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Oak Training is the supplier of choice of innovative, practical and competitively priced downloadable training content. With over 50 organizational, management and employee modules available we have successfully removed the traditional barriers associated with sourcing training content.

All of our training has been designed and tested by senior executives operating within high performance organizations who have successfully positioned their organizations for the future by maximizing internal capacity.

Their innovative solutions and considerable expertise can now be yours to implement as you deem appropriate.

All training content downloads only

\$59.95 per module



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# www.oaktraining.com

In September 2001 Oak Training Ltd. launched an innovative web enterprise to serve the worldwide training community and industry at large.

Oak builds on a successful training and consultancy business and is a direct response to the poor levels of investment in and ownership of the training process within organizations.

Unlike other content providers we recognize the new challenges facing organizations and the need for both innovative and effective solutions. This is why our products are not only extremely practical but also don't carry with them any complicated restrictions of use. This is why we introduce

- o No Constraining Licenses
- o No Complicated Contracts
- o No Purchasing of Keys to Use
- o No One Trainer Rules
- o No Restrictions on Customization

With our innovative products in hand you are free to provide the most effective solution required by the organization not only quickly and but also cost effectively. By doing this it will enable your organization secure

- o Greater Return on Investment
- o Ownership of the Training Process
- o Increased Performance
- o Company Branding
- o Greater Internal Capacity



# PRODUCT LISTING

## Organizational

Position your organization for the future

- The Excellent Organization
  - Benchmarking
  - Change Management
  - Leadership
- Customer Relationship Management
- Introduction to Strategic Management
  - Organizational Culture
  - Project Management
- Strategy, Leadership and Culture
- Competencies and the Organization
- Strategy Management and Measurement
- Human Resource Management - Recruitment
- Human Resource Management
  - Leadership and Influence
  - Leadership and Delegation
  - Organizational Structure
  - Organizational Behavior
  - The Work Organization
  - Organizational Issues
- Marketing

## Management

Improve the level of managerial effectiveness in your organization

- The New Manager
- Quality Management Systems
  - Change Leadership
  - Complaint Handling
  - Coaching and Mentoring
  - Creative Problem Solving
  - Employee Absenteeism
  - Employee Motivation
  - Facilitation Skills
  - Job Analysis
  - Managing Conflict
- Performance Appraisal
- Strategic Decision Making
  - Stress Management
- Training Needs Analysis
  - Negotiation Skills
  - Job Design
- 360 Degree Feedback

## Employee

Unlock the knowledge, skills and abilities of your employees

- Interviewing Skills
- Customer Driven Organization
- Interpersonal Skills
- Personal Productivity
- Presentation Skills
- Selling Services
- Time Management
- Technical Report Writing
- Telesales
- Teamwork
- Effective Meetings
- Enterprise Dynamics
- Group Dynamics
- Auditin
- Effective Complaint Handling
- Presentation Skills

Full descriptions of all these modules, including behavioural learning objectives, are available on our website. [www.oaktraining.com](http://www.oaktraining.com)

# Organizational Training

## Change Management

Change is a permanent feature of all organizations regardless of sector or size.

It is also the greatest source of competitive advantage.

This module presents change management in a pragmatic and functional way so as to help managers and employees alike to look at change management as a process as opposed to an event within the organization.

Moreover as an opportunity rather than as a threat.

## Leadership

Today's organization requires strong leadership for survival.

Learn how leadership is required to simply overcome the dynamic environment of modern business often populated by hostile competitors, demanding customers and reticent personnel.

The ability to lead, and the traits and behaviours associated with leadership are the central focus of this module.

## Customer Relationship Management

Teach your staff to appreciate the true value of the saying "The Customer is King" and turn your organization into a truly excellent organization.

This module looks at the various components that come in to play and challenges you to critically assess your own organization as a Customer Driven Organization.

## The Excellent Organization

Excellence cannot be an exception – it must become the rule by which a successful organization will flourish.

The ability to define the excellent organization will continue to change as the criteria for excellence develops with advances in technology, process and customer expectations.

This module takes a practical look at the current criteria for excellence as defined by the European Foundation for Quality Management in Europe and the Baldrige Award in the US.

# Organizational Training

## Strategic Management

Strategy is all about setting direction. Not just for the organization but also in the hearts and minds of employees and customers.

Strategy in turn defines the organization, removes complacency and focuses effort.

## Organizational Culture

“What culture exists within your organization?”

“How do you shape a positive and productive culture that matches your organizational objectives?”

Important questions that can now be answered and implemented within your organization.

## Project Management

The ability to plan, resource, implement, measure and close a project is a critical business skill.

This module provides a process based model for project management and outlines the key tools and techniques required to deliver excellent projects on time, within budget and with the required results.

## Strategy, Leadership & Culture

Culture and leadership are the heart of any effective organizational strategy.

This comprehensive module will not only instruct participants on the complex relationship that prevails but will also uncover practical avenues whereby participants can shape an organizational culture and understand how leadership can be integrated to deliver organizational objectives.

# Organizational Training

## Competencies and the Organization

“How do you define competency?” and “How do competencies shape the future of an organization?”

This module looks at competency from the perspective of the organization.

Moreover it provides a framework for developing competency based systems for application within training and development, succession planning and recruitment and selection, so as to deliver real and measurable benefits to the organization.

## Strategic Management & Measurement

‘If you can’t measure it’ – you can’t manage it” – this maxim is the fundamental basis for measuring and managing the implementation of strategy.

Learn how you can design and implement a strategic measurement process using the tools and techniques presented in this module.

Deliver successful strategic initiatives by not just introducing measurement within your organization but by ensuring that you are measuring what actually matters.

## Human Resource Management

The shift from traditional personnel management to human resource management has mirrored a growing realization by organizations of the important contribution that employees make within the organization and that by consolidating this contribution the organization can maximize strategic objectives.

## Human Resource Management - Recruitment

Although recruitment has always held an important place within most organizations the growing demand for highly skilled staff has meant that effective recruitment practices are now becoming a considerable source of competitive advantage.

# Organizational Training

## Leadership & Influence

Discover how you are able to influence individuals and groups to achieve organizational objectives. This module is a must for all managers or supervisors and any employee responsible for delivering targets through others.

## Leadership & Delegation

The transfer to a subordinate the responsibility for carrying out a particular task while at the same time providing the necessary authority to achieve that task is an essential part of any leaders armoury.

## Organizational Structure

Discover the importance of organizational structure and how it relates to the success of all organizations.

A 'must have module' for organizations serious about shaping a structure for success.

## Organizational Behavior

In order to compete successfully in an ever changing marketplace the whole organization needs to be able to respond quickly and in unison.

For this to occur managers and supervisors need understand how and why individuals behave as they do and deliver a truly excellent organization.

# Organizational Training

## The Work Organization

As organizations strive to become more and more competitive it is imperative that all staff fully appreciate the complex environments within which they operate.

This module challenges participants to see the organization as a series of environments each influencing the strategy adopted by the organization in its continuing search for competitive advantage.

## Organizational Issues

This module examines a number of organizational issues that contribute to the failure or success of all organizations.

A 'must have module' for organizations serious about why they are in business.

## Marketing

Having a great product is no longer enough – the organization must be able to analyze itself and all the components of the business environment, then develop an approach to the market to ensure that the product sells.

The key components of the marketing process from product through to competitors, are analysed in this module and presented in an uncomplicated and applicable manner.

## Benchmarking

Learn how you can harness the power of successful organizations.

This module will show how you can design, introduce and successfully implement a benchmarking process within any organization.

# PRODUCT LISTING

## Return on Investment

At Oak Training we believe that all decisions must not only make business sense but must also demonstrate a clear return on investment. In what follows we will illustrate how Oak Training modules can quickly provide a considerable return on investment to the organization as well as returning a significant competitive advantage to the independent consultant, coach or trainer.

Cost - Demonstrating the cost-effectiveness of Oak Training modules is something that we love to tell people about - as it is so easy to do! By removing the traditional barriers to training, and a one payment only of \$59.95, it means that the organization can customize and deploy these innovative and practical modules wherever and whenever they deem appropriate. Whether the module is deployed once or a thousand times within the organization it does not take a mathematician to attribute which of the above is more cost effective! For the independent consultant, coach or trainer the cost benefits are also clear in that they can easily acquire over 50 organizational, management and employee training modules. Thus reducing all development costs as well as increasing their competitive advantage by maximizing the range of modules that they can deliver!

Change - Although cost is often the first, and in some cases the only, measure taken by the organization it is also important to determine the level of change obtained by engaging the training. Here change can be measured in terms of knowledge, skills, attitude and performance improvement. To assist the organization in determining the suitability of our training modules and the associated level of change obtained from deploying our modules we have carefully developed and tested clear behavioral learning objectives for each of our modules.

Impact - We are confident that it will positively impact your organization as all our training has been designed and successfully tested by senior executives operating within high performance organizations.

# PRODUCT LISTING

## Ownership of the Training Process

Encouraging organizations to take greater ownership of the training process is the cornerstone of all activity at Oak Training Ltd. Greater ownership over the training process can be obtained during the Analysis, Design, Implementation and Evaluation stages of training.

Analysis - Every year thousands of dollars, if not millions, are spent on training without formal training needs analyses being performed. At Oak Training we have removed many of the traditional barriers associated with sourcing training content while at the same time ensuring that the maximum amount of ownership is generated by the organization over the training process.

Design - By removing the traditional barriers to training it means that an organization can customize and deploy these innovative and practical modules wherever and whenever they deem appropriate.

Implementation - The real potential of Oak Training modules becomes apparent when we discuss the implementation of these modules within organizations. Here we believe the return lies in the versatility of our modules and the imagination of the organization. Whether employed once or one-hundred times Oak Training Modules can be customized to suit the needs of the organization.

Evaluation - To assist the organization in determining the suitability of our training modules and the associated level of change obtained from deploying our modules we have carefully developed and tested clear behavioral learning objectives for each of our modules. These learning objectives can be used in conjunction existing broader evaluation methodologies within the organization.

# PRODUCT LISTING

## No Restrictions on Customization

The standard two answers that other training content providers offer when asked whether or not their material can be customized are: Yes, we provide a fee-based facility whereby our materials can be customized to meet your specific requirements or Yes, we provide many OK to Copy pages in our modules. At Oak Training we believe that these positions actually restrict, rather than release, the benefits received from training as they do not promote the cascading components and essential ingredients of all learning - Meaningfulness, Managability and Comprehensibility. The following simple examples will demonstrate how facilitating customization of our modules has enabled organizations receive the maximum impact of our training modules.

Meaningfulness - Realizing that major change was required within their organization, a large organization decided to develop change leaders. Rather than simply sending these employees to an external training course they sourced, customized and branded our Change Leadership module using examples relevant to their own organization. By doing this all participants accepted that the learning was necessary and took ownership for their own learning.

Manageability - A second major challenge faced when training employees is to ensure that the learner feels that the materials available are adequate to tackle the substantial demands on them. Through customization of our New Manager module a growing service organization was able to effectively introduce and develop a new supervisor group.

Comprehensibility- For training to be effective the learner must feel that the content is clear, structured and relevant to the situation in which it is to be applied. To illustrate, a medium sized consultancy company customized and applied our Employee Absenteeism module within an organization they had been working with for several years. As they knew this organization very well they were able to apply this knowledge and structure the training content to reflect how employees operated.

# Management Training

## The New Manager

Moving into the role of manager can be a particularly daunting task for even the most consummate professional.

This comprehensive module provides invaluable information for not only the new manager but also for existing manager's wishing to refresh their knowledge and skills.

## Quality

Quality is expected – but do organizations always meet this expectation? So how do we make sure that quality 'happens'?

By learning about the core elements of a quality management system and then integrating them within your organization you will see an improvement in quality, increase your customer satisfaction rate and gain an improved competitive advantage.

## Change Leadership

The ability to effectively lead change in the face of growing economic and social pressures has become the core attribute of great leaders and the successfully organizations within which they reside.

This informative module delivers key concepts and techniques that will enable change leadership skills to be transferred easily within your organization.

## Employee Motivation

“How do I motivate my staff to work harder?” and “I wish the organization was more motivating?” are common cries that resound in many modern organizations.

However the answers are never straightforward!

This module dispels much of the confusion around how employees can be motivated by carefully detailing numerous theoretical perspectives on motivation.

# Management Training

## Facilitation Skills

The ability to facilitate groups within the organization has become a critical business skill due to the increasing complexity of business processes and the relationships required to ensure that they are fully functional and successful.

This module provides a toolkit of facilitation techniques that can be used to power a facilitation process within the organization.

## Job Analysis

Being able to determine the critical skills, knowledge and experience necessary to perform a particular job offers considerable advantage to all organizations.

## Managing Conflict

Being able to effectively manage conflict can often determine the success or failure of an organization.

This practical module will assist all employees in understanding and handling conflict situations within the organization.

## Performance Appraisal

Learn how a successful performance appraisal process can be implemented within any organization.

In this module, the appraisal process is broken into components, demystified and then reconstructed so as to be functional – thereby taking away the fear usually associated with the process and allowing it to deliver positive results.

# Management Training

## Strategic Decision Making

Learn how you can make better decisions consistently by instituting a decision making process using proven tools and techniques developed and tested by experts.

Manage your decision making efficiently in the same way as every other process in the organization and watch the improvements happen – better decisions and reduced stress are only some of the many benefits that can be achieved.

## Stress Management

Every year organizational stress costs industry both directly and indirectly millions of dollars.

This practical module will assist all employees in understanding and managing stress both within the workplace.

## Training Needs Analysis

Although training needs analysis is often discussed within organizations very few staff understand precisely how one can be performed effectively.

This practical module comes complete with templates and easy explanations that will enable any staff member to perform a training needs analysis both quickly and effectively.

## Negotiation Skills

Negotiation is a basic human activity.

However this activity is not just required by the skilled salesperson or within labor-management relations it is an important skill that should be developed within all staff.

# Management Training

## Job Design

As organizations strive to uncover more and more innovative ways to motivate their employees many overlook the important area of job design.

This module proposes that the way that jobs are designed directly affects employee motivational levels within the organization.

More importantly it illustrates how job design can equally assist in the achievement of organizational objectives.

## 360 Degree Feedback

The value of effective performance appraisal systems to the overall well-being of all organizations is being realized more and more by business leaders.

This practical yet comprehensive module provides a detailed insight with practical applications, to enable all organizations release the potential, through effective 360 Degree Feedback, that lies within all organizations.

## Coaching & Mentoring

The organization's most valuable resource is its people or put more concretely, the knowledge and passion that resides within the hearts and minds of its people.

Coaching and Mentoring can be used to effectively unlock the potential that already exists within the organization.

This module looks at how Coaching and Mentoring can be introduced into any organization to deliver multiple benefits, not least an increase in profitability.

## Creative Problem Solving

Imagine increasing productivity, reducing waste and improving customer satisfaction by developing a process for effectively solving problems.

These benefits and many others are the excellent reasons to learn the techniques in this module and build a toolkit for solving problems that form part of every day life in today's organization.

# PRODUCT LISTING

## Employee Absenteeism

Absenteeism is not just an employee issue it is an organizational issue and therefore becomes everyone's responsibility.

This comprehensive module is essential for any manager or supervisor that is serious on understanding and tackling the considerable costs arising from absenteeism.

### Company Branding

In an increasingly consumer-centric marketplace organizations have started to look again at the notion of branding. Traditionally when individuals or organizations discuss branding discussions focus on large corporate drinks, sports or computer manufacturers and it is seen to be the remit of marketing or sales professionals to deliver a message to external customers on the merits or benefits of the product or service which the organizations should be identified with.

At Oak Training we believe the benefits associated with company branding should also be applied internally within the arena of Training and Development. In addition we suggest that in the past organizations have unintentionally not maximized these benefits by not taking full ownership of the training process - right down to owning and branding the training content itself.

By releasing the traditional barriers associated with sourcing training content Oak Training has opened the way for organizations, independent trainers and coaches to maximize the return on training investment within the organization.

# PRODUCT LISTING

## Greater Flexibility

Developing a business case for sourcing training content must involve a discussion of flexibility.

In the shadow of increasingly more complex markets and changing consumer demands today's innovative organizations not only require flexible employees and solutions - they demand them. At Oak Training all our training solutions can be easily deployed within any organization either as supplied or in a customized format for specific situations.

In an interesting example, a large retail organization found that lengthy instructor-led training for employees from an outsourced organization became extremely costly and overall ineffective. In response the organization developed a in-house train-the-trainer program where their new trainers delivered course offerings developed from existing Oak Training modules. The organization reported that this simple step generated greater flexibility and choice for learners as well as allowing the organization to have more control over development within their organization e.g.,

- What content is utilized
- Where and by who is it delivered
- When is it employed and
- How it is implemented

At Oak Training we focus on understanding and meeting customer needs while recognizing that each learner has unique, complex and changing skill requirements.

# Employee Training

## Interviewing Skills

The interview still remains one of the main methods for collecting information within the organization.

In most organizations it is employed as part of the recruitment process, performance appraisal system, counseling or in grievance and discipline settings.

However and despite it being such an important tool at the disposal of the organization very little effective training is provided to employees.

## Interpersonal Skills

How many times has poor communication damaged your organization in terms of lost business, impaired customer relationships and lack of coordination of internal processes?

This module delivers key concepts and techniques that allow interpersonal skills to be used to develop and maintain competitive advantage.

The bottom line is that Interpersonal Skills constitute a business critical competency set, not an optional extra!

## The Customer Driven Organization

Teach your staff to appreciate the true value of the saying “The Customer is King” and turn your organization into a truly excellent organization.

This module looks at the various components that come in to play and challenges you to critically assess your own organization as a Customer Driven Organization.

## Auditing

Compliance to standards imposed by customers and regulatory authorities has become a basic requirement for business survival. The ability to ascertain the compliance level, identify areas of non-compliance and work towards resolving non-compliance issues has therefore emerged as a core competency. This module provides an informative and practical guide allowing organizations to introduce the fundamental aspects of auditing and reap the benefits of having an effective audit process in place.

# PRODUCT

# LISTING

## Personal Productivity

This module takes a practical look at issues that can both hinder or assist our productivity and provides a range of productivity enhancement tools for immediate application.

## Selling Professional Services

Sales is everyone's responsibility.

Close more business deals, retain sales staff and serve your customers better by using the proven sales techniques presented in this module.

By learning how you can approach and manage sales as a process, the organization will receive increased sales with improved staff and customer satisfaction.

## Time Management

Increased productivity, improved efficiency and reduced stress – all great reasons to learn how you can manage your time better.

This module highlights problems faced in managing time and provides a toolkit to improve time management in your organization.

Learn and apply these techniques and watch your productivity increase!

## Technical Report Writing

We operate in a knowledge based economy but do we pay enough attention to how we capture and communicate knowledge in our organization?

This module presents practical tools and techniques designed to ensure that the process of writing technical reports becomes an effective and integral communication mechanism within the organization.

# Employee Training

## Telesales

This module provides you with the tools and techniques to generate a concrete process for maximizing return on telesales activity.

## Effective Teamwork

Teamworking – a simple concept that delivers excellent results. Well that is the theory but we all know that in practice it does not always hold true.

This module presents the factors that can make teams succeed or fail and delivers useful tools and techniques that once learnt and applied will facilitate team based activity.

## Effective Meetings

Both managers and employees spend a considerable portion of their working day involved in meetings. However when we examine the return on investment for meetings, most organizations soon realize that this return is well below what would be considered acceptable for other investments.

This module has been developed to critically examine meetings within organizations and to propose changes in the way we approach, participate and deliver results from meetings.

## Enterprise Dynamics

Take a look at any business and you will see a complex array of interdependent activities that are constantly affected by and at the same time causing change.

This module provides an insight to some of the dynamic components that exist within organizations or enterprises and can be used to explain the core business competencies in an uncomplicated yet comprehensive manner.

# Employee Training

## Group Dynamics

Group dynamics plays a critical part in determining the ultimate success of the organization, especially as organizations develop and specialize.

However, shaping these groups in line with organizational objectives poses a particular challenge for managers and supervisors alike.

This comprehensive module provides a detailed insight, with practical applications, to release the potential of groups within the organization.

## Effective Complaint Handling

Complaints are often regarded as negative and troublesome issues that deflect resources from the 'real work' of the organization.

This module positions complaints in a more positive light and gives details on how a complaint handling process can be designed and implemented in any organization.

## Presentation Skills

Improve you staff's productivity and profile by training them to deliver effective presentations with confidence and ease of delivery.

This module looks at presentation from a process viewpoint and takes the participant from the design to delivery of an effective presentation.

# PRODUCT LISTING

## Testimonials

Obviously we at Oak believe in our products but don't just take our word for it - read below what other's have said.

*Oak Training's educational modules offer a solid framework to structure business education courses. The modules we reviewed provided a clear vision, a coherent structure, and the major points that need to be developed in a management education course. We recommend these modules to instructors looking for a "jump start" in preparing their future educational offerings and to students wishing to get a good overview of critical business concepts.*

Dr. Lee Schlenker

EDSF 2000 Laureate for Technology in Education

Sponsored Chair of Electronic Commerce

Grenoble Graduate School of Business

*This is a well structured series relevant to today's HR professional. Information is well organized and easy to understand. Having the information available online speeds up cycle time and increases flexibility. Overall a welcome addition to any HR managers toolkit.*

Bernard Cronin

Human Resource Manager(Director)

Apple

More Testimonials are available on our website:

[www.oaktraining.com](http://www.oaktraining.com)