

Are you on track for peak leadership fitness?



Below is a selection of topics we deliver via our open programme. In house bespoke solutions are also available.

			Courses run on the dates below:						
Customer Service	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Dealing with Difficult Customers	2	£252				5 th 12 th			
Delivering Customer Service	2	£252			23 rd 30 th				11 th 18 th
Effective Telephonist/Receptionist	1	£140				14 th			
Sales	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Influencing & Negotiating Skills	2	£252			10 th			16 th	
Presentation Skills	2	£252			24 th			23 rd	
Selling With Ease	2	£252		20 th					7 th
People Management	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Appraising Staff Performance	2	£252	11 th 25 th					5 th 12 th	
Coaching in the Workplace	2	£252				11 th 18 th			
Managing Performance & Feedback	2	£252		12 th 19 th					5 th 12 th
Resolving Conflict in the Workplace	1	£140					31 st		
Personal Effectiveness	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Assertiveness & Self Confidence	2	£252			14 th 21 st			15 th 22 nd	
Communication at Work	2	£252	12 th 25 th			5 th 12 th			
Developing Yourself & Others	2	£252		4 th 11 th					19 th 26 th
Time Management	1	£140	7 th			19 th			
Train The Trainer	2	£252			6 th 13 th				4 th 11 th
Health & Safety	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
IOSH Managing Safely	4	£700					8 th -11 th		
NEBOSH General Certificate	10	£1750		16 th -20 th 23 rd -27 th					
Wellbeing at Work	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Developing Self Awareness with DiSC	2	£252	1 st 8 th			5 th 12 th			5 th 12 th
Developing Emotional Intelligence	2	£252			6 th 20 th				19 th 26 th
Understanding Mental Health	1	£140		10 th				13 th	
Understanding Stress Management	1	£140	12 th				12 th		
IT Skills	No. full days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Excel Beginners	1	£252		10 th		12 th			3 rd
Excel Intermediate	1	£252		23 rd			3 rd		
Excel Advanced	1	£252			13 th			6 th	
PowerPoint	1	£252			20 th				10 th
Project	1	£252				4 th			17 th
Word Intermediate	1	£252		27 th				20 th	

DiSC and Leadership delivers results...

In a world of increasingly volatile, uncertain, complex and ambiguous (UVCA) environments, managers must seek new orientations and take a fresh approach to management to bring positive results.

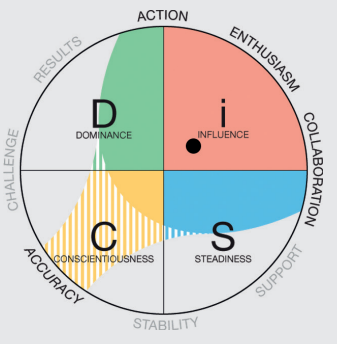
The VUCA world challenges you to find your own way. You will need to understand the psycho-logic and develop empathetic behaviour – in short, to be more concerned with humans and their needs.

- ✓ Leaders need emotional intelligence
- ✓ Leaders need humility
- ✓ Leaders need good communication
- ✓ Leaders need to be good at listening
- ✓ Leaders need resilience

The first step to making meaningfully change is the way you connect with other people, and this starts with knowing yourself.

Whether you're leading a team, working with customers or simply building relationships with colleagues, you will make better connections if you know how you are seen by others and how to adapt your behaviour.

Complete a short DiSC questionnaire and let us show you how you can improve your self awareness, connect better, and build your emotional intelligence.



Management Qualifications

Organisations operate in ever-changing environments, so they need leaders and managers with the skills and confidence to cope. The ILM accredited qualifications delivered, by GEL and ranging from Level 2 to Level 7, develop the knowledge, skills and behaviours to help them do just that.

Our off-the-shelf programmes, listed opposite, can be delivered as in-house programmes and extended to wider qualifications through a pick-'n'-mix of additional topics. All programmes include the elements below and delegates are given 1-year free ILM membership, giving access to a myriad of resources.


Research conducted by the ILM identified the fundamental qualities that leaders need in order to be trusted. Trust is also a powerful indicator of organisational health, with high levels of trust being linked to high levels of performance.



			Courses run on the dates below:						
Leadership & Management Courses	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Business Improvement Techniques	2	£252		16 th 25 th				19 th 26 th	
Managing & Implementing Change	3	£364			10 th 20 th 27 th				3 rd 10 th 17 th
Managing Improvement & Quality	2	£252		16 th 25 th			17 th 24 th		
Project Management Fundamentals	3	£364		13 th 20 th 27 th				8 th 15 th 22 nd	
Providing Quality to Customers	2	£252			20 th 27 th				3 rd 17 th
Risk Management	1	£140	27 th				9 th		
Understanding Quality Management	2	£252	20 th	4 th			15 th 22 nd		
Understanding the Middle Manager Role	3	£252				4 th 11 th 18 th			
Understanding the Senior Manager Role	3	£364	4 th 11 th 19 th			1 st 8 th 29 th			
ILM Leadership & Management Qualifications	No. half days	Price	APR	MAY	JUN	JUL	AUG	SEP	OCT
Level 2 Award in Leadership & Team Skills	5	£588		3 rd 10 th 16 th	9 th 16 th			1 st 9 th 21 st	5 th 19 th
Level 3 Award in Leadership & Management	7	£798	13 th 21 st 28 th	4 th 11 th 16 th 21 st		4 th 11 th 18 th 25 th	1 st 8 th 15 th		
Level 3 Award in Service Improvement	5	£588		11 th 18 th 25 th	8 th 15 th				
Level 3 Award Effective Coaching	6	£700			8 th 15 th 22 nd 29 th	6 th 13 th			
Level 4 Award in Managing Equality & Diversity	3	£364			10 th 16 th 24 th				3 rd 10 th 17 th
Level 4 Award in Leadership & Management	5	£588				1 st 4 th 11 th 18 th	9 th		
Level 5 Award in Leadership & Management	6	£700	1 st 4 th 11 th 19 th	16 th 25 th		1 st 4 th 8 th 29 th	17 th 24 th		
Level 5 Certificate in Service Improvement	7	£798				27 th	8 th 15 th	5 th 12 th 19 th 26 th	
Level 5 Certificate in Effective Coaching & Mentoring	10	£1064		3 rd 10 th 17 th 24 th	7 th 28 th	15 th	3 rd 5 th 23 rd		
Level 5 Diploma for Operational Leaders & Managers	20	£1075						Starts 5 th	



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