CrossKnowledge Action Tips
Help to apply

Learn to apply management best practices with CrossKnowledge Action Tips™

CrossKnowledge Action Tips are practical fact files designed to increase operational efficiency. They are aimed at people who have followed CrossKnowledge Sessions and who wish to apply the principles and methods they have learnt and put theory into practice. They can also be used independently of the Sessions. The entire set of Action Tips makes up a powerful toolbox for developing management and communication skills, covering more than 200 work situations.

There are 3 types of CrossKnowledge Action Tips:

- **check-list** *(e.g. a list of questions to ask yourself or criteria to apply during a recruitment drive, before making a decision, etc.);*

- **flowchart** (e.g. a plan for a meeting or important one-to-one session, a step-by-step diagram showing how to give more strength to your arguments, etc);

- **matrice** (e.g. how to build a SWOT analysis, how to identify cooperative team behaviour, etc).

Product sheet

Target and objectives

CrossKnowledge Action Tips are designed for a wide audience of staff and managers, particularly operational staff who have followed CrossKnowledge Sessions and who wish to apply the principles and methods they have learnt. They enable participants to put theory into practice and cover all the most common professional situations. They represent everything a manager needs to know.
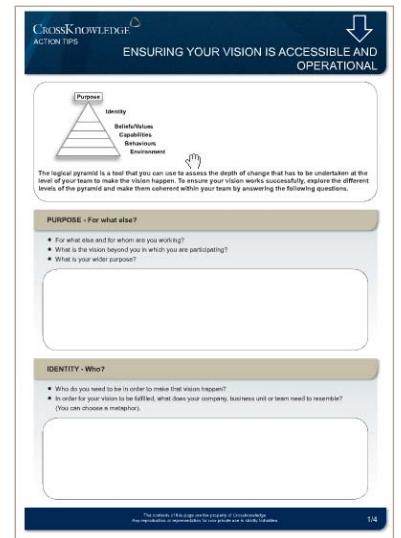
Consultation

CrossKnowledge Action Tips can be consulted and printed using the Resources tab in a CrossKnowledge Session, which can include one or more Action Tips. They can also be connected to several different CrossKnowledge Sessions, unlike the CrossKnowledge Essentials. Action Tips are also stand-alone Learning Objects. CrossKnowledge Action Tips are used as part of learning paths. When they are used as part of a personalised action plan, they can also be made available to the participant's line manager, thus facilitating dialogue between managers and staff. They can also be used as tools by managers, for example to help run annual appraisals.

Benefits

Actions Tips are designed to be applied immediately. They encourage users to step back from what they are doing (e.g. when developing public speaking skills).

When they are shared with the line manager, they facilitate dialogue (e.g . when providing support to a newly arrived staff member).
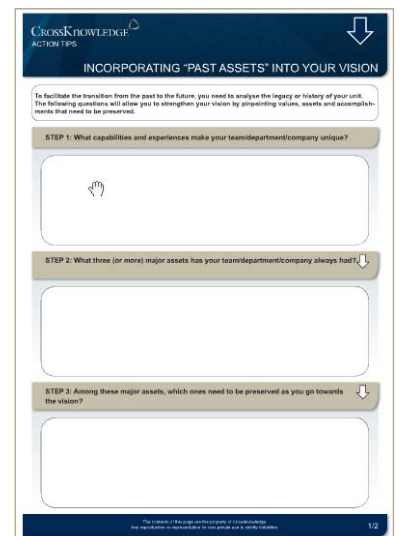
Actions Tips provide an excellent support system during change initiatives. They encourage staff members to take stock of the situation using tools and methods developed by top specialists (e.g. when setting up a new skills assessment procedure).

Exemple of flowchart

Exemple of checklist

Exemple of matrix

Product sheet

Examples of subjects:

- Preparing a meeting
- Taking stock of your team dynamics
- Holding a recruitment interview with an experienced executive
- Preparing a feedback
- Managing customer complaints
- Identifying communication styles
- Identifying the communication style of your interlocutor
- Identifying your intercultural counterparts' cultural preferences in working approach
- Scoping a change project
- Verifying the quality of an advertising campaign
- Etc.

Languages covered

- French
- English
- German
- Italian
- Polish
- Finnish
- Dutch
- Chinese
- Japanese
- Czech
- Brazilian Portuguese
- Russian

Technical specifications

CrossKnowledge Action Tips are learning objects that are consulted using the CrossKnowledge Player. A learner tracking system provides data on time spent per user. Action Tips are produced using FlashPaper, which means no PDF plugin is required. They are also printable.

Learn more about CrossKnowledge, visit www.crossknowledge.com