

Education and Training

OLC Course Recommendations

Competency Definition

Knowledge of the concepts, principles, and theories of instructional methods such as teaching, training, research, making presentations, lecturing, and testing.

OLC Component Titles

Coaching Skills

COURSE TSA-MGMT-COACHSKILLS-0001

Description: At its simplest, a coaching session is a conversation, a dialog between coach and coachee, and so all coaching interventions depend totally on communication. Within that simplicity however, are layers of subtle interaction, which a coachee needs to be aware of, alert to what both -sides- of the conversation are actually communicating--verbally, visually, and vocally. The first requirement for a successful coaching conversation is rapport, once that exists, the coach is better placed to discover the facts, opinions and feelings of the coachee's situation; only by establishing the present position of the coachee are you able to move forward. Additionally, the coach must control the conversation proactively, for example, knowing what questions to ask rather than providing answers. **Duration=5.5**

Delivering Your Message

COURSE TSA-COMM-DELIVERMSG-0001

Description: So, the presentation is prepared and practiced. Great. But this means nothing to the audience. When you stand there in front of them, all that matters to them is what you look like and what you say. This course is about delivering your message, and the techniques you need to do this. First of all, you have to make a positive first impression on your audience members by how and where you stand, by your appearance, and how you look at them. Then, you must lead your audience through your message, referencing what is important through the language you use, and the physical techniques you employ. Finally, the course shows what is needed to make a presentation really memorable, the -wow-factor that outstanding presenters have, and how to achieve it. **Duration=4.5**

e-Learning

COURSE TSA-ABC-ELEARNING-0001

Description: Today's careers are more demanding than ever. What is cutting edge today may well be obsolete tomorrow. Professional development and job skills training have become a normal part of most people's careers. But, how do you find the time to perform the duties and obligations associated with your job when you are trying to stay on top of your skills with ongoing training and other professional development activities? There is a solution. Organizations are discovering the advantages of e-learning to meet these demands. e-Learning, although still a relatively new service for career-minded employees, has already demonstrated its value in promoting solid performance gains and career enhancements. This course focuses on the basic question, "What is e-Learning and what can it do for me?" In this course, you'll find out how you can use this essential training tool to maximize your learning experiences, keep up-to-date with the latest and greatest content, and evaluate, plan, and implement what you have learned. **Duration=3.0**

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Presentation Resources Available to You

COURSE TSA-COMM-PRESENTRESRCS-0001

Description: This course is about making effective use of resources that can take the pressure off you--visual aids, questions, and making a team presentation. Visual aids are overused, and presenters are overdependent on them. You need to know what visuals are available to you, and be able to determine which one suits a particular need. You need to know what makes a successful visual. Finally, you need to be able to use PowerPoint and other software packages appropriately, with a clear idea of what they can do. Some presenters are afraid of questions from the audience because they seem to represent a loss of control. This course shows you that questions are positive opportunities to be grasped eagerly: they are a way of deepening your communication with the audience. But there are techniques to handling questions successfully, and they need to be learned and practiced. Sometimes, a speaker needs to appear in front of a client or colleagues and present, but as part of team. Each member of the team speaks, but the team members are collectively responsible for communicating the message. This course tells you when team presentations are appropriate. It shows you how to look and sound like a team, how to prepare and practice together, and how to apply techniques that reinforce, rather than undermine, your collective relationship. **Duration=5.0**

Presenting to Succeed

COURSE TSA-COMM-PRESENTSUCCEED-0001

Description: There are a number of basic types of presentations, but all presentations have four things in common: a presenter, an audience, a venue, and a message. This course concentrates on showing how each of these vital elements has to be taken into account when preparing a presentation. Presenting is a skill that needs to be learned and practiced, starting with how you prepare, and you will be shown a simple but powerful method for selecting the right content, and then structuring it. Controlling nerves is an important part of preparing, and this course helps you to remove anxieties in the presentation environment by making sure that the venue is set up correctly, and ensuring that you rehearse appropriately. **Duration=4.5**

The Potential of Self-directed Learning

COURSE TSA-KNOW-POTENTSELFDIR-0001

Description: How often have you heard these buzz words of the '90s: self-directed learning; continuous learning; the learning organization; the knowledge worker? If you wonder what these terms really mean, why they are so important, and how you rate as a worker for the 21st century, this course is for you. Find out what you can do to take control of your own skill and career development. Learn to identify resources, build relationships, assess your organization's support for self-directed learning and manage and assist other self-directed learners and self-directed teams. What you've learned in school is not enough. It's time to take control of your own learning. **Duration=2.5**

The Power of the Learning Organization

COURSE TSA-KNOW-PWROFLEARN-0001

Description: In the new Knowledge Age, the only successful organizations will be those that know how to gather, support, and manage knowledge. If you're a manager or trainer who wants to improve performance, you need support from the corporate culture. Take this course to discover what factors make up a learning organization, how to assess whether your organization has them, how to train leaders to support them, and how to create them if they're missing. **Duration=3.0**