

LEARNING FOR WORK SERIES

The Learning for Work booklets, published by the Campaign for Learning and Workbase Training are now on a CD. Purchasing the CD allows you to print off and photocopy as often as you like within the purchasing organisation.



Working with people

Brushing Up on Customer Care

Covers all aspects of customer care from understanding what customer care means to successfully handling difficult situations.

Effective Team Working

Will help understanding of effective team working and how to bring about positive improvements.

Improving Telephone Skills

Covers all aspects of using the telephone from making and handling incoming calls, to taking down messages, getting the right information and handling problem calls.

Leading Team Meetings and Briefings

Introduces key aspects of team meetings and briefings and how to run them effectively, developing skills to deal with difficult situations, following up a meeting and ensuring its purpose is achieved.

Developing writing skills

Improving Form Filling

Covers all aspects from identifying and understanding common words and requirements found in forms, through to practice in filling out forms.

Introducing Writing Skills

Covers all aspects of basic punctuation, the correct use of capital and small letters and gives practice in writing clear sentences.

Writing Better Reports

Helps to improve the preparation, writing and presentation of reports.

Writing Letters at Work

Covers structuring and laying out letters, understanding the difference between formal and informal letters and getting the message across.

Improving communication

Contributing to Meetings

Introduces the mechanics of meetings; helps people to follow what is happening and feel confident to contribute.

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Developing Interview Skills

Covers the aims of an interview and its process; developing the skills to carry out a successful interview including preparation, and evaluation of the interview.

Making Better Presentations

Helps improve technique and confidence in giving a presentation, from understanding what the audience wants, through to voice delivery, organising materials and visual aids. Handling nerves is also covered.

Sending Memos and Messages

Shows the importance of planning to ensure that all relevant information is presented clearly and in a logical manner.

Developing essential skills

Developing Better Ways of Studying

Develops confidence in the learner by helping to organise and manage time and workload and improve listening skills to enable more effective participation in sessions and better note taking.

Getting Started on the Internet

Gives an understanding of what the internet is used for and the services available. Develops the skills to search for and access sites and web pages.

Using E-mail

Covers connection to e-mail, creating messages, working online and offline, sending and receiving, replying to and forwarding messages, using the address book and attaching documents.

Using Microsoft Access Database

Develops an understanding of a database and the processes from creating a new database, saving and sorting, to printing it out.

Using Microsoft Excel Spreadsheets

Develops an understanding of spreadsheets, creating and making changes to a spreadsheet, and performing calculations.

Using Microsoft Word for Word Processing

Covers layout of the Word screen, creating new documents, making corrections and opening, closing, saving and printing documents.

Writing a CV

Provides step-by-step guidance about how to write and present a successful CV.

There is also a tutor / mentor guide

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