



DEMIRC

Development of a Model to Raise Individual Competencies Using Blended Learning in Collaboration of Universities, Sectors and Society



Training Curriculum

FINANCE & BUSSINESS

Aim

This course is aimed at employees of SMEs, aged 16+ or with no prior knowledge of business finance.

Overarching Objectives

Learners will understand how, as employees, they can impact their company's financial status.

Learners will gain an understanding of the terminology, forecasting and reporting techniques used in basic business finance.

Curriculum

1. Introduction. About This Course

Learners are given an overview of the course contents, of why studying it will be useful, instructions on how to navigate the course and effective learning tips.

2. The Theory of Business Finance

Learners will understand the need for a company to forecast, budget and report the cash that passes through their business

2.1 Sources of Finance

2.2 Financial Assumptions

Learners will understand why a business has to make assumptions on income within the business plan in order to forecast

2.1.1 Revenue

2.1.2 Cost

2.1.3 Profit

2.3 The Cash Flow Forecast

Learners will understand how a cash flow forecast is structured and how it is used to predict and avoid financial issues.

2.3.1 Income

2.3.2 Outgoings

2.3.3 The difference and forecasting

2.3.4 The importance of timings in cash flow forecasting

2.4 The Profit and Loss Statement (trading)

Learners will know how a profit and loss statement is structured, understand the terminology and the mathematics and be able to use a profit and loss statement themselves.

- 2.4.1 Sales Revenue
- 2.4.2 Sales Cost
- 2.4.3 Gross Profit
- 2.4.4 Other costs
- 2.4.5 Net Profit

2.5 Break Even Points

Learners will understand the meaning of, and uses for knowing, the break even point. Learners will also be able to calculate breakeven point.

- 2.5.1 Breakeven Charts
- 2.5.2 Limitations/ margins of safety

3 Management Influence

Learners will gain an understanding of what actions and influences Managers of companies can exact in order to increase profit, avoid negative cash flow etc.

3.1 Introduction to the Business Game

Learners will be given a brief overview of the game including explanation of why playing the game will be useful to them.

3.2 Play the Business Game

3.3 Post game activities

4 Employee influence on Business Finance

Learners will understand the cause and effect of employee's actions on a company's financial status.

COMMUNICATION SKILLS

Aim

The aim of the lesson is to explore those communication skills that have an impact on staff and client relationships.

Overarching Objectives

By the end of the workshop participants should:

Understand the importance and power of good non-verbal communication.

Have practiced good listening skills and know how body language can be supportive or undermining.

Understand the impact of appropriate and inappropriate vocal tone and non-verbal communication in building rapport.

Discover blocks to listening and skills for checking shared understanding.

Know how to repair a communication that is going wrong.

1. Introduction – about this course

2. Communication

2.1. What is communication?

2.2. Communication models

2.3. Coding and decoding – the process of communication

3. Verbal communication

3.1. What is verbal communication?

3.2. Language and speaking

3.3. Language and thinking

3.4. Levels of analysis of language

3.5. Expression of intimate content

3.6. Expression of feelings openly and hidden

3.7. Communicational barriers and skills of efficient communication

3.8. Feedback

4. Non-verbal communication

4.1. What is non-verbal communication?

4.2. Classification of non-verbal communication

4.3. Perception of persons

4.4. Body language

4.5. Non-verbal aspects in e-communication

5. Effective Communication

- 5.1. What is effective communication?
- 5.2. Techniques for effective communication
 - 5.2.1. Goal-oriented communication
 - 5.2.2. Reciprocity
 - 5.2.3. First-person formulation
 - 5.2.4. Using pauses and questions
 - 5.2.5. Constructive Feedback

INTERNET TECHNOLOGIES

Aim

The aim of the lesson is to learn those internet technologies that have an vital importance about business life and improving careerway.

Overarching Objectives

Knowledge of basic computing concepts,
Knowledge and understanding how to use computer independently,
The ability to perform fundamental operating system functions,
The ability to use computers in a secure manner,
The ability to use common software applications,
The ability to use the computer for Internet
access and electronic communications such as social networks, e-banking,
internet services (news, shopping, administration, etc.)

1. Introduction to Networking and Internet Technologies

How to search information and training.

The web page in internet.

Communication in internet

The information in internet (formal and non-formal)

Training in internet

2. TCP/IP Protocol, Networks and Standards

3. Devices of the Internet

Hubs, switches,

Linking devices

Management devices

4. Internet Addressing:

Address classes

IPv4

IPv6

5. Internet Services:

Public services

Private services
Information services.
Digital signature
Shopping
News
Online Bank
Search services (yellow pages..)
Administration
Employment and retirement services.

6. Internet Software tools

For the computer: (antispay software, antivirus,..)
For persons (skype and telephone in internet, calculating, etc)

7. Mailing

Email,POP, SMTP

8. Chat - Messenger

Chat – Messenger

9. Social networks

Introducing to social networks.
Facebook
Twitter
Blogs

10. Picasa tool: How to share pictures?

Introducing pictures and editing
Picasa tool in internet for sharing pictures.

PRESENTATION PREPARATION

Aim

This course is aimed at those with no experience of presentation or graphics programs. Users will be shown what PowerPoint can be used for, and how to use its basic features to create presentations and produce graphics.

Overarching Objectives

State the role of PowerPoint slides in a presentation

Understand the “less is more” concept for PowerPoint

Use features that maximize effectiveness

The principles of creating a presentation: including creating slides, using master slides, views and templates, prepare informational slides through the use of text, graphics and animation

Fundamental graphics package concepts: objects, handles, layers, drawing tools.

How to print their presentation, and/or associated handouts

Better present your information to better serve your audiences

Better collaborate with others in creating and enhancing presentations

Apply dozens of shortcuts and techniques in your everyday work

1. Presentation

What is presentation?

Creating an effective presentation

Presentation software and hardwares

2. Introduction

Powerpoint work area

New presentation (open, save, save as)

Powerpoint views, Switching between views

3. Slides

Layouts

Working with slides

4. Texts

Adding texts

Editing texts and paragraphs

5. Objects

Cliparts

Shapes

SmartArts

6. Tables and Charts

7. Animations and Slide Transitions

Adding animations

Editing with animation section

User defined animation

Animation triggers

Slide transitions

Advancing slides by clicking objects

8. Templates

Using ready templates

Changing active template

Changing template layouts

9. Master Slide

Understanding master slide

Using master slide view

Creating new layouts

Creating new templates

10. Make a Presentation

Notes

Printing

Automated presentations

Adding auto voice to slides

Adding videos, media files, links

Using different screens for presenter and listener

EXCEL & E-FIGURE

Aim

The aim of this session is for participants to understand the concept of a spreadsheet, worksheets, cells and cell referencing, what goes into cells (data, labels, calculations), charts, and formatting using with Excel and Spreadsheet.

Overarching Objectives

By the end of the course participants will be able to:

- Explain what spreadsheets are and what they can be used for
- Use the Excel help system
- Create simple worksheets using data, labels and formulae
- Understand cell formats
- Use a named cell in a formula
- Copy and paste formula (including using the cell handle)
- Create and format charts; rotate a 3-D chart
- Make use of the options available in Page Setup

1. Excel

- Getting started with Excel
- Customizing Excel
- Modifying workbooks and worksheets

2. Working with excel

- Working with cells
- Working with tables

3. Data

- Calculations on data
- Creating formulas
- Creating array formulas

4. Summarizing data

- Sorting
- Filtering
- Creating formulas

Creating array formulas

5. Combining multiple source

Using multiple worksheets

Using multiple workbooks

Consolidating multiple sources

6. Charts

Creating Charts

Customizing the charts

Finding trends

Analyzing data using PivotTables

Formatting pivot tables

Creating dynamic charts

7. Working with other programs

Linking to other Office Files

Hyperlink

Charts in other Office Documents

Importing and exporting data

Saving worksheets to web content

8. Protecting

Tracking and managing changes

Protecting cells worksheets and workbook

9. Printing

Preparing worksheets for print

Preparing charts

10. Google Spreadsheets

Using Google Documents

Making chart in Google

Synchronizing between spreadsheets and Excel

PROJECT MANAGEMENT

Aim

The aim of this course is to provide participants with knowledge, skills and personal and professional competence to engage in and contribute to a collaborative project in a leading capacity, within a team of professionals and as part of an interorganisational projects and/or community development initiative.

Overarching Objectives

Understand key concepts of project management and project lifecycle

Begin to develop project planning skills

Practice the key stages of managing projects

Develop increased awareness of

available resources to further develop project management skills

Consider how to apply new knowledge to their own projects and set realistic goals for moving forwards.

1. Project Formulation

- a. Concepts of programme/strategy implementation and project management
- b. Project planning and strategy implementation
- c. Logic Programming approach on programme and project levels
- d. Operating a virtual project office

2. Activity Management

- a. Principles for management of project activities
- b. Activity structures, activity and staff planning and competence assurance
- c. Produce project work plans, assign responsibilities and ensure commitments
- d. Online/remote project activity management

3. Resource Management

- a. Resource Management

- b. Project resource planning, project budgeting and project accounts
- c. Project resource allocation/utilisation, reporting and verification
- d. Project resource management using online VPO services