

# Crisis Home Individual Management Education Programme (CHIME)



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## Introduction to the Crisis Home Individual Management Education Programme (CHIME)

A close-up photograph of a young woman with dark hair, smiling warmly at the camera. She is wearing a light grey blazer over a white collared shirt. The background is slightly blurred, showing what appears to be an office or study environment.

CHIME is a programme providing business education courses to those in lockdown, isolation and furlough during the COVID-19 pandemic. Courses are designed to help people emerge from home isolation better equipped to assist their companies and their economies. Social distancing isolation may be imposed by governments on an on-off basis over an extended period while the world works its way through the crisis.

Along with giving people something to focus on during periods of social distancing isolation, CHIME will help people to come out of lockdown periods stronger and more confident in their abilities to assist their employers or run their own businesses. The CHIME programme is primarily designed for learners to be sponsored by charities, corporations and other parties on a philanthropic basis. However, employers are welcome to enrol their own management and staff at a still very subsidised cost.

# The CHIME package

The full package consists of:

- **3 specific courses covering between them 25 modules of 15-20 minutes each**
- **11 further Career Professional Development modules.**

Learners will be able to **earn certificates** for each professional development module or course completed. All will be delivered through a **state of the art digital platform** and the system is **smartphone compatible**, so it is ideal for those at home with limited access to technology.

**ABE is providing the full multi-module package to learners at a subsidised cost of GBP 30. The package is available to all employers for their management and staff at this price. For those prepared to sponsor unrelated beneficiaries on a philanthropic basis, ABE will provide a further subsidy of GBP 10 for every learner.**

**Sponsors can therefore help unrelated learners for the token amount of GBP 20 each**

**It is only possible for so much to be offered for so little if learners are sponsored and enrolled in batches of no fewer than 500 at a time.**

## Process for sponsors



The full package will be made available to each learner.

### 1 Key contacts appointed

Each sponsor appoints an individual as its key CHIME contact and that individual is asked to contact ABE's Director of Global Products and Services, Vicky Mose ([victoriam@abeuk.com](mailto:victoriam@abeuk.com))

### 2 Sponsors promote and stipulate criteria

Sponsors promote their willingness to sponsor CHIME learners on their own corporate and/or foundation websites. In doing so they can stipulate any criteria that they wish to apply, be it in relation to countries, sectors or any other condition that would qualify a potential learner to receive sponsorship from them for CHIME. This also ensures that each learner is in no doubt as to who is sponsoring them.

### 3 Sponsors manage applications

Sponsors accept learners through their own corporate and/or foundation websites and provide lists of approved learners' names and email addresses to ABE, along with the appropriate amount of sponsorship funding. Batches should be of no fewer than 500 learners.

Upon receiving each batch of learner details, ABE will register the learners onto the programme, providing them with online access to courses and, at the appropriate times, assessments and certificates. Sponsors will be able to track the number of learners attaining certificates.

Notice of the CHIME programme will be circulated through various government and non-government channels, with thanks expressed to sponsors and referrals to their websites where potential learners can view the criteria and apply.

Information will also be provided on ABE's website [www.abeuk.com/abe-global-skills-projects/crisis](http://www.abeuk.com/abe-global-skills-projects/crisis)

# Courses and Modules

## Manager to Leader - course

- ABE Certified Manager to Leader: Manager to leader
- ABE Certified Manager to Leader: Understanding time management
- ABE Certified Manager to Leader: Communication techniques and application
- ABE Certified Manager to Leader: Building relationships
- ABE Certified Manager to Leader: Strategic decision making
- ABE Certified Manager to Leader: Leading people and leadership style
- ABE Certified Manager to Leader: Managing people
- ABE Certified Manager to Leader: Operational management
- ABE Certified Manager to Leader: Project management
- ABE Certified Manager to Leader: Business finance

## Business Administrator - course

- ABE Certified Business Administrator: Report creation and making recommendations
- ABE Certified Business Administrator: Decision making and problem solving
- ABE Certified Business Administrator: Building and maintaining positive relationships
- ABE Certified Business Administrator: Supporting your team, meetings and logistics
- ABE Certified Business Administrator: Project life-cycle and management
- ABE Certified Business Administrator: Understanding organisational purpose
- ABE Certified Business Administrator: Understanding the applicability of business principles

## Customer Service Practitioner - course

- ABE Certified Customer Service Practitioner: Understanding your organisation
- ABE Certified Customer Service Practitioner: Communication and interpersonal skills
- ABE Certified Customer Service Practitioner: Roles and responsibilities
- ABE Certified Customer Service Practitioner: Product and service knowledge
- ABE Certified Customer Service Practitioner: Self development
- ABE Certified Customer Service Practitioner: Systems and resources
- ABE Certified Customer Service Practitioner: Dealing with customer conflicts and influencing people
- ABE Certified Customer Service Practitioner: Teamwork and knowledge sharing

## Career Professional Development - modules

- ABE Certified: Minute taking
- ABE Certified: Negotiation skills
- ABE Certified: Emotional intelligence
- ABE Certified: Project management
- ABE Certified: Report writing
- ABE Certified: Change management
- ABE Certified: Delegation skills
- ABE Certified: Conducting effective meetings
- ABE Certified: Influencing people
- ABE Certified: Board meeting presentation skills
- ABE Certified: Business writing

**Modules are described in more detail later in this brief**

# Manager to Leader - course

## Manager to Leader

This course outlines the importance of self-awareness for team leaders and supervisors, focusing on how to be self-aware. Course topics: understanding unconscious bias and inclusivity, emotional intelligence, communication, and learning how to reflect on your own performance or working style, and its impact on both you and the people you work with.

### Understanding time management

This course provides an overview of time management techniques and tools; how to prioritise activities; approaches to planning; and how to best develop a personal development plan (PDP).

### Communication techniques and application app

This course outlines the different forms of communication, looking at how they apply in the real world. It also discusses how to chair meetings and present to your team and management. It teaches how to have challenging conversations and provide constructive feedback, while understanding how to raise concerns.

## Building relationships

This course outlines approaches to customer and stakeholder management. It also looks at emotional intelligence, along with how to influence relationships and manage conflict. It helps with effective negotiation and influencing skills, and discusses how to build relationships with customers and manage them effectively.

### Strategic decision making

This course looks at problem-solving and decision-making techniques. It also explores how to analyse data to support the decision making.

### Leading people and leadership styles

This course covers different leadership styles and looks at how coaching benefits teams by improving performance. It discusses how leading people requires sensitivity to different organisational cultures and an understanding of quality, diversity and inclusion. It also explores change management models.

## Manager to Leader cont...

### Managing people

This course looks at the different team management modules, team dynamics and motivation techniques. It also explores performance management methods, including setting goals and objectives, conducting appraisals, reviewing performances, providing instructive feedback and recognising achievement and good behaviour.

### Operational management

This course looks at how organisational strategy is developed. It explores the approaches to managing resources and the use of different technologies in business. This course also outlines how to communicate an organisational strategy and deliver it against operational plans.

### Project management

This course introduces the project lifecycle and how project roles are defined. It will also look at how to effectively deliver a project by managing the available resources and identifying relevant project management tools.

### Business finance

This course guides you through organisational governance and compliance. It introduces the planning and creation of budgets, financial forecasting methods and general financial terminology.

# Business Administrator - course

## Report creation and making recommendations

This course teaches you how to produce accurate records and documents. It provides guidance on making recommendations for improvements and presenting solutions to management.

## Decision making and problem solving

This course introduces decision-making models and problem-solving techniques. It explores decision making styles and explains how organisational values may impact decisions.

## Building and maintaining positive relationships

This course looks at the importance of building positive relationships within the team and across the organisation as well as knowing how to influence and challenge appropriately. It provides guidance on how to achieve positive customer engagement and recognise customer needs.

## Supporting your team, meetings and logistics

This course covers ways in which you can support your colleagues and set good working practice. It provides guidance on organising meetings and events and introduces different types of logistics.

## Project life cycle and management

This course looks at typical phases of the project lifecycle and common project roles. It explores different project management tools and techniques as well as communication strategy and risk management.

## Understanding organisational purpose

This course provides an overview of the importance of understanding organisational purpose, its activities, aims, values, visions and resources. It also looks at the ways in which the political and economic environment can affect the organisation.

## Understanding the applicability of business principles

This course provides an overview for managing change and business finances in order to understand the relevant external factors as well as the wider business impact.

# Customer Service Practitioner - course

## **Understanding your organisation**

This course explores the purpose and main principles of customer service and the meaning of brand promise. It also outlines the importance of presentation looking at dress code and professional language.

## **Communication and interpersonal skills**

This course provides an introduction to communication skills and methods. It looks at questioning skills including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery. It also explores interpersonal skills that support customer engagement and make customer communication more effective.

## **Roles and responsibilities**

This course provides an overview of customer service responsibilities and the impact this role has on others. It also explains how personal organisation supports building rapport with customers and discusses responding to challenges.

## **Product and service knowledge**

This course explains why it is important to know and understand the various products or services that are available from your organisation. It explores ways of building trust with the customer and illustrates why this is important.

## **Self-development**

This course is about developing yourself and being open to feedback. This includes identifying your strengths and weaknesses, setting personal goals and measuring progress. The course also explores the benefits of feedback on your self-development.

## **Systems and resources**

This course looks at how to use various systems, equipment and technology to meet the needs of customers. It also explores the different types of measurements and evaluation tools to monitor customer satisfaction levels.

## Customer Service Practitioner cont...

### Dealing with customer conflicts and influencing people

This course provides guidance on dealing with difficult customers using interpersonal skills. It explains how to use appropriate signposts for methods of resolution to meet customer needs and manage their expectations.

### Teamwork and knowledge sharing

This course provides an overview of what elements and skills contribute to enhancing a team. It also gives guidance on how to recognise dysfunctional teams and discusses the different personality types that can be found within teams.

# Career Professional Development - modules

## Minute taking

This course explains the purpose of taking minutes and introduces methods for taking minutes. It also teaches how to turn minutes into a report.

## Negotiation skills

This course explains why we negotiate and introduces negotiation tips and strategies. By the end of this course, you will also understand what to do if negotiations fail.

## Emotional intelligence

This course teaches how to identify emotional intelligence and to understand why it is important. It explains how to enhance emotional intelligence. The course also looks at emotional triggers and how to deal with conflict.

## Project management

This course provides understanding of the project management concept, key terms and various stages of planning. It explains the benefits of project management and why companies use it.

## Report writing

This course goes through the five key stages of planning, writing and presenting a business report. By the end of this course you will know the best methods for compiling a report.

## Change management

This course provides information on how to successfully design a process for change, as well as how to manage and communicate with your team to ensure they are involved, aware and comfortable with the change.

## Delegation skills

This course teaches the principles, processes and methods of delegation. It explains how to identify appropriate delegation opportunities and maintain control while delegating. The course also shows how delegation can enhance job satisfaction and the development of others.

## Career Professional Development cont...

### Conducting effective meetings

This course provides guidance on the fundamental elements of effective meetings, including:

- Preparation for a meeting
- Commencing a meeting
- During a meeting
- Concluding a meeting
- Following a meeting

### Influencing people

This course explores why the ability to influence is an important skill. It aims to teach how to increase your level of influence by introducing some models used by leadership experts.

### Board meeting presentation skills

This course provides guidance on how to prepare for board meetings and the various stages of its execution and post execution. The course provides clear insight into three main factors for giving high-impact presentations - preparation, practice and performance.

### Business writing

This course teaches how to write clear, concise and effective documents. It shows how to present an appropriate business style and how to recognise the principles of effective writing. It helps with identifying common grammatical errors and developing a reader-friendly writing style. It also teaches how to plan reader-focused letters and emails, and how to develop information structures to meet different requirements.

## Screen example

The screenshot shows the ABE Digital Media Platform mobile application. At the top, there is a navigation bar with the ABE logo, a search bar, and tabs for Feed, Courses, Certificates, and Videos. On the right side of the top bar is a user profile icon.

**Left Side:**

- News feed:** A section showing a list of news items. One item is highlighted: "ABE - Digital Media Platform" posted a month ago. Below it is a preview of the ABE Digital Media Platform with various social media icons (RSS, cloud, mail, etc.).
- Enrolled Courses:** A list of three enrolled courses, each with a "View" button.
- Licensed Courses:** A list of three licensed courses, each with a "View" button.
- Certificates:** A list of three ABE Certified certificates, each with a "View" button.

**Top Center:**

- Courses:** A red arrow points to this tab in the top navigation bar.
- Completed certificates:** A callout box with a red arrow points to a link in the news feed section.

**Right Side:**

- Profile settings:** A callout box with a red arrow points to the user profile icon at the top right.
- Business Acceleration Support:** A section with the ABE logo, a link to the "ABE Awards Website", and a "See More" button.
- Videos:** A section showing a message "Video not found".
- Support:** A callout box with a red arrow points to a yellow "Need help?" button at the bottom right.
- Chat:** A callout box with a red arrow points to a blue "Click here to chat with a 24x7 Support Team" button at the bottom right.
- Website:** A callout box with a red arrow points to the "ABE Awards Website" link in the Business Acceleration Support section.



[Feed](#)[Courses](#)[Certificates](#)[Videos](#)

## Your Courses



### ABE Certified: Manager to Leader

[Start](#)

Last time played: --  
Progress: 0%  
Time Spent: 00:00:00



### ABE Certified: Conducting effective m...

[Start](#)

Last time played: --  
Progress: 0%  
Time Spent: 00:00:00



### ABE Certified: Change management

[Start](#)

Last time played: --  
Progress: 0%  
Time Spent: 00:00:00

Click start to take  
the course

Need help?



**ABE contact info:**

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