Manpower Training

Saturday, 22 November 2008





Γενικά Στοιχεία – Παγκόσμια Παρουσία

- Ιδρυση το 1948
- Παρουσία σε 80 χώρες
- 4.500 γραφεία
- 35.000 μόνιμο προσωπικό
- 400.000 πελάτες σε όλο τον κόσμο
- 312 τοποθετήσεις κάθε λεπτό του 24ώρου!



Η MANPOWER στην Ελλάδα



- Από το **1998**
- Με ⊳12 Εξειδικευμένα Τμήματα
 ⊳ 90 στελέχη
- 20 τοποθετήσεις την ημέρα!
- χιλιάδες ευχαριστημένοι πελάτες

Βραβεύσεις – Πελάτες παγκοσμίως

- Most Admired Company, για 4η συνεχή χρονιά, με βάση το Fortune Magazine
- Best Employer παγκοσμίως, σε σύγκριση με άλλες εταιρείες υψηλής απόδοσης
- 98% των πελατών μας ανήκουν στη λίστα του Fortune 500

Το Όραμά μας

Είμαστε πρωτοπόροι στη δημιουργία και παροχή υπηρεσιών που βοηθούν τους πελάτες μας να βγουν νικητές στη δική τους αγορά, στον διαρκώς μεταβαλλόμενο κόσμο της εργασίας.



Οι Αξίες μας

- Άνθρωποι: Νοιαζόμαστε για τους ανθρώπους και αναγνωρίζουμε το ρόλο της εργασίας στη ζωή τους.
 Στην επιτυχία μας συμβάλλουν όλοι: οι εργαζόμενοί μας, οι πελάτες μας, οι συνεργάτες μας
- Γνώση: Μοιραζόμαστε μαζί σας τη γνώση μας και την εξειδίκευσή μας, ώστε όλοι να κατανοήσουμε το σήμερα και να κινηθούμε με επιτυχία στο αύριο.
- Καινοτομία: Είμαστε ηγετική δύναμη στον κόσμο της εργασίας. Τολμάμε να είμαστε καινοτόμοι, πρωτοπόροι και να αναζητούμε διαρκώς νέους τρόπους δράσης

Manpower Resources

- Global Strength. Local Expertise.
- Outstanding local market knowledge
- Direct Training Program (Training and Development Center)
- Job placements for qualified candidates
- No costs incurred by candidate
- One-stop email portal for enrollment and inquiries

Employability – Fundamental and Supporting Pillars



Employability – Change Competence – Success



→ Business Success and Personal Satisfaction

Employability "Worth the Effort!"

- The Business Area (the team / the manager) has self-confident employees who
- Know and contribute their part to achieving success
- Utilise business opportunities consistently
- Stay open to change and
- Tackle new ideas and constructively get involved in their development

The employee...

- Knows his skills and what he wishes to achieve
- Thinks with perspective and in various scenarios
- Sees change as a chance and acts positively
- Understands how to position and market himself

Employability – Company Survey

Aspects of Employability - needs respectively current status



Results of a survey of 700 companies by the university of applied sciences of Ludwigshafen

Today's Focus: Using Manpower Training

Resources for Your Career

- Why invest time in training?
- Why train with Manpower?
- About the Training and Development Center (TDC)
- How to get started

Why Invest Time in Training?

- Keep job skills current
- Acquire new competencies
- Prepare for new career options
- Gain marketable credentials
- Use time profitably between jobs

How Some People Have Used Manpower Training:

- Learn Microsoft Office software, to make professional transition from retail to administrative career
- Learn web design, to increase portable skills and distancework opportunities
- Pursue PMI certification as a Project Management Professional, building on life experience
- Prepare for certification exam, Microsoft Certified Systems Engineer (MCSE)
- Learn about intercultural communication and conflict resolution

Why Use Manpower?

- Absolutely no cost to candidate
- More than 5000 course hours in business and professional skills, IT and telecom, and common software packages
- Superior content from leading vendors: SkillSoft, JJ Keller, Tooling University
- User-friendly, multimedia format
- Modular course design, and convenient on-line access, let you take courses when you want, and at your own pace

Manpower Training Curriculum

- Business Skills: 300 online college-level and general business courses, including: Management, Marketing, HR, Budget and Finance, Accounting, Organizational Behavior, Business Law and Contracting, Project Management, and many others
- **Professional Development:** courses in time management, problem solving, creativity and innovation in the workplace
- IT/Telecommunications Training: Over 1,500 online courses --Avaya, A+, Java, Oracle, Microsoft XP, Cisco, Linux and more. Many of these courses map to today's most popular vendor certifications.
- End-User Skills: Beginner to Advanced courses on the latest and most popular software applications: Microsoft Office Suite, graphics and web design, many others.

Course Cataloging Framework



Business Skills – 23 Curricula

- + Administrative Support
- + Business Law
- + <u>Communication</u>



- + Consulting Skills
- + Customer Service
- + E-Learning
- + Finance and Accounting
- + Foundation Skills
- + Human Resources
- + Industry Foundations
- + Knowledge Management

- + Leadership
- + Management
- + Marketing
- + Operations
- + Personal Development
- + Program/Portfolio Management
- + Project Management
- + Sales
- + Strategic Planning
- + Team Building
- + Test Preps

Business Skills: Communication Curriculum 20 Learning Paths

- Anger Management in the Workplace +
- Assertive Communication +
- Building Better Work Relationships +
- Business Etiquette & Professionalism +
- **Business Grammar Essentials** +
- **Business Writing Essentials** +
- Dealing with Conflict in the Workplace +
- **Delivering Successful Presentations** +
- **E-mail Essentials** +
- Effective Business Meetings +
- Effective Use of Feedback for + **Business**

- + Effective Listening Skills
- Emotional Intelligence in the + Workplace
- Getting Results Without Authority +
- + How to Write an Effective Internal **Business Case**
- + International Communications
- Interpersonal Communication Skills + for Business
- Managing and Working with Difficult + People
- Negotiating To Win: Getting Results +You Want
- **Telephone Skills for Business** + Professionals

Business Writing Essentials – 7 Courses

- Writing with Intention (COMM0011)
- Avoiding Errors in Usage and Punctuation (COMM0012)
- Avoiding Grammatical Errors in Business Writing (COMM0013)
- Crisp Composition (COMM0014)
- Writing to Reach the Audience (COMM0015)
- Getting the Most from Business Documents (COMM0016)
- The Writing Process (COMM0017)

End-User/Desktop Skills – 19 Curricula

- + Adobe & Adobe Acrobat 5
- + Best Practices for Desktop Users
- + E-Learning Curriculum
- + Home and Personal
- + Lotus Notes 6 & 7
- + Microsoft Internet Explorer 5.5 & 6
- + Microsoft Office 2003
- + Microsoft Office 2007

+Microsoft Office XP

+Microsoft Project 2002

+Microsoft Windows Vista

+Microsoft Windows XP for End Users

+Netscape 6 & 6.2

+PDAS

+Seagate Crystal Reports

Microsoft Office 2003 – 19 Learning Paths

- + New Features
- + Beginning Word
- + Advanced Word
- + Beginning Excel



- + Advanced Excel
- + Advanced PowerPoint
- + Beginning Access
- + Advanced Access
- + Beginning Outlook

- + Advanced Outlook
- + Outlook for the Power User
- + Getting Started
- + Beginning Project Professional
- + Visio for Beginners
- + Advanced Project Professional
- + Beginning FrontPage
- + Advanced FrontPage
- + Publisher
- + Beginning PowerPoint

Microsoft Office 2003 – 5 Beginning Excel Courses

- + Basic Features of Excel 2003
- + Printing and Collaborating in Excel 2003
- + Excel 2003 Formulas and Functions
- + Formatting Data in Excel 2003
- + Excel 2003 Chart and Multimedia Features

IT and Telecom Skills – 85 Curricula, 1500 Courses

- + Adobe
- + CCSP
- + Cisco
- + CompTIA Certification
- + Data/Telecommunications +
- + Generic Languages
- + IBM & Lotus Enterprise Database Systems
- + IBM Websphere
- + ISC 2
- + IT Business
- + Java 2 Programming

- + Java Web Development
- + Linux LPI Level 1 & 2
- + Lotus Domino
- + Macromedia
- + Microsoft (various products)
- + Network Protocols
- + Novell Suse Linux
- + Oracle (various products)
- + SAP
- + Scripting and Web Languages
- + Security Principles

- + Software Development
- + Software Programming Fundamentals
- + Sun Solaris 9
- + Systems and Database Design
- + UNIX
- + Web Authoring Tools & Languages
- + Web Site Design Principles
- + Wireless Communications

The Manpower Training and Development Center (TDC)

- Personal User ID gives you on-line access to all courses and resources – over 5000 hours of training
- Convenient catalog search helps you identify courses by skill area and job function
- Create your own personal curriculum and favorite course list
- Launch, interrupt, and resume courses at your convenience
- TDC keeps track of all your courses and all your progress
- Support for multiple languages
- Online help and demos; Online "mentoring" via email and chat for many courses; External user help desk support

Recognition and Credentials

- Courses include exercises and assessments to apply new skills and demonstrate learning
- Personal course results can be retained and documented in the TDC system
- Many courses are eligible for college credit through University of Phoenix (requires application and fee)
- Many courses are aligned with external certifications from commercial and professional organizations (may require exam from certifying organization and/or fee)

Multiple Language Support

Courses were principally developed in English, but many have been translated into other languages, including:

- French
- Spanish
- Portuguese
- German
- Italian
- Dutch
- Polish
- Chinese
- Japanese
- Indonesian

Global Results

Manpower's award winning online training has successfully enhanced skills of over 9 million people worldwide.



29

How To Get Started

Getting Started with Manpower Training

Two key on-line locations:

- **Contact** for a User ID: manpower greece
- Take courses: at <u>www.manpowertdc.com</u>

Signing Up for the TDC

Send Manpower an email with:

- Your Name and Location (city, country)
- Your Profile Form (enrollment form)
- Time and Number to Contact you
- Tell Manpower you want to sign up for training

Or, just make an inquiry by email

Enrollment Steps

- 1. Profile Form: simple one-page enrollment form. Get it from manpower
- 2. Phone Introduction: Manpower completes the sign-up with a 5minute phone call to you, at your convenience, to understand your professional and training profile.
- 3. User ID: Manpower will then create and email you a personal User ID, for access to the training.
- 4. No cost/no expiration

Ongoing Support

- Contact <u>manpower</u> for any questions or feedback about using the training, at any time
- For technical questions, will work with you and their User Help Desk

Guide to the Training and Development Center

Using the Training and Development Center

- System Requirements
- Logging On
- Getting Help
- Searching for Courses
- Selecting and Launching Courses
- Saving Course Progress
- Obtaining Credit and Certifications
System Requirements

- The TDC will run on nearly all recent PCs, and on most popular browsers
- You may need to activate Java on recent Windows browsers
- You may need to turn off your popup blocker and firewall or set them to recognize the TDC site
- New: the TDC will now run on Macintosh computers, provided they are running OS10 and using the Safari browser

Welcome to Manpower's Training and Development Center!

This new tool will renew our staff employee's, associate's and client's awareness of Manpower's commitment to investing in talent.

Inside the TDC you will find:

- More than 5,000 hours of training including e-learning courses in end-user software applications, business skills and information technology
- Advanced functionality and a configurable user interface
- Assessments and certification exam preparation courses
- Collaboration Centers where you can discuss training content with mentors

Manpower's TDC contains all the resources you need to enhance your potential and help develop your career.

Log on now to Manpower's Training and Development Center!

© 2007 Manpower Inc. All Rights Reserved. Terms of Use | Privacy

Manpower*

Log on

View instructional videos

TDC New User Guide

Need to register? Contact your local Manpower or Manpower Professional office.



Internet

Logging On

- Go to <u>www.manpowertdc.com</u>
- Click the "Log On" link
- Enter your User ID and Password
- If you haven't yet applied for a User ID from Manpower, you can log on as a guest to browse the course titles in the Catalog.

_og On	
lease enter your username and password.	
lsername:	
statedeptuser	
assword:	
•••••	
orgot your password? <u>Click here</u>	
Log On	
Don't have an account?	
<u>log on as a guest</u>	
Copyright © 2004-2006 SumTotal Systems, Inc. All rights reserved.	
SumTotal Systems, the SumTotal Systems logo, ToolBook, the ToolBook logo, Aspen, the Aspen logo, TotalLMS, TotalLCMS, TotalVCS, TotalInformation, TotalCollaboration,	
TotalAccess, and TotalPerformance are trademarks of SumTotal Systems, Inc. All other company and product names are the property of their respective owners.	

Manpower | Saturday, November 22, 2008

↓ Done *

Help and Instructions for Users

Links on the TDC Home Page:

- "View Instructional Videos" -- view or download short multimedia files, demonstrating how to use the TDC.
- "TDC New User Guide" view, download and print basic directions for using the TDC

Inside the TDC:

- A more extensive User Guide is available from the Home Screen, at "Getting Started with Total LMS"
- There is a full **Help menu** at the top of each screen

41



Items you added as favorites, including categories, documents, activities, collaboration centers, and more.



Staying competitive in today's job market is an essential part of maintaining a successful career. And continuing your job-related education is a great way to stay competitive. That's why Manpower is offering all our employees-including you-free online access to the Training and Development Center (TDC).

The TDC features an incredible selection of more than 4,000 online courses on subjects ranging from basic End-User Software Skills and Professional Development to Advanced Computer Programming and High-Level Accounting.

Start taking advantage of your free, unlimited TDC access today: sharpen old skills or learn new ones; prepare for professional or technical certifications; increase your overall knowledge; earn continuing education credits through partnering institutions and organizations. Sign up for as many classes as you'd like, and complete them from work or home at a pace that is comfortable for you.

🔍 100%

Done

TDC Demos - Windows Internet Explorer

http://www.manpowertdc.com/sumtotal/demos/index2.htm



_ 8 ×

Searching for Courses

- Courses are conveniently grouped by Language, Course Type, and Job Function – "drill down" to find the courses that are right for you
- Use Search Box for text or keyword searches
- Catalog View makes it easy to read course summaries, bookmark and launch courses

Manpower Training for EFMs



Manpower | Saturday, November 22, 2008



Done

Manpower | Saturday, November 22, 2008



Manpower T	raining f	or EFMs					48
Manpower				(۵		
Assess		Plan	Learn				
			English > Business Skill : for IT Professionals - E		CT EFFECTIVENESS > Proje	ct	Thursda
		Jeer Management		Linglishi Dus			
English							
Project Ma	anagem	ent for IT P	rofessionals -	English - Bu	s		
Search the cata	logi	Help					
	log:		Advanced				
,							
O Entire site 1	i Category	y and subcategorie	es				
Category Lis	stings						
👷 d Category t	to Favorites						
<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>							
	ی ک		Name		Start Date	Training	Regi
					<u>Start Bate</u>	Organization	Regi
D	🛃 😒	Course: Func	tions of IT Project Mana	agers SkillSoft		Global	
	William S	hakespeare wrote					
→	6	Courses Inter	duction to IT Desirat			Global	
	😿 😒	Management Skil	<u>duction to IT Project</u> I <u>Soft</u>			Siobai	
4	Do vou w	ant to increase v	our effectiveness as a l	eader in proiect ma	nadement? Are vou unsure d	of th	▼
						Internet	€ 125% · //

Manpower | Saturday, November 22, 2008

Selecting And Launching Courses

- From **Catalog** results, click the "**Favorites**" button to add a course to your favorites.
- Review your Favorites at any time from the Learn -> Favorites menu.
- From Catalog results or your Learn menu, click the Launch button to start a course.
- Any course you have launched will also be added to your Learn -> Training Schedule Menu.





Assess	Plan	Learn		
Home > Learn -	Favorites	Catalog		
		Favorites		
Favorit	es	Training Schedule	e	
		Self-Reported Tra	aining	
		Learning Activity Evaluations		
Delete		Learning Activity	Reports •	
	<u>Name</u> 🛆			Description
🗆 🖻 🔣 A	access 2003 and the Web Skills	Soft	To make Acce data access p	ess databases use web resources with hyperlinks and ages
🖂 🔁 🔣 A	Advanced Querying in Access 2	003 SkillSoft	To use advance	ced queries such as joins
	ntroduction to IT Project Igement SkillSoft		management? managing an	to increase your effectiveness as a leader in project Are you unsure of the key skills needed for information technology (IT) project? As you proceed 'Introduction to IT Project Management'' course in th

		<u></u>
1		•
http://www.manpowertdc.com/sumtotal/lang-en/taxonomy/TAX_Fav.asp?UserMode=0	Internet	🔍 135% 🔻 🅢

*

Manpower	Training	for EFMs	

Manpower					1	search profile help log off
						Powered by SumTotal
Assess Plan	Learn					
Home > Learn - Training Schedule	Catalog				Thursday, Jur	ne 14, 2007 8:41:18 AM EDT
	Favorites					State User
Training Schedule	Training Schedule					
This is a list of learning activity structures	fc Self-Reported Training	view individual lear	ning activities, g	o to the current a	ctivities view.	
Search: <u>Help</u>	Learning Activity Evaluations				View:	
©	Learning Activity Reports	•				egistrations 💌
Task: Cancel registration 💌 💿						🍏 👎 Records: 3
	Name 🛆		Region	Start Date	End Date	Status
🕞 💽 💽 Course: Access	s 2003 and the Web SkillSoft					Registered
🖂 🕑 💽 🔂 Course: Access	2003 Programmability SkillSo	oft				Registered
🖂 🔁 🔣 Course: Introd	uction to IT Project Managemer	nt SkillSoft		6/8/2007		In progress

Delivery Method Legend

http://www.manpowertdc.com/sumtotal/lang-en/management/LMS_Training.asp?UserMode=0	
--	--

Manpower Training for EFMs



Manpower | Saturday, November 22, 2008

Manpower Training for EFMs



Saving Your Course Progress

- Full courses typically take 2-4 hours to complete.
- You do not need to complete a course all at once.
 Courses are divided into many small modules.
- You may exit a course and return to it later; the system will remember your progress.
- From the Learn -> Training Schedule Menu, you may view your progress on each course using the View
 Progress Detail button. You can also view your completed courses the same way.

Manpower Training for EFMs

	SkillSoft Course Player - Windows Internet Explorer		0007E1474	4109-5165 100-		1
🍹 🏉 Sum 🖉	http://library.skillport.com/courseware/content/PROJ0351B.htm?Aicc_sid=156411NOBNFMIAE	BENINGOEMOEIIPDE	-200/514/4	+10dalcc_un		
						ile help log o
anpower	Introduction to IT Project Management			Cou	irse Menu	
			Current C	ourse Scor	e: 19%	ered by SumTo
Assess	To continue at your bookmarked location, select the Return to Bookmark button. To begin a topic or test, select any active topic or test link.	Туре	Status	Current Score	<u>Take Course</u> <u>Test</u>	8:44:28 AM E State Us
	Scourse Overview	Overview		N/A		ন
arnin	The Structure of an IT Project			57%	Take Test	
	Lesson Overview	Overview	0	50%		
roducti	Lesson Pre-test	Test	ŏ			-
ou want to	What Is an IT Project?	Instruction	Ŏ	60%		logy (IT)
ct? As you	Phases of an IT Project	Instruction	ŏ	100%		logy (II)
	Inputs to Project Development	Instruction	ŏ	33%		
eral	Project Management Tools	Instruction	ŏ	33%		
ent type:	Outputs from Project Development	Instruction	Ŏ	66%		
Soft Course	Lesson Post-test	Test	Õ			
score:	Considerations for an IT Project				Take Test	
	Lesson Overview	Overview	0			
us:	Lesson Pre-test	Test	Ō			
rogress	Components of an IT Project Plan	Instruction	0	1112		
	IT Project Deliverables	Instruction	0			
son	Quality in IT Project Management	Instruction	0			
	The Importance of Staff Retention	Instruction	Ō			
	Lesson Post-test	Test	0			
Introductic	Ensuring Effective IT Project Development				Take Test	
	Lesson Overview	Overview				
	1 (B) (HSBA (A)		ł	Return to Bo	ookmark 📀	
	<u> </u>					
Do	ne j		Internet		100% 👻	11.

 //
power

Assess



56

Powered by SumTotal

Plan Home > Learn - Training Schedule > Learning Activity Progress Detail

Thursday, June 14, 2007 8:42:30 AM EDT State User

Learning Activity Progress Detail

Introduction to IT Project Management_SkillSoft

Learn

Do you want to increase your effectiveness as a leader in project management? Are you unsure of the key skills needed for managing an information technology (IT) project? As you proceed through this "Introduction to IT Project Management" course in the "Project Management for IT Professionals"

General	
Content type: SkillSoft Course Player	First launch date: Friday, June 08, 2007 11:55:15 AM EDT
Total score: N/A	Elapsed time: Minutes: 24, Seconds: 21
Status: In progress	
Lesson	

Name	Total score	Status
Introduction to IT Project Management_SkillSoft	19	Incomplete

			😜 Internet	🔍 100% 🛛 👻

Obtaining Credit and Certification

- Many Manpower TDC courses are designed to support external certification and credit programs from established commercial and professional organizations.
- However, outside organizations, not Manpower, review and issue these certifications, and may require a separate exam and/or a fee, as well as a free transcript from the TDC.
- A spreadsheet mapping the TDC courses that support each certification is available from Manpower's <u>GES@na.manpower.com</u> gateway.
- Check with the external certifying organization for detailed requirements and application procedures for each credential.

Next Steps

Next Steps

- Talk to your GEA about how training can help you build your career
- Visit <u>www.manpowertdc.com</u> and log on as a guest to view the catalog
- Contact <u>GES@na.manpower.com</u> to sign up for a TDC User ID
- Ask questions and send feedback to <u>GES@na.manpower.com</u>

Thank You!

We hope you take advantage of Manpower's training, and that it helps you achieve your professional goals.

Contact Manpower at: <u>GES@na.manpower.com</u>