



QUICK START

WEB-BASED TRAINING COURSES

INTRODUCTION

Web-Based Training (WBT) courses offer a flexible, interactive learning experience to build your leadership skills. WBT courses are comprised of units that contain the course content. A unit can have any number of pages, which may contain links to pop-up windows, documents, videos, or other pages. You may work through a unit as many times as you like. The units are displayed in a Unit List:

- Getting Started**
- Pre-Check
- Introduction
- Catalyst Leadership
- Key Principles in Action
- Key Principles Skill Builder
- Interaction Guidelines
- Discussion Planner
- Feedback
- Mastery Check
- Applying Your Skills

IMPORTANT CONFIGURATION TIPS

-  **Tip:** You must disable any pop-up-blocking software you might be running.
- Tip:** If you are using Internet Explorer 7.0 and have enabled Tab Browsing, disable it to run the course successfully.
- Tip:** You must view the courses in a maximized browser window.
- Tip:** If you change your work environment on the Getting Started page

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while in the middle of a course, any units in progress will be restarted.

NAVIGATING THROUGH A COURSE

You are encouraged to start with the first unit and complete each unit in order. You can navigate within a unit in a variety of ways, depending on the content being viewed.

1. To open a unit, click the unit title from the Unit List.
2. If you are in a multi-paged unit, click Next or Back, as available, to proceed through the unit.

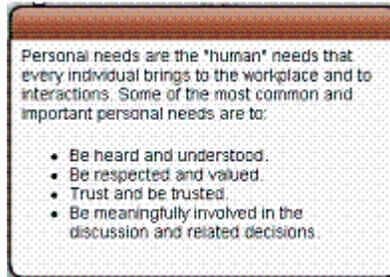


-  **Tip:** On these pages, you also can press **Enter** to move to the next page.
- 3. When you reach the last page in a unit, click the next unit from the Unit List to continue through the course.

While working through a course, you will see hyperlinks, pop-ups, information buttons, and graphic hot spots, which are described in the following sections.

HYPERLINKS AND POP-UPS

At times you will see an underlined word within the text of a content page. The underlining indicate that a hyperlink or pop-up is associated with the word.

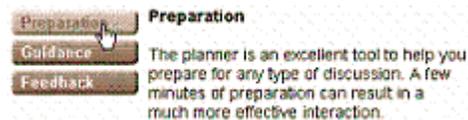


- Move your pointer over the hyperlink and read the information presented in the pop-up; move the pointer away from the hyperlink to close the pop-up.
- To move a pop-up, left-click and drag it; left-click again to place it in the desired location.
- If the hyperlink is associated with a document, hovering your pointer over the hyperlink will display a tip instructing you to “Click to open a document.” Close the window when you are finished with the document.

You may also come across *insights*, indicated by an insight icon ⓘ. Hovering your pointer over the icon will display the *insight* pop-up.

INFORMATION BUTTONS

Information buttons appear as buttons of varying sizes within the content pages. When you encounter one, click it to reveal the information.

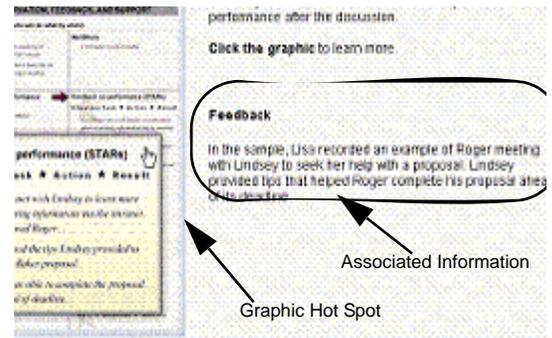


In some instances, information buttons will appear within interactive scenarios where you are asked to select the best course of action.

After you have made your selection, the Next hyperlink will appear at the bottom of the page to allow you to continue through the exercise.

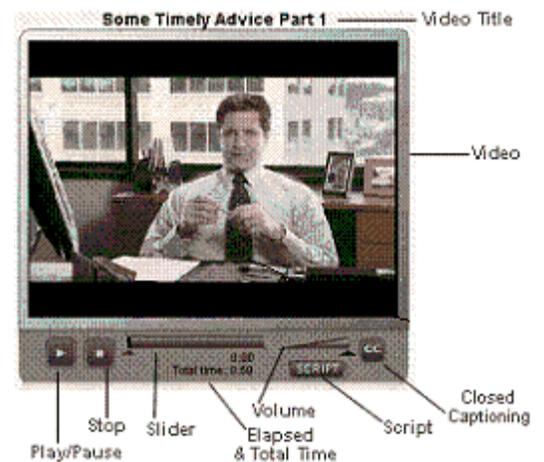
GRAPHIC HOT SPOTS

When a *graphic hot spot* appears on a page, you will be instructed to either click the graphic or hover your pointer over it to reveal the information associated with it. When hovering, moving your pointer away from the graphic will remove the displayed text.



FLASH PLAYER

When there is video content included on a page, a Flash Player is used to display the video. Use the Flash Player controls to play the video.



Flash Player Controls

- Click **Play/Pause** to start or pause the video.

- Click **Stop** to stop the video.
- Click and drag the **Slider** to move forward or backward in the video.
- Click and drag the **Volume** slider to increase or decrease the volume.
- Click **Script** to access a script of the video in PDF format. To print the script, choose **Print** from the browser's File menu.
- Click **Closed Captioning (CC)** to have the audio displayed as text in the video frame.
- Click the **Watch Again** icon  which appears at the end of the video, to replay the video.

WORD OR PDF FILES

When you open a Word or PDF file, it is displayed in a secondary browser window.

1. Navigate through these documents as you normally do.
2. After reviewing, completing, and/or saving the document, close the browser window to return to the course.

GLOBAL LINKS

The top of each unit page displays a row of horizontal links in the upper right hand corner:



- Clicking **Resources** displays a list of tools you can use to help learn and apply the course material.
 1. Click the title of a resource to open it.
 2. To save or print a resource, choose **Save** or **Print** from the browser's File menu.
- Clicking **Print** prints the current page.
- Clicking **Help** displays the online help (this Quick Start document) for the course.

ENDING A SESSION/STARTING A NEW SESSION

If you are unable to complete a course in one session, click the browser's Close (X) icon to exit the course. Exiting a course in this way allows the program to bookmark your location within the course. When you return to a unit, you will be taken to the last page you accessed, based on information stored in a cookie on your computer.

When starting a new session for a course, you will be returned to the last page you accessed, unless your cookies have been cleared or you are using a different computer. If your cookies have been cleared, you will receive an alert when re-entering the course asking you to return to the Getting Started unit to confirm your work environment preferences (See "Getting Started" on page 3 for information.).

COURSE UNITS

Courses have a set of units, which might include:

- Getting Started
- Pre-Check
- Content units
- Mastery Check
- Applying Your Skills

GETTING STARTED

This unit opens a page titled How Do You Want to Proceed? where, when available, you can choose your learning path by specifying your work environment and Internet speed.

- Possible environments include Administrative, Health Care, and Manufacturing.
- Internet speed lists two options: High Bandwidth (150 Kbps or above) and Low Bandwidth (56 Kbps).

The Internet speed determines how multimedia portions of a course will be displayed for you.

If you have a high-speed Internet connection (for example, DSL, Cable, or T1), you should select High Bandwidth. If you have a low-speed Internet connection such as a dial-up connection, you should select Low Bandwidth.

 **Tip:** The options you select on this page will be saved to a “cookie” on your local computer. If you use multiple computers, or if multiple people use your computer, please confirm your selections on this page before starting the course again.

If you take more than one WBT course on the same computer, your selections from one course will be remembered and used for the next course.

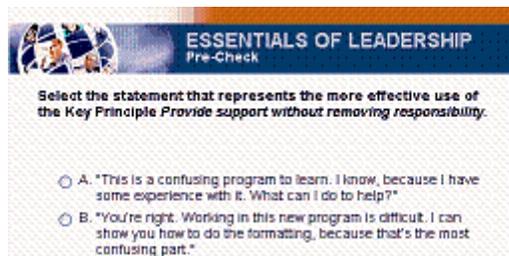
After making your selections on the Getting Started page, click the next unit in the Unit List.

You can return to this page to change your selections.

 **Important Note:** Before changing your work environment, however, you must first complete any unit that is in progress. If you do not, any units in progress will be restarted.

PRE-CHECK

This unit contains a number of questions designed to test your knowledge and give you a preview of what you will learn in the course.



1. Read the instructions on the page and respond as directed.
2. Click **Next** to move to the next question.

The final page of this unit is the Pre-Check Results page, which shows your score. In some cases you also will be notified that you showed knowledge of material covered in some of the course units, and those units will be listed.

 **Note:** These results and recommendations are not saved. To retain them, print the page by choosing **Print** from the browser’s File menu.

CONTENT UNITS

There can be any number of content units, based on the course. Follow the instructions on each page to move through the units.

QUICK CHECKS

You may encounter Quick Checks, which are used to help you determine your knowledge of the course content.

1. Read the question, then select the most appropriate answer(s).
2. Click **Check My Answer**. Feedback appears, indicating which answer is correct (correct answer is displayed in bold) and explaining why it is correct.
 -  **Note:** Answers to Quick Check questions are not saved.
3. To proceed, click **Next**.

MASTERY CHECK

This unit contains a number of questions designed to test your knowledge of the course content.

1. Read the instructions on the page and respond as directed.
2. Click **Check My Answer**. Feedback appears, indicating which answer is correct (correct answer is displayed in bold) and explaining why the answer is correct.
3. To proceed, click **Next**.

The final page of this unit is the Mastery Check Results page, which shows your score. Based on your score, this page also may display recommendations for reviewing specific units to enhance your understanding. You may take the Mastery Check as many times as you want.

 **Note:** The Mastery Check score and your status in the course (e.g., Not Started, In Progress, or Completed) are saved to the Learning Management System (LMS). However, recommendations are not saved. To retain them, print the page by choosing **Print** from the browser's File menu.

If you choose to retake the Mastery Check to improve your score, only your new score will be saved to the LMS.

SAVING/PRINTING A CERTIFICATE

When you have achieved a passing score on the Mastery Check, you will be presented with a hyperlink to a certificate.

1. To display your certificate, click the **certificate** hyperlink.
2. To save or print the certificate, choose **Save** or **Print** from the browser's File menu.

 **Note:** You may be prompted to type your name to display on the certificate.

APPLYING YOUR SKILLS

This unit helps you put your new knowledge and skills to practical use, providing activities and tools so you can apply what you have learned to real-world situations.