

SWANSEA 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

05th	Becoming An Effective Leader
06th	Professional Sales Techniques
13th	Presentation Skills
14th	Achieving Excellence in Customer Care
18th	Project Management
19th	Employee Appraisals & Objective Setting
20th	Winning Sales Communication Techniques
26th	Time Management

AUGUST

02nd	Raising Performance Using Motivation & Leadership
05th	Communication Skills
09th	Recruitment & Selection Techniques
11th	Managing Change: People & Process
17th	Gaining Business Appointments
17th	Learn How to Network
18th	Assertiveness for Managers
24th	Coaching Your Staff for Success
24th	Essential Marketing Skills 1/2 Day
25th	Leading Teams to Perform

SEPTEMBER

05th	Delegation Skills
06th	Building a Successful Team
12th	Finance for Non Financial Managers
13th	Train the Trainer
14th	How to Write a Winning Tender
16th	Introduction to Lean Thinking
20th	Import Basics for Beginners
21st	Quality Counts:ISO9000 & An Introduction to Sigma 6
22nd	Developing An Effective Sales Strategy
22nd	HR for Line Managers
27th	How to Create a Positive First Impression
28th	Managing Meetings

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

Client Feedback

"WOW! Trainers that really know what they are talking about. My staff are more motivated and hitting targets nearly every month. Thank you Centre for Business"
Paul Williams - Feb 2011

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OCTOBER

05th	Professional Sales Techniques
06th	Introduction to Retail Management
07th	Social Media
10th	Time Management
11th	Moving Past Conflict
11th	Introduction to Export Sales Order Administration
12th	Business Planning
17th	Presentation Skills
24th	HR for the Service Industry
25th	Assertiveness for Managers
26th	Becoming An Effective Leader
26th	Learn How To Network

NOVEMBER

14th	Leading Teams to Perform
14th	How to Improve Sales Margins
15th	Employee Appraisal & Objective Setting
17th	Negotiating for Business Success 1/2 Day
22nd	Working with Letters of Credit & Bills of Exchange
25th	Managing the Redundancy Process 1/2 Day
30th	Managing & Developing Key Accounts

DECEMBER

01st	Space Management
06th	Train the Trainer
07th	Building a Successful Team
08th	Assertiveness for Managers
12th	Delivering Professional Presentations & Sales Pitches
14th	Raising Performance Using Motivation & Leadership
19th	HR for the Service Industry

NOVEMBER

01st	Becoming An Effective Leader
07th	Project Management
08th	Essential Customs Procedures for Importers & Exporters
09th	Gaining Business Appointments
10th	Learn How to Network
10th	Delivering Excellence in Retail

ILM COURSES

Oct 21/28 & Nov 04/11	ILM Level 2 Personal Development(3 Days)
Aug 25 & Sep 01/08/15/22	ILM Level 3 First Line Management (5 Days)
Dec 06/07/13/14 & Jan 12/19	ILM Level 4 Management (6 Days)



Starting a Business / Running a Business / Skills & Training / Business Premises

For further information contact:
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