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COMMONWEALTH *of* LEARNING

eLIO eLEARNING FOR INTERNATIONAL ORGANISATIONS

What is eLIO?

eLearning for International Organisations (eLIO) is a service initiative of the Commonwealth of Learning (COL) that works with international organisations on a social enterprise basis.

eLIO specialises in the development and delivery of professional development courses and projects. Over the past twenty years, eLIO has progressively diversified its services to provide innovative solutions to meet the needs of globally dispersed staff and enable learning for sustainable development.

eLIO has developed a suite of online courses titled 'Essential Skills for International Organisations' covering a range of communication, and leadership skills to assist staff in addressing specific challenges faced by international organisations.

eLIO also works with international organisations to offer customised course development and delivery, and administration services for online training. eLIO makes use of open-source and client learning management systems (LMS) as well as other platforms such as mooKIT for broader audiences.

eLIO attributes its tutor supported learning model as a key component of its high learner success rates averaging over 80 per cent. This model includes online self-study, peer-to-peer discussion, tutor support and feedback.

eLIO welcomes partnerships with international organisations on projects that use and promote online learning for training and offers consultancy services to help organisations to create their own online learning programme.

For more information on these diversified courses and services, please contact:

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Learning Coordinator
Commonwealth of Learning
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Web: **www.col.org/services/elio/**

What We Do

Customised Course Development & Delivery

eLIO has been working with international agencies such as ILO, UNHCR, UNICEF, WHO, and the World Bank over the past twenty years to provide customised services to meet their staff development needs. This includes developing, adapting or updating courses for online delivery on a contract basis. Course delivery services may include learner administration, recruiting, assigning and managing tutors, supplying a platform when required as well as overall project management. While cohort-based delivery is popular, continuous enrolment is also possible for courses developed strictly for self-study.

These services complement blended learning programmes that have met with high levels of satisfaction – from workshop participants to training and development staff alike.

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The eLIO initiative enables field staff to continue learning while working in some of the world's most dangerous conflict zones.

Course Administration Services

eLIO offers classic course administration services for international organisations that have training content and seek a reliable partner to administer their training to large numbers of staff using a secure LMS. Services are customised based on client needs.

Training & Consultancy

eLIO draws on a wealth of COL experiences, resources and experts in the provision of customised training services including in quality assurance of online learning. Examples of online learning support may be in course administrative and tracking systems, tutor training/tutoring models, peer-to-peer support, practice standards and accreditation of online learning.

eLIO helps international organisations to achieve better learner outcomes.

Projects

eLIO partners with organisations to support projects of mutual interest. Past projects have focused on evaluation, gender, and quality assurance in online learning. eLIO works internationally on behalf of COL, to share innovations and impacts to locales beyond the member states of the Commonwealth.

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eLIO Courses

eLIO offers six courses as part of its 'Essential Skills for International Organisations' programme:

- Core Oral Communication
- Advanced Oral Communication
- Core Written Communication
- Advanced Written Communication
- Core Facilitation and Team Building
- Advanced Facilitation and Team Building

Each course is designed for 30-35 hours of study over 12-16 weeks. Learners can study online or offline making use of their computer or mobile device. Course delivery includes an assigned tutor to answer learner questions and provide detailed feedback on assignments. Discussion forums are also available for peer-to-peer learning and to help learners apply their studies to the workplace.

A variety of flexible arrangements can be offered including for small and large cohorts with fixed start and end dates.

There are no prerequisites or recommended sequence for any of these courses.

Essential Skills for International Organi

Overview

This suite of courses focuses on developing essential knowledge and skills critical to effective communication in the workplace.

Each course includes a range of self-study activities, exercises and assessed assignments. It is expected that each course will take about thirty hours of study time to complete. Individual learners are expected to manage their study time and complete their chosen course within a 12-week period.

Learners undertaking any of the courses will be assigned a dedicated tutor who will provide ongoing support and feedback. Learners are also encouraged to contribute to discussion forums to share learning, ask questions and raise issues of general interest relevant to the course.

An organisation has the option to provide a certificate to the learner from the Commonwealth of Learning verifying their successful completion.

More details are available at ***www.col.org/services/elio*** *to assist organisations in selecting the courses that are best suited to the professional development needs of their staff.*

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ORAL COMMUNICATION

Proficiency in oral communication has been identified as one of the top five skills that lead to success in the workplace. While job-related expertise is important, it is essential to be able to clearly explain ideas and opinions, workplace practices, and project details in a way that addresses the concerns of those affected. Equally important is the ability to solicit constructive feedback about the impacts of any changes or additions that are being implemented. Each unit comprises a range of readings, videos and exercises.

WRITTEN COMMUNICATION

Written communication is often the first and only communication that others will receive from an individual or organisation. Often, they must paint a picture with words or construct an easily understood argument. As such, it is important that all documents be clear and concise.

Skill in structuring sentences, paragraphs and sections enables a writer in a work environment to produce documents with well-designed messages that meet the requirements of the identified audience and achieve the intended purpose of the communication. A well-planned, carefully-written, and meticulously-proofed and published message, when shared with others, builds the profile and prestige of an organisation.

FACILITATION AND TEAM BUILDING

Virtually every employed person will be participating in team activities at some point — either as a leader or as a participant. In today's organisations, more and more work is carried out by teams of people working together towards a common objective.

Core Oral Communication

TARGET AUDIENCE

This course is aimed at individuals who wish to develop their verbal communication skills and be able to successfully apply them to a range of situations in the workplace.

COURSE OVERVIEW

There are two units:

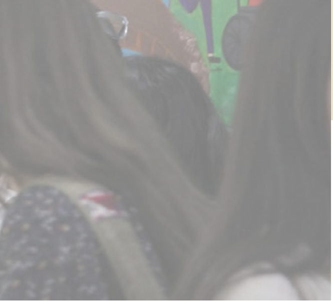
1. Foundations of Oral Communication
2. Achieving Communication Goals

Unit 1

- what is oral communication?
- barriers to effective communication
- types of communication
- listening and paraphrasing

Unit 2

- understanding non-verbal communication
- asking questions
- presenting information
- preparing for meetings
- conducting interviews



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Advanced Oral Communication

TARGET AUDIENCE

This course is aimed at individuals who currently make or will be making presentations and wish to develop their understanding of and skills in constructing and delivering effective presentations to a range of audiences.

COURSE OVERVIEW

There are two units:

1. Presentations that Connect
2. Presentation Skills

Unit 1

- connecting with an audience
- making the fit between purpose and audience
- organising a presentation
- communicating with impact

Unit 2

- delivering a presentation
- producing visual aids
- speaking with sensitivity
- answering audience questions
- coaching others to make presentations

Core Written Communication

TARGET AUDIENCE

This course is designed for individuals who want to improve their foundational skills and knowledge about the writing process and writing formats.

COURSE OVERVIEW

There are two units:

1. The Fundamentals of Writing in the Workplace
2. Preparing More Complex Documents

Unit 1

- common types of documents that will be prepared in the workplace
- a three-step writing process
- the purpose for which documents are written and the audience for which they are intended
- emails and memos
- components of shorter documents — opening body and closing
- writing mechanics — grammar, punctuation, spelling and capitalisation

Unit 2

- the purposes and types of different kinds of written communication and writing strategies for them (letters, reports and proposals)
- messages that are meant to be shared
- tone in writing
- persuasive messages
- writing for websites and social media

Advanced Written Communication

TARGET AUDIENCE

This course is designed for individuals with good writing skills who want to improve their ability to craft messages that will have an impact on the audience they have identified.

COURSE OVERVIEW

There are two units:

1. Audience, Goals, and Writing
2. Messages that Inspire

Unit 1

- the three-step writing process
- qualities of well-written communication
- barriers to effective written communication
- identification of the purpose of a document
- analysis of the audience for a document
- tone for purpose and audience
- formats and common sections of a range of longer documents
- collection of the information needed for longer documents

Unit 2

- motivating calls to action
- sharing information internally and externally — promoting the distribution of written communication
- writing titles, tag lines, stories, anecdotes and scenarios
- using analogies and metaphors
- writing speeches
- writing for websites and social media
- collaborative writing

Core Facilitation and Team Building

TARGET AUDIENCE

This course is aimed at individuals who wish to develop their understanding of teams and of the facilitation skills that contribute to successful team meetings and decision making.

COURSE OVERVIEW

There are two units:

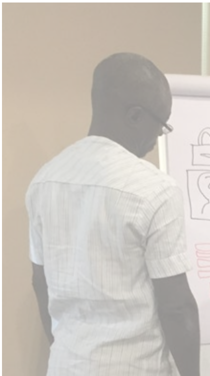
1. Basics of Building Teams
2. What Makes Teams Successful?

Unit 1

- the differences between a team and a group
- the reasons for creating a team
- different types of teams and when they are appropriate
- choosing team members
- the stages of team development
- types of team roles
- facilitation skills required to improve the quality of team meetings and decision-making and the reasons for using these — listening, questioning, non-verbal communication, summarising agreements
- facilitation skills to keep the meeting on track — clarifying issues, identifying assumptions and pre-existing preferences, clarifying recommendations, summarising agreements

Unit 2

- facilitation skills for dealing with unproductive input — reframing, diminishing negative attitudes, and responding to hidden agendas, habitually negative people and covert criticism
- the role and responsibilities of the team leader in achieving the team's purpose and maintaining the team as a cohesive unit
- problem solving and decision making
- managing diversity
- evaluating team performance and the performance of individuals within the team environment



Advanced Facilitation and Team Building

TARGET AUDIENCE

This course is designed for individuals with a basic understanding of teams and who are or expect to be team leaders.

Unit 1

- the characteristics of a successful team
- organisations and teams as systems
- facilitation skills to help the team move towards achieving set goals and maintaining the team as a cohesive unit
- motivating and mentoring team members
- conflict resolution
- virtual team dynamics

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COURSE OVERVIEW

There are two units:

1. Essential Team Skills
2. Elements of Team Success

Unit 2

- cross-national and cross-cultural teams
- degrees of team autonomy and self-management
- decision making and problem-solving processes
- roles of the team leader
- factors that contribute to team success
- theories of team leadership
- identifying the appropriate intervention when there is a problem
- reviewing interactions within the team setting to improve team achievement and relationships both internally and externally to enhance team success
- knowledge sharing and appreciative inquiry

Commonwealth of Learning
Distance Learning Experience Award
Elvis Amenya
PCF

COL's Excellence in Distance Education Awards presented at the Pan-Commonwealth Forum (PCF), held triennially provides opportunities to recognise learners in distance/online learning, including in difficult circumstances. Pictured above is Elvis Amenya, an eLIO learner from UNHCR in Kenya, who was the recipient of the award for 2014-2016.

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