




	Jun	Jul	Sep	Oct	Nov	Dec
<b>Management Development</b>						
Conflict Resolution - dealing effectively with conflict situations	6				21	
Coaching and Mentoring	9			9		
Internal Auditing for Quality and Environmental Management	13			3		
Managing Poor Performance & Difficult Behaviour			4			4
Management Programme (3 days) 			5, 12, 19		9, 16, 23	
Negotiating, Influencing and Persuading	20				15	
Performance Management & Appraisal	28			10		
Problem Solving and Decision Making						
Project Management - running successful projects (2 days)			20, 21			
Recruitment and Interviewing			11			
Senior Leadership Programme 	7, 8				7, 8	
Supervisory Management: Introduction to First Line Management		5	26		28	
Team Leadership (2 days) 	12, 13		13, 14		20, 21	
Tough Conversations			25			

Course are held at Chilston Park, Lenham near Maidstone

	Jun	Jul	Sep	Oct	Nov	Dec
<b>Sales, Marketing and Customer Care</b>						
Customer Service - Become a Customer Service Star			22			
Digital Marketing (2 days)						6, 7
Key Account Management & Development	14				2	
Reception skills -the face of your organisation	14				23	
Sales - effective sales techniques				10		
Sales Negotiations						
Sales Team Management	28					
Telephone Sales - Reigniting the Fire!						

**HR, Finance and Training**

Employment Law, Managing Absence and Disciplinary Situations						
Finance - Budgets, Cash flow and Business planning				9		
HR Essentials (2 days)				30, 31		
Train the Trainer - training skills for those who deliver training events		18, 19		17, 18		

	Jun	Jul	Sep	Oct	Nov	Dec
<b>Personal Development</b>						
Administrator and Office Management skills	20			11		
Communicate Assertively & with Confidence	29		13			12
Meetings - Chairing Productive Meetings			27			
Minute Taking with Confidence	21		6		14	
Presentation Skills			7			
Report Writing	5			4		
Stress Management - managing stress and your wellbeing			18			
Time Management: Managing Yourself & Your Time		4	27		29	
Writing it Right		3		17		