

Resources not Courses

Performance Support:









Recommended Reading • Key Ideas
How To Guides • Self-assessments

Self Directed Development:









Top Tips • Case Studies
Checklists • Questionnaires

Part of a Blended Programme:















GoodPractice mobile access

peaks at 8am

and 10pm

Mid-level Managers

First time Managers

Aspiring Managers

Individual Contributors

Interesting Facts

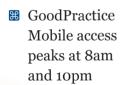
All resources (average usage times)

Mobile: 17+ mins Desktop Audio: 12 mins Desktop toolkit: 10 mins

15,000

Wikipedia: 7 mins

Mondays and
Wednesdays
are the most
popular days to
visit the sites



The most popular time to visit the desktop resource is between 10-11am & 2-3pm





Content

Topics in the toolkit for managers focuses on four key areas:

Leadership and Strategy

- ## HR for Leaders
- **Innovation**
- **Internal Communication**
- **E** Leadership
- E Leading Change
- **Knowledge Management**
- **B** Partnership Working
- **■** Performance Management Strategy
- **Scenario Planning**
- Social Responsibility
- **Strategy**

Services, Projects and Operations

- **B** Business Continuity Management
- **E** Continuous Improvement
- Customer Service
- Data Protection and Intellectual Property
- **\(\)** Financial Management
- **Health and Safety**
- **B** Programme Management
- management Project Management

IN PARTNERSHIP WITH:



Managing People and Teams

- **&** Absence Management
- **B** Delegation
- Developing Team Members
- # Dismissal
- **Meetings**
- **Managing Change**
- **Motivating and Inspiring Others**
- **B** Performance Management
- **Recruitment and Selection**
- **Redundancy**
- **Stress Management**
- **38** Team Management

Personal Skills and Development

- Career Management
- Commercial Awareness
- **E** Communication Skills
- ★ Confidence and Self-Awareness
- Conflict Management
- Creativity Skills and Techniques
- E Credibility and Professionalism
- Decision-making
- **■** Emotional Intelligence
- # Feedback
- **Handling Information and Data**
- Negotiation and Influencing
- **#** Planning
- B Personal Wellbeing and Stress
- math Problem-solving
- Self Development
- **III** Time Management



1,700+ tools, including:



Key Ideas



Role Plays



Case Studies



Audio



Checklists



Questionnaires



How To Guides



Exercises



Recommended Reading



Video



Techniques



Top Tips



Templates



Presentations



Self-assessments



Legal and Policy