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Where can I get more information?

Payment to be made on booking. No refunds will be given for places cancelled within 2 weeks of course date.

Day Workshops	full cost: £ 120	subsidised cost: £ 35 + VAT per place
2 day Workshops	full cost: £ 195	subsidised cost: £ 65 + VAT per place
ILM Level 3 Award	full cost: £ 745	subsidised cost: £ 210 + VAT per place
IOSH	full cost: £ 335	subsidised cost: £ 120 + VAT per place
Leadership Programme	full cost: £ 1,995	subsidised cost: £ 350 + VAT per place

The cost per place for each course is:

What does it cost?

Management Training

the lengths you go to...to improve your career

your fast start Management Courses 2008/2009

find the right course, the right training provider and the right venue all at...

For all your management training needs... dive into our programme for 2008/2009

Regular management training can keep your career heading in the right direction. In fact, it's a necessity. It is non-negotiable. If you don't improve your skills, how are you going to improve your performance?

The courses presented below will help to give you that career boost. They can help you develop your existing skills, or learn new ones.

workshops	subject	length	date	location	
Appraisal & Staff Review	Hi-grade communication amongst the workplace is a key to success. Appraisal and review can be used to achieve this. Participants will leave the workshop with an understanding of how to design appraisal and staff review systems, carry out effective appraisals and avoid common pitfalls.	1 Day	18 Sept	Inverness	SEPTEMBER
Role of Line Manager	Line managers and supervisors have a key role to play in the success of an organisation. This workshop will outline and clarify this role.	1 Day	23 Sept	Inverness	
Using your Time Effectively	Time is a resource like any other and must be used to maximise efficiency. The workshop combines theory and practical exercises to illustrate the disciplines to manage time effectively.	1 Day	25 Sep	Dingwall	
Assertive Communication	Assertive behaviour is essential for communicating effectively. Participants will look at their own behaviours and communication and how this can be managed.	1 Day	6 Oct	Elgin	OCTOBER
Effective Interviewing Skills	Participants will have a clear idea of how to prepare for and conduct all types of business interviews effectively in a way that provides the information they are seeking.	1 Day	7 Oct	Inverness	
Policies, Procedures & Staff Relations	The aims of this workshop are to improve the participants understanding of what policies and procedures they should have in place to comply with current legislation and ensure they have harmonious staff relations.	1 Day	9 Oct	Elgin	
Recruitment & Selection	Efficient robust recruitment and selection procedures are crucial to ensure organisations select the right candidates, this workshop will leave participants with a clear understanding of the stages involved in the process.	1 Day	30 Oct	Dingwall	NOVEMBER
Controlling Business Finance	Taking participants through simple accounting methods, looking at VAT, PAYE and credit control, leaving participants with a clearer understanding of their own accounts.	1 Day	6 Nov	Elgin	
Project Management	Due to the complexity of most projects for them to run smoothly, it must be planned and continually monitored. Participants will learn the basic principles of running a project smoothly.	1 Day	10 Nov	Dingwall	
Grievance & Staff Discipline	This workshop is designed to enable you to develop a compliant and effective grievance and discipline procedure to promote effective management and staff relations.	1 Day	11 Nov	Elgin	JANUARY
Train the Trainer	One of the most effective ways of training is to use the expertise that exists within the organisation. However a skilled person is not necessarily a good trainer, and this workshop will help address this.	2 Days	12 & 13 Nov	Inverness	
Team Working	This workshop is designed to support the creation of closer, more effective working relationships throughout organisations. Participants will have a better understanding of how to contribute as an effective team member.	1 Day	27 Nov	Inverness	
Caring for your Customer	This workshop will explore how we can all 'be present' at our work and engage with those around us during our working day to energise the workplace and give our customers – both internal and external – a better service.	1 Day	20 Jan 2009	Aviemore	FEBRUARY
Delegation	Delegation is a feature of good leadership. Participants will be provided with a better understanding of the process of entrusting authority and responsibility to others.	1 Day	21 Jan	Inverness	
Advanced Presentation Skills	This interactive workshop will enable participants to improve their confidence so that they can deliver presentations effectively and with enthusiasm rather than fear and dread.	2 Days	22 & 23 Jan	Inverness	
Managing Conflict	Participants will be made aware of how to recognise the causes of conflict, including themselves and to develop the skills which they have to manage conflict positively.	1 Day	5 Feb	Inverness	MARCH
Selling Techniques	This workshop will help improve participants' selling skills and enable them to make the most of their opportunities to sell by using some effective techniques to get customers and engage with them.	1 Day	18 Feb	Elgin	
Goals & Objectives	Forward planning and setting of goals and objectives are key features of successful organisations. Participants will be taken through the stages in setting goals and objectives, and the links between them and organisations' strategies, ideologies and principles.	1 Day	19 Feb	Elgin	
Negotiating Skills	Participants will be shown how to analyse their own bargaining position and that of the other side, offering practical hints and an opportunity for participants to practise their skills.	1 Day	24 Feb	Inverness	APRIL
A Planned Approach to Marketing	Participants will be shown a variety of ways to market a product, plan a marketing strategy and at the end of the workshop have the ability to both write and action a marketing plan.	2 Days	24 & 25 Feb	Elgin	
Safety Awareness	Organisations have to provide a safe working environment; this workshop will enable participants to have a better understanding of what both they and their employer's responsibilities are under H&S law.	1 Day	11 Mar	Inverness	
Risk Assessment	This introductory workshop will enable participants to identify hazards and have a sound appreciation of how to conduct a risk assessment and carry out actions to address risks.	1 Day	12 Mar	Inverness	MAY
Train the Trainer	One of the most effective ways of training is to use the expertise that exists within the organisation. However a skilled person is not necessarily a good trainer, and this workshop will help address this.	2 Days	17 & 18 Mar	Elgin	
Team Working	This workshop is designed to support the creation of closer, more effective working relationships throughout organisations. Participants will have a better understanding of how to contribute as an effective team member.	1 Day	19 Mar	Elgin	
Appraisal & Staff Review	Hi-grade communication amongst the workplace is a key to success. Appraisal and review can be used to achieve this. Participants will leave the workshop with an understanding of how to design appraisal and staff review systems, carry out effective appraisals and avoid common pitfalls.	1 Day	24 Mar	Elgin	MAY
Using your Time Effectively	Time is a resource like any other and must be used to maximise efficiency. The workshop combines theory and practical exercises to illustrate the disciplines to manage time effectively.	1 Day	26 Mar	Inverness	
Role of Line Manager & Supervisor	Line managers and supervisors have a key role to play in the success of an organisation. This workshop will outline and clarify this role.	1 Day	7 Apr	Elgin	
Motivating your Workforce	It is the managers' responsibility to ensure that people give their best for their own good and for the advancement of the business. The broad science of motivating others will be outlined to participants and some simple and effective rules for motivating employees.	1 Day	22 Apr	Inverness	JUNE
Managing Change	Many changes are thrust upon us but they need not be out with our control. This workshop will demonstrate to managers that they can stay in control of change and enable their staff to accept change easily.	1 Day	27 Apr	Dingwall	
Managing Conflict	Participants will be made aware of how to recognise the causes of conflict, including themselves and to develop the skills which they have to manage conflict positively.	1 Day	8 May	Elgin	
Recruitment & Selection	Efficient robust recruitment and selection procedures are crucial to ensure organisations select the right candidates. This workshop will leave participants with a clear understanding of the stages involved in the process.	1 Day	12 May	Aviemore	JUNE
Managing Stress	The workshop is designed to help managers who are responsible for staff find ways through the maze of half truths and urban myths regarding what is a natural response and ensure that people have the skills to manage workplace stress.	1 Day	12 May	Inverness	
Effective Interviewing Skills	Participants will have a clear idea of how to prepare for and conduct all types of business interviews effectively in a way that provides the information they are seeking.	1 Day	19 May	Aviemore	
Grievance & Staff Discipline	This workshop is designed to enable you to develop a compliant and effective grievance and discipline procedure to promote effective management and staff relations.	1 Day	9 Jun	Inverness	JUNE
Appraisal & Staff Review	Hi-grade communication amongst the workplace is a key to success. Appraisal and review can be used to achieve this. Participants will leave the workshop with an understanding of how to design appraisal and staff review systems, carry out effective appraisals and avoid common pitfalls.	1 Day	10 Jun	Aviemore	
Assertive Communication	Assertive behaviour is essential for communicating effectively, participants will look at their own behaviours and communication and how this can be managed.	1 Day	11 Jun	Inverness	
courses (certificated)	subject (for further information contact Jenny Devlin on tel: 0800 389 0888)	length	date	location	
ILM Endorsed Leadership Programme	Bespoke course designed to provide participants with the skills and knowledge to develop and enhance their leadership, team working, change management, time management and recruitment and selection practices in their business. (ILM – Institute of Leadership Management)	11 Days + Coaching Sessions	Sept - Mar or Nov - May	Inverness or Elgin	
ILM Level 3 Award in First Line Management**	A short flexible programme which provides an introduction to the wide range of responsibilities of the first line manager. **Formerly known as ILM Introductory Certificate in First Line Management**	6 Days	Oct - Nov 01/10, 08/10, 29/10, 05/11, 12/11, 19/11	Inverness	
ILM Level 3 Award in First Line Management**	A short flexible programme which provides an introduction to the wide range of responsibilities of the first line manager. **Formerly known as ILM Introductory Certificate in First Line Management**	6 Days	Feb - Apr 25/02, 04/03, 11/03, 18/03, 25/03, 22/04	Elgin	
IOSH Managing Safely	This course will train delegates to apply sound management principles to Health and Safety. (IOSH -Institute of Occupational Safety and Health)	4 Days	June	Inverness	