



## **Charity Learning Consortium Membership**

### **Included Courseware Listings**

#### **IT Skills:**

##### **ECDL v5**

Database  
Information and Communication  
IT User Fundamentals  
Presentation  
Security for IT Users  
Spreadsheets  
Word Processing

##### **ECDL 4.5**

Concepts of Information Technology  
Using the Computer and Managing Files  
Electronic Mail  
Messaging

##### **ECDL v4**

Concepts of IT  
Database  
File Management and your Computer  
Information and Communication  
Presentation  
Spreadsheets  
Word Processing

##### **Office 97**

Excel 97  
Outlook 98  
PowerPoint 97  
Word 97

##### **Office 2000**

Access 2000  
Excel 2000  
Excel 2000 Advanced  
Mastering FrontPage 2000  
Outlook 2000  
PowerPoint 2000  
Project 2000  
Word 2000

##### **Office 2003**

Access 2003  
Excel 2003  
Excel 2003 Advanced  
Outlook 2003  
PowerPoint 2003  
Word 2003  
Word 2003 Advanced

##### **Office XP**

Access XP  
Excel XP  
Excel XP Advanced  
Outlook XP  
PowerPoint XP  
Word XP  
Word XP Advanced

##### **Office 2007**

Access 2007  
Word 2007 Beginners  
Word 2007 Intermediate  
Excel 2007 Beginners  
Excel 2007 Intermediate  
Outlook 2007 Beginners  
Outlook 2007 Intermediate  
PowerPoint 2007 Beginners  
PowerPoint 2007 Intermediate

##### **Misc Courses**

Project 98

## **Soft Skills / Personal Development Courseware:**

### **Communication Skills**

Effective Writing  
Giving Presentations  
Persuading with Numbers  
Preparing Presentations  
Report Writing  
Working with Numbers

### **Customer Service**

Caring for your customers  
Putting Customers First  
Quality in Practice

### **Health and Safety**

Dangerous Substances  
Display Screen Equipment  
Electricity  
Fire  
First Aid  
Health and Safety  
Manual Handling  
Slips Trips and Falls

### **Leadership and Team Development**

Appraisal Interviewing  
Developing Leadership  
Do Or Delegate  
Managing Meetings  
Performance Troubleshooting  
Project Management  
Team Building  
The Effective Leader  
Understanding Leadership

### **Legislation in the UK Workplace**

Investors in People  
Data Protection - *NEW*  
Equality & Diversity - *NEW*

### **Literacy Skills**

Best Practice for Effective Business Writing  
Punctuation  
Spelling  
The English Sentence

### **Personal Development**

Assertive Manager  
Decision Making  
Making Objectives Happen  
Managing Yourself  
Negotiation Skills  
Plan Your Own Development  
Problem Solving  
Selection Interviewing  
Setting Objectives  
Time Management  
Working in Teams

### **Sales Skills**

Communicating with the Customer  
Creating Your Sales Plan  
Managing Yourself and Enhancing Your  
Sales Performance  
Progressing and Closing the Sale  
Sales Presentations and Demonstrations  
Starting the Sale  
Understanding Your Customer

### **Training and Facilitation Skills**

Coaching Skills  
Facilitation Skills  
Mentoring Skills  
One-to-One Training  
Training for Non-trainers

### **Understanding Budgeting And Finance**

Budgeting Basics  
Managing your budget  
Preparing Your Budget  
Understanding Balance Sheets  
Understanding Profit and Loss

## **Professional Management Series (Pro MS):**

### **(Management Focussed Courseware)**

#### **9 Titles:**

- Managing Yourself
- Essential Communication
- Smarter Communication
- Advanced Communication
- Improving Individual Performance
- Problem Solving for Decision Makers
- Managing a New Team
- Creating Positive Working Relationships
- How to Make Agreements Work

#### **Covering 52 Learning Objects:**

- Speaking and Listening
- Active Listening
- Active Body Language
- Questioning
- Planning to Communicate
- Expressing Yourself
- What is Influencing?
- Influencing Techniques
- What is Assertiveness?
- Assertiveness Skills and Techniques
- What is Conflict Management?
- Conflict Skills and Techniques
- What is Negotiating?
- Negotiating Step by Step
- Negotiating Skills and Techniques
- Time Management and You
- Making Time
- People
- Recognising Stress
- Dealing with Stress
- Where are You Going
- Why Teams?
- Getting to Know Your Team
- Communication
- Encouraging Participation
- Trust and Motivation
- Establishing Responsibilities
- Agreeing Team Tasks
- Creating a Positive Environment
- Supporting a Positive Environment
- What is a Contract?
- Identifying and Agreeing Requirements
- Negotiating and Reaching an Agreement
- Maintaining the Agreement
- Recognising Problems
- Problem Analysis
- Decision Making
- Making Sense of Information
- Presenting the Solution
- Setting Standards
- Monitoring and Appraising Performance
- Training and Developing
- Coaching and Mentoring
- Career Planning
- Recruiting
- Succession Planning
- Disengaging
- How Individuals Differ
- Inducting a New Team Member
- If a Relationship Stops Working
- Developing Teamwork
- Creating and Using a Network

**Management Milestones Masters:**

**(Middle-Senior Management Courseware)**

**Courses Available:**

***Business Skills Courses***

An Introduction to Report Writing  
Preparation for Report Writing  
Writing a Report  
Using Email Effectively

***Coaching Skills Courses***

Why Coaching is Crucial  
The Goals of Coaching  
The Coaching Journey  
Coaching Behaviours  
Coaching Styles and Skills  
Coaching Moments  
Alternative Support

***Developing Performance Skills Courses***

Setting Goals  
Monitoring Performance  
Giving & Receiving Feedback  
Levels of Performance  
Challenging Performance  
Improving Performance  
Rewarding Performance

**Nudges Available:**

***Business Skills Nudges***

Writing Emails  
Giving a Presentation  
Running a Meeting  
Preparation Points  
Reports Checklist  
Style Points

***Coaching Skills Nudges***

Questioning  
Active Listening  
Coaching You  
Coaching Styles  
The GROW Model of Coaching  
Barriers to Coaching  
Alternatives to Coaching

***Developing Performance Skills Nudges***

Giving Feedback  
CSMART for Business and Personal Objectives  
Monitoring  
Responses to Feedback  
Empowering Poor Performers  
Average Performers  
Rewards  
Building Trust  
Delegating  
Developing Leadership Talent  
Motivating  
Playing to Team Strengths

**Leadership Skills Courses**

Decide What You Want  
 Take Responsibility  
 Accentuate the Positive  
 Recognise Your Style  
 Lead by Example  
 Identify Your Priorities  
 Improve Your Time Effectiveness  
 Address Your Time Stealers

**Managing Change Courses**

Strategy and Business Environment  
 Organisational Culture  
 Brand and Reputation  
 Making the Change  
 Challenging the Status Quo  
 Exploring the Options  
 Difficult Decisions  
 Gaining Buy-In  
 Taking Action  
 Thriving in Change  
 The Personal Change Journey  
 Leading Through Change  
 Seeing Change Through

**Team Development Skills Courses**

Building Teams  
 Creating the Team  
 Climate for Performance  
 Communication a Shared Purpose  
 Empowering the Team  
 Leading Diverse Teams  
 Non Verbal Communication and body Language  
 Conflict  
 Assertiveness  
  
 Influencing Behaviour  
 Team Types  
 Succession Planning

**Leadership Skills Nudges**

Stress Management  
 Centring: Relaxing & Thinking Clearly  
 Clarifying Your Goals  
 Reframing Your Life Story  
 Present Your Brand  
 Positive Visualisation  
 Setting Personal Goals  
 Leading by Example  
 Life Preservers  
 Leadership Traits  
 DiSC – a Model of Behaviour  
 Putting Things Off  
 Dealing with Interruptions  
 Prioritising Your Time: Urgent vs. Important  
 Time Planning

**Managing Change Nudges**

Supporting the Strategy  
 The Reputation Quotient  
 Building Personal Resilience  
 Kotter's Eight Steps to Change  
 The Change Curve  
 Roadblocks to Change  
 Brainstorming  
 Making Adaptable Decisions  
 SCAMPER for Increased Creativity  
 Using the DO IT Technique  
 Force-Fields and Change  
 Moving Forward  
 Taking Decisions

**Team Development Skills Nudges**

Dealing with Aggression  
 Communication Channels  
 Dealing with an Impasse  
 Leading a Remote Team  
 Overcoming inertia  
 Unconscious Signals  
 Telling Stories  
 Team Climate  
 Team Development Stages: The Leadership Challenges  
 Empowering Your Team  
 Working with Different Types of People  
 Dealing with Conflict  
 Resolving Conflict  
 Planning for Team Succession