



# *Rapid* Skill-Builder®

## “Bite-sized learning for building practical skills ...*fast!*”

The Rapid Skill-Builder® Series of short seminars was developed by the Worldwide Center for Organizational Development to help build organisational “bench-strength” in aspiring and first line managers.

The 20 module titles that are currently available can be undertaken individually by people or in combination to lead towards fully accredited qualifications at a later stage if they so wish.

The Rapid Skill-Builder® series of video-based training programs offers a new and exciting way to equip individuals for more effective performance in their current role, or to prepare them for success as they move into management or leadership roles.

Built around an extremely practical video-program with an expert leadership training facilitator, the Rapid Skill-Builder® modules describe best-practice in the topic area, and then model the skills through video vignettes, showcased in real workplace situations.



# Program Components

The Rapid Skill-BUILDER® series has several components to the program split into those that are aimed at the participant and those that are aimed at the facilitator.

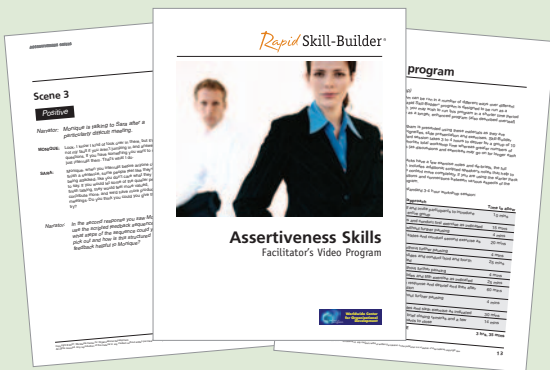
## For the Participant

Apart from the video (described to the right) the primary participant resource is a 12 page full colour summary Rapid Skill-BUILDER® booklet on the topic that offers practical information so that individuals can quickly apply the theory. In addition each booklet is supported by a template that can be used to record notes and develop a plan the next time the participant needs to exercise each specific skill.



## For the Facilitator

Facilitator's receive a fully scripted, 16 slide workshop presentation and supporting script which includes suggestions for learner discussions and workshop exercises. A video support booklet containing trainer tips, the complete video script and customisation instructions for the video player is also provided. Along with the video itself, these resources provide the facilitator with everything they need to run a complete and fully interactive training session.

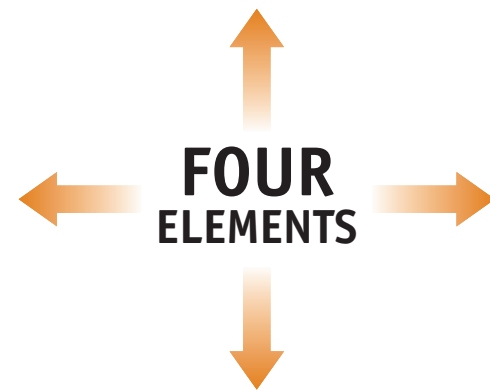


*"Our employees have made extensive use of the Rapid Skill-BUILDER® booklets on-line to help them with personal development as a simple but effective way to reinforce learning after attending internal management and interpersonal skill building workshop programs."*

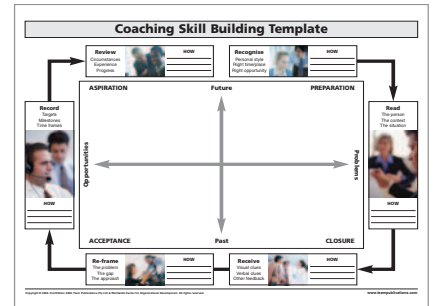
MICHAEL WOLFE,  
VP Human Resources, California National Bank

Twenty 3-hour workshops (2-4 hours) with full presentation materials, participant workbooks, topic overview and vignettes (with free and on-line paper-based and on-line skill development templates) little as \$30 per person per topic or module.

## 12-page colour Skill-BUILDER™ Participant Booklet



## Paper-based & on-line application templates



## The Video

The Rapid Skill-BUILDER® Video for each topic is designed to give learners professional presentation material from an expert trainer. This is provided in four sections which can be stopped and started as either participant or a trainer wishes. In addition, each video comes with four vignettes in which actors demonstrate the skills talked about in real workplace scenarios – first in a sub-optimal way and then in a more optimal or positive way.

Each video lasts from 15-20 minutes and can be run in standard presentation order or customised to play in any order within the player (which comes bundled on the CD).



Fully scripted trainer  
and linked video  
(unlimited use of  
templates) for as

Fully scripted  
slide presentation



15-minute video  
plus 4 vignettes

## Topics

- Assertiveness Skills
- Benchmarking\*
- Change Management
- Coaching
- Complaint Handling
- Conflict Resolution
- Corporate Ethics
- Creativity & Innovation\*
- Cultural Diversity & Awareness\*
- Developing Individual Potential\*
- Effective Delegation\*
- Emotional Intelligence
- Giving Constructive Feedback\*
- Goals & Objectives
- Improving Customer Service
- Improving Financial Performance\*
- Influencing Others
- Interviewing/Selection\*
- Leadership
- Learning Styles
- Listening
- Managing Meetings
- Managing Poor Performance\*
- Negotiating Skills
- Networking & Relationship-Building\*
- Organizational Budgeting\*
- Performance Measurement\*
- Personal Effectiveness
- Presentation Skills\*
- Problem Solving
- Process Improvement\*
- Project Management\*
- Safety Effectiveness\*
- Sales Effectiveness\*
- Strategic Planning\*
- Stress Management\*
- Team Building
- Team Communication
- Telephone Service Excellence
- Time Management

\*Available January 2008

## Paper-based & On-line Templates

Rapid Skill-Builder® templates facilitate training transfer back to the workplace. These are not only available as a paper-based sample on the back of each 12 page participant booklet, but are also available on-line. This allows learners to apply training content to their own situations by writing notes in to the action template part of the form as preparation before applying some newly learned skills or behaviours. These templates can be used again and again as part of the licensing costs of using the Rapid Skill-Builder® training system.



## Learning Delivery

Rapid Skill-Builder® training programs are available in three formats:

**T-Learning.** A “Traditional” workshop format in which a group of learners gather in one place with an internal or external facilitator to work through slide and video presentation material and engage in discussion and practical exercises.

**E-Learning.** Available either on CD or via the web, this convenient “E” version allows individuals to work through narrated flash slides and video material on a PC at their own pace, and at the time and location they choose.

**M-Learning.** A “Mobile” learning option in which the Skill-building learning program is loaded onto an iPod or PDA which can then be used portably as needed and on a just-in-time basis. This allows individuals to not only use the iPod/PDA when they have a short amount of time to review learning material (when at their desk or in break times) but also in their own time as they choose (such as when travelling as a passenger in a train, bus or car for example).



*“With a limited training budget we found we could still offer dozens of topics using the Rapid Skill-Builder® modules and stretch our training investment much further than we could with other programs.”*

MARY ELLEN SCHUBEL,  
HR Director, City of Norwalk