

DANTEK CONSULTANTS - Powerful, practical learning. List of Courses available.

Introduction to Computers- Equal Skills

Course Overview

Participants will be:

- Introduced to the Mouse & Keyboard
- Introduced to Document Management in Windows
- Understand and use the basic features in Microsoft Word
- Introduced to the various services and uses of the Internet

Course Content:

Basics of using a computer: Identifying components, Use of Mouse and explanation of the Keyboard.

Desktop: Overview, Understanding icons.

Windows: Identifying parts of window: (title bar, taskbar, menus, scroll bars Close, Minimise, Restore buttons).

Creating a document: Entering text, printing.

Toolbars.

File Management: Files and folders, creating, opening and saving information. Different File Types, Cut, Copy and Paste.

Internet: Working with a Browser, using the toolbars, navigating a website, searching for information using Search Engines, Entering web addresses (URL).

Email: Using Microsoft Outlook Express, sSending and receiving mail, replying to and forwarding e-mail.

Outcome

On course completion participants will have a certificate proving the level of computer skills they have attained. They will be familiar with the basic steps involved in working a computer and be able to create documents using Microsoft Word. Participants will also be able to send and receive e-mails and visit web sites.

IC3

Course Overview

The course falls into 3 individual sections with a real time exam in each, as follows:

Computing Fundamentals (Hard/software, operating system/windows)

Key Applications (Word & Excel)

Living Online (Internet & Email) The advantage of a real-time exam is that candidates receive their results immediately.

Certification

IC3 certification is attained by completing exams in all three areas listed above.

Course Content:

Computing Fundamentals: Key Applications, Living Online.

Computer Hardware.

Computer Software.

Using an Operating System: Common Program Functions.

Word Processing Functions.

Spreadsheet Functions.

Networks and the Internet.

Electronic Mail.

Using the Internet.

The Impact of Computing and the Internet on Society.

Outcome

Successful completion of IC³ ensures you have the knowledge and skills required for basic use of computer hardware,

Software, networks, and the Internet. Candidates will have their computer skills tested and certified according to international standards.

Computerised Typing & Keyboard Skills

Course Overview

Beginners will learn the layout of the keyboard and will be shown how to touch type. Improvers will have the opportunity to update their keyboarding skills.

Certification

The Pitman Typing Speed Test is optional. Successful candidates will gain a Pitman Institute Typing Certificate.

Dantek Certificate of Attendance.

Course Content:

Qwerty Keyboard Home Keys, working with the correct keys to develop keyboard movements at increased speeds.

Speed and accuracy develop using computerised keyboard programs.

Computerised keyboard tests with a range of practice exercise students will develop the skills and movement necessary to become fast efficient typists.

Progress Report sheets to monitor speed and accuracy.

Speed Tests.

Outcome

On completion of this course Participants will be able to type documents quickly and accurately while having a thorough knowledge of the keyboard.

Computer Know-How

Course Overview

Participants will be trained to use the internet for everyday use, virus protection, how to book Ryanair flights, introduced to banking on-line, download music files, protecting kids on line. Participants will also learn useful advanced email techniques and features. Also how to use a scanner and the Do's and Don't of Digital photography

Certification

Dantek Certificate of Attendance

Course Content:

- Tips and tricks for searching the web
- Virus Protection for home user
- Banking on line
- How to set up an email account
- Advanced email techniques
- Booking flights on-line
- How to protect kids on the internet
- Order goods on line
- How to down load music files
- Scanning (how to use a scanner)
- Do's and don't of digital photography

Outcome

On course completion participants will be proficient in using the internet for real and practical purposes. You will be able to search for information and websites fast and effectively. You will be able to set up an on-line bank account and do transactions on this account. You will learn useful advanced email features and how to set up an email account. You will have a strong understanding of virus protection and protecting kids on the net. Participants will also be introduced to digital photography and scanning photographs.

INTRODUCTION TO INTERNET & EMAIL

Course Overview

Participants will be trained to use the features in Outlook Express (email) and the various services of the Internet

Certification

Dantek Certificate of Attendance

Course Content:

- Internet Email
- Working with a Browser
- Navigating a website
- Working with Favourites
- Searching for information using Search Engines
- Using Microsoft Internet Explorer 5.0
- Entering web addresses (URL)
- Using the toolbars
- Printing
- Favourites
- Using Microsoft Outlook Express
- Composing an E-Mail
- Sending and receiving mail, CC, BCC
- Forward, Reply, Reply All Attaching files
- Opening and saving attached files
- Printing
- Managing folders in Outlook Express
- Toolbars and drop down menus explained
- Outlook Express Layout Options

Outcome

On course completion participants will be proficient in the use of the web. You will have an excellent knowledge of how to search the web effectively and find information fast. Participants will also have a good working knowledge of email and will be able to configure email accounts and modify settings in Outlook Express.

ECDL CORE

Course Overview

The ECDL course consists of 7 core modules covering the fundamental areas in desktop computers today

- Word Processing (Word)
- Spreadsheets (Excel)
- Database (Access)
- Presentation (PowerPoint)
- Managing Files (Windows)
- IT -Theory
- Internet & Email

Duration

Dantek offer a variety of ECDL courses of training both during the day and in the evenings. Custom designed courses of training or simply exam preparation for both groups and individuals are also offered on request.

Certification

ECDL Certificate

This is recognised both in Europe and internationally. The international version of the same certificate is called ICDL, International Computer Driving Licence. This certificate verifies your standard of computer skills to existing and future employers.

An exam has to be taken in all seven modules. This course concentrates on giving candidates a solid grounding in the important basic features of working with computer programmes, e.g. saving, opening, printing, basic formatting. Also candidates are trained in 3 of the areas necessary to attain ECDL certification -Word, Excel and Internet & Email.

Exams Only / Individual Tuition

This will be arranged to suit your particular needs and schedule. Please contact us for details.

Outcome

On completion of this course you will have attained a benchmark standard in the use of the common computer applications. You will possess a certificate to verify this standard to your current or future employer.

An ideal follow on to this course is the new Advanced ECDL. Depending on your performance in exam situations, the Microsoft MOUS qualification could also prove an ideal follow-on to this course.

EXPRESS SECRETARIAL COURSE

Course Overview

The Express Secretarial course has been specifically designed for people who are already work in an office and want to update their skill and also for people who would like to gain the necessary skills to work in an office.

Certification

ECDL Certificate

Ms Publisher Certificate of Attendance

Manual Accounts Certificate of Attendance

Sage Accounts Certificate of Attendance

Office Skills Certificate of Attendance

Course Content

The ECDL course consists of 7 core modules covering the fundamental areas in desktop computers today:

Word Processing (Word)

Spreadsheets (Excel)

Database (Access)

Presentation (PowerPoint)

Managing Files (Windows)

IT -Theory

Internet & Email

Publisher

Advertisements

Flyers

Business Cards and more

Manual Accounts

Basic understanding of accounting to ensure better understanding of sage

Sage Accounts

Sales

Purchases

Invoicing

Bank Rec and More

Office Skills

Speed Typing

Binding

Advanced Mail Merge

Faxing

Photocopying

Outcome

On course completion participants will be proficient in all aspects of office work. You will have an excellent knowledge of your computer to enable you to “work smarter not harder”.

COMPUTERISED ACCOUNTS-SAGE BOOKS

Course Overview

This course introduces students to computerised accounting working with SAGE Books. You will be trained to move from a manual to a computerised accounts system.

Certification

Dantek Certificate of Attendance

Course Content:

Course introduction.

Navigating through SAGE Books.

Similarity between manual/computerised accounting system.

Double Entry.

Integrated Accounting and what it means.

System set up for Company information and VAT Rates.

Customers and Sales ledgers-setting up customers, enter/change invoices/credit notes, enter/allocate sales ledger receipts, print customer and sales ledger reports. End of period programmes-sales ledger.

Products-setting up/enquiring/reporting.

Invoicing-enter/change invoice/credit notes, printing/posting invoice/credit notes.

Suppliers and Purchase Ledger-setting up suppliers, enter/change invoices/credit notes, enter/allocate purchase ledger receipts, print supplier and purchase ledger reports. End of period programmes-purchase ledger.

VAT analysis and returns.

Cash and Bank-enter bank details, enter cash receipts/payments, bank account balance, bank reconciliation, print cash book payments/receipts, End of period programmes-cash book.

Back up of data files.

Outcome

Participants will be able to work with computerised accounts in a small to medium sized business or move from a manual to computerised accounts system.

SAGE PAYROLL

Course Overview

This course covers the basic set-up of Sage Quickpay, showing you how to run your payroll on Quickpay and produce the necessary reports.

Certification

Dantek Certificate of Attendance

Course Content:

Introduction to Sage Quickpay programme

Company Set-up

Employee Set-up

Payments and Deductions Set-up

Processing Payroll

Producing Standard Reports

Data Back-up and Restore

Monthly and Annual Reports

Year End Procedure

Outcome

On completion of this course participants will be competent in using Quickpay to calculate their Company's payroll correctly and be able to use the functionality of Quickpay efficiently.

ECDL UPDATE

Course Overview

ECDL UPDATE is a certification which was developed to facilitate the re-certification of the skills of ECDL holders who have held their licences for some time. With the ever-changing needs of modern society and the 21st century workplace, an individuals skills certification must be up-to-date to maintain its value. Advances in technology inform the ECDL syllabus content, and ECDL UPDATE demonstrates the commitment of ECDL holders to show their continuing skills competence.

Certification

ECDL UPDATE is a certification which is awarded on the basis of passing a single test which examines all seven modules of ECDL. Currently, it is based on Syllabus Version 4.0 and any item on that syllabus can be assessed on an ECDL UPDATE test. Because ECDL UPDATE tests all 7 ECDL modules in a single test, re-certification is fast and easy.

Course Content:

Outcome

Verifies that ECDL holders have retained the skills and knowledge that were certified when they first obtained the ECDL. Demonstrates that skills have been updated in accordance with the changes in the technological world, as reflected in Syllabus Version 4.0

Confirms the commitment of ECDL Licence holders to continue to update their skills

ECDL ADVANCED:

Course Overview

Advanced ECDL is an intensive programme that awards a certificate at the end of each successfully completed module. Four modules are available from ECDL: Advanced Word, Excel, Access and Powerpoint. It is not necessary to have completed the entire Core ECDL but you must have completed the four core modules in Word Processing, Spreadsheets, Databases and Presentations before sitting the advanced level.

Certification

Advanced ECDL Certification Word Processing
Advanced ECDL Certification Spreadsheets
Advanced ECDL Certification Databases
Advanced ECDL Certification Presentations

On Attaining all four advanced certificate you will be issued with an ECDL expert certificate.

Course Content:

Advanced Word Processing Advanced Spreadsheets

Templates and Styles

Tables of contents and indexes

Passwords and document security

Footnotes and Endnotes

Captioning of illustrations and tables

Sections, multiple columns and text orientation

Macros, Autotext and Autocorrect functions

Forms with drop-down fields and check boxes

Mail Merge and Field Codes

Conditional formatting

Data Tables

Sorting and Filtering

Data Linking

Charting techniques

Date/time, Mathematical, Logical, Text, Lookup functions

Pivot tables

Scenarios

Templates and Macros

Subtotals

Protecting a Worksheet and File

Advanced Databases Advanced Presentations

Field Validation, Input Masks and Lookup

Relationships, Joins and Referential Integrity

Append, Update, Make Table, Delete Queries

Queries that use Functions and Wildcards

Queries that use Arithmetic and Logical expressions

Showing Duplicates, Unmatched values, and Highest and Lowest values

Parameter queries that accept data input from a prompt

Forms with bound and unbound controls, formulas and expressions

Macros and reports

Data Import and Export from/to a range of file formats

Audience Analysis and Design Choices

Planning and Implementation within time and attention constraints

Presentation templates

Backgrounds - graduated and textured fills, photographs

Converting bitmaps to drawn objects
Semi-transparent, shadow and 3-D effects
Changing image colour depth
Image effects: blurred, sharpened, stained glass, and embossed
Charting techniques, including flowcharts
Incorporating multimedia
Macros, data linking
Data import and export from/to a range of file formats

Outcome

On completion of this course you will:

Have a more in-depth knowledge of Word and Excel with increased efficiency in the use of all four programs

Be able to apply advanced features to a particular work situation.

Be able to integrate Microsoft Word, Excel, Access and PowerPoint with other Microsoft Office Programs

Be able to Troubleshoot advanced functions

Be able to create and customise Word, Excel, Access and PowerPoint

MOS - MICROSOFT OFFICE SPECIALIST - INDIVIDUAL MODULES

Course Overview

Training is provided in 5 individual MOS modules preparing candidates to take the MOS exam at either core or expert levels, (see list below). It is possible to take any number or combination of these courses and exam. Dantek offer the MOS modules which are necessary to qualify for a MOS Master Certificate (see below), to provide participants with the option of working towards the MOS Master qualification:

Expert Level Word
Excel Core Level PowerPoint
Outlook
Access

MOS exams are all taken 'live' or real time. This means candidates don't get a traditional exam paper with all of the tasks listed in numerical order. Candidates register for the exam and then complete each task on a screen shot of the programme. Results are available within minutes of completing the exam.

Certification

Candidates receive a certificate for each of the exams completed. On successful completion of all 4 areas listed above (which must include 2 modules at expert level), one is automatically entitled to apply for a Master Certificate.

MOS Word expert
MOS Outlook core
MOS Excel expert
MOS PowerPoint core
MOS Master on achievement of all 4 above

Outcome

A MOS Certificate at core level verifies a strong intermediate standard of knowledge in that application. A MOS Certificate at expert level verifies an advanced standard of knowledge and one of the highest qualifications available in that particular Microsoft application.

On completion of all 5 modules in this course candidates will have achieved one of the highest levels of certification available for the Microsoft Office Suite of applications.

A MOS Master certificate verifies your overall comprehension of the Office applications, your ability to use their advanced features and your ability to integrate the Office applications with other software applications.

ADVANCED INTERNET & EMAIL

Target Group

This Advanced Internet course is ideal for those who have already a basic knowledge of using the Internet and email. This is a varied and exciting course with a large variety of topics covered. Internet and email is increasingly becoming an important part of doing business. This course will be highly beneficial both in the work and the home office environment.

Course Overview

Participants will be trained to use the internet for everyday use, virus protection, how to book Ryanair flights, introduced to banking on-line, download music files, protecting kids on-line, useful advanced email techniques and features.

Certification

Dantek Certificate of Attendance

Course Content:

Internet Email

Tips and tricks for searching the web - fast and effectively.

Research information on the internet that will be useful for business purposes

Virus Protection, firewalls (Virus Updates, Scanning for Viruses)

Banking on-line (Viewing balances, transactions and payment logs), view personal and company bank account details on line

Booking flights on-line (Useful Travel Sites, Setting up Travel Itinerary, Route Planner)

Broadband setup

Ordering goods on-line (tips for ordering on-line, Secure Sites, Credit Card Safety)

How to download music files, burning music onto CDs

Scanning and editing photos

Zipping files

How to set up an email account in Outlook Express and/or hotmail. How to view your email account while travelling or access a work email account on an out of office PC.

Advanced email techniques (Using Address Book, Signatures, Setting up Groups, Automated Replies, email Options)

Configure basic mail print options, customize the look of mail

Set up and add a signature to mail

Work with attachments

Send contact information via e-mail

Set up a business personalised mail templates

Implement good email housekeeping procedures: create folders, sort mail, set view options, filter a view, archive mail messages

Integrate email with other outlook features

Outcome

On course completion participants will be proficient in using the Internet for real and practical purposes. You will be able to search for information and websites fast and effectively. You will be familiar with all the latest internet technology and its uses for business and home office use. This course will prove very worthwhile in your day to day use of the computer.

TIME MANAGEMENT

Make effective use of your time - eliminate time wasting, learn how to prioritize work and working more efficiently.

Course Objectives

The programme covers time management from both a strategic and operational aspect. It provides participants with a selection of "ready to use" tools. At the end of this training, they will be able to:

- Understand how to use calendars and planners
- Prioritize tasks by both urgency and importance
- Avoid taking on other people's work
- Install a "pending work" management system
- Manage interactions and communication
- Log and analyze their personal use of time
- Develop an interruption elimination system

Course Content

The following are covered during the one-day programme:

- Goal setting
- Using calendars and planners
- Work/life balance
- Cooperative assertion
- Efficiency vs effectiveness
- Time management matrix

CUSTOMER CARE

Energize your company with customer service that will impact on your bottom line. This one-day customer care programme equips participants with the necessary knowledge, skills and attitude to maintain customer loyalty.

Course Objectives

The course is aimed at those who wish to:

- Communicate effectively with customers
- Handle complaints and provide solutions
- Handle enquiries well to ensure successful sales closure
- Present a positive image
- Improve customer service

Who Should Attend?

This course is beneficial to all personnel who are interested in increasing their customer service skills to help achieve improved business results in their organization or team.

Course Content

- Responsive Customer Systems – create an effective record-keeping system.
- Effective Customer Liaison – provide information, liaise with customers and communicate effectively.
- Meeting Customer Needs – respond to customer needs, positive attitude/behavior techniques.
- Customer Service Solutions – handle complaints and enquiries, provide solutions.
- Improving Customer Service – use of different methods of feedback to improve service and service methods.

Performance Management

An intensive, practical and relevant course for all managers who want to learn a system for managing performance and getting the best out of their people. This course will help managers achieve higher levels of productivity, efficiency, customer service and innovation.

Course Objectives

This course is aimed at managers who wish to:

- Develop a Performance Management system for themselves, their team or their organization
- Create an environment where staff morale and motivation is even better than before
- Achieve greater performance and productivity from their staff in a positive and healthy work environment

Who Should Attend?

This course is beneficial to managers and human resource personnel who are interested in performance management to help them achieve improved business results in their organization/unit.

The course will help managers who want to achieve higher levels of performance from everyone and who are looking for fresh and practical ideas to enhance their own performance, their team or their organization

Course Content

- What Performance Management is and isn't. What is the payoff for using it?
- Case studies - National and international case studies for both small and large companies
- Using the right metrics to drive business performance
- Agreeing goals, objectives, actions and Key Performance Indicators (KPI's)
- Ongoing communication and feedback
- Ongoing job chats/job discussions
- Dealing with problems / difficulties and overcoming resistance to change
- Communication and leadership skills
- In praise of 'praise'
- Providing positive and negative feedback regularly
- Conducting informal job discussions and formal review meeting
- Reviewing objectives, competencies, training & development plans, career objectives, etc.

People Management Skills

Managers need to achieve tougher targets in a fast changing competitive environment. This means achieving results through people. Practical people management skills are vital to bring out the best in people and achieve ever greater performance levels.

Course Objectives

- Make better hiring decisions
- Meet legal obligations when hiring
- Provide effective feedback to staff
- Lead and motivate your team better
- Increase your confidence in managing and developing staff performance
- Be better at managing difficult staff relationships
- Delegate effectively

Who Should Attend?

The course is aimed at managers and human resource personnel who are interested in learning fresh and practical ideas to manage their staff.

ILM LEVEL 7 EXECUTIVE DIPLOMA IN MANAGEMENT

Are these programmes for you?

ILM* Level 7 Executive Diploma in Management qualifications are for those people who are likely to be either practicing or aspiring senior managers, particularly those who are already in post but have had little or no formal training. They may work in factories and offices, in hospitals, in call centres, on building sites, in leisure centres, in the armed services and in the voluntary sector. Wherever people and resources are employed, senior managers with an ILM Level 7 Executive Diploma in Management qualification ensure that they are employed effectively.

Both qualifications are designed to improve your performance in the organization through their strong focus on your specific job role. These highly practical programmes can generate significant payback for your organization in terms of cost savings and quality improvements in the workplace. You may also have internal short training sessions in your organization which can be incorporated into the programme structure.

What's in the ILM Level 7 Executive Diploma in Management?

The **ILM Level 7 Executive Diploma in Management** comprehensively covers the full range of responsibilities of the senior manager and can be tailored to fit your specific needs. The full Executive Diploma consists of an induction, eight units (seven 30 hour units plus one 18-hour unit) and tutorial support. Available from ILM Centres as either an Integrated Executive Diploma (with the units delivered and certificated together) or delivered, assessed and certificated separately as the unitized ILM Level 7 Executive Diploma in Management. The unitized route reinforces the ILM commitment to short sharp flexible learning to ensure an exact fit with individual candidate needs and workplace requirements.

Each unit comprises seven to nine segments of which two to five are core and you are able to choose additional optional segments to make up the total of five where necessary. This enhances the flexibility for you to match the programme content to your identified training needs.

The whole programme will take a minimum of 242 guided learning hours, plus time for assessment, to provide you with the knowledge and skills you need to perform effectively in the high pressure world of the 21st century.

ILM Level 5 Diploma in Management

ILM Level 5 (new NQF) Diploma in Management qualifications are for those people who are likely to be either practicing or aspiring middle managers, particularly those who are already in post but have had little or no formal training. They may work in factories and offices, in hospitals, in call centres, on building sites, in leisure centres, in the armed services and in the voluntary sector. Wherever people and resources are employed, middle managers with an ILM Level 5 (new NQF) Diploma qualification ensure that they are employed effectively.

Both qualifications are designed to improve your performance in the organization through their strong focus on your specific job role. These highly practical programmes can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. You may also have internal short training sessions in your organization which can be incorporated into the programme structure.

What's in the ILM Level 5 (new NQF) Diploma in Management?

The ILM Level 5 Diploma in Management comprehensively covers the full range of responsibilities of the middle manager and can be tailored to fit your specific needs. The full Diploma consists of an induction, seven 30-hour units plus tutorial support. Available from ILM Centres as either an Integrated Diploma (with the units delivered and certificated together) or delivered, assessed and certificated separately as the unitized ILM Level 5 (new NQF) Diploma in Management. The unitized route reinforces the ILM commitment to short sharp flexible learning to ensure an exact fit with individual candidate needs and workplace requirements. See the grid for the seven units and individual segments.

Each unit comprises seven to nine segments of which two or three are core and you are able to choose additional optional segments to make up the total of five. This enhances the flexibility so you can match the programme content to your training needs.

The whole programme will take a minimum of 220 guided learning hours, plus time for assessment, to provide you with the knowledge and skills you need to perform effectively in the high pressure world of the 21st century.

ILM Level 2 Certificate in Team Leading

Are these programmes for you?

ILM* Team Leading qualifications are for those people who are working in formal teams or groups, whether as team leaders/coordinators, or team members. The qualifications are equally suitable for members of self-managed teams. They may work in factories and offices, in hospitals, in call centres and on building sites, in leisure centres and in the armed services. Wherever people and resources are employed, team workers with an ILM Team Leading qualification ensure that they are employed effectively.

Qualifications are designed to improve your performance in the organization through their strong focus on your specific job role. These highly practical programmes can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. You may also have internal short training sessions in your organization which can be incorporated into the programme structure.

What's in the ILM Level 2 Certificate in Team Leading?

The **ILM Level 2 Certificate in Team Leading** programme comprehensively covers the full range of responsibilities of the team/group leader or member, and can be tailored to fit your specific needs.

The certificate develops leaders and managers within the national qualifications framework.

The full Certificate consists of an induction, four modules plus tutorial support. Available from ILM Centres as either an Integrated Certificate (with the modules delivered and certificated together) or delivered, assessed and certificated separately, as the modular ILM Level 2 Certificate in Team Leading. The modular route reinforces the ILM commitment to short sharp flexible learning to ensure an exact fit with individual candidate needs and workplace requirements.

Each module comprises 5 segments, of which 3 are core and 2 are chosen from between 3 and 5 optional segments offered. This enhances the flexibility for you to match the programme content to your identified training needs. The whole programme will take a minimum of 65 guided learning hours, plus time for assessment, to provide you with the knowledge and skills you need to perform effectively in the high-pressure world of the twenty-first century.

ILM Foundation in Management Principles

An intensive, practical and relevant course for all managers who want to learn a system for managing performance and getting the best out of their people. This course will help managers achieve higher levels of productivity, efficiency, customer service and innovation.

Course Objectives

This course is aimed at managers who wish to:

- Develop a Performance Management system for themselves, their team or their organization
- Create an environment where staff morale and motivation is even better than before
- Achieve greater performance and productivity from their staff in a positive and healthy work environment

Who Should Attend?

This course is beneficial to managers and human resource personnel who are interested in performance management to help them achieve improved business results in their organization/unit. The course will help managers who want to achieve higher levels of performance from everyone and who are looking for fresh and practical ideas to enhance their own performance, their team or their organization

Course Content

- What Performance Management is and isn't. What is the payoff for using Performance Management?
- Case studies - National and international case studies for both small and large companies
- Using the right metrics to drive business performance
- Agreeing goals, objectives, actions and Key Performance Indicators (KPI's)
- Ongoing communication and feedback
- Ongoing job chats/job discussions
- Dealing with problems and difficulties
- Overcoming resistance to change
- Communication and leadership skills
- In praise of 'praise'

Team Building

Course Objectives

At the end of this one day programme participants will be able to:

- Identify objectives and purpose of a team
- Define the requirements for team membership selection
- Develop job and person specifications to meet the pre-defined competencies
- Assign roles and task to team members
- Involve the team in planning, organizing and evaluating team performance
- Co-ordinate and co-operate with other teams to achieve organizational and team goals

Who Should Attend The Course?

This course is suitable for managers, team leaders and human resource professionals who require knowledge that will enable them to build and manage a team in a working environment.

Course Content

- Organizational efficiency.
- Characteristics of teams
- Factors affecting teams
- Aims and objectives of teams

Report Writing

Presenting information effectively in a written context is essential. The need to convey accurate messages that are clear, professional and represent your organization appropriately is greater than ever.

Course Objectives

This programme will enable participants to:

- Structure information in a way that readers will find easy to comprehend

- Present your information in a way that focuses on your reader's attention to the core of your report

- Gain a standard of efficiency in report writing

Who Should Attend?

The Report Writing course is suitable for staff at all levels who have to prepare reports on projects, research etc. The programme is practical in nature and the training methods focus on the specific needs of the group and the type of writing in which participants are involved.

Course Content

This one-day course covers the following topics:

- Understanding reports

- The introduction and body of the report

- Report conclusion and recommendations

- Assessment of previously written reports

- The principles of effective note taking

Safety for Managers

Implement and maintain a safety management system for your organization

Course Objectives

On completion of this one-day programme, learners will be able to:

- Develop and review a safety statement
- Develop a safety policy
- Carry out and review a risk assessment
- Understand and keep up-to-date with legislation
- Set safety objectives and targets
- Develop and implement an Occupational Health & Safety management programme
- Define Occupational Health & Safety roles and responsibilities within the safety statement
- Provide evidence of competence to perform tasks that impact on Occupational Health & Safety
- Induct staff in safety
- Establish communication and consultation arrangements
- Carry out a visual display unit assessment
- Develop, test and keep records of an emergency procedure
- Carry out safety checks
- Record, report and investigate accidents/incidents
- Analyze accidents, incidents and safety checks and agree corrective/preventive action
- Develop an audit program
- Audit the Occupational Health & Safety management system

Course Content

- Introduction to safety management and safety management systems
- Legislation
- Risk assessment
- Risk control
- Reactive monitoring (accident investigation)
- Consultation, communication and training
- Active monitoring (safety audits)
- Management review

Marketing

Course Objectives

This four-day programme will allow participants to understand:

- Market analysis and customer segmentation
- Product/service analysis to fulfil consumer requirements
- Creation and execution of a marketing strategy
- Cross selling and upselling
- Performance measurement and benchmarking

Who Should Attend The Course?

This course is beneficial to business owners, managers and sales team members who wish to develop a comprehensive market plan in order to understand market trends and increase sales.

Course Content

- Customers and the External Environment
- Consumer segmentation
- Unique selling points
- Market and competitor analysis
- The Marketing Mix
- Product fit
- Pricing policy
- Promotion
- Distribution
- Selling
- Sales techniques and performance
- Customer feedback
- Marketing Strategy
- Developing a marketing plan
- Trends and forecasts
- Public Relations
- Database marketing

People Management Skills

Managers need to achieve tougher targets in a fast changing competitive environment. This means achieving results through people. Practical people management skills are vital to bring out the best in people and achieve ever greater performance levels.

Course Objectives

- Make better hiring decisions
- Meet legal obligations when hiring
- Provide effective feedback to staff
- Lead and motivate your team better
- Increase your confidence in managing and developing staff performance
- Be better at managing difficult staff relationships
- Delegate effectively

Who Should Attend?

The course is aimed at managers and human resource personnel who are interested in learning fresh and practical ideas to manage their staff. It is also a very useful course for newcomers to management, staff supervision and human resources.

The course is very practical, hands-on and participative, providing participants with an opportunity to address important people management issues from their jobs and workplaces.

Course Content

- Making better hiring decisions, job descriptions, person profiles, Equality legislation affecting recruitment
- Agreeing goals and setting objectives, planning, performance indicators
- Giving effective feedback, techniques of feedback
- Job discussions, a process for regular and effective feedback
- Performance reviews - preparing for and conducting them.
- Practical techniques of successful coaching and staff development
- Handling difficult staff issues; the rules to follow
- Clarifying roles and goals - what do your staff have to do.
- Bullying and harassment
- Personal Organization, Time Management & Delegation