



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

ONLINE LEARNING RESOURCE CENTRE

CATALOGUE 2021 - 22

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Overview

The Commonwealth Telecommunications Organisation (CTO) is pleased to introduce its Online Learning Resource Centre (OLRC). This new facility offers **Learning Bytes** which are essential workplace insights and self-paced short learning programmes for enhancing employee skill and performance.

Rapid technological innovation is transforming how business is conducted. In the current environment of uncertainty, businesses need to be agile, relevant and responsive to the evolving marketplace. They need employees who are knowledgeable and skilled to function effectively in a dynamic work environment.

The CTO, through its OLRC is offering a range of soft skills, management and technical learning programmes designed to equip employees with essential skills to support organisational growth and development.

General Information

- **Learning Bytes** are 10 to 30-minutes sessions that provide essential insight into aspects of work-life and build life skills. Related learning bytes should be taken together.
- Learning programmes are self-paced and range in duration from 1 to 6 contact hours.
- Learning content is in the form of instructor-led and animated videos. PDF documents are available for some courses.
- Learners will be required to take a knowledge test on completion of each course.
- Learning programmes are offered in English.





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The Seven Skills of Critical Thinking

Duration
10 Minutes

Overview

In business, critical thinking is vital to keep innovating and stay ahead of the game. The business world is moving faster than ever before, so the need for critical thinking at every organisational level is growing. But despite this, these skills seem to be lacking.

Learning Objectives

- Identify the 7 skills of critical thinking
- Use techniques to improve critical thinking skills
- Use the RED model to assist decision-making



Driving Innovation

Duration
10 Minutes

Overview

In business, innovation is a survival tool. By constantly innovating, companies can stay ahead of the curve, align with the needs of the customer, and buck any negative market trends. If you're a leader or manager, driving innovation begins with you. By creating an innovation strategy and actively encouraging staff to be intrapreneurs, you can unlock potential at every level of your business.

Learning Objectives

- Describe what is meant by "Intrapreneurship"
- Create an innovation strategy
- Use techniques to encourage innovation at every level of your Organisation



Communicating Openly

Duration
15 Minutes

Overview

Organisations that value transparency over secrets have employees with greater job satisfaction, which in turn results in higher performance levels and productivity. Whatever your role, this learning byte will help you understand the advantages of communicating openly and honestly with every member of your workforce.

Learning Objectives

- Understand what communicating openly means
- Identify the benefits for your Organisation
- Encourage an open communication culture in your workplace



The Power of Team Working

Duration
10 Minutes

Overview

Whatever your role and wherever you work, making sure you can work in a team is essential. This learning byte will teach you about the benefits of teamwork, look into some barriers, and discuss essential skills you'll need to become a more successful team worker.

Learning Objectives

- Understand the benefits of teamwork
- Negotiate the barriers to teamwork
- Use essential skills to improve your team working



The Basics of Commercial Awareness

Duration
10 Minutes

Overview

Commercial awareness means understanding how the company you work for, and your whole industry, works. Being commercially aware is vital for everyone, in every business, as it helps drive success. By taking this learning byte, you'll develop your understanding of commercial awareness, and recognise how it will benefit you. You'll also learn some useful techniques to help improve your commercial awareness.

Learning Objectives

- Define commercial awareness
- Describe the importance, and benefits, of being commercially aware
- Use techniques to improve your commercial awareness



Effective Presentations

Duration

15 Minutes

Overview

Sometimes, it's less about the product itself and more about the way that product is presented, right? Take 'Pet Rock', for example. In theory, it's a product no one wants, needs, or would even consider buying. I mean, it's a ROCK. In reality, it was so well presented that the plucky entrepreneur who inspired 'Pet Rock' became a millionaire almost overnight. If you want to put your product or service on the map, this learning byte is for you.

Learning Objectives

- Understand the art of presentation
- Communicate successfully
- Understand the importance of storytelling



The Importance of Training

Duration
10 Minutes

Overview

Creating an environment of continual learning will not only boost morale but will streamline working methods, increasing productivity and cutting long-term costs to improve your whole business. So, if you're a leader or HR manager, this learning byte is for you, as it shows how continual training and development ensures your staff always have the right skill set, and guides you through starting a program in your workplace.

Learning Objectives

- Understand why training is vital for your workforce
- Start a training and development programme
- Identify types of training available to your business



HR for Non-HR Managers

Duration
10 Minutes

Overview

Being able to handle critical HR issues like annual leave, absenteeism, and diverse hiring is part of the roles and responsibilities of non-HR managers. This learning byte would be ideal for first-time managers, supervisors, or team leaders, or indeed anyone within HR departments who needs to understand HR roles.

Learning Objectives

- Define HR issues
- Effectively manage absences
- Handle discipline and termination



Performance Management

Duration
15 Minutes

Overview

If you work in or manage an HR department, you'll play your part in performance management, whether initiating, monitoring, or mediating the process. This learning byte will guide you through creating an effective process that motivates employees instead of leaving them feeling apprehensive. HR managers should pay close attention as it also offers advice on dealing with issues that may arise and methods for maintaining a fair process.

Learning Objectives

- Identify the benefits of effective performance management
- Understand the role of HR in the process
- Design and initiate performance management in your workplace
- Make processes effective and fair



Smart Goal Setting

Duration
56 Minutes

Overview

To do anything effectively in life, you need to set goals for yourself. However, it's not just about setting goals, it's setting the right goals. This SMART Goal Setting Video will provide you with the tools required to do just that. Dive in and let's help you create clarity by setting SMART Goals. Spending time and energy pursuing the wrong goals is devastating and exhausting. This learning byte helps you avoid this.

Learning Objectives

By taking this course you'll learn how to set goals that are:

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound



Goal Achievement Formula

Duration

2 Hours 35 Minutes

Overview

Goal achievement is more than simply goal setting and this program provides the formula and step-by-step guide to ensure your goal achievement success. If effective achievement is important to you, then this formula will teach you the key principles and set you on the path to moving from simply setting goals to actually achieving them.

Learning Objectives

- Clarify and define your dream
- Create your own purpose statement
- Set clear goals for your life and or organisation
- Define the important things in your life and business
- Create a 90-day action plan
- Take the steps required for achieving your goals



Network Security & Cloud Computing

Duration

10 Minutes

Overview

Cyberattacks continue to rise as criminals find sneakier ways of infiltrating security systems. If you're a business owner or employer, this puts your organisation at an increased risk of sabotage. This learning byte will show you effective ways to reduce the risks and help ensure safety. It's also suitable for individuals, because even in a dreamland there might be gremlins.

Learning Objectives

- Recognise the importance of securing your network and cloud services
- Identify the risks of inadequate network and cloud security
- Understand how to improve protection and prevent threats



Security & Compliance Audits

Duration
10 Minutes

Overview

If you're an employer or work for an organisation with an IT infrastructure, carrying out security and compliance audits is essential. This learning byte will show you why effective auditing will help preserve the safety of your clients and customers' data. Without auditing, you're at risk of suffering.

Learning Objectives

- Identify the differences between security and compliance
- Recognise the importance of audits and why these must be carried out
- Understand how to prepare for and conduct effective audits



The Basics of Financial Management

Duration
10 Minutes

Overview

The lessons of good financial management apply to everyone, regardless of their means, position, salary, or lifestyle. Whether you're seeking to improve the bookkeeping practices of your business or you're making a plan to manage your own money, this learning byte will give you the insight you need in order to make sensible financial decisions.

Learning Objectives

- Recognise the benefits of sound financial management
- Recall the key principles of how best to manage your finances
- Identify which pitfalls to avoid

Key Financial Statements

Duration

15 Minutes

Overview

The requirements for personal financial statements are very similar to those for businesses and other entities. We all have official documents that we need to file at certain times, some more than others. This learning byte will help you reduce the pain that comes with having to compose and complete these statements.

Learning Objectives

- Recall what the key financial statements are for both businesses and individuals
- Understand when you might need to produce these documents
- Read and write financial statements



The Value of Budgeting

Duration

10 Minutes

Overview

Budgeting might seem like one of those boring administrative tasks that no one likes doing. It gets in the way of your genius ideas and your creative vision, right? But the fact is, having a comprehensive and realistic budget in place can make the difference between a venture's success or failure. This learning byte is aimed at business owners and managers, but the lessons of budgeting sensibly apply to all walks of life.

Learning Objectives

- Recall the types of and functions of budgets
- Structure a budget for your future operations
- Control your spending to stay on target
- Prepare for emergencies

Project Management Methodologies Part 1

Duration

10 Minutes

Overview

Business success relies on effective project management, so having a range of methodologies to call on is vital to succeed as a project manager. Whether you're new to the role, or a seasoned professional wanting to refresh, this learning byte is for you. Over 2 parts, it will examine the most widely used methodologies, looking at their pros and cons, and the project styles they are most suited to.

Learning Objectives

- Describe the principles of the Waterfall, Agile, Hybrid, and Scrum methodologies
- Identify the pros and cons of each methodology
- Identify and employ the most suitable methodology for your business



Project Management Methodologies Part 2

Duration
15 Minutes

Overview

Business success relies on high-quality project management, so having a range of methodologies to call on is vital to succeed as a project manager. Whether you're new to the role or a seasoned professional wanting to refresh, this learning byte is for you. Over 2 parts, it will examine the most widely used methodologies, looking at their pros and cons, and the project styles they are most suited to, to help you decide which methods are most suited to your business.

Learning Objectives

- Describe the principles of the CPM, CCPM, IPM, PRiSM, and PRINCE2 methodologies
- Identify the pros and cons of each methodology
- Identify and employ the most suitable methodology for your business

Conflict Management

Duration

15 Minutes

Overview

Although conflict can feel quite daunting, it's normal, not everyone will agree with everything all of the time. As a good leader, identifying when conflict needs intervention is crucial. Believe it or not, conflict can be great for highlighting issues and creating better understanding if it's handled and resolved correctly. Using the tips in this learning byte will help all leaders achieve that, regardless of experience.

Learning Objectives

- Identify conflict in the workplace
- Know when to intervene
- Manage conflict successfully

Managing Change

Duration
10 Minutes

Overview

Presenting change in the right way will eliminate fear in workers and encourage them to embrace the change in order to make progress for the company. If you are leading a team, it's essential to make the process of change easier for those involved. This learning byte will help you understand how to talk to your team about change and the techniques used to make stakeholders more confident in your decisions.

Learning Objectives

- Understand change management and its benefits
- Effectively explain the need for change
- Use techniques to make change manageable for your team



Managing for Results

Duration

6 Hours 8 Minutes

Overview

Your ability to Motivate, Delegate, and Communicate are essential to success in management, and being familiar with each employee's talents, skills, and abilities will guide you through the management process. Learning and engaging mentoring and coaching skills will significantly improve the results you are able to deliver with your team. This is what this learning programme will teach and help you apply.

Learning Objectives

- The right mindset to ensure success as a supervisor, manager, and leader.
- Practical tools of emotional intelligence
- How to communicate effectively as a manager
- The foundational principles of management theory
- Management functions and roles
- Leadership styles and skills
- How to mentor and coach your team



Emotional & Cultural Intelligence

Duration
10 Minutes

Overview

For leaders, using and modeling good EQ and CQ skills is an essential part of keeping your team on track. If you're new to leadership or more experienced but want to refresh, this learning byte will help. It will explain what emotional and cultural intelligence are, how they coincide, and how using them benefits your business. It will also give you some useful advice on improving your skills.

Learning Objectives

- Understand what emotional intelligence (EQ) is
- Understand what cultural intelligence (CQ) is
- Define how they coincide
- Identify why they're important for business
- Improve your EQ and CQ skills

Personal Branding

Duration

35 Minutes

Overview

Do you want to create a strong personal brand so that you can get ahead in your business or career? Have you ever wondered why some people in life take off while others are left in the dust? Do you want to catch your audience's attention so that you can achieve the kind of success you want?

Learning Objectives

- Understand what Personal Branding Is
- Why it's important
- How to build a Personal Brand
- Tips on building your brand on social media
- Personal Brand examples
- Tips on building your brand promise



Achievers Mindset Vault

Duration

2 Hours 34 Minutes

Overview

Our ability to excel consistently resides in our desire to be life-long learners and embrace the experience of others who have gone before us. We were created to make progress, and personal effectiveness is the key. Let's get into the vault.

Learning Objectives

- How to shift your perspective and change the way you respond
- How to take a wish and convert it into a desire
- To live in a way that ensures personal accountability and collective responsibility
- The formula for life success
- How to find your identity
- The routines of achievers
- The tools for greater effectiveness
- From some of the greatest minds in history

Continuous Learning

Duration
30 Minutes

Overview

Continuous learning is a win-win for individuals, families, and companies. Within the organisation, It allows teams to become more productive and valuable to the organisation and helps the company build a highly skilled and engaged workforce.

Learning Objectives

- Principles of continuous learning
- The areas which we must learn continuously
- The link between the competence model and continuous learning
- The skills required for continuous learning



Introduction to Negotiations

Duration
22 Minutes

Overview

Being a good negotiator helps you to achieve your goals and thus negotiation plays an important role in career advancement. Good negotiation skills help in every sphere of life be it personal or professional. Every individual should learn the skills of effective negotiation to lead a calm and peaceful life.

Learning Objectives

- The basic principles of negotiations
- The art of negotiations
- The stages of the negotiations process
- The characteristics of a good negotiator



Time Management is a Hoax

Duration
52 Minutes

Overview

If you're struggling to make the best use of your time or for strategies and techniques on how to be more effective and achieve a greater level of success, then understanding how time works and the seven steps to greater effectiveness is critical. Regardless of our season of life or functional area, learning the 7 principles to greater time effectiveness will be useful and this learning byte provides just that.

Learning Objectives

- Understand the need to be clear on your destination
- Define your motivators
- Understand the key aspects of knowing yourself
- Learn how to set specific goals
- Determine your behaviour pillars
- Learn the value of systems
- Know the importance of keeping score



Customer Service Excellence Workshop

Duration

4 Hours

Overview

Customer service training doesn't just add value for the customer; it builds the confidence of each person with the knowledge and skill the training provides, it can drive sales and give you a strong competitive advantage. The knowledge and skills provided in this workshop are not limited to an organisation or customer service role, but to every aspect of life.

Learning Objectives

- How to build a culture of service excellence
- The knowledge required by service excellence team members
- The tools of effective communication
- How to address Customer Issues



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About the Commonwealth Telecommunications Organisation (CTO)

The Commonwealth Telecommunications Organisation (CTO) is an intergovernmental organisation committed to facilitating the effective adoption of information and communication technologies (ICT) for development.

The CTO supports the implementation of digital transformation programmes across the Commonwealth and beyond. The CTO offers the following ICT services to its members:

- Capacity Development
- Research
- Technical Support
- Consultancy & Advisory
- ICT awareness and education activities

For more information on the CTO
For more information on our learning
programmes visit our website:
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