

<b>MANAGING SELF - Behavioural</b>	
<b>MODULE</b>	<b>TUTORIAL</b>
<b>Creativity and Originality</b>	1 Creative Process
	2 Areas of Creativity
	3 Creative Personality
	4 Problem Solving
	5 Creative Techniques
	6 Creative Environment
	7 Creative Imitation
<b>Emotional Intelligence</b>	1 Understanding Emotional Intelligence
	2 Managing Your Emotions
	3 Dealing with Conflict
	4 Handling Situations Effectively
	5 Mutually Satisfying Interactions
<b>Ethical leadership</b>	1 Business Ethics
	2 Leadership Strategies
	3 Creating a Positive Culture
	4 Self Management
	5 Inspirational Leadership
	6 Making Visions Happen
	7 Leadership and Diversity
<b>Personal Character</b>	1 Honesty
	2 Loyalty
	3 Trust
	4 Tolerance
	5 Kindness
	6 Respect
	7 Resilience
	8 Security
<b>Personal Communication</b>	1 Positive Communication
	2 Reducing Barriers
	3 Effective Listening
	4 Effective Speaking
	5 Positive Body Language
	6 Effective Writing
	7 Effective Reading

## MANAGING SELF - Behavioural

MODULE	TUTORIAL
<b>Personal Contributions</b>	1 Planning
	2 Decision Making
	3 Activity
	4 Vision
	5 Influence
	6 Involvement
	7 Stability
	8 Hard Work
	9 Ideas
	10 Change
<b>Personal Organisation</b>	1 Staying on Top
	2 Daily Disciplines
	3 Clear Desk
	4 Handling paperwork
	5 Handling Interruptions
	6 Handling Telephone Work
<b>Stress Management</b>	1 Stress Recognition
	2 Stress Source Awareness
	3 Stress Coping Options
	4 Workload Stress Reduction
	5 Job Clarity Stress Reduction
	6 Relationship Stress Reduction
	7 Job Fit Stress Reduction
<b>Thinking Abilities</b>	1 Intelligence
	2 Conceptual Thinking
	3 Analytical Thinking
	4 Breadth of Thinking
	5 Distancing
	6 Intuition
	7 Mental Agility
	8 Memory
<b>Work Personality</b>	1 Energy and Drive
	2 Willpower
	3 Spontaneity
	4 Maturity
	5 Confidence
	6 Flexibility
	7 Foresight
	8 Risk Awareness

## MANAGING PEOPLE - Interpersonal

MODULE	TUTORIAL
<b>Cross Cultural Awareness</b>	1 International Management
	2 Cultural Differences
	3 Communications
	4 Ethics
	5 Organisational Structures
	6 Strategic Implications
	7 Human Resources
<b>Customer Care</b>	1 Right First Time
	2 Customer Expectations
	3 Customer Needs
	4 Managing the Process
	5 Assessing Customer Satisfaction
	6 Maintaining Customer Satisfaction
<b>Delegation Management</b>	1 Early Delegation
	2 Delegation Planning
	3 Delegate Choice
	4 Positive Attitudes
	5 Risk Control
	6 Delegation Briefing
	7 Delegation Reviews
	8 Delegation Debriefing
<b>Diversity</b>	1 Understanding Diversity
	2 Diversity Leadership
	3 Understanding Diversity
	4 Cultures and Values
	5 First Impressions
	6 Prejudices and Attitudes
	7 Defining Diversity Goals
	8 Planning for Diversity
<b>Meetings Management</b>	1 Meeting Selectivity
	2 Meeting Objectives
	3 Participant Selection
	4 Agenda Planning
	5 Meeting Preparation
	6 Time Management
	7 Chairpersonship
	8 Action Planning

## MANAGING PEOPLE - Interpersonal

MODULE	TUTORIAL
<b>Motivating People</b>	1 Workplace Environment
	2 Focusing on People
	3 Recognising Problems
	4 The Leader's Role
	5 Creating a Winning Team
	6 Discipline and Motivation
<b>Persuasion and Negotiation</b>	1 Persuasion
	2 Negotiator's Outlook
	3 Planning - Objectives
	4 Planning - Counterpart
	5 Focus on Strategy
	6 Negotiation Process
	7 Negotiation Tactics
<b>Power and Influence</b>	1 Sources of power
	2 Using Power
	3 Influencing Others
	4 Impression Management
	5 Empowering Others
<b>Teamwork</b>	1 Team Expertise
	2 Objective Setting
	3 Decision Involvement
	4 Team Security
	5 Team Reviews
	6 Team Harmony
	7 Team Direction
	8 Team Decisions
	9 Policy Agreement
	10 Team Discussions
<b>Transforming Leadership</b>	1 Leading for Change
	2 Self Awareness
	3 Interpersonal Skills
	4 Counselling
	5 Operating as a Consultant
	6 Creating a Leadership Development Plan
	7 Building a leadership Organisation

## MANAGING WORK - Process

MODULE	TUTORIAL
<b>Change Management</b>	1 Understanding Change management
	2 Personal and Process Ability
	3 Generating and Evaluating Change
	4 Creating the Change Team
	5 Focus on Resistance
	6 Implementing Change
	7 The Learning Organisation
<b>Decision Judgement</b>	1 Information Quality
	2 Decision Involvement
	3 Decision Importance
	4 Risk Assessment
	5 Decision Timing
	6 Decision Robustness
<b>Decision Management</b>	1 Decision Objectives
	2 Decision Factors
	3 Decision Options
	4 Decision Making
	5 Decision Presentation
	6 Decision Implementation
<b>Financial Control</b>	1 Financial Awareness
	2 Cost Classification and Methods
	3 Break-even Analysis
	4 Budget Planning
	5 Variance Analysis
	6 Best Value
<b>Human Resource Management</b>	1 Key Principles
	2 Recruitment
	3 Training
	4 Performance Management
	5 Personal Development
	6 Discipline
<b>Information Management</b>	1 Information Needs
	2 Information Quality
	3 Information Quantity
	4 Information Timing
	5 Information Storage and Retrieval
	6 Information Flow

## MANAGING WORK - Process

MODULE	TUTORIAL
<b>Innovation</b>	1 Corporate Innovators
	2 Sources of Innovation
	3 Screening Innovation
	4 Concept Testing
	5 Business Planning
	6 Development and Testing
	7 Launch and Post Launch
<b>Job Knowledge</b>	1 Work Experience
	2 Work Responsibility
	3 Specialist Knowledge
	4 Job Clarity
	5 Critical Success Factors
	6 Personal Development
<b>Objective Setting</b>	1 Defining Performance Areas
	2 Defining Key Factors
	3 Defining Job Objectives
	4 Classifying Objectives
	5 Defining Work Objectives
	6 Agreeing Objectives
	7 Creating Team Objectives
	8 Updating Objectives
<b>Organisation Knowledge</b>	1 General Environment
	2 Organisational Strategy
	3 Values
	4 Market Awareness
	5 Structure and Work patterns
	6 Management Style
	7 Key Facts
<b>Priority Management</b>	1 'A' Priority Work
	2 Understanding Priority Time
	3 Residual Time
	4 'A' Time
	5 Scheduling Personal Work
	6 'A' Time Planning

## MANAGING WORK - Process

MODULE	TUTORIAL
<b>Project Management</b>	1 Project Initiation
	2 Project Planning
	3 Critical Path
	4 Project Team
	5 Project Budget
	6 Progress Monitoring
	7 Closure and Evaluation
<b>Quality Management</b>	1 Ultimate Measure
	2 Definition of Quality
	3 Problem Prevention
	4 Better Service
	5 The Business Excellence Model
	6 Continuous Improvement
<b>Time Management</b>	1 Time Analysis
	2 Priority Work
	3 Controlling Time Structure
	4 Focus on Investing Time
	5 Start Times and Deadlines
	6 Time Drives and Attitudes
	7 Avoiding Procrastination
	8 Productive Working Hours