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# End User Business Skills Development

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This document outlines what modules are covered through the “End User Business Skills Development” programme accessible through Walker Hall Associates. Walker Hall Associates have been providers of training solution to both corporate and individual users for more than 15 years and during this time we have continually improved and expanded the courses available to satisfy the needs of our customers.

The End User Business Skills Development programme is perfect for Improving your business management, time management and negotiating skills. Learn more effective business communication techniques. Develop other key business skills such as methods to improve customer service and build motivation. A more detailed outline of the course is covered in this document.

Online learning does offer a wide range of benefits to the user and is recognised as a convenient and engaging method of delivery.

Why not visit our website ([www.whanet.co.uk](http://www.whanet.co.uk)) where you can view a presentation on the benefits of e-learning for both businesses and individuals. You can also access a sample of our courses to see for your self if e-learning is for you.

### Basics of Business Math Series

**Total Time: 19 hours**

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#### **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

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#### **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

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#### **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**

*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.*

- A Planning Worksheet
- Word Choice
- Sentence Building
- Paragraph Design

### ***Business Communication: Forms of Writing***

**4 hours**

**BCSC02**

*Business Communication: Forms of Writing reviews some of the most common forms of written communication and the best style of composition for each.*

- Patterns of Development
- Letters
- Memos, Proposals, and Other Shorter Forms
- Reports

### ***Business Communication: Documentation***

**4 hours**

**BCSC03**

*Business Communication: Documentation provides a systematic, step-by-step overview of the process of planning, building, and creating good documentation.*

- Planning the Project
- Gathering Information
- Organizing Information
- 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**

*Customer Service: Defining Service explains the concept of company-wide customer service and standards.*

- Understanding "Customers" and "Service"
- Bringing the Customer Back
- Making the Mission a Priority
- Getting Everyone Involved
- Service from the Top Down
- Creating Service Standards
- Implementing Service Standards
- Customer Segments
- Segmenting Your Customers

### **Customer Service: Communicating**

**4 hours**

**CUSC02**

*Customer Service: Communicating presents strategies for understanding customer problems, resolving conflict, and writing effective correspondence, instructions, and manuals.*

- Getting Your Message Across
- Using the Right Words
- Matching the Customer's Style
- Using Questions
- Dealing with Angry Customers
- 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**

*Customer Service: Fixing Problems explains how to answer common questions, find customers' needs and problems, and resolve the root cause of those problems.*

- Using Complaints
- Frequently Asked Questions
- Answering Employee Questions
- Finding What Customers Want
- 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**

*Grammar: Sentence Structures provides instruction and practice in basic business grammar skills for the area of sentence structures.*

- Verbs
- Prepositional Phrases
- Subject-Verb Agreement
- Pronouns
- Irregular Verbs
- Transitive and Intransitive Verbs

### **Grammar: Punctuation**

**2 hours**

**GRAM02**

*Grammar: Punctuation provides an overview of the use of business grammar skills and how to use it to punctuate sentence structures.*

- Apostrophes
- Quotations
- Capital Letters
- Numbers and Abbreviations

### **Grammar: Complex Sentences**

**3 hours**

**GRAM03**

*Grammar: Complex Sentences provides an overview of the use of business grammar skills.*

- Types of Sentence Fragments
- More Sentence Fragments
- Run-On Sentences
- Correcting Run-Ons
- Commas
- Faulty Parallelism

### **Grammar: Advanced Grammar**

**2 hours**

**GRAM04**

*Grammar: Advanced Grammar provides an overview of advanced grammar and how to use pronouns, adjectives, adverbs, special punctuation, and modifiers.*

- Pronoun Types
- Adjectives And Adverbs
- Colons and Semicolons
- More Special Punctuation Marks
- Misplaced And Dangling Modifiers

## Motivation Series

**Total Time: 15 hours**

### **Motivation: Leading with a Vision**

**3 hours**

**MOTC01**

*Motivation: Leading with a Vision explains how to provide a clear direction to a team to encourage their performance.*

- Directing People's Motivation
- Encouraging Commitment from Workers
- Being a Leader Instead of a Boss
- Sharing a Vision

### **Motivation: Communicating**

**3 hours**

**MOTC02**

*Motivation: Communicating shows how to take advantage of language, meetings, and problem-solving to build better communication and performance with employees.*

- Speaking in Pictures
- Making Meetings Efficient
- Speaking Simply and Effectively
- Helping Workers Solve Problems
- Making Meetings Valuable

### **Motivation: Rewarding and Correcting**

**3 hours**

**MOTC03**

*Motivation: Rewarding and Correcting shows how to effectively reward work, encourage teamwork and cooperation, and correct mistakes without damaging motivation.*

- Work That Reinforces Itself
- Coaching and Cooperation
- Choosing Effective Rewards
- Correcting Mistakes with Motivation

### **Motivation: Performance and Training**

**3 hours**

**MOTC04**

*Motivation: Performance and Training provides an introduction to time and stress management, and to education to encourage you and your employees.*

- Avoiding Time Management Traps
- Reducing Stress
- Using Time Strategically
- Educating Effectively
- Reaching the Right Level of Stress

### **Motivation: Building Trust**

**3 hours**

**MOTC05**

*Motivation: Building Trust explains how to encourage trust from and in your employees.*

- Opening Communication
- Learning from the Worst
- Communicating through Difficulties
- Meeting Workers' Desires
- Sharing Trust

## Negotiating Series

**Total Time: 16 hours**

### **Negotiating: Negotiating Techniques**

**4 hours**

**NGOC01**

*Negotiating: Negotiating Techniques shows how to communicate and evaluate the competition in a negotiating situation.*

- Developing a Plan
- Assessing the Opposition
- Opening the Negotiation
- Using Language
- Using Body Language and Props
- The Timing of Negotiations
- Asking Questions
- Using the Written Word
- Negotiating Techniques

### **Negotiating: Gaining Control**

**4 hours**

**NGOC02**

*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.*

- Identifying Your Opponent's Type
- Appealing to Your Opponent
- Appealing to Emotions
- Building Goodwill
- Getting Power
- Good and Bad Negotiating Habits
- Controlling the Process

### **Negotiating: Closing the Deal**

**4 hours**

**NGOC03**

*Negotiating: Closing the Deal explains how to get past emotional blocks into the final stages of offers and counteroffers to close a negotiation.*

- Dealing with Anger
- Dealing with Fear
- When Things Get Personal
- Offering and Counter offering
- Closing the Negotiations

### **Negotiating: Everyday Negotiations**

**4 hours**

**NGOC04**

*Negotiating: Everyday Negotiations examines some common negotiating situations to apply general negotiating techniques.*

- Buying or Selling a Home
- Buying or Selling Real Estate
- Agreeing on a Lease
- Buying or Selling a Car
- Getting a Raise
- Getting a Loan
- Returning a Purchase

## Sexual Harassment Series

**Total Time: 18 hours**

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### **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

## Order Form

Please enter your details below and return them to us via mail.

### Contact Details:

Name:	_____
Company:	_____
Address:	_____
	_____
City:	_____
Postcode:	_____
Telephone:	_____
Fax:	_____
Website:	_____
Email:	_____

### Order Details:

Course Description	Price (£) (inc Vat)	Quantity	Sub Total
End User Desktop Computing	116.32		
End User Home and Small Business	116.32		
End User Business Skills Development	116.32		
Technical General	141.00		
Technical MCSE	141.00		
Technical Web Development	141.00		

**Total:** \_\_\_\_\_

Please make all cheques payable to Walker Hall Associates Ltd.