

	Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
Management Development	Enhance Your Leadership Skills	1 day	495						23				
	Moving Into Management	2 days	965				10-11				3-4		
	The Course for Team Leaders	4 days	1685		19-20&5-6			11-12&25-26				29-30&12-13	
	Advanced Team Leaders Course	4 days	1685						25-26&8-9				
	The Final Step - The 9 Step Management Programme	4 days	1685										
	Achieving Higher Productivity With Your Staff	1 day	495									11	
	Essentials of Effective Project Management	1 day	495	21									
	NEW Giving Constructive Feedback	half day	285		8(am)								
	How to Delegate Really, Really Well	1 day	495			16							
	How to Find "Time" to Manage	1 day	495								28		
	How to Manage Behaviours & Attitudes	1 day	495				23				25		
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	495					7					
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	495			9							
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	495										
	NEW Improve Your Organisational Skills	half day	285		8(pm)								
	NEW Leadership Skills vs Management Skills	1 day	495										18
	NEW Maintaining Disciplines with Colleagues	half day	285						18(am)				
	Making KPI's Measurable, Relevant & user Friendly	1 day	495						28				
	Managing Change in the Workplace	half day	285							30(am)			
	Managing Staff in a Professional Environment	2 days	965										
Mentoring in The Workplace	1 day	470											
Performance Management & Review Interviews	half day	285									6(am)		
Staff Selection & Recruitment	1 day	495											
Teaching Work Skills - How to Train Your Staff Effectively	1 day	495		15							26		
NEW The D.O.P.E Test for Leaders - What's MyFit?	half day	285						5(am)					
NEW Teambuilding - A Formula That Works	half day	285						5(pm)					
Legislation	Employment Related Legislation	1 day	495										
	NEW Hazard Identification & Risk Assessment	half day	285							30(pm)			
	NEW Performance Problems & Disciplinary Procedures	half day	285								6(pm)		
	NEW Working With Unions in Those Difficult Situations	1 day	495										
Finance Development	Accounting for Non Accountants	1 day	470					21					
	Credit Management/Debt Collection	1 day	470								11		
	Working with Sales - for Credit & Sales Managers	half day	285							14(pm)			
Business Development	All About Building Client Relationships	half day	285										
	All About Engaging Our Customers	half day	285		22(am)								
	All About Telephone Techniques for Courtesy & Service	half day	285					12(am)					
	NEW How Do We Up The Ante?	1 day	495			19							
	How to Identify Those Hidden Costs	1 day	495					16					
	How to Write Up & Control SOP's	1 day	495					17					
	Improve Performance Through Service Level Agreements	1 day	495										
	Key Account Management	In-Company											
	Root Cause Analysis for Effective Problem Solving	1 day	495			10							
	Sales With a Twist	half day	285				24(pm)						
Strategic Planning	In-Company												
Supercharge Your Selling	In-Company												
Personal Development	Assertiveness Skills	half day	285										
	Body Language - Facts & Myths	half day	285				25(am)						
	Dealing With Difficult People & Other Personalities	1 day	470							27			
	Dealing with Irrate & Frustrated Customers/Clients	1 day	470						24				
	Effective Business Report Writing	1 day	470										
	Essential Skills for PA's & Secretaries	1 day	470									30	
	Facilitating Effective Discussion Groups	half day	285										
	How to Handle Differences in Other People	1 day	470		14								
	How to Reduce Conflict	1 day	470									17	
	Interpersonal Communication Skills	1 day	470					14					14
	Leadership of Effective Meetings	half day	285										
	Making the Most of Your Time	1 day	470		21							4	
	Media Massage	half day	285								13(pm)		
	Polished Presentation Skills	1 day	470										
	Polishing Your Skills - for Office & Administration Staff	1 day	470		15								
	Positive Negotiations	half day	285								14(am)		
	Power Reading	1 day	470									11	
	NEW Prevention & Management of Workplace Violence	half day	285						18(pm)				
	Stress Management Techniques	half day	285										
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	495						19				
	The Brick Wall on your Path to Success	half day	285								29(am)		
	NEW The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	285				24(am)						
	The Outstanding Receptionist/ Telephonist	half day	285		22(pm)								
	Think Fast, Speak Well	1 day	470		19							12	
	Training The Trainer	2 days	965								14-15		
	Why People Push Our Buttons	half day	285								29(pm)		
	Write To Be Read	1 day	470		20							13	