



0845 803 7768

Leadership & Management Courses

Schedule Planner 2010-Q1

TWA, 26 Basepoint Business Centre, Aviation Park West, BOURNEMOUTH AIRPORT, Christchurch, BH23 6NX

www.thewayahead.org.uk

We are delighted to offer the following suite of workshops, for the next period. All TWA leadership & management workshops are offered either as 'stand-alone' 1-day events – to help address a specific management skill/issue, or as part of a suite of courses. Our workshops may also be used towards achievement of TWA's *Inspired Leadership Programme*[®], and/or towards a recognised qualification, e.g. *ILM First Line Management, Level 3* Award, Certificate or Diploma. Please call us for further information.

Course Title	Date	Duration (Day)	Course Title	Date	Duration (Day)
Organising and Delegating	January 12	1	Writing for Business	February 22	1
Developing Assertive Behaviour	January 14	1	Building the Team	February 24	1
Achieving Objectives using Time Management	January 18	1	Introduction to Leadership	February 26	1
Recruiting and Selecting Staff	January 22	1	Making Presentations at Work	March 1	1
Managing Stress in the Workplace	January 26	1	Understanding the Business Environment	March 4	1
Introduction to Leadership	January 29	1	Achieving Objectives using Time Management	March 12	1
Managing Conflict in the Workplace	February 2	1	Handling Disciplinary Grievance & Dismissals	March 15	1
Coaching and Mentoring	February 5	1	Understanding the Communication Process	March 17	1
Influencing Others at Work	February 9	1	Managing Customer Service	March 18	1
Managing and Appraising Performance	February 11-12	2	Motivating the Team to Perform	March 22	1
Directing your Business to Financial Success	February 15	1	Managing Absence and Time-Off	March 25	1
Interviewing Skills one-to-one	February 17	1	Solving Problems and Making Decisions	March 26	1
Effective Meetings	February 18	1	Customer Service Excellence	March 30	1

January	February	March
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3 4 5 6 7 8 9	7 8 9 10 11 12 13	7 8 9 10 11 12 13
10 11 12 13 14 15 16	14 15 16 17 18 19 20	14 15 16 17 18 19 20
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24 25 26 27 28 29 30	28	28 29 30 31
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