



Course are held at Chilston Park, Lenham near Maidstone

	Nov	Dec	Jan 2018	Feb	Mar	Apr	May	Jun	Jul
<b>Management Development</b>									
Internal Auditing for Quality and Environmental Management					22				10
Managing Poor Performance & Difficult Behaviour		4			28			6	
Management Programme (3 days) 	9, 16, 23		17, 24, 31				1, 8, 15		
Performance Management & Appraisal					21				4
Project Management - running successful projects (2 days)			24, 25				23, 24		
Supervisory Management: Introduction to First Line Management	28			21		25			11
Team Leadership (2 days) 	20, 21			26, 27				4, 5	

Course are held at Chilston Park, Lenham near Maidstone

	Nov	Dec	Jan 2018	Feb	Mar	Apr	May	Jun	Jul
<b>Sales, Marketing and Customer Care</b>									
Customer Service - Become a Customer Service Star					12				3
Digital Marketing (2 days)		6, 7							
Reception skills -the face of your organisation	23					18			5
Sales - effective sales techniques					5		17		

### HR, Finance and Training

Finance - Budgets, Cash flow and Business planning					22				10
HR Essentials (2 days)						26, 27		25, 26	
Train the Trainer - training skills for those who deliver training events					19, 20				17, 18

### Personal Development

Communicate Assertively & with Confidence		12				17			11
Minute Taking with Confidence	14				5			7	
Report Writing				28					17
Presentation Skills		8				24			
Time Management: Managing Yourself & Your Time	29			20			16		