

ASIAL eLearning courses – powered by **ELMO** Software!

Communication and Personal Development Courses

At the end of each module, you will be asked to undertake an online assessment to check your understanding of the key concepts presented.

Business Writing Skills

About This Module

Technology has made everyone in the workplace a writer. As writing is a visible communication medium, it is important that your writing is professional and effective. Good business writing saves time, increases your credibility and reflects positively on our organisation's reputation.

This module aims to increase your understanding of what makes for readable, effective and professional business writing and will give you an overview of some of the common forms of business writing.

You should allow approximately 30 minutes to complete this module.

Conflict Resolution for Employees

About This Module

Conflict occurs naturally in the workplace. However, if it is not handled well, it can escalate into hostile situations that can have a negative effect on our organisation.

We have therefore designed this module to help you understand how to successfully resolve minor and ongoing conflicts in the workplace

You should allow approximately 20 minutes to complete this module.

Coping with Change in the Workplace

About This Module

During both our professional and personal lives, we will be faced with changing circumstances. Some of these will be due to our own choices and some will be outside of our control. Change brings uncertainty and, in some cases, it can bring fear of the unknown.

Our organisation is committed to supporting you through changes in our workplace. We have developed this module to help you adapt and thrive within the changed work environment.

You should allow approximately 25 minutes to complete this module.

Designing and Delivering Presentations

About This Module

Presentations can be a powerful method of transferring and releasing information. However, for a presentation to

be successful, it needs to be thoroughly prepared and confidently delivered.

To help you understand how to successfully design and deliver a presentation, we have developed this module.

You should allow approximately 30 minutes to complete this module.

Developing Resilience

About This Module

Resilience can be defined as a person's capacity to cope with changes and challenges in life and to recover from difficult times.

Being resilient does not mean ignoring emotions or feelings; it means experiencing negative feelings whilst maintaining perspective and a sense of hope.

Furthermore, people who are resilient do not dwell on their failures. Instead, they acknowledge the situation, learn from their mistakes and move forward.

Resilience is not a fixed trait; it is a quality that anyone can learn and develop over time.

Developing resilience can help to reduce the impact of challenging events in your life and the time it takes to recover from them. This module has been designed to introduce you to habits and practices that can help you to build resilience.

You should allow approximately 20 minutes to complete this module.

How to Communicate Effectively

About This Module

Effective communication takes practice and an understanding of the communication process. This module has been designed to explain the communication process in detail and will provide you with tips to help improve your communication skills.

You should allow approximately 30 minutes to complete this module.

Improving Your Listening Skills

About This Module

How well you listen to others in the workplace has a major impact on your job effectiveness and the quality of your relationships.

This module has been designed to help you understand the differences between listening and hearing and to

provide you with strategies to improve your listening skills. It will also discuss how to avoid the common barriers to listening.

You should allow approximately 20 minutes to complete this module.

Influencing and Negotiating With Others

About This Module

The ability to positively influence and successfully negotiate with others can benefit you personally and professionally.

We have developed this module to help you understand the differences between influencing and negotiating, and how you can successfully influence and negotiate with others.

You should allow approximately 30 minutes to complete this module.

Learning from Failure (Video)

About This Module

Developing the ability to learn from failure is critical for your personal and professional growth and can also be an invaluable tool in helping to create new opportunities and turn potentially negative experiences into positive outcomes.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 25 minutes to complete this module.

Problem Solving

About This Module

Being a confident problem solver is important to your success and can make a huge difference to your career. This confidence can be strengthened by having good process to use when approaching a problem. This module outlines a five stage process for problem solving which will help you solve problems quickly and effectively.

You should allow approximately 25 minutes to complete this module.

Running Effective Face-to-Face Training

About This Module

There are three key stages in running face-to-face training sessions. As a result, this module has been divided into three units:

1. Preparing for the Session
2. Running the Session
3. Evaluating the Session

You should allow approximately 30 minutes to complete this module.

Time and Priority Management

About This Module

Managing time effectively is fundamental to your success at work. However, the workplace is often full of distractions, interruptions and conflicting priorities.

We have developed this module to provide you with strategies to help you successfully manage your time and priorities.

You should allow approximately 20 minutes to complete this module.

Understanding Body Language

About This Module

A person's body language often demonstrates their true thoughts and feelings about a matter. Therefore, it is very useful for you to be able to read and understand the different elements of body language.

To help you interpret the non-verbal signals that others may produce, we have developed this module.

You should allow approximately 20 minutes to complete this module.

Understanding Body Language (Video)

About This Module

Understanding your own and others' body language is a powerful tool for building communication skills and facilitating successful relationships with clients and colleagues. This module is designed to provide you with practical measures and suggestions to identify the underlying meaning in people's actions and physical presentation, and to help you develop positive body language and speech practices.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 15 minutes to complete this module.

Understanding Different Behavioural Styles

About This Module

This module has been created to develop your understanding of different behavioural styles. It will also look at how you can modify your behaviour to improve relationships with your colleagues, business contacts and clients.

You should allow approximately 20 minutes to complete this module.

Writing Effective Emails

About This Module

As a form of communication, emails can be fast and convenient. However, with the average professional receiving numerous emails every day, emails can sometimes be ignored or may not be as well received as the sender had hoped.

This module has therefore been designed to increase your understanding of what makes for a readable, effective and professional email.

You should allow approximately 25 minutes to complete this module.

Writing Minutes Effectively

About This Module

Minutes are written records that summarise the discussions and events that occur during a meeting. Minutes are often developed during a meeting, and copies are later distributed to the participants for recordkeeping.

Our organisation recognises that writing effective minutes can improve workplace efficiency and help to maintain professionalism.

This module aims to increase your understanding of what makes for the accurate and effective writing of meeting minutes.

This module will introduce you to the fundamentals of taking minutes and help you to understand how to develop and revise minutes effectively.

You should allow approximately 20 minutes to complete this module.