

THERE'S A SPARK IN EVERYONE...WE CAN FIND IT!

MANAGEMENT & LEADERSHIP COURSES

Absence Management
Appraisal Skills
BOLD Leadership
BOLD Business Growth
Building New Team Leaders
Business Planning & Strategy
Business Writing
Conflict Management
Change Management
Disciplinary Awareness
Diversity for Strategic Leaders
Effective Management Skills
Effective Written Communication
Employment Law
Equality & Diversity
Facilitation Skills
Forward Thinking and Judgement
Giving and Receiving Feedback
Grievance Management
Impact Assessments
Influencing and Persuading
Introduction to Project Management
Inspirational Leadership Skills
Leading Your Sales Team out of Recessionary Times
Managing Meetings
Managing Poor Performance
Negotiation Skills
Networking
Organising & Delegating
Performance Management
Planning Change
Problem Solving & Decision Making
Project Management Skills
Public Speaking
Report Writing
Strategic Business Planning
Stress Management
Supervisory Skills
Team Effectiveness

PERSONAL DEVELOPMENT COURSES

Action Learning
Assertiveness Skills
Communication Skills
Confidence and Composure
Conflict Management
Dealing with Phobias
Developing Self & Others
Effective Written Communication
Facilitation Skills
Networking Skills
Personal Effectiveness
Presentation Skills
Presentation Skills – Advanced
Public Speaking
Stress Management
Time Management
Train the Trainer
Work Life Balance
NLP Introduction
NLP Diploma

COACHING & MENTORING COURSES

Career Management
Counselling for Performance Improvement
Developing Coaching Skills
Executive Coaching
Mentoring Skills for Potential Mentors

HEALTH & SAFETY COURSES

Employee Health and Safety Awareness
Fire & Safety Risk Assessments
Health and Safety in the workplace
IOSH - Managing Safely
IOSH - Working Safely
Manual Handling

SALES & CUSTOMER SERVICE COURSES

Advanced Selling Skills
Basic Sales Skills
Customer Delight
Extraordinary Client Centred Selling Skills
Influencing and Persuading
Key Account Management
Presentation Skills
Presenting with Impact (Advanced)
Leading Your Sales Team out of Recessionary Times
Sales Force Management
Telephone Appointment Making
Telephone Techniques
The Colours of Life™ - Behavioural Selling

MEDIA & PR COURSES

Arranging a Press Conference
Crisis Communications
Dealing with the Media in a Crisis
Preparing a Press Statement
Writing a Press Release

ILM ACCREDITED COURSES

ILM Level 2 Team Leader; Award and Certificate
ILM Level 3 Effective Management; Award and Certificate
ILM Level 5 Leadership & Management; Award and Certificate
ILM Level 3 Workplace Coaching; Award and Certificate
ILM Level 5 Coaching & Mentoring; Certificate only



Endorsed by
ISMM
The Institute of Sales & Marketing Management

