

Management Development Programme 2007

workshops	subject (for further information contact Jenny Devlin on tel: 0800 389 0888)	length	date/s	location
Team Working	This course looks at how to set up team working, become a team leader and motivate staff to play their part and support each other.	1 Day	30 Jan	Inverness
Managing Stress	This workshop gives an understanding of how to recognise and manage stress, enabling the implementation of an effective stress management strategy.	1 Day	31 Jan	Dingwall
Advanced Presentation Skills	Delegates will have the opportunity to work on their individual skills and be involved in the delivery of a prepared presentation and video feedback	2 Days	1 & 2 Feb	Elgin
Policies, Procedures & Staff Relations	Policies and procedures are the guidelines that promote good working relationships with your workforce. This course will examine the different situations that make or break the partnership of employers & employees.	1 Day	13 Feb	Dingwall
Assertive Communication	Enables delegates to understand different types of behaviour and their effects, looks at tools of assertiveness and how to apply them in your environment.	1 Day	15 Feb	Dingwall
Motivating your Workforce	Demonstrates to managers in simple terms the importance of communication in their role. It shows what can be done to keep a workforce happy and motivated.	1 Day	20 Feb	Aviemore
Training the Trainer	This workshop enables the trainer to effectively deliver skills and knowledge to individuals or groups.	2 Days	20 & 21 Feb	Inverness
Managing Conflict	Takes a close look at why conflict at work happens and deals with changing behaviour patterns, improving communications and awareness.	1 Day	6 Mar	Inverness
Improving Your Customer Service	Customer focus is of paramount importance to any organisation. This course demonstrates how to actively promote awareness of customer needs and how to exceed their expectations.	1 Day	7 Mar	Dingwall
Risk Assessment	This is an introductory workshop which should enable delegates to identify hazards and to apply risk assessment techniques in their workplace.	1.5 Days	7 & 8 Mar	Elgin
Develop a Marketing Understanding	Designed to give managers the opportunity to assess where their business is now and where it is going in the future and enable them to develop a marketing plan to meet their strategic objectives.	1 Day	15 Mar	Elgin
Quality Management	This course will enable delegates to differentiate between quality and specification and understand elements and see benefits of a Quality Management System.	1 Day	15 Mar	Inverness
Appraisal & Staff Review	Takes participants through the broad principles of reviewing staff. Performance management and preparation for interviews are covered.	1 Day	19 Apr	Elgin
Interviewing Techniques	This course is designed to give advice on preparing for, conducting and following up an interview, ensuring that decisions are made on the best possible information	1 Day	24 Apr	Inverness
Selling Techniques	Learn the principles of professional selling. Understand the sales cycle and the benefits of setting objectives and targets. How to close the sale.	1 Day	24 Apr	Elgin
Negotiating Skills	This workshop covers successful negotiating techniques and explains how you can use them to achieve your key objectives.	1 Day	2 May	Inverness
Team Working	This course looks at how to set up team working, become a team leader and motivate staff to play their part and support each other.	1 Day	9 May	Elgin
Grievance & Staff Discipline	This course is designed to enable you to develop an understanding of the steps required for effective grievance and disciplinary procedures and implementing these in your organisation.	1 Day	10 May	Dingwall
Training the Trainer	This workshop enables the trainer to effectively deliver skills and knowledge to individuals or groups.	2 Days	15 & 16 May	Dingwall
Delegation	This workshop focuses on how to build a climate of responsible, effective decision-making at all levels, giving staff the tools, responsibility and empowerment to get on with it.	1 Day	17 May	Aviemore

Executive Use of Time	Takes a radical approach to identifying what really matters in the workload of a manager and offers techniques to ensure this is achieved effectively and efficiently.	1 Day	12 Jun	Inverness
Managing Change	Looks at why things change, understanding the problems related to change and tackles the issues arising from the necessity of change.	1 Day	12 Jun	Inverness
Presentation Skills – Follow Up	A half day follow-up course, being offered to delegates attending the Advanced Presentation Skills Course. The workshop will look at how power point can be used as an effective tool for presentations.	0.5 Day	12 Jun	Elgin
Courses (certificated)	Subject (for further information contact Jenny Devlin on tel: 0800 389 0888)	length	dates	location
ILM Level 3 –Intro. Certificate in First Line Mgt	A short, flexible programme which provides an introduction to the wide range of responsibilities of the first line manager. (Module One of Full Certificate)*	6 Days	28 Feb, 7, 14, 21, 28 Mar & 18 Apr	Dingwall
ILM Level 3 – Certificate in First Line Management (Module 2, 3 & 4)*	The ILM Level 3 Certificate in First Line Management comprehensively covers the full range of responsibilities of the first line manager. Candidates must have previously completed the Introductory Certificate in First Line Management or registered on the course due to start in February as part of the full certificate. (Full Certificate consists of 4 modules)*	12 Days	17, 24 & 31 Jan, 7, 14, 21 Feb, 25 Apr, 2, 9, 16, 23 & 30 May + Module 4 (flexible learning)	Inverness
IOSH - Managing Safely	(IOSH – Institute of Occupational Safety and Health). This course will train delegates to apply sound management principles to Health & Safety.	4 Days	12, 13, 14 & 15 Jun	Elgin

For further information please contact **Jenny Devlin on tel: 0800 389 0888 or email: jdtrainingpool@aol.com**

These courses/workshops are part of HIE Inverness and East Highland and HIE Morays' Management Development Programme 2007 and are highly subsidised for SMEs.