



Core business skills	Bite-Size	One Day	Two Day
Basic presentation skills		Yes	Yes
Advanced presentation skills and public meetings			Yes
Communication and influence		Yes	Yes
Negotiation skills		Yes	Yes
Assertiveness skills	Yes	Yes	
Time management – Taking control of your work	Yes	Yes	
Meeting skills	Yes	Yes	
Effective team working	Yes	Yes	
Working with change	Yes	Yes	
Problem solving and decision-making	Yes	Yes	Yes
Handling conflict at work	Yes	Yes	
Customer service for front line teams	Yes	Yes	Yes
Customer service by telephone	Yes	Yes	
Managing customer service		Yes	Yes
Finance for non-financial managers	Yes	Yes	Yes
Profit, cash flow and budget management	Yes	Yes	Yes



Sales Focused Training (FinstSMM Trainer)	Bite-Size	One Day	Two Day
Consultative selling skills (FinstSMM trainer)		Yes	Yes
Sales territory management (FinstSMM trainer)		Yes	
The perfect sales meeting (FinstSMM trainer)	Yes	Yes	
Managing the sales team (FinstSMM trainer)		Yes	Yes

Managing People – Core Skills for Line Managers	Bite-Size	One Day	Two Day
Attendance, discipline & grievance	Yes	Yes	
Performance management	Yes		
Interviewing skills		Yes	Yes
Appraisal skills for supervisors/managers		Yes	Yes
Introduction to coaching	Yes	Yes	Yes
Recruitment, selection and induction		Yes	Yes
Introduction to leadership	Yes	Yes	
Leadership in tough times		Yes	
Managing and leading change	Yes	Yes	Yes
Leading and managing teams	Yes	Yes	Yes



ILM Recognised Programmes Title/Subject	Bite-Size	One Day	Two Day	Three Day	Modular
3D leadership programme				Yes	
START performance coaching			Yes	Yes	
Managing people for performance			Yes	Yes	
Raising the bar in retail management					Yes
Building your business					Yes
Aftersales management development programme					Yes