



PrimeLearning.com™

# PrimeEffectiveness™ Minimize Workplace Challenges

## An eLearning Curriculum Synopsis



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## A Curriculum Synopsis

### Executive Summary

The PrimeEffectiveness™ curriculum presents easily adopted techniques for today's busy professionals to increase productivity by eliminating common barriers to success. At the center of the PrimeLearning solution is world-class content. Our content partners are leading corporations, authors, academics, publishers and business experts.

### Our Unique Approach

At *PrimeLearning.com*, we strive to improve the skill level of individuals within your organization, as well as the business performance of your entire organization. This aim forms the foundation of our instructional design philosophy.

Objectives are at the very core of all *PrimeLearning.com* courses. Each course topic focuses on the accomplishment of specific performance objectives and the development of valuable new skills. The *PrimeEffectiveness* curriculum is both practical and relevant, using examples and case studies to present real-world work situations. Content areas are comprehensive, and depth of coverage is an important characteristic of each course.

Our PrimePath™ capability uses an initial learner assessment to recommend an individualized learning path based on demonstrated competencies. The mastery module provides the learner with measurable and documented evidence of improvement.

*PrimeLearning.com* courses employ an unprecedented number and variety of interactions to stimulate learning. These interactions extend beyond simple knowledge recall to invoke high-level thinking and problem solving. Optional live virtual classes and collaborative events further enhance the total web-based learning experience.

To facilitate continuous learning and performance improvement, course participants have convenient access to job and performance support aids that summarize key steps, processes, and guidelines. Resources such as Internet links, recommended reading lists, glossaries and company specific documents enable learners to tap into a continually updated archive of quick reference and on-the-job support materials. Workplace exercises enable learners to apply their new skills within their work environment.

The *PrimeEffectiveness* curriculum provides valuable insights and best practices for all levels of professionals who want to redirect the effort spent on minor challenges to more important activities.

The *PrimeEffectiveness* courses leverage Internet technology to create an individualized and highly interactive learning environment. From presenting concepts, to detailing processes, to depicting relevant scenarios, to testing learner understanding, this entire curriculum engages professionals in a top-down roll-out of proven techniques. Each Web-based course is broken down into multiple topics, enabling the learner to focus easily on areas where improved proficiency is required. Supplemental virtual classroom sessions can incorporate a live-instruction component, while job aids, workplace exercises, topical links, and other resources further the learning experience.

## Curriculum Summary

### Fourteen *PrimeEffectiveness*™ Courses Address:

#### ***Balancing Stress***

1. Measuring Stress
2. Simple Solutions for Stress
3. Stress Relieving Habits
4. Devise a Stress Control Plan

#### ***Expanding Time***

5. Develop SMART Goals
6. Break Time Barriers
7. Focus on What is Important

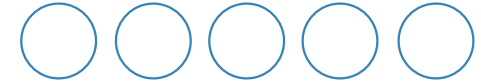
#### ***Working Collaboratively***

8. Assert Your Influence
9. Build Rapport, Gain Trust
10. Communicate Your Goals
11. Extend Your Influence

#### ***Working With Difficult People***

12. Recognize Work Styles
13. Respond to Challenges
14. Cope With Continued Conflict

## Minimize Workplace Challenges



### Balancing Stress (PD0011)

<b>Description</b>	Today's busy professional encounters varying degrees of stress in every aspect of daily life. This module introduces techniques that will enable participants to identify and evaluate their personal stress levels. Easy to implement behavior modification strategies that will improve an individual's physical health and mental attitude are also described.
<b>Target Audience</b>	All levels of professionals who want to improve results through stronger self-management and interpersonal skills.
<b>Duration</b>	7-9 hours of learner-directed eLearning activities
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Measuring Stress	This course introduces techniques to measure stress and calculate the various costs to individuals and the larger social environment. Self-evaluation procedures are described to help identify personal stress levels.	Learners will be able to describe the social and personal costs of stress and assess their individual stress levels.	<ul style="list-style-type: none"> <li>• The Costs of Stress</li> <li>• Assess Your Level of Stress</li> </ul>
Simple Solutions for Stress	This course prescribes a series of simple, healthful activities to combat stress.	Learners will be able to list and describe healthy diet, exercise, and relaxation principles to combat stress.	<ul style="list-style-type: none"> <li>• Take Care of Your Body</li> <li>• Natural Ways to Combat Stress</li> </ul>
Stress Relieving Habits	This course identifies a series of daily routines that will help individuals achieve positive attitudes, get better organized, and develop personal goals.	Learners will be able to implement guidelines to manage daily work, as well as identify planning principles to help realize life goals.	<ul style="list-style-type: none"> <li>• Get Positive About Life</li> <li>• Develop Good Working Habits</li> <li>• Plan Your Life</li> </ul>
Devise a Stress Control Plan	This course describes several methods to evaluate and adjust behaviors to manage daily workplace changes. Assertiveness strategies are discussed along with other techniques to identify and take control of stressful situations.	Learners will be able to classify different behavior types and identify strategies to relieve stress by modifying behaviors.	<ul style="list-style-type: none"> <li>• Be Assertive</li> <li>• Understand Your Behavior</li> <li>• Transform Your Behavior</li> <li>• Develop a Stress-Busting Plan</li> </ul>

## Expanding Time (PD0012)

<b>Description</b>	Often, even with the best intentions, there doesn't seem to be enough time to do all that needs to be done. This module helps participants to examine new time management methods to identify priorities, reduce procrastination, and schedule activities more efficiently.
<b>Target Audience</b>	All levels of professionals who want to improve results through stronger self-management and interpersonal skills.
<b>Duration</b>	4-6 hours of learner-directed eLearning activities
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Develop SMART Goals	This course introduces techniques that enable learners to develop life and work objectives that are specific, measurable, achievable, realistic, and time-bound (SMART).	Learners will be able to identify the benefits of time management, as well as guidelines for defining goals.	<ul style="list-style-type: none"> <li>• Time Flies - Where</li> <li>• From Dreams to SMART Goals</li> </ul>
Break Time Barriers	This course provides strategies to minimize the effects of the three most critical time wasters.	Learners will be able to identify guidelines to combat procrastination, minimize interruptions, and control tendencies toward perfection.	<ul style="list-style-type: none"> <li>• Procrastination</li> <li>• People</li> <li>• Perfection</li> </ul>
Focus on What is Important	This course discusses several methods to clearly identify priorities, as well as proven scheduling and implementation procedures to ensure that designated goals are achieved.	Learners will be able to list the steps to prioritize tasks and identify guidelines to effectively schedule and implement tasks.	<ul style="list-style-type: none"> <li>• Define Your Dreams</li> <li>• Schedule</li> <li>• Implement</li> </ul>

## Working Collaboratively (PD0013)

<b>Description</b>	Collaboration is the art of bringing people together to accomplish a common goal. The ability to influence people facilitates cooperative efforts that are beneficial to all participants. This module introduces several techniques that help people work together, recognizing mutual and separate goals using a series of communication tools to promote common interests.
<b>Target Audience</b>	All levels of professionals who want to improve results through stronger self-management and interpersonal skills.
<b>Duration</b>	5-7 hours of learner-directed eLearning activities
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Assert Your Influence	This course demonstrates the value that influencing skills can bring to a diverse and dynamic work environment. Assertive influencing behavior examples are contrasted with aggressive and passive behaviors.	Learners will be able to list the benefits of influencing people and contrast the skill of influencing with controlling and advising.	<ul style="list-style-type: none"> <li>• Why You Need Influence</li> <li>• Influence, Control, and Advice</li> </ul>
Build Rapport, Gain Trust	This course describes key communication skills that enable people to quickly build a comfortable rapport with new acquaintances.	Learners will be able to identify the guidelines for creating and maintaining rapport, list the steps to authentic listening, and learn to identify distinct question types.	<ul style="list-style-type: none"> <li>• Creating Rapport</li> <li>• Authentic Listening</li> <li>• Skillful Questioning</li> </ul>
Communicate Your Goals	This course identifies methods to ensure that speakers deliver the intended message, as well as techniques to provide and receive feedback constructively.	Learners will be able to list the guidelines for communicating needs, as well as how to give and receive feedback.	<ul style="list-style-type: none"> <li>• Communicating Your Needs</li> <li>• Generating Feedback</li> </ul>
Extend Your Influence	This course provides a self-evaluation exercise to identify individual influencing styles along with a series of suggestions and exercises to improve and refine them. Networking and conflict resolution skills are introduced as advanced topics.	Learners will be able to classify influencing styles, list the guidelines for broadening a range of influence, and identify guidelines to resolve an impasse.	<ul style="list-style-type: none"> <li>• Refining Your Style</li> <li>• Extending Your Range: Networking</li> <li>• Resolving an Impasse</li> </ul>

## Working With Difficult People (PD0014)

<b>Description</b>	The pressures of today's fast-paced world can cause people to "act out" in negative ways. In less extreme cases, some individuals possess character traits – without even realizing it – that their colleagues find problematic. When a group of people must work together, however, these personality differences must be set aside. This module explores a variety of strategies to maintain a positive and collaborative environment by diffusing potentially counterproductive situations.
<b>Target Audience</b>	All levels of professionals who want to improve results through stronger self-management and interpersonal skills.
<b>Duration</b>	4-6 hours of learner-directed eLearning activities
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Recognize Work Styles	This course suggests methods to adjust one's own approach to meet the needs of the other person.	Learners will be able to identify reasons why a person may be problematic to work with and to select the most appropriate response to individuals who exhibit specific patterns of behavior.	<ul style="list-style-type: none"> <li>• Consider the Reasons</li> <li>• Identify Work Traits</li> </ul>
Respond to Challenges	This course demonstrates several techniques to effectively handle minor and periodic personality differences.	Learners will be able to identify ways to counteract a person's negative personality attributes and actions to avoid when working with a difficult person.	<ul style="list-style-type: none"> <li>• The Do's</li> <li>• The Don'ts</li> </ul>
Cope With Continued Conflict	This course describes procedures to pursue when strong measures are needed in response to repeated problems.	Learners will be able to sequence the steps of a conflict resolution effort, select the most appropriate action based on the specific circumstances surrounding a difficulty, identify options available if you area unable to resolve an issue, and select the most appropriate strategies for dealing with a variety of challenging interactions.	<ul style="list-style-type: none"> <li>• Meet to Resolve the Problem</li> <li>• Tailor Your Approach</li> <li>• What if my Efforts Fail?</li> <li>• Case Study</li> </ul>

**For more information**

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