

## April

- 18 Managing for Efficiency & Effectiveness
- 19 Essential HR for Managers \*
- 24 Assertiveness, Self-Confidence & Communication \*
- 25 Managing Challenging & Demanding Customers
- 26 Introduction to NLP
- 30 Supervision Skills \*

## May

- 9 Essential Art of Persuasion & Influence
- 10 Powerful PowerPoint Presentations
- 15 Effective Meetings & Minute Taking
- 17 Introduction to Project Management
- 23 & 24 Introduction to People Management (2 days) \*

## June

- 5 Excel Intermediate
- 6 ILM Induction
- 7 Time Management \*
- 13 Dealing with Difficult People & Negativity \*
- 14 Supervision Skills \*
- 20 Leading your Team & Raising the Bar \*
- 21 Assertiveness, Self-Confidence & Communication \*

## July

- 5 Excel Introduction Plus
- 11 Appraisal Skills \*
- 12 Conversational Selling \*
- 17 Presentation Skills \*
- 18 Excel Introduction Plus
- 24 & 25 Introduction to People Management (2 days) \*

## September

- 3 Building Effective Customer Relations
- 11 Communicating with Confidence for Women \*
- 12 Train the Trainer
- 13 Introduction to Emotional Intelligence
- 18 Managing Challenging & Demanding Customers
- 19 Problem Solving & Decision Making
- 20 Writing for Business & Marketing/Copywriting
- 25 Excel Intermediate \*\*
- 26 Art of Delegation, Motivation & Empowerment \*
- 27 & 4 Oct Mastering People Management (2 days)

## October

- 2 Positive Psychology, Strengths & Resilience
- 3 Finance for non-Finance Managers
- 9 Recruiting and Interviewing Excellence
- 10 ILM Induction
- 11 Time Management \*
- 17 Coaching & Mentoring Skills for Managers \*
- 18 Introduction to NLP
- 23 Managing Customers' Expectations & Handling Dissatisfaction \*
- 30 Excel Introduction Plus
- 31 Excel Advanced

## November

- 1 Supervision Skills \*
- 6 Assertiveness, Self-confidence & Communication \*
- 7 & 8 Introduction to People Management (2 days) \*
- 13 Dealing with Difficult People & Negativity \*
- 14 Managing for Efficiency & Effectiveness
- 21 Leading your Team & Raising the Bar \* \*

### GOT A WHOLE TEAM TO DEVELOP?

All of our courses can be delivered just for your organisation, on your premises or ours.

### GET MORE FOR YOUR MONEY WITH OUR LEARNING PASSPORT

- \* Mix and match any 4 days of training
- \* Valid for 12 months
- \* Train more than one member of staff
- \* Build your own personal or team development plan

**£660 + VAT**  
(Price held for 2018)

### ILM TRAINING

### TO SUIT YOUR NEEDS

Pick 4 of our courses from a selection to build a personal training package which is recognised by the ILM

- \* Build a programme for 'Effective Team Leadership'
- \* Select courses for 'CPD Essentials'