List of Self-study Courses

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| S/N | Title of Course | Description | Objectives |
|  | Problem Solving and Decision Making | Despite all the natural decision making and problem solving that we do, some people are very uncomfortable with having to make decisions. This course will show you how to find creative solutions with a process to identify options, research them, and then put things together in a way that works. | In this course, you will learn a three-phase problem solving process that you can apply to any situation. You will also learn techniques for creative thinking, how to make good group decisions, and ways to follow up on and evaluate decisions. |
|  | Communication Strategies | Each day, we communicate with others through our spoken words, body language, and written communication. This course can show you how to make sure you are sending the right message.  | This course will teach you all about the various aspects of communication. You will learn about asking questions, probing for information, active listening, and body language. Supporting skills are also covered, such as self-esteem, building relationships with others, and assertiveness. |
|  | Basic Internet Marketing | If your customers are on the Internet, then you should be too. This course will show you where to start. It is ideal for business owners and people new to marketing who want to learn the basics of Internet marketing. | In this course, you will learn how to market online, where your target market is, and what results you are getting. You will also learn about search engine optimization, e-mail campaigns, pay per click advertising, and more. |
|  | Advanced Writing Skills  | As a writer you want your readers to be sincerely interested and engaged by your writing. If your message has been designed and executed effectively, you can capture your audience's full attention. | After you complete this course, you will be able to make your writing clear, complete, concise, and correct, improve sentence construction and paragraph development, deal with specific business requests, create effective business cases, proposals, and reports, and thoroughly document sources that you use in your writing. |
|  | Becoming a better learner  | There was a time when what you learned in school before entering the workforce would be all you needed to know for the rest of your career. That is no longer the case, as today skills can become outdated very quickly. The rapid evolution of workplace technologies and best practices means you need to keep your skills current. You must truly be a life-long learner and can no longer rely on what you already know. | After you complete this course, you will be able to understand what it means to learn and become a life-long learner, know what a mindset for learning looks like and how to adopt one, set realistic goals, understand what your network is and why expanding it is important, know how to ask questions and why that is important, become accountable for your goals and take responsibility, and know how to accelerate your learning. |
|  | Customer Service  | Today, customers expect more from companies than ever before. This course is designed around six critical elements of customer service that create a unique experience for the people purchasing your products. | This course is all about the critical elements of customer service: a customer service focus that is defined within, and given life by, your organization. In order to be successful, this focus must be reinforced every day, measured, and improved upon. |
|  | Critical Thinking  | In today’s society, we are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. This course will give you the ability to clearly reason through problems and to present arguments in a logical, compelling way. | In this course, you’ll learn what critical thinking is all about, what characteristics a critical thinker has, and what skills you may want to work on. Then, you’ll work your way through a seven-step critical thinking model. Supporting skills, such as asking good questions, applying common sense, and thinking creatively, are also covered. |
|  | Coaching and Mentoring  | Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It’s about being a guide, offering wisdom and advice when it is needed. This course will cover both of these essential skills. | In this course, you will learn how coaching and mentoring differ from each other. You will also learn the key aspects of each skill as well as supporting skills (such as goal setting, communication, feedback techniques, and adult learning principles |
|  | Business Process Management  | Business process management helps organizations leverage processes to achieve their goals and be successful. Once processes are implemented, they must be monitored, evaluated, and optimized. This course will introduce you to business process management, which can help your organization successfully perform these activities. | To begin this course, you will learn about business process management and three related skill areas: business analysis, enterprise content management, and business process re-engineering. Then, you will work through the five stages of the business process life cycle: vision, design, modeling, execution, monitoring, and optimization. Tools such as automation, business rules, workflow engines, what-if analysis, process mining, business activity monitoring, the balanced scorecard, Lean, and Six Sigma are also covered.  |
|  | CRM: AN introduction to Customer Relationship Management  | Take a look in your wallet. How many points, rewards, and loyalty cards do you have? These are all examples of Customer Relationship Management (CRM) programs. What does your company offer to reward existing customers and gain new ones? | This course will teach you how to make a decision about the need for CRM, the benefits of CRM, and how to coordinate the base requirements for a CRM undertaking. |
|  | Customer Service Training: Managing Customer Service | Like all business values, a customer service focus must be demonstrated from the top down. Customer service leaders have a responsibility to demonstrate good leadership practices as well as good customer service practices. This course will share several leadership models that you can use to successfully lead a customer service team. | In this course, you will learn about the six critical elements of customer service. You will also learn about Paul Hersey and Ken Blanchard’s Situational Leadership II® model, servant leadership, and the five practices in James Kouzes and Barry Posner's “The Leadership Challenge. |
|  | Delegation: The Art of Delegating Effectively | Effective delegation is one of the most valuable skills you can master. It reduces your workload while developing employee skills and preparing them for advancement. This course will explore the delegation process and give you the skills you need to start delegating effectively. | This course will teach you how delegation can make you more successful, ways that you can delegate, techniques for giving instructions, how to monitor delegation results, and how to give good feedback. You will also learn an eight-step delegation process that you can customize for any situation.  |
|  | Digital Citizenship: Conducting Yourself in a Digital World  | Technology is constantly evolving, and access to the digital world is literally in the palm of our hands. We use it to learn, communicate, buy, bank, share, and socialize. Unfortunately, many people are not educated in appropriate technology use; others know but do not practice it. This course aims to increase your knowledge and appreciation of the practices needed to ensure you are a good digital citizen. | You will be presented with the concept that, just as in the real world we have certain rights, responsibilities, and standards of behavior as citizens, this is true in the digital world as well. This will be supported by looking at the similarities between the two worlds. Your understanding of what digital citizenship entails will be increased by examining its three principles, each of which is comprised of three elements. You will be counselled on how to practice good citizenship using each of the elements. The course finishes up with giving you exercises designed to reinforce the principles. |
|  | Giving effective feedback | Feedback is an essential element for our growth and development. This course is designed to help workplace leaders learn how to provide feedback any time that the message is due.  | In this course, you will learn about the essential elements of feedback, important communication techniques, and a framework for informal and formal feedback. You’ll also learn some tips for receiving feedback,  |
|  | Emotional Intelligence  | Emotional intelligence, also called EQ, is the ability to be aware of and manage emotions and relationships. This course will help you develop your emotional intelligence to give you that extra edge in building relationships and connecting with others. | This course will introduce you to the history of emotional intelligence and what it’s all about. You’ll explore the most popular theories, including the EI blueprint, Martin Seligman’s ABC’s of optimism, the VALUE and SOLER techniques, Ekman’s seven basic emotions, and Plutchik’s wheel. You’ll also explore your personal values and vision statement to help guide you in your emotional intelligence development.  |
|  | Facilitation Skills  | With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal. This course will introduce you to this core competency and give you practical ways to apply it in the workplace. | In this course, you will learn what facilitation is, skills that a facilitator should have, and the different skill levels of a facilitator. Then, you will learn some basic facilitation techniques, including ground rules, differentiating between content and process, bringing divergent and convergent thinking together, degrees of support, managing difficult participants, building sustainable agreements, and more. Supporting skills, such as communication, feedback, and team building, are also covered |
|  | Introduction to E-mail marketing | Can you remember the last few marketing e-mail messages that you received and how you reacted to them? Can you identify the style, purpose, and design considerations behind any of these messages? It’s almost certain that some serious planning went into each e-mail that you received, even if you didn’t realize it. | In this course, you will receive an in-depth introduction to e-mail marketing. Once you have completed this course, you will be ready to plan, create, and deliver e-mail marketing campaigns that build relationships with customers and get results |
|  | Managing the virtual workspace | Virtual workers and virtual teams are an essential part of today’s workforce. More than ever, people are using technology to work anywhere, anytime. As a manager, it’s important to understand how these new tools change your role and the people that you work with | This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers. |
|  | Marketing and sales | A small marketing budget doesn’t mean you can’t meet your goals and business objectives. This course will share some creative marketing tactics that will work for any budget | In this course, you will learn effective, low-cost, and non-cost strategies to improve sales, develop your company’s image, and build your bottom line. |
|  | Project Management Fundamentals  | The basics of project management can help you get things done at home and at work. This course will familiarize you with the most common terms and practices of project management. | In this course, you will learn what a project is and what a project manager does. You will also learn about the life cycle of a project. In particular, you will focus on the conceptual phase of project management, where you identify, prioritize, and scope a project idea. |
|  | Risk Management  | Risk management has long been an essential part of project management, but it has also become an increasingly important part of organizational best practices. This course will introduce you to the basic principles of risk management. | In this course, you will learn about the seven R’s and four T’s that traditionally represent the key activities of risk management. This will give you a framework that you can customize for a single project, a department, or an entire company. |
|  | Marketing with social media  | Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. If you understand the basics of social media, this course will give you ways to add it to your marketing plan. | In this course, you will learn how to develop a social media marketing plan as a part of an overall marketing strategy, determine who should be on your team, and choose how you will measure what is taking place. In addition, you will learn about blogging, explore some of the major social media sites (such as LinkedIn, Twitter, and Facebook), and look at how specialty sites and social media management tools can take your social media marketing to the next level. |
|  | Performance management: managing employee performance | Inspiring someone to be their best is no easy task. How do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This course will give you some of those skills. | In this course, you will learn about the Shared Management Model, which helps the manager transfer motivation and responsibility for results to the employee. This course will cover all three phases of the model: preparing the employee for the job, motivating them to do it, and evaluating their performance. |
|  | Public Speaking: Presentation Survival School | This course will teach you how to manage your thoughts, body language, nervousness, and speech patterns to present yourself professionally. You’ll also learn how to present at meetings, use the five-S pattern to prepare a good presentation, and punch up your presentation with visual aids. | After you complete this course, you will be able to establish rapport with your audience, implement techniques to reduce nervousness and fear, understand your strengths as a presenter and how to appeal to different types of people, recognize how visual aids can create impact and attention, develop techniques to create a professional presence, learn some different ways to prepare and organize information, and prepare, practice, and deliver a short presentation. |
|  | Skills for the Administrative Assistant | Being an administrative assistant often means wearing many hats. This course will give you key skills that will help you fulfill all of those responsibilities in a timely, efficient manner. | In this course, you’ll learn about the elements of a professional attitude, including dressing appropriately, developing a positive outlook, being assertive, and communicating well. You’ll also learn some fundamental skills for administrative assistants, such as writing letters, managing your time, saying “no,” working with others, and dealing with stress. All of these tools will help you achieve your goals and help the people that you support achieve their goals, too. |
|  | Social selling for small businesses  | This course will help you develop your social selling skills by focusing on developing meaningful relationships with customers and potential customers through social media. You will also learn all about ways to harness the power of social media to spread your message far and wide to your target audience. | In this course, you will learn about the attributes of social selling, you will learn how to explore social selling can generate business leads, how to apply social selling strategies of relevance in social media. You will also develop an understanding of the power of leveraging different platforms and how to measure results. |
|  | Telemarketing: Using the Telephone as a Sales Tool | Where does the telephone fit into your sales strategy? After all, the telephone can supplement, enhance, and sometimes replace other means of marketing and selling. Learn how to leverage telemarketing as a sales tool with this course. | In this course, you will learn how to communicate effectively over the telephone, develop your personal telemarketing script, and close a sale. You’ll also learn how telemarketing can add to your sales strategy.  |
|  | Time management: Get Organized for Peak Performance  | Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. This course will give you some ways to get organized and make the most of your time. | In this course, you will learn how to organize your workflow and office space, use your planner effectively, and delegate some of your work to other people.  |
|  | Business Writing That Works | Writing is just like any other skill: you need to learn, practice, and work at it to get good at it. This course will give you the basic tools you need to become a better writer. | This course will teach you the four C’s of writing: clear, concise, complete, and correct. You will also learn some of the fundamentals of good writing, including word agreement, active and passive voice, sentence construction, punctuation, and spelling. Finally, you will have a chance to apply these skills to real-life situations, such as writing e-mails, memos, and letters.  |
|  | Writing reports and proposals | Reports and proposals come in a variety of formats. All formats, however, rely on good writing skills and a solid framework. We recommend that you complete “Business Writing That Works” before beginning this course. | To begin this course, you will learn about the four stages of report writing: investigating, planning, writing, and revising. You’ll also learn about the ten steps of proposal writing, as well as using headings, adding visual aids, writing persuasively, and sourcing material. |