



Goodfoot QUEST

Personal and Management Skills
e-learning





About Goodfoot QUEST e-learning

Goodfoot QUEST e-learning is based on the gamification of learning.

A wide range of media techniques, and inbuilt interactivity with mentors and coaches ensure a complete learning approach.



Interactive
Content



My
Habits



My
Community



Learning
Journal



Completion
Reporting



Resource
Library



Progress
Reporting



Accredited
Learning



Buddy
System



My
Mentoring



1:1
Coaching



15 Key Personal and Management Quests

The following topics have been identified as the top 15 topics to help with your **managerial journey**.

These 30-minute e-learning modules are aimed at providing **key knowledge for essential performance areas** within your organisation.

These e-learning modules can also be accredited by **The Institute of Leadership and Management** allowing participants to gain a certificate upon completion.





10 Key Personal Skills Quests

Building Successful Relationships

Influence and Persuasion

Personal Impact

Dealing With Difficult People

Handling Conflict

Powerful Presenting

Making Great Decisions

Developing Your Resilience

Handling Work Pressure

Presenting a Positive Image

5 Managerial Quests

Leading the Performing Team

Motivating Your People

Managing Your Peoples Performance

Agile Leadership

Managing Through Change



Personal Skills



Building Successful Relationships

Headline

The need to form good relationships with colleagues, customers and suppliers is crucial. We can take steps to make good relationships happen. In this module we lay the foundations for getting on well with anybody at any time.

This Quest Includes:

- Understanding different types of people and how they make decisions
- How to quickly establish an open and co-operative relationship
- How to put your view across in an assertive and confident manner
- How to listen and what to listen out for

Time: 30 minutes

Influence and Persuasion

Headline

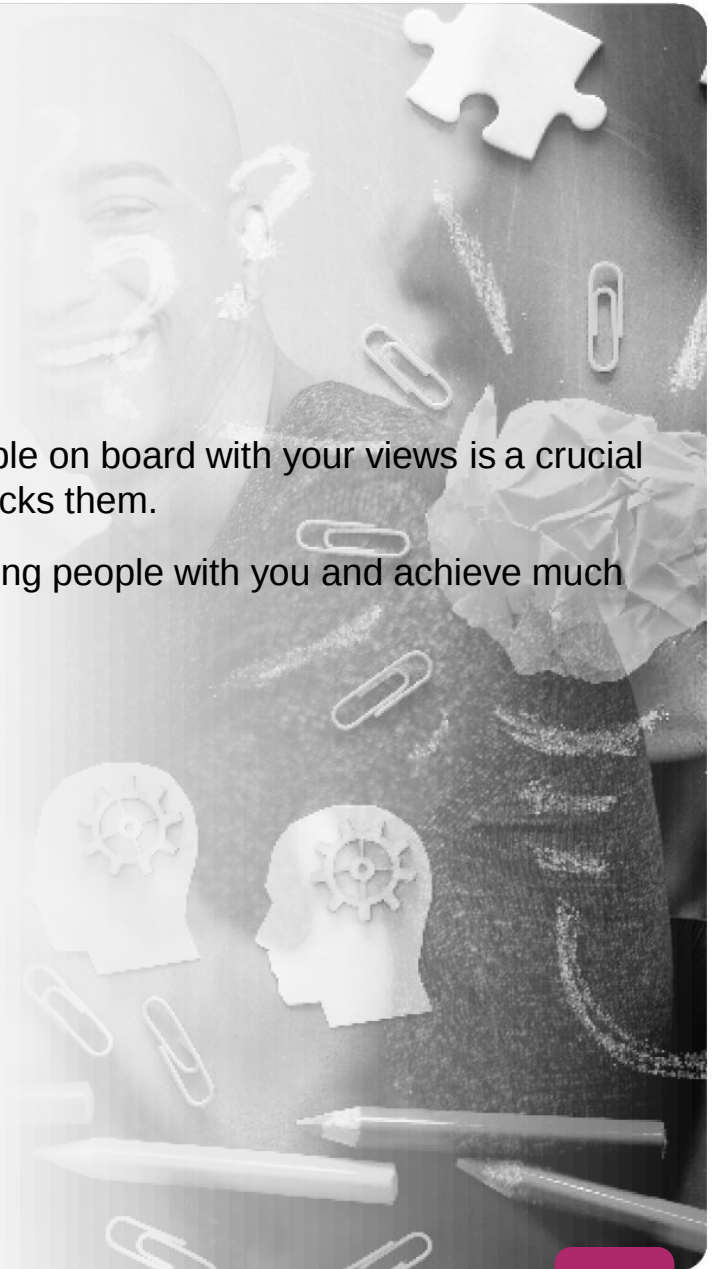
Achieve what you want through and with others. Getting other people on board with your views is a crucial skill. The best ideas in the world count for nothing if no-one else backs them.

This e-learning gives some key tools and tips to ensure that you bring people with you and achieve much more.

This Quest Includes:

- How to build trust
- How to build & present a persuasive case
- How to dig for the true objections
- How to make the other side feel good about backing you

Time: 30 minutes





Personal Impact

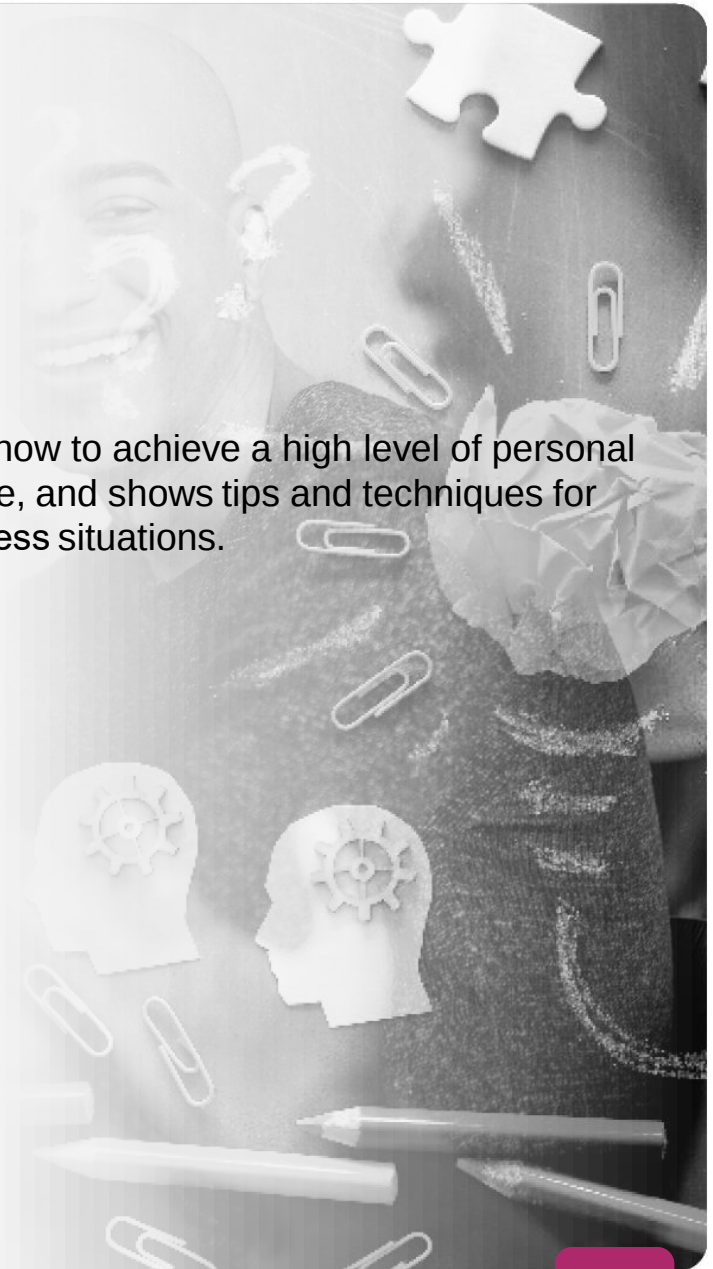
Headline

This e-learning outlines key elements of that critical business skill, how to achieve a high level of personal impact. The focus of the session is on Confidence and Competence, and shows tips and techniques for communicating a positive 'can do' image in a whole range of business situations.

This Quest Includes:

- Know who you are: personal standards and principles
- Attitude and impact
- How to gain a favourable first impression
- How to start and maintain business conversations

Time: 30 minutes



Dealing With Difficult People

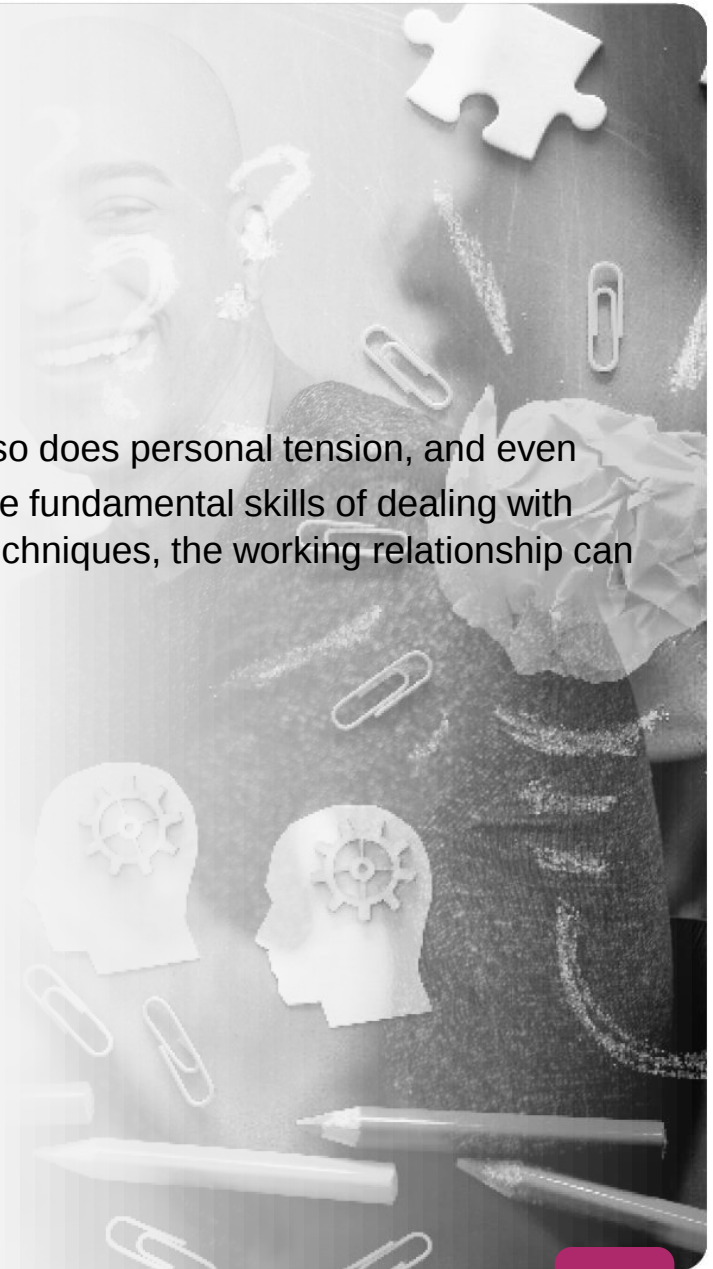
Headline

Difficult people won't go away. In fact, as business demands grow so does personal tension, and even smooth relationships can turn into difficult ones. Here we look at the fundamental skills of dealing with difficult people. Difficult people are a challenge, but with the right techniques, the working relationship can be turned around.

This Quest Includes:

- Why it is difficult to deal with difficult people
- Defence mechanisms in ourselves and others
- The fear factor: how to handle our own emotions
- Techniques for getting your point across

Time: 30 minutes



Handling Conflict

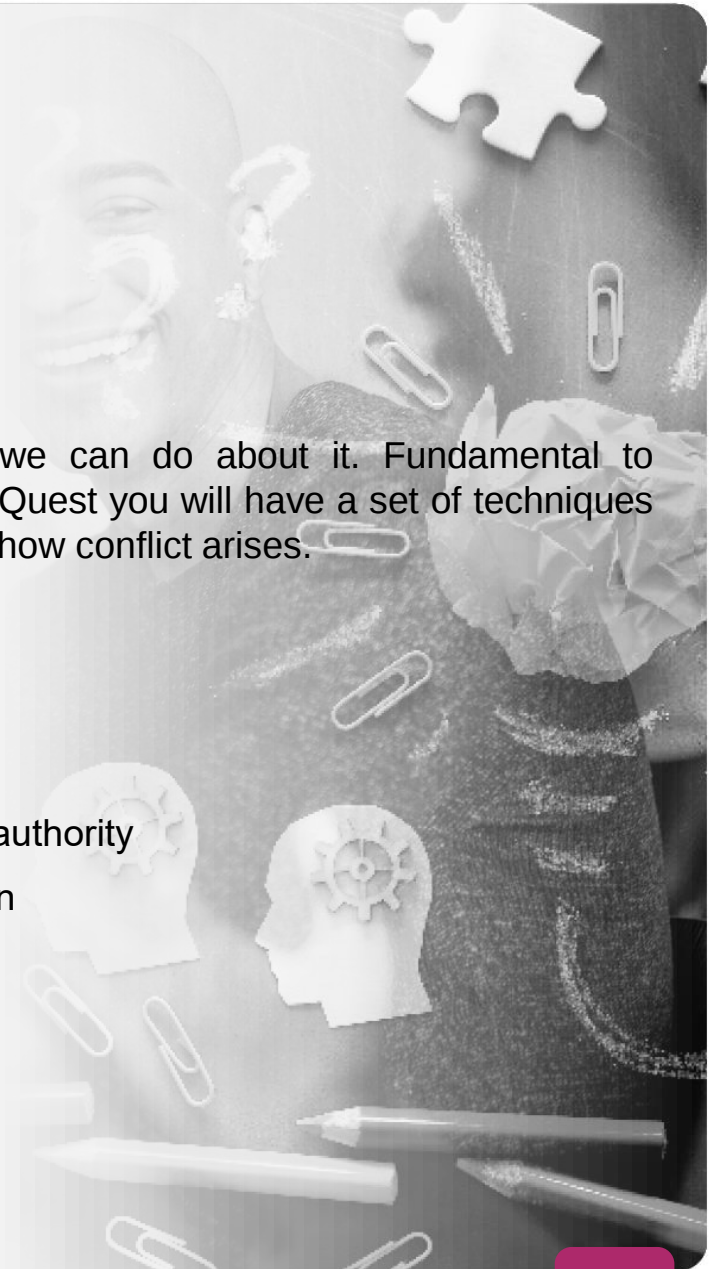
Headline

Here look at why conflict occurs between people, and what we can do about it. Fundamental to understanding conflict is understanding people. By the end of this Quest you will have a set of techniques for understanding how people think, how they make decisions and how conflict arises.

This Quest Includes:

- How different personality types view conflict
- How to reduce the chance of conflict: diffusive listening
- Assertion skills: displaying competence and building personal authority
- Tips for putting a case over to someone and making them listen

Time: 30 minutes





Powerful Presenting

Headline

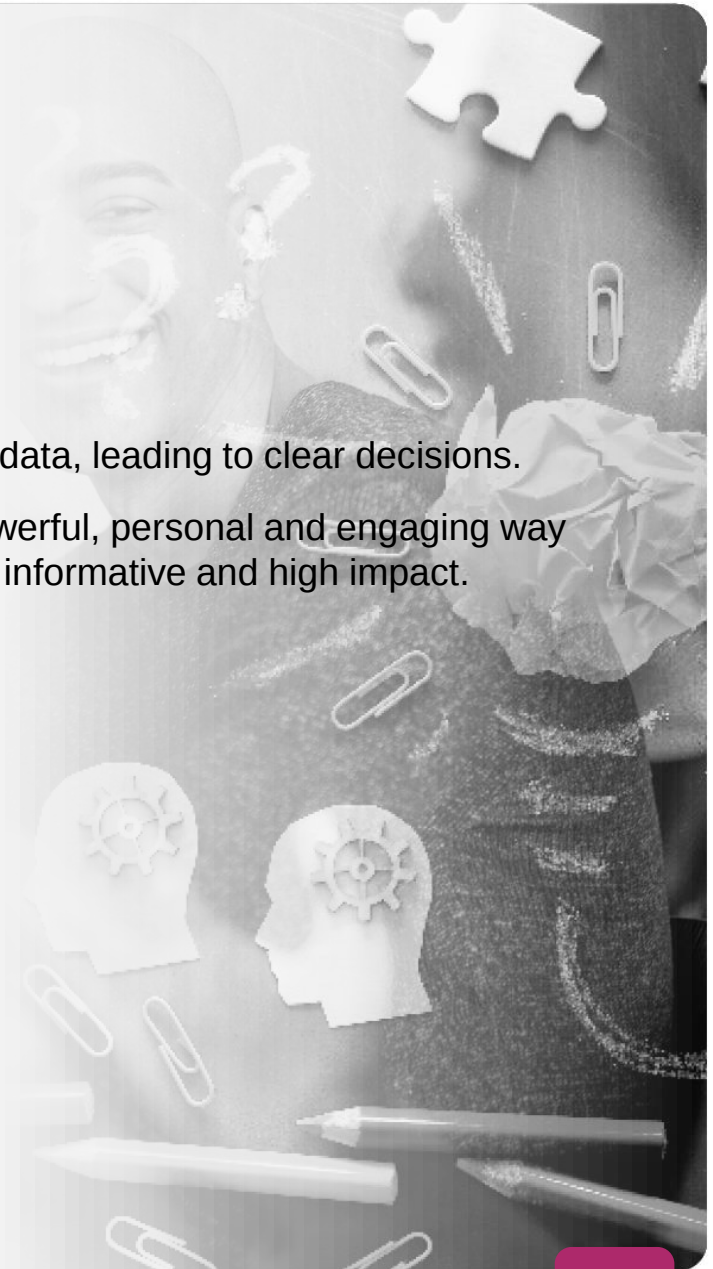
Presenting is all about communicating a clear message, with clear data, leading to clear decisions.

This quest is designed to help users deliver their message in a powerful, personal and engaging way providing a toolkit to ensure that our presentations are memorable, informative and high impact.

This Quest Includes:

- How to quickly build a professional presentation
- Why audiences turn off or switch on to your presentation
- Design considerations and visual impact
- How to raise curiosity and involvement

Time: 30 minutes





Making Great Decisions

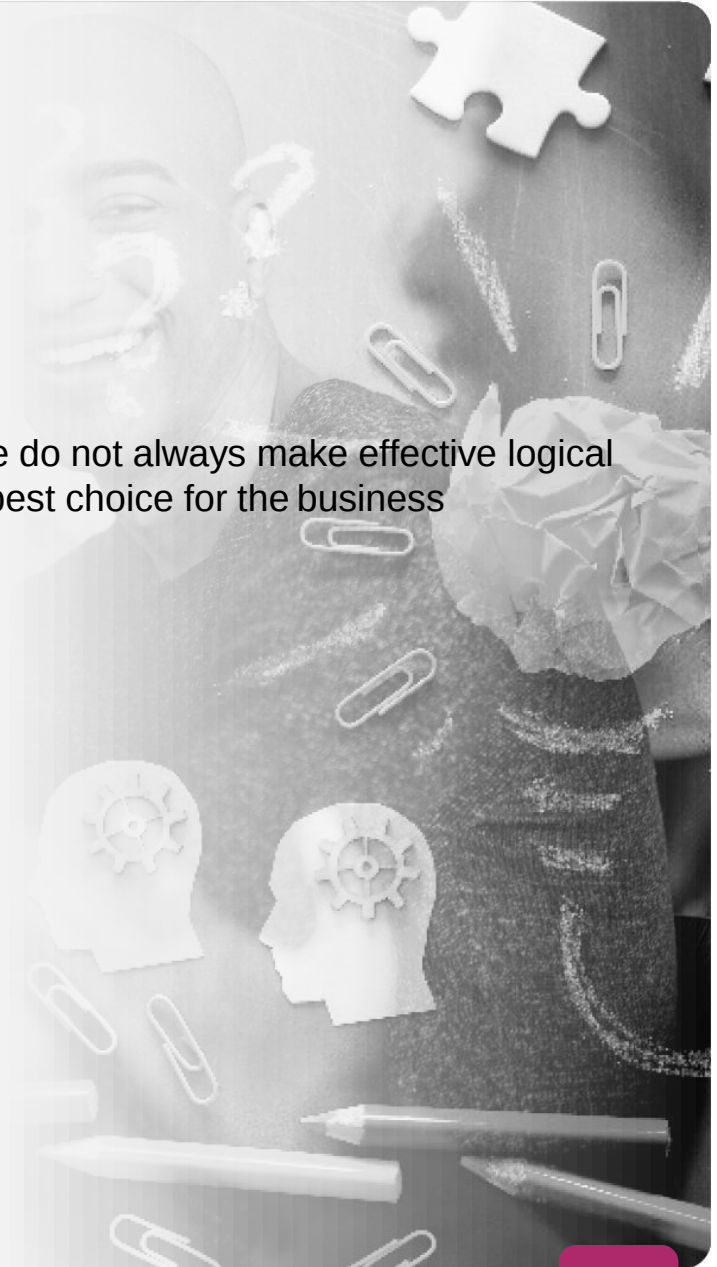
Headline

Decisions are often based on emotion and past experience. People do not always make effective logical business decisions. A structured Method can help us to make the best choice for the business

This Quest Includes:

- Decision making: what usually happens
- A structured method for business decisions
- Managing the risk out of decisions
- An approach for team decision making

Time: 30 minutes



Developing Your Resilience

Headline

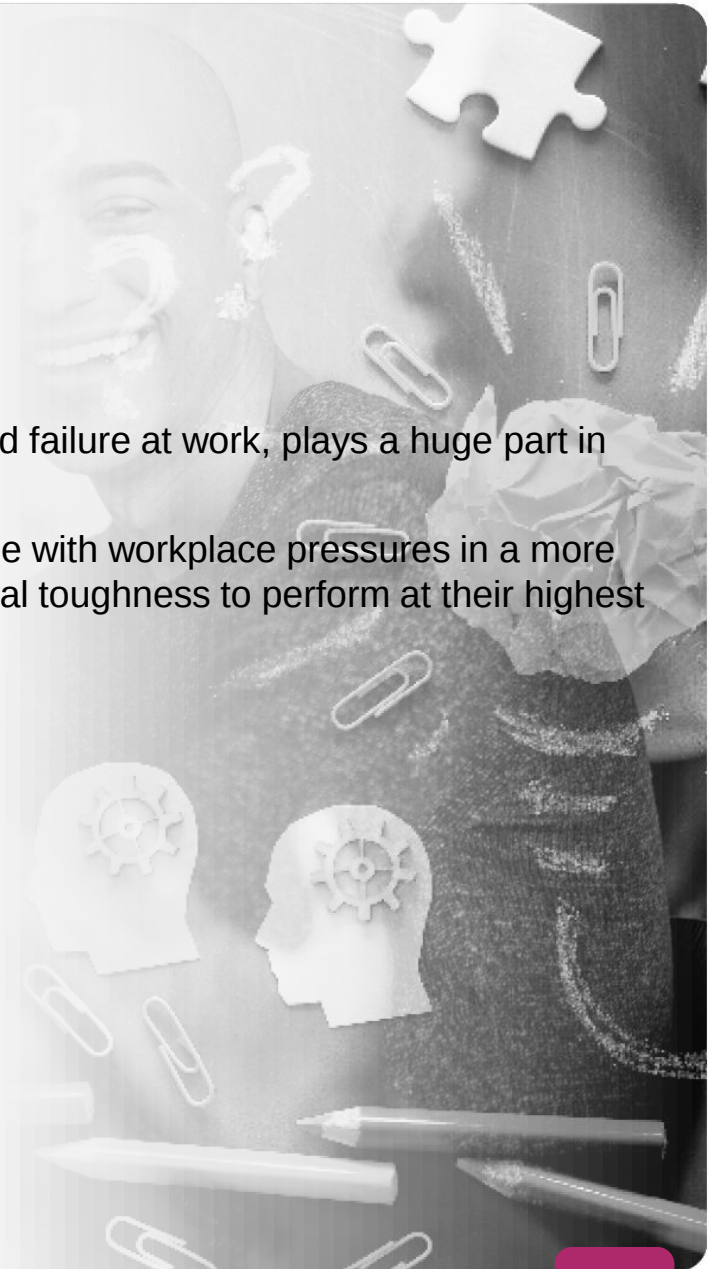
Work is increasingly pressurised, and how we handle pressures and failure at work, plays a huge part in our future success.

This e-learning aims to help develop a set of resilient skills and cope with workplace pressures in a more effective way, whilst demonstrating flexibility, high energy and mental toughness to perform at their highest level.

This Quest Includes:

- What is resilience?
- How to build resilience in yourself
- Recognizing how thoughts can affect the ability to cope
- Challenging thinking patterns that hinder resilience

Time: 30 minutes





Handling Work Pressure

Headline

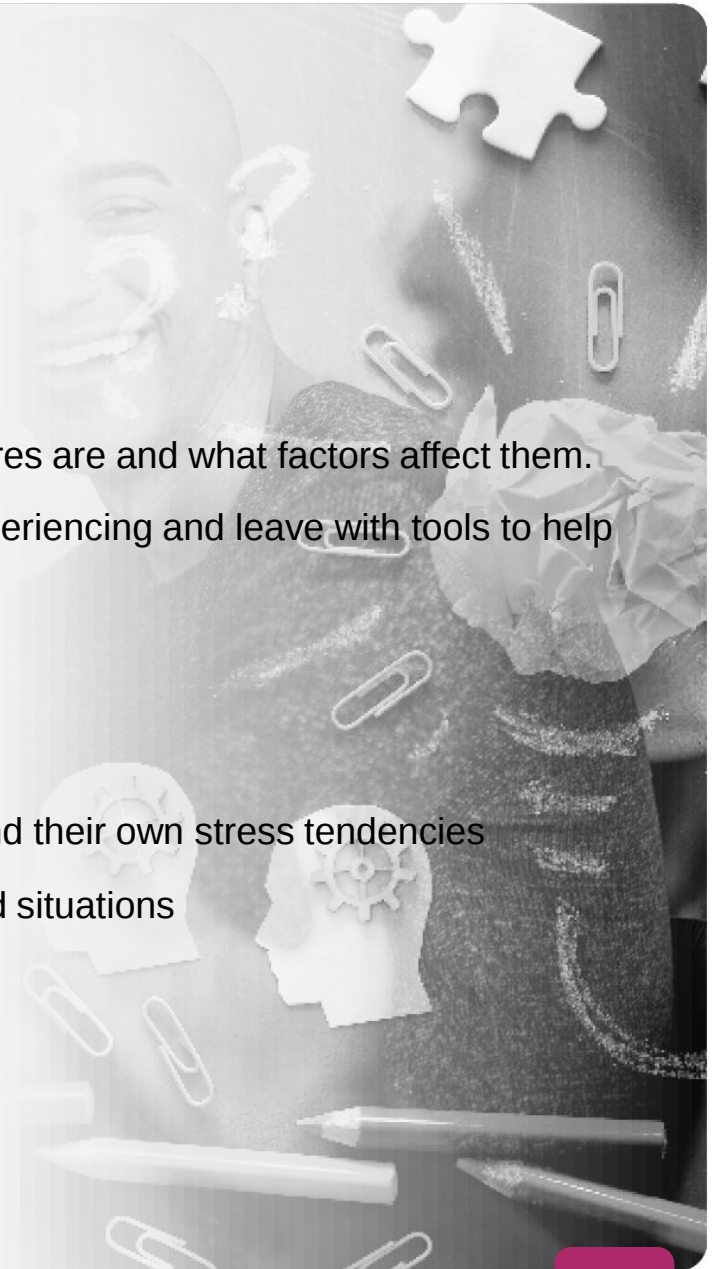
In this e-learning we look at understanding what stress and pressures are and what factors affect them.

You will learn to identify the type and level of pressure you are experiencing and leave with tools to help you relax and refresh your mind.

This Quest Includes:

- Understand the key triggers and symptoms of stress
- Be aware of themselves, their own strengths and limitations and their own stress tendencies
- Adopt preventative tactics to ensure clear thinking in pressured situations
- Confidently handle multiple demands and heavy workloads

Time: 30 minutes



Presenting a Positive Self Image

Headline

Presenting a Positive Self Image is crucial for success. This is particularly true in a fast paced business environment, where decisions are taken at speed and impressions are made quickly.

This e-learning is for people who wish to ensure that a positive view of their personality and ability is presented. Such impressions can be managed with a few simple approaches

This Quest Includes:

- Performance, image and exposure
- Positive thinking and positive action
- Techniques for impression management
- How to present a positive image to senior management and customers

Time: 30 minutes



Management Skills





Leading The Performing Team

Headline

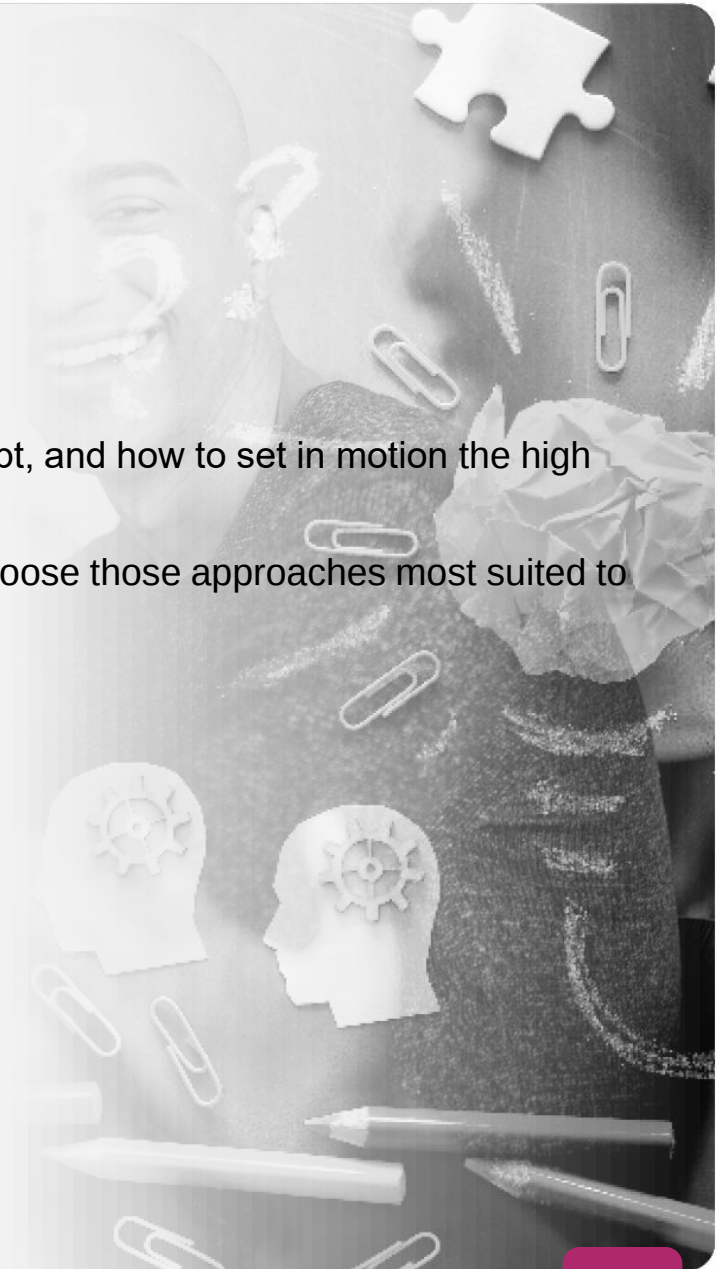
This e-learning considers what behavioural practices 'leaders' adopt, and how to set in motion the high performing team.

Tips and techniques are outlined, and participants are invited to choose those approaches most suited to their personal style.

The Quest Includes:

- What is leadership?
- Communicating like a leader
- Setting goals and gaining commitment
- How to stimulate self-confidence in others

Time: 30 minutes





Motivating Your People

Knowing how people tick is an essential management skill. And once we understand how individuals operate and make decisions, our responsibility as a manager is to facilitate the motivation process.

This e-learning outlines some approaches to enable the manager to effectively motivate the individual and the team.

The Quest Includes:

- Just what is motivation? A psychological base for understand how motivation operates in our team members
- The power of engagement; how to draw others into high levels of trust
- How to demonstrate motivation and bring motivational pressure as a role model
- How to establish ownership and responsibility

Time: 30 minutes



Managing Your People's Performance

Headline

This e-learning module enables managers to consider their people's performance and to develop tactics for improving output and results.

Hints and tips are shared to ensure improved business performance

The Quest Includes:

- Setting and agreeing personal objectives
- How to set objectives for team performance improvement
- Progress measurement and tracking
- Getting more from your people than just the job

Time: 30 minutes



Agile Leadership

Headline

Now more than ever it is important for our leaders to be flexible, agile and responsive. The pace of change is ever-increasing, and established leadership styles no longer have the impact they used to.

This e-learning takes a look at the essential skills, attitudes and behaviours we need to perform confidently and competently as agile leaders.

The Quest Includes:

- Why agile leadership? The major drivers of change that we are now experiencing
- Comfort with flexibility: how to drop rigid thinking and adopt open-ness and curiosity as a base of our leadership
- The key leadership skills we need in order to be effective
- Building our own personal confidence when leading into a new and changing future

Time: 30 minutes



Managing Through Change

Headline

Change has never been more relevant. Difficult climates, extremely challenging market conditions and greater uncertainty mean we must adapt to ensure success.

This e-learning will equip you with the tools and techniques to help your team and yourself to optimize team performance during change.

The Quest Includes:

- The drivers for change and How to explain change, managing expectations and gaining commitment
- What happens to people during change: predictable patterns and stress management
- Keeping control of the change process –change plans and risk management
- Being a leader during the change process

Time: 30 minutes