

January

16	<u>Appraisal Skills</u>	*
23	<u>Supervision Skills</u>	*
24	<u>Communicating with Confidence for Women</u>	
25	<u>Art of Delegation, Motivation & Empowerment</u>	* *
30 & 31	<u>Introduction to People Management (2 days)</u>	*

February

1	<u>Conversational Selling</u>	
6	<u>ILM Induction</u>	
7	<u>Time Management</u>	*
8	<u>Excel Introduction Plus</u>	
13	<u>Dealing with Difficult People & Negativity</u>	*
20	<u>Positive Psychology, Strengths & Resilience</u>	
22	<u>Finance for non-Finance Managers</u>	
27	<u>Train the Trainer</u>	*
28	<u>Leading your Team & Raising the Bar</u>	* *

March

1	<u>Problem Solving & Decision Making</u>	
6	<u>Recruiting and Interviewing Excellence</u>	
7	<u>Managing Customers' Expectations & Handling Dissatisfaction</u>	*
8	<u>Coaching & Mentoring Skills for Managers</u>	*
13	<u>Presentation Skills</u>	*
14	<u>Introduction to Emotional Intelligence</u>	
20 & 27	<u>Mastering People Management (2 days)</u>	
22	<u>Writing for Business & Marketing/Copywriting</u>	
28	<u>Excel Intermediate</u>	

April

18	<u>Managing for Efficiency & Effectiveness</u>	
19	<u>Essential HR for Managers</u>	*
24	<u>Assertiveness, Self-Confidence & Communication</u>	*
25	<u>Managing Challenging & Demanding Customers & Handling Dissatisfaction</u>	*
26	<u>Introduction to NLP</u>	

May

9	<u>Essential Art of Persuasion & Influence</u>	
10	<u>Powerful PowerPoint Presentations</u>	
23 & 24	<u>Introduction to People Management (2 days)</u>	*

June

6	<u>ILM Induction</u>	
7	<u>Time Management</u>	*
13	<u>Dealing with Difficult People & Negativity</u>	*
14	<u>Supervision Skills</u>	*
20	<u>Leading your Team & Raising the Bar</u>	* *
21	<u>Assertiveness, Self-Confidence & Communication</u>	*

July

5	<u>Excel Introduction Plus</u>	
11	<u>Appraisal Skills</u>	*
12	<u>Conversational Selling</u>	

September

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

October

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

November

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

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