


PRODUCTIVITY COURSES

VITAL LEARNING MATRIX

Vital Learning offers targeted programs to help organizations improve the relationships between managers, team leaders and supervisors and their team members. Our results-driven programs help improve productivity, enhance employee motivation and retention, and develop employees' work habits and potential.




MODULE NAME	OBJECTIVES	SKILL POINTS
<p>Proofamatics:</p> <p><i>Delivery Methods Available:</i></p>  <p><i>Classroom: 10 hours</i></p>	<ul style="list-style-type: none"> • Proofread using specific techniques • Catch errors in daily communications • Increase the accuracy of memos, letters, reports and documents • Increase the speed of finding errors • Present a professional image in all written communications 	<p>Session 1</p> <ul style="list-style-type: none"> • Assess visual acuity • Recognize digits, digit-letter combinations • Improve visual perception • Develop concentration • Assess proofreading skills • Apply and practice three-phase system • Use scanning techniques and practice • Apply language skills consistency • Assess listening skills <p>Session 2</p> <ul style="list-style-type: none"> • Recognize letters • Reduce fixations and regressions • Increase span of recognition • Obtain scanning practice • Practice single- and two-copy proofreading • Master subject/verb agreement, sentence structure, punctuation and capitalization practices • Apply discrimination of letters • Practice aural and visual skills <p>Session 3</p> <ul style="list-style-type: none"> • Increase span of recognition to nine places • Recognize compound words • Reduce fixations and regressions • Develop visual memory • Recognize letter combinations • Improve scanning and proofreading proficiency • Practice CRT simulation • Practice spelling and capitalization • Obtain listening proficiency

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MODULE NAME	OBJECTIVES	SKILL POINTS
<p>Proofamatics (cont'd):</p>		<p><i>Session 4</i></p> <ul style="list-style-type: none"> • Recognize numbers and phrases • Reassess visual acuity • Reassess proofreading skills • Practice comprehension skimming • Improve scanning and proofreading proficiency • Practice CRT simulation • Review grammar • Apply aural and visual skills to proofreading
<p>Number Skills:</p> <p><i>Delivery Methods Available:</i></p>  <p><i>Classroom: four 2-hour sessions or two 4-hour sessions</i></p>	<ul style="list-style-type: none"> • <i>Transfer</i> data more accurately and quickly • <i>Improve</i> perceiving, hearing, grouping and proofing of numbers • <i>Increase</i> overall performance and productivity 	<ul style="list-style-type: none"> • Increase number accuracy by 50 percent • Increase speed of number perception by 20 percent • Retain up to 12-digit numbers • Recognize groups of three in number patterns • Improve accuracy of number transfer and correct placement



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<p>Professionalism in the Office:</p> <p><i>Delivery Methods Available:</i></p> <p>C e b m</p> <p><i>Classroom: 8 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> • Recognize the qualities and learn the skills that make an employee more professional on the job • Become aware of the standards and abilities required for professional job performance • Understand the organization's policies, procedures and philosophies • Improve behavior related to interpersonal communication and courtesy • Promote cooperation and teamwork through better communication with peers, managers and other coworkers • Increase productivity by organizing work, setting priorities and managing time effectively • Accept organizational change and benefit from new opportunities • Understand that all professional skills and behavior can be learned, perfected and used successfully in both the business world and their personal lives 	<p>Module 1</p> <ul style="list-style-type: none"> • Knowing Your Organization • How to Read an Annual Report • Job Descriptions <p>Module 2</p> <ul style="list-style-type: none"> • Professional Behavior • Telephone Courtesies <p>Module 3</p> <ul style="list-style-type: none"> • Communication Self-Evaluation • Giving "I" Messages • Communication Styles at Work • Managing Conflict • Communicating in a Conflict Situation <p>Module 4</p> <ul style="list-style-type: none"> • Analyzing Your Time Log • Managing Time • To-Do Lists • Personal Organization Chart <p>Module 5</p> <ul style="list-style-type: none"> • Managing Change • Goal-Setting • Planning



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p>Achieving Communication Effectiveness:</p> <p><i>Delivery Methods Available:</i></p> <p>C e b m</p> <p><i>Classroom: 8 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> • Assess communication patterns to avoid self-defeating behaviors both in and out of the work environment • Recognize listening barriers and improve ability to interpret messages • Communicate effectively and non-manipulatively when dealing with different personalities and specific situations • Handle conflict constructively with confidence, composure, and flexibility 	<p>Module 1</p> <ul style="list-style-type: none"> • Elements of Communication • Passive Listening • Active Listening • Barriers to Effective Listening <p>Module 2</p> <ul style="list-style-type: none"> • The Communication Process • Common Beliefs • Personal Communication Patterns • Communication Behaviors • Key Principles of Respect • Accepting Responsibility for your Communications • Barriers to the Communication Process <p>Module 3</p> <ul style="list-style-type: none"> • Body Language • Communication Models • Basic Assertions • Empathy Statements • Confrontational Statements • Effective Message Delivery <p>Module 4</p> <ul style="list-style-type: none"> • Dealing With Difficult Situations • Counterproductive Methods of Dealing With Anger • Effects of these Methods • Steps for Dealing With Anger



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