

Scheduled Course Dates - 2019/2020 at Chilston Park Hotel

July 2019

- 10/07/2019 HR Essentials (2 days)
- 16/07/2019 Minute Taking with Confidence
- 17/07/2019 Delivering Exceptional Customer Service
- 18/07/2019 Effective Negotiating, Influencing & Persuading

September 2019

- 04/09/2019 Finance for non-finance managers
- 04/09/2019 Report Writing
- 10/09/2019 3 day Management Programme - day 1/3
- 12/09/2019 Presentation Skills
- 17/09/2019 3 day Management Programme - day 2/3
- 24/09/2019 3 day Management Programme - day 3/3
- 25/09/2019 Excel/Powerpoint for Business
- 26/09/2019 Intro to First Line Management
- 26/09/2019 Developing self-confidence & Resilience

October 2019

- 01/10/2019 Well-being in the Workplace
- 02/10/2019 Leading a Successful Team (2 days)
- 09/10/2019 Managing Poor Performance & Challenging Behaviour
- 10/10/2019 Internal Auditing for Quality & Environmental Mgmt
- 15/10/2019 Project Management (2 days)
- 17/10/2019 Effective Performance Mgmt & Appraisals
- 29/10/2019 Dealing with Difficult customers and Confrontation
- 30/10/2019 Communicate Assertively & with confidence
- 30/10/2019 Time Management - Managing Yourself & Your Time

November 2019

- 05/11/2019 Administrator and Office Management Skills
- 06/11/2019 Effective Sales Techniques
- 06/11/2019 Effective Negotiating, Influencing & Persuading
- 12/11/2019 Managing Change
- 13/11/2019 Writing Compelling Web Copy
- 13/11/2019 Delivering Exceptional Customer Service
- 14/11/2019 Minute Taking with Confidence
- 19/11/2019 HR Essentials
- 26/11/2019 Train the Trainer
- 28/11/2019 Coaching & Mentoring

December 2019

03/12/2019 Intro to First Line Management

12/12/2019 Developing Self-Confidence & Resilience

January 2020

14/01/2020 Presentation Skills

14/01/2020 Wellbeing in the Workplace

15/01/2020 Excel & Powerpoint for Business

16/01/2020 3 day Management Programme - day 1

23/01/2020 3 day Management Programme - day 2

30/01/2020 3 day Management Programme - day 3

29/01/2020 Team Leadership - Leading a Successful Team (2 days)

February 2020

04/02/2020 Finance for non-finance managers

04/02/2020 Report Writing

05/02/2020 Time Management

05/02/2020 HR Essentials

11/02/2020 Effective Performance Mgmt & Appraisals

13/02/2020 Internal Auditing

25/02/2020 Communicate Assertively & with confidence

27/02/2020 Managing Poor Performance & Disciplinarys

March 2020

03/03/2020 Project Management (2 days)

10/03/2020 Delivering Exceptional Customer Service

11/03/2020 Administrator and Office Management Skills

12/03/2020 Intro to First Line Management

17/03/2020 Train the Trainer (2 Days)

25/03/2020 Effective Sales Techniques