

JULY 2018

- 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) *

AUGUST 2018

- 15/16 Introduction to People Management (2 Days) *
- 22 Excel Introduction Plus

SEPTEMBER 2018

- 3 Building Effective Customer Relationships
- 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
- 25 Excel Intermediate
- 26 The Art of Delegation, Motivation & Empowerment **
- 27/4 Mastering People Management (2 days - 27 Sept & 4 Oct)

OCTOBER 2018

- 2 Positive Psychology Strengths & Resilience
- 3 Finance for non-Finance Managers
- 9 Recruiting and Interviewing Excellence
- 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 2018

- 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 **
- 27 Presentation Skills *

DECEMBER 2018

- 4 Excel Intermediate
- 6 Appraisal Skills *
- 11 Essential Art of Persuasion & Influence
- 12/13 Introduction to People Management (2 Days) *

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



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

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