

Management & Personal Development Skills

- Assertiveness
- Coaching & Mentoring
- Customer Care
- Creative Problem Solving
- Dealing with Difficult People
- Effective Communication
- Leadership & Team Building
- Managing Effective Meetings
- ILM Management Accreditation
- OCR NVQ Centre offering Management, Training and Development, Business Administration, Customer Care, IT
- Personal Effectiveness
- Performance Management
- Presentation Skills
- Supervisory Skills
- Stress Management
- Telephone Techniques
- Time Management
- Train the Trainer