

Course Code	Course Title or Description	Type of Course	Courses Planned 2010					
			Jan	Feb	Mar	Apr	May	Jun
Leadership & Management Development								
LM-101	Managing Meetings Effectively	Half Day	Thurs 14	Tues 9	Weds 3	Weds 7	Weds 5	Weds 2
LM-102	Managing People for the First Time	Full Day	Tues 19		Thurs 18		Thurs 20	
LM-103	Building Team Cohesion	Full Day		Weds 3		Weds 7		Weds 2
LM-104	Leadership: Developing Your Role	Full Day Workshop	Thurs 7		Weds 10		Weds 12	
LM-105	Enabling Leadership	Full Day Workshop	Weds 6		Tues 2		Tues 4	
LM-106	Developing Aspects of Leadership	Full Day Workshop		Weds 10		Weds 14		Weds 9
LM-107	Management Skills for Supervisors (CPD)	Full Day Workshop		Thurs 4		Thurs 1		Thurs 3
LM-108	Managing an Effective Supervision (CPD)	Full Day Workshop		Thurs 11		Thurs 8		Thurs 10
LM-109	Managing Team Performance Effectively (CPD)	Full Day Workshop	Weds 13		Tues 9		Tues 11	
LM-110	Introduction to the Media	Full Day Workshop	Thurs 28			Thurs 22		
LM-201	Coaching and Mentoring for Managers	Place-limited Open Course or One-to-one sessions, by arrangement						
LM-202	One-to-one coaching	One-to-one sessions, by arrangement						
Personal Development								
PD-101	How to Motivate Your Staff	Full Day Workshop	Thurs 21		Tues 16		Tues 18	
PD-102	Increase your Personal and Business effectiveness with NLP	Full Day Workshop		Tues 2		Tues 6		Tues 1
PD-103	Improving Personal Performance	Full Day		Thurs 11		Thurs 8		Thurs 10
PD-104	Time Management Training	Half Day Workshop		Tues 9		Tues 13		Tues 8
PD-105	Active Listening Skills	Half Day Workshop	Weds 6		Thurs 4		Thurs 6	
PD-107	How to be Assertive	Half Day		Weds 10		Weds 14		Weds 9
PD-108	Communicating Persuasively and Presenting Well	Full Day Workshop		Thurs 4		Thurs 1		Thurs 3
PD-109	Using NLP Skills to Develop your Confidence	Full Day Workshop		Tues 23		Tues 27		Tues 22
PD-110	Written Communications	Half Day		Tues 2		Tues 6		Tues 1
PD-111	Minute-taking Course	Half Day	Tues 5		Weds 17		Weds 19	
PD-112	Speed-reading	Half Day		Weds 24		Weds 28		Weds 23
PD-113	Telephone Skills	Half Day	Thurs 14		Tues 23		Tues 25	
PD-114	Handling Complaints	Full Day		Tues 23		Tues 27		Tues 22
PD-116	Dealing with Your Dyslexia at Work	Full Day		Weds 24		Weds 28		Weds 23
Human Resources								
HR-102	Appraisals	Full Day		Weds 3		Weds 7		Weds 2
HR-103	Employment Law	Full Day		Thurs 4		Thurs 1		Thurs 3
HR-104	Working through Discipline Procedures	Full Day	Weds 6		Tues 9		Tues 11	
HR-105	Achieving Results-based Performance	Full Day		Tues 9		Tues 13		Tues 8
HR-106	Recruitment and selection Interview Techniques	Full Day	Tues 12		Weds 10		Weds 12	
HR-107	Supporting Dyslexic Workers	Half Day		Weds 3		Weds 7		Weds 2
HR-108	Induction Programmes for Graduates	Full Day	Tues 19		Weds 24		Weds 26	

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HR-109	Managing Long-term Absence Work & Well-being	Full Day		Tues 2		Tues 6		Tues 1
WB-101	Generating Energy and Well-being	Full Day	Thurs 28			Thurs 22		
WB-102	Anger Management	Full Day		Weds 24		Weds 28		Weds 23
WB-103	Managing Stress	Full Day	Weds 13		Thurs 11		Thurs 13	
WB-104	Understanding Mental Health Issues	Full Day		Thurs 25		Thurs 22		Thurs 24
WB-105	Presenting Yourself Positively at Work NEW!	Full Day	Weds 20		Tues 30		Tues 25	
IT Training Courses								
IT-101	Microsoft Visual Basic for Applications - introduction	Full Day		Tues 2		Tues 6		Tues 1
IT-102	Microsoft Visual Basic for Applications - advanced	Full Day		Weds 3		Weds 7		Weds 2
IT-103	Microsoft Excel 2003 - introduction	Half Day	Tues 5		Tues 2		Tues 4	
IT-104	Microsoft Excel 2003 – intermediate/advanced	Full Day		Thurs 4		Thurs 1		Thurs 3
IT-105	Microsoft Word 2003 – introduction	Full Day	Tues 12		Weds 10		Weds 12	
IT-106	Microsoft Word 2003 – intermediate/advanced	Full Day		Weds 10		Weds 14		Weds 9
IT-107	Microsoft Project – basic competency	Full Day		Tues 23		Tues 27		Tues 22
IT-108	Microsoft project – developing your skills	Full Day		Weds 24		Weds 28		Weds 23
IT-109	Adobe InDesign	Full Day	Tues 26			Tues 27		
IT-110	Sage Accounting – using the software effectively	Full Day	Weds 27		Thurs 4		Thurs 6	
IT-111	MS Access – beginner	Full Day		Thurs 25		Thurs 22		Thurs 24
IT-112	MS Access – intermediate	Full Day	Tues 19		Thurs 11		Thurs 13	
IT-113	MS Access – developer’s course	Full Day	Thurs 28		Weds 17		Weds 19	
Financial & Credit Management								
FM-101	Finance for Non-Financial Managers NEW!	Full Day Workshop		Weds 10		Weds 14		Weds 9
CM-101	Introduction to Financial Statements	Full Day		Thurs 11		Thurs 8		Thurs 10
CM-102	Managing and Collecting Overdue Accounts	Full Day	Thurs 7		Tues 16		Tues 15	
CM-103	Collecting Debts by Telephone	Full Day		Tues 9		Tues 13		Tues 8
Health & Safety & the Environment NEW!								
EN-101	Introduction to Environmental Issues NEW!	Full Day	Weds 20		Weds 17		Weds 19	
EN-102	Calculating Your Carbon Footprint NEW!	Full Day Workshop		Tues 9		Tues 13		Tues 8
EN-103	Environmental Issues – Director’s Briefing NEW!	Full Day	Weds 27		Weds 24		Weds 26	
EN-104	Towards a Sustainable Business NEW!	Full Day		Thurs 25		Thurs 22		Thurs 24
HS-102	Manual Handling	Half-Day	Thurs 21		Tues 23		Thurs 25	
HS-103	First-aid Appointed person	Full Day	Weds 13		Weds 3		Weds 5	
HS-104	Health & Safety – meeting your statutory obligations	Full Day	Tues 12		Thurs 11		Thurs 13	
HS-105	Fire Warden	Half-Day		Weds 10		Weds 14		Weds 9
Marketing and Sales								
MS-101	How to Retain Your Customers	Full Day Workshop	Weds 20		Thurs 18		Thurs 20	

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MS-102	Improving your Marketing Strategies	Full Day Workshop	Weds 27		Thurs 25		Thurs 27	
MS-103	Customer Service - Skills	Half-day		Tues 2		Tues 6		Tues 1
MS-104	Customer Service - Sales	Half-day		Tues 23		Tues 27		Tues 22
MS-105	Customer Service – How to be Assertive	Half-day	Tues 19		Weds 3		Weds 5	
MS-106	Customer Service – Handling Complaints	Half-day	Tues 26		Tues 30		Tues 25	
MS-107	Telemarketing	Full Day Workshop	Thurs 21		Weds 31		Weds 26	
MS-108	Consultative Selling Techniques	Full Day	Thurs 28		Tues 23		Tues 25	
MS-109	Marketing for Education NEW!	Half Day		Thurs 11			Thurs 13	
<u>Education Services</u>								
ED-101	Team Leader Development NEW!	Full Day	Thurs 28		Thurs 4		Thurs 6	
ED-102	A Values-based Approach to Leadership NEW!	Two- Day Workshop	Tues 26/ Weds 27		Tues 9/ Weds 10		Tues 11/ Weds 12	
ED-103	Developing Skills in People Management NEW!	Full Day Workshop		Weds 24		Weds 28		Weds 23
ED-104	Meaningful Leadership NEW!	Full Day		Thurs 25		Thurs 22		Thurs 24
ED-105	Enabling Leadership NEW!	Full Day Workshop	Weds 6		Thurs 25		Thurs 27	
ED-106	Education Finance - Overview NEW!	Short Course	Thurs 7			Thurs 1		
ED-107	Good Practice in Financial Management NEW!	Full Day Workshop	Tues 12		Tues 9		Tues 11	