

PERSONAL DEVELOPMENT SKILLS							
General Management Skills	Customer Services Skills	Project Management Skills	Leadership Skills	Sales Performance & Management Skills	HR Skills	Career Development	
1	Arranging & Minuting Meetings	Communicating & Influencing	Achieving excellence in Project Management	Advanced Communications & Presentations	Account Development	Balance Score Card Approach	CV Writing
2	Assertiveness	Conflict Management	Governance	"Intelligent Board" Aspects	Advanced Sales Techniques	Dealing with Bullying & Harassment	Decide what you want
3	Career Development	Dealing with Demanding Customers	Internal Communication for effective Projects	Business Planning	Business Planning - sales strategy	Designing Performance Appraisals	Excelling in an Interim Role
4	Chairing Meetings	How to give exceptional Customer Service	Introduction to Agile Project Management	Chairing Meetings	Outsourcing	Developing & Implementing Policies	How to Completely Change your Career
5	Coaching	Managing Customer Relationships	Introduction to BPM (Business Process Management)	Change Management	Revenue Growth	Dignity at Work	Increasing your effectiveness at work
6	Communicating Change	Monitoring & Evaluating	Introduction to effective Project Management	Coaching	Sales & Opportunity Coaching	Disciplinary & Grievance	Introducing Careers in the New Economy
7	Conflict Management	Negotiation Skills	Introduction to Prince2 Methodology	Communicating Change	Sales Acceleration	Discrimination & Equal Opportunities	Outplacement
8	Decision-making & Problem Solving	Telephone Techniques	IT Change Management (versioning, impact analysis, etc.)	Conflict Management	Sales Management	Effective communication for HR	Starting up a new business
9	Developing Committee & Board Members	Working across cultural boundaries	Managing Suppliers	Decision-making & Problem Solving	Sales Methods - commodity to solution	Exit Strategies and Compromise Agreements	Succession Planning
10	Foundation of Management		NLP for Project Managers	Developing an effective Board	Sales Processes & Procedures	HR - A strategic Partner	Working across cultural boundaries
11	Giving Effective Feedback		Policies & Procedures	Developing Committee & Board Members	Sales Start-ups	Implementing Job Evaluation	Working with Virtual Teams
12	How to Team Brief		Project Office setup and management	Developing Teams	Sales Team Management	Increasing your effectiveness at work	Writing an effective Business Plan
13	Increasing your effectiveness at work		Providing Administrative Support	Diversity	Sales Team Performance	Independent 360° reviews	
14	Influencing & Communicating		Resource management	Employment essentials for small businesses	Sales Training - meetings, business reviews	Interviewing Skills	
15	Interim Management/Secondment		Strategy and planning	Implementing change		Introduction to Psychometrics	
16	Internal Communication for Effective Organisations		Tools & Techniques for Planning & Control	Internal communication for effective organisations		Managing Absence	
17	Interviewing Skills		Using MS Project in PM	Kaizen/Continuous Improvement		Managing Disciplinary & Grievance	
18	Introduction to BPM (Business Process Management)		Working across cultural boundaries	Leading in Technology		Managing Performance	
19	Managing Absence		Working with Virtual Teams	Making the most of your Membership organisation		Managing Redundancy	
20	Managing Performance			Managing Performance		Mediation skills	
21	Managing Stress			Managing Stress		Monitoring & Evaluating	
22	Managing Suppliers			Managing Suppliers		NLP for HR Practitioners	
23	Mentoring			Mentoring		Outplacement	
24	Modernising your Membership Organisation			Motivation & Delegation		Performance Appraisal Skills	
25	Monitoring & Evaluation			Negotiation Skills		Preparing for work	
26	Motivation & Delegation			NLP for Leaders		Presenting with impact	
27	Negotiation Skills			Presenting with Impact		Psychometric Testing	
28	Networking for Success			Resource management		Psychometrics In Depth	
29	NLP for Managers			Running Business Improvement Projects		Recruiting Excellence	
30	Planning & Prioritising			Strategy and planning		Training Needs Analysis	
31	Powerful Presentations			Understanding impact of employment law & Ets		Working across cultural boundaries	
32	Presentation Skills			Working across cultural boundaries			
33	Resource Management			Working with Virtual Teams			
34	Self-confidence/Self-esteem						
35	Time Management						
36	Working across cultural boundaries						
37	Writing an effective Business Plan						
38	Writing effective Business Letters						