

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

