



Business Skills Video Courses



Complementing our hundreds of IT, desktop, and professional development self-paced courses, CyberLearningIndia.com now offers scenario-based streaming video courses. These Business Skills Video (BSV) courses map to the core business competencies of organizations and their extended enterprises.

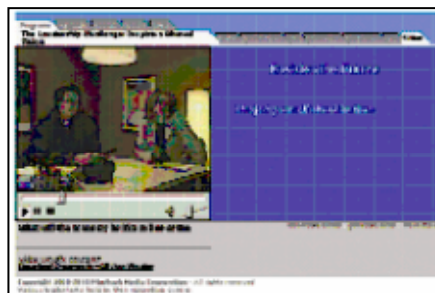
They cover some of the most pressing issues for you in corporate life today, including *Ethical Decision Making*, *Top Ten Ways for a Manager to Stay Out of Jail*, *Resolving Conflict*, *Building Customer Loyalty*, and *Communicating across Cultures*.

Topics are presented by some of the most prominent experts in their field, including Tom Peters (Leadership in Freaked Out Times), Dr. Marshall Goldsmith (Leading into the Future), Ken Blanchard (Creating Successful Teams), and Bob Rosner (Working Wounded: Getting Out of a Sales Slump).

Award Winning Courses

Four courses recently received Telly Awards for excellence in corporate video production. The award-winning courses are:

- Understanding Customer Service
- High Performance Communication
- Ethical Decision Making
- Top Ten Ways For Managers To Stay Out Of Jail



Proven Instructional Design

All the BSV courses are delivered via streaming video, allowing instructional designers to model the appropriate behaviors via credible story lines, actors, and real life work situations. This results in an extremely engaging and effective training program. Additionally, each video is supplemented with audio, graphics, and scrolling text, enabling learners to absorb the material on multiple levels according to each individual's unique learning style.

Courses include realistic scenarios, interactive quizzes, expert advice, links to reference material, and the full transcript of the audio.

Our solution is Web-based, enabling us to deliver our courses quickly and easily to learner's desktops. In addition, the content is AICC and ADA compliant.

System Requirements

The following is the minimum hardware required to utilize BSV courses:



- A Pentium class computer running Windows 95/98/NT/2000/ME or XP.
- At least 64MB of RAM. An Internet or Network connection of 56Kbps or greater.
- Sound card with speakers or headphones installed on your PC to hear the programs to fully experience the rich media content, be sure you have current versions of the following software:
 1. **Internet browsers:** Microsoft Internet Explorer (5.0 or higher). Netscape browsers are not supported.
 2. **Media Player:** Windows Media 6.4 or higher encoder.

Resolving Conflict



Conflict is a reality of your work life. No matter what your job or your position, you will encounter conflict situations. During this program, you'll learn to recognize the "faces" of conflict so you can manage them more effectively. You'll also learn how to gain control of your emotions, as well as manage other people's emotions respectfully. Finally, you'll learn how to reach a collaborative, win-win solution.

Program Categories

Here is a listing of the topic categories offered:

Career Development

Our career development programs help you set goals, create an effective career plan, and manage your professional development and growth.

Coaching

A successful leader encourages and guides employee development. Our coaching programs will teach you how to become a mentor to your employees, helping them to make career decisions, acquire new skills, and enhance professional performance.

Communication

Effective communication sets the foundation for individual and organizational success - giving individuals the power to get things done. Our communication programs focus on building the key skills you need to communicate successfully.

Customer Service

Knowing what your customers really need is the key to providing high quality customer service. Our programs will help you develop the skills to achieve total customer satisfaction.

Finance

People who have strong financial analysis abilities can enhance their organization's value in the marketplace. Our finance programs focus on the principles and strategies of finance and how you can support the financial goals of your organization.



Global Business

It is dangerous to assume that business and communication practices do not vary across cultures. Our global business programs will familiarize you with cultural differences in business styles and prepare you to communicate effectively on a global level.

Leadership

When leaders create and communicate their vision, inspire others, implement strategy, and champion change, organizations thrive. Our programs will help your workforce enhance their leadership ability to create an environment of trust, credibility, and integrity.

Leading Teams

Strong, cohesive teams are vital corporate assets and instrumental in achieving a variety of business goals. Our leading teams programs will teach managers like you to create, motivate, and manage various types of teams to boost productivity and achieve positive results.

Management

In today's environment, management means staff has to lead as well as manage. If you're an experienced manager on the move or a new manager, you need answers and solutions, and you need them now. That's what our management programs are all about.

Managing Within The Law

There are a myriad of laws and regulations governing workplace issues such as discrimination, harassment, and the hiring and dismissal of employees. Our managing within the law programs will help protect managers and employees by educating them about the laws that must guide policy and behavior in the workplace.

Sales & Marketing

Due to increased competition and changing marketplace dynamics, a higher level of sales and marketing skills is essential. Our programs will help organizations like yours effectively build their brand, garner new business, and close sales.

Self-Management

Successful organizations are made up of individuals who are continually focused on developing the right skills for their job. Our self-management programs will help you develop the skills you need now and in the future.

Work and Life Balance

In today's hectic world, balancing work and personal life continues to be a constant challenge. Our work lifestyle programs will provide up-to-date information on how to deal with today's issues faced by today's workforce.

Workplace Environment

Issues such as harassment, discrimination, and violence have become significant problems in the workplace. Our workplace environment programs explore the causes and consequences of these issues and specific actions employees can take to handle potential problem situations.



Featured Experts

Tom Peters, Ph.D.



Tom Peters describes himself as a prince of disorder, champion of bold failures, maestro of zest, professional loudmouth, corporate cheerleader, lover of markets, capitalist pig ... and card-carrying member of the ACLU.

Ken Blanchard, Ph.D.



A prominent, gregarious, sought-after author, speaker and business consultant, Ken's impact as a writer is far reaching. His phenomenal best-selling book, "The One Minute Manager[®]," coauthored with Spencer Johnson, has sold more than nine million copies.

Marshall Goldsmith, Ph.D.



Dr. Marshall Goldsmith is widely recognized as one of the world's foremost authorities in helping leaders achieve positive, measurable change in behavior for themselves, their people and their teams. Forbes Magazine rated Marshall as one of the world's leading human resource consultants.

Bob Rosner



Bob Rosner is chairman and shop steward of WorkingWounded.com, Inc., a syndicated columnist and author of "Working Wounded: Advice that Adds Insight to Injury." He has been called "Dilbert with a solution."