Person	3 hrs
<b>Managing Resources</b>	
Equipment	3 hrs
Materials	2 hrs 50 mins
Minimising Waste	2 hrs 50 mins
Performance Indicators	3 hrs
Security	3 hrs
Word Processing	3 hrs
<b>Managing Self</b>	
Effectiveness and Efficiency	3 hrs
How to Learn	3 hrs
Identifying Self Development Needs	3 hrs
Manage Own Stress	3 hrs
Networking	2 hrs 50 mins
Self Development	3 hrs
<b>Managing Skills &amp; Competency</b>	
Briefing Skills	3 hrs

Influencing and Negotiating	2 hrs 55 mins
Information Awareness	3 hrs
Interpersonal Skills and Trust	4 hrs 30 mins
Managing Projects	3 hrs
Objectives	3 hrs
Planning Work	3 hrs 30 mins
Problem Solving Skills	5 hrs
Producing Project Reports	3 hrs
<b>Organisational Awareness</b>	
Economic Environment	3 hrs 15 mins
Ethics in Business	3 hrs
Financial Environment	4 hrs
Managing Diversity	3 hrs
Organisational Context	3 hrs 5 mins
Organisational Culture	3 hrs 15 mins
<b>Sales and Marketing</b>	
Marketing	5 hrs
Marketing: Unleashing The Potential of Your Business	5 hrs
Understanding Customers	4 hrs 30 mins
<b>Team Leading</b>	
Briefing the Team	3 hrs
Dealing with problems	3 hrs
Developing yourself	3 hrs
Identifying and reducing risks to health and safety	3 hrs
Managing Performance for Team Leaders	3 hrs
Motivating the Team	3 hrs
Organising yourself	3 hrs
Planning and Organising the Team's Work	3 hrs
Team Structures	3 hrs
The Role of the Team Leader	2 hrs
Working Relationships	3 hrs

# SkillBoosters

## Course Catalogue

Course Title	Duration
<b>Leadership</b>	
Developing Leadership Skills	2 hrs 20 mins
Relating to Your Customers	3 hrs
<b>Personal Development</b>	
Age: Realising the benefits of an age diverse workforce	2 hrs
Assert Yourself (Shockwave)	2 hrs
Challenging Behaviour	1 hr
Disability Confident (v4)	3 hrs
Diversity Challenge	2 hrs
Diversity In Teams	1 hr 50 mins
Gender Matters	2 hrs
Get That Job! (Shockwave)	2 hrs
It's About Time (Shockwave)	2 hrs
Performance Appraisal - Appraisee Unit (Shockwave)	25 mins
Performance Appraisal - Appraiser Unit (Shockwave)	25 mins
Persuasive Presentations (Shockwave)	2 hrs
Race	1 hr 10mins
Religion and Belief	1 hr
Sexual Orientation	1 hr 15mins
The Write Way (Shockwave)	2 hrs
Under Pressure (Shockwave)	2 hrs
Your Next Step! (Shockwave)	2 hrs

# Video Arts

## Course Catalogue

Course Title	Duration
<b>Change</b>	
Jamie's school dinners: managing and living with change	2 hrs
<b>Communication</b>	
Age: Realising the benefits of an age diverse workforce	2 hrs
Assert yourself	2 hrs
Going to a meeting	2 hrs
I wasn't prepared for that: Overcoming the fear of making presentations	2 hrs
Meetings, Bloody Meetings: Making Meetings More Productive	2 hrs
Meetings, bloody meetings: Making meetings more productive -Demo	2 hrs
Negotiating: tying the knot: A skill for life	2 hrs
Put it into writing	2 hrs
Report writing: The art of writing a good report	2 hrs
Straight talking: The art of assertiveness	2 hrs
The grapevine: Communicating in a world of change	2 hrs
The Yes! Projects	2 hrs
<b>Creativity</b>	
Ideas into action	2 hrs
<b>Customer Service &amp; Quality</b>	
An inside job: Meeting internal customer needs	2 hrs
Complaints and quality management: Quality through customer service	2 hrs
Demanding customers: Customer care made PERFECT	2 hrs
No complaints?: Complaints and the customer	2 hrs
On the receiving end: Making call centres more effective	2 hrs
Telephone behaviour: The rules of effective communication	2 hrs
Who sold you this, then?: Effective after-sales service	2 hrs
If looks could kill	2 hrs
Inside Information	2 hrs
<b>Diversity</b>	
Valuing diversity	2 hrs
<b>Finance</b>	
The balance sheet barrier: The basics of business finance	2 hrs
<b>Interviewing</b>	
Essentials for Interviewing	2 hrs
<b>Interviewing Skills</b>	
Absence Minded	2 hrs
Behavioural interviewing	2 hrs
Can you spare a moment?: Counselling skills for managers	2 hrs

How am I doing?	2 hrs
I'd like a word with you: The discipline interview	2 hrs
It's your choice: Selection skills for managers	2 hrs
Managing performance every day	2 hrs
Performance review - every appraisee's dream	2 hrs
Performance review - every manager's nightmare	2 hrs
The dreaded appraisal: Both sides of the appraisal interview	2 hrs
<b>Management Skills</b>	
Making time	2 hrs
Managing stress	2 hrs
Project management: Leading a project team	2 hrs
The paper chase: Cutting back on paperwork	2 hrs
The unorganised manager: Part 3: Organising others	2 hrs
The unorganised manager: Parts 1 and 2: Organising yourself	2 hrs
<b>Managing People</b>	
First among equals	2 hrs
Jamie's kitchen: Fifteen lessons on leadership	2 hrs
Jamie's kitchen: Fifteen lessons on teamwork	2 hrs
Pass it on - coaching skills for managers	2 hrs
Performance matters: The importance of praise	2 hrs
Performance matters: The need for constructive criticism	2 hrs
Team spirit?: How to be an effective team member	2 hrs
The best of motives: Informing and involving	2 hrs
The helping hand: Coaching skills for managers	2 hrs
You'll soon get the hang of it: The techniques of one-to-one training	2 hrs
<b>Managing Tasks</b>	
30 Ways to make more time	2 hrs
Essentials for managing performance	2 hrs
<b>Selling Skills</b>	
Call to order: Converting telephone enquiries into sales	2 hrs
Sell it to me!: Essential skills for all salespeople	2 hrs
The art of selling	2 hrs

# YMCA Fit

## Course Catalogue

Course Title	Duration
YMCA Fit	
YMCA FIT eLearning	N/A