

## Category 1 – The Principles of Management



*Tier 1  
Seminar Style*

### The Management Process

*Where we overview the role and purpose of the management function.*

*Tier 2*

*Classroom Style*

Project Management  
Managing Meetings  
Defining Effective Policies and Procedures  
Quality Management

*Tier 3*

*Workshop Style*

Chairing a Meeting  
IT Systems  
Planning a Project  
Drawing up Effective Policy and Procedures

*Tier 1  
Seminar Style*

### Self-Management

*Where we demonstrate that by managing ourselves we become more effective managers.*

*Tier 2*

*Classroom Style*

Building Resilience  
Being Assertive  
Personal Organisation

*Tier 3*

*Workshop Style*

Skills of Self-Evaluation  
Using Assertiveness Techniques  
Developing Appropriate Management Behaviour

**NB:** the above subjects are merely a suggestion for a possible programme. In reality any subject from any category can be selected.

## Category 2 – The Effective Manager



*Tier 1  
Seminar Style*

### Time Management

*Where we look at tools and techniques for getting more done each day.*

*Tier 2*

Making Time to Manage

*Classroom Style*

Eliminating Time Wasting

*Tier 3*

Using Time Management Techniques

*Workshop Style*

Setting Up a Time Management System

Using MS Outlook

*Tier 1  
Seminar Style*

### Management Communication

*Where we review best practice for communicating more effectively.*

*Tier 2*

Effective Lines of Communication

*Classroom Style*

Business Writing

Persuasion and Influencing Skills

*Tier 3*

Writing Effective E-Mail

*Workshop Style*

Making Powerful Presentations

Using MS Word

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## Category 3 – Managing Others



*Tier 1  
Seminar Style*

### Leadership

*Where we look at how strong leaders can unleash the potential in their staff.*

*Tier 2*

Effective Teams

*Classroom Style*

Motivating Staff

Effective Delegation

*Tier 3*

Designing and Testing Teambuilding Activities

*Workshop Style*

*Tier 1  
Seminar Style*

### Performance Management

*Where we consider how to encourage and maintain good performance.*

*Tier 2*

Recruitment and Induction

*Classroom Style*

Appraising Staff

Setting Performance Targets

Managing Staff Development

Managing Discipline

Managing Managers

*Tier 3*

Conducting a Recruitment Interview

*Workshop Style*

Conducting an Appraisal Interview

Giving Feedback to Staff

Becoming a Mentor

Conducting a Disciplinary Investigation

Drawing Up a Performance Management Policy

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## Category 4 – Managing the Business



*Tier 1  
Seminar Style*

### Stock Management

*Where we examine how to minimise costs whilst maintaining good stock availability.*

*Tier 2*

Principles of Stock Management

*Classroom Style*

Forecasting Stock Levels

*Tier 3*

Classifying Your Stock

*Workshop Style*

Calculating Your Correct Levels of Stock

Drawing Up a Stock Management Strategy

*Tier 1  
Seminar Style*

### Financial Management

*Where we show why understanding the finances helps to keep you in business.*

*Tier 2*

Financial Principles of Merchandising

*Classroom Style*

Budgeting

Understanding Business Accounts

*Tier 3*

Drawing Up a Sales and Costs Budget

*Workshop Style*

Analysing a Profit & Loss Account and Balance Sheet

Putting Together Measures of Financial Performance

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