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## 20-20 MDS® E-Learning Modules Management Development Resources

The 20/20 Management Development System® (20-20 MDS®) e-learning modules are a fully integrated, flexible, action learning centred, broadly-based leadership and management education modules aimed at businesses of all sizes and types. A series of short on-line courses (a total of 35 in all) ultimately can lead to formal and portable qualifications at the Certificate, Diploma and Degree equivalent levels.

20/20 MDS® program components are rendered to both students and administrators on an on-line basis via the Internet. Every module, of which there are 35 in all (see below), uses four different narrators that serve as learning mentor or content guide. This variety in voice-over style helps to maintain student interest and engagement throughout the module. The topics in the series are:

- |                               |                                    |                                 |
|-------------------------------|------------------------------------|---------------------------------|
| Coaching others-1 & 2         | Emotional Intelligence             | Managing Risk                   |
| Complaint Handling            | Handling Poor Perf-1 and 2         | Operations management           |
| Corporate Strategy            | Impr'g financial performance-1 & 2 | Personal Development-1 & 2      |
| Creativity and Innovation     | Interviewing witnesses             | Presenting to groups            |
| Customer Focus                | Managing/Understanding Yourself    | Problem solving/decision-making |
| Developing Teams-1 & 2        | Managing Change                    | Recognizing/Valuing Differences |
| Effective Communication-1 & 2 | Managing Corporate Ethics          | Selection and placement         |
| Effective Leadership-1 and 2  | Managing in Context 1 & 2          | Win/win negotiation             |
| Effective Meetings            | Managing Information and Systems   | Working with Others             |

All of our learning programs are designed to improve an individual's performance in the organization through a strong focus on the specific job role performed by the individual (via the action learning projects that they undertake). The highly practical programs we offer can therefore generate significant payback for an organization in terms of cost savings and quality improvements in the workplace.

### WHAT DO YOU GET?

After paying the annual fee, any number of individuals in a manager's organization site can access any e-learning module on an unlimited basis (from the library of 35 titles) for each license year at 80% off the normal retail price.

All modules are accessed via the [www.ReadyToManage.com](http://www.ReadyToManage.com) web site.

### WHAT'S NEXT?

To take up this offer, or for more information, simply e-mail [Anne@OD-center.org](mailto:Anne@OD-center.org) with your name, company and address, phone details. We will then contact you.

**INTRODUCTION**  
It would be an ideal world (and a naive expectation of managers) to have all employees arrive at work on time every day, with a positive attitude, a strong willingness to work, and a commitment to earn their keep.  
Unfortunately, in the real world, there are always employees who are...

**ACTIVITY**  
Consider the following situation and record how you would feel at the time, and at some future time.

**CASE STUDY**  
Monday - The managing director has asked you for a progress report by Friday on the two development projects your department is managing. You need a mid-term evaluation report from each team leader by Wednesday in order to complete the report on time. (you will be out of the office all day Thursday at a pre-arranged meeting with customers). You hold a

HOW WOULD YOU FEEL... WITH JOHN: WITH SIMMON:

By 11:00 a.m. Tuesday		
By 5:00 p.m. Tuesday		
At 9:00 a.m. Wednesday		
When you next wanted any information by a deadline.		

**KEY DISTINGUISHING FEATURE**  
"PDF printable booklets (see above) for each title are available to learners to follow during the e-learning experience"

**For 15 years the Worldwide Centre for Organisational Development has been offering its clients best-practice people-based research, consulting services and on-line tools to help maximize human potential. WCOD and [www.od-center.org](http://www.od-center.org) (the main web site for the business) are located in Los Angeles, California but with offices also in Australia and the UK.**



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