

All open courses take place in Exeter unless stated otherwise

→ January

- 8 ILM Induction
- 10 ILM Induction
- 16 Excel Introduction Plus
- 16 Time Management (Yeovil) *
- 17&24 Mastering People Management (2 days)
- 21 Managing for Efficiency & Effectiveness
- 22 Problem Solving & Decision Making

→ February

- 5 Train the Trainer *
- 12 The Art of Delegation, Motivation & Empowerment **
- 12 Assertiveness, Self-Confidence & Communication (Yeovil) *
- 14-15 Introduction to People Management (2 days) *
- 27 Finance for non-Finance Managers
- 28 Assertiveness, Self-Confidence & Communication *

→ March

- 4 Supervision Skills *
- 5 Excel Intermediate
- 6 Time Management *
- 7 Conversational Selling *
- 14 Presentation Skills *
- 18 Effective Meetings & Minute Taking
- 20 Dealing with Difficult People & Negativity *
- 27 Leading your Team & Raising the Bar **

 Crisp Professional Development is an approved centre for the Institute of Leadership and Management (ILM), delivering programmes from Level 3 (Team Leader) to Level 5 (Senior Management).

→ April

- 2 ILM Induction
- 4 ILM Induction
- 4 Positive Psychology, Strengths & Resilience
- 24 Excel Introduction Plus
- 25 Customer Service Excellence *

→ May

- 1 Effective Continuous Performance Conversations *
- 2-3 Being A Leader (Module 1)
- 9 Introduction to Project Management
- 14 Excel Advanced
- 15-16 Introduction to People Management (2 days) *
- 21&28 Mastering People Management (2 days)
- 22 Assertiveness, Self-Confidence & Communication *

→ June

- 4 Communicating with Confidence for Women
- 5 Excel Intermediate
- 6 The Art of Delegation, Motivation & Empowerment **
- 7 Coaching Skills for Managers *
- 17 Recruiting & Interviewing Excellence
- 20-21 Being A Leader (Module 2)
- 26 Introduction to NLP
- 27 Managing for Efficiency & Effectiveness

→ July

- 2 Writing for Business & Marketing
- 3 Supervision Skills *
- 4 Essential Art of Persuasion & Influence
- 9 ILM Induction
- 10 ILM Induction
- 11 Mental Health Awareness at Work
- 12 Emotionally Intelligent Leadership
- 16-17 Introduction to People Management (2 days) *

→ August

- 6 Essential HR for Managers
- 7 Excel Introduction Plus
- 8 Time Management *
- 14 Dealing with Difficult People & Negativity *

→ September

- 9 Assertiveness, Self-Confidence & Communication *
- 10 Leading your Team & Raising the Bar **
- 11 Train the Trainer *
- 12 Excel Intermediate
- 17&24 Mastering People Management (2 days)
- 26-27 Introduction to People Management (2 days) *

→ October

- 1 Supervision Skills *
- 3 Excel Advanced
- 8 ILM Induction
- 9 ILM Induction
- 10 Customer Service Excellence *
- 15 Effective Continuous Performance Conversations *
- 17 Finance for non-Finance Managers
- 29 Managing for Efficiency & Effectiveness
- 31 The Art of Delegation, Motivation & Empowerment **

→ November

- 6 Time Management *
- 7 Excel Introduction Plus
- 12 Assertiveness, Self-Confidence & Communication *
- 18 Presentation Skills *
- 19-20 Introduction to People Management (2 days) *
- 26 Positive Psychology, Strengths & Resilience
- 27 Dealing with Difficult People & Negativity *

→ December

- 5&12 Mastering People Management (2 days)

GET MORE FOR YOUR MONEY WITH OUR LEARNING PASSPORT

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£725 + VAT[†]

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.

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- * Select courses for 'CPD Essentials'

GOT A TEAM TO DEVELOP?

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[†] Excludes 'Being A Leader' which is charged at £1,000 + VAT for 4 days

