

COMP **RSA**

Web-based Business Solutions

ELEARNING

THE TOOLS:

DESIGN

- Articulate Storyline
- Articulate Studio 13
- Adobe Flash
- Adobe Photoshop
- Adobe Captivate
- Adobe Illustrator
- Active Presenter
- HTML/5
- iSpring
- SAP Workforce Performance Builder
- VideoScribe
- SABA Publisher
- Epiplex

LMS

- Moodle
- SABA
- STS Learn
- Cornerstone
- Accenture
- Maestro
- Learnupon
- Cornerstone

THE DISCIPLINES:

TYPES OF COMPANIES

- Motorcar Manufacturing
- Soft Drink Production
- Commercial Airline Training
- Coaching and Mentoring
- Government

TYPES OF TRAINING

- Technical
- Procedural
- Health and safety
- Logistics
- Production
- Information Technology
- Human Resources
- Engineering
- Marketing
- Soft skills
- Communications
- Finance
- Purchasing

PRODUCT OFFER:

- Rapid eLearning
- Animated and fully interactive eLearning
- Customized courses
- Blended learning strategies
- Documentation
- Internal TOI's (Transfer Of Information)
- Customer facing TOIs
- Template design and course standardisation
- Migration of existing training materials to eLearning courses/modules
- Usage of the SAM Model to work with SMEs during development
- Scorm 1.2, Scorm 2004, AICC and Tin Cap API publish abilities
- All content development and instructional design done in-house with the assistance of Technical Writers
- Incorporation of video, voice-over, graphics and animation in all material if required

EXAMPLES OF WORK DONE:

ARTICULATE STORYLINE 2

TEMPLATE DEVELOPMENT AND CONTENT MIGRATION – RAPID ELEARNING

Menu Resources How to navigate

Company Logo
Placed Here

Please enter your name and press 'submit' to get started

OUP Coaching as a Leadership Practice
Intelligence and Leadership

Add first name

SUBMIT

Menu Resources How to navigate

How to navigate the course: overall functionality

The main menu can be accessed by clicking this tab and outlines, allowing you to:

1. to see all the content and access each part by clicking it, &
2. to see where you are in the course by highlighting that section
3. lightens the text to demonstrate what topics you've already viewed

Beside the 'menu' tab, there is a 'Resources' tab. By clicking this you can access additional downloadable material. You will be advised throughout the course when there is material to access.

Lastly in the top right hand corner you will see a 'How to navigate' tab. You can click on that at any time throughout the course to review the instructions anytime you need.

GO BACK

◀ PREV NEXT ▶

Menu Resources How to navigate

Introduction to Emotional Intelligence

Emotional Intelligence has a clear sequence for development

Self Awareness

Social Awareness

Self Management

Relationship Management

Social Awareness.
Recognition of others

Capabilities involved:

Empathy - Sensing others' emotions, understanding their perspective, and taking active interest in their concerns.

Organisational Awareness - Reading the currents, decision networks, and politics at the organisational level.

Service Orientation - Understanding the needs of internal and external customers and meeting them.

◀ PREV NEXT ▶

How to navigate

**Welcome to:
OUP Facilitation Programme course- Part 1**

CompRSA

Course Description

Roll your mouse over each of the images

CLICK HERE

How to navigate

**Welcome to:
OUP Facilitation Programme course- Part 1**

CompRSA

Course Description

In this module you will learn about the role and importance of emotions and how your own emotions impact your work and others around you. You will gain an understanding of the biological basis for emotions and the latest neuroscientific research that relates to emotions and decision making. A better understanding of your own emotional defaults will provide you with some strategies for self-management

Roll your mouse over each of the images

CLICK HERE

Menu Resources How to navigate

Module assignment...

Click on the LeaderShape symbol below to download your document. Then save the file to your computer and complete the questions. Retain the document for your own use. You may find it useful to have a printout with you when you work with your group on this topic...

Emotional Intelligence - The Theory

To download and retain a resource on the 4 Domains of Emotional Intelligence and the 19 underpinning capabilities [Click HERE.](#)

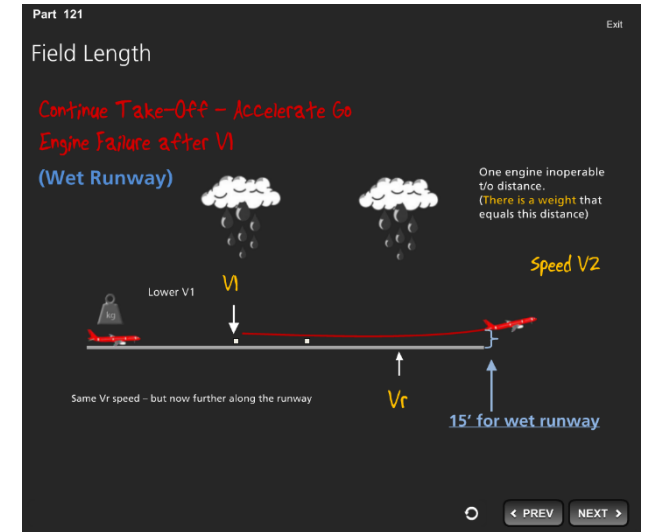
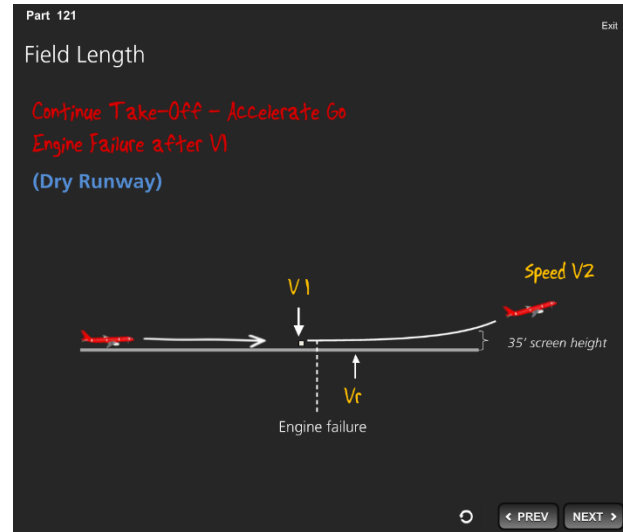
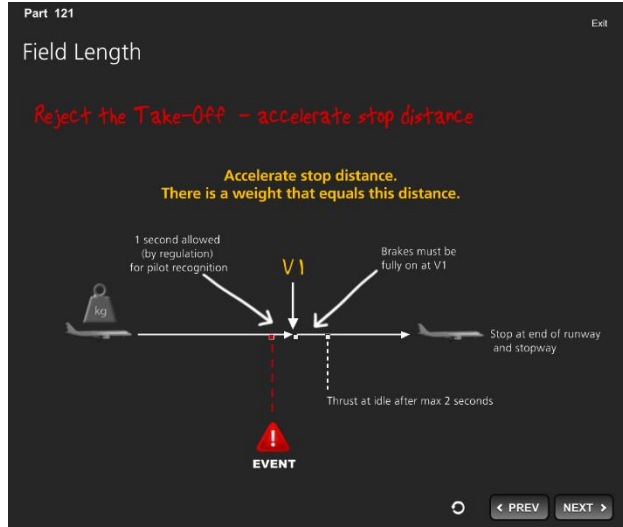
That's this section completed. When you press 'next' you'll carry on to the next section.

◀ PREV NEXT ▶

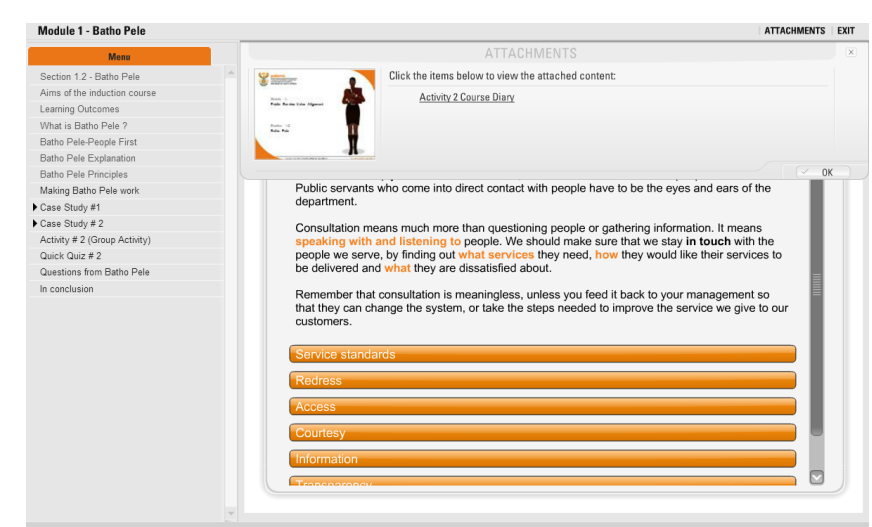
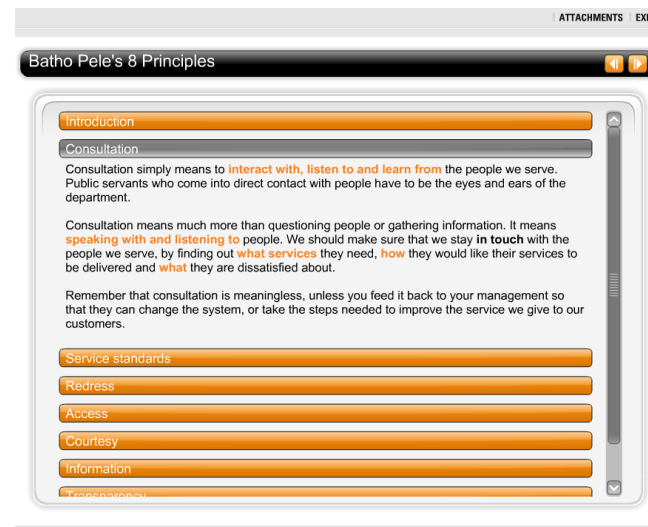
EXAMPLES OF WORK DONE:

ARTICULATE STUDIO 2013

HIGHLY TECHNICAL – HIGHLY INTERACTIVE AND ANIMATED




RAPID EARNING – WITH A BLENDED LEARNING APPROACH



EXAMPLES OF WORK DONE:

CREATED IN HTML WITH JAVASCRIPT – NOT RAPID ELEARNING.
USED AS A RESOURCE/REFERENCE.



Navigating through the module.

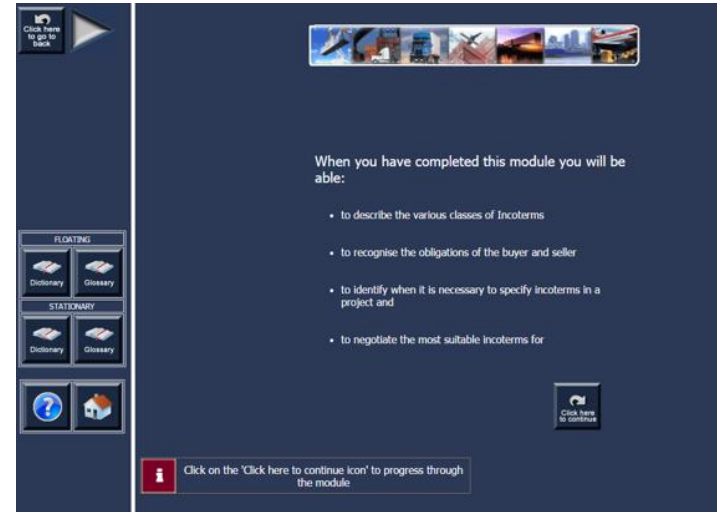
Below are all the buttons and images that you will need to use or recognise with the relevant explanations. Scroll your mouse over each of the icons and see the explanation below.

- Click here to continue
- Click here to go to back
- Dictionary
- Glossary
- Case Study
- Activity

Glossary for
The glossary can either float over the screen or be stationary in the current screen.

This section at the bottom of the screen will give you either information on the content or assistance with navigation through the material.

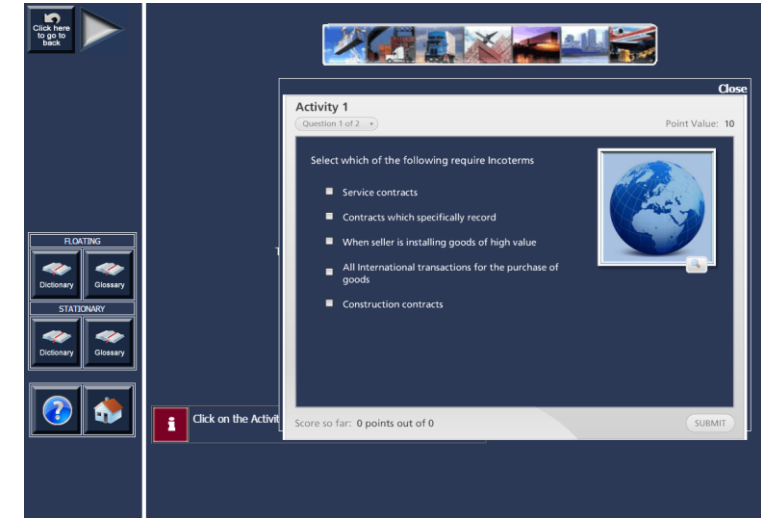
Click here to begin the Incoterms Module



When you have completed this module you will be able:

- to describe the various classes of Incoterms
- to recognise the obligations of the buyer and seller
- to identify when it is necessary to specify incoterms in a project and
- to negotiate the most suitable incoterms for

Click on the 'Click here to continue' icon to progress through the module.



Activity 1
Question 1 of 2 Point Value: 10

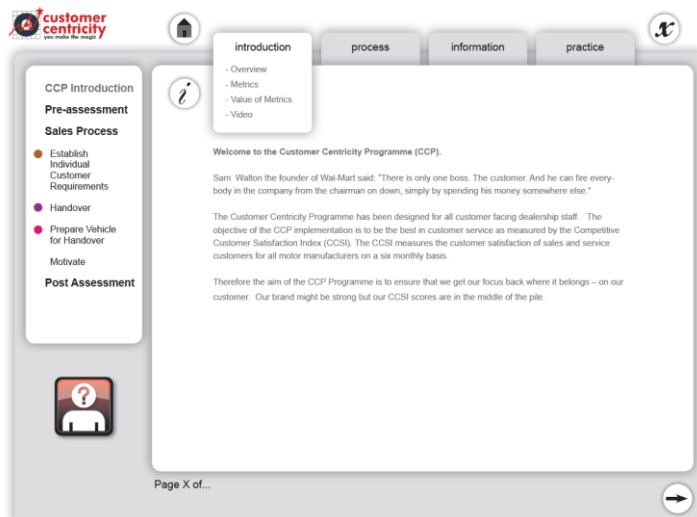
Select which of the following require Incoterms

- Service contracts
- Contracts which specifically record
- When seller is installing goods of high value
- All international transactions for the purchase of goods
- Construction contracts

Score so far: 0 points out of 0

Click on the Activity icon

CREATED IN ADOBE FLASH WITH ACTIVE SCRIPT 3 – HIGHLY INTERACTIVE AND ANIMATED



customer centricity
You make the change

introduction process information practice

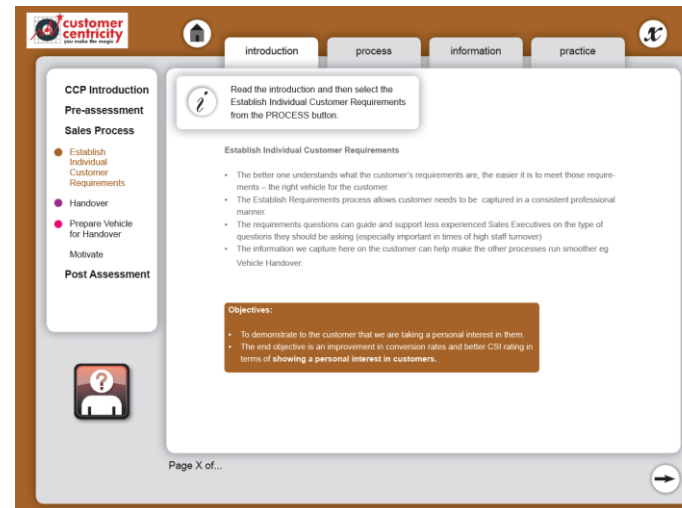
CCP Introduction
Pre-assessment
Sales Process

- Establish Individual Customer Requirements
- Handover
- Prepare Vehicle for Handover
- Motivate
- Post Assessment

introduction
- Overview
- Metrics
- Value of Metrics
- Video

Welcome to the Customer Centricity Programme (CCP).
Sam Walton the founder of Wal-Mart said: "There is only one boss. The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else."
The Customer Centricity Programme has been designed for all customer facing dealership staff. The objective of the CCP implementation is to be the best in customer service as measured by the Competitive Customer Satisfaction Index (CCSI). The CCSI measures the customer satisfaction of sales and service customers for all motor manufacturers on a six monthly basis.
Therefore the aim of the CCP Programme is to ensure that we get our focus back where it belongs – on our customer. Our brand might be strong but our CCSI scores are in the middle of the pile.

Page X of...



customer centricity
You make the change

introduction process information practice

CCP Introduction
Pre-assessment
Sales Process

- Establish Individual Customer Requirements
- Handover
- Prepare Vehicle for Handover
- Motivate
- Post Assessment

Read the introduction and then select the Establish Individual Customer Requirements from the PROCESS button.

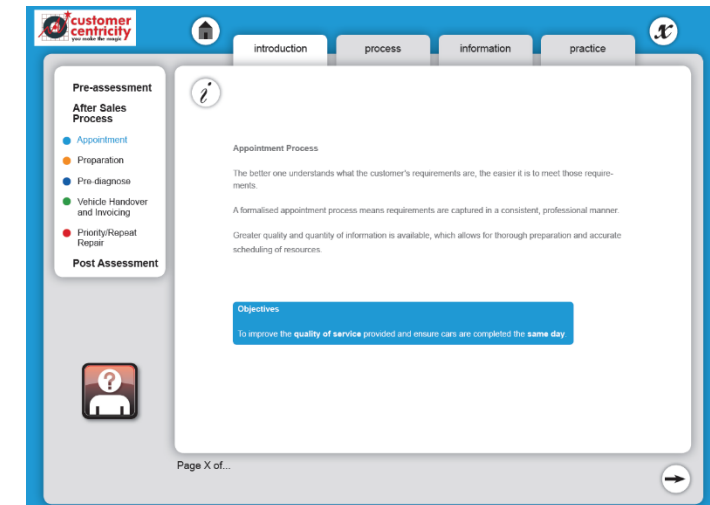
Establish Individual Customer Requirements

- The better one understands what the customer's requirements are, the easier it is to meet those requirements – the right vehicle for the customer.
- The Establish Requirements process allows customer needs to be captured in a consistent professional manner.
- The requirements questions can guide and support less experienced Sales Executives on the type of questions they should be asking (especially important in times of high staff turnover)
- The information we capture here on the customer can help make the other processes run smoother eg Vehicle Handover.

Objectives:

- To demonstrate to the customer that we are taking a personal interest in them.
- The end objective is an improvement in conversion rates and better CSI rating in terms of showing a personal interest in customers.

Page X of...



customer centricity
You make the change

introduction process information practice

Pre-assessment
After Sales Process

- Appointment
- Preparation
- Pre-diagnose
- Vehicle Handover and Invoicing
- Priority/Repeat Repair
- Post Assessment

Appointment Process

The better one understands what the customer's requirements are, the easier it is to meet those requirements.
A formalised appointment process means requirements are captured in a consistent, professional manner.
Greater quality and quantity of information is available, which allows for thorough preparation and accurate scheduling of resources.

Objectives

To improve the quality of service provided and ensure cars are completed the same day.

Page X of...

EXAMPLES OF WORK DONE:

CREATED IN SAP WPB – PRODUCER – RAPID EARNING

TOI WITH STANDARDIZED TEMPLATE - CREATED IN ARTICULATE STORYLINE 2 – VERY RAPID EARNING

ELEARNING

IF YOU HAVE AN ELEARNING NEED,
WE HAVE THE SOLUTION!

TO SEE THE FULL COURSE/MODULE EXAMPLES

CONTACT JOHAN:
JOHAN@COMPRSA.COM