

<b>Date</b>	<b>Topic</b>	<b>Cost</b>
8 July 2008	Managing Under Pressure	£275 +VAT
15 July	Managing your Manager	£275 +VAT
17 July	Effective Meetings	£275 +VAT
22-23 July	Management & Supervision Skills	£450 +VAT
29 July	Emotional Intelligence at Work	£275 +VAT
31 July	Assertive Communication for Women	£275 +VAT
7-8 August	Training for Trainers	£450 +VAT
8 August	Minute Taking	£275 +VAT
12 August	Managing Poor Performance	£275 +VAT
14 August	Introduction to Team Leadership & Management	£275 +VAT
28 August	Report Writing	£275 +VAT
2-3 September	Management & Supervision Skills	£450 +VAT
4 September	Negotiation Skills	£275 +VAT
9 September	Managing Under Pressure	£275 +VAT
10-11 September	Presentation & Public Speaking	£450 +VAT
16 September	Effective Meetings	£275 +VAT
18 September	Minute Taking	£275 +VAT
23 September	Emotional Intelligence at Work	£275 +VAT
25 September	Managing your Manager	£275 +VAT
30 September	Assertive Communication for Women	£275 +VAT
1-2 October	Management & Supervision Skills	£450 +VAT
7 October	Introduction to Team Leadership & Management	£275 +VAT
9 October	Managing Poor Performance	£275 +VAT
14 October	Report Writing	£275 +VAT
16 October	Minute Taking	£275 +VAT
21-22 October	Training for Trainers	£450 +VAT
23 October	Negotiation Skills	£275 +VAT
28 October	Managing Under Pressure	£275 +VAT
4-5 November	Presentation & Public Speaking	£450 +VAT

6 November	Effective Meetings	£275 +VAT
11 November	Emotional Intelligence at Work	£275 +VAT
13 November	Assertive Communication for Women	£275 +VAT
26-27 November	Management & Supervision Skills	£450 +VAT
2 December	Managing Poor Performance	£275 +VAT
4 December	Minute Taking	£275 +VAT
9-10 December	Training for Trainers	£450 +VAT

<b>Timings</b>	10.30am to 4.30pm unless otherwise stated
<b>Cost Includes</b>	Tuition; course materials; delegates' workbook; reference materials for future use; lunch and refreshments
<b>Discounts</b>	Please enquire for details of discounts for: multiple bookings/delegates from not-for-profit organisations/self-funding individuals
<b>Venues</b>	Central London (other locations available subject to demand – please enquire)
<b>Bespoke Training &amp; Coaching</b>	We also provide cost-effective in-house coaching and training in over 30 effectiveness topics. See our website for details: <a href="http://www.h2training.com">www.h2training.com</a>

<b>H2 Training Topic</b>	<b>Overview</b>
<b>Assertive Communication for Women</b>	This course will enable delegates to develop specific communication techniques, which will be invaluable in a wide range of workplace situations. It will cover the three main categories of behaviour: passive, aggressive and assertive and will give the opportunity to develop skills in dealing confidently and professionally with colleagues, suppliers and customers. The course will use self-analysis tools and practical examples, and will explore how you can become more assertive from a female perspective.
<b>Effective Meetings</b>	This course will equip delegates with the skills and techniques needed to plan, lead and participate in meetings of any kind, including impromptu, on-the-spot discussions between colleagues, to formal presentations and meetings with external suppliers or customers.
<b>Introduction to Team Management and Leadership</b>	This course will provide delegates with a better understanding of team dynamics, and the essentials of leading and managing a team. It will focus on the needs of the individuals within the team, and on the process of team development. Most importantly, it will identify the roles and responsibilities of the team leader/manager in keeping the team on track, and functioning effectively.
<b>Emotional Intelligence at Work</b>	This course will equip delegates with the skills and knowledge for the practical application of Emotional Intelligence in the workplace, including: Self-awareness, Self-management, Motivation, Empathy and Social Competence. It will help delegates to understand themselves and others better, and will give an insight into how to build productive and professional relationships at work.

<b>Negotiation Skills</b>	This course will enable delegates to become effective negotiators, both externally, and internally, within day-to-day routine discussions with colleagues. It is particularly recommended for anyone required to negotiate deals, terms or contracts on behalf of their organisation, or for anyone required to provide a service for their colleagues, whilst wishing to be assertive about their own needs.
<b>Managing your Manager</b>	Effective management depends on the development and maintenance of a productive two-way relationship. This will only happen both people understand each other's roles and responsibilities, and have an ability to create a positive working dynamic. This course will enable participants to consider their own responsibilities towards their manager, and to discover how they can play an effective part in ensuring a working relationship that is rewarding for themselves, their manager, their team and the organisation as a whole.
<b>Minute Taking</b>	Good quality minute taking is an asset in much demand. Many people struggle with minute taking simply because they have not been taught how to do it. This course will instruct participants in a range of skills and techniques to enable them to take, to write up and to present minutes more effectively.
<b>Presentation and Public Speaking</b>	The success of a public speaking engagement or a presentation is not just about the content, but it is also dependent upon the quality of the delivery. This course will enable participants to learn and practice skills that will be applicable to both informal and formal presentations, to both small and large audiences. It will give the opportunity to practice and to receive feedback on key skills and techniques to ensure confidence and success.
<b>Report Writing</b>	Improving report writing skills can enhance communication, develop organisational image and improve personal reputation. This course will help to develop a range of essential written communication skills that will provide a useful basis for improving the quality, clarity and effectiveness of all reports, whether for internal or external use.
<b>Management and Supervision Skills</b>	A packed and practical course that shows front-line managers how to break down their responsibilities into easily achievable stages of development, and to approach their role with confidence. It is particularly recommended for anyone new to the role of management and supervision, who is undertaking a management or team leadership role without having prior training or receiving specific support.
<b>Managing Under Pressure</b>	The workplace is becoming ever more demanding and hectic, resulting in increasing pressure and levels of stress. This course will enable participants to maximise efficiency and productivity, and minimise stress, by managing their own and/or their team's time effectively.
<b>Managing Poor Performance</b>	This course will equip front-line managers with the skills and knowledge to deal confidently and professionally with poor performers. It will show delegates how to use appropriate formal and informal processes of support, training & development, meetings and reviews to enable performance to get back on track, and to avoid escalating problems for everyone involved.
<b>Training for Trainers</b>	This course will enable delegates to prepare and deliver effective objective based training sessions. As well as dealing with the new trainers' initial concerns, it will cover a range of learning methods and training tools, and will provide practical checklists for use back in the workplace. It will also give delegates the chance to put their learning into practice, and to gain valuable and constructive feedback in a safe, facilitative environment.

**For more detailed course outlines on any of the above topics, please contact H2:  
h2@h2training.com or Freephone 0800 0015 151**