

COURSES TO HELP YOU LEARN JAN – MARCH 2012

Course title	Dates	Cost per trainee
Delivering Excellent Customer Service – face to face – by phone – by email	7 th February	£99 + VAT
	7 th March	£99 + VAT
Cold Calling Made Simple – warm up the coldness by preparing and planning well to take into the call	3 rd January	£99 + VAT#
	1 st February	£99 + VAT
	1 st March	£99 + VAT
Personal Sales Skills – face to face make the most of your skills and your company's benefits	16 th January	£99 + VAT
	14 th March	£99 + VAT
Team Leadership Skills – running a team with differing personalities is a challenge – learn how to do it well	24 th January	£200 + VAT
Finance for Non-Financial Managers (1) – nail the basics of balance sheets – profit and loss and trial balance	9 th February	£99 + VAT
Finance for Non-Financial Managers (2) – exploit the basics look at budgets, cash flow	8 th March	

Office in the Stables, Oxmoor Lane, Biggin, Leeds LS25 6HJ

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forecasting, capital investment & pricing for profit		
Running Effective Meetings – from chairing to minutes – before – during and after – get control of the meetings to get the best from them	20 th March	£150 + VAT
Presentation Skills – if standing up in front of people to speak is your worst nightmare – let me show you how to do it with confidence and enjoyment	27 th March	£200 + VAT
Time Management Skills – it's not time that is the issue – it's YOU and your attitude to it. Let me change that to make sure you get more out of every day	22 nd February	£99 + VAT

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