



COURSE PROGRAMME
NOVEMBER 2008 – MARCH 2009
Day courses (9.30 a.m. – 4.30 p.m.)
Cost: £85 per day

COURSE TITLE	November	December	January	February	March
Appraisals	7		17		12
Assertiveness		1		3	
Managing Customer Service		15	22		9
Dealing with Conflict		3		18	
Discipline and Grievance	12		30		23
Effective Meetings		10		11	
Interviewing Skills		9	26		2
Introduction to Leadership	19		28		25
Managing Absence		15		17	
Marketing for Managers	14		10		27
Motivation		17		4	
Performance Management	5			25	
Presentation Skills		8	22		17
Problem Solving & Decision Making			21		26
Recruitment and Selection	18				
Team Building		12		28	
Time Management		16		4	

For more details and to book places contact us on:

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