




	Oct	Nov	Dec	Jan 2018	Feb	Mar	Apr	May	Jun	Jul
Management Development										
Conflict Resolution - dealing effectively with conflict situations		21								
Coaching and Mentoring	9									
Internal Auditing for Quality and Environmental Management	3					22				10
Managing Poor Performance & Difficult Behaviour			4			28			6	
Management Programme (3 days) 		9, 16, 23		17, 24, 31				1, 8, 15		
Negotiating, Influencing and Persuading		15								
Performance Management & Appraisal	10					21				4
Project Management - running successful projects (2 days)				25						
Senior Leadership Programme 		7, 8								
Supervisory Management: Introduction to First Line Management		28			21		25			11
Team Leadership (2 days) 		20, 21			26, 27				4, 5	

Course are held at Chilston Park, Lenham near Maidstone

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Sales, Marketing and Customer Care										
Customer Service - Become a Customer Service Star						12				3
Digital Marketing (2 days)			6, 7							
Key Account Management & Development		2								
Reception skills -the face of your organisation		23					18			5
Sales - effective sales techniques	10							17		

HR, Finance and Training

Finance - Budgets, Cash flow and Business planning	9					22				10
HR Essentials (2 days)	30, 31						26, 27		25, 26	
Train the Trainer - training skills for those who deliver training events	17, 18					19, 20				17, 18

