

NEWPORT Leadership & Management Course List 2011

We offer a wide range of Leadership & Management workshops that are potentially up to 70% funded by the Welsh Government, subject to status.

JULY

06th	Delegation Skills
08th	Communication Skills
13th	HR for Line Managers
13th	Learn How to Network
14th	How to Create a Positive First Impression
19th	Building a Successful Team
26th	Coaching Your Staff for Success
27th	Essential Marketing Skills 1/2 Day

AUGUST

04th	Time Management
04th	Delivering Excellence in Retail
09th	Recruitment & Selection Techniques
10th	Social Media
11th	Managing & Developing Key Accounts
11th	How to Improve Sales Margins
16th	Assertiveness in Managers
17th	Leading Teams to Perform
22nd	Presentation Skills
24th	Coaching Your Staff for Success
31st	Managing & Developing Key Accounts
31st	Business Planning

SEPTEMBER

01st	Introduction to Lean Thinking
02nd	Communication Skills
05th	Delivering Professional Presentations & Sales Pitches
05th	Space Management
07th	Project Management
07th	Winning Sales Communications Techniques
08th	Recruitment & Selection Techniques
15th	Introduction to Export Sales Order & Administration
21st	Raising Performance Using Motivation & Leadership
21st	Achieving Excellence in Customer Care
22nd	Managing Change: People & Process
28th	Employee Appraisals & Objective Setting
28th	How to Write a Winning Tender
29th	Professional Sales Techniques

Tailor - made packages available to suit your requirements. Please call to discuss.

Client Feedback

"I found the presentation skills course most informative. I was made to feel at ease and our trainer Andrew gave excellent hints & tips on how to overcome nerves when giving a presentation. I have now found confidence".

Jane Morris - May 2011

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OCTOBER

04th	Leading Teams to Perform
05th	Social Media
06th	Essential Marketing Skills 1/2 Day
06th	Export Documentation, Procedures & Practise
10th	Introduction to Retail Management
12th	Negotiating for Business Success 1/2 Day
13th	HR for Line Managers
18th	Coaching Your Staff for Success
19th	Developing An Effective Sales Strategy
20th	Working with Letters of Credit & Bills of Exchange
24th	HR for the Service Industry
25th	Assertiveness for Managers
26th	Becoming An Effective Leader
26th	Learn How To Network

NOVEMBER

14th	Managing Meetings
15th	Building a Successful team
16th	Quality Counts: ISO9000 & Introduction to 6 Sigma
17th	Import Basics for Beginners
22nd	Achieving Excellence in Customer Care
23rd	Moving Past Conflict
29th	Managing the Redundancy Process 1/2 Day

DECEMBER

01st	Introduction to Lean Thinking
02nd	Recruitment & Selection Techniques
02nd	Communication Skills
06th	Raising Performance Using Motivation & Leadership
06th	Assertiveness for Managers
07th	Essential Customs Procedures for Importers & Exporters
08th	Managing & Developing Key Accounts
08th	Delivering Professional Presentations & Sales Pitches
13th	How to Write a Winning Tender
14th	Winning Sales Communication Techniques
15th	How to Improve Sales Margins

NOVEMBER

01st	Finance for Non Finance Managers
02nd	Gaining Business Appointments
08th	Delegation Skills
09th	Time Management
09th	Business Planning
10th	Presentation Skills
10/17th	How to create a Positive First Impression

ILM COURSES

Nov 14/21/ 28	ILM Level 2 Customer Awareness (3 Days)
Sept 05/12/19/26	ILM Level 2 Personal Development (4 Days)
July 07/14/21/28 & Aug 02	ILM Level 3 First Line Management (5 Days)
Sept 29 & Oct 06/13/20 & Nov 10/17	ILM Level 4 Management (6 Days)