

Solving your performance and leadership challenges

At Relias Learning, we don't just understand your challenges; we're the experts at applying learning strategies to solve them. We know that in healthcare, as in any industry, organisational success is driven by smart performance management and great leadership. This is why we're partnering with Skillsoft, the global number-one in online business skills training. Through this partnership we can now bring you an enhanced Relias library which includes the following resources.

COURSES

Blend Relias Learning's exclusive Skillsoft content into your organisation's learning programmes or use the resources to create a standalone programme, all delivered within your Relias Learning Management System.

MANAGEMENT AND LEADERSHIP

- First Time Manager: Challenges
- First Time Manager: Understanding a Manager's Role
- Management Essentials: Confronting Difficult Employee Behaviour
- Management Essentials: Delegating
- Successful Delegation: Supervise and Encourage
- Leadership Essentials: Motivating Employees
- The Emotionally Intelligent Leader

PERSEVERANCE AND RESILIENCE

- Achieving Goals through Perseverance and Resilience
- Bouncing Back with Perseverance and Resilience
- Leadership: Resilience and Assertiveness
- Stress Management

CHANGE AND IMPROVEMENT

- Planning for Change
- Change Management
- Managing for Rapid Change and Uncertainty
- Implementing and Sustaining Change
- Uncovering the Root Problem
- Developing the Capacity to Think Strategically
- Instituting a Quality Improvement Program

ETHICS AND PROFESSIONALISM

- Introduction to Workplace Ethics
- Ethics, Integrity, and Trust
- Professionalism, Business Etiquette, and Personal Accountability
- Professional Boundaries

COMMUNICATION AND TEAMWORK

- Communicating during Difficult Times
- Communicating with Professionalism and Etiquette
- Effective Team Communication
- Active Listening Skills for Professionals
- Written Communication
- Business Writing: How to Write Clearly and Concisely
- Basic Presentation Skills: Delivering a Presentation
- Using E-mail and Instant Messaging Effectively
- Leading Teams: Fostering Effective Communication and Collaboration
- Leading Teams: Motivating and Optimising Performance
- Being an Effective Team Member
- Administrative Professionals: Interacting with Others
- Handling Difficult Conversations Effectively

CUSTOMER SERVICE

- Customer Service Confrontation and Conflict
- The Angry Caller: What's Your Plan?
- Customer Service over the Phone
- Internal Customer Service

TIME AND PRIORITISATION

- Setting and Managing Priorities
- Coping with Conflicting Priorities
- Time Management: Too Much to Do and Too Little Time

RISK MANAGEMENT

- Risk Management: Assessing Risk
- Risk Management: Dealing with Risk
- Risk Management: Identifying Risk

WORKING WITH DIFFICULT PEOPLE

- Working with Difficult People: How to Work with Aggressive People
- Working with Difficult People: How to Work with Manipulative People
- Working with Difficult People: How to Work with Negative People
- Working with Difficult People: How to Work with Procrastinators
- Working with Difficult People: How to Work with Self-serving People

INTERVIEWING AND RECRUITMENT

- Recruiting Talent
- Essentials of Interviewing and Hiring: Conducting an Effective Interview
- Essentials of Interviewing and Hiring: Preparing to Interview
- Essentials of Interviewing and Hiring: Selecting the Right Candidate

PERFORMANCE AND APPRAISALS

- Recognising and Diagnosing Problem Performance
- First Steps for Turning Around a Performance Problem
- Performance Appraisal Essentials: Conducting Traditional Appraisals
- Performance Appraisal Essentials: Planning for Appraisals
- Preparing for Your Performance Appraisal
- Delivering Feedback
- Receiving Feedback

FINANCE FOR NON-FINANCIAL PROFESSIONALS

- Principles of Accounting and Finance for Non-financial Professionals
- Financial Statements for Non-financial Professionals
- The Essentials of Budgeting for Non-financial Professionals

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