



Maidstone

Greenwich

Tunbridge Wells

2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov
Introduction to First Line Management	31			26			17		11	
Management Programme (3 days) 			7,14,21			12,19,26		10,17,24		16,23,30
Team Leadership (2 days) 	26,27			16,17			4,5		9,10	
Senior Leadership Programme (2 days)						7,8			10,11	
Managing Poor Performance & Difficult Behaviour			7		14			20		
Performance Management & Appraisal		8			24			12		
Recruiting Skills for Managers				25			3		30	
Introduction to Project Management		14			16			21		
Internal Auditing			21					27		
Communicate Assertively & with Confidence	24		22			20		28		
Managing Yourself & Your Time	26			18			11		22	
Presentation Skills		7				11				23
Chairing Productive Meetings		9				21				9
Minute Taking with Confidence			5		17			21		
The Effective & Confident Administrator		8			21			14		
Business Writing Skills		17			22			17		
Finance Essentials for Non-Financial Managers		21				19				8
HR Essentials (2 days)			15,16			19,20				20,21
Training for Trainers (2 days)			28,29					4,5		
New to Sales			1			26				8
Selling on the Phone				30					10	
Sales Negotiations				16				28		
Sales Team Management				17				18		
Key Account Management & Development			6			26			3	
Marketing Essentials		14			21				12	
Outstanding Customer Care		17			24			26		12
Dealing Effectively With Difficult Service Users			13			21				
Exceptional Reception Skills		14			15				19	