

January 2012						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February 2012						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March 2012						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### “Leading your Way to Success”

Series: 5 x 1-day workshops  
The next programme of this highly successful series starts on  
**27<sup>th</sup> February 2012**

Call us for more information:

**0845 803 7768**

### Course Topics

Appraisals
Assertiveness
Coaching
Communication
Conflict
Costing <i>(New!)</i>
Decision making
Delegating
Finance
Influence
Leadership
Managing Relationships <i>(New!)</i>
Mentoring
Motivation
Organising
Pricing <i>(New!)</i>
Problem solving
Project management <i>(New)</i>
Teambuilding
Time management
Writing for business

## Leadership and Management

Jan	Feb	Mar
4 <b>LYWTS - Day 1</b>	2 Costing & Pricing	5 Assertiveness & Influencing
5 Managing Stress	3 Motivating your People to Perform	6 Understanding Business Finance
6 Customer Service Excellence	6 Leading the Team	7 <b>LYWTS – Day 5</b>
11 Creative Problem Solving	8 <b>LYWTS - Day 3</b>	8 Creative Problem Solving
12 Writing for Business	13 Managing your Time Better	12 <b>LYWTS – Day 2</b>
16 Organising & Delegating	15 Coaching & Mentoring	14 Performance Management
17 Managing Customer Service	17 Communicating Effectively	16 Dealing with Difficult People
18 <b>LYWTS - Day 2</b>	20 Managing Change	19 Customer Service Excellence
20 Performance Management	22 <b>LYWTS – Day 4</b>	23 Leading the Team
23 Dealing with Difficult	23 Managing Business Relationships	26 <b>LYWTS – Day 3</b>
26 Understanding Business Finance	27 Building the Team	27 Managing Stress
30 Presentation Skills	27 <b>LYWTS – Day 1</b>	28 Managing Customer Service
	28 Customer Service Excellence	

**Information Technology (IT)**

Jan	Feb	Mar
17 MS ACCESS Foundation	8 MS ACCESS Intermediate	13 MS ACCESS Advanced
25 PowerPoint Essentials	14 MS EXCEL Intermediate	20 MS EXCEL Foundation
31 MS EXCEL Foundation	29 MS EXCEL Advanced	28 PowerPoint Essentials