



	Sep	Oct	Nov	Dec	Jan 2019	Feb	Mar	Apr	May	Jun	Jul
<b>Management Development</b>											
Internal Auditing for Quality and Environmental Management			7					23			
Managing Poor Performance & Difficult Behaviour		16				28			28		
Management Programme (3 days) 	11, 18 & 25				14, 21, 28				7, 14, 21		
Performance Management & Appraisal			13						9		
Project Management - running successful projects (2 days)							15, 16				
Supervisory Management: Introduction to First Line Management 	13		27				12			25	
Team Leadership (2 days)		9, 10			30, 31			30	1		

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## Sales, Marketing and Customer Care

Customer Service - Become a Customer Service Star			1				26				17
Reception skills -the face of your organisation		11					21				2
Sales - effective sales techniques	11		28				13			26	

## HR, Finance and Training

Finance - the Basics			6					30			
HR Essentials (2 days)		3,4						15, 16			10, 11
Train the Trainer - training skills for those who deliver training events			21, 22							12, 13	

## Personal Development

Communicate Assertively & with Confidence	26		28			5				20	
Minute Taking with Confidence	5			4				2			16
Report Writing		15					19				
Presentation Skills		16									
Time Management: Managing Yourself & Your Time	27		26				14			27	
Administrator and Office Manager				6						11	