



All courses held at our purpose designed training centre in Nottinghamshire  
 Bespoke courses a pleasure to be held at a venue of your choice  
 Call 0115 9551 995 or email [challengeconsult@btconnect.com](mailto:challengeconsult@btconnect.com) to book

## CHALLENGE CONSULTING COURSE CALENDAR 2012

*Can't see the topic you require? 5 or more people with similar needs? Why not let us design and deliver an in-house programme to meet your exact requirements? Rates are very reasonable and often work out more cost effective on a per head basis.*

FEB 2012 – DEC 2012 Course Fees per delegate : 1 day courses = £175 + VAT 2 day courses = £315 + VAT  <b>ilm</b> Courses – Please see link for costs	NO. OF DAYS	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<b>PERSONAL SKILLS</b>												
Making better use of time & organising yourself	1	6 <sup>th</sup>					19 <sup>th</sup>					3 <sup>rd</sup>
Assertiveness & Personal Effectiveness	1		5 <sup>th</sup>						25 <sup>th</sup>			
Influencing & Persuading others	1			24 <sup>th</sup>						10 <sup>th</sup>		
Creative Problem Solving	1								17 <sup>th</sup>			
The Confident Negotiator	1	7 <sup>th</sup>							18 <sup>th</sup>			
Handling Difficult Situations & People	1		1 <sup>st</sup>							11 <sup>th</sup>		
Presentation Skills – the basics	1				22 <sup>nd</sup>						13 <sup>th</sup>	
Advanced Presentations for greater impact	1		8 <sup>th</sup>							17 <sup>th</sup>		
Effective Business Writing	1								26 <sup>th</sup>			
<b>MANAGEMENT / LEADERSHIP SKILLS</b>												
Future Team Leaders – what you need to know	1			25 <sup>th</sup>						16 <sup>th</sup>		
From Friend to Supervisor: establishing authority	1	2 <sup>nd</sup>					18 <sup>th</sup>				15 <sup>th</sup>	
The Effective Manager – getting it right	2		6 <sup>th</sup> / 7 <sup>th</sup>									5 <sup>th</sup> / 6 <sup>th</sup>
Leading & Motivating Others	1		22 <sup>nd</sup>						6 <sup>th</sup>			
Appraisal Skills for Managers	1				9 <sup>th</sup>						27 <sup>th</sup>	
Managing Poor Performance	1				1 <sup>st</sup>						26 <sup>th</sup>	
Planning and Managing Projects	1		9 <sup>th</sup>							9 <sup>th</sup>		
Supporting others through Change	1			26 <sup>th</sup>							12 <sup>th</sup>	
Effective Meetings	1			30 <sup>th</sup>								20 <sup>th</sup>
Understanding Finance (inc. managing budgets).	1		21 <sup>st</sup>						27 <sup>th</sup>			
Recruitment & Selection – how to recruit the right staff	1			25 <sup>th</sup>							21 <sup>st</sup>	
<b>ilm QUALIFICATIONS (TAUGHT COURSES) Institute of Leadership and Management</b>												
Level 2 Award in Team Leading	4		12 <sup>th</sup>							31 <sup>st</sup>		
Level 3 Award in First Line Management	6		20 <sup>th</sup>								6 <sup>th</sup>	
Level 5 Diploma in Management*	20			26 <sup>th</sup>								
Level 7 Award in Executive Management	9				14 <sup>th</sup>							
Level 7 Diploma in Executive Management	20				22 <sup>nd</sup>							
<b>CUSTOMER CONTACT</b>												
Customer Service – getting it right	1				2 <sup>nd</sup>						19 <sup>th</sup>	
Effective telephone techniques	1					11 <sup>th</sup>						11 <sup>th</sup>
<b>SKILLS FOR TRAINERS</b>												
Training others – a practical approach	1					13 <sup>th</sup>						10 <sup>th</sup>
Professional Coaching Skills	1			19 <sup>th</sup>							22 <sup>nd</sup>	

Typical 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 more information visit us at : [www.challengeconsulting.co.uk](http://www.challengeconsulting.co.uk)