

# QuickKnowledge

The QuickKnowledge Library is a constantly growing library of soft skills courses designed to provide a quick and affordable, working knowledge of practical issues governing business and personal performance. Currently, there are 65 courses in the following categories: communications, customer service, finance, human resources, leadership, management, marketing, and personal development.

**Quick:** The major thoughts and ideas of each course have been condensed into a short time frame, as many people don't have (or won't take) a lot of time to complete a course. With the automatic book marking capabilities, a learner can come back later and finish where he/she left off. Courses are designed to present a primary level of material in approximately 30 minutes, with supplementary activities adding an additional level of detail or extended application opportunities, increasing the length of the course to 45 minutes to an hour.

**Affordable:** With volume discounts, hospitals can provide employees unparalleled exposure to multiple training subjects for under \$1 per course (and sometimes as low as \$.25 per course).

**Working Knowledge:** QuickKnowledge courses are designed around the 80/20 rule, where the content is focused on the few fundamentals that have the greatest influence on overall performance, and where all non-essential aspects of the subject are de-emphasized.

## Current Course List

### Communications

- Intercultural Business Etiquette
- Basics of Effective Communication
- Conflict Intervention
- Presentation Skills
- Applying Emotional Intelligence in the Workplace
- Business Writing Basics
- Successful Negotiation

### Customer Service

- Building Strong Customer Relationships
- Dealing with Difficult Customers
- Telephone Skills for Customer Service

### Finance

- Financial Basics for Non-financial Managers
- Understanding and Using Contracts

### Human Resources

- Valuing Diversity
- Dealing with Violence in the Workplace
- Recognizing Signals of Violence
- Interviewing Job Candidates
- Preventing Sexual Harassment—Employees
- Preventing Sexual Harassment—Leaders

### Leadership and Management

- Conducting Performance Reviews
- Discharging Employees
- Disciplining and Redirecting Employees
- Moving from Trainer to Performance Consultant
- Providing Effective Feedback
- Delegating
- Executive to Employee Communication
- Leading Effective Meetings
- Managing Change
- Motivating Employees
- Developing a Strategic Plan
- Appreciating Personality Differences
- Becoming an Effective Team Member
- Building a Successful Team
- Leading Effective Teams
- Solving Problems as a Team
- Managing a Virtual Office
- Managing Disagreement
- Coaching and Counseling
- Recognizing Employee Performance
- Setting Performance Goals and Expectations
- Succeeding as a Supervisor
- Applying Leadership Essentials
- Creating a Strong Leadership Team

### Marketing and Sales

- Basics of Effective Selling
- Closing the Sale
- Creating an Effective Sales Team
- Mastering Cold Calls
- Negotiating for the Sales Professional
- Qualifying Sales Prospects
- Telephone Sales Skills

### Personal Development

- Achieving Personal Goals
- Recognizing and Managing Anger
- Time Management
- Balancing Work and Family
- Choosing a Childcare Provider
- Developing a Child's Critical Thinking Skills
- Guardianship Decisions for Elderly Loved Ones
- Internet Basics
- Interviewing for Job Candidates
- Managing Stress
- Managing Your 401K
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Recognizing and Avoiding Burnout
- Organizing Your Workspace

### Project Management

- Managing Projects



## Frequently Asked Questions

### 1. Why should I choose QuicKnowledge over alternative solutions?

The QuicKnowledge Library is a uniquely different and powerful approach to soft skills training. It is not conventional training repackaged in new technology. It is a fundamentally different approach to employee learning and development that takes advantage of the unique capabilities of the Internet. The just-in-time, just-enough content and straightforward navigation keep the learner motivated and attentive and foster accountability and measurable results.

Focus on practical working knowledge (80/20 rule)	“Just-in-Time” delivery
30-40 minute sessions	No plug-ins required
Comprehensive job aids (QuicTools)	Easy navigation
“Just Enough” content	Universal affordability

### 2. How are companies using the QuicKnowledge solution?

As a result of its unique combination of low cost, ready access, working knowledge content, QuicKnowledge provides an opportunity for organization-wide implementation that is virtually impossible with any other training approach. This allows the organization to standardize processes, reducing variability and improving quality. It can provide just-in-time, just-enough training for every employee who needs a given skill set.

Develop core competencies that support organizational goals: Map QuicKnowledge subjects to your existing leadership development model to introduce, reinforce, or replace current courses. Establish mandatory core subjects based on organizational need.

Provide individually selected development opportunities: Use QuicKnowledge courses to make a wider selection of topics available to all employees. Recommend elective subjects based on individual needs.

Improve organizational performance: Correlate QuicKnowledge subjects to your 360-degree feedback or other review process for employees and supervisors to use in creating Individual Development Plans.

Improve Individual Performance: Identify and recommend specific subjects to support Individual Performance Improvement Plans.

Strengthen individual job performance: Correlate QuicKnowledge subjects with job responsibilities and position requirements.

Support Organizational Priorities: Develop a critical mass for implementing improvements with a quick roll-out of one or more subjects that have a high organizational relevance or need.

### 3. Are there any continuing education credits associated with these courses?

Many courses offer individuals the opportunity to earn Continuing Education credits. Forty-five of the current sixty-five courses have been approved for 2 contact hours for nurses. These courses contain post-tests comprised of 10 true/false and 10 multiple-choice questions. Students must achieve a 70% score or higher to pass the course.

*\*\*Please note – course completion time is longer when being taken for credit.*

### 4. Can I buy individual courses?

The QuicKnowledge Library is only sold as a complete Library.

**5. What if I only want a subset of the courses? Can I buy individual courses?**

The QuicKnowledge Library is only sold as a complete Library and is priced knowing that every course is not relevant for every student.

**Example:**

Baptist Hospital purchases the library for 500 students

Library Access Price: \$20 per student (\* Price is dependent on volume and is subject to vary)

Total Courses Available to each student: 65

Baptist Hospital assigns each student 3 courses (The remaining 62 are made elective)

Average elective courses utilized by per student: 3

Total courses utilized per student: 6

Cost per course utilized: \$3.33

**6. Can I assign the courses individually in the HLC?**

Yes. The QuicKnowledge Library is sold as a complete Library, but customers control how courses are made available to students. You can make assignments of individual courses using the administrative functionality of the Healthcare Learning Center (HLC).

**7. I understand utilizing e-learning for regulatory training, but how can it possibly be used for soft skills training?**

The QuicKnowledge e-learning process includes sound adult learning principles combined with high performance technology for a powerful approach to workplace skills development.

Developers emphasize prioritized content, concise learning methodology, and practical experience. These elements are combined to promote the highest level of retention and increase the likelihood of measurably improved work performance.

Content experts are recruited to develop course content.

Each course contains a series of performance improvement instruments and process for your individual development. These performance support resources do what conventional organizational skill training almost never can – they give trainees a practical level of competence and enable them to immediately apply their new skills. These resources include:

QuicTools – printable, customizable job aids, worksheets, sample document, etc.

QuicPad – an online, electronic notepad

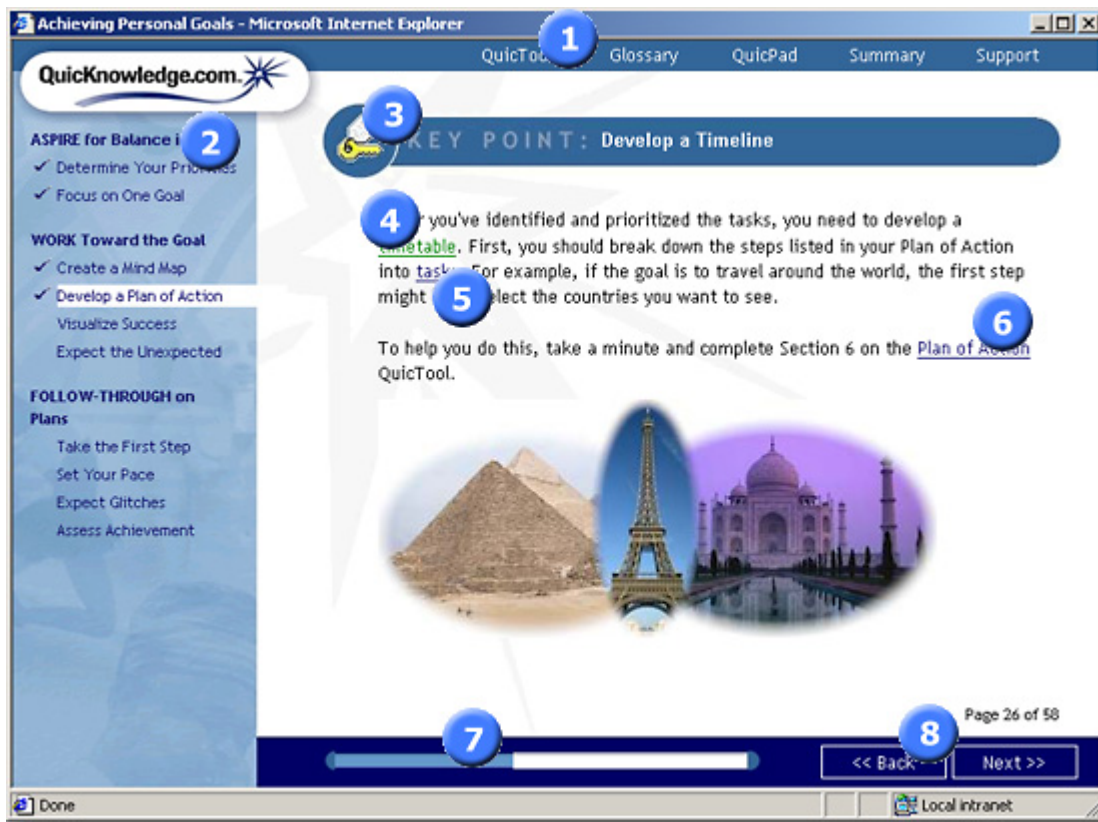
Performance Feedback Documents

Concise, focused Strategies and Tips

QuicChecks – interactive exercises that reinforce learning

Self-assessment tools

## Navigating a QuicKnowledge Course



### 1. Supporting Materials and Tools

The links in this bar provide additional materials, tools, and customer support information. The QuicTools link provides a consolidated list of all the worksheets and other study aides found throughout the course, available individually or as a batch download. The Glossary contains all the special terms used in the course. The QuicPad is a tool that allows you to take notes during your study. If you have the QuicTools Manager installed, these notes will be automatically saved in a file on your hard drive. Even if you don't have the Manager application, you can take notes during the course and cut and paste them into a local file when you're done. The Summary link presents a course outline that you can review at any time. The Support link will give you several options for learning more about QuicKnowledge.com e-Learning courses and for contacting QuicKnowledge.com customer support personnel.

### 2. Course Outline

The left-hand side of the course window shows you the full course outline. You can click on any of the headings or subheadings in order to proceed directly to the material of most interest to you. As you proceed through the course, those items you have covered will be checked off. Additionally, if you took the Effectiveness Indicators quiz at the beginning, the points you were weakest in will be highlighted by a small open notebook icon. These notebooks will close as you cover those points. If you are using Microsoft® Internet Explorer™, pausing your mouse pointer over a subheading will allow you to see the key points found in that section.

### 3. Page Title

Page titles help you to clearly see what topic is being covered and at what level of detail. The material is broken into three major levels of content (listed in order from most general to most detailed): 1) Strategies, 2) Tips, and 3) Key Points. These levels correspond to the Course Outline.

### 4. Glossary Link

The green links you will find as you navigate through the course highlight terms defined in the Glossary. Clicking a green link will open a small window displaying the highlighted term and its definition.

## 5. Additional Information and Exercises

These links allow you to explore additional information related to the topic. Clicking these links will open a new window with some special content or interactive exercises to give you more familiarity with the concepts.

## 6. QuicTools

QuicTools are external aides in the form of worksheets or supporting documents. These tools allow you to quickly apply your new knowledge in real world situations. Depending on your browser settings, you may be able to view and use a QuicTool within your browser window, or you may be prompted to save the document as a file which you can open from your hard drive in any major word processing application.

## 7. Progress Bar

The progress bar displays an easy-to-read graphic representing your progress in the course. As you make your way through the pages, the bar will move closer to the end, giving you a clear indication of how far you've come and how much further you have to go.

## 8. Navigation Buttons

The main navigation buttons are the Next and Back buttons, which will take you page by page through the course. Next to these buttons is a page counter that tells you exactly which page you are on as well as the total number of pages in the course. Just click the Next, or forward-pointing, button to go to the next page in the course, or if you want to go back and re-read something on an earlier page, use the Back, or backward-pointing, button.

