



Course are held at Chilston Park, Lenham near Maidstone

	Jul	Aug	Sep	Oct	Nov	Dec
Management Development						
Internal Auditing for Quality and Environmental Management	10				7	
Managing Poor Performance & Difficult Behaviour				16		
Management Programme (3 days) 			11, 18 & 25			
Performance Management & Appraisal	4				13	
Project Management - running successful projects (2 days)						
Supervisory Management: Introduction to First Line Management	11		13		27	
Team Leadership (2 days) 				9, 10		

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Sales, Marketing and Customer Care						
Customer Service - Become a Customer Service Star	3				1	
Reception skills -the face of your organisation	5			11		
Sales - effective sales techniques			11		28	

HR, Finance and Training

Finance - Budgets, Cash flow and Business planning	10				6	
HR Essentials (2 days)				3,4		
Train the Trainer - training skills for those who deliver training events	17,18				21,22	

Personal Development

Communicate Assertively & with Confidence	11		26		28	
Minute Taking with Confidence			5			4
Report Writing	17			15		
Presentation Skills				16		
Time Management: Managing Yourself & Your Time			27		26	