

PUBLIC COURSE TRAINING DIARY

Courses listed below are all scheduled for delivery in **INVERNESS** over the next few months. If you, or any of your colleagues would like more information on any of these forthcoming programmes, please don't hesitate to contact our office on **0141 4330151**, email: **enquiries@cosensa.co.uk** or contact your existing sales representative directly. Alternatively, use the Booking Form on the reverse of this diary to book your place/s immediately.

Course Title	Date	Venue
Performance Management	Mon 16-Apr-12	The Glenmoriston Town House
Absence Management	Mon 16-Apr-12	The Glenmoriston Town House
Ethical Selling Techniques	Mon 16-Apr-12	The Glenmoriston Town House
Accident Reporting and Investigation	Mon 16-Apr-12	The Glenmoriston Town House
The role of the Health and Safety Representative	Tue 17-Apr-12	The Glenmoriston Town House
Outbound Telephone Sales	Tue 17-Apr-12	The Glenmoriston Town House
Managing Effective Meetings	Tue 17-Apr-12	The Glenmoriston Town House
Stress Management	Wed 18-Apr-12	The Glenmoriston Town House
COSHH Awareness	Wed 02-May-12	The Glenmoriston Town House
Working with Display Screen Equipment (DSE)	Wed 02-May-12	The Glenmoriston Town House
Interviewing successfully for recruitment	Tue 08-May-12	The Glenmoriston Town House
Assertiveness at Work	Mon 14-May-12	The Glenmoriston Town House
Presentation Skills	Tue 15-May-12	The Glenmoriston Town House
Advanced Selling Skills	Tue 15-May-12	The Glenmoriston Town House
Performance Review & Appraisal Skills	Thu 17-May-12	The Glenmoriston Town House
Fire Risk Assessment - The Fire (Scotland) Act 2005	Fri 25-May-12	The Glenmoriston Town House
The Proficient Supervisor and Manager	Tue 29-May-12	The Glenmoriston Town House
Business and Report Writing Skills	Wed 30-May-12	The Glenmoriston Town House
Effective Minute Taking	Fri 01-Jun-12	The Glenmoriston Town House

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Course Title	Date	Venue
Effective Project Management	Tue 05-Jun-12	The Glenmoriston Town House
Finance for non-finance Managers	Mon 11-Jun-12	The Glenmoriston Town House
Customer Care - Developing a Care Culture	Mon 18-Jun-12	The Glenmoriston Town House
Time Management	Tue 19-Jun-12	The Glenmoriston Town House
Reception and Telephony Skills	Wed 20-Jun-12	The Glenmoriston Town House
Practical Risk Assessment	Wed 27-Jun-12	The Glenmoriston Town House
Developing Confident Negotiation Skills	Thu 28-Jun-12	The Glenmoriston Town House
Office Safety	Thu 28-Jun-12	The Glenmoriston Town House
Manual Handling	Thu 28-Jun-12	The Glenmoriston Town House
Managing the Discipline & Grievance Process	Mon 02-Jul-12	The Glenmoriston Town House
Train the Trainer - ILM (Institute of Leadership & Management) Development Award	Mon 02-Jul-12	The Glenmoriston Town House
Training Needs Analysis	Tue 03-Jul-12	The Glenmoriston Town House
Working at Height Regulations	Tue 17-Jul-12	The Glenmoriston Town House
Asbestos Management	Tue 17-Jul-12	The Glenmoriston Town House
Inspirational Leadership Skills	Thu 19-Jul-12	The Glenmoriston Town House
Training for PAs	Thu 19-Jul-12	The Glenmoriston Town House
Introduction to Project Management Principles	Mon 30-Jul-12	The Glenmoriston Town House
Positive influencing skills	Mon 30-Jul-12	The Glenmoriston Town House

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Course Title	Date	Venue
Coaching Skills for Supervisors and Managers	Tue 31-Jul-12	The Glenmoriston Town House
Preparing an Induction	Tue 31-Jul-12	The Glenmoriston Town House
Managing Safety	Tue 31-Jul-12	The Glenmoriston Town House
The Role of the Fire Marshal	Wed 01-Aug-12	The Glenmoriston Town House
Managing difficult situations on the telephone	Tue 07-Aug-12	The Glenmoriston Town House
The art of effective communication	Wed 08-Aug-12	The Glenmoriston Town House
Better Proof Reading	Wed 08-Aug-12	The Glenmoriston Town House
Construction (Design and Management) Regulations 2007	Mon 03-Sep-12	The Glenmoriston Town House
Facilitating with confidence	Mon 03-Sep-12	The Glenmoriston Town House
Managing unacceptable employee behaviour	Mon 17-Sep-12	The Glenmoriston Town House
Dealing with bullying and harassment in the workplace	Mon 17-Sep-12	The Glenmoriston Town House
Managing the Salesforce	Thu 27-Sep-12	The Glenmoriston Town House
Managing Conflict in the Workplace	Fri 05-Oct-12	The Glenmoriston Town House
Budgeting for Success	Tue 09-Oct-12	The Glenmoriston Town House
Effective Minute Taking	Mon 15-Oct-12	The Glenmoriston Town House
Ethical Selling Techniques	Mon 15-Oct-12	The Glenmoriston Town House
Outbound Telephone Sales	Tue 16-Oct-12	The Glenmoriston Town House
IOSH - Working Safely	Tue 16-Oct-12	The Glenmoriston Town House