



CHALLENGE CONSULTING COURSE CALENDAR 2010/2011

| ACCREDITED COURSE DETAILS | DATE(S) |
|--|--|
| <p>Team Leaders and Aspiring Team Leaders ILM – LEVEL 2 AWARD IN TEAM LEADING (ATL) (6 Days - one full day each 2/3 weeks) Suitable for new & existing supervisors and team leaders. Builds competence and confidence in core management skills, ensuring improved performance for participants and their teams. Also an excellent refresher for more experienced supervisors and team leaders.</p> | <p>Commencing</p> <p>8 November 2010</p> <p>Price: £895 + VAT pp <i>(Fully inclusive of ILM fees)</i></p> |
| <p>“ NEW COURSE ” ILM LEVEL 2 – AWARD IN CUSTOMER AWARENESS (4 Days- one full day each 2/3 weeks) This practical programme is ideal to enhance the skills and Knowledge to establish and maintain successful customer relationships. This course leads to a Nationally Recognised Qualification from the Institute of Leadership and Management, and covers how to: fulfill customer requirements, provide quality to customers, deal with complaints effectively and aspects of the law related to customer service.</p> | <p>Commencing</p> <p>TBC</p> <p>Price: £495 + VAT pp <i>(Fully inclusive of ILM fees)</i></p> |
| <p>First Line Managers ILM – LEVEL 3 AWARD IN FIRST LINE MANAGEMENT (7 Days- one full day each 2/3 weeks) A qualification designed for those who need an enhanced understanding of the work environment and appreciation of how to get the best from themselves and others. Topics include Managing Change, Creative Thinking, Problem Solving and Decision Making, Managing Information. Effective Leadership skills, giving and receiving feedback and report writing. Helps to develop a breadth of understanding to tackle complex issues in an informed and confident way.</p> | <p>Commencing</p> <p>2 November 2010</p> <p>Price: £995 + VAT pp <i>(Fully inclusive of ILM fees)</i></p> |
| <p>Junior/Middle Managers ILM – LEVEL 5 AWARD IN MANAGEMENT (8 DAYS – one full day each 2/3 weeks) Designed with Senior Managers, Business Owners and Directors in mind, this course will support participants towards engaging their staff, creating and maintaining high performance teams and maximising upon resources and opportunities within the business. Businesses eligible for Leader First Funding may be able to obtain financial assistance for a key member of staff to undertake the programme.</p> | <p>Commencing</p> <p>Spring 2011</p> <p>Price: £995 + VAT pp <i>(Fully inclusive of ILM fees)</i></p> |
| <p>ILM LEVEL 5 DIPLOMA IN MANAGEMENT (20 DAYS – one full day each 2/3 weeks) Prestigious qualification at Degree level, taking place over one year. Suitable for Junior/Middle managers who require to develop in-depth knowledge of the practical aspects of the role of managers within organisations. Covers not only people management aspects comprehensively, but also considers the management environment, cultural considerations, legal aspects and employment law issues, influencing and negotiating, finance and budgeting, managing, handling and presenting information and project management skills. Includes 2-day leadership residential and Myers Briggs Type Indicator.</p> | <p>Commencing</p> <p>6 October 2010</p> <p>Price: £2200 + VAT pp <i>(Fully inclusive of ILM fees)</i></p> |
| <p>Middle/Senior Managers ILM EXECUTIVE DIPLOMA IN MANAGEMENT (20 DAYS + two Tutorials – one full day each 2/3 weeks) This course, which leads to an accredited qualification, aims to give practising and potential senior managers the foundation for their formal development by assisting delegates to obtain both the knowledge and skills required at a senior management level. The course considers policy and procedures and how they translate to operational management. Participants will derive most benefit from the programme if they have some prior experience of management – usually at a middle management level, and must have previously studied aspects of management, although a formal management qualification is not essential.</p> | <p>Commencing</p> <p>Spring 2011</p> <p>Price: £2500 + VAT pp <i>(Fully inclusive of ILM fees)</i></p> |
| <p>LEADERSHIP PROGRAMMES ILM – AWARD IN LEADERSHIP (Level 5) (4 Days) A focused look at leadership theories and styles with direct relevance to work. Delegates are required to assess their own approach to leadership and plan to improve. Includes outdoor “practical” leadership day.</p> | <p>TBC</p> <p>Price: £750 + VAT pp <i>(Fully inclusive of ILM fees)</i></p> |

All of the above can be delivered in-company on flat daily rate for up to 12 delegates – please ask for a Quotation.

| .BROCHURE PG.NO | Short Courses by Topic Area <i>One to One intensives and in-company programmes available</i> SEPT 2010 – JULY 2011 | NO. OF DAYS | SEPTEMBER 2010 | OCTOBER | NOVEMBER | DECEMBER | JANUARY 2010 | FEBRUARY | MARCH | APRIL | MAY | JUNE | JULY |
|----------------------------|--|-------------|-------------------|------------------|------------------|---------------------------------------|-----------------|---|---|------------------|-----------------|------------------|------|
| | | | | | | | | | | | | | |
| PERSONAL SKILLS | | | | | | | | | | | | | |
| | Time Management & Organisation | 1 | | 4 th | | | | | | 4 th | | | |
| | Assertiveness & Personal Confidence | 1 | | | 12 th | | | | | | 2 nd | | |
| | Influencing & Persuading others | 1 | | | 2 nd | | | | | | | 6 th | |
| | Problem Solving and Decision Making | 1 | | | | | 7 th | | | | | | |
| | Stress Management | 1 | | | | | | | | 11 th | | | |
| | The Confident Negotiator | 1 | | | | | | | | | | | |
| | Handling Difficult Situations & People | 1 | | | | | | | 7 th | | | | |
| | Effective Presentation Skills (2 days) | 2 | | | | | | 17 th & 18 th | | | | | |
| | High Impact Presentation Skills (for experienced presenters). | 1 | | 13 th | | | | | | | | | |
| MANAGING PEOPLE | | | | | | | | | | | | | |
| | Leading & Motivating Others | 1 | | | | | | | | | | 14 th | |
| | Effective Appraisal Skills | 1 | | | | | | 4 th | | | | | |
| | Managing Performance (includes disciplinary interviewing) | 1 | | | | | | | | | 9 th | | |
| | The Effective Team Leader (2 day course) | 2 | | | | 9 th & 10 th | | | | | | | |
| | From Friend to Supervisor – making the transition | 1 | | | 10 th | | | | 9 th | | | | |
| MANAGEMENT SKILLS | | | | | | | | | | | | | |
| | Project Management | 1 | | | | | | | | | | 10 th | |
| | Planning and Managing Change | 1 | | | | | | | | | | | |
| | Communications Skills for Managers (inc. Team Briefing) | 1 | | | | | | 28 th | | | | | |
| | Understanding Finance (inc. managing budgets). | 1 | | | 15 th | | | | | | | | |
| | Recruitment & Selection Interviewing | 1 | | 18 th | | | | | | | | | |
| CUSTOMER CONTACT | | | | | | | | | | | | | |
| | Customer Care – creating and maintaining good relationships | 1 | | | 29 th | | | | | | | | |
| | Handling Difficult Customers and dealing with Complaints | 1 | | | | | | | | | | | |
| | Effective telephone techniques | 1 | | | | 17 th | | | | | | | |
| SKILLS FOR TRAINERS | | | | | | | | | | | | | |
| | Practical Training to Small Groups (inc Coaching Skills) | 1 | | | | 7 th | | | | | | | |
| | Designing, Delivering and Evaluating Training (2 days) | 2 | | | | | | | 24 th & 25 th | | | | |

PRICES: 1 DAY COURSE - £175.00 + VAT per delegate 2 DAY COURSE - £315 + VAT per delegate
One to One Intensives - £395 + per half day inc. pre-diagnostics and 2 hour follow up
Bespoke In-Company Courses c.£950* + VAT per day for up to 12 delegates including design

Discounts Available for Block Bookings. *Dependent upon requirements

For further information and bookings visit our website at www.challengeconsulting.co.uk

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