

	Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
<b>Management Development</b>	Enhance Your Leadership Skills	1 day	520					19					
	Moving Into Management	2 days	1025		19-20						10-11		
	The Course for Team Leaders	4 days	1685	12-13&26-27			14-15&28-29			6-7&20-21			5-6&19-20
	Advanced Team Leaders Course	4 days	1685						30-31&13-14				
	The Final Step - The 9 Step Management Programme	4 days	1685										
	Achieving Higher Productivity With Your Staff	1 day	520						16				
	Essentials of Effective Project Management	1 day	520			11							
	<b>**NEW**</b> Giving Constructive Feedback	half day	295		1(am)								
	How to Delegate Really, Really Well	1 day	520			13							
	How to Find "Time" to Manage	1 day	520							15			
	How to Manage Behaviours & Attitudes	1 day	520					16				17	
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	520						9				
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	520			12							
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	520										
	<b>**NEW**</b> Improve Your Organisational Skills	half day	295		1(pm)								
	<b>**NEW**</b> Leadership Skills vs Management Skills	1 day	520										8
	<b>**NEW**</b> Maintaining Disciplines with Colleagues	half day	295						20(am)				
	Making KPI's Measureable, Relevant & user Friendly	1 day	520					30					
	Managing Change in the Workplace	half day	295									13(am)	
	Managing Staff in a Professional Environment	2 days	1025										
	Mentoring in The Workplace	1 day	495										
	Performance Management & Review Interviews	half day	295									12(am)	
	Staff Selection & Recruitment	1 day	520										
	Teaching Work Skills - How to Train Your Staff Effectively	1 day	520		21								18
	<b>**NEW**</b> The D.O.P.E Test for Leaders - What's MyFit?	half day	295								23(am)		
	<b>**NEW**</b> Teambuilding - A Formula That Works	half day	295								23(pm)		
	<b>Legislation</b>	Employment Related Legislation	1 day	520									
Hazard Identification & Risk Assessment		half day	295								13(pm)		
Performance Problems & Disciplinary Procedures		half day	295								12(pm)		
<b>**NEW**</b> Working With Unions in Those Difficult Situations		1 day	520										
<b>Finance Development</b>	Accounting for Non Accountants	1 day	495										
	Credit Management/Debt Collection	1 day	495					27					
	Working with Sales - for Credit & Sales Managers	half day	295					26(am)					
<b>Business Development</b>	All About Building Client Relationships	half day	295										
	All About Engaging Our Customers	half day	295				30(am)						
	<b>**NEW**</b> All About Telephone Techniques for Courtesy & Service	half day	295										
	How Do We Up The Ante?	1 day	520		22								
	How to Identify Those Hidden Costs	1 day	520					21					
	How to Write Up & Control SOP's	1 day	520						10				
	Improve Performance Through Service Level Agreements	1 day	520										
	Key Account Management	In-Company											
	Root Cause Analysis for Effective Problem Solving	1 day	520						12				
	Sales With a Twist	half day	295				18(am)						
Strategic Planning	In-Company												
Supercharge Your Selling	In-Company												
<b>Personal Development</b>	Assertiveness Skills	half day	295										
	Body Language - Facts & Myths	half day	295		23(pm)								
	Dealing With Difficult People & Other Personalities	1 day	495					18					
	Dealing with Irrate & Frustrated Customers/Clients	1 day	495				31						
	Effective Business Report Writing	1 day	495										
	Essential Skills for PA's & Secretaries	1 day	495				28						
	Facilitating Effective Discussion Groups	half day	295										
	How to Handle Differences in Other People	1 day	495	28									
	How to Reduce Conflict	1 day	495						22				
	Interpersonal Communication Skills	1 day	495				17						21
	Leadership of Effective Meetings	half day	295										
	Making the Most of Your Time	1 day	495				29				11		
	Media Massage	half day	295						23(am)				
	Polished Presentation Skills	1 day	495										
	Polishing Your Skills - for Office & Administration Staff	1 day	495								10		
	Positive Negotiations	half day	295					26(pm)					
	<b>**NEW**</b> Power Reading	1 day	495		15							27	
	Prevention & Management of Workplace Violence	half day	295					20(pm)					
	Stress Management Techniques	half day	295										
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	520						11				
	The Brick Wall on your Path to Success	half day	295					12(am)					
	<b>**NEW**</b> The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	295		23(am)								
	The Outstanding Receptionist/ Telephonist	half day	295				30(pm)						
	Think Fast, Speak Well	1 day	495		5							25	
	Training The Trainer	2 days	1025						24-25				
Why People Push Our Buttons	half day	295								5(am)			
Write To Be Read	1 day	495			6						26		

