

All our courses are designed to assist personal and organisational development, offering help and support to complement procedures already in place within your organisation or presenting new techniques that will enable you to put actions in place to move the organisation forward.

Our training workshops are friendly and informal, small in number so that each delegate attending gets the benefit from individual support, participation and a chance to benchmark themselves against others attending.

Workshops are delivered South of Birmingham close to the M42/M5 network.



Hilary Rose Personnel

Training Workshops for
2009

Public & In-House



Absence Management Techniques

Full day course £99 per delegate

- To show how absence management techniques can improve attendance in the workplace
- Handling long term & short term absenteeism
- Capability against misconduct?

Appraisal Techniques

Full day course £99 per delegate

- Appreciate what a performance appraisal is
- Identify the benefits of appraisals
- Explore the appraisal system - preparation, discussion & follow up

Assertiveness

£49 per delegate

- **Learning assertive techniques to:**
 - be assertive & not manipulative
 - get your message across clearly, directly & with confidence
 - challenge yourself to create your own path

Handling Disciplinary & Grievance Issues

Full day course £99 per delegate

- The managers role
- Looking at the code of practice to incorporate the changes due in April 2009
- Tackling the issues to ensure a positive outcome

Redundancy

£49 per delegate

- Consultation is paramount - get it right first time
- Taking you through the procedure step by step
- Lessen the impact on those leaving

Stress Management

£49 per delegate

- Raising awareness
- The differences between positive & negative stress
- Introducing strategies to reduce the levels of stress

Effective Leadership

Full day course £99 per delegate

- **To develop leadership skills by:**
 - Identifying the difference between managers & leaders
 - Matching the leadership styles to the development level

Recruitment & Selection

Full day course £99 per delegate

- Employing the right person will have a positive impact on your organisation
- Recruitment & selection procedure
- Eliminate the risk of employing the wrong person

Time Management

£49 per delegate

- **Learn how to respect & manage time effectively by:**
 - Identifying & overcoming the blocks
 - Are you using time effectively
 - Action plans - moving forward

Managing People

(To include an overview of Employment Law)

Full day course £99 per delegate

- Managing people in the workplace
- How to use managerial skills effectively
- An overview of employment law & best practice

Diversity

£49 per delegate

- Valuing the differences that people from different cultures bring to an organisation
- Using communication as the key to managing diversity



**All courses are run several times during the year - please e-mail or ring for more details
In house training available**