

www.tacksoko.net - CURRICULUM OF ONLINE LEARNING MODULES

Communication Curriculum

Interpersonal Communication Series

- 45002 Interpersonal Communication: Effective Communication
- 45003 Interpersonal Communication: Listening Skills
- 44003 Interpersonal Communication: Telephone Skills

Business Writing Series

- 45007 Business Writing: The Fundamentals
- 45008 Business Writing: Creating Effective Proposals

Effective Presentations Series

- 45015 Effective Presentations: Planning a Presentation
- 45016 Effective Presentations: The Presentation Process
- 45017 Effective Presentations: Essentials of Persuasion
- 13025 Effective Presentations: Creating Your Presentation
- 13026 Effective Presentations: Delivering Your Presentation
- 13090 Effective Presentations: Putting Your Skills to the Test

Advanced Interpersonal Communication Series

- 45101 Advanced Interpersonal Communication: Building Relationships
- 45102 Advanced Interpersonal Communication: Communicating with Co-workers
- 45103 Advanced Interpersonal Communication: Communicating to Build a Positive Culture

Communicating with Difficult People Series

- 45201 Communicating with Difficult People: Working With Difficult Employees
- 45202 Communicating with Difficult People: Handling Difficult Co-workers
- 45203 Communicating with Difficult People: Communicating With Your Manager

Cross-cultural Business Communication Series

- 45221 Cross-cultural Business Communication: Understanding Cultural Differences
- 45222 Cross-cultural Business Communication: Developing cross-cultural Communication Skills
- 45223 Cross-cultural Business Communication: Addressing cross-cultural Business Situations

E-mail Etiquette Series

- 45231 E-mail Etiquette: E-mail in the Workplace
- 45232 E-mail Etiquette: Using E-mail to Communicate Successfully
- 45233 E-mail Etiquette: Writing Effective E-mail Messages
- 13845 Effective E-mail

Organisational Communication Series

- 45241 Organisational Communication: The Fundamentals
- 45242 Organisational Communication: Communicating in the Workplace
- 45243 Organisational Communication: Managing Communication

Business Etiquette Series

- 45251 Business Etiquette: Office Protocol
- 45252 Business Etiquette: Communicating in Today's Workplace
- 45253 Business Etiquette: Business Functions and Travel

Advanced Business Communication Series

- 45271 Advanced Business Communication: Enhancing your Communication Skills
- 45272 Advanced Business Communication: Business Writing for Results
- 45273 Advanced Business Communication: Effective Business Communication

Telephone Skills Series

- 45281 Telephone Skills: Professionalism through Basic Skills
- 45283 Telephone Skills: Handling Inbound & Outbound Calls

Listening Skills Series

- 45291 Listening Skills: Fundamentals of Listening
- 45292 Listening Skills: Listening Challenges

Business Communication Series

- 10967 Business Calls
- 11031 Business Words
- 11033 Business Meetings
- 11034 Business Communications

Customer Service Curriculum

Customer Care Series

- 12288 Customer Care: Prepare to Care
- 12289 Customer Care: Handle with Care

Excellence in Service Series

- 44004 Excellence in Service: Fundamentals for Managers
- 44005 Excellence in Service: Fundamentals for Employees
- 44006 Excellence in Service: Providing Superior Customer Service
- 44007 Excellence in Service: Working With Upset Customers
- 44008 Excellence in Service: Communicating With Your Customers
- 44009 Excellence in Service: Establishing Service Standards
- 44010 Excellence in Service: Building a Customer Service Team
- 44011 Excellence in Service: Creating Customer Loyalty

Call Center Series

- 44002 Call Center: Inbound Customer Service: Credit Card

Call Center Management Series

- 44021 Call Center Management: Managing an Inbound Call Center
- 44022 Call Center Management: Measuring Quality and Performance
- 44023 Call Center Management: Managing and Motivating Your Staff

Customer Relationship Management Series

- 44031 Customer Relationship Management: Fundamentals of CRM
- 44032 Customer Relationship Management: Implementing CRM
- 44033 Customer Relationship Management: eCRM

Sales Curriculum

Solution Selling Series

- 44501 Solution Selling: The Fundamentals
- 44502 Solution Selling: Prospecting and Addressing Needs
- 44504 Solution Selling: Gaining Customer Commitment
- 44505 Solution Selling: Developing a Winning Strategy
- 44506 Solution Selling: Effectively Closing a Sales

Professional Selling Over the Phone

- 44511 Professional Selling Over the Phone: Preparation and Strategies
- 44512 Professional Selling Over the Phone: Prospecting
- 44513 Professional Selling Over the Phone: Closing a Sale

Sales Management Series

- 44520 Sales Management: Building a Championship Sales Team
- 44521 Sales Management: Leading a Sales Team
- 44522 Sales Management: Motivating Sales Teams to Win

Marketing Curriculum

Principles of Marketing Series

- 42401 Principles of Marketing: Learning the Fundamentals
- 42402 Principles of Marketing: Product Strategy
- 42403 Principles of Marketing: Distribution Strategy
- 42404 Principles of Marketing: Promotion Strategy
- 42405 Principles of Marketing: Pricing Strategy
- 42406 Principles of Marketing: Writing a Marketing Plan

Brand Management Series

- 42411 Brand Management: Fundamentals of Brand Management
- 42412 Brand Management: Building Brand Equity
- 42413 Brand Management: Managing Brand Equity
- 42414 Brand Management: Developing a Brand Strategy
- 42415 Brand Management: Integrated Marketing
- 42416 Brand Management: Branding on the Web

Human Resources Curriculum

Interviewing Series

- 47010 Interviewing Skills: Preparing for an Interview
- 47011 Interviewing Skills: Conducting an Interview

Exit Interviewing Skills Series

- 47014 Exit Interviewing Skills: Preparing for an Exit Interview
- 47015 Exit Interviewing Skills: Conducting an Exit Interview
- 47016 Exit Interviewing Skills: The Termination Process

Recruiting and Retention Series

- 47111 Recruiting and Retention: Staffing Your Organization
- 47112 Recruiting and Retention: Internet Recruiting
- 47113 Recruiting and Retention: Keeping Your Good Employees
- 11912 Induction

Appraisal Series

- 11654 Appraisal for Performance

360-Degree Feedback Series

- 47201 360-Degree Feedback: Experiencing 360-Degree Feedback
- 47202 360-Degree Feedback: Implementing a 360-Degree Program
- 47203 360-Degree Feedback: Maximising the Benefits of 360-Degree Feedback

Managing Performance Series

- 41051 Managing Performance: Establishing a Performance Plan
- 41052 Managing Performance: The Performance Appraisal Process
- 41053 Managing Performance: Overcoming Performance Appraisal Challenges

Correcting Performance Problems Series

- 41061 Correcting Performance Problems: Identifying Performance Problems
- 41062 Correcting Performance Problems: Addressing Performance Problems
- 41063 Correcting Performance Problems: Disciplining Employees

Coaching Series

- 41041 Coaching: Building Relationships
- 41042 Coaching: Applying the Coaching Process
- 41043 Coaching: Communicating with Employees
- 11757 Coaching for Results

Succession Planning Series

- 46301 Elements and Approaches
- 46302 Setting up a Succession Planning Program
- 46303 Successors, Plan Evaluations and Planning Tools

Business Ethics Series

- 41071 Business Ethics: Ethics Decision Making
- 41072 Business Ethics: Managerial Business Ethics
- 41073 Business Ethics: Organisational Ethics

Diversity Series

- 47008 Diversity: What Managers Should Know
- 47009 Diversity: What Employees Should Know
- 12709 Equal Opportunities

Managing the Expert Series

- 41201 Managing the Expert: Understanding Experts
- 41202 Managing the Expert: Developing a Successful Environment

41203 Managing the Expert: Managing the Unique Needs of Experts

Managing Generations

- 41210 Managing Generations Part 1
- 41211 Managing Generations Part 2
- 41213 Managing Generations Part 3

Managing High Performers Series

- 41221 Managing High Performers: Creating a Retention Strategy
- 41222 Managing High Performers: Defining and Finding high Performers
- 41223 Managing High Performers: Implementing Recognition Programs

Workplace Aggression Series

- 47101 Workplace Aggression: Recognising Aggressive Behaviour
- 47102 Workplace Aggression: Defusing Aggressive Situations
- 47103 Workplace Aggression: Taking a Proactive Approach

Personal Development Curriculum

Organisational Skills Series

- 43001 Organisational Skills: Managing Information
- 43004 Organisational Skills: Time Management
- 11032 Managing Tasks and Activities

Stress Management Series

- 43005 Stress Management: Fundamentals for Managers
- 43006 Stress Management: Fundamentals for Employees

Creativity and Innovation Series

- 43003 Creativity and Innovation: Thinking Creatively
- 43031 Creativity and Innovation: Increasing Personal Creativity
- 43032 Creativity and Innovation: Fostering a Creative Environment
- 43033 Creativity and Innovation: Promoting Team Creativity

Self Development Series

- 43010 Self-Development: Balancing Your Personal and Professional Life
- 43011 Self-Development: Motivating Yourself to Perform
- 43012 Self-Development: Increasing Your Assertiveness
- 43013 Self-Development: Developing Rapport through Communication
- 43014 Self-Development: Improving Your Memory
- 43015 Self-Development: Positively Influencing Others

Time Management Series

- 43021 Time Management: Developing a Plan
- 43022 Time Management: Planning Your Day
- 43023 Time Management: Overcoming Challenges

Career Development Series

- 43041 Career Development: Developing a Career Strategy
- 43042 Career Development: Excelling in Your Career
- 43043 Career Development: Professional Networking

Achieving Success without Authority Series

- 43051 Achieving Success without Authority: Focus on Results
- 43052 Achieving Success without Authority: Personal Accountability

Moving From Technical Professional to Manager Series

- 43490 Moving from Technical Professional to Manager: Getting Started
- 43491 Moving from Technical Professional to Manager: Managing Personnel
- 43492 Moving from Technical Professional to Manager: Managing the IT Department

Administrative Assistant Skills Series

- 43301 Administrative Assistant Skills: Understanding Basic Skills
- 43302 Administrative Assistant Skills: Enhancing your Skills
- 43303 Administrative Assistant Skills: Excelling as an Administrative Assistant

Leadership Curriculum

Decision Making and Problem Solving Series

- 46001 Decision Making & Problem Solving: Decision Making Fundamentals
- 46006 Decision Making & Problem Solving: Problem Solving Fundamentals

Strategic Decision making Series

- 46011 Strategic Decision making: Preparing to Make Decisions
- 46012 Strategic Decision making: Making the Right Decision
- 46013 Strategic Decision Making: Advanced Decision Making

Business Problem Solving Series

- 46021 Business Problem Solving: The Fundamentals
- 46022 Business Problem Solving: The Problem-Solving Process
- 46023 Business Problem Solving: Critical Thinking and Information Analysis
- 46024 Business Problem Solving: Problem Solving Teams

Goal Setting Series

- 46031 Goal Setting: Reaching Individual Goals
- 46032 Goal Setting: Goal Setting Tools for Managers
- 46033 Goal Setting: Organisational Goal Setting in the Organisational Environment

Delegation Series

- 46041 Delegation: Understanding Delegation
- 46042 Delegation: The Delegation Process
- 46043 Delegation: Monitoring and Evaluating Results

Leadership Development Series

- 46002 Leadership Development: Delegation
- 46003 Leadership Development: Goal Setting
- 46004 Leadership Development: Leading the Way
- 46005 Leadership Development: Motivation
- 46010 Leading the Way: Learning to Lead

Frontline Leadership Series

- 46101 Frontline Leadership: Preparing to Lead
- 46102 Frontline Leadership: Knowledge in the Workplace
- 46103 Frontline Leadership: Positively Influencing Workplace Culture

Managerial Leadership Series

- 46111 Managerial Leadership: Creating a Vision
- 46112 Managerial Leadership: Leading Through Change
- 46113 Managerial Leadership: Motivating Employees

Motivation Series

- 46121 Motivation: Fostering Employee Motivation
- 46122 Motivation: Motivating Through Rewards and Recognition
- 46123 Motivation: Empowering to Increase Motivation

Executive Level Leadership

- 46201 Executive Level Leadership: Becoming an Executive Leader
- 46202 Executive Level Leadership: Change and the Executive Leader
- 46203 Executive Level Leadership: Leadership and Communication

Women in Leadership Series

- 46350 Women in Leadership: Leadership Roles and Styles
- 46351 Women in Leadership: Becoming a Leader
- 46352 Women in Leadership: Developing a Leadership Path

Management Curriculum

Employee Performance Series

- 41004 Employee Performance: Managing Difficult People
- 41007 Employee Performance: Providing Feedback
- 41008 Employee Performance: Resolving Conflict

Essentials of Management Series

- 41006 Essentials of Management: Expert Negotiating
- 41020 Essentials of Management: Succeeding as a New Manager
- 41021 Essentials of Management: Creating a Positive Workplace
- 41022 Essentials of Management: Maintaining a Productive Workforce

Conducting Meetings Series

- 41009 Conducting Meetings: The Meeting Process
- 41010 Conducting Meetings: Managing a Meeting
- 41011 Conducting Meetings: Effective Meeting Communication

Change Management Series

- 41003 Change Management: Managing Change
- 41012 Change Management: Adapting to Change

Managing Change Series

- 41231 Managing Change: The Change Process
- 41232 Managing Change: Overcoming Change Obstacles
- 41233 Managing Change: Managing Yourself through Change

Negotiating Series

- 41081 Negotiating: Preparing for a Negotiation
- 41082 Negotiating: The Negotiation Process
- 41083 Negotiating: Advanced Negotiation Tactics

Mentoring Series

- 41091 Mentoring: Implementing a Formal Mentoring Program
- 41092 Mentoring: Developing Your Mentoring Skills
- 41093 Mentoring: Using a Mentor to Your Advantage

Organisational Behaviour Series

- 41101 Organisational Behaviour: Organisational Dynamics for Individuals
- 41102 Organisational Behaviour: Organisational Group Dynamics
- 41103 Organisational Behaviour: The Organisational System

Crisis In Organisations Series

- 41261 Crisis in Organisations: Anticipating and Planning for Crisis Situations
- 41262 Crisis in Organisations: Managing Crisis Situations
- 41263 Crisis in Organisations: Resolving Crisis Situations in Organisations

Emotional Intelligence

- 45211 Emotional Intelligence: Developing Emotional Intelligence Skills
- 45212 Emotional Intelligence: Applying Emotional Intelligence in the Workplace
- 45213 Emotional Intelligence: Emotional Intelligence for Executives

Team Building Curriculum

Teamworking Series

- 13628 Teamworking

Team Management Series

- 42001 Team Management: High Performance Teams

Team Participation Series

- 42002 Team Participation: Teamwork Fundamentals
- 42003 Team Participation: Team Communication
- 42004 Team Participation: Resolving Conflict in Teams
- 42005 Team Participation: Decision Making in Teams

Team Leadership Series

- 42201 Team Leadership: Developing A High Performance Team
- 42202 Team Leadership: Conducting Productive Team Meetings
- 42203 Team Leadership: Promoting Your Team's Effectiveness
- 11029 Leading Team

Virtual Teams Series

- 42101 Virtual Teams: The Fundamentals
- 42102 Virtual Teams: Communicating Effectively
- 42103 Virtual Teams: Participating in Virtual Meetings

Virtual Team Management

- 42301 Virtual Team Management: Developing Virtual Teams
- 42302 Virtual Team Management: Managing Virtual Team Relationships
- 42303 Virtual Team Management: Coaching Virtual Team Members

Team Conflict Series

- 42211 Team Conflict: Resolving Team Conflict
- 42212 Team Conflict: Working in Diversified Teams
- 42213 Team Conflict: Overcoming Conflict with Communication

Project Teams Series

- 42221 Project Teams: Participating on a Project Team
- 42222 Project Teams: Applying Team Building Techniques
- 42223 Project Teams: Building a Project Team

Cross-Functional Teams Series

- 42231 Cross-Functional Teams: Goal Setting in a Cross-Functional Team
- 42232 Cross-Functional Teams: Selecting Cross-Functional Team Members
- 42233 Cross-Functional Teams: Cross-Functional Team Development

Strategic Planning Curriculum

Strategic Management Series

- 42502 Strategic Management: Analysing Strategic Options
- 42503 Strategic Management: Developing a Successful Plan

Competitive Intelligence Series

- 42511 Competitive Intelligence: Implementing a Competitive Intelligence System
- 42512 Competitive Intelligence: Analysis and Dissemination
- 42513 Competitive Intelligence: Researching Online

Managing Business Risk Series

- 42521 Managing Business Risk: Developing a Risk Management Plan
- 42522 Managing Business Risk: Risk Assessment and Control
- 42523 Managing Business Risk: Financing and Contingency Planning

Business and Finance Curriculum

Business Insight Series

- 12658 Business Insight: Marketing
- 12659 Business Insight: Business Strategy
- 12660 Business Insight: Operations
- 12661 Business Insight: Financial Strategy
- 13027 Business Insight: Account Accountability

Money Business Series

- 11653 Money Business: Effective Budgeting
- 11654 Money Business: Managing Cash

Project Management Curriculum

Project Management Essentials Series

- 41551 Project Management Essentials: Planning a Project
- 41552 Project Management Essentials: Project Scheduling and Budgeting
- 41553 Project Management Essentials: Controlling and Closing a Project

Project Management Series

- 41501 Project Management: The Fundamentals

- 41502 Project Management: Scope
- 41503 Project Management: Time Management
- 41504 Project Management: Estimating Costs
- 41505 Project Management: Quality Standards
- 41506 Project Management: Risk Management
- 41507 Project Management: The Team
- 41508 Project Management: Communications
- 41509 Project Management: Contracts and Procurement
- 41510 Project Management: Co-ordination
- 41511 Project Management: The Process
- 41512 Advanced Project Management: Building Productive Stakeholder
- 41513 Advanced Project Management: Project Estimating Techniques

Advanced Project Management Series

- 41514 Advanced Project Management: Managing Accelerated Projects
- 41515 Advanced Project Management: Setting up a Project Office
- 41516 Advanced Project Management: Portfolio Management
- 41517 Advanced Project Management: Project Management Maturity

Project leadership Series

- 41521 Project leadership: Leading the Project Team
- 41522 Project leadership: Communicating Within a Project Team
- 41523 Project leadership: Overcoming Obstacles

Managing IT Projects Series

- 41531 Managing IT Projects: Project Fundamentals and Initiation
- 41532 Managing IT Projects: Project Planning and Execution
- 41533 Managing IT Projects: Project Control and Closure

Operations Curriculum

Quality Management Series

- 44711 Quality Management: The Quality Management Process
- 44712 Quality Management: Quality Management Tools

Total Quality Management Series

- 44851 Total Quality Management: Essentials of TQM
- 44852 Total Quality Management: Deploying TQM Principles
- 44853 Total Quality Management: Managing TQM Rollouts

ISO 9001 - 2000 Series

- 44731 ISO 9001 - 2001: Overview of Standards
- 44732 ISO 9001 - 2001: Implementing Standards
- 44733 ISO 9001 - 2000: The Auditing Process

Value Chain Management Series

- 44741 Value Chain Management: Elements of the Value Chain
- 44742 Value Chain Management: Managing a Value Chain
- 44743 Value Chain Management: Managing the Transition to a value Chain

Six Sigma Series

- 44751 Six Sigma: Six Sigma Essentials
- 44752 Six Sigma: Deploying a Six Sigma
- 44753 Six Sigma: Managing Six Sigma Projects

Operations Management Series

- 44722 Operations Management: Operations Components
- 44723 Operations Management: Operations Management Tools

Health and Safety Curriculum

Health & Safety Series

- 13131 Keeping yourself Safe
- 13132 Safety Standards and Systems
- 13133 The Safety Authorities

13134 Improving Safety Performance

Knowledge Management Curriculum

Organisational Learning Series

- 44601 Organisational Learning: Developing a Knowledge Management System
- 44602 Organisational Learning: Transferring Knowledge within an Organisation
- 44603 Organisational Learning: Deploying a Knowledge Management System

Consulting Curriculum

Consulting Skills Series

- 44551 Consulting Skills: Building Consulting Relationships
- 44552 Consulting Skills: The Consulting Process
- 44553 Consulting Skills: Serving as an Internal Consultant

Facilitation Series

- 41031 Facilitation- The Effective Facilitator
- 41032 Facilitation- The Facilitation Process
- 41033 Facilitation- Facilitating Challenging Situations